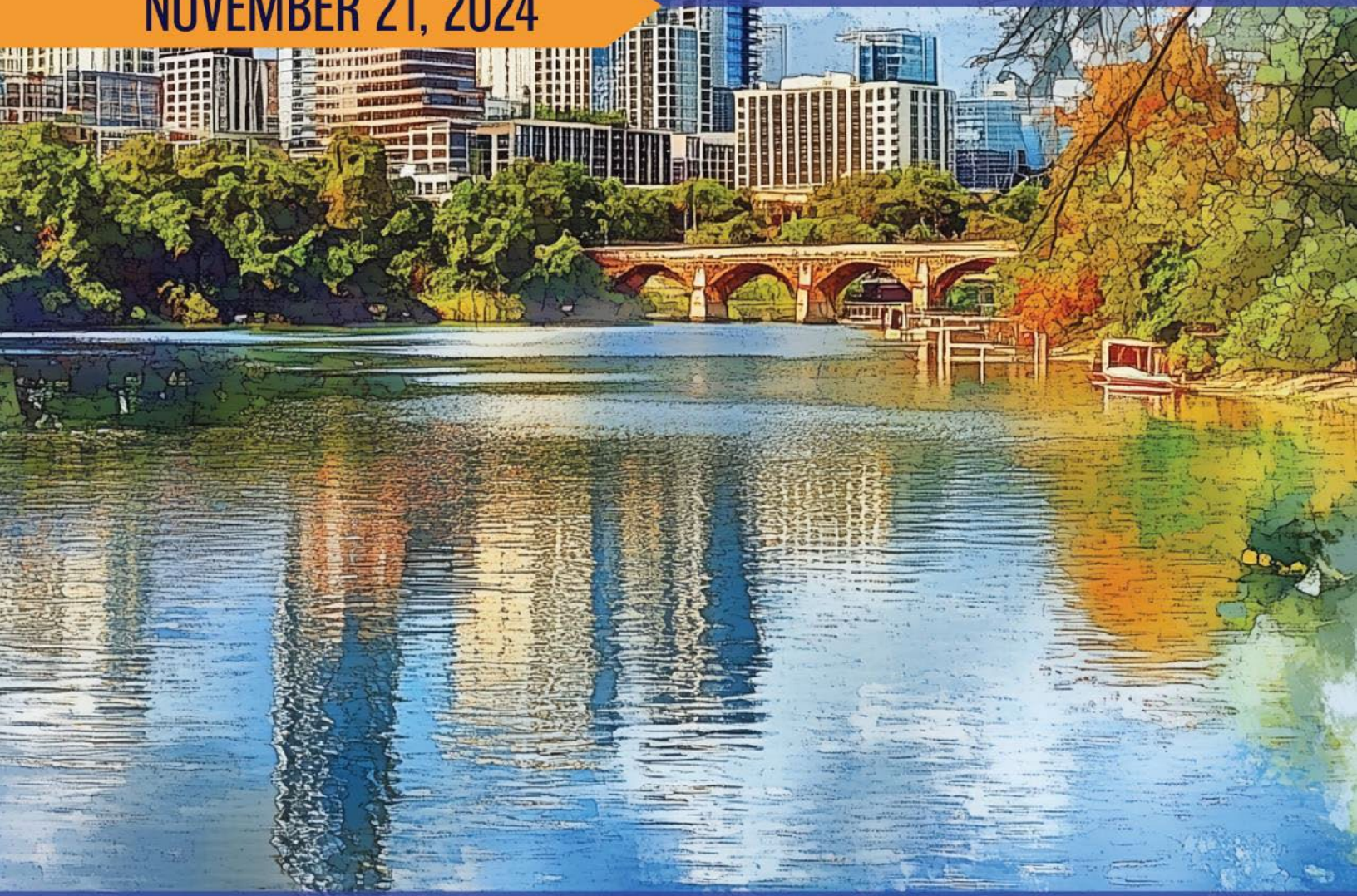


CITY OF AUSTIN **WATER** CONSERVATION PLAN

NOVEMBER 21, 2024



DEVELOPED TO MEET REQUIREMENTS
OUTLINED IN 30 TAC §288.2 AND §288.5



Message from the Director

Thank you for your interest in Austin's most precious natural resource: water. The city was founded in the mid-1800s on the banks of the Colorado River to take advantage of that abundant water resource. Our water supply is just as critical today, but now we face unprecedented challenges: record high temperatures, record low flows into the Highland Lakes, water quality concerns, and continued rapid population growth.

Together, we can meet these challenges. The City of Austin's 100-year Water Forward Integrated Water Resources Plan is focused on water conservation and water use efficiency, as well as strategies to strengthen the diversity of Austin's water supply. Austin has come a long way over the last decade – in 2023, we used essentially the same amount of water as we did in 2011, despite having 140,000 more residents. But the impacts from climate change require us to become even more water-wise and water-efficient.

The update of this Water Conservation Plan is required by the State of Texas every five years to provide short-term strategies to address changing conditions. While Austin Water completed the required plan update in May 2024, we are now providing this November 2024 update to incorporate additional water conservation strategies. Even more importantly, the update is a necessary part of the city's future sustainability. This document describes Austin Water's conservation initiatives, programs, and projects to help residents and businesses increase their water use efficiency. In addition, it describes how Austin Water is maximizing our water supply from the Highland Lakes through conservation and water reuse. Learn more about what you can do to conserve our most precious resource at [AustinWater.org](https://austinwater.org).

A handwritten signature in black ink that reads "Shay Ralls Roalson". The signature is written in a cursive, flowing style.

Shay Ralls Roalson, P.E.
Austin Water Director



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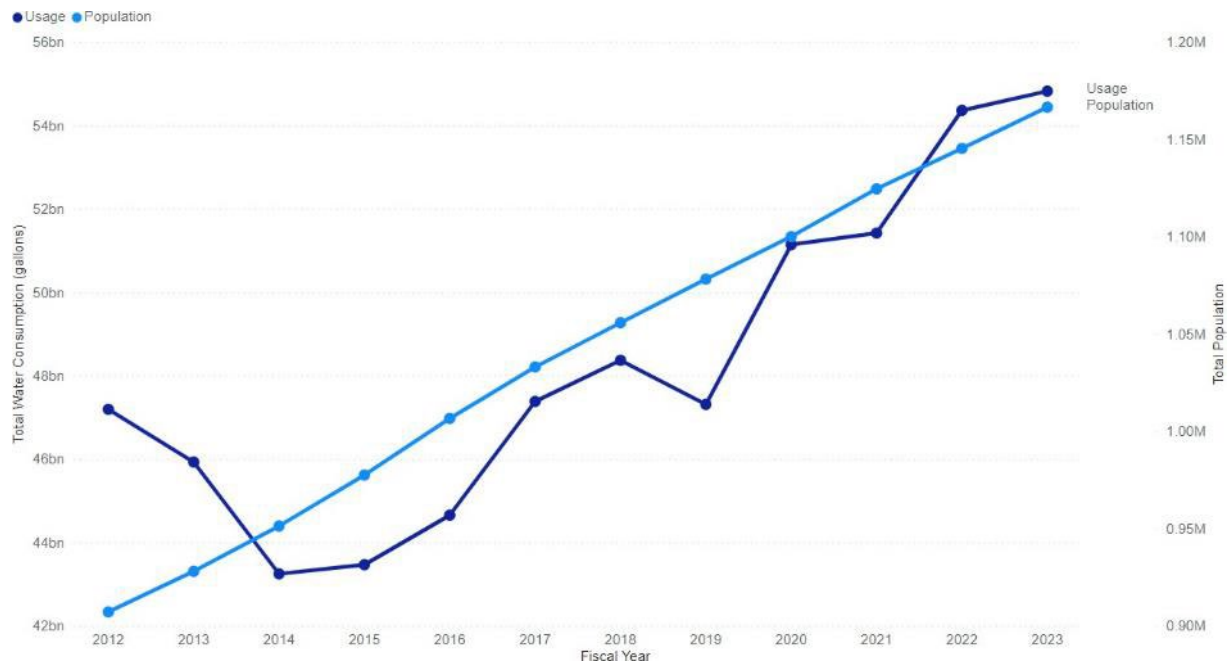
Executive Summary

Since 1983, Austin Water (AW) has demonstrated a strong history of adopting and implementing water conservation strategies to meet the growing and dynamic challenges of Austin's water needs. These challenges include rapid population growth, increasing frequency of extreme weather events due to climate change, and periods of ongoing drought. Current water conservation activities include incentive programs for residential, commercial, and multi-family customers; commercial regulatory programs; water-use restrictions; water reuse; and water loss control.

Current incentive programs offered to residential customers include rebates for ten different indoor and outdoor water conservation activities. The most popular are rainwater harvesting, drought survival tools, irrigation upgrades, and waterwise landscape conversion. AW offers similar incentives for the commercial and multi-family sector, but the most utilized program with the greatest savings for these customers is the performance-based incentive, Bucks for Business.

Figure 1 illustrates the effect watering restrictions have had on lowering the increase in water consumption relative to population growth. Beginning in 2012, mandatory one day per week irrigation restrictions went into effect, which pushed water use downward. In 2016, Austin left drought stages, but the irrigation restrictions were approved to continue at all times. As rains returned to the area in 2015 and the drought receded, the City's water use grew relative to population.

FIGURE 1. AUSTIN WATER RETAIL POPULATION SERVED AND WATER CONSUMPTION



First offered by AW in 1974, reclaimed water helps provide a low-priced source of non-potable water for irrigation, cooling, and toilet flushing. At present, over 185 metered properties use more than 1.4 billion gallons of reclaimed water annually. In March 2024, AW launched a new GoPurple program to increase the use of reclaimed water in and around Austin to make potable water usage more sustainable. Austin City Council approved additional requirements for large developments to connect to the reclaimed system or develop onsite water reuse systems.

To help manage water loss from leaks and aging infrastructure, AW conducts annual water loss audits. Other efforts to control water loss include AW’s use of acoustic technology to inspect over 500 miles of water lines annually, implementation of “Renewing Austin” to replace aging water lines, and the full-scale deployment of the My ATX Water advanced metering system. AW also contracted a water loss consulting firm to review the utility’s water loss program, validate system input volume and meter accuracy, and provide recommendations for improvements.

Beginning in 2020, the My ATX Water program has been replacing analog water meters with more accurate digital meters, offering water savings through leak notifications, customer awareness about water use, and the opportunity for the implementation of heightened water loss strategies in the future. In 2025, the My ATX Water meter replacement program will be complete.

As one of the fastest-growing metropolitan areas in the nation, Austin faces unique challenges to its water supply. Austin has successfully reduced peak water demand and continues to delay



renewal of the Lower Colorado River Authority contract, resulting in numerous benefits to AW and cost savings to its customers.

The Texas Commission on Environmental Quality and the Texas Water Development Board require an update to the City of Austin's Water Conservation Plan every five years. This document provides additional water conservation goals to the plan that was adopted by Council in May 2024 and how these goals will be met, implemented, and enforced by the City.

Looking forward to the next five and ten years, the City's goal is to decrease our total per-person water use from the five-year average of 127 gallons per day to 119 gallons per day by 2029, reducing our potable water use by almost three billion gallons per year. In addition, our goal is to reduce our per-person water loss from the five-year average of 21 gallons per day in 2024 to 19 gallons per day by 2029. The strategies to achieve these goals are described on page 31.

Conservation Program History

Austin's water conservation program was established in 1983 following adoption of an ordinance allowing the City to implement temporary water use restrictions to address increasing infrastructure constraints. At that time, Austin primarily utilized water demand management as a crisis response tool rather than an ongoing conservation strategy. Since then, and as water demand increased with significant population growth and development, Austin shifted its focus to using water conservation measures as a means of extending the available water supply, lowering greenhouse gas emissions, and extending infrastructure capacity.

Initially, Austin's conservation program focused on rebates and incentives to achieve high volumes of water savings and to provide customers with education about water use. Over time, certain measures such as toilet retrofits and clothes washer rebates reached market saturation and were phased out. Other major milestones for Austin's conservation program include:

2007 – Austin strengthened and prioritized its conservation focus with the adoption of strategies recommended by a City Council-created water conservation task force aimed at reducing peak day water use by one percent per year for ten years. These strategies were anticipated to result in a 25-million-gallon-per-day reduction from peak use by 2017.

2010 – A second task force proposed additional water use reduction measures beyond the 2007 recommendations. This led to City Council adoption of a resolution to reduce water use to no more than 140 gallons per capita per day by 2020.

2012 – The City's Conservation Code was repealed and replaced, restricting outdoor watering to twice a week and establishing commercial assessment programs.

2016 – The City's Conservation Code was again revised following years of drought, restricting automatic irrigation to once a week. During this period, auxiliary water ordinances and Plumbing Code revisions were implemented to improve fixture efficiencies and offset potable water consumption.

2018 – The Austin City Council adopted the 100-year Water Forward Integrated Water Resources Plan. The plan is updated every five years and serves as a demand management strategy roadmap for water conservation.

2020 – The City adopted an ordinance to regulate the collection, treatment, and use of alternative water sources for non-potable uses in multi-family and commercial buildings.

2024 – The Austin City Council adopted the GoPurple program to increase use of reclaimed water and onsite water reuse systems in and around Austin.

Austin continues to explore innovative ways to leverage existing and new technologies to better inform customers, conduct analysis, and achieve water-savings breakthroughs. The new My ATX Water smart meters, digital rebate application forms, and alternative water technologies are helping advance water conservation in Austin to a level never imagined in 1983.

In addition to this Water Conservation Plan, water conservation efforts integral to City planning efforts include:

Water Forward Integrated Water Resource Plan: Water Forward is Austin's 100-year integrated water resource plan. It's an adaptive plan updated on a 5-year cycle, evaluating water supply and demand management strategies for the City of Austin within a regional water supply context. A significant portion of near-term strategies include conservation activities. The initial Water Forward Plan was adopted in 2018 and is currently being updated, with completion anticipated by the end of 2024.

Austin Climate Equity Plan: Austin's Climate Equity Plan was created with input from nearly 200 community members and focused on engaging racially and economically diverse residents about challenges, barriers, and opportunities facing historically excluded groups. A goal for sustainable buildings is to achieve a community-wide water demand of 152,000 acre-feet per year by implementing strategies outlined in the Water Forward Plan.

Drought Contingency Plan: The state-mandated Drought Contingency Plan specifies how the City will respond and manage the water system during drought, as well as during demand or infrastructure events that constrain water supply. The most recent plan was approved in conjunction with the Water Conservation Plan in 2024 (See Appendix B).

Public Education and Information

With one of the most extensive water conservation programs in the nation, AW plays a leadership role at the regional, state, and national levels, sharing experiences and resources with other water providers to promote conservation innovation and effectiveness. AW utilizes public education and community outreach to encourage participation in water conservation programs and incentives, as well as to raise awareness about water use restrictions.

Community Events & Education Programs

AW offers the Dowser Dan School Assembly Program, a musical and theatrical program targeting kindergarten through fourth-grade students in public and private schools served by AW. Since 1990, this program has been a valuable resource for teachers, reaching hundreds of thousands of students in Austin and surrounding communities with educational content about how to conserve water through everyday actions. Although requests for in-person presentations declined during the global pandemic, 2023 saw a resurgence in requests for Dowser Dan performances. During the period of decreased in-person assemblies, AW kept Dowser Dan and his message of water conservation relevant by producing several music videos and downloadable educational worksheets, which are available online and distributed via AW social media channels. These resources remain available for teachers and parents to share with students and families in our community.

In 2015, the Texas Colorado River Rolling Exhibit, also known as the Mobile River, was developed, and launched in partnership with the Austin Independent School District, AW, and the Colorado River Alliance. Housed inside a 40-foot trailer, the Mobile River functions as a mobile science museum featuring interactive exhibits and hands-on activities targeted at middle school-aged students. The program is still active and popular at community events throughout the Austin area and the Lower Colorado River basin.

AW also participates in community festivals, school events, and informational fairs, providing knowledgeable staff to answer common questions and materials to promote water conservation. In 2009, AW developed a Water Conservation Speakers Bureau to provide presentations to local organizations on topics such as conservation, irrigation, leak detection, and water waste.

Advertising and Marketing

Marketing and advertising campaigns are used to disseminate information about water conservation programs, rebates, and incentives through print, radio, and digital outlets; websites; and social media platforms. Strategic ad placements are designed to reach a broad demographic through a variety of formats and languages. Additionally, information is provided to customers through messaging on customer bills and the City of Austin Utilities Now! newsletter that is included in every monthly billing cycle.

AW links digital advertising and social media posts directly to the web page providing information about all available rebates to support water conservation. Clear information about program requirements and checklists were developed to help customers meet all program requirements. The rebate application process has also been improved to be more accessible; customers can complete an application form online or directly from their mobile phone.

AW uses its My ATX Water customer portal and its social media platforms such as Facebook, Instagram, YouTube, and NextDoor to share conservation messaging and program information to the community on a weekly basis and monitor engagement. Graphics, photography, and videos enhance messaging and increase engagement.

Workshops and Presentations

AW provides both in-person and virtual educational workshops about water conservation and available programs at no cost. These are adapted to the specific needs of residential and commercial customers. Beginning in 2024, AW will introduce on-demand videos designed to help residential customers efficiently manage their irrigation controllers, detect toilet leaks, and navigate the online billing portal.

The WaterWise Irrigation Professionals Seminar includes information on water-efficient irrigation systems, water conservation programs, the mandatory watering schedule, electrical troubleshooting, irrigation auditing, and turf grass watering requirements. This seminar provides continuing education credits toward license renewal for irrigation professionals.

AW actively participates in the Central Texas Water Efficiency Network, a coalition of regional water agencies and advocacy groups that meet to share information and promote water efficiency education, legislation, programs, and technologies. This network organizes the annual Central Texas Water Conservation Symposium, a one-day regional event aimed at providing conservation education to over 100 water professionals.

Residential Customer Programs

Digital Garden Hose Meters and Sunlight Calculators

AW has partnered with the Austin Public Library to provide digital garden hose meters and Sunlight Calculators through the library check-out system. The meters, which attach to standard outdoor hoses, spray nozzles, and faucets, enable customers to track their water usage for activities such as watering lawns and washing cars and adjust to conserve. Sunlight calculators determine daylight levels in specific areas outdoors so that appropriate plants can be selected and placed to minimize water consumption.

Household Material Distribution

AW distributes complimentary water-saving tools to residential customers, as well as to households that receive water from one of the other water utilities that Austin sells water to wholesale. These include showerheads, kitchen/bathroom aerators, soil moisture meters, toilet leak detection tablets, and a “Practical Plumbing Handbook.” Historically, customers were required to pick up the items at AW’s headquarters. However, due to challenges posed by the COVID-19 pandemic, participation declined. Beginning in May 2023, materials are now mailed directly to eligible customers upon request, which has resulted in a surge of participation of over 600 percent.

TABLE 1. HOUSEHOLD MATERIAL DISTRIBUTION

Historical program performance

Fiscal Year 2019	Fiscal Year 2020	Fiscal Year 2021	Fiscal Year 2022	Fiscal Year 2023
1,479 items	95 items	74 items	780 items	5,923 items

Residential Irrigation Audits

AW offers a free irrigation system evaluation to residential customers who experience unusually high water bills. To qualify, customers must exceed 20,000 gallons of water used in one month or 15,000 gallons for two consecutive months. The residential irrigation audit, conducted by a licensed irrigator from AW, involves examining the system in operation to identify leaks, assess water application rates, and ensure adequate coverage. The irrigator also assists in establishing an efficient watering schedule and making controller adjustments. Finally, the evaluation includes an assessment of equipment adequacy and recommendations for component replacement if necessary.

In Fiscal Year 2023, the number of requests for residential irrigation audits declined substantially. This reduction corresponds with a rise in telephone and online assistance, where customer service staff supported customers through the online My ATX Water customer portal to assess their irrigation system. The new portal provides insights into irrigation usage frequency and the volume of water consumed per irrigation cycle.

TABLE 2. RESIDENTIAL IRRIGATION AUDIT

Historical program performance and estimated water savings

Fiscal Year 2019	Fiscal Year 2020	Fiscal Year 2021	Fiscal Year 2022	Fiscal Year 2023	Estimated Water Savings
214 audits	234 audits	122 audits	215 audits	140 audits	30,331 gallons per year per audit

Plumbing Program

For over a decade, AW has been helping customers in need with assistance with plumbing repairs. In 2019, AW partnered with the Austin Housing Department's Go Repair! program to support eligible low-income customers of AW by covering qualified large and costly repairs. Repairs covered as part of this program include toilets, showers, plumbing, sinks, and faucets.

In 2022, the Go Repair! plumbing component became a stand-alone program, entitled the Plumbing Program, administered by the Austin Housing Department and funded by AW. The program can be combined with other assistance programs, can fund larger and costlier repairs, and offers broader eligibility requirements to provide greater assistance to eligible low-income customers. To be eligible, customers must have an AW account, maintain an income less than or equal to 100% of Austin's Median Family Income, and reside in a single-family home or duplex.

TABLE 3. GO REPAIR! AND PLUMBING PROGRAM

Historical number of homes that received repairs.

Fiscal Year 2019	Fiscal Year 2020	Fiscal Year 2021	Fiscal Year 2022	Fiscal Year 2023
18	55	40	20	11

Austin Energy All-Star Conservation Kits

As a participant in this program since 2022, AW offers energy-saving and water-saving tips and products to educate 6th-grade students within the Austin Energy service area about conservation. This educational initiative involves in-class curriculum and take-home kits provided to teachers, students, and their families at no expense.

Residential Incentive Programs

AW provides opportunities for customers to offset costs and conserve water through rebates and incentives. These programs aim to motivate eligible customers to adopt water-saving measures such as installing high-efficiency fixtures, enhancing the effectiveness of existing irrigation systems, and rainwater harvesting.

Irrigation Upgrade Rebate

Homeowners can receive incentives of up to \$1,000 to upgrade irrigation systems to reduce water usage and waste. Eligible upgrades include rain/soil moisture sensors, pressure reduction valves, and converting from spray to multi-stream multi-trajectory rotor nozzles.

Landscape Survival Tools

Rebates are offered to homeowners for water-saving items such as mulch, compost, and core aeration services to facilitate moisture retention, nutrient replenishment, and turf grass health.

Laundry to Landscape

Homeowners can receive incentives of up to \$150 for installing a laundry-to-landscape system, which allows the reuse of graywater from laundry activities for landscape irrigation.

Pressure Regulating Valves

A rebate of up to \$150 is offered for the purchase and installation of pressure regulating valves to reduce indoor water pressure and prevent water waste and damage to pipes and fixtures.

Pool Cartridge Filter Rebate

Homeowners can receive up to \$250 for replacing a sand or diatomaceous earth pool filter with a cartridge pool filter that requires less frequent backwashing.

Pool Cover Rebate

An incentive of up to \$200 is offered towards the purchase of a new swimming pool cover to reduce water loss due to evaporation.

Rainwater Harvesting Rebate

Homeowners can receive an incentive of up to \$5,000 for the installation of rainwater collection tanks to supplement or offset reliance on potable water for outdoor watering activities.

Water Timer Rebate and Instant Savings

Up to 50% of the pre-tax purchase price for up to two hose timers, for a maximum rebate of \$40, is offered to homeowners. Additionally, an instant savings of \$5.00 off the cost of a water timer is provided at select retail stores.

WaterWise Landscape Rebate

A rebate is offered for up to \$100 for every 100 square feet of turf areas converted to water-efficient landscapes, with a cap of \$3,000.

WaterWise Rainscape

A rebate of \$0.50 per square foot is offered for the installation of features that direct and retain rainwater for on-site irrigation and other beneficial purposes. An additional \$0.50 bonus per square foot is provided for the removal of healthy turf grass. The total rebate, including the bonus, has a lifetime limit of \$1,500.

TABLE 4. RESIDENTIAL INCENTIVE PROGRAMS

Historical number of rebate applications and the estimated average water savings

Residential Incentive Program	Fiscal Year 2019	Fiscal Year 2021	Fiscal Year 2021	Fiscal Year 2022	Fiscal Year 2023	Annual water savings per activity
Landscape Survival Tools	108	69	66	72	55	Undetermined*
Laundry to Landscape	-	0	0	0	0	Undetermined*
Pressure Regulating Valves	19	13	4	1	7	37,213 gallons per year
Pool Cartridge Filter Rebate	-	0	2	1	3	6,023 gallons per year
Pool Cover Rebate	0	0	8	5	4	27,153 gallons per year
Rainwater Harvesting Rebate	119	122	163	117	93	4.38 gallons per gallon capacity per year
Watering Timer Instant Savings	-	-	-	3,778	3,384	Undetermined*
Watering Timer Rebate	12	15	8	28	22	Undetermined*
WaterWise Landscape Rebate	11	6	10	3	19	11 gallons per sq. ft. per year
WaterWise Rainscape Rebate	2	5	5	6	7	1.5 gallons per sq. ft. per year

*Potential water savings have varied significantly in different analyses.

Commercial Customer Programs

With almost 16,000 accounts comprising roughly 30 percent of AW's annual customer volume, there is significant potential for water savings through commercial conservation initiatives. AW partners with commercial customers by offering financial incentives, educational resources, and personalized support. We assist businesses in their efforts to seamlessly incorporate sustainable water practices into their operations.

Bucks for Business

AW collaborates with industrial, commercial, and institutional customers to promote water conservation through the Bucks for Business performance-based incentive program. Bucks for Business supports the installation of water-efficient equipment and adoption of process upgrades that offset non-potable water demand. Examples include replacing single-pass cooling with highly efficient systems or air cooling, reusing high-quality rinse water, recovering and using air conditioning condensate, and utilizing stormwater for landscape irrigation and other non-potable purposes. Additionally, incentives are available for installation of water-saving equipment for commercial laundry facilities and car washes. AW provides a rebate of \$1.00 for every 1,000 gallons saved annually over a ten-year equipment lifespan or 50 percent of the cost, whichever is lower, with a maximum cap of \$100,000.

Participation in Bucks for Business has fluctuated over the years. Some incomplete applications have been due to construction delays. The highest level of participation was due to Austin Independent School District utilizing bond money to upgrade multiple facilities. While the number of applications may be low, the amount of savings for each project can be substantial. Two completed projects in 2023 are estimated to save 920,000 gallons each year.

While the number of the applications for the Bucks for Business program has been low over the last five years, the program saw a significant resurgence in Fiscal Year 2024 with approximately 20 applications from commercial customers. Generally, the applications have come from multi-family facilities replacing fixtures and appliances with more efficient models, but AW has received inquiries from a wider range of commercial facilities, including movie theaters, restaurants, and car washes.

TABLE 5. BUCKS FOR BUSINESS

Historical participation by fiscal year

Fiscal Year 2019	Fiscal Year 2020	Fiscal Year 2021	Fiscal Year 2022	Fiscal Year 2023
1	54*	3	0	2

*One applicant – Austin Independent School District – and 54 unique facilities and activities

Cartridge Pool Filter Rebate Program

AW provides an incentive of up to \$250 to homeowner associations and multi-family properties with pools to replace sand or diatomaceous earth pool filters with cartridge pool filters. This high-efficiency filtration technology consumes twelve times less water compared to conventional filters.

Commercial, Institutional, and Industrial Water Efficiency Audit Rebate

AW offers up to \$10,000 rebate for a limited number of water efficiency audits of industrial, commercial, and institutional facilities, and up to \$5,000 for addition audits. The audit is used to recommend strategies for reducing water use and assess eligibility for applicable AW rebates to enhance and upgrade equipment. Eligibility applies to each separately metered facility surpassing an annual threshold of 100,000 gallons per year.

Commercial Kitchen Equipment Rebate

Commercial and institutional customers can apply for rebates to replace eligible food service equipment with more efficient, cost-saving Energy Star-rated models. Rebate amounts range from \$40 to \$5,000, depending on the type of equipment. Eligible equipment includes pre-rinse spray valves, spring-loaded food pedal controls for kitchen faucets, boiler less steam cookers, and various dishwashers.

Irrigation System Improvement Rebate

Commercial and multi-family customers can receive incentives for eligible irrigation system improvements, such as central computer irrigation controller systems, pressure regulating components, flow sensors, and conversion to multi-stream, multi-trajectory rotor nozzles.

Pressure Regulating Valve Rebate

Multi-family customers can apply for a rebate of \$150 per rental unit, up to a maximum of \$750 per property, for the installation of pressure reduction valves to lower indoor water pressure and help reduce water waste. Eligibility requirements include water pressure of 80 pounds per square inch or higher without a pressure reduction valve, installation by a licensed plumber, and compliance with all permitting requirements.

Rainwater Harvesting Rebate

Commercial customers are eligible for incentives of up to \$5,000 for installing rainwater collection tanks for outdoor watering. The rebate amount is determined by the overall capacity of the rainwater system with different rates for pressurized and non-pressurized systems.

Voluntary Reclaimed Water Connection Pilot Rebate

First introduced in 2021, this rebate helps commercial and multi-family customers located along a reclaimed water main to connect voluntarily. Rebates are offered for cooling tower conversions, landscape irrigation conversions, and other uses.

