

SOUTHERN UTILITIES C O M P A N Y

218 North Broadway Ave.

Tyler, Texas 75702-5707

Phone: 903.593.2588

IMPORTANT NOTICE: Please read in its entirety

TO: To All Customers

SUBJECT: Stage One of "Drought Contingency Plan"
Implemented Voluntary Water Use Restrictions

Southern Utilities Company (Southern) previously implemented Stage One of its approved "Drought Contingency Plan". The specific cooperation required by all customers is set forth on the "Notice of Stage One" implementation notice attached and previously provided all customers.

Please be advised the referenced Stage One of Southern's "Drought Contingency Plan" currently remains in effect to ensure all