WaterWise Landscape Rebate

This rebate supports the conversion of healthy turf areas to native beds, permeable hardscapes, rock gardens, mulching, or non-irrigated beds. Commercial customers may receive up to \$100 for every 100 square feet, with a maximum amount of \$3,000. Applicants must comply with planting specifications to ensure the use of native and adaptive plants.

Regulatory Programs

Water Use Restrictions

AW's Conservation Division implements and enforces a comprehensive Water Conservation Code (Chapter 6-4 of the City Code of Ordinances) that applies to all retail water customers. This code includes a year-round Conservation Stage with baseline water use restrictions. In times of drought, additional stages and restrictions are described in the Drought Contingency Plan and Chapter 6-4 of the City Code.

One of the largest water savings and peak day water use reduction measures was adopted in 2016 with year-round Conservation Stage restrictions. It established a watering schedule that limits the use of automatic irrigation systems to no more than once a week for up to fifteen hours. Hose-end (manual) sprinklers are limited to no more than twice a week for up to thirty hours. In 2024, restrictions on drip irrigation were adopted in the Conservation Stage, as well as all Drought Stages. See the 2024 Drought Contingency Plan for additional information regarding irrigation restrictions in Drought Stages.

Conservation Stage also includes time-of-day restrictions that allow irrigation to occur only before 10:00 a.m. or after 7:00 p.m. on designated outdoor water use days unless a hand-held hose or bucket is used. Hand-held watering is permissible anytime.

TABLE 6. LANDSCAPE IRRIGATION RESTRICTIONS IN CONSERVATION STAGE

Property and Irrigation Type	Address	Watering Day
Public Schools, College/University, Homeowner Associations & Golf Course Fairways - Automatic & Manual	ALL	Monday
Public Schools, College/University, Homeowner Associations & Golf Course Fairways - Drip	ALL	Monday and Thursday
Commercial/Multi-family - Drip	ALL	Tuesday and Friday
Commercial/Multi-family - Automatic & Manual	EVEN	Tuesday
Commercial/Multi Family - Automatic & Manual	ODD	Friday
Residential - Automatic & Manual	ODD	Wednesday
Residential Property - Hose-end & Drip Irrigation	ODD	Wednesday and Saturday
Residential - Automatic & Manual	EVEN	Thursday
Residential Property - Hose-end & Drip Irrigation	EVEN	Sunday and Thursday

The Water Conservation Code also contains prohibitions on water waste, which include failing to repair a controllable leak, operating an irrigation system with excessive pressure that creates misting, allowing water to spray onto or over an impervious surface, and allowing irrigation water to run off into the street or pond in parking lots or impervious surface.

If customers have a newly installed landscape (not required by governmental permit) that needs additional watering days to become established, they can apply for a variance from the mandatory watering schedule. To qualify for this variance, the landscape must be xeriscape, and the installed plants must be low or very low water-use xeric varieties selected from AW's approved plant list.

Additional water use restrictions during the Conservation Stage include commercial power/pressure washing equipment efficiency requirements, time-of-day limits on operating commercial patio misters, restaurants may serve water only upon request, and lodging facilities must offer towel/linen reuse programs.

Water Restrictions Enforcement

AW enforces the Water Conservation Code through routine patrols and investigating water waste reports received through the Austin 3-1-1 hotline.

Customers who have been issued a citation with associated penalties are given an opportunity to dispute the violation. The customer may request a Supervisor Review of case details to determine whether to uphold or dismiss the violation. Customers who do not agree with the outcome of the Supervisor Review will be scheduled for an Administrative Hearing. The Administrative Hearing is reviewed by a third-party hearing officer who determines whether to uphold or dismiss the violation. All citations are reviewed at an Administrative Hearing unless the customer waives their right to a hearing. Customers may have assessed penalties added to their utility bill or request separate billing.

AW has a progressive penalty structure for water waste violations, with penalty amounts increasing with drought stages and violation frequency. In 2023, AW implemented a City Council-approved equity-based penalty structure with increased penalties for high water users. When assessing a water conservation fine, staff review the customer's average water usage for the three most recent summer months to determine which tier the customer falls into:

- Top 1% of average usage
- Top 3% of average usage
- Top 5% of average usage
- Top 10% of usage
- Below the 90th percentile of use

For more information regarding the enforcement process and current penalties, please visit [Find Your Watering Day | AustinTexas.gov](#).

Water-Use Efficiency Assessment Programs

Commercial facilities comprise roughly 30 percent of the city's overall water consumption. Efficient water use by the commercial sector is vital to future sustainability. AW administers three programs that require the submission of mandatory water efficiency reports:

Commercial Facility Irrigation Assessment

Since 2014, industrial, commercial, and institutional facilities situated on one acre or larger must assess permanently installed irrigation systems once every two years. Third-party AW Authorized Irrigation Inspectors conduct these station-by-station inspections to identify potential water waste violations. In Fiscal Year 2023, nearly 3,500 facilities were required to submit biannual assessments with an average compliance rate of 93 percent.

Cooling Tower Efficiency Program

Established in 2017, this program ensures that cooling towers operate in a manner that promotes water conservation. Facilities must adhere to baseline cycle-of-concentration standards and include efficiency components. Annual inspections confirm compliance. In Fiscal Year 2023, more than 300 facilities were required to submit their annual assessments with an average compliance rate of 80 percent.

Commercial Facility Wash Assessment

This program, initiated in 2012, sets water-efficient standards for vehicle wash equipment for commercial, multi-family, and municipal facilities. Facilities must conduct annual efficiency evaluations. In Fiscal Year 2023, more than 200 facilities with vehicle washes were required to submit annual assessments with an average compliance rate of 83 percent.

Commercial customers failing to submit required compliance documentation may face a Water Conservation Fee of \$758 assessed to their utility account for each month they are out of compliance.

Metering and Water Loss

Metering Devices

AW meters all customer water connections and our meters meet American Water Works Association accuracy standards. Before each meter is delivered to AW, it is tested by the manufacturer. Upon delivery, all meters 3-inch and larger are tested a second time by AW's Water Meter Operations (WMO) division. Any meter that fails accuracy testing before installation is returned to the manufacturer. For meters 2-inches and smaller, a sample from the pallet of meters from each shipment is tested. If the testing sample of smaller meters fails the accuracy test, the entire shipment is rejected and returned to the manufacturer. Additionally, post-installation meter testing failures are expeditiously repaired or replaced. After installation, large meters are tested annually by WMO or through a contracted service provider.

Water Loss Control

Annual water loss totals fluctuate with weather and demand conditions, with some variation due to data collection. AW conducts annual Water Loss Audits following the Texas Water Development Board (TWDB) methodology and has made significant progress in improving data validity scores while implementing comprehensive water loss strategies.

To enhance water loss management, AW contracted with a consulting firm to review the water loss program, perform a Level 1 Validation of the 2022 Water Loss Audit, review system meter accuracy validation, and provide recommendations for improvement. Recommendations identified in the final report have been incorporated into an implementation plan that is underway.

AW's efforts to control water loss include managing leaks, reducing non-revenue water, and improving data quality. The table below shows water loss volumes over the past five years.

TABLE 7. HISTORICAL WATER LOSS VOLUMES

Year	Water Loss (million gallons)	Water Loss GPCD (Gallons Per Capita Daily) ¹	Infrastructure Leakage Index (ILI) ²
2019	7,468	18.88	3.71
2020	8,864	23.05	4.44
2021	8,029	20.42	3.86
2022	8,498	21.55	4.09
2023	8,661	21.64	4.18

¹Austin Water acknowledges that Gallons Per Capita Daily is a metric used throughout this planning document under direction of the State, but also understands that water loss is not dependent on population and therefore this is an imperfect performance measure. Water loss is driven by miles of pipes, number of connections, system operating pressure, accuracy of meters, and by programs to reduce leakage and apparent loss, regardless of the numbers or actions of the population served by the system.

² Infrastructure Leak Index (ILI) is a performance measure that expresses system real losses as a multiple of the calculated Unavoidable Real Losses.

Leak Detection and Repair

AW conducts comprehensive leak detection to locate subsurface leaks in the water distribution system. Acoustic technology is utilized to inspect over 500 miles of water lines annually, while smart ball technology is employed to search for leaks inside large transmission mains. Austin Water has budgeted contracts for approximately \$2 million per year for these leak detection projects.

The "Renewing Austin" program targets aging water lines for replacement to enhance system reliability, focusing on mains with a history of leakage incidents. This program's purpose is to prevent future leaks before they happen, which reduces losses and service outages. Over 60 Renewing Austin projects have been proposed for the Fiscal Years 2025-2029 Capital Improvement Plan. In addition, there is an ongoing service line replacement program, targeting polybutylene lines that have the highest failure rate.

To ensure that known leaks are addressed promptly, Austin Water has an accelerated leak response and repair program, with approximately 90 percent of emergency leaks responded to within three hours and most being repaired in one day or less, faster than the recommended industry standard of two days.

Non-Revenue Water Use

AW has implemented a comprehensive plan to reduce non-revenue retail water use by routinely analyzing consumption data for zero-reads and suspicious usage patterns. Coordination with the City of Austin Utilities Revenue Measurement Control staff is conducted to investigate meter tampering and water theft. Reporting of theft from City hydrants is facilitated through the Austin 3- 1-1 system.



My ATX Water, Austin's Smart Metering System

My ATX Water began deployment in 2020 to replace analog meters with digital meters citywide. The new meters report near real-time water use and provide information to both AW and customers through a customer portal. In the coming years, My ATX Water will allow AW to implement robust water loss strategies, including district metering, remote leak detection, and pressure monitoring. As part of the My ATX Water deployment process, AW has identified and repaired hundreds of small meter and cut-off valve leaks, while alerting customers to pre-existing leaks on their service lines. Full deployment of My ATX Water is expected in 2025.

The My ATX Water customer portal allows customers to access their water usage data and sign up for customized notifications, including leak alerts and bill forecasting. Customers can also sign up for daily water use updates and water budgeting. In 2023, over 123,000 leak alerts and 81,000 bill-forecast notifications were sent out to customers; repairs and behavior modifications through these notifications are estimated to have saved 495.5 million gallons of water. Customers are also alerted to continuous flow events via email, text, or traditional mail.

Water Reuse

Reclaimed Water System

AW initiated its reclaimed water program in 1974, primarily to dispose of wastewater effluent. The program's objectives evolved over time to include providing a cost-effective source of non-potable water to conserve treated potable water, delay the need for treatment plant construction and expansions, postpone water contract payments, and address environmental concerns. Today, reclaimed water is utilized for irrigation of golf courses, ballfields, parks, and commercial properties. It is also utilized in cooling towers, manufacturing processes, and toilet flushing.

The reclaimed water system comprises four pump stations, two pressure zones, 72.8 miles of main pipelines, and six water storage facilities with a total storage capacity of 6.2 million gallons in the distribution system and 1.58 million gallons at the plants. Additionally, three public bulk water filling stations facilitate reclaimed water distribution. Currently, there are 185 metered properties with an annual demand exceeding 1.4 billion gallons. An additional 14.6 miles of reclaimed main pipelines are either in the design phase or under construction.

TABLE 8. HISTORICAL USE OF RECLAIMED WATER (MILLION GALLONS)

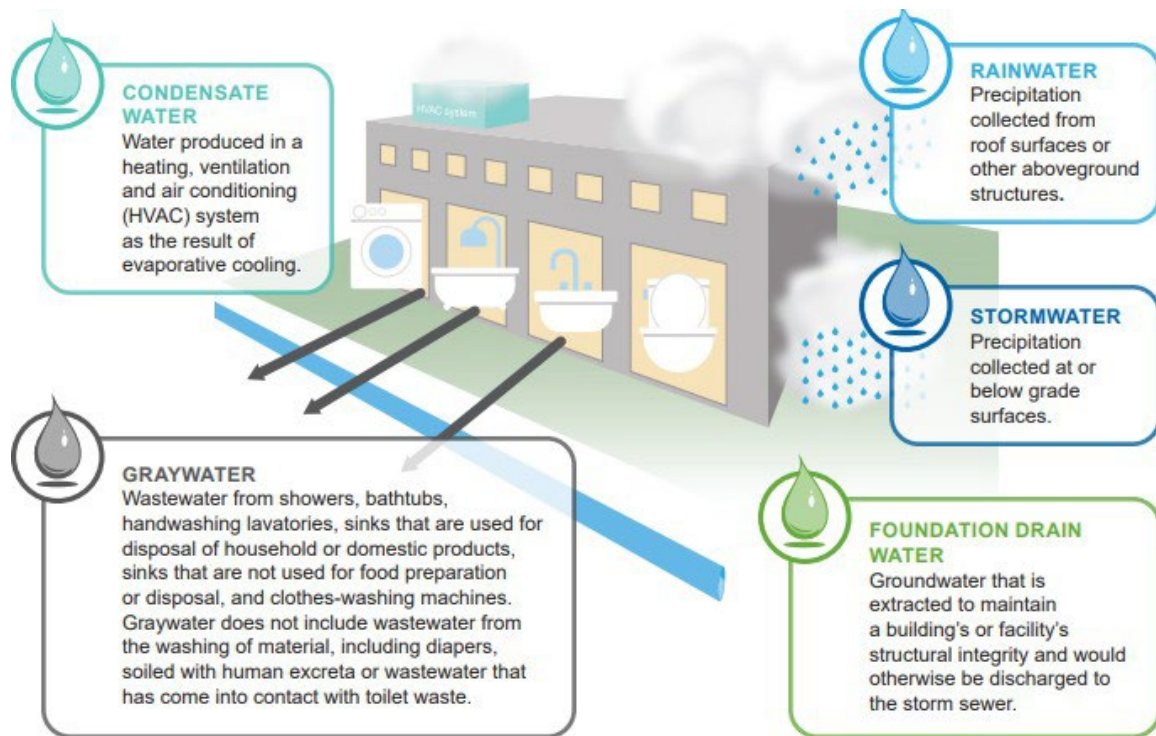
FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
1,493	1,569	1,606	1,689	1,634

The Reclaimed Water Mandatory Connection Ordinance, adopted by Austin City Council in September 2021, mandates that any development project within 250 feet of a reclaimed water line must connect to the reclaimed water system for irrigation, cooling, toilet flushing, and other significant non-potable water uses. For large developments with 250,000 square feet or more of gross floor area, the connection mandate extends to 500 feet. In April of 2024, Austin City Council updated the ordinance to exempt certain affordable housing projects but directed staff to look at the feasibility of fully subsidizing the cost of reclaimed connections and dual plumbing for these projects by April 2025.

Onsite Water Reuse

AW has been promoting onsite water reuse for over a decade, encouraging the utilization of non-potable water sources like rainwater, graywater, reclaimed water, and others for irrigation, cooling, and toilet flushing. Several changes to City Codes and Ordinances have facilitated this while ensuring public health and safety. Since September of 2017, new commercial and multi-family projects with cooling towers have been required to reuse condensate or utilize non-potable water to compensate for evaporative losses.

The Onsite Water Reuse System (OWRS) Program was initiated to implement code changes adopted in December 2020 that regulate the collection, treatment, and use of alternative water sources for non-potable uses in multi-family and commercial buildings. Effective April 1, 2024, the collection and treatment of rainwater and condensate for reuse in commercial and multi-family developments of 250,000 gross square feet or greater is required. Additionally, the Onsite Water Reuse Incentive Program provides project reimbursements of up to \$500,000 for voluntarily incorporating onsite water reuse systems. Similar to the Reclaimed Water Mandatory Connection Ordinance, certain affordable housing projects are exempt from onsite water reuse requirements, but staff is looking at the feasibility to fully subsidize onsite water reuse for these projects.



GoPurple Program

In March of 2024 AW launched a new GoPurple program to increase use of reclaimed water and onsite water reuse systems in and around Austin. The program aims to support various measures like cost-sharing, grants, and other incentives for reuse. It is funded through a new Community Benefit Charge for AW customers and a voluntary rate dedicated to water reuse. Any new commercial or multi-family development that is connecting to the reclaimed water system or installing an onsite water reuse system is eligible to participate in the program and receive financial incentives from AW to reduce the cost of installing water reuse piping or treatment systems. For more information regarding the Go Purple requirements, incentives, and funding sources, please visit the Go Purple website at www.austintexas.gov/page/go-purple.

Water Benchmarking

Water benchmarking, a strategy derived from the 2018 Water Forward Plan, assists in reducing water demand in new commercial development projects by identifying conservation opportunities. Since 2021, applicants for commercial or multi-family projects must submit a Water Benchmarking Application to assess water usage and identify conservation opportunities. Applicants of large developments with 250,000 gross square feet or greater are also required to meet with AW staff to review their Water Benchmarking Application and available incentives for conservation and reuse. This initiative aims to establish annual water budgets for commercial development projects, with 439 applicants having undergone this process by December 31, 2023. Eventually, AW may institute excess usage charges for commercial projects that exceed an annual water budget.

Following the effective date of the mandatory onsite reuse requirement, water benchmarking meetings will shift focus to ensuring compliance with onsite water reuse and reclaimed water connection ordinances.

Water Rates

AW implements a five-tiered inclining block rate structure for single-family residential customers, aiming to maintain affordability for essential water use while discouraging excessive consumption. This structure is one of the steepest in the nation and has successfully led to a significant decrease in water consumption at the highest tiers. Additionally, reduced rates are provided to customers eligible for the utility's Customer Assistance Programs (CAP).

For multi-family, commercial, and large volume customers, water conservation during irrigation season is promoted through peak and off-peak rates. These rates are designed to incentivize water conservation during times of high demand.

TABLE 9. AUSTIN WATER VOLUMETRIC RATE STRUCTURE BY RETAIL CUSTOMER CLASS (Effective November 1, 2024)

Amount Used	Volumetric Unit Charge (per 1,000 gallons)	
	Single Family Residential	Residential Customer Assistance Program
0-2,000 gallons	\$3.13	\$1.31
2,001-6,000 gallons	\$5.26	\$3.84
6,001-11,000 gallons	\$9.52	\$7.14
11,001-20,000 gallons	\$15.05	\$13.24
Over 20,000 gallons	\$18.06	\$17.52
	Multi-Family	Commercial
Off Peak (November-June)	\$4.67	\$5.46
Peak (July-October)	\$5.37	\$6.22

Water Drought Rate Surcharge

During Stage 3 and Stage 4 drought-response, an additional fee is implemented for all retail and wholesale customer classes, except qualified Customer Assistance Program (CAP) customers.

The Water Drought Surcharge is enacted for all retail and wholesale customer classes during Stage 3, Stage 4, and Stage 5 of drought-response water restrictions to ensure financial stability to Austin Water. These surcharges will take effect the next monthly billing cycle following the declaration of Stage 3, Stage 4, or Stage 5 water restrictions, and will continue until directed by the City Manager. CAP Customers will be exempt from the Water Drought Rate Surcharge.

Stage 5 is an emergency stage that may be determined by the City Manager due to system outage, equipment failure, contamination of water source, or other emergencies. The goal of Stage 5 is to reduce water use to levels deemed necessary. Actions during Stage 5 may include Emergency Stage Four Regulations or Additional Restrictions, and a prohibition on irrigation. The end condition for Stage 5 is determined by the City Manager based on daily water demand or the end of supply constraints.

TABLE 10. DROUGHT SURCHARGE

Drought Stage	Surcharge
Stage 3	\$1.00 per 1,000 gallons
Stage 4	\$2.00 per 1,000 gallons
Stage 5	\$3.00 per 1,000 gallons

Goals for Water Use and Water Loss

A required component of water conservation plans by the State of Texas are five and 10-year goals for Total Gallons Per Capita Daily (GPCD), Residential GPCD, Water Loss GPCD, and Infrastructure Leakage Index. These four common metrics can vary significantly between cities and utility due to climate, city size, customer composition, and age of system.

Historical water use and loss goals

When the 2019 Water Conservation Plan was adopted, the City of Austin was just emerging from what has been determined to be the drought of record and in 2018 the City Council adopted the Water Forward Integrated Water Resource Plan. Projections and conservation strategies from the 2018 Water Forward Plan were incorporated into the 2019 Water Conservation Plan's Goals (Table 11).

TABLE 11. 2019 WATER CONSERVATION PLAN WATER USE AND LOSS GOALS

	Historic 5-year Average	Baseline	2024 Goal	2029 Goal
Total GPCD¹	126	126	119	106
Residential GPCD²	67	65	61	55
Water Loss GPCD³	19.8	19.3	11.0	11.0
Infrastructure Leakage Index⁴	3.68	3.84	2.6	2.4

¹Total GPCD = (Total Gallons in System ÷ Permanent Population) ÷ 365

²Residential GPCD = (Gallons Used for Residential Use ÷ Residential Population) ÷ 365

³Water Loss GPCD = (Total Water Loss ÷ Permanent Population) ÷ 365

⁴Infrastructure Leak Index (ILI) is a performance measure that expresses system real losses as a multiple of the calculated Unavoidable Real Losses

Despite the water conservation efforts of the community and AW between 2019 and 2023, the five-year averages of water use and water loss did not meet the goals for the year 2024. See Table 7 for historical water loss values and Table 12 for historical water use values.

Various factors contributed to the 2019-2023 average Total GPCD (127) being higher than the 2024 goal in the 2019 Water Conservation Plan (119):

- **Under-projected demands.** The projected water demands in the 2018 Water Forward Plan and the 2019 Water Conservation Plan were based on three years – 2013, 2014, and 2015 – which projected low water use and a downward trend that did not continue when drought restrictions were lifted and the weather moderated.
- **Pandemic impacts.** During the COVID pandemic, many workers and students were required to work and study virtually from their homes, which increased the 2020 residential water use. At the time, this residential water use was largely offset by a decline in commercial water use. However, after the pandemic restrictions were lifted and commercial water use rebounded, residential water use did not have a corresponding decline. The failure to see a corresponding water use decline may be related to workers that have continued to work from home, and the increased installation and use of water-dependent amenities, such as new landscapes and pools installed during and in the years following the pandemic.
- **Extreme weather.** Over the last five years, there have been a number of extreme weather events that have affected Austin's water use. Many customers lost trees and landscapes during Winter Storm Uri in 2021 and Winter Storm Mara in 2022, which required replanting and additional water use for establishment. In addition, the summers of 2022 and 2023 experienced record high temperatures, which contributed significantly to outdoor landscape water use. Climate change modeling shows increasing average and maximum monthly temperatures and greater variability in precipitation. This will likely result in more frequent, longer-duration, and more severe droughts as well as more intense rainfall events.
- **Over-projected strategies.** The 2018 Water Forward Plan included six strategies which were projected to produce 5,300 acre feet (1.7 billion gallons) of new water savings. Of the six, water reuse and water loss mitigation were expected to save 28 and 44 percent of the total savings. In general, the water savings were projected to occur sooner than actual implementation produced, thus leading to a shortfall in anticipated water use reduction.
- **Growth of customers and water use.** Between 2019 and 2023, Austin added new residential (single family and multi-family) and commercial customers and the corresponding water use by residential and commercial customers increased. (See NEW RETAIL CONNECTIONS table on page 48 and HISTORICAL WATER SALES table on page 49.) Changes in population and water use can impact Austin's primary water use metric, gallons per capita per day or GPCD.

GPCD = Total System Water Use (includes all customer types – residential, commercial, industrial, and institutional) / Population Served

Growth in residential water use is accompanied by a corresponding growth in population and generally does not cause major changes in GPCD as long as the per capita water use for those new customer is in line with Austin’s water use patterns. Growth in commercial, industrial, and institutional use has a greater impact on GPCD calculations because there is increased water use but no corresponding population growth.

TABLE 12. HISTORICAL TOTAL AND RESIDENTIAL GALLONS PER CAPITA DAILY (GPCD) VALUES

Calendar Year	Total GPCD	Residential GPCD
2019	126	60
2020	127	64
2021	124	64
2022	131	67
2023	129	65
Average	127	64

Future water use and loss goals

AW has set new water use goals (Table 13) and water loss goals (Table 14) that AW believes can be achieved. Reducing GPCD from the baseline of 127 to 119 will require saving an additional 3.74 billion gallons (11,480* acre feet) of water annually by 2029 through the reduction of water loss, the increased reuse of water, and reducing the water use of Austin residents and businesses.

TABLE 13. FIVE AND TEN-YEAR GOALS FOR WATER USE

	Historic 5-year Average	Baseline	2029 Goal	2034 Goal
Total GPCD¹	127	127	119	112
Residential GPCD²	64	64	60	56

¹Total GPCD = (Total Gallons in System ÷ Permanent Population) ÷ 365

²Residential GPCD = (Gallons Used for Residential Use ÷ Residential Population) ÷ 365

TABLE 14. FIVE AND TEN-YEAR GOALS FOR WATER LOSS

	Historic 5-year Average	Baseline	2029 Goal	2034 Goal
Water Loss GPCD¹	21	21	19	17
Infrastructure Leakage Index²	4.06	4.06	3.57	3.31

¹Water Loss GPCD = (Total Water Loss ÷ Permanent Population) ÷ 365

²Infrastructure Leak Index is a performance measure that expresses system real losses as a multiple of the calculated Unavoidable Real Losses. 5-year average is from 2019-2023

Future Water Use and Loss Activities

The specific activities that AW will implement to achieve these savings are described below with major implementation milestones. The projected annual yields of potable water savings are shown in Table 23.

Water loss reduction

While AW employs industry best practices related to water loss control and performs well when compared to peer utilities, our water loss and water use goals can only be achieved if we build upon current efforts. AW contracted with the engineering firm Black and Veatch, experts in water loss mitigation, to review AW's metrics and programs and identify where improvements could be made. The Black and Veatch *Water Loss Program Review, Analysis, and Optimization* report identified over 20 recommendations for improvement and additional investment. The significant implementation milestones for these recommendations are shown in Table 15. Austin Water has launched a cross-department Effective Utility Management team to execute the recommendations and will regularly report on the status of each.

TABLE 15. WATER LOSS REDUCTION IMPLEMENTATION MILESTONES

Implementation Activity Milestone	Fiscal Year Target
Launch a cross-functional AW Water Loss Team to implement the recommendations of the water loss report	2024
Continue replacement of polybutylene service lines through the Renewing Austin Program.	2024
Develop an AW Leak Detection Standard Operating Procedure (SOP) for leak detection practices, data management, and continuous training requirements.	2025
Update AW operations response procedures to improve management of service line failures.	To Be Determined
Update AW asset management program to improve management of service line failures.	To Be Determined
Develop an AW Production Meter SOP which include production meter measurement improvement recommendations.	2025
Update the AW Meter Testing SOPs for meter testing, sizing, and replacement.	2025
Create dashboards to integrate SCADA, AML, pressure monitoring and leak detection data.	To Be Determined
Develop an AW Unauthorized Consumption Mitigation SOP.	2025
Develop an AW Data Handling Errors Mitigation SOP	2025

Implementation Activity Milestone	Fiscal Year Target
Pilot the implementation of two District Metering Areas (DMAs) to reduce water loss through pressure management.	2025
Expand the use of District Management Areas across the city and consider partial conversion to Pressure Management Areas (PMAs).	2026

Drip irrigation restrictions

Since 2016, automatic, manual, and hose-end irrigation has been restricted to one day (for automatic) or two days (for hose-end) per week year-round in the non-drought Conservation Stage, with tightening restrictions during drought stages. However, drip irrigation has had no restrictions in terms of days of the week or time windows.

Drip irrigation systems are typically installed below ground or mulch and consist of porous piping that allows the application of water at a slow and constant rate. A drip irrigation system can be a very efficient way to deliver supplemental irrigation close to the root zone of plants, while avoiding losses to evaporation and wind, which is sometimes the case in automatic spray or hose-end irrigation.

However, if drip irrigation systems were poorly installed, are poorly maintained, run too long, or are installed extensively in an area, then the overall water use can be equivalent to the use of traditional spray irrigation systems. To provide reasonable restrictions on the use of drip irrigation, AW staff met with interested stakeholders to better understand: the investments already made, the need for flexibility for large irrigated areas, and the use of drip for trees, nursery stock, and vegetable gardens.

The additional restrictions listed below provide effective water savings while allowing for reasonable exceptions and variances. The days of use for drip irrigation can be found in Table 6 on page 17, as well as in the Drought Contingency Plan and City Code Chapter 6-4.

- Restrict the use of drip irrigation to two days per week in Conservation Stage and Drought Stages 1-2.
- Restrict the use of drip irrigation to one day per week in Drought Stage 3 (750,000 acre feet, 38% of storage).
- Restrict the use of drip irrigation to one day per week for beds and functional turf in Drought Stage 4 (600,000). No irrigation of nonfunctional turf by any type of irrigation system is permitted.

- Exemptions from the watering schedule related to drip irrigation include:
 - Use of tree bubblers for the establishment of new trees outside of the irrigation schedule.
 - Use of drip irrigation or soaker hoses for trees within the drip line of the tree.
 - Irrigation of commercial nursery stock, including by drip irrigation.
 - Use of drip irrigation or soaker hoses for vegetable gardens.
- Variances from the watering schedule related to drip irrigation include:
 - Large property variance – If property needs additional time to irrigate due to system size and flow constraints, additional days/time may be approved.
 - New xeriscape landscape establishment – additional irrigation time for an establishment period.
 - Commercially applied lawn & tree treatments.
 - Athletic field irrigation during Drought Stages 3 and 4.

Commercial conservation incentives

Significant potential water savings exist for commercial, institutional, and industrial (CII) buildings using water efficient fixtures and appliances, as well as other building-specific water savings devices. AW intends to expand the use of the Bucks for Business performance-based water efficiency program. See page 14 for more information regarding Bucks for Business.

TABLE 16. COMMERCIAL CONSERVATION INCENTIVES IMPLEMENTATION MILESTONES

Implementation Activity Milestone	Fiscal Year Target
Pilot an increased rebate for commercial water use audits.	2025
Develop data regarding CII customer categorization to assist in benchmarking and the identification of facilities for water conservation outreach.	2025
Identify opportunities for CII facility owners/managers to benefit from the My ATX Water alerts and information.	2026

New single family landscape transformation

AW has identified activities to transform the landscape of new homes such that less potable water is used for irrigation that include:

- Enforcement of soil depth and composition requirements for home builders.
- Required pressure-reduction devices on new irrigation systems.
- Limiting the area of automatic irrigation systems to 50 percent of the landscape area for new homes.
- Inspecting all new automatic irrigation systems for state and local requirements.
- Offering irrigation checkups for new homeowners.
- Requiring new homes to install laundry to landscape-ready plumbing (exceptions apply).

TABLE 17. NEW SINGLE FAMILY LANDSCAPE TRANSFORMATION IMPLEMENTATION MILESTONES

Implementation Activity Milestone	Fiscal Year Target
Coordinate with COA Development Services Department to increase inspections of new-development soil inspections.	Ongoing
Council adoption and implementation of local amendments to the 2024 Uniform Plumbing Code (pressure-reduction devices, irrigation area, laundry to landscape).	2025
Austin Water inspection of all new residential irrigation systems and offering new homeowners follow-up checkups.	2025

My ATX Water

The My ATX Water smart meter system will complete deployment to residential and commercial customers by the end of 2025, allowing AW staff to focus on utilizing the system to communicate directly with all customers and identify water saving opportunities. These opportunities will require gathering and analyzing data and building off of current customer interaction processes in order to realize significant and quantifiable savings.

- **Customer water saving opportunities** – AW will continue to educate customers on the opportunities to save water through leak alerts, high-usage alerts, and the use of the My ATX Portal.
- **Commercial customer engagement** - AW will identify and pursue opportunities to allow commercial property owners and managers to benefit from the My ATX Water alerts and information.
- **Customer irrigation engagement** – AW will identify and pursue opportunities to engage with both residential and commercial irrigators to reduce landscape irrigation water use.

Austin Water will work with the My ATX Water software vendor to develop reporting to identify customers with My ATX Water meters installed who are irrigating outside of the mandatory watering schedule and deliver courtesy notices to those customers. Austin Water will seek to use this system in advance of pursuing the enforcement actions allowed under Article 5 of Austin City Code, Chapter 6-4.

TABLE 18. MY ATX WATER IMPLEMENTATION MILESTONES

Implementation Activity Milestone	Fiscal Year Target
Develop data regarding CII customer categorization to assist in benchmarking and the identification of facilities for water conservation outreach.	2025
Expand My ATX Water reporting to better understand customer engagement through the portal.	2025
Investigate additional methods to encourage residential customers to use the My ATX Water portal and water-saving alerts.	2025/2026
Conduct pilot outreach activities to learn the best ways to encourage customers to save water.	2025/2026
Investigate effective methods of contacting CII owners/managers regarding water saving opportunities.	2026

Water use benchmarking and budgeting

AW has begun benchmarking projected water and non-potable water use for new commercial development through a required survey. The results are then used to identify water-saving development actions and the potential for reclaimed or onsite water reuse. Future efforts of benchmarking and budgeting will involve all existing AW customers.

- **Benchmarking** – Future phases will focus on categorizing commercial customers in order to benchmark water use for different types of business. This information can then identify water-efficient businesses, as well those with potential water-saving opportunities. Similar activities will be undertaken for residential customers.
- **Budgeting** – AW will investigate the potential for mandatory water budgeting based upon the benchmarking data in the non-drought Conservation Stage, as well as drought stages.

TABLE 19. WATER USE BENCHMARKING AND BUDGETING IMPLEMENTATION MILESTONES

Implementation Milestone Activity	Fiscal Year Target
Develop data regarding CII customer categorization to assist in benchmarking and the identification of facilities for water conservation outreach.	2025
Conduct pilot outreach activities to learn the best ways to encourage customers to set and strive towards voluntary water budgets.	2026
Host public and stakeholder engagement opportunities to collect input on potential residential and commercial mandatory water budgets.	2027

Reclaimed and reuse water

Continue to expand the number of customers who convert to the use of reclaimed water and new developments that connect to the centralized reclaimed water system, one of the decentralized reclaimed water systems, or utilize onsite water reuse. See page 24 for more information regarding the GoPurple program and the various reclaimed/reuse activities. Below are implementation activities for centralized and decentralized reclaimed water systems, as well as for onsite water reuse activities.

TABLE 20. CENTRALIZED RECLAIMED WATER IMPLEMENTATION MILESTONES

Implementation Activity Milestone	Fiscal Year Target
Implement new projects to increase supply and extend the centralized service area.	Ongoing
Conduct water benchmarking with all new commercial and industrial customers to identify uses appropriate for reclaimed water and require connection to the reclaimed system in accordance with development requirements.	Ongoing
Implement projects to Complete the Core.	2024 - 2027
Complete Reclaimed Water Long Range Plan update.	To Be Determined

TABLE 21. DECENTRALIZED RECLAIMED WATER IMPLEMENTATION MILESTONES

Implementation Activity Milestone	Fiscal Year Target
Collaborate with new developments through the service extension request (SER) process to identify opportunities for decentralized reclaimed and appropriate cost participation by Austin Water.	Ongoing
Complete Wastewater Collection System Long Range Plan, including identifying existing and future wastewater treatment plants and sites.	2025
Develop infrastructure planning and design guidance.	To Be Determined

TABLE 22. ONSITE WATER REUSE IMPLEMENTATION MILESTONES

Implementation Activity Milestone	Fiscal Year Target
Determine the feasibility of fully subsidizing the cost of reclaimed connections, onsite water reuse systems, and dual plumbing for deeply affordable housing projects.	2025
Begin planning for expansion of onsite reuse requirements to include new medium-sized developments.	To Be Determined

Public outreach and marketing

AW is committed to building on its outreach and marketing successes, which include community tabling and educational outreach, advertising, social media engagement, website management, and customer leak notifications. Drought messaging and conservation messaging is integral and foundational to AW. AW's conservation messaging garners millions of impressions and reaches thousands of customers in person and virtually through:

- **Outreach**
 - Fix a Leak Week
 - Water Conservation Outreach at Utility Bill Payment Centers, Lunch & Learns, and Virtual Sessions
 - Ongoing community events
 - Dowser Dan for K-5 education
- **Advertising**
 - Water Wise Landscapes
 - Rebates
 - Irrigation and Outdoor Watering Schedules
 - My ATX Water

- **Social media engagement**
- **Special engagement activities**
 - Summer marketing campaigns, including traditional and digital advertising.
 - Additional infographics regarding the conservation incentive applications will provide customers with a better understanding of incentive requirements. In addition, a new online conservation tracking system will provide rebate applicants with updates regarding where their application is in the approval and payment process.
 - Conservation staff will increase engagement with landscapers and nurseries and investigate the potential for landscaper trainings.

Community partnership grants

To amplify the message of water conservation at the grass roots level, AW will explore the development of partnership grants to local non-profit organizations to support community-led projects furthering water conservation. Similar community grant programs within the City of Austin include:

- **Food and Climate Equity Grants** - administered by the Offices of Sustainability and Resilience to support community-led projects addressing food justice, climate equity, and community resilience. In 2023, the offices awarded a total of \$150,000 to 51 unique projects. Additional information can be found at:
<https://www.austintexas.gov/news/combined-grant-program-offers-funding-food-climate-equity-and-resilience-projects>
- **Bright Green Future School Grants** – administered by the Office of Sustainability, providing up to \$3,000 in grants to schools that undertake projects that inspire students to become lifelong environmental learners. AW currently contributes to the funding of the Bright Green Future School Grants. Additional information can be found at
<https://www.austintexas.gov/departments/bright-green-future-school-grants>

During Fiscal Year 2025, AW will investigate and develop a program to provide \$3,000 grants to community organizations to expand outreach of water conservation messaging. The development of the grants will include the eligible entities, the intended focus of activities, grant scoring and reporting criteria, and the necessary city processes. If determined feasible, AW will undertake a pilot program for water conservation grants in Fiscal Year 2026.

Projected Water Saving Yields from Water Use and Loss Activities

Estimated water-saving yields for the activities above are listed in Table 23. Estimates for some activities are not available, and it is not currently known to what degree the projected savings for an activity may be affected by concurrent implementation of other activities. AW recognizes that

the total anticipated water saving yields, expressed as GPCD, do not sum to the calculated decline from the baseline Total GPCD and the 2029 and 2034 Total GPCD goals (Table 13). Total GPCD goals will be achieved through a combination of achievable savings from proposed activities and unknown future activities.

TABLE 23. PROJECTED ADDITIONAL WATER-SAVING YIELDS FROM FUTURE WATER USE AND LOSS ACTIVITIES

Activity	2029 Annual Yield Acre feet / GPCD ¹	2034 Annual Yield Acre feet / GPCD ²
Water loss reduction	2,240 / 1.6	4,680 / 3.0
Water use reduction		
Drip irrigation restrictions	87 / 0.1	522 / 0.3
Commercial conservation incentives	181 / 0.1	366 / 0.2
New single family landscape transformation	564 / 0.4	1,074 / 0.7
My ATX Water		
Residential water saving opportunities	165 / 0.1	345 / 0.2
Commercial engagement and water saving opportunities	192 / 0.1	432 / 0.3
Customer irrigation engagement	574 / 0.4	703 / 0.5
Water use benchmarking and budgeting	708 / 0.4	2,480 / 1.6
Reclaimed and reuse water		
Centralized reclaimed	880 / 0.6	3,940 / 2.5
Decentralized reclaimed	0 / 0	80 / 0.1
Onsite water reuse	880 / 0.6	2,260 / 1.4
Public outreach and marketing	- ³	- ³
Total estimated savings	6,471 / 4.4	16,882 / 10.8

¹2029 projection of population served = 1,281,037

²2034 projection of population served = 1,391,528

³Outreach and marketing activities are widely recognized as water-savings measures that promote all other activities that cannot be quantified at time of the adoption of the Water Conservation Plan.

Program Tracking

To effectively track, evaluate, and quantify the impact of conservation activities and incentive programs, AW determines actual or estimated water savings for each program. While some estimates are based on national studies and utility research, AW increasingly relies on a statistical method (regression analysis) specific to Austin's data for more accurate assessments.

AW utilizes business intelligence tools to monitor performance in achieving conservation goals. These provide staff with dashboards and reports for real-time insights. Through annual audits of incentive programs, AW evaluates various aspects such as application trends, approved projects, estimated savings, cost-effectiveness, market saturation, administrative efficiency, and equity considerations. This information guides decisions on program optimization, expansion, or termination to ensure maximum impact and efficiency in water conservation efforts.

Beyond internal tracking and evaluation, AW will undertake additional reporting of conservation-related metrics and activities to relevant City boards, commissions, and task forces. Currently, AW provides a quarterly water conservation update to the Resource Management Commission which includes information regarding water conservation incentives and enforcement, as well as reclaimed water volumes. Staff will revise those updates to be more focused on the performance of conservation measures and offer it to all interested City bodies. In addition, AW will produce an annual report that describes the implementation progress of conservation activities.



Utility Profile

Contact Information

Name:	City of Austin Water Utility
Address:	625 East 10 th Street, Suite 615, Austin, TX 78701
Telephone:	512-972-1000
Water right:	14-5471
Regional Water Planning Group:	Region K, Lower Colorado
Conservation Coordinator:	Kevin Kluge, Water Conservation Division Manager
Contact Information:	512-972-0400, kevin.kluge@austintexas.gov

Population and Service Area Data

The service area for the City of Austin includes both retail customers and wholesale customers. Within this service area, there are several wholesale customer service areas that extend beyond the city's boundaries. These extensions occur due to various factors such as infrastructure design and layout, operational limitations, or specific water supply demands.

CURRENT SERVICE AREA SIZE IN SQUARE MILES

Retail	Wholesale	Total
548	Wholesale Service: 33 Emergency Service Only: 13 Total: 46	592

HISTORICAL SERVICE AREA POPULATION

	Retail	Wholesale	Total
Water service	1,096,486	53,770	1,150,256
Wastewater service	1,075,255	44,367	1,054,662

HISTORICAL POPULATION SERVED

Year	Water - Retail	Water - Wholesale	Wastewater*
2019	1,083,596	54,966	917,416
2020	1,053,756	56,822	947,943
2021	1,077,269	58,540	977,053
2022	1,080,270	59,686	1,003,476
2023	1,096,486	53,770	1,054,662

*Wastewater-served population includes retail and wholesale estimates

PROJECTED SERVICE AREA POPULATION

Year	Water Retail	Water Wholesale	Wastewater*
2030	1,247,528	55,558	1,272,000
2040	1,466,473	57,742	1,494,790
2050	1,687,533	62,117	1,719,567
2060	1,913,291	66,280	1,948,809
2070	2,147,291	70,190	2,186,021

*Wastewater-served population includes retail and wholesale estimates

Sources and Methods Used for Estimates

The size of AW's service area was determined through a Geographic Information System (GIS) process, which identified parcels served by the utility. Historical and current population served by AW is estimated by the City Demographer in conjunction with other city departments, including Austin Water, who provides periodic updates on the population within the city's limited and full-purpose jurisdictions, as well as the population of surrounding counties. These estimates are based on demographic, billing, and consumption data and other relevant factors to provide an accurate representation of the population served by AW. Projected population served by AW is estimated using growth rate projections developed by Austin Water in close consultation with the City Demographer. These projections are typically based on historical population trends, demographic factors, and anticipated changes in the service area. The growth rate projections developed for the Water Forward planning project in 2024 serve as the basis for estimating the future population served by AW. Appendix C includes a map that illustrates AW's retail service area, emergency water service area, wholesale service area, and areas covered by the Certificate of Convenience and Necessity (CCN).

Water Supply and Demand

SYSTEM INPUT

Year	Water produced (gallons)	Purchased or Imported (gallons)	Exported Water (gallons)	Total System Input
2023	54,899,509,000	0	2,731,521,000	52,167,988,000
2022	55,991,985,393	0	3,010,560,408	52,981,424,985
2021	51,744,870,440	0	2,653,337,857	49,091,532,583
2020	52,290,058,519	1,175,510	2,592,908,265	49,698,325,764
2019	50,495,469,807	867,000	2,544,498,300	47,951,838,507
Historic Average	53,084,378,632	408,502	2,706,565,166	50,378,221,968

Water Supply System

Designed capacity of system (gallons): 335 MGD

Storage capacity

Elevated storage (gallons): 15.5 MG

Ground storage (gallons): 156.6 MG

PROJECTED WATER DEMAND

Year	Population	Pumpage (gallons)
2025	1,193,506	56,270,751,407
2026	1,215,276	57,234,218,172
2027	1,237,128	58,197,684,937
2028	1,259,052	59,161,151,701
2029	1,281,037	60,124,618,466
2030	1,303,086	61,088,085,231
2031	1,325,144	62,051,551,996
2032	1,347,244	63,015,018,761
2033	1,369,376	63,978,485,525
2034	1,391,528	64,941,952,290

Source Data for Projected Water Demand

Projected water supply demands for the City's service area over the next ten years are based on population trends, historical water use, economic growth, and expected conservation savings. Projected diversions were estimated using baseline future water demands and estimated Water Forward strategy savings. Baseline future water demands were developed from an average water consumption for 2015 through 2020 and represent future conditions based on demographic projections of population, housing, and employment in Austin along with projected passive conservation. A climate adjustment factor was applied to the baseline future water demands. Savings from Water Forward strategies, which would be expected to reduce demand for potable water, were subtracted from the climate-adjusted baseline demand to generate projected diversions.

High Volume Customers

ANNUAL TREATED WATER USE FOR TOP FIVE HIGHEST VOLUME RETAIL CUSTOMERS IN 2023

Customer Name	Usage (gallons)
Samsung	2,438,050,700
University of Texas	829,212,600
NXP USA, INC	732,270,900
Cypress Semiconductor	389,030,200
Tesla Inc.	329,646,500

ANNUAL TREATED WATER USE FOR WHOLESALE CUSTOMERS IN 2023

Water & Wastewater Customers	Contract Amount (acre-feet)	Usage (acre-feet)
City of Manor	1,680	Less than 1
City of Rollingwood	1,120	355
City of Sunset Valley	716	343
Shady Hollow MUD	554	622
North Austin MUD #1	No contractual limitation	1,029
Northtown MUD	No contractual limitation	950
Southwest Water Company – Mid-Tex	1,274	265
Wells Branch MUD	No contractual limitation	1,245
Water Only Customer	Contract Amount (acre-feet)	Usage (acre-feet)
Aqua Texas – Morningside	52	5
Aqua Texas - Nighthawk WSC	43	41
Aqua Texas - Rivercrest	1,120	474
Creedmoor-Maha WSC	839	251
High Valley WSC	683	15
Marsha WSC	55	37
Travis County WCID #10	3,360	2,743
Village of San Leanna	325	14
Water Emergency	Contract Amount (acre-feet)	Usage (acre-feet)
Travis County MUD #4	No contractual limitations	0
Travis County WCID 17	No contractual limitations	0
Southwest Water Company – Windermere	No contractual limitations	0

System Data

CURRENT NUMBER OF ACTIVE RETAIL CONNECTIONS

	Metered	Non-metered	Total
Residential	233,511	0	233,511
<i>Single-Family</i>	226,679	0	226,679
<i>Multi-Family</i>	6,832	0	6,832
Commercial	18,151	0	18,151
Industrial	10	0	10
Institutional	700	0	700
Agriculture	0	0	0
Other (Wholesale)	50	0	50

NUMBER OF NEW RETAIL CONNECTIONS FOR THE PAST FIVE CALENDAR YEARS

	2019	2020	2021	2022	2023
Residential					
<i>Single-Family</i>	4,273	4,266	3,065	2,791	1,878
<i>Multi-Family</i>	101	120	92	31	132
Commercial	278	286	175	103	166
Industrial	0	0	0	0	0
Institutional	0	0	0	0	0
Agriculture	0	0	0	0	0
TOTAL	4,652	4,672	3,332	2,925	2,176

The customer types shown in the table above are defined by TWDB in their guidance for the preparation for Water Conservation Plans which can be found [online](#).

HISTORICAL WATER SALES (GALLONS)

	2019	2020	2021	2022	2023
Residential	24,625,694,500	26,485,611,800	25,806,553,700	28,320,264,200	27,809,231,000
<i>Single-Family</i>	14,660,931,000	15,833,103,100	14,824,750,200	16,574,970,200	16,058,699,400
<i>Multi-Family</i>	9,964,763,500	10,652,508,700	10,981,803,500	11,745,294,000	11,750,531,600
Commercial	11,101,200,600	9,953,614,400	10,806,494,300	11,262,707,700	11,529,513,600
Industrial	3,382,623,800	3,423,463,400	3,291,878,400	3,601,480,900	3,607,375,300
Institutional	1,216,558,500	857,728,200	1,388,446,600	1,106,477,700	1,125,001,500
Wholesale	2,544,498,300	2,541,050,100	2,600,271,100	2,950,349,200	2,731,630,163
Agricultural	0	0	0	0	0
TOTAL	42,870,575,700	43,261,467,900	43,893,644,100	47,241,279,700	46,802,751,563

Water Use Data

MONTHLY DIVERSIONS FOR ALL WATER USES (ACRE-FEET)

	2019	2020	2021	2022	2023
January	10,496	11,390	11,266	11,817	12,257
February	9,875	10,634	11,670	10,880	10,988
March	11,335	11,564	12,144	12,675	13,236
April	11,476	11,274	12,652	13,660	12,864
May	12,453	13,086	12,515	14,939	13,657
June	12,471	14,518	13,785	16,654	15,337
July	15,036	16,376	14,486	18,938	18,370
August	17,772	17,178	15,302	17,735	19,576
September	16,610	13,686	16,068	15,988	16,962
October	14,993	14,664	14,192	16,080	14,997
November	11,878	13,106	12,560	12,733	12,687
December	11,627	11,865	12,334	12,676	12,251
Total	156,021	159,342	158,974	174,777	173,181

TOTAL AMOUNT OF WATER DIVERTED FOR MUNICIPAL USE (ACRE-FEET)

Year	Total Water Pumpage
2019	156,021
2020	159,342
2021	158,974
2022	174,777
2023	172,911

Water Supply Sources

AW receives 100 percent surface water from the Colorado River through a combination of run-of-river water rights granted by the State of Texas and a water supply contract with the Lower Colorado River Authority (LCRA). In 1999, the City of Austin secured a firm water supply totaling 325,000 acre-feet per year (AF/yr) through a key water supply contract with LCRA, utilizing stored water in the Highland Lakes and other sources to support Austin's run-of-river water rights, which are among the oldest in the basin. Under this 1999 agreement, which amended a previous 1987 agreement, Austin prepaid the LCRA for reservation and use fees. Future water use payments to LCRA will be triggered when Austin's annual average use for two consecutive calendar years exceeds 201,000 AF/yr. This has provided a conservation incentive for Austin, as the year after this trigger is reached the City will begin paying for water diversion amounts above 150,000 AF/yr. The term of the 1999 agreement extends through the year 2050, with an option for the City to renew the agreement for an additional 50-year period through the year 2100. In 2007, the City entered into a supplemental water supply agreement with LCRA for an additional 250,000 AF/yr of firm water to be planned and purchased at a future time, likely incrementally, to meet future needs.

Treatment and Distribution System

For over a century, AW has remained dedicated to delivering clean, safe, reliable, high-quality, sustainable, and affordable water to its customers. The utility owns and operates three major surface water treatment plants (WTPs) – Davis and Ullrich, which draw water from Lake Austin, and Handcox, which draws water from Lake Travis. Currently, these WTPs have a combined water treatment capacity of 335 million gallons per day (MGD), including 14 MG of elevated and 158 MG of ground storage capacity. Less than 3 percent of filter backwash is recycled to the head of the plants. The system comprises 3,929 miles of water mains, 9 major pressure zones, 47 water pumping stations and local boosters, and 38 city-maintained reservoirs with 176 million gallons of effective storage capacity.

Austin Water Treatment Plants and Capacity

Plant	Year Constructed	Treatment Capacity (MGD)
Davis	1954	118
Ullrich	1969	167
Handcox	2014	50
Total		335

Wastewater System Data

AW's wastewater system serves approximately 97 percent of the people served by Austin's water system. The treated volume includes those wholesale customers that receive wastewater service by the City. The table below shows the monthly volume of wastewater treated at Walnut Creek and South Austin Regional Wastewater Treatment Plants over the past five years.

MONTHLY VOLUME OF WASTEWATER TREATED (IN THOUSAND GALLONS)

	2019	2020	2021	2022	2023
January	3,708,765	2,800,844	3,044,414	2,899,674	2,999,137
February	2,680,303	2,861,340	2,836,168	3,240,818	2,997,903
March	2,965,722	3,058,785	3,155,101	3,051,613	3,014,295
April	3,323,406	2,974,798	3,020,344	3,055,210	3,353,414
May	4,032,151	3,260,018	3,871,683	3,177,750	3,619,955
June	3,116,667	2,832,939	3,827,024	2,919,609	3,137,860
July	2,997,113	2,726,402	3,283,108	2,953,290	2,932,356
August	2,791,708	2,829,107	3,195,987	3,100,582	2,934,889
September	2,689,971	3,128,329	2,858,197	2,969,567	2,970,899
October	2,811,429	2,638,340	3,286,881	2,860,915	3,274,428
November	2,554,556	2,593,189	3,035,373	3,082,337	3,162,091
December	2,739,583	2,751,468	3,016,548	3,181,447	3,208,378
Total	36,411,374	34,455,558	38,430,828	36,492,812	37,605,605

Use of Treated Effluent

Walnut Creek Wastewater Treatment Plant uses approximately 2.2 million gallons per day of treated effluent for plant washdown and chlorination/dechlorination. The South Austin Regional (SAR) Wastewater Treatment Plant uses approximately 1.2 million gallons per day of treated effluent for plant washdown and chlorination/dechlorination. Hornsby Bend uses an additional 0.5 million gallons per day of treated effluent from SAR. Irrigation at Hornsby is drawn from an on-site pond system, not treated effluent.

TYPE OF WATER REUSE AND RECYCLING ACTIVITIES IMPLEMENTED, 2023

Type of reuse activity	Total annual volume (in thousand gallons)
On-site irrigation	666.2
Plant wash down	0
Chlorination/de-chlorination	0
Industrial	601,593.8
Landscape irrigation (park, golf courses)	903,159.7
Agriculture	0
Discharge to surface water	359.2
Evaporation Pond	0
Other	46,897.3
Total	1,552,676.2

Appendix A. Water Conservation Plan Requirement Checklist

AW prepared this Water Conservation Plan and Utility Profile for Municipal and Wholesale Water Use to comply with Title 30 Texas Administrative Code §§ 288.2 and 288.5. This plan provides an overview of Austin's current and future water conservation initiatives within the framework recommended by forms TCEQ-10218 and 20162. In addition, the utility profile is used to convey information about the City of Austin's water and wastewater system to the Texas Commission on Environmental Quality (TCEQ).

Water Conservation Plan Requirements	Report Location
Water Conservation Utility Profile, TWDB-1965	Page 31
Conservation Coordinator	Page 31
5- and 10-year goals in GPCD	Page 28
Achieving Targets	Page 27
Tracking Targets and Goals	Page 29
Production Meter(s)	Page 21
Universal Metering Program	Page 21
Water Loss Control Program	Page 22
Leak Detection Program	Page 22
Public Education and Information	Page 10
Water Rate Structure	Page 26
Signed Official Ordinance	Page 153, Appendix H
Regional Water Planning Group Notification	Page 155, Appendix I

Appendix B. Drought Contingency Plan

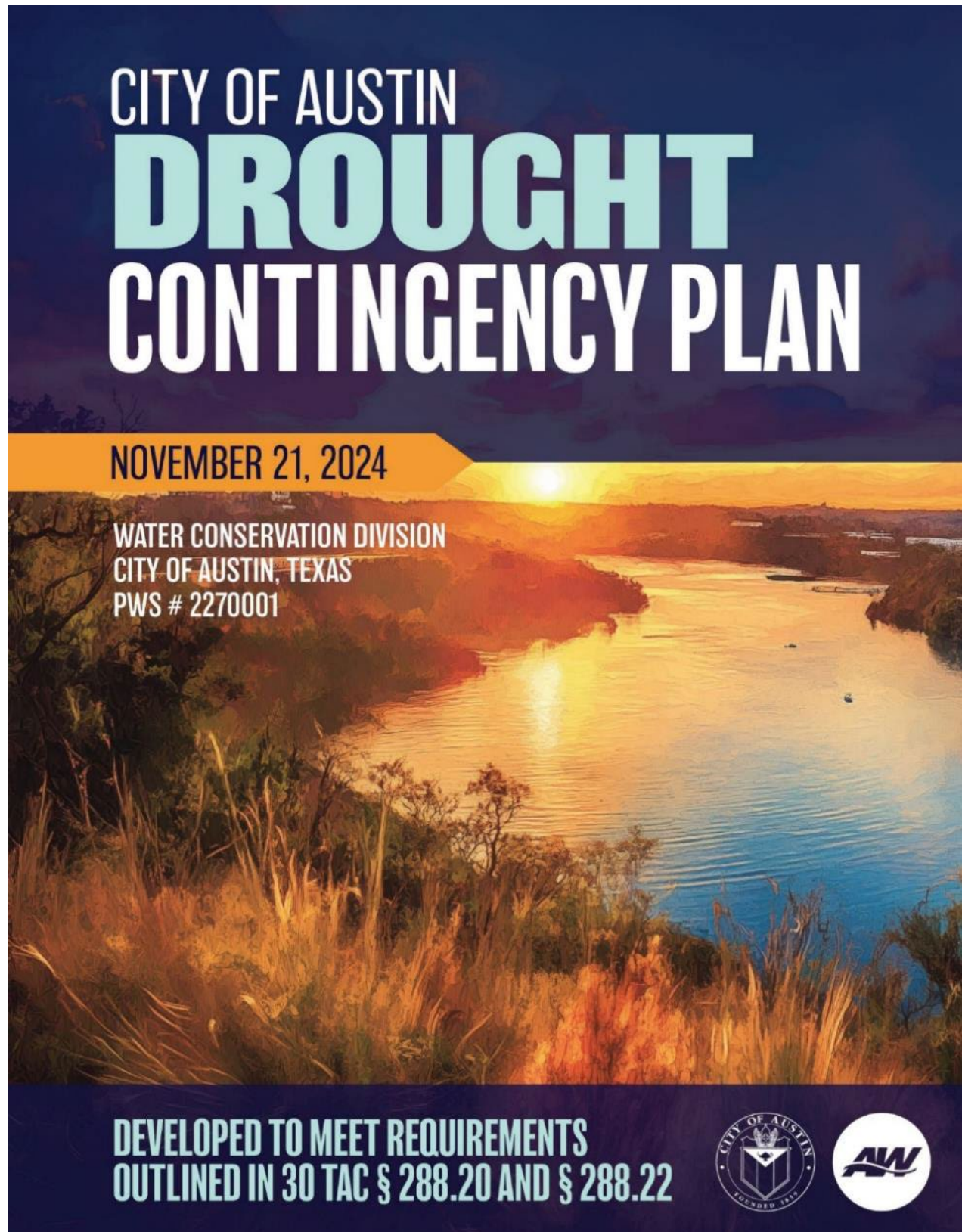


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Section I: Declaration of Policy, Purpose, and Intent

The City of Austin (the City) maintains a decades-long commitment to ensuring a sustainable water supply through demand management measures. The latest update to Austin's Drought Contingency Plan (the Plan) builds upon this legacy. This iteration of the Plan retains all measures from previous versions while incorporating new strategies to better address droughts in the future.

Designed as a comprehensive strategy, the Plan focuses on addressing water shortages and emergencies, with specific attention to domestic water use, sanitation, fire protection, and public well-being. In accordance with Section 11.1272 of the Texas Water Code and Chapter 288 of Title 30 of the Texas Administrative Code, the City regularly updates this plan, underscoring the importance of adaptability to evolving water supply dynamics.

This document outlines the City's strategic response to challenges posed by demand surges, infrastructure constraints, and droughts, including historical critical droughts. Through coordination with the Lower Colorado River Authority (LCRA), the Drought Contingency Plans of both the LCRA and the City are consistent in terms of targets and goals. The City's plan is more proactive, including the implementation activities necessary to conserve water.

Detailed within the regulatory framework of the City of Austin's Municipal Code, the Water Conservation Code (updated in conjunction with this plan in May and November 2024) forms an integral part of our proactive water management actions. This Drought Contingency Plan serves not only to fulfill regulatory mandates but also as a detailed reference for effective drought management, with the amended Water Conservation Code accessible in Appendix A.

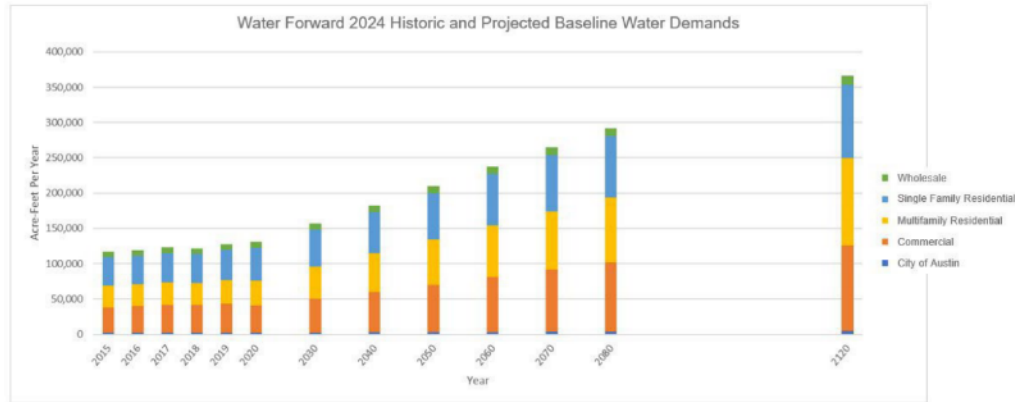
Section II: Background

A. Projected Water Demands

Austin Water's customer base is projected to increase from the current population of 1.1 million to 1.5 million by 2040, as outlined in the City of Austin's 2024 Water Forward Integrated Water Resources Plan. This growth in population and businesses is anticipated to result in a diversion of 183,000 acre feet in 2040, as projected in the 2024 Water Forward Plan (Medium Projection) See Figure 1.



Figure 1. Water demand projections from the 2024 Water Forward Plan

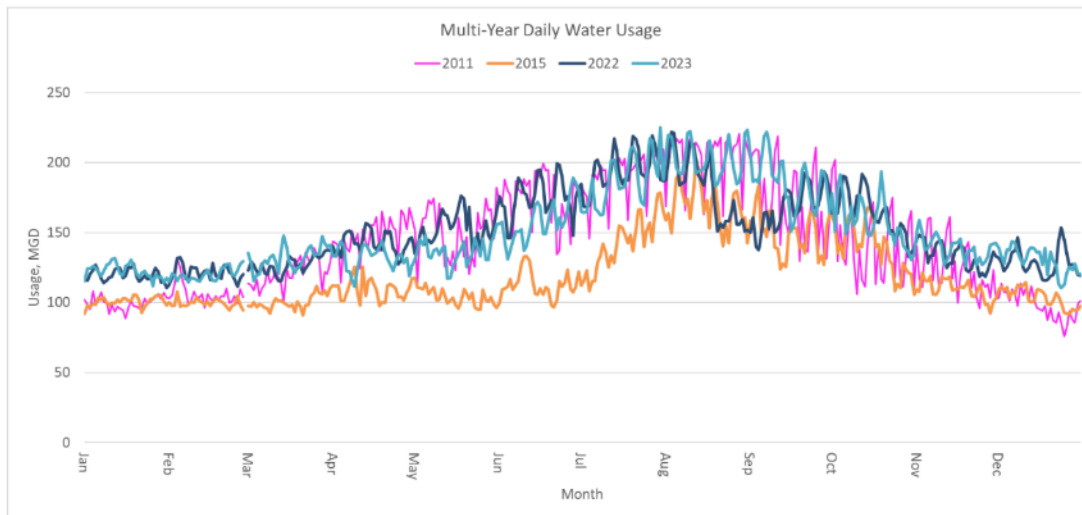


Long-term projected water demands represent average usage, drawing from historical data on water consumption and projections of growth among various water users in the community. However, these projections do not account for short-term increases in water usage during hot, dry conditions typically associated with droughts. Such short-term increases of water use during drought can be seen in Figure 2. The figure depicts the daily water usage in millions of gallons per day (mgd) for Austin Water over a span of four years:

- 2011 (magenta) – the driest single year on record during the region’s Drought of Record (2009- 2014).
- 2015 (orange) – a recent year with above-average precipitation and low water usage.
- 2022 (dark blue) and 2023 (blue) – years following the declaration of Drought Stage 1 on June 6, 2022.



Figure 2. Historical daily water use during a wet year (2015) and dry years (2011, 2022, 2023).



In all years, the surge in landscape irrigation can increase daily water demands in August by 50 to 60 percent compared to January, even in a wet year like 2015. While Austin remains committed to water stewardship year-round, the most significant potential for short-term water savings during a drought lies in reducing landscape irrigation between June and October, alongside other conservation measures offering substantial near-term savings. However, achieving an overall reduction in water usage during a drought is highly challenging using traditional methods of public outreach and enforcement patrols.

B. Water Supply and Water Supply Contracts

The City holds permitted municipal water rights granted by the State of Texas, allowing a maximum diversion of 292,703 acre-feet per year (AF/yr) from the Colorado River for municipal use. These water rights operate within the State's priority water rights system as run-of-river rights. This means the City can divert water under these rights only if it's available after fulfilling other more senior water rights.

While the City's water rights include some of the most senior rights in the river basin, there are conditions, particularly during dry weather, when this run-of-river water may not reliably be available. Consequently, the City has water supply contracts with LCRA to ensure water availability under various hydrologic conditions, including droughts.

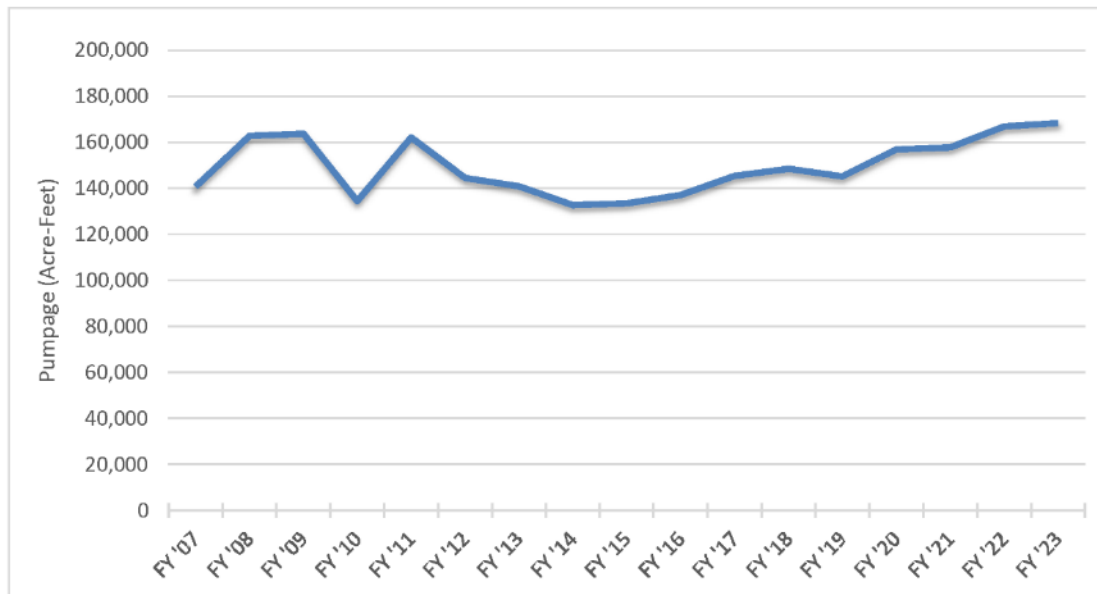
In 1999, the City of Austin secured a firm water supply of 325,000 AF/yr through a contract with LCRA, utilizing stored water in the Highland Lakes and other sources to support the City's senior water rights. This contract is renewable by the City of Austin until the year 2100. In 2007, Austin entered into a supplemental water supply agreement with LCRA to provide an additional 250,000



City of Austin Drought Contingency Plan

AF/yr of firm water to be incrementally planned for future needs beyond the 1999 contract's 325,000 AF/yr level. The 325,000 AF/yr component of the City's firm municipal water supply is roughly double the peak annual diversion level of 174,781 AF/yr, which occurred in 2022. The most recent five-year average is approximately 164,409 AF/yr. (See Figure 3)

Figure 3. Historic City of Austin Diversion Volumes



According to its 2020 Water Management Plan, the LCRA intends to manage water supplies in the Colorado River to ensure that stored water for firm demands is available without shortage, even in a repeat of the Drought of Record (DOR). When the LCRA's Board declares a Drought Worse than the Drought of Record (DWDR), mandatory pro-rata curtailment of firm water demand is required. The declaration of a DWDR involves evaluating hydrologic and water supply conditions based on specific criteria, including drought duration, inflow volumes, and combined storage conditions. LCRA may also mandate curtailments of firm water demand in response to other water emergencies that significantly reduce the available firm water supply. If a DWDR declaration is issued, LCRA may, following notification and approval of a pro-rata curtailment plan, enforce mandatory curtailment of firm customers. The City has adopted a Water Conservation Code (Appendix A) that authorizes consideration and implementation of emergency conservation measures if water use needs to be curtailed during a DWDR declaration.



In 2023, the LCRA initiated work to revise the previous drought stage triggers, which were subsequently adopted by their board on March 26, 2024. In response to the addition of both a new drought stage and mechanism for determining drought stage triggers, the City has updated its triggers to align with both the LCRA and our community's strong commitment to water conservation.

C. Drought Conditions and Management Actions

LCRA manages the Highland Lakes as a system, which include its water supply reservoirs, Lakes Travis and Buchanan, and results in a maximum combined storage capacity of approximately 2.0 million acre-feet. LCRA utilizes combined storage levels in Lakes Travis and Buchanan, inflows to the Highland Lakes, and other hydrologic factors as indicators of water supply conditions, including potential severe, long-term drought conditions. Combined storage levels also trigger the implementation of drought contingency plan stages. The historical Drought of Record for the Colorado River basin region, which encompasses the City of Austin, occurred during the years 1947-1957, when the combined water storage levels of Lakes Travis and Buchanan plummeted to a low of 621,221 acre-feet. Based on unprecedented conditions in February of 2015, LCRA declared that the basin entered a new "critical period," defined as a time period with the driest conditions and lowest inflows.

To mitigate adverse effects from periods of severe water shortages, Austin's Water Conservation Code (Section 6-4) outlines the City's water use stages within its service area during such periods caused by drought, water supply contamination, system outage due to failure or damage of the water system, or other emergency conditions. Additionally, if the available supply falls short of the anticipated demand, the City will assess and implement further emergency demand management measures, as detailed in the Water Conservation Code (Appendix A). All measures outlined in the Water Conservation Code are considered part of this Plan.

D. Water System Capacity

Austin Water currently serves approximately 250,000 connections with over 4,044 miles of water mains. In 2023, Austin Water provided water to an approximate retail service area population of 1,096,486 and a wholesale customer population of 53,770, totaling approximately 1,150,256 individuals. All the City's drinking water is sourced from the Colorado River. Two water treatment plants, with a combined capacity to treat and distribute 285 million gallons per day (MGD), draw water from Lake Austin. A third water treatment plant, with a capacity of 50 MGD, draws water from Lake Travis. Table 1 summarizes the current plant capacities.

Table 1. City of Austin Water Treatment Plants and Capacity

Plant Name	Year Constructed	Treatment Capacity (million gallons/day)
Davis	1954	118
Ullrich	1969	167
Handcox	2014	50
<i>Total</i>		335

Section III: Trigger Conditions and Goals

The City of Austin has established a baseline water conservation stage, which encompasses water efficiency measures that are in place regardless of the drought stage and apply to all retail water customers. In 2012, the city adopted a permanent Water Conservation Stage containing year-round water conservation measures, with additional measures enacted since then. The following measures are in effect during the baseline Conservation Stage, when our reservoirs hold more than 1.4 million acre-feet:

- Residential and commercial facilities may irrigate only before 10:00 a.m. or after 7:00 p.m. on designated outdoor water use days.
- Automatic irrigation systems are restricted to one designated outdoor water use day per week, allowing up to fifteen hours of irrigation.
- Drip irrigation is permitted twice per week, on designated outdoor water use days, for up to thirty hours per week.
- Hose-end sprinklers are permitted on up to two designated outdoor water use days per week, allowing for a total of thirty hours of irrigation.
- Mandatory commercial irrigation, cooling tower, and car wash efficiency assessment programs are in place.
- Commercial pressure washing efficiency requirements are enforced.
- Restaurants are required to serve water only upon request.
- Hotels are mandated to offer linen reuse programs.
- Washing of vehicles and outdoor surfaces is permitted only with a hose equipped with a positive shut-off or using a bucket.
- Commercial patio misters may operate only between 4:00 p.m. and midnight.
- Irrigation design requirements exceed those set by the State of Texas.



Austin's City Manager or their designee monitors water supply, water system capacity, and demand conditions to determine when to consider implementing additional conservation actions for the City's retail water customers, as outlined in the demand, combined storage capacity, inflow into reservoirs, and emergency triggers listed in Table 2.

The decision to enact an inflow-based trigger will be made on March 1st and July 1st each year. This will involve assessing the previous three-month average inflows into the reservoirs. If that average inflow is less than the 25th percentile of the historic average for the same three-month period, the trigger condition will be met.

Table 2. Demand, Supply and Emergency Triggers

Demand Triggers				
Stage	Trigger	Goal	Action ^a	End Condition
Stage 2	300 MGD or more for three consecutive days	Reduce water use by 15% of 300 MGD	Drought Response Stage Two Regulations	City Manager ends based on daily supply and demand of water
Stage 2	320 MGD or more for one day	Reduce water use by 15% of 320 MGD	Drought Response Stage Two Regulations	City Manager ends based on daily supply and demand of water

Inflow Trigger				
Stage	Trigger	Goal	Action ^a	End Condition
Stage 2	Combined lake storage between 1.1 MAF – 900,000 AF Inflows less than 25% of historic average ^c	Reduce water use by 20%	Drought Response Stage Two Regulations	Combined storage reaches 1.1 MAF and projected to stay above 900,000 AF for four months ^b

Table 2. Demand, Supply and Emergency Triggers (continued)

Stage	Trigger	Goal	Action ^a	End Condition
Stage 1	Combined lake storage falls below 1.4 MAF	Reduce water use by 10%	Drought Response Stage One Regulations	Combined storage reaches 1.4 MAF and expected to remain above 1.4 MAF for four months
Stage 2	Combined lake storage falls below 900,000 AF	Reduce water use by 20%	Drought Response Stage Two Regulations	Combined storage reaches 1.1 MAF and projected to stay above 900,000 AF for four months ^b
Stage 3	Combined lake storage falls below 750,000 AF	Reduce water use by 25%	Drought Response Stage Three Regulations	Combined storage reaches 900,000 AF and projected to stay above 750,000 AF for four months ^b
Stage 4	Combined lake storage falls below 600,000 AF or a drought worse than the drought of record is declared	Reduce water use by a minimum of 30% from a baseline approved by LCRA, which may account for City's conservation measures	Drought Response Stage Four Regulations or Additional Restrictions as necessary to meet pro-rata curtailment requirements	City Manager determines that conditions no longer require meeting mandatory curtailment targets; combined storage expected to remain above 600,000 AF for four months
Emergency Stage 5	As determined by City Manager, system outage, equipment failure, contamination of water source or other emergencies	Reduce water use to levels deemed necessary	Emergency Stage Four Regulations or Additional Restrictions	City Manager ends based on daily water demand or the end of supply constraints

^a Detailed information about watering schedules and additional conservation measures for each stage can be found in Appendix A.

^b The City Manager may also end regulations based on other conditions or circumstances which merit such action.

^c Inflow triggers will be checked on March 1 and July 1. If the previous three-months average inflows fall below 25% of the historic average for the same three-month period, the triggers will be enacted.

Procedures for granting variances to the watering regulations are outlined in Austin's Water Conservation Code and may be authorized if deemed necessary to safeguard public health and safety. Violations are subject to both criminal and administrative penalties as stipulated in City Code, Chapter 2-13. Additional requirements are incorporated within the Water Conservation Code, detailed in City Code Chapter 6-4, and in rules adopted pursuant to that chapter.



Section IV: Drought Response Measures

Within each drought stage, Austin Water will enforce specific regulations, including outdoor watering restrictions. Additionally, Austin Water may undertake further discretionary non-regulatory water-saving measures, depending on the need and available resources, to encourage and assist residents and businesses in conserving water. The following tables outline the watering and other regulations cited in Chapter 6-4, as well as the non-regulatory measures that Austin Water may implement at each drought stage.

Drought Response Stage 1

Outdoor Watering Restrictions	
Automatic Irrigation^a	Once per week (13-hour maximum) Midnight – 8:00 a.m. / 7:00 p.m. – midnight Assigned weekday
Drip Irrigation^b	Twice per week (26-hour maximum) Midnight – 8:00 a.m. / 7:00 p.m. - midnight Assigned weekday
Hose End Irrigation^c	Twice per week (30-hour maximum) Midnight – 10:00 a.m. / 7:00 p.m. - midnight Assigned weekday and weekend day

^a Automatic Irrigation means any irrigation system connected to and being operated by a programmable controller, including a permanently or temporarily installed irrigation system, and drip irrigation, also called irrigation system.

^b Drip Irrigation means a method of irrigation which is typically installed below ground and consists of porous piping that allows the application of water at a slow and constant rate included as part of an automatic irrigation system.

^c Hose End Irrigation means an above-ground water distribution device that may be attached to a garden hose, not designed to be held by a person while in operation.

Additional Code Measures	
Regulations	<ol style="list-style-type: none"> 1. No water waste. 2. No midday watering. 3. Restaurants serve water on request. 4. Cooling tower efficiency requirements and annual assessment. 5. Commercial irrigation evaluation every two years. 6. Car washing equipment certified annually. 7. Charity car washes held at commercial car washes. 8. Home car washing must use positive shutoff valve. 9. Patio misters may not operate at commercial facility except between 4 p.m. and midnight. 10. Power washers use efficient equipment. 11. Ornamental fountains must recirculate.
Variances	<ol style="list-style-type: none"> 1. Threat to primary source of income. 2. Documented environmental requirement. 3. Large property (unable to irrigate property during Conservation Stage). 4. Medical hardship. 5. Xeriscaping establishment. 6. Alternative compliance.
Exemptions	<ol style="list-style-type: none"> 1. Protection of public health, safety and welfare. 2. Use of alternative water. 3. Repair of water distribution lines. 4. Testing and repair of irrigation systems. 5. Hand watering any day any time or with refillable receptacle. 6. Tree watering with automatic bubbler, drip irrigation, or soaker hose. 7. Vegetable garden watering using drip irrigation or a soaker hose. 8. Water use necessary for permit requirements including the establishment of new landscaping if watering occurs between the hours of 7:00 pm and 10:00 pm. 9. Washing of garbage and food handling trucks. 10. Athletic fields. 11. Fire suppression. 12. Irrigation of plant stock at commercial nursery. 13. Watering commercially applied herbicide or pesticide.

Discretionary Non-Regulatory Measures	
Policy	<ul style="list-style-type: none"> Expand temporary enforcement staff during irrigation season.
Education	<ul style="list-style-type: none"> Enhanced marketing of drought-related information to the public. Develop voluntary water budgeting outreach through the My ATX Water portal.
Incentives	<ul style="list-style-type: none"> Enhanced outreach to other City departments to implement water conservation audits/projects. Increase rebate amounts for select conservation programs. Increase incentives for voluntary connection to centralized reclaimed water system.

Drought Response Stage 2

Outdoor Watering Restrictions	
Automatic Irrigation^a	Once per week (10-hour maximum) Midnight – 5:00 a.m. / 7:00 p.m. – midnight Assigned weekday
Drip Irrigation^b	Twice per week (20-hour maximum) Assigned weekday
Hose End Irrigation^c	Once per week (15-hour maximum) Midnight – 10:00 a.m. / 7:00 p.m. – midnight Assigned weekend day

^a Automatic Irrigation means any irrigation system connected to and being operated by a programmable controller, including a permanently or temporarily installed irrigation system, and drip irrigation, also called irrigation system.

^b Drip Irrigation means a method of irrigation which is typically installed below ground and consists of porous piping that allows the application of water at a slow and constant rate included as part of an automatic irrigation system.

^c Hose End Irrigation means an above-ground water distribution device that may be attached to a garden hose, not designed to be held by a person while in operation.

Additional Code Measures	
Regulations	<ol style="list-style-type: none"> 1. No water waste. 2. No midday watering. 3. Restaurants serve water on request. 4. Cooling tower efficiency requirements and annual assessment. 5. Commercial irrigation evaluation every two years. 6. Car washing equipment certified annually. 7. Charity car washes prohibited. 8. Home car washing must use single fill receptacle. 9. Patio misters may not operate at commercial facility except between 4 p.m. and midnight. 10. Power washers use efficient equipment. 11. Ornamental fountains must recirculate. 12. Ornamental fountains with a 4-inch emission or fall of water are prohibited, unless to preserve aquatic life. 13. Golf course fairways irrigated on designated outdoor water use day; tees and greens irrigated every other day with notice to Austin Water.

Additional Code Measures (continued)	
Variances	<ol style="list-style-type: none"> 1. Threat to primary source of income. 2. Documented environmental requirement. 3. Large property (unable to irrigate property during Conservation Stage). 4. Medical hardship. 5. Xeriscaping establishment. 6. Alternative compliance.
Exemptions	<ol style="list-style-type: none"> 1. Protection of public health, safety, and welfare. 2. Use of alternative water. 3. Repair of water distribution lines. 4. Testing and repair of irrigation systems. 5. Hand watering any day any time or with refillable receptacle. 6. Tree watering with automatic bubbler, drip irrigation, or soaker hose. 7. Vegetable garden watering using drip irrigation or a soaker hose. 8. Water use necessary for permit requirements not including the establishment of new landscaping, unless otherwise required. 9. Washing of garbage and food handling trucks. 10. Athletic fields. 11. Fire suppression. 12. Irrigation of plant stock at commercial nursery. 13. Watering commercially applied herbicide or pesticide.

Discretionary Non-Regulatory Measures	
Policy	<ul style="list-style-type: none"> • Expand temporary enforcement staff during irrigation season.
Education	<ul style="list-style-type: none"> • Enhanced marketing of drought-related information to the public. • Develop voluntary water budgeting outreach through the My ATX Water portal.
Incentives	<ul style="list-style-type: none"> • Enhanced outreach to other City departments to implement water conservation audits/projects. • Increase rebate amounts for select conservation programs. • Increase incentives for voluntary connection to centralized reclaimed water system.

Drought Response Stage 3

Outdoor Watering Restrictions	
Automatic Irrigation^a & Drip Irrigation^b	Once per week (6-hour maximum) Midnight – 6:00 a.m. Assigned weekday
Hose End Irrigation^c	Once per week (6-hour maximum) 7:00 a.m. – 10:00 a.m. / 7:00 p.m. – 10:00 p.m. Assigned weekend day

^a Automatic Irrigation means any irrigation system connected to and being operated by a programmable controller, including a permanently or temporarily installed irrigation system, and drip irrigation, also called irrigation system.

^b Drip Irrigation means a method of irrigation which is typically installed below ground and consists of porous piping that allows the application of water at a slow and constant rate included as part of an automatic irrigation system.

^c Hose End Irrigation means an above-ground water distribution device that may be attached to a garden hose, not designed to be held by a person while in operation.

Additional Code Measures	
Regulations	<ol style="list-style-type: none"> 1. No water waste. 2. No midday watering. 3. Restaurants serve water on request. 4. Cooling tower efficiency requirements and annual assessment. 5. Commercial irrigation evaluation every two years. 6. Car washing equipment certified. 7. Charity car washes prohibited. 8. Home car washing must use single fill receptacle. 9. Patio misters may not operate at commercial facility except between 4 p.m. and midnight. 10. Power washers use efficient equipment. 11. Ornamental fountains must recirculate. 12. Ornamental fountains with a 4-inch emission or fall of water are prohibited, unless to preserve aquatic life. 13. Golf course fairways irrigated on designated outdoor water use day; tees and greens irrigated every other day with notice to Austin Water.

Additional Code Measures (continued)	
Variances	<ol style="list-style-type: none"> 1. Threat to primary source of income. 2. Documented environmental requirement. 3. Large property (unable to irrigate property during Conservation Stage). 4. Medical hardship. 5. Xeriscaping establishment. 6. Alternative Compliance. 7. Athletic Fields.
Exemptions	<ol style="list-style-type: none"> 1. Protection of public health, safety and welfare. 2. Use of alternative water. 3. Repair of water distribution lines. 4. Testing and repair of irrigation systems. 5. Hand watering any day any time or with refillable receptacle. 6. Tree watering with automatic bubbler, drip irrigation, or soaker hose. 7. Vegetable garden watering using drip irrigation or a soaker hose. 8. Water use necessary for permit requirements not including the establishment of new landscaping, unless otherwise required. 9. Washing of garbage and food handling trucks. 10. Fire suppression. 11. Irrigation of plant stock at commercial nursery. 12. Watering commercially applied herbicide or pesticide.

Discretionary Non-Regulatory Measures	
Policy	<ul style="list-style-type: none"> • Expand temporary enforcement staff during irrigation season. • No warning for irrigation water waste violations, but dismissal with completion of an irrigation course. • Drought Rate Surcharge of \$1.00 per thousand gallons of water billed. For more information see the City of Austin's Water Conservation Plan, page 28.
Education	<ul style="list-style-type: none"> • Enhanced marketing of drought-related information to the public. • Expanded voluntary water budgeting outreach through the My ATX Water portal.
Incentives	<ul style="list-style-type: none"> • Enhanced outreach to other City departments to implement water conservation audits/projects. • Increase rebate amounts for select conservation programs. • Increase incentives for voluntary connection to centralized reclaimed water system.

Drought Response Stage 4

Outdoor Watering Restrictions	
Automatic Irrigation^a & Drip Irrigation^b	<u>Nonfunctional turf (see definition on page 20)</u> No watering
	<u>Functional turf (see definition on page 20) areas and beds only</u> Once per week (6-hour maximum) Midnight – 6:00 a.m. Assigned weekday
Hose End Irrigation^c	<u>Nonfunctional turf (see definition on page 20)</u> No watering
	<u>Functional turf areas and beds only</u> Once per week (6-hour maximum) 7:00 a.m. – 10:00 a.m. / 7:00 p.m. – 10:00 p.m. Assigned weekend day

^a Automatic Irrigation means any irrigation system connected to and being operated by a programmable controller, including a permanently or temporarily installed irrigation system, and drip irrigation, also called irrigation system.

^b Drip Irrigation means a method of irrigation which is typically installed below ground and consists of porous piping that allows the application of water at a slow and constant rate included as part of an automatic irrigation system.

^c Hose End Irrigation means an above-ground water distribution device that may be attached to a garden hose, not designed to be held by a person while in operation.

Additional Code Measures	
Regulations	<ol style="list-style-type: none"> 1. No water waste. 2. No midday watering. 3. No watering nonfunctional turf (except for hand watering) 4. Suspend approval of irrigation permits. 5. Suspend approval of single-family residential pool permits. 6. Restaurants serve water on request. 7. Cooling tower efficiency requirements and annual assessment. 8. Commercial irrigation evaluation every two years. 9. Car washing equipment must be certified. 10. Charity car washes prohibited. 11. Home car washing must use positive shutoff valve. 12. Patio misters may not operate at commercial facility except between 4 p.m. and 8 p.m. 13. Power washers use efficient equipment. 14. Ornamental fountains must recirculate. 15. Ornamental fountains with a 4-inch emission or fall of water are prohibited. 16. The filling of spas is prohibited. 17. Operation of splash pads during limited hours.
Variances	<ol style="list-style-type: none"> 1. Threat to primary source of income. 2. Documented environmental requirement. 3. Large property (unable to irrigate property during Conservation Stage). 4. Medical hardship. 5. Alternative Compliance. 6. Athletic fields.
Exemptions	<ol style="list-style-type: none"> 1. Protection of public health, safety and welfare. 2. Use of alternative water. 3. Repair of water distribution lines. 4. Testing and repair of irrigation systems. 5. Hand watering any day any time or with refillable receptacle. 6. Tree watering with automatic bubbler, drip irrigation, or soaker hose. 7. Vegetable garden watering using drip irrigation or a soaker hose. 8. Water use necessary for permit requirements not including the establishment of new landscaping, unless otherwise required. 9. Washing of garbage and food handling trucks. 10. Fire suppression. 11. Irrigation of plant stock at commercial nursery. 12. Watering commercially applied herbicide or pesticide.

Discretionary Non-Regulatory Measures	
Policy	<ul style="list-style-type: none"> Expand temporary enforcement staff during irrigation season. Allow for dismissal of first violation with completion of an irrigation course. Drought Rate Surcharge of \$2.00 per thousand gallons of water billed. For more information see the City of Austin's Water Conservation Plan, page 28.
Education	<ul style="list-style-type: none"> Enhanced marketing of drought-related information to the public. Expanded voluntary water budgeting outreach through the My ATX Water portal.
Incentives	<ul style="list-style-type: none"> Enhanced outreach to other City departments to implement water conservation audits/projects. Increase rebate amounts for select conservation programs. Increase incentives for voluntary connection to centralized reclaimed water system.

Functional and Nonfunctional Turf

The restriction of irrigation in Drought Stage 4 to Functional Turf has been included to meet restrictions required by the City of Austin's wholesale provider, the LCRA. To clarify which turf may be irrigated and which may not, Austin Water has amended City Code, Chapter 6-4 to include definitions of Functional and Nonfunctional turf.

- Functional turf means turfgrass that is regularly used for community events, programmed recreational purposes, such as sports fields, golf course areas used directly for sport (greens, tees, fairways, and practice areas), maintaining the integrity of foundations, cemeteries, areas designated to be part of a water quality treatment solution required for compliance with federal, state, or local agency water quality permitting requirements.
- Nonfunctional turf means turfgrass that is **not** regularly used for community events, programmed recreational activities, such as sport fields, golf course areas used directly for sport (greens, tees, fairways, and practice areas). This also includes but is not limited to turf located at a residential facility, in a street right-of-way, parking lot islands, medians, or transportation corridors.

The terms 'functional' and 'nonfunctional' are increasingly commonly used nationally, and the specific definitions used were chosen by Austin Water staff to be more effective in implementing the restrictions, providing the specificity necessary for customer violation disputes and hearings. The terms are intended to be consistent with LCRA's terms for restricted irrigation in their Drought Contingency Plan: "ornamental landscaping" and "ornamental turf grass".¹

Emergency Stage 5

Irrigation & Additional Code Measures	
Regulations	<ol style="list-style-type: none"> 1. No irrigation of vegetation outdoors. 2. Suspend approval of new irrigation permits. 3. Suspend approval of new single-family pool permits. 4. No washing of vehicles or mobile equipment. 5. No operation of fountains unless necessary to preserve aquatic life. 6. No adding of water to swimming pool, pond, fountain or spa. 7. No operation of splash pads or other similar recreational use of water (including Slip 'N Slide). 8. No washing of outdoor surfaces. 9. No operation of patio misters. 10. No watering of chemical lawn applications unless authorized in a variance. 11. No foundation watering.
Variances	<ol style="list-style-type: none"> 1. Threat to primary source of income. 2. Documented environmental requirement. 3. Foundation watering. 4. Athletic field irrigation when necessary to protect the health of the players. 5. Watering in of prescribed tree disease treatment chemicals or pesticide. 6. Alternative Compliance.
Exemptions	<ol style="list-style-type: none"> 1. Protection of public health, safety and welfare. 2. Use of alternative water. 3. Repair of water distribution lines. 4. Water use necessary for permit requirements, except for landscaping establishment. 5. Washing of garbage and food handling trucks. 6. Fire suppression.

¹ <https://www.lcra.org/download/lcra-dcp-appendix-b-rules/?wpdmdl=33318>

Discretionary Non-Regulatory Measures	
Policy	<ul style="list-style-type: none"> Expand temporary enforcement staff during irrigation season only if storage capacity driven declaration. No warning for irrigation water waste violations, but dismissal with completion of an irrigation course. Drought Rate Surcharge of \$3.00 per thousand gallons of water billed. For more information see the City of Austin's Water Conservation Plan, page 28.
Education	<ul style="list-style-type: none"> Enhanced marketing of drought-related information to the public. Expanded voluntary water budgeting outreach through the My ATX Water portal.
Incentives	<ul style="list-style-type: none"> Enhanced outreach to other City departments to implement water conservation audits/projects. Increase rebate amounts for select conservation programs. Increase incentives for voluntary connection to centralized reclaimed water system.

Section V: Wholesale Contract Provisions

New wholesale contracts incorporate standard language mandating adherence to the City's Water Conservation Code. Over the past several years, newly negotiated wholesale contracts are obligated to establish a water conservation program like, or more stringent than the one administered by the City. For customers with older contracts, voluntary implementation of similar water conservation measures is requested. AW works with each organization to assist with conservation outreach and shared AW materials and guidelines.

Pro-rata curtailment will be conducted in accordance with Texas Water Code §11.039. Additionally, all new, renewed, or extended wholesale supply contracts include a provision stipulating that water distribution will occur on a pro-rata basis in the event of a water shortage resulting from drought.

Enforcement actions for non-compliance with either the Water Conservation Code or pro-rata water reductions by wholesale customers will be determined based on the specifics outlined in each wholesale customer's contract.



Section VI: Public Involvement

Austin Water solicited input on the Plan adopted by City Council on May 2, 2024 from both retail and wholesale water customers, as well as identified key stakeholder groups. Throughout the engagement process, Austin Water sought feedback for the development of revisions to the existing Water Conservation Code related to drought management using various methods:

- Utilizing advertising opportunities and multiple social media platforms to encourage feedback.
- Sending direct email notifications and meeting invites to key stakeholders.
- Conducting two surveys aimed at collecting public input on five potential additions to drought stage regulations, as well as gathering open feedback. One survey was accessible on the Drought Contingency Plan SpeakUpAustin page (with 67 respondents). The second survey was randomly emailed to Austin Water customers (with 43 respondents). Results from both surveys showed similar responses. Overall, a substantial majority supported the proposed additions to drought stage regulations. Refer to Appendix F for combined survey responses.
- Delivering presentations at meetings of City advisory boards such as the Water and Wastewater Commission, the Resource Management Commission, and the Austin Integrated Water Resources Planning Community Task Force, also known as the Water Forward Task Force.

After the May 2, 2024 adoption, Austin Water continued to review and revise the Drought Contingency Plan and the Water Conservation Plan in conjunction with the Water Forward Task Force, as they complete the 2024 Water Forward Plan. Public input for all three plans entailed:

- Public workshops held on August 27 (in-person) and August 28, which included public feedback opportunities and a survey.
- Water Forward Task Force meetings open to public comment, as well as presentations to Water and Wastewater Commission and the Resource Management Commission. Resolutions supporting the Plan from these advisory bodies can be found in Appendix D.

Section VII: Public Notification and Education

The City will disseminate information about the Plan to all water customers, including details about the conditions triggering each stage of the Plan and the corresponding drought response measures. This information will be distributed through various channels, such as press releases, traditional and digital advertisements, updates on the city's website and social media platforms, and presentations to customers, community organizations, and neighborhood groups. Additionally, water conservation-related public information materials, including brochures and program information, will be made available to wholesale water customers for distribution to their retail customers.

The City will also notify the public of upcoming drought stage changes using the same communication methods and advertisements. The scope of these notifications will expand with each elevated drought stage. Additionally, marketing efforts will highlight increased rebate payments available during each drought stage.



Section VIII: Coordination with Regional Planning Groups (RPG)

The City of Austin has provided a copy of this Plan to the Lower Colorado Regional Planning Group (Region K). A copy of the transmittal letter is included in Appendix E.

Section IX: TCEQ Notification

The City will notify the executive director of the Texas Commission on Environmental Quality within five business days of implementing any mandatory provisions of the Drought Contingency Plan.

Section X: Plan Review and Updates

This Plan was developed to fulfill the requirements outlined in 30 TAC § 288.20 and § 288.22, which mandate the submission of a Drought Contingency Plan and provision of essential drought contingency response information, regulations, and services to the community and water customers. The Plan will undergo review at least every five years and will be updated as necessary based on significant developments in Austin's water service area. The next scheduled plan review will take place in 2029.

APPENDIX A: Water Conservation Code

TITLE 6. - ENVIRONMENTAL CONTROL AND CONSERVATION.

CHAPTER 6-4. WATER CONSERVATION.

CHAPTER 6-4. WATER CONSERVATION.

ARTICLE 1. GENERAL PROVISIONS.

§ 6-4-1 WATER USE MANAGEMENT PLAN.

This chapter establishes a Water Use Management Plan.

Source: Ord. 20120816-004.

§ 6-4-2 DEFINITIONS.

Unless a different definition is expressly provided, in this chapter:

- (1) ACTION OF THE UTILITY means an action taken by Austin Water pursuant to this chapter.
- (2) ALTERNATIVE WATER means a water supply from a source other than Austin Water's potable water supply, also called auxiliary water.
- (3) AQUATIC LIFE means a vertebrate organism dependent upon an aquatic environment to sustain its life.
- (4) AUTOMATIC BUBBLER means a type of automatic irrigation head designed to bubble over and flood the ground surface around the base of a tree. Also referred to as "tree bubbler" or "flood head".
- (5) AUTOMATIC IRRIGATION SYSTEM means any irrigation system connected to and being operated by a programmable controller, including a permanently or temporarily installed irrigation system, also called irrigation system.
- (6) AUSTIN WATER, AW, AWU, and the Utility mean the Austin Water Utility.
- (7) AUSTIN WATER AUTHORIZED IRRIGATION INSPECTOR means an Irrigation Inspector licensed by the Texas Commission on Environmental Quality who has also both passed a director-approved class in landscape irrigation and has been awarded Austin Water Authorized Irrigation Inspector status in accordance with rules adopted pursuant to this chapter.
- (8) BLEED-OFF (BLOWDOWN) means the circulating water in a cooling tower which is discharged to help keep the dissolved solids concentrating in the water below a maximum allowable limit.
- (9) BLOWDOWN METER or discharge meter means a meter that tracks the amount of water discharged from a cooling tower system.
- (10) BROKEN HEAD means a missing, damaged or malfunctioning emitter from an irrigation system, or drip line that is causing water use above what the component was designed to allow.
- (11) COLLEGE/UNIVERSITY means an educational institution of higher learning that is public and offers a course of study designed to culminate in the issuance of a degree in accordance with the Texas Education Code.

- (12) **COMMERCIAL FACILITY** means a site with five or more dwelling units, or a municipal, business, or industrial building and the associated landscaping, but does not include the fairways, greens, or tees of a golf course.
- (13) **COMMERCIAL NURSERY** means a facility where plant nursery stock, trees, seedlings, turf, shrubs, flowers, herbs, crops or other plant materials are cultivated, grown, stored, or maintained prior to retail consumer, installer, or reseller purchase, use, consumption, or installation of the materials at any location other than the commercial nursery.
- (14) **COMMON AREA** means an area held, designed, or designated for the common use of the owners or occupants of a townhouse project, planned unit development, apartment, condominium, mobile home park, or subdivision.
- (15) **CONCENTRATION** means re-circulated water in a cooling tower that has elevated levels of total dissolved solids as compared to the original make-up water.
- (16) **CONDUCTIVITY CONTROLLER** means a device used to measure the conductivity of total dissolved solids in the water of a cooling system and control the discharge of water in order to maintain efficiency.
- (17) **COOLING TOWER** means an open water recirculation system that uses fans or natural draft to draw or force air to contact and cool water through the evaporative process that removes heat from water-cooled air conditioning systems and from industrial processes.
- (18) **COSMETIC POWER WASHING** means treatment or cleaning of a surface with specialized equipment that uses a spray of or directed water for the cosmetic cleaning of buildings, vehicles or other mobile equipment, or outdoor surfaces. It does not include industrial cleaning, cleaning associated with manufacturing activities, hazardous or toxic waste cleaning, or cleaning necessary to remove graffiti.
- (19) **CYCLES OF CONCENTRATION** means the ratio of the dissolved solids in recirculating water to the dissolved solids in the make-up water
- (20) **DESIGNATED OUTDOOR WATER USE DAY** means the day during which a person is permitted to irrigate outdoors as prescribed in City Code Section 6-4-13(E) (*Water Conservation Guidelines*).
- (21) **DIRECTOR** means the Director of Austin Water.
- (22) **DRIFT ELIMINATOR** means a device that captures large water droplets caught in the cooling tower air stream to prevent the water droplets and mist from escaping the cooling tower.
- (23) **DRIP IRRIGATION** means a method of irrigation which is typically installed below ground and consists of porous piping that allows the application of water at a slow and constant rate.
- (24) **DROUGHT CONTINGENCY PLAN** means a strategy or combination of strategies for temporary supply management and demand management responses to temporary and potentially recurring water supply shortages and other water supply emergencies required by Texas Administrative Code Title 30, Chapter 288, Subchapter B.
- (25) **FOUNDATION WATERING** means an application of water to the soils directly abutting the foundation of a building, structure, or improvement on land.
- (26) **FUNCTIONAL TURF** means turfgrass that is regularly used for community events, programmed recreational purposes, such as sports fields, golf course areas used directly for sport (greens, tees, fairways, and practice areas), maintaining the integrity of foundations, cemeteries, and areas designated to be part of a water quality treatment solution required for compliance with federal, state, or local agency water quality permitting requirements.
- (27) **GOVERNMENT PROPERTY** means property owned or operated by a federal, state, or local governmental unit, entity, agency, or a government subdivision for a public purpose.
- (28) **HOSE-END SPRINKLER** means an above-ground water distribution device that may be attached to a garden hose, not designed to be held by a person while in operation.

- (29) **MAKE-UP** means the amount of water required to replace normal losses caused by bleed-off (blowdown), drift, and evaporation.
- (30) **MAKE-UP METER** or intake meter means a meter that measures the amount of water entering a cooling tower system.
- (31) **MANUAL IRRIGATION SYSTEM** means an irrigation system designed to require the manual operation of valves or the attachment of a quick-coupling device.
- (32) **MULTI-FAMILY PROPERTY** means property containing five or more dwelling units.
- (33) **NEW LANDSCAPE** means vegetation:
 - (a) installed at the time of the construction of a residential or commercial facility;
 - (b) installed as part of a governmental entity's capital improvement project;
 - (c) installed to stabilize an area disturbed by construction; or
 - (d) that alters more than 500 contiguous square feet of an existing landscape.
- (34) **NONFUNCTIONAL TURF** means turfgrass that is not regularly used for community events, programmed recreational activities, such as sports fields, golf course areas used directly for sport (greens, tees, fairways, and practice areas). This also includes but is not limited to turf located at a residential facility, in a street right-of-way, parking lot islands, medians, or transportation corridors.
- (35) **ONSITE ALTERNATIVE WATER SOURCE** means a water source including recycled manufacturing process water, air conditioner condensate, rainwater, stormwater, graywater, black water, cooling tower blow down, and foundation drain water.
- (36) **ORNAMENTAL FOUNTAIN** means an artificially created structure from which a jet, stream, or flow of water emanates and the water is not used for the preservation of aquatic life.
- (37) **OVERFLOW ALARM** means a system that includes a level switch and an electronic signaling device that sends an audible signal or provides an alert via the energy management control system to the tower operator in case of sump overflow.
- (38) **PERMANENTLY INSTALLED IRRIGATION SYSTEM** means a custom-made, site-specific system of delivering water generally for landscape irrigation via a system of pipes or other conduits installed below ground.
- (39) **PERSON** means any natural person or legal entity such as an individual, business, partnership, association, firm, corporation, governmental, or other natural, business, or legal entity that receives, requests, manages, uses, maintains, or is responsible for water utility service at a service address, whether or not the person or entity is a customer or account holder of Austin Water.
- (40) **POTABLE WATER** means water that is treated to drinking water quality and distributed by Austin Water.
- (41) **PREMISE** means the outdoor area of property not enclosed by fencing or walls or containing living areas, and not including areas for storing vehicles or other motorized equipment.
- (42) **PUBLIC SCHOOL** means a public school offering instruction at the elementary school level or the junior and senior high school levels and in the branches of learning and study required to be taught in the public schools of the state. The term includes an open enrollment charter school as defined under the Texas Education Code.
- (43) **RECLAIMED WATER** means reclaimed municipal wastewater that is under the direct control of the City treatment plants, satellite facilities, or a treatment plant with which the City contracts, and that has been treated to a quality that meets or exceeds the minimum standards of the 30 Texas Administrative Code, Chapter 210.



- (44) RESIDENTIAL FACILITY means a site with four or fewer dwelling units.
- (45) SOAKER HOSE means a perforated or permeable garden-type hose or pipe that is laid above ground that provides irrigation at a slow and constant rate.
- (46) TEMPORARILY INSTALLED IRRIGATION SYSTEM means a universally applicable above ground irrigation system that uses a flexible hose or hardened pipe to deliver water to a moveable water distribution device.
- (47) TON means an evaporative cooling ton of 15,000 British Thermal Units (BTUs) per hour.
- (48) VEHICLE WASH FACILITY means a permanently-located business that washes vehicles or other mobile equipment with water or water-based products as any part of their operations, including but not limited to self-service car washes, full service car washes, roll-over/in-bay style car washes, apartments with vehicle wash equipment as an amenity, and facilities managing vehicle fleets or vehicle inventory.
- (49) XERISCAPE means a landscape which employs certain principles of design and installation which conserve water and energy and where the plant material, at mature growth, will provide at least 50% of the new landscape's areal coverage. The plant material must consist of plants identified on a plant list provided by Austin Water that are very low water usage and low water usage plants.

Source: Ord. 20120816-004; Ord. No. 20160505-003, Pt. 2, 5-16-16; Ord. No. 20201210-007, Pt. 2, 12-21-20; Ord. No. 20240502-006, Pt. 4, 5-13-24.

§ 6-4-3 APPLICABILITY OF REGULATIONS; AFFIRMATIVE DEFENSES.

- (A) This chapter applies to a person who uses, directs, manages, or allows the use of potable water supplied by Austin Water whether the water is supplied by Austin Water on a retail basis or on a wholesale basis. This includes, but is not limited to, onsite alternative water systems that use potable water as a make-up, and ponds that are filled using potable water. This chapter does not apply to a person when the person only uses, directs, manages, or allows the use of alternative water or reclaimed water.
- (B) It is an affirmative defense to a violation of this chapter that the use of water that gave rise to the violation was consistent with the agreed upon terms and conditions of a water service contract with a wholesale water customer and that the use did not constitute water waste.
- (C) It is an affirmative defense to a violation of this chapter that the use of water that gave rise to the violation properly utilized solely alternative water, and did not endanger public health, safety, or property.
- (D) It is an affirmative defense to a violation of this chapter that the use of water that gave rise to the violation properly utilized solely reclaimed water, did not endanger public health, safety, or property, and did not constitute water waste in accordance with Section 6-4-12 (*Water Waste Prohibited*).
- (E) It is an affirmative defense to a violation of this chapter that the act or omission that gave rise to the violation occurred solely because a documented emergency that prevented strict compliance, and that the act or omission did not disrupt the availability of adequate water for other public emergency response or fire fighting or fire suppression purposes.

Source: Ord. 20120816-004; Ord. No. 20201210-007, Pt. 3, 12-21-20; Ord. No. 20240502-006, Pt. 5, 5-13-24.

§ 6-4-4 COMPLIANCE REQUIRED.

A person may not use or permit the use of water in a manner that conflicts with the requirements of this chapter or in an amount greater than permitted by this chapter.

Source: Ord. 20120816-004.

**§ 6-4-5 FEES AND CHARGES.**

- (A) Fees and charges assessed pursuant to this chapter shall be set by City Council under a separate ordinance or, where permitted, by the director by rule.
- (B) Fees and charges associated with enforcement of this chapter shall be clearly identified on the customer's utility billing invoice or on the order assessing the fee or charge, except as where otherwise provided by local ordinance or adopted rule.

Source: Ord. 20120816-004.

§ 6-4-6 INSPECTIONS AND RIGHT OF ENTRY.

- (A) The Director or director's designee may:
 - (1) conduct an inspection of any property, equipment or improvement to determine compliance with this chapter; and
 - (2) require an owner, occupant, operator, manager, or user of a property, equipment, or improvement to correct a violation of this chapter.
- (B) The Director or director's designee may enter a commercial facility or premise to inspect the facility upon probable cause that a violation of this chapter may have occurred at the location, provided the Director or designee:
 - (1) presents official identification to an employee of the facility and expressly requests entry to inspect;
 - (2) informs the employee of the facility of this section;
 - (3) makes a reasonable effort to locate the owner of unoccupied property to request entry; or
 - (4) limits the inspection of commercial properties not opened for business at the time of inspection to areas accessible by the public during periods of business closure.
- (C) An inspection of a residential property shall be conducted from:
 - (1) areas accessible to the general public; or
 - (2) a restricted access area only after the Director or director's designee has presented official identification to the property manager, owner, occupant, or other representative, and obtained consent to enter a restricted access area.
- (D) If consent for entry necessary to conduct an inspection to determine compliance with this chapter is required but denied, withdrawn, limited, or impaired, the Director or designee may seek any recourse available under applicable law to obtain entry and inspection.
- (E) An employee may enter onto a privately owned common area for the purposes of conducting inspections. The designee may seek recourse to available law to obtain entry into areas with restricted access.
- (F) A person seeking a variance pursuant to Article II, Division 3 (*Variances: Alternative Compliance*) or participation in an Austin Water Utility Conservation Program provides a designee of the director the right to enter the subject premise to conduct inspections and investigations necessary to determine compliance with this chapter.
- (G) Conducting or failing to conduct an onsite inspection does not impose liability on the City, a City officer or employee, or a City representative for damage to a person or property.

Source: Ord. 20120816-004.

**§ 6-4-7 ADMINISTRATIVE RULES.**

- (A) The director may adopt administrative rules as necessary for the implementation of this chapter.
- (B) Before the director may adopt or amend a nonemergency rule, the director will present the proposed rule to the Water and Wastewater Commission and the Resource Management Commission. In cases of emergency rule adoption, the director will present the rule to the Water and Wastewater Commission and the Resource Management Commission as soon as practicable following emergency rule adoption.
- (C) The rules shall be available for inspection on Austin Water's website and at the Austin Water administrative offices during normal business hours.

Source: Ord. 20120816-004; Ord. No. 20160505-003, Pt. 3, 5-16-16; Ord. No. 20201210-007, Pt. 4, 12-21-20.

§ 6-4-8 ADMINISTRATIVE REVIEW.

Except for an action described in Section 6-4-52 (*Enforcement*), an action, policy, decision, or invoice relating to this chapter may be disputed following the processes established in Article 12 (*Administrative Review and Hearing*) of Chapter 15-9 (*Utility Service Regulations*).

(Ord. No. 20240502-006, Pt. 6, 5-13-24)

ARTICLE 2. WATER USE MANAGEMENT; REGULATED ACTIVITIES.*Division 1. Regulated Activities.***§ 6-4-10 FACILITIES REGULATED.**

- (A) The owner or water account holder of a commercial or multi-family residential facility situated on property equal to or greater than 1.0 acre in size shall obtain and submit an evaluation of any permanently installed automatic irrigation system conducted at a frequency prescribed by rules adopted pursuant to this chapter. The irrigation evaluation shall, at a minimum:
 - (1) be conducted by an Austin Water authorized irrigation inspector who has been authorized in accordance with rules adopted pursuant to this chapter and whose authorization is reflected in records maintained by Austin Water;
 - (2) be documented on forms provided by Austin Water; and
 - (3) verify that the irrigation system operating on the property complies with all applicable requirements of this chapter, rules adopted pursuant to this chapter, and other applicable technical codes.
- (B) The owner or water account holder of a vehicle wash facility shall obtain and submit an evaluation of all vehicle washing equipment conducted at a frequency prescribed by rules adopted pursuant to this chapter. The vehicle wash facility evaluation shall, at a minimum:
 - (1) be conducted by a Texas-licensed plumber or an Austin Water authorized inspector chosen by the vehicle wash facility;
 - (2) be documented on forms provided by Austin Water; and
 - (3) establish that the equipment is operating in compliance with equipment standards prescribed by rules adopted pursuant to this chapter.



- (C) The owner or water account holder of a cooling tower must:
 - (1) register the tower with Austin Water using a form provided by Austin Water;
 - (2) register a new or replacement tower prior to operation; and
 - (3) submit a fully completed annual inspection of the tower to Austin Water by March 1 of each year using a form provided by Austin Water verifying that the cooling tower is properly permitted and complies with all applicable requirements of this chapter, rules adopted pursuant to this chapter, and applicable technical codes. The inspection must:
 - (a) be performed by an independent third-party Texas-licensed mechanical or chemical engineer, or a person holding a Texas Department of Licensing and Regulations Air Conditioning and Registration License (Class A) with a combined endorsement for process cooling and refrigeration; and
 - (b) be performed not more than 90 days before the March 1 due date.
- (D) A facility with 100 tons or greater of combined cooling capacity using an evaporative cooling tower must:
 - (1) have the make-up and blowdown meters and overflow alarm connected to the building's central energy management system or utility monitoring dashboard; and
 - (2) offset a minimum of 10% of the make-up water with reclaimed or onsite alternative water sources.
- (E) Non-Compliance Fees.
 - (1) When an evaluation is not submitted by the deadline established by the director and the director sends a notice related to the past-due evaluation, the owner or water account holder subject to Subsection (A) or (B) shall pay a non-compliance fee each month until the evaluation is submitted.
 - (2) When an inspection is not submitted by the deadline established in Subsection (C) and the director sends a notice related to the past-due inspection, the owner or water account holder subject to Subsection (C) shall pay a non-compliance fee each month until the evaluation is submitted.
 - (3) The fee described in this subsection shall be set by separate ordinance, included on utility invoice, and based on the City's costs related to the failure to comply with the evaluation and inspection requirements established in Subsections (A), (B), and (C).
- (F) Restaurants, bars, and other commercial food or beverage establishments may not provide drinking water to customers unless a specific request is made by the customer for drinking water.
- (G) The owner or operator of a hotel, motel, short term rental, or other establishment that offers or provides lodging or rental accommodations for compensation shall offer a towel and linen reuse water conservation option to its lodgers, renters, or customers and maintain in each applicable guest room, suite, or property informational signage to communicate information relating to this requirement and to offer the opportunity for guest participation.

Source: Ord. 20120816-004; Ord. No. 20201210-007, Pt. 5, 12-21-20; Ord. No. 20220505-003, Pt. 4, 5-16-22; Ord. No. 20240502-006, Pt. 7, 5-13-24.

§ 6-4-11 GENERAL REGULATIONS.

- (A) A person may not conduct a charity car wash unless it occurs at an authorized vehicle washing facility meeting the requirements of Section 6-4-10(B) (*Facilities Regulated*) utilizing only the equipment of the facility that complies with this chapter and any associated rules.
- (B) A person may not use commercially operated cosmetic power/pressure washing equipment unless it is fitted with a water recycling unit and a spray nozzle using no more than 3.5 gallons of water per minute and employing a working trigger shut-off with a protective weep mechanism.



- (C) A person may not operate an ornamental fountain unless the fountain utilizes recirculated water.
- (D) A person may not engage in foundation watering unless the watering occurs on a designated outdoor water use day for the property during the irrigation time period prescribed by this chapter or by rule.
- (E) A person may not use potable water for roadway base preparation or dust abatement work, applications, or other activity on any project or at any location where reclaimed water is available within one mile of the location or project site if the use of nonpotable or reclaimed water will not jeopardize public or environmental health or safety, including the safety of the location or health and safety of the project workers or residents. A person using reclaimed or nonpotable water must do so in accordance with all applicable health, safety, and environmental regulations, and the rules adopted pursuant to this chapter.
- (F) The owner or water account holder of a cooling tower must:
 - (1) operate the cooling tower in a manner to achieve a minimum of five cycles of concentration if the cooling tower utilizes potable water as its primary source of make-up water;
 - (2) equip the cooling tower with:
 - (a) overflow sensors and alarms connected to the building's central energy management system or utility monitoring dashboard;
 - (b) make-up water and blowdown meters to manage water consumption;
 - (c) conductivity controllers; and
 - (d) a drift eliminator with a drift rate of not more than 0.005% of the circulated water flow rate for crossflow towers and 0.002% for counter flow towers.
- (G) The owner or water account holder of a cooling tower shall use a biocide to treat the cooling system recirculation water to minimize the growth of Legionella and other microorganisms.

Source: Ord. 20120816-004; Ord. No. 20201210-007, Pt. 6, 12-21-20; Ord. No. 20210930-117, Pt. 6, 12-1-21.

§ 6-4-12 WATER WASTE PROHIBITED.

- (A) The section prohibits the waste of water.
- (B) A person may not:
 - (1) fail to repair a controllable leak, including a broken sprinkler head, a broken pipe or a leaking valve;
 - (2) operate an irrigation system with:
 - (a) a broken head;
 - (b) a head that is out of adjustment and the arc of the spray head is over a street, parking area, or other impervious surface; or
 - (c) a head that is misting because of high water pressure;
 - (3) allow water flow during irrigation that:
 - (a) runs, flows, or streams in a way that extends into a street, parking area, or other impervious surface for a distance of 50 feet or greater; or
 - (b) allows water to pond to a depth greater than 0.25 inch in a street, parking area, or on other impervious surfaces; or
 - (4) operate a cooling tower:
 - (a) in a manner that allows an overflow from the cooling tower basin to occur; or
 - (b) without a functioning drift eliminator.



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- (C) It is an affirmative defense to a charge of a violation of Subsection (B) that the act or omission charged in the complaint occurred during necessary repair, testing, or calibration of a new or existing irrigation or plumbing system, that the person performing the system testing, repair, or calibration was present at the site at the time of the act or omission charged in the complaint, and that the irrigation or plumbing system and its testing, repair, or calibration work at issue complied at the time with all applicable regulations, permit and development approval requirements.
- (D) It is an affirmative defense to a charge of a violation of Subsection (B)(1) that the property where the leak occurred has been officially accepted into a government-assisted housing repair program, the condition is within the scope of repairs the government has agreed to fund or repair, and the person charged with the violation or the property where the violation occurs is not in default of any obligation of the government-assistance housing repair program at the time of the violation charged.

Source: Ord. 20120816-004; Ord. No. 20201210-007, Pt. 7, 12-21-20.

ARTICLE 3. DROUGHT CONTINGENCY PLAN AND CONSERVATION STAGES.

§ 6-4-13 WATER CONSERVATION GUIDELINES.

- (A) The director shall recommend and the city manager shall adopt water conservation guidelines that include:
 - (1) policies for compliance by city or other governmental departments; and
 - (2) the criteria for determining when a conservation stage takes effect or terminates.
- (B) The city manager shall update the guidelines if the city manager determines that changed conditions of the city's water supply system, regulatory obligations, or other environmental or situational factors warrant or necessitate guideline adjustment.
- (C) The city manager may order that the water use restrictions established in a drought response stage or emergency stage take effect after determining that the order is necessary to protect the public health, safety, or welfare. The city manager may base an order on any condition, occurrence, factor, or an assessment of all relevant circumstances that, in the judgment of the city manager, support the order. The city manager may terminate an order issued under this section at any time. The order is effective immediately following official public notice.
- (D) Water use regulations of Section 6-4-15 (*Water Conservation Stage*) remain in effect until such time as the city manager orders termination of the stage in accordance with Subsection (C) of Section 6-4-13, (*Water Conservation Guidelines*). Unless a drought or emergency stage is expressly declared by order of the city manager, water use regulations of the Section 6-4-15 (*Water Conservation Stage*) automatically resume by default immediately upon any ordered termination of any drought or emergency stage.
- (E) Any outdoor water use subject to this chapter shall occur only on a day designated for the applicable water use activity, property/facility type, and street number address classification indicated in the following table. A person may not conduct, authorize, or permit outdoor water use except in accordance with the designation schedule set out in the following table. Except as provided in Section 6-4-14 (*Exemptions*) for hand-held hoses, a person irrigating using automatic or manual irrigation may not irrigate by hose-end in addition to operating their irrigation system on their designated day. In the following table, "EVEN" or "ODD" correspond to the street number of the physical property address where the outdoor water use occurs. The table below shall be referred to as "the Outdoor Water Use Schedule".

Conservation Stage and Drought Response Stage 1 Watering Schedule	
Property Type	Watering Day
Residential Property - Hose-end - EVEN	Sunday and Thursday
Public Schools, College/University, Home Owner Associations & Golf Course Fairways	Monday
Commercial/Multi family - EVEN	Tuesday
Residential - Automatic & Manual - ODD	Wednesday
Residential - Automatic & Manual - EVEN	Thursday
Commercial/Multi Family - ODD	Friday
Residential Property - Hose-end - ODD	Wednesday and Saturday

Drought Response Stage 2, Stage 3, and Stage 4 Watering Schedule	
Property Type	Watering Day
Residential Property - Hose-end - EVEN	Sunday
Public Schools, College/University, Home Owner Associations & Golf Course Fairways	Monday
Commercial/Multi family - EVEN	Tuesday
Residential - Automatic & Manual - ODD	Wednesday
Residential - Automatic & Manual - EVEN	Thursday
Commercial/Multi Family - ODD	Friday
Residential Property - Hose-end - ODD	Saturday

- (F) The director may order temporary modification or adjustment to the Outdoor Water Use Schedule in the event of an unusual water system operational event, catastrophic occurrence, severe weather event, or other emergency, disaster situation, or occurrence necessitating the adjustment. A temporary modification or adjustment to the Outdoor Water Use Schedule shall be effective immediately upon official public notice and shall continue in effect for a period not to exceed fifteen (15) consecutive days. The director shall provide official public notice of the date upon which any temporary modification or adjustment to the Outdoor Water Use Schedule expires and the standard Outdoor Water Use Schedule resumes.
- (G) The director shall monitor the daily supply and demand for water and make recommendations to the city manager about whether or when to implement or terminate water use restrictions in accordance with the Drought Contingency Plan in effect and kept on file with Austin Water Utility or when relevant to any other circumstances affecting continuity of service or public health, safety, or welfare.

Source: Ord. 20120816-004; Ord. No. 20160505-003, Pt. 4, 5-16-16; Ord. No. 20201210-007, Pts. 8, 17, 12-21-20; Ord. No. 20240502-006, Pt. 8, 5-13-24.



§ 6-4-14 EXEMPTIONS.

- (A) A person is not required to comply with Section 6-4-15 (*Water Conservation Stage*), Section 6-4-16 (*Drought Response Stage One Regulations*), Section 6-4-17 (*Drought Response Stage Two Regulations*), Section 6-4-18 (*Drought Response Stage Three Regulations*), Section 6-4-19 (*Drought Response Stage Four Regulations*), or Section 6-4-20 (*Emergency Stage Five Regulations*) when:
 - (1) using water is necessary to protect the health, safety, or welfare of the public;
 - (2) using reclaimed or alternative water that is not supplemented by or mixed with potable water supplied by Austin Water;
 - (3) using water is necessary:
 - (a) to make a lawful repair of a water distribution facility, flushing of utility lines or residential or commercial plumbing lines;
 - (b) to perform a governmental function, including a capital improvement construction project, but not including landscape irrigation;
 - (c) to meet express requirements of a federal, state, or local permit related to land development, including but not limited to roadway base preparation, dust control, maintenance of trees subject to preservation restrictions or requirements, concrete or asphalt work, or modification or construction of improvements, but not including landscape irrigation;
 - (d) to wash or sanitize to prevent public health or disease transmission risk associated with liquid, solid, or particulate residue in or on vehicles, containers, or equipment lawfully used to maintain, process, or transport food, perishables, garbage, liquid or solid waste, organic materials, or recyclables; or
 - (e) to conduct firefighting, fire prevention, or fire suppression related activities or operations due to actual risk to public or environmental health, safety, or welfare, life, or property associated with the presence of an uncontrolled fire on or approaching any person or property.
- (B) A person is not required to comply with Section 6-4-19 (*Drought Response Stage Four Regulations*) when:
 - (1) using a hand-held hose or refillable watering vessel to apply water within the drip-line of the tree canopy, planting beds, vegetable gardens, and along building foundations;
 - (2) using a hand-held hose or refillable watering vessel;
 - (3) using a soaker hose placed within the drip-line of the tree canopy;
 - (4) using a soaker hose for a vegetable garden;
 - (5) irrigating plant material at a commercial nursery; or
 - (1) irrigating immediately after the application of a commercial lawn treatment such as fertilizer, pesticides, and herbicides by an applicator who possesses an appropriate license and complies with a request from the director to provide:
 - (a) receipts that document the application; and
 - (b) the applicator's credentials.
- (C) A person is not required to comply with Section 6-4-15 (*Water Conservation Stage*), Section 6-4-16 (*Drought Response Stage One Regulations*), Section 6-4-17 (*Drought Response Stage Two Regulations*), or Section 6-4-18 (*Drought Response Stage Three Regulations*) when:
 - (1) using a hand-held hose or refillable watering vessel to apply water within the drip-line of the tree canopy, planting beds, vegetable gardens, and along building foundations;
 - (2) using a hand-held hose or refillable watering vessel;
 - (3) using a soaker hose placed within the drip-line of the tree canopy;



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- (4) using a soaker hose for a vegetable garden;
- (5) irrigating plant material at a commercial nursery; or
- (6) irrigating immediately after the application of a commercial lawn treatment such as fertilizer, pesticides, and herbicides by an applicator who possesses an appropriate license and complies with a request from the director to provide:
 - (a) receipts that document the application; and
 - (b) the applicator's credentials; or
- (7) using water is necessary to test, repair, or install:
 - (a) a permanent or temporary landscape irrigation system and the person performing the irrigation work is present in the area of irrigation; or
 - (b) an ornamental fountain and the person testing, repairing, or installing the fountain is present.
- (D) A person is not required to comply with Section 6-4-15 (*Water Conservation Stage*) or Section 6-4-16 (*Drought Response Stage One Regulations*) when:
 - (1) watering is necessary to comply with federal, state, or local land development permits requiring the establishment of new landscaping if the watering occurs between the hours of 7:00 p.m. to 10:00 a.m.; or
 - (2) irrigating areas documented on a City approved and released site plan as golf course fairways, greens, or tees.
- (E) During Water Conservation Stage, Drought Stage One, and Drought Stage Two, a person may irrigate athletic fields used for organized sports practice, competition, or exhibition events if necessary to protect the health and safety of the players, staff, or officials present for the athletic event and necessary to occur at a time or day not in accordance with the watering schedule established in this chapter.

Source: Ord. 20120816-004; Ord. No. 20201210-007, Pts. 9, 17, 12-21-20; Ord. No. 20240502-006, § 9, 5-13-24.

§ 6-4-15 WATER CONSERVATION STAGE.

- (A) This section prescribes water conservation regulations and applies during the periods prescribed by Section 6-4-13(D) (*Water Conservation Guidelines*).
- (B) A person may not irrigate outdoors except on a designated outdoor water use day for the location.
- (C) A person may not irrigate outdoors between the hours of 10:00 a.m. and 7:00 p.m., even if the irrigation occurs on a designated outdoor water use day for the location.
- (D) A person may not operate a patio mister at a commercial facility except between the hours of 4:00 p.m. and midnight.
- (E) A person may not use or allow the use of water to wash or rinse an automobile, truck, trailer, boat, airplane, motorcycle, or other mobile equipment or vehicle, unless using a hose with a positive shutoff valve or a single, refillable vessel with water. A person commits a separate offense for each vehicle or piece of equipment washed in violation of this subsection. It is an affirmative defense to a violation of this subsection that the water use occurred at a vehicle wash facility for the water use charged in the complaint.
- (F) A person may not use or allow the use of water to wash, rinse, or treat any outdoor surface, including but not limited to a sidewalk, driveway, parking area, street, tennis court, patio, or other paved area or outdoor building surface, unless using a hose with a positive shutoff valve or a single, refillable vessel with water. A person commits a separate offense for each outdoor surface washed in violation of this subsection.

Source: Ord. 20120816-004; Ord. No. 20160505-003, Pt. 6, 5-16-16; Ord. No. 20201210-007, Pt. 17, 12-21-20; Ord. No. 20240502-006, Pt. 10, 5-13-24.

§ 6-4-16 DROUGHT RESPONSE STAGE ONE REGULATIONS.

- (A) This section prescribes Drought Response Stage One regulations and applies during any Stage One period ordered by the city manager in accordance with Section 6-4-13(C) (*Water Conservation Guidelines*).
- (B) A person may not irrigate outdoors except on a designated outdoor water use day for the location.
- (C) A person may not irrigate outdoors with an automatic irrigation system between the hours of 8:00 a.m. and 7:00 p.m., even if the irrigation occurs on the designated outdoor water use day for the location.
- (D) A person may not irrigate outdoors with a hose-end or manual sprinkler system between the hours of 10:00 a.m. and 7:00 p.m., even if the irrigation occurs on the designated outdoor water use day for the location.
- (E) A person may not operate a patio mister at a commercial facility except between the hours of 4:00 p.m. and midnight.
- (F) A person may not use or allow the use of water to wash or rinse an automobile, truck, trailer, boat, airplane, motorcycle, or other mobile equipment or vehicle, unless using a hose with a positive shutoff valve or a single, refillable vessel with water. A person commits a separate offense for each vehicle or piece of equipment washed in violation of this subsection. It is an affirmative defense to a violation of this subsection that the water use occurred at a vehicle wash facility for the water use charged in the complaint.
- (G) A person may not use or allow the use of water to wash, rinse, or treat any outdoor surface, including but not limited to a sidewalk, driveway, parking area, street, tennis court, patio, or other paved area or outdoor building surface, unless using a hose with a positive shutoff valve or a single, refillable vessel with water. A person commits a separate offense for each outdoor surface washed in violation of this subsection.

Source: Ord. 20120816-004; Ord. No. 20160505-003, Pt. 6, 5-16-16; Ord. No. 20201210-007, Pts. 10, 17, 12-21-20; Ord. No. 20240502-006, Pt. 11, 5-13-24.

§ 6-4-17 DROUGHT RESPONSE STAGE TWO REGULATIONS.

- (A) This section prescribes Drought Response Stage Two Regulations and applies during any Stage Two period ordered by the city manager in accordance with Section 6-4-13(C) (*Water Conservation Guidelines*).
- (B) A person may not irrigate outdoors except on the designated outdoor water use day for the location.
- (C) A person may not irrigate outdoors with an automatic irrigation system between the hours of 5:00 a.m. and 7:00 p.m. even if the irrigation occurs on the designated outdoor water use day for the location.
- (D) A person may not irrigate outdoors with a hose-end or manual sprinkler system between the hours of 10:00 a.m. and 7:00 p.m. even if the irrigation occurs on the designated outdoor water use day for the location.
- (E) Operation of a charity car wash is prohibited. It is not a defense to a violation of this section that the charity car wash occurred on the designated outdoor water use day for the location.
- (F) A person may not use or allow the use of water to wash or rinse an automobile, truck, trailer, boat, airplane, motorcycle, or other mobile equipment or vehicle, unless using a single, refillable vessel with water. A person commits a separate offense for each vehicle or piece of equipment washed in violation of this subsection. It is an affirmative defense to a violation of this subsection that the water use occurred at a vehicle wash facility for the water use charged in the complaint.
- (G) A person may not irrigate a golf fairway unless the irrigation occurs between the hours of midnight and 5:00 a.m. or between the hours of 7:00 p.m. and midnight on the designated outdoor water use day applicable to the property. A person may irrigate a golf course green or tee every other day only if the irrigation of the location is consistent with a noticed exception establishing the schedule for the property submitted on forms required by Austin Water Utility and approved by the director.
- (H) A person may not operate an ornamental fountain with an aerial emission of water or aerial fall of water greater than four inches other than for aeration necessary to preserve habitat for aquatic life.



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- (I) A person may not operate a patio mister at a commercial facility except between the hours of 4:00 p.m. until midnight.
- (J) A person may not use or allow the use of water to wash, rinse, or treat any outdoor surface, including but not limited to a sidewalk, driveway, parking area, street, tennis court, patio, or other paved area or outdoor building surface, unless using a hose with a positive shutoff valve or a single, refillable vessel with water. A person commits a separate offense for each outdoor surface washed in violation of this subsection.

Source: Ord. 20120816-004; Ord. No. 20160505-003, Pt. 7, 5-16-16; Ord. No. 20201210-007, Pts. 11, 17, 12-21-20; Ord. No. 20240502-006, Pt. 11, 5-13-24.

§ 6-4-18 DROUGHT RESPONSE STAGE THREE REGULATIONS.

- (A) This section prescribes Drought Response Stage Three Regulations and applies during a period ordered by the city manager in accordance with Section 6-4-13(C) (*Water Conservation Guidelines*).
- (B) A person may not irrigate outdoors except on a designated outdoor water use day for the location.
- (C) A person may not irrigate outdoors with an automatic irrigation system between the hours of 6:00 a.m. and midnight even if the irrigation occurs on the designated outdoor water use day for the location.
- (D) A person may not irrigate outdoors with a hose-end or manual sprinkler system except between the hours of 7:00 a.m. and 10:00 a.m. or between the hours of 7:00 p.m. and 10:00 p.m. even if the irrigation occurs on the designated outdoor water use day for the location.
- (E) Operation of a charity car wash is prohibited. It is not a defense to a violation of this section that the charity car wash occurred on a designated outdoor water use day for the location.
- (F) A person may not use or allow the use of water to wash or rinse an automobile, truck, trailer, boat, airplane, motorcycle, or other mobile equipment or vehicle, unless using a single, refillable vessel with water. A person commits a separate offense for each vehicle or piece of equipment washed in violation of this subsection. It is an affirmative defense to a violation of this subsection that the water use occurred at a vehicle wash facility for the water use charged in the complaint.
- (G) A person may not irrigate a golf fairway unless the irrigation occurs between the hours of midnight and 5:00 a.m. or between the hours of 7:00 p.m. and midnight on the designated outdoor water use day applicable to the property. A person may irrigate a golf course green or tee every other day only if the irrigation of the location is consistent with a noticed exception establishing the schedule for the property submitted on forms required by the Utility and approved by the director.
- (H) The filling of spas is prohibited.
- (I) A person may not operate a splash pad except during the hours and subject to the restrictions set forth in a rule adopted pursuant this chapter.
- (J) A person may not operate a patio mister at a commercial facility except between the hours of 4:00 p.m. and 8:00 p.m.
- (K) A person may not operate an ornamental fountain with an aerial emission of water or aerial fall of water greater than four inches in distance other than for aeration necessary to preserve habitat for aquatic life.
- (L) A person may not use or allow the use of water to wash, rinse or treat any outdoor surface, including but not limited to a sidewalk, driveway, parking area, street, tennis court, patio, or other paved area or outdoor building surface, unless using a hose with a positive shutoff valve or a single, refillable vessel with water. A person commits a separate offense for each outdoor surface washed in violation of this subsection.

Source: Ord. 20120816-004; Ord. No. 20160505-003, Pt. 8, 5-16-16; Ord. No. 20201210-007, Pts. 12, 17, 12-21-20; Ord. No. 20240502-006, Pt. 11, 5-13-24.

**§ 6-4-19 DROUGHT RESPONSE STAGE FOUR REGULATIONS.**

- (A) This section prescribes Drought Response Stage Four Regulations and applies during a period ordered by the city manager in accordance with Section 6-4-13(C) (*Water Conservation Guidelines*).
- (B) A person may not irrigate outdoors except on a designated outdoor water use day for the location.
- (C) A person may not irrigate nonfunctional turf with automatic or manual irrigation system, drip irrigation, or hose-end sprinkler.
- (D) A person may not irrigate outdoors with an automatic irrigation system between the hours of 6:00 a.m. and midnight even if the irrigation occurs on the designated outdoor water use day for the location.
- (E) A person may not irrigate outdoors with a hose-end sprinkler except between the hours of 7:00 a.m. and 10:00 a.m. or between the hours of 7:00 p.m. and 10:00 p.m. even if the irrigation occurs on the designated outdoor water use day for the location.
- (F) A person may not operate a charity car wash. It is not a defense to a violation of this section that the charity car wash occurred on a designated outdoor water use day for the location.
- (G) A person may not use or allow the use of water to wash or rinse an automobile, truck, trailer, boat, airplane, motorcycle, or other mobile equipment or vehicle, unless using a single, refillable vessel with water. A person commits a separate offense for each vehicle or piece of equipment washed in violation of this subsection. It is an affirmative defense to a violation of this subsection that the water use occurred at a vehicle wash facility for the water use charged in the complaint.
- (H) A person may not fill a spa.
- (I) A person may not operate a splash pad except during the hours and subject to the restrictions set forth in a rule adopted pursuant this chapter.
- (J) A person may not operate a patio mister at a commercial facility except between the hours of 4:00 p.m. and 8:00 p.m.
- (K) A person may not operate an ornamental fountain with an aerial emission of water or aerial fall of water greater than four inches in distance other than for aeration necessary to preserve habitat for aquatic life.
- (L) A person may not use or allow the use of water to wash, rinse, or treat any outdoor surface, including but not limited to a sidewalk, driveway, parking area, street, tennis court, patio, or other paved area or outdoor building surface, unless using a hose with a positive shutoff valve or a single, refillable vessel with water. A person commits a separate offense for each outdoor surface washed in violation of this subsection.
- (M) On or after the city manager orders that Drought Response Stage Four Regulations are in effect, the director of Development Services may not approve new permits to install:
 - (1) irrigation systems; or
 - (2) swimming pools, or spas at single-family residential properties.

Source: Ord. 20120816-004; Ord. No. 20201210-007, Pts. 13, 17, 12-21-20; Ord. No. 20240502-006, Pt. 12, 5-13-24.

§ 6-4-20 EMERGENCY STAGE FIVE REGULATIONS.

This section prescribes Emergency Stage Five Regulations and applies during a time period ordered by the city manager in accordance with Section 5-4-13(C) (*Water Conservation Guidelines*).

- (A) A person may not use or allow the use of water to irrigate vegetation outdoors.
- (B) A person may not use or allow the use of water to test or repair a permanently or temporarily installed irrigation system or drip irrigation system.



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- (C) A person may not use or allow the use of water to wash or rinse an automobile, truck, trailer, boat, airplane, or other mobile equipment.
- (D) A person may not use or allow the use of water to operate an ornamental fountain or structure making similar use of water, other than the aeration necessary to preserve habitat for aquatic life.
- (E) A person may not use or allow the use of water to fill, clean, rinse, supplement, operate or maintain a tub, spa, fountain, pond, pool, or other container, feature, or improvement used, designed, maintained, or intended for aesthetic, athletic, or recreational purpose. This does not apply to the filling of non-aerating birdbaths or animal watering containers.
- (F) A person may not operate a splash pad or other similar aesthetic or recreational use of water.
- (G) A person may not use or allow the use of water to wash, rinse, or treat any outdoor surface including but not limited to a sidewalk, driveway, parking area, street, tennis court, patio, or other paved area or outdoor building surface.
- (H) A person may not use or allow the use of water to operate a patio mister.
- (I) A person may not use or allow the use of water in or related to a chemical lawn treatment unless specifically authorized in accordance with Section 6-4-30 (*Variance*).
- (J) A person may not use or allow the use of water for watering the ground around a building foundation to prevent or address foundation cracking except as specifically authorized in accordance with Section 6-4-30 (*Variance*).
- (K) On or after the city manager orders that Emergency Stage Five Regulations are in effect, the director of Development Services may not approve new permits to install:
 - (1) irrigation systems; or
 - (2) swimming pools, or spas at single-family residential properties.

Source: Ord. 20120816-004; Ord. No. 20201210-007, Pt. 17, 12-21-20; Ord. No. 20240502-006, Pt. 12, 5-13-24.

§ 6-4-21 DIRECTOR'S AUTHORITY TO IMPOSE ADDITIONAL RESTRICTIONS.

- (A) The director may implement mandatory water restrictions in addition to those prescribed by Division 1 (*Regulated Activities*) of Article 2 to protect public health, safety, welfare, infrastructure or available resources in the event of an unusual water system operational event, catastrophic occurrence, severe weather event, or other emergency, disaster situation, or occurrence necessitating additional restrictions.
- (B) The director may implement additional mandatory water use restrictions that are effective immediately upon official public notice.

Source: Ord. No. 20240502-006, Pt. 13, 5-13-24.

ARTICLE 4. VARIANCES AND ALTERNATIVE COMPLIANCE.

§ 6-4-30 VARIANCE.

(A) Authority.

- (1) The director may grant a variance from a requirement of this chapter if the director determines that special circumstances exist and that:
 - (a) strict compliance with the provisions at issue adversely affects the health, safety, welfare or sanitation of the public, the applicant, or the environment; or
 - (b) strict compliance with the provisions at issue substantially threatens the applicant's primary source of income, the applicant is employing all reasonable water conservation measures, and approval of the variance will not result in water waste in accordance with Section 6-4-12 (*Water Waste Prohibited*).
 - (2) The director may not grant a variance from a requirement of this chapter based on an alleged adverse impact to the environment unless the applicant submits an environmental impact study, hydrological analysis, and additional data or documentation as required by the director to establish that the specific variance requested is necessary to avoid or mitigate a significant adverse impact on an endangered or listed protected plant, animal, or aquatic species or critical environmental feature present on the property or to maintain the traditional and natural character of a critical environmental feature.
- (B) The director may grant a variance from a requirement of Section 6-4-15 (*Water Conservation Stage*), Section 6-4-16 (*Drought Response Stage One Regulations*), Section 6-4-17 (*Drought Response Stage Two Regulations*), Section 6-4-18 (*Drought Response Stage Three Regulations*) or Section 6-4-19 (*Drought Response Stage Four Regulations*) only if the applicant establishes at least one of the following:
- (1) an AWU Authorized Irrigation Inspector has determined that, due to its site-specific conditions, a site cannot be watered with an average coverage of 0.5 inches within the time limits prescribed by this chapter; and as applicable, a current irrigation system evaluation required pursuant to Section 6-4- 10(A) (*Facilities Regulated*) is on file with Austin Water Utility;
 - (2) the property owner or operator has a documented medical hardship or qualifying disability that prevents the person's strict adherence to a requirement of this chapter; or
 - (3) watering in a manner or at a time inconsistent with a requirement of this chapter is necessary for treatment of tree diseases or for pest control prescribed by a licensed arborist or pest control professional.
- (C) During Stage Three and Stage Four, the director may grant an applicant a variance to irrigate athletic fields used for organized sports practice, competition, or exhibition events if the applicant establishes that irrigating is necessary to protect the health and safety of the players, staff, or officials present for the athletic event and necessary to occur at a time or day not in accordance with the watering schedule established in this chapter.
- (D) The director may grant a variance from a requirement of Section 6-4-15 (*Water Conservation Stage*), Section 6-4-16 (*Drought Response Stage One Regulations*), Section 6-4-17 (*Drought Response Stage Two Regulations*) or Section 6-4-18 (*Drought Response Stage Three Regulations*) for a newly installed landscape if:
- (1) the new landscaping is classified as Xeriscape in accordance with this chapter; and
 - (2) irrigation for the establishment of the Xeriscaping complies with the following:
 - (a) for the first 10 days following installation, irrigation is permitted daily before 10:00 a.m. and after 7:00 p.m.; and



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- (b) for the 11th through the 40th day following installation, irrigation is permitted twice per week before 10:00 a.m. and after 7:00 p.m.; and
 - (c) if the landscape installation is required in order to obtain a certificate of occupancy for a newly constructed single family home, the applicant shall provide a completed notice of irrigation variance to the director on the form provided by Austin Water at least one full business day before the landscape is installed.
- (3) A one-time extension of the approved variance may be granted by the director only upon the submittal by the applicant of a written request which demonstrates a clear need for the extension to establish the new landscaping.
- (E) The director may grant a variance to Section 6-4-20 (*Emergency Stage Five Regulations*) when:
 - (1) watering is required to prevent or address foundation cracking; or
 - (2) watering is necessary for the prescribed treatment of tree diseases or for pest control.
- (F) A person may seek a variance by filing an application with the director and paying the associated fees established by separate rule. The director may require the applicant to provide information the director determines is necessary to evaluate the variance request. If the director approves a variance, the applicant shall keep a copy of the approval provided in a location on the subject property that is accessible and visible to the public.
- (G) A variance approved by the director must comply with Section 6-4-12 (*Water Waste Prohibited*).
- (H) A variance following its approval by the director may be immediately suspended or revoked by Austin Water Utility if the director or director's designee determines any of the following:
 - (1) a violation of the terms of the variance occurs at the location during the effective period of the variance;
 - (2) the application submitted to the director upon which the variance approval was based included false, misleading, incomplete, or inaccurate information or attachments; or
 - (3) the director declares an emergency recall of variances to control use or preserve supply based on protracted drought, unusual operational event, or other public necessity.
- (I) A variance approved pursuant to Subsection (E) will specify a designated day for foundation watering and shall require the foundation watering to occur before 7:00 a.m. or after 7:00 p.m.

Source: Ord. 20120816-004; Ord. No. 20160505-003, Pt. 9, 5-16-16; Ord. No. 20201210-007, Pts. 14, 18, 12-21-20; Ord. No. 20210930-117, Pt. 7, 12-1-21; Ord. No. 20240502-006, Pt. 14, 5-13-24.

§ 6-4-31 EXPIRATION OF VARIANCE.

A variance from a requirement of this chapter expires immediately upon the termination, completion, or resolution of the event, occurrence, condition, or activity for which the variance is granted or at a time specified by the director or director's designee.

Source: Ord. 20120816-004; Ord. No. 20201210-007, Pt. 18, 12-21-20.

§ 6-4-32 ALTERNATIVE COMPLIANCE.

- (A) The director may permit a person to comply with alternative water use restrictions after determining that:
 - (1) the alternative compliance meets or exceeds the intent of this chapter;
 - (2) the alternative compliance is specifically requested by the applicant in writing and the request demonstrates how compliance will be achieved through the alternative methods; and,



- (3) the alternative compliance is expressly approved by the director.
- (B) Alternative compliance approved by the director must comply with Section 6-4-12 (*Water Waste Prohibited*).
- (C) If the director approves alternative compliance water use restrictions, the applicant shall keep a copy of the approval in a location on the subject property that is accessible and visible to the public.
- (D) Alternative compliance approved by the director may be suspended or revoked if the director finds any of the following:
 - (1) violation of a term or condition of the approved alternative compliance authorization;
 - (2) false, misleading, incomplete, or inaccurate information or documentation was submitted by the applicant in connection with the alternative compliance request and approval; or
 - (3) emergency conditions or unusual operational event or weather situation requires immediate suspension or revocation of the approved alternative compliance.

Source: Ord. 20120816-004; Ord. No. 20201210-007, Pt. 18, 12-21-20.

ARTICLE 5. ENFORCEMENT.¹

§ 6-4-50 APPLICABILITY.

This article applies to all parts of this chapter. Source:

Ord. No. 20201210-007, Pt. 15, 12-21-20.

§ 6-4-51 OFFENSE.

- (A) A person commits an offense if the person:
 - (1) directs, performs, authorizes, requests, allows, assists, facilitates, or permits an act prohibited by this chapter;
 - (2) fails to perform an act required by this chapter;
 - (3) makes or transmits to the director a false registration, log, inspection, report or other document required by this chapter; or
 - (4) tampers with a conductivity controller, intake or discharge meter, readout device, read data transmittal equipment, or attached plumbing or electrical connections in a manner that causes inaccurate or false readings or reports of the water use or system operation to meet any inspection, evaluation or assessment required by this chapter.
- (B) Each day or part of the day during which the violation is committed or continued is a separate offense.

Source: Ord. No. 20201210-007, Pt. 15, 12-21-20.

§ 6-4-52 ENFORCEMENT.

- (A) This chapter may be enforced in:
 - (1) an administrative hearing process established in Chapter 2-13 (*Administrative Adjudication of Violations*);
 - (2) a civil action described in Subsection (B) of Chapter 54 of the Texas Local Government Code; or



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- (3) a criminal prosecution in Municipal Court.
- (B) In an administrative hearing conducted pursuant to Chapter 2-13 (*Administrative Adjudication of Violations*), a person in whose name a water service account is held is presumed to be responsible for a violation of this chapter that occurs at the water service account location.
- (C) In a Municipal Court prosecution:

¹Ord. No. 20201210-007, Pts. 15, 18, effective December 21, 2020, repealed and renumbered the former Art. 3 as a new Art. 5 as herein set out. The former Art. 3 pertained to similar subject matter and derived from Ord. No. 2012816-004.

- (1) an offense under this chapter subject to the penalty prescribed by Section 1-1-99 (*Offenses; General Penalty*); and
- (2) a culpable mental state is not required for fines of \$500 or less and need not be proved.
- (D) Nothing in this chapter shall preclude the City's pursuit of any and all enforcement remedies to address a violation of this chapter.

Source: Ord. No. 20201210-007, Pt. 15, 12-21-20.

ORDINANCE NO. 20241121-006

AN ORDINANCE AMENDING CHAPTER 6-4 OF THE CITY CODE TO PROVIDE FOR NEW WATER RESTRICTIONS FOR DRIP IRRIGATION SYSTEMS; CREATE EXEMPTIONS FROM CERTAIN WATER CONSERVATION AND DROUGHT RESPONSE REGULATIONS RELATED TO DRIP IRRIGATION; PROVIDE FOR THE HOURS OF OPERATION OF SPLASH PADS DURING CERTAIN DROUGHT RESPONSE STAGES; AND ENACT OTHER RELATED PROVISIONS.

BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF AUSTIN:

PART 1. City Code Section 6-4-2 (*Definitions*) is amended to amend the definition for “public school” to read:

§ 6-4-2 DEFINITIONS.

- (42) **PUBLIC SCHOOL** means a [public] school offering instruction at the elementary school level or the junior and senior high school levels and in the branches of learning and study required to be taught in the public schools of the state. The term includes an open enrollment charter school as defined under the Texas Education Code.

PART 2. Subsection (B) of City Code Section 6-4-12 (*Water Waste Prohibited*) is amended to read:

§ 6-4-12 WATER WASTE PROHIBITED.

(B) A person may not:

- (1) fail to repair a controllable leak, including a broken sprinkler head, a broken drip irrigation line, a broken pipe or a leaking valve;
- (2) operate an irrigation system with:
 - (a) a broken head;
 - (b) a head that is out of adjustment and the arc of the spray head is over a street, parking area, or other impervious surface; or
 - (c) a head that is misting because of high water pressure;
- (3) allow water flow during irrigation that:
 - (a) runs, flows, or streams in a way that extends into a street, parking area, or other impervious surface for a distance of 50 feet or greater; or

- (b) allows water to pond to a depth greater than 0.25 inch in a street, parking area, or on other impervious surfaces; or
- (4) operate a cooling tower:
 - (a) in a manner that allows an overflow from the cooling tower basin to occur; or
 - (b) without a functioning drift eliminator.

PART 3. Subsection (E) of City Code Section 6-4-13 (*Water Conservation Guidelines*) is repealed and replaced to read:

§ 6-4-13 WATER CONSERVATION GUIDELINES.

- (E) Any outdoor water use subject to this chapter shall occur only on a day designated for the applicable water use activity, property/facility type, and street number address classification indicated in the following table. A person may not conduct, authorize, or permit outdoor water use except in accordance with the designation schedule set out in the following table. Except as provided in Section 6-4-14 (*Exemptions*) for hand-held hoses, a person irrigating using automatic or manual irrigation may not irrigate by hose-end in addition to operating their irrigation system on their designated day. In the following table, "EVEN" or "ODD" correspond to the street number of the physical property address where the outdoor water use occurs. The table below shall be referred to as "the Outdoor Water Use Schedule".

Conservation Stage and Drought Response Stage 1 Watering Schedule		
Property & Irrigation Type	Address	Watering Day
Public Schools, College/University, Homeowners Associations & Golf Course Fairways - Automatic & Manual	ALL	Monday
Public Schools, College/University, Homeowners Associations & Golf Course Fairways- Drip	ALL	Monday and Thursday
Commercial/Multi-family - Drip	ALL	Tuesday and Friday
Commercial/Multi-family - Automatic & Manual	EVEN	Tuesday
Commercial/Multi Family - Automatic & Manual	ODD	Friday

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Residential - Automatic & Manual	ODD	Wednesday
Residential - Hose-end & Drip	ODD	Wednesday and Saturday
Residential - Automatic & Manual	EVEN	Thursday
Residential - Hose-end & Drip	EVEN	Sunday and Thursday

Drought Response Stage 2 Watering Schedule		
Property & Irrigation Type	Address	Watering Day
Public Schools, College/University, Homeowners Associations & Golf Course Fairways - Automatic & Manual	ALL	Monday
Public Schools, College/University, Homeowners Associations & Golf Course Fairways- Drip	ALL	Monday and Thursday
Commercial/Multi-family - Automatic & Manual	EVEN	Tuesday
Commercial/Multi-family - Automatic & Manual	ODD	Friday
Commercial/Multi-family - Drip	ALL	Tuesday and Friday
Residential - Automatic & Manual	EVEN	Thursday
Residential - Hose-end	EVEN	Sunday
Residential - Drip	EVEN	Sunday and Thursday
Residential - Automatic & Manual	ODD	Wednesday
Residential - Hose-end	ODD	Saturday
Residential - Drip	ODD	Wednesday and Saturday

Drought Response Stage 3 and Stage 4 Watering Schedule		
Property & Irrigation Type	Address	Watering Day
Public Schools, College/University, Homeowners Associations & Golf Course Fairways – All Types	ALL	Monday
Commercial/Multi-family - All Types	EVEN	Tuesday
Commercial/Multi-family – All Types	ODD	Friday
Residential – Automatic, Drip & Manual	ODD	Wednesday
Residential – Automatic, Drip & Manual	EVEN	Thursday
Residential - Hose-end	ODD	Saturday
Residential – Hose-end	EVEN	Sunday

PART 4. Subsections (B) and (C) of City Code Section 6-4-14 (*Exemptions*) are amended to read:

§ 6-4-14 EXEMPTIONS.

(B) A person is not required to comply with Section 6-4-19 (*Drought Response Stage Four Regulations*) when:

- (1) using an automatic bubbler [~~hand-held hose or refillable watering vessel to apply water within the drip-line of the tree canopy, planting beds, vegetable gardens, and along building foundations~~];
- (2) using a hand-held hose or refillable watering vessel;
- (3) using a drip irrigation system or a soaker hose, placed within the drip-line of the tree canopy;
- (4) using a drip irrigation system or a soaker hose, for a vegetable garden;
- (5) using water is necessary to test, repair, or install:
 - (a) a permanent or temporary landscape irrigation system and the person performing the irrigation work is present in the area of irrigation; or
 - (b) an ornamental fountain and the person testing, repairing, or installing the fountain is present;
- (6[5]) irrigating plant material at a commercial nursery; or
- (7[6]) irrigating immediately after the application of a commercial lawn treatment, such as fertilizer, pesticides, and herbicides, by an applicator who possesses an appropriate license and complies with a request from the director to provide:
 - (a) receipts that document the application; and
 - (b) the applicator's credentials.

(C) A person is not required to comply with Section 6-4-15 (*Water Conservation Stage*), Section 6-4-16 (*Drought Response Stage One Regulations*), Section 6-4-17 (*Drought Response Stage Two Regulations*), or Section 6-4-18 (*Drought Response Stage Three Regulations*) when:

- (1) using an automatic bubbler [~~hand-held hose or refillable watering vessel to apply water within the drip-line of the tree canopy, planting beds, vegetable gardens, and along building foundations~~];
- (2) using a hand-held hose or refillable watering vessel;

- (3) using a drip irrigation system or a soaker hose, placed within the drip-line of the tree canopy;
- (4) using a drip irrigation system or a soaker hose, for a vegetable garden;
- (5) irrigating plant material at a commercial nursery;
- (6) irrigating immediately after the application of a commercial lawn treatment such as fertilizer, pesticides, and herbicides by an applicator who possesses an appropriate license and complies with a request from the director to provide:
 - (a) receipts that document the application; and
 - (b) the applicator's credentials; or
- (7) using water is necessary to test, repair, or install:
 - (a) a permanent or temporary landscape irrigation system and the person performing the irrigation work is present in the area of irrigation; or
 - (b) an ornamental fountain and the person testing, repairing, or installing the fountain is present.

PART 5. Subsection (C) of City Code Sections 6-4-16 (*Drought Response Stage One Regulations*) and 6-4-17 (*Drought Response Stage Two Regulations*) are amended to read:

§ 6-4-16 DROUGHT RESPONSE STAGE ONE REGULATIONS.

- (C) A person may not irrigate outdoors with an automatic or drip irrigation system between the hours of 8:00 a.m. and 7:00 p.m., even if the irrigation occurs on the designated outdoor water use day for the location.

§ 6-4-17 DROUGHT RESPONSE STAGE TWO REGULATIONS.

- (C) A person may not irrigate outdoors with an automatic or drip irrigation system between the hours of 5:00 a.m. and 7:00 p.m. even if the irrigation occurs on the designated outdoor water use day for the location.

PART 6. Subsection[s] (C) and (I) of City Code Section[s] 6-4-18 (*Drought Response Stage Three Regulations*) and Subsections (D) and (I) of City Code Section 6-4-19 (*Drought Response Stage Four Regulations*) are amended to read:

§ 6-4-18 DROUGHT RESPONSE STAGE THREE REGULATIONS.

(C) A person may not irrigate outdoors with an automatic or drip irrigation system between the hours of 6:00 a.m. and midnight even if the irrigation occurs on the designated outdoor water use day for the location.

(I) A person may not operate a splash pad except between ~~during~~ the hours of 9:00 a.m. and 8:00 p.m. ~~[and subject to the restrictions set forth in a rule adopted pursuant to this chapter.]~~

§ 6-4-19 DROUGHT RESPONSE STAGE FOUR REGULATIONS.

(C) A person may not irrigate outdoors with an automatic or drip irrigation system between the hours of 6:00 a.m. and midnight even if the irrigation occurs on the designated outdoor water use day for the location.

(I) A person may not operate a splash pad except between ~~during~~ the hours of 9:00 a.m. and 8:00 p.m. ~~[and subject to the restrictions set forth in a rule adopted pursuant to this chapter.]~~

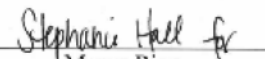
PART 7. This ordinance takes effect on December 2, 2024.

PASSED AND APPROVED

_____, November 21, 2024


Kirk Watson
Mayor

APPROVED: 
Deborah Thomas
Interim City Attorney

ATTEST: 
Myrna Rios
City Clerk



APPENDIX B: Water Conservation Penalty Code

CHAPTER 2-13. ADMINISTRATIVE ADJUDICATION OF VIOLATIONS.

ARTICLE 1. GENERAL PROVISIONS

§ 2-13-1 DEFINITIONS.

In this chapter:

- (1) CODE OFFICIAL means the city employee designated by the City Manager as the Director of the Austin Code Department.
- (2) HEARING COORDINATOR means the Code Official's designee that manages the administrative hearing process created by this chapter.
- (3) ISSUING OFFICER means a city employee with the authority to issue administrative citations for violations described in Section 2-13-3 (*Violations Subject to Administrative Adjudication*).
- (4) VIOLATOR means the person charged with violating an ordinance described in Section 2-13-3 (*Violations Subject to Administrative Adjudication*).

Source: Ord. No. 20141023-056, Pt. 1, 11-3-14.

§ 2-13-2 PURPOSE; ESTABLISH ADMINISTRATIVE HEARING PROCESS.

- (A) The purpose of this chapter is to protect the health, safety, and welfare of the citizens of the City, by providing for an administrative hearing process for violations of ordinances described in Local Government Code Section 54.032 (*Ordinances Subject to Quasi-Judicial Enforcement*).
- (B) This chapter establishes a procedure for administrative hearings pursuant to and consistent with Local Government Code Section 54.044 (*Alternative Procedure for Administrative Hearing*).

Source: Ord. No. 20141023-056, Pt. 1, 11-3-14.

§ 2-13-3 VIOLATIONS SUBJECT TO ADMINISTRATIVE ADJUDICATION.

- (A) The administrative hearing process established in this chapter may be used to enforce ordinances:
 - (1) for the preservation of public safety, relating to the materials or methods used to construct a building or improvement, including the foundation, structural elements, electrical wiring or apparatus, plumbing and fixtures, entrances, or exits;
 - (2) relating to the fire safety of a building or improvement, including provisions relating to materials, types of construction or design, warning devices, sprinklers or other fire suppression devices, availability of water supply for extinguishing fires, or location, design, or width of entrances or exits;
 - (3) relating to dangerously damaged or deteriorated buildings or improvements;
 - (4) relating to conditions caused by accumulations of refuse, vegetation, or other matter that creates breeding and living places for insects and rodents;
 - (5) relating to a building code or to the condition, use, or appearance of property in a municipality; or
 - (6) relating to water conservation measures.



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- (B) Nothing in this chapter shall preclude the City's pursuit of any and all other remedies allowed under the civil and criminal statutes, and in equity, to address violations of ordinances described in this section.

Source: Ord. No. 20141023-056, Pt. 1, 11-3-14; Ord. No. 20201210-006, Pt. 3, 12-21-20.

§ 2-13-4 HEARING OFFICER.

- (A) One or more hearing officers must be appointed to administratively adjudicate violations of ordinances described in Section 2-13-3 (*Violations Subject to Administrative Adjudication*).
- (B) A hearing officer may:
- (1) administer oaths;
 - (2) issue orders that compel the attendance of witnesses and the production of documents;
 - (3) issue an order that includes the disposition of the hearing and the amount of penalties and costs; and
 - (4) act pursuant to the authority granted in Texas Local Government Code Section 54.044 (*Alternative Procedure for Administrative Hearing*).
- (C) A hearing officer must be a licensed attorney in good standing with the State Bar of Texas.
- (D) An order to compel the attendance of witnesses and the production of documents is enforceable by the Municipal Court.

Source: Ord. No. 20141023-056, Pt. 1, 11-3-14.

§ 2-13-5 ADMINISTRATIVE CITATIONS.

- (A) An administrative citation must be on a form prescribed by the Code Official and must include:
- (1) the nature, date, and location of the violation;
 - (2) a notification that the violator has the right to a hearing;
 - (3) the time and place of the hearing;
 - (4) a notification that failure to appear for a hearing is considered an admission of liability for the violation charge and will result in the assessment of penalties and costs; and
 - (5) the name of the individual issuing the citation.
- (B) The original or copy of an administrative citation is kept in the ordinary course of City business and is rebuttable proof of the facts it states.

Source: Ord. No. 20141023-056, Pt. 1, 11-3-14.

ARTICLE 2. HEARINGS**§ 2-13-21 HEARING FOR AN ADMINISTRATIVE CITATION.**

- (A) A hearing to adjudicate an administrative citation described in this chapter shall be conducted by a hearing officer appointed pursuant to Section 2-13-4 (*Hearing Officer*).
- (B) The Texas Rules of Evidence do not apply to a hearing under this chapter.
- (C) The hearing officer shall hear and consider:
- (1) evidence presented by the person charged;
 - (2) presumptions and prima facie evidence established by this chapter or other applicable law;



City of Austin Drought Contingency Plan

- (3) evidence presented by the issuing officer, if required to attend the hearing; and
- (4) evidence presented by individuals who attend the hearing.
- (D) The hearing officer shall make a decision based on a preponderance of the evidence.
- (E) The testimony at the hearing shall be recorded. If an audio recording is made, each voice shall be identified.
- (F) The recorded testimony, documents, and other evidence shall constitute the record for appeal. The acceptance of documents or other evidence shall be noted on the record.
- (G) The issuing officer is not required to attend a hearing.
- (H) The issuing officer shall attend a hearing:
 - (1) if requested in writing by the violator; and
 - (2) the request is filed with the hearing coordinator at least seven business days before the scheduled hearing date.
- (I) A scheduled hearing may be reset for cause if the violator submits a written request for a reset to the hearing coordinator at least five days before the scheduled hearing date. If the hearing coordinator does not respond to a request for a reset, the request is denied, and the violator must appear as scheduled.
- (J) At the conclusion of the hearing, the hearing officer shall issue an order that:
 - (1) finds the violator liable and assesses penalties and costs; or
 - (2) finds the violator not liable for the violation.
- (K) The hearing officer's order shall be filed with the City Clerk in a separate index and file.

Source: Ord. No. 20141023-056, Pt. 1, 11-3-14; Ord. No. 20170413-002, Pt. 1, 4-24-17.

§ 2-13-22 FAILURE TO APPEAR AT A HEARING.

If a violator fails to attend a scheduled hearing, including an appeal hearing, the violator is considered to admit liability for the violation charged.

Source: Ord. No. 20141023-056, Pt. 1, 11-3-14.

§ 2-13-23 ESTABLISHING A PENALTY.

- (A) Except as provided in Subsections (D) and (G) and Section 2-13-24 (*Water Conservation Penalty*), the penalty range that may be assessed against a violator found liable under this chapter shall be no more than \$1,000.00 and:
 - (1) not less than \$250.00 for a first violation;
 - (2) not less than \$500.00 for a second violation; and
 - (3) not less than \$750.00 for a third or subsequent violation.
- (B) In addition to the penalty assessed, the hearing officer must require the violator found liable under this chapter to pay costs set by separate ordinance.
- (C) In determining the amount of penalty to be assessed, the hearing officer shall consider the following factors:
 - (1) the gravity of the violation;
 - (2) any actions taken by the violator to correct the violation;
 - (3) any previous violations committed by the violator;
 - (4) indigence of the violator; and



City of Austin Drought Contingency Plan

- (5) any other relevant evidence.
- (D) Except as provided in Subsection (G), the penalty range that may be assessed against a violator found liable under this chapter for violating Chapter 25-2 (*Zoning*) of the City Code shall be no more than \$1,000.00 and:
 - (1) not less than \$500.00 for a first violation;
 - (2) not less than \$750.00 for a second violation; and
 - (3) not less than \$1,000.00 for a third or subsequent violation.
- (E) A violator who has been found liable for a violation may assert a financial inability to pay the penalty. If a violator asserts a financial inability to pay the penalty, the hearing officer must make a determination of financial inability to pay. The determination must be made based on documentary evidence provided to the hearing officer.
- (F) A violator claiming a financial inability to pay the penalty:
 - (1) must have an income that does not exceed 60 percent of the United States Department of Housing and Urban Development (HUD) median family income (MFI) in the Austin-Round Rock-San Marcos area; or
 - (2) must participate in the City of Austin's Customer Assistance Program (CAP) for utility discounts; and
 - (3) must be a resident of the property or premises subject of the administrative citation and the sole owner of the property or premises, except that a violator may be a co-owner of the property or premises if all other co-owners cannot be located or are financially unable to pay the penalty.
- (G) If the hearing officer determines that the violator does not have the financial ability to pay the penalty, the hearing officer must make the finding in writing and must reduce the penalty to an amount that is within the violator's ability to pay.
- (H) A violator cannot appeal the hearing officer's determination related to the violator's financial inability to pay.
- (I) A violator who has been found liable for a violation may request to pay the penalty in equal installments during the six months from the date the hearing officer issues an order. A violator must request to pay the penalty in installments within 20 calendar days from the date the hearing officer issues the order and must waive the appeal described in Section 2-13-31 (*Appeal From a Hearing*). The Code Official is authorized to grant a request to pay the penalty as described in this subsection. This subsection does not apply to a violation of a provision of Chapter 15-3 (*Onsite Water Reuse Systems*).
- (J) The code official and the director of Austin Water may establish by administrative rule the penalty a violator shall pay when the violator admits liability without a hearing described in Section 2-13-21 (*Hearing for an Administrative Citation*). A penalty established under this subsection must comply with the penalty ranges established in this chapter.
- (K) A violator who admits liability or is found liable for a violation described in Section 2-13-24 (*Water Conservation Penalty*) may request in writing to pay the applicable penalty and costs as an assessment on the violator's next monthly utility statement.

Source: Ord. No. 20141023-056, Pt. 1, 11-3-14; Ord. No. 20170413-002, Pt. 2, 4-24-17; Ord. No. 20201210-006, Pt. 4, 12-21-20; Ord. No. 20220505-003, Pt. 1, 5-16-22.

§ 2-13-24 WATER CONSERVATION PENALTY.

- (A) The penalties established in this section apply to a violation of Chapter 6-4 (*Water Conservation*) and Chapter 15-13 (*Regulation of Onsite Water Reuse Systems*).
- (B) Unless otherwise provided for this section, the penalty range for violating Chapter 6-4 (*Water Conservation*) is not less than \$25.00 and not more than \$100.00.
- (C) This subsection applies to a violation of Section 6-4-10 (*Facilities Regulated*).



City of Austin Drought Contingency Plan

- (1) The penalty range that may be assessed against a violator found liable under this chapter for violating Subsection (A), (B), or (C) is:
 - (a) not less than \$500.00 and not more than \$1,000.00 for a first violation; and
 - (b) not less than \$750.00 and not more than \$1,000.00 for a second or subsequent violation.
 - (2) The penalty range that may be assessed against a violator found liable under this chapter for violating Subsection (D), (E), or (F) is:
 - (a) not less than \$150.00 and not more than \$500.00 for a first violation; and
 - (b) not less than \$300.00 and not more than \$1,000.00 for a second or subsequent violation.
- (D) This subsection applies to a violation of Section 6-4-11 (*General Regulations*).
- (1) The penalty range that may be assessed against a violator found liable under this chapter for violating Subsection (A), (B), (C), or (D) is:
 - (a) not less than \$150.00 and not more than \$500.00 for a first violation; and
 - (b) not less than \$300.00 and not more than \$1,000.00 for a second or subsequent violation.
 - (2) The penalty range that may be assessed against a violator found liable under this chapter for violating Subsection (E), (F), (G), or (H) is:
 - (a) not less than \$500.00 and not more than \$1,000.00 for a first violation; and
 - (b) not less than \$750.00 and not more than \$1,000.00 for a second or subsequent violation.
- (E) This subsection applies to a violation that occurs at a residential facility.
- (1) During Water Conservation Stage, the penalty range that may be assessed against a violator found liable under this chapter for violating Section 6-4-15 (*Water Conservation Stage*) or Section 6-4-12 (*Water Waste Prohibited*) is:
 - (a) not less than \$25.00 and not more than \$100.00 for a first violation;
 - (b) not less than \$50.00 and not more than \$200.00 for a second violation;
 - (c) not less than \$200.00 and not more than \$400.00 for a third violation; and
 - (d) not less than \$300.00 and not more than \$600.00 for a fourth or subsequent violation.
 - (2) During Drought Response Stage One, the penalty range that may be assessed against a violator found liable under this chapter for violating Section 6-4-16 (*Drought Response Stage One Regulations*) or Section 6-4-12 (*Water Waste Prohibited*) is:
 - (a) not less than \$50.00 and not more than \$200.00 for a first violation;
 - (b) not less than \$75.00 and not more than \$300.00 for a second violation;
 - (c) not less than \$250.00 and not more than \$600.00 for a third violation; and
 - (d) not less than \$400.00 and not more than \$800.00 for a fourth or subsequent violation.
 - (3) During Drought Response Stage Two, the penalty range that may be assessed against a violator found liable under this chapter for violating Section 6-4-17 (*Drought Response Stage Two Regulations*) or Section 6-4-12 (*Water Waste Prohibited*) is:
 - (a) not less than \$100.00 and not more than \$300.00 for a first violation;
 - (b) not less than \$200.00 and not more than \$500.00 for a second violation;
 - (c) not less than \$300.00 and not more than \$800.00 for a third violation; and
 - (d) not less than \$500.00 and not more than \$1,000.00 for a fourth or subsequent violation.



City of Austin Drought Contingency Plan

- (4) During Drought Response Stage Three, the penalty range that may be assessed against a violator found liable under this chapter for violating Section 6-4-18 (*Drought Response Stage Three Regulations*) or Section 6-4-12 (*Water Waste Prohibited*) is:
 - (a) not less than \$150.00 and not more than \$400.00 for a first violation;
 - (b) not less than \$300.00 and not more than \$600.00 for a second violation;
 - (c) not less than \$450.00 and not more than \$800.00 for a third violation; and
 - (d) not less than \$600.00 and not more than \$1,000.00 for a fourth or subsequent violation.
- (5) During Drought Response Stage Four, the penalty range that may be assessed against a violator found liable under this chapter for violating Section 6-4-19 (*Drought Response Stage Four Regulations*) or Section 6-4-12 (*Water Waste Prohibited*) is:
 - (a) not less than \$200.00 and not more than \$500.00 for a first violation;
 - (b) not less than \$325.00 and not more than \$700.00 for a second violation;
 - (c) not less than \$475.00 and not more than \$1,000.00 for a third violation; and
 - (d) not less than \$625.00 and not more than \$1,000.00 for a fourth or subsequent violation.
- (6) During Emergency Stage Five, the penalty range that may be assessed against a violator found liable under this chapter for violating Section 6-4-20 (*Emergency Stage Five Regulations*) or Section 6-4-12 (*Water Waste Prohibited*) is:
 - (a) not less than \$250.00 and not more than \$650.00 for a first violation;
 - (b) not less than \$500.00 and not more than \$1,000.00 for a second violation;
 - (c) not less than \$700.00 and not more than \$1,000.00 for a third violation; and
 - (d) not less than \$900.00 and not more than \$1,000.00 for a fourth or subsequent violation.
- (F) This subsection applies to a violation that occurs at a commercial facility.
 - (1) During Water Conservation Stage, the penalty range that may be assessed against a violator found liable under this chapter for violating Section 6-4-15 (*Water Conservation Stage*) or Section 6-4-12 (*Water Waste Prohibited*) is:
 - (a) not less than \$150.00 and not more than \$300.00 for a first violation;
 - (b) not less than \$300.00 and not more than \$500.00 for a second violation;
 - (c) not less than \$450.00 and not more than \$700.00 for a third violation; and
 - (d) not less than \$500.00 and not more than \$800.00 for a fourth or subsequent violation.
 - (2) During Drought Response Stage One, the penalty range that may be assessed against a violator found liable under this chapter for violating Section 6-4-16 (*Drought Response Stage One Regulations*) or Section 6-4-12 (*Water Waste Prohibited*) is:
 - (a) not less than \$200.00 and not more than \$400.00 for a first violation;
 - (b) not less than \$350.00 and not more than \$600.00 for a second violation;
 - (c) not less than \$500.00 and not more than \$800.00 for a third violation; and
 - (d) not less than \$550.00 and not more than \$1,000.00 for a fourth or subsequent violation.
 - (3) During Drought Response Stage Two, the penalty range that may be assessed against a violator found liable under this chapter for violating Section 6-4-17 (*Drought Response Stage Two Regulations*) or Section 6-4-12 (*Water Waste Prohibited*) is:



City of Austin Drought Contingency Plan

- (a) not less than \$250.00 and not more than \$500.00 for a first violation;
 - (b) not less than \$400.00 and not more than \$800.00 for a second violation;
 - (c) not less than \$600.00 and not more than \$1,000.00 for a third; and
 - (d) not less than \$650.00 and not more than \$1,000.00 for a fourth or subsequent violation.
 - (4) During Drought Response Stage Three, the penalty range that may be assessed against a violator found liable under this chapter for violating Section 6-4-18 (*Drought Response Stage Three Regulations*) or Section 6-4-12 (*Water Waste Prohibited*) is:
 - (a) not less than \$300.00 and not more than \$600.00 for a first violation;
 - (b) not less than \$500.00 and not more than \$1,000.00 for a second or subsequent violation;
 - (c) not less than \$650.00 and not more than \$1,000.00 for a third; and
 - (d) not less than \$700.00 and not more than \$1,000.00 for a fourth or subsequent violation.
 - (5) During Drought Response Stage Four, the penalty range that may be assessed against a violator found liable under this chapter for violating Section 6-4-19 (*Drought Response Stage Four Regulations*) or Section 6-4-12 (*Water Waste Prohibited*) is:
 - (a) not less than \$400.00 and not more than \$1,000.00 for a first violation;
 - (b) not less than \$550.00 and not more than \$1,000.00 for a second violation;
 - (c) not less than \$700.00 and not more than \$1,000.00 for a third violation; and
 - (d) not less than \$800.00 and not more than \$1,000.00 for a fourth or subsequent violation.
 - (6) During Emergency Stage Five, the penalty range that may be assessed against a violator found liable under this chapter for violating Section 6-4-20 (*Emergency Stage Five Regulations*) or Section 6-4-12 (*Water Waste Prohibited*) is not less than \$500.00 and not more than \$1,000.00.
 - (G) The penalty range that may be assessed against a violator found liable under this chapter for violating Chapter 15-13 (*Regulation of Onsite Water Reuse Systems*) is:
 - (1) not less than \$300.00 and not more than \$600.00 for a first violation; and
 - (2) not less than \$500.00 and not more than \$1,000.00 for a second or subsequent
- violation. Source: Ord. No. 20220505-003, Pt. 2, 5-16-22; Ord. No. 20240502-006, Pts. 2, 3, 5-13-24.

Editor's note(s)—Part 3 of Ord. No. 20220505-003 states, "The penalty ranges established in § 2-13-24 are only applicable to an administrative citation issued after the effective date of this ordinance."

ARTICLE 3. APPEALS AND ENFORCEMENT.

§ 2-13-31 APPEAL FROM A HEARING.

- (A) A violator found liable by a hearing officer may appeal the determination by:
 - (1) filing a petition with the Clerk of the Municipal Court before the 31st day after the hearing officer's determination is filed with the City Clerk; and
 - (2) paying a non-refundable filing fee.
- (B) A violator that fails to appear at a hearing described in Section 2-13-21 (*Hearing for an Administrative Citation*) is not entitled to an appeal hearing.
- (C) An appeal hearing is conducted by a municipal court judge.



City of Austin Drought Contingency Plan

- (D) The judge shall review the record and hear oral arguments of the parties at the appeal hearing.
- (E) The judge may receive evidence of procedural irregularities alleged to have occurred at the hearing that are not reflected in the record.
- (F) The judge may not substitute his or her judgment for that of the hearing officer as to the weight of the evidence given by the hearing officer for questions that fall within the hearing officer's discretion.
- (G) The court may reverse the hearing officer's order or remand the case for a rehearing if the appellant's substantial rights have been violated because the administrative findings or orders:
 - (1) violate constitutional or statutory provisions;
 - (2) exceed statutory authority;
 - (3) are made upon unlawful procedure;
 - (4) are affected by other error of law;
 - (5) are not supported by substantial evidence, as that term is used in Local Government Code Section 54.039 (*Judicial Review*), in light of the reliable and probative evidence in the record as a whole; or
 - (6) are arbitrary, capricious, characterized by abuse of discretion, or clearly unwarranted exercise of discretion.
- (H) If the findings of the hearing officer are affirmed, the penalties and costs may not be modified except that additional costs may be added.

Source: Ord. No. 20141023-056, Pt. 1, 11-3-14.

§ 2-13-32 ENFORCEMENT OF ORDER.

- (A) An order issued under this chapter may be enforced by:
 - (1) filing a civil suit for the collection of a penalty assessed against the violator; and
 - (2) obtaining an injunction that:
 - (a) prohibits specific conduct that violates the ordinance; or
 - (b) requires specific conduct necessary for compliance with the ordinance.
- (B) Unless the violator posts a bond with the Austin Code Department before filing an appeal, an appeal of an order issued under this chapter does not stay enforcement and collection of the penalties and costs.
- (C) The amount of the bond shall equal to all penalties and costs assessed against the violator. Source: Ord. No. 20141023-056, Pt. 1, 11-3-14.



City of Austin Drought Contingency Plan

APPENDIX C: Resolution Adopting the 2024 Drought Contingency Plan

RESOLUTION NO. 20241121-005

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF AUSTIN:

Council adopts the City of Austin Drought Contingency Plan, attached as Exhibit A, as required by the Texas Commission on Environmental Quality.

BE IT FURTHER RESOLVED:

Council repeals Resolution No. 20240502-004, which adopted a revised Drought Contingency Plan.

ADOPTED: November 21, 2024 ATTEST:


Myrna Rios
City Clerk

Page 1 of 1



City of Austin Drought Contingency Plan

APPENDIX D: Transmittal Letter to Regional Planning Group

From: [Reynolds, Eric](#)
To: [Stacy Pandey](#); [Annette Keaveny](#)
Cc: [Kluge, Kevin](#); [Fraleigh, Jason](#)
Subject: City of Austin 2024 updated DCP and WCP
Date: Monday, February 24, 2025 9:42:00 AM
Attachments: [AW_DroughtContingency_Plan_2024.pdf](#)
[image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[AW_WaterConservation_Plan_2024_Final.pdf](#)

Hello Stacy and Annette,

Austin Water was tasked with revising our Drought Contingency Plan (DCP) and Water Conservation Plan (WCP) following the adoption of both plans in May of 2024. Our updated plans are attached. Both plans were developed by the City of Austin to fulfill Texas Commission on Environmental Quality (TCEQ) requirements for retail and wholesale water providers as outlined in the Texas Administrative Code Title 30, Chapter 288. These plans were approved by the Austin City Council on November 21, 2024, and are being forwarded to TCEQ, and Texas Water Development Board (TWBD).

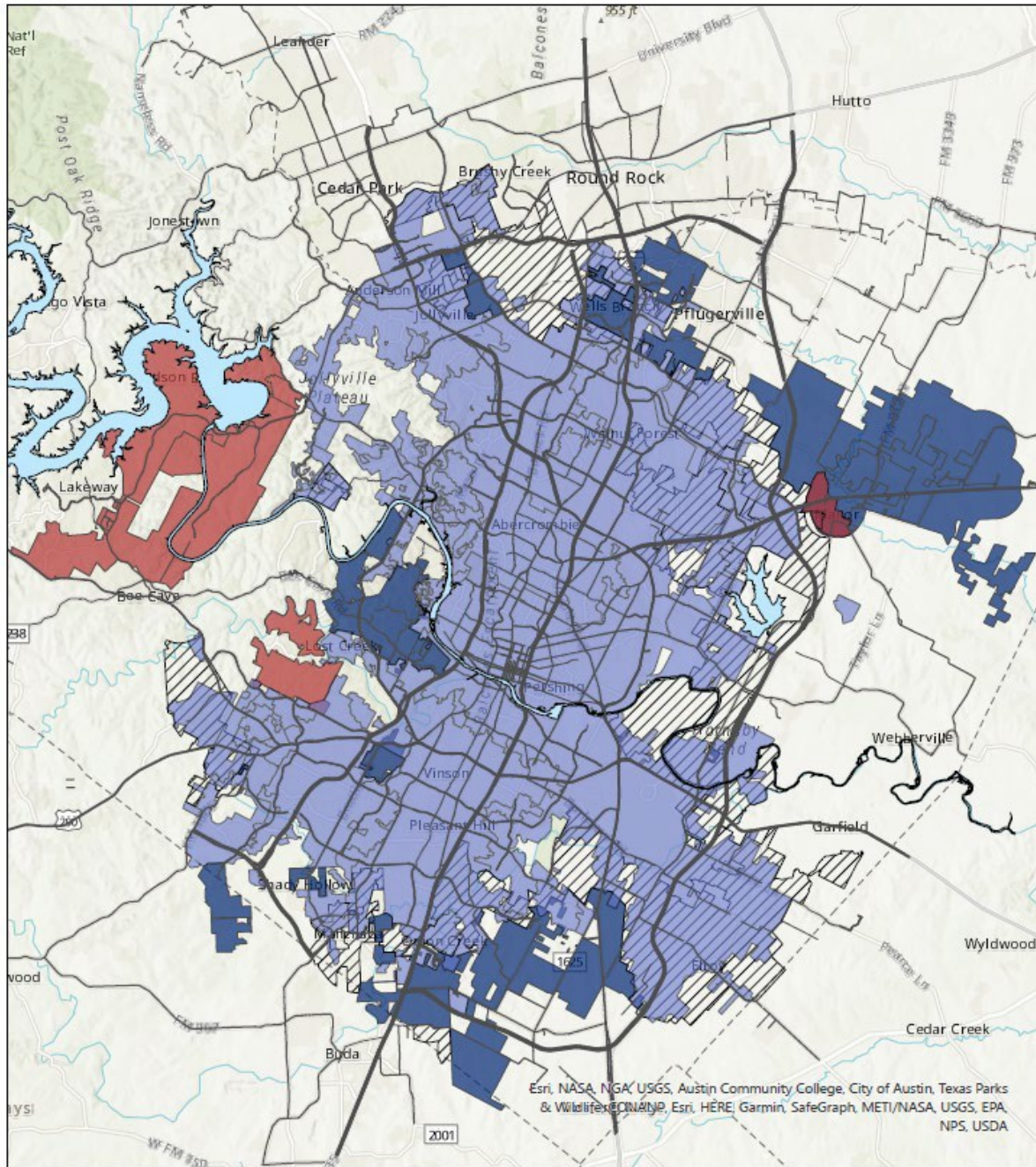
If you have any questions on the attached plans, please feel free contact our Division Manager, Kevin Kluge at (512) 972-0400 or myself at (512) 972-0348.

Thank you,



Eric Reynolds ([he/him/his](#))
 Code Review Analyst
[Austin Water](#)
 512-972-0348
eric.reynolds@austintexas.gov


Appendix C. Water Service Area Map



- AW Retail Service
- AWU Emergency Water Customers
- AWU Wholesale Water Customer
- AW Water CCN



City of Austin
Austin Water
November 2023



Austin Water Service Area Map

Produced by GIS Services

This product is for informational purposes and may not have been prepared for or be suitable for legal, engineering, or surveying purposes. It does not represent an on-the-ground survey and represents only the approximate relative location of property boundaries. This product has been produced by Austin Water for the sole purpose of geographic reference. No warranty is made by the City of Austin regarding specific accuracy or completeness.

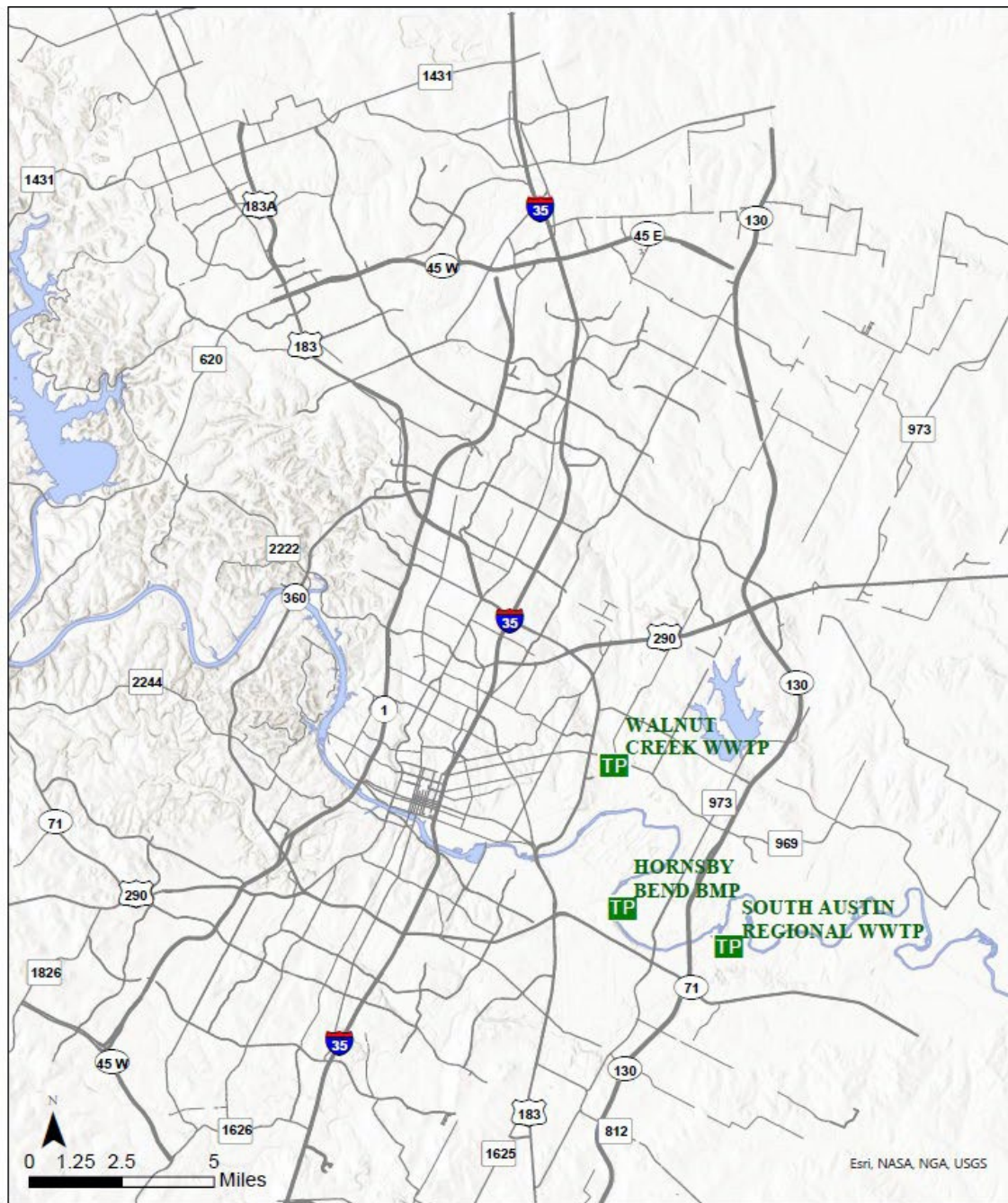
Appendix D. Wastewater Treatment Plants and Permits

Plants 1 through 8 are permitted to discharge to a stream. Plants 9 through 12 are not permitted to discharge to the waters of the state.

Permitted flows are expressed as monthly averages unless specified otherwise. Effluent quality is expressed as monthly average (unless specified otherwise) and written after the permitted average flow in the following order: 5-day Carbonaceous Biochemical Oxygen Demand (CBOD₅)/Total Suspended Solids (TSS)/Ammonia-Nitrogen (NH₃-N)/Total Phosphorus (TP), when applicable. For Balcones, Onion Creek, Lost Creek, River Place and Thoroughbred Farms, the effluent limit is on 5-Day Biochemical Oxygen Demand (BOD₅), and not on CBOD₅.

- 1) Walnut Creek Wastewater Treatment Plant, TPDES Permit No. WQ0010543011, EPA ID No. TX0046981, RN101607901, 75 MGD (annual average), 10/15/2 (monthly average) and 5/5/2 (annual average) to the Colorado River
- 2) South Austin Regional Wastewater Treatment Plant, TPDES Permit No. WQ0010543012, EPA ID No. TX0071889, RN101607794, 75 MGD (annual average), 10/15/2 (monthly average) and 5/5/2 (annual average) to the Colorado River
- 3) Wild Horse Ranch Wastewater Treatment Plant, TPDES Permit No. WQ0010543013, EPA ID No. TX0124800, RN103014577, 0.75 MGD, 5/5/2/1 to a tributary of Gilleland Creek
- 4) Taylor Lane Wastewater Treatment Plant, TPDES permit No. WQ0010543014, EPA ID No. TX0129950, RN105331755, 0.1 MGD, 5/5/2/1 to Gilleland Creek
- 5) Pearce Lane Wastewater Treatment Plant, TPDES Permit No. WQ0010543015, EPA ID No. TX0132934, RN106066715, 0.15 MGD, 5/5/2/1 to a tributary of Dry Creek
- 6) Thoroughbred Farms Wastewater Treatment Plant, TPDES Permit No. WQ0014459001, EPA ID No. TX0067466, RN101265254, 0.065 MGD, 20/20 to Dry Creek
- 7) Dessau Wastewater Treatment Plant, TPDES Permit No. WQ0012971001, EPA ID No. TX0097870, RN102077328, 0.5 MGD, 10/15/3 to a tributary of Harris Branch
- 8) Brushy Creek Regional Wastewater Treatment Plant (Co-permittee with City of Round Rock, City of Cedar Park, and Brazos River Authority), TPDES Permit No. WQ010264002, EPA ID No. TX0101940, RN10082260, 21.5 MGD (annual average), 10/15/2, to Brushy Creek
- 9) Balcones Water Reclamation Plant, TCEQ Permit No. WQ0011363001, RN102095114, no discharge, irrigation of golf course, 0.292 MGD/10
- 10) Lost Creek Water Reclamation Plant, TCEQ Permit No. WQ0011319001, RN100641653, no discharge, irrigation of golf course, 0.42 MGD, 10/15
- 11) River Place Water Reclamation Plant, TCEQ Permit No. WQ0011514001, RN100843283, no discharge, irrigation of golf course, 0.207 MGD, 5/5
- 12) Hornsby Bend Biosolids Management Plant, TCEQ Permit No. WQ0003823000, EPA ID No. TXL0050005, RN100816685, biosolids treatment plant, no discharge

Appendix E. Map of Large Wastewater Treatment Plants



Austin's Large WWTP

This product is for informational purposes and may not have been prepared for or be suitable for legal, engineering, or surveying purposes. It does not represent an on-the-ground survey and represents only the approximate relative location of property boundaries. This product has been produced by Austin Water for the sole purpose of geographic reference. No warranty is made by the City of Austin regarding specific accuracy or completeness.

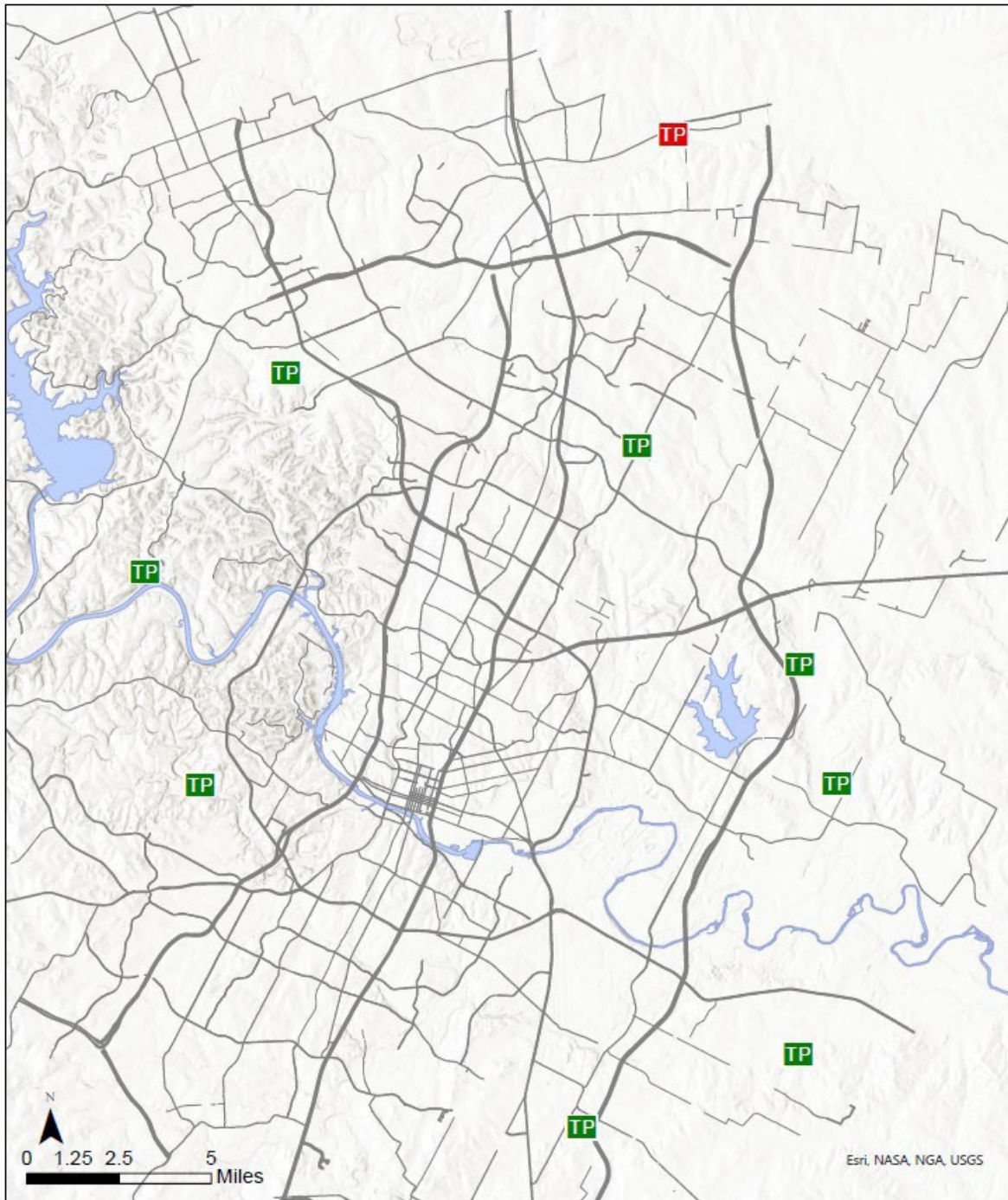


City of Austin
Austin Water
November 2023



Produced by GIS Services

Appendix F. Map of Small Wastewater Treatment Plants



Austin's Small WWTP

This product is for informational purposes and may not have been prepared for or be suitable for legal, engineering, or surveying purposes. It does not represent an on-the-ground survey and represents only the approximate relative location of property boundaries. This product has been produced by Austin Water for the sole purpose of geographic reference. No warranty is made by the City of Austin regarding specific accuracy or completeness.

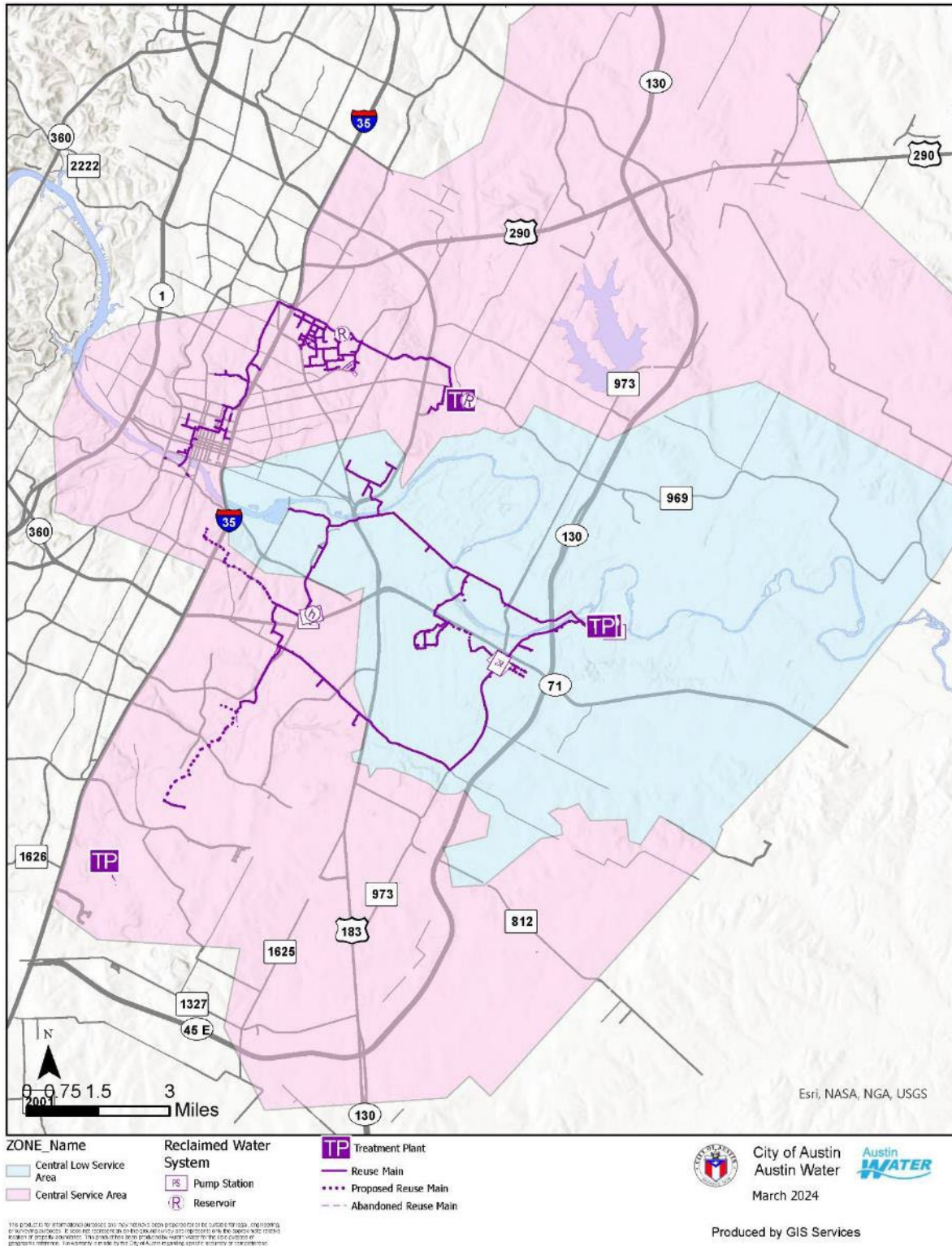


City of Austin
Austin Water
November 2023



Produced by GIS Services

Appendix G. Reclaimed Water System Map



Appendix H. Signed Resolution Showing Plan Adoption

RESOLUTION NO. 20241121-004

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF AUSTIN:

Council adopts the City of Austin Water Conservation Plan, attached as Exhibit A, as required by the Texas Commission on Environmental Quality.

BE IT FURTHER RESOLVED:

Austin Water will utilize a quarterly report to share its progress and the progress of our community in achieving our desired water savings, including gallons per capita per day (GPCD) by residential, industrial, and commercial customer classes.

BE IT FURTHER RESOLVED:

Council repeals Resolution No. 20240502-005, which adopted the Utility Profile & Water Conservation Plan for Municipal and Wholesale Water Use.

ADOPTED: November 21, 2024

ATTEST:


Myrna Rios
City Clerk

Appendix I. Notification of the Lower Colorado River Authority and Region K Water Planning Group

From: [Reynolds, Eric](#)
To: [Stacy Pandey](#); [Annette Keaveny](#)
Cc: [Kluge, Kevin](#); [Fraleigh, Jason](#)
Subject: City of Austin 2024 updated DCP and WCP
Date: Monday, February 24, 2025 9:42:00 AM
Attachments: [AW_DroughtContingency_Plan_2024.pdf](#)
[image001.png](#)
[image002.png](#)
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[image005.png](#)
[image006.png](#)
[AW_WaterConservation_Plan_2024_Final.pdf](#)

Hello Stacy and Annette,

Austin Water was tasked with revising our Drought Contingency Plan (DCP) and Water Conservation Plan (WCP) following the adoption of both plans in May of 2024. Our updated plans are attached. Both plans were developed by the City of Austin to fulfill Texas Commission on Environmental Quality (TCEQ) requirements for retail and wholesale water providers as outlined in the Texas Administrative Code Title 30, Chapter 288. These plans were approved by the Austin City Council on November 21, 2024, and are being forwarded to TCEQ, and Texas Water Development Board (TWBD).

If you have any questions on the attached plans, please feel free contact our Division Manager, Kevin Kluge at (512) 972-0400 or myself at (512) 972-0348.

Thank you,



Eric Reynolds ([he/him/his](#))
Code Review Analyst
[Austin Water](#)
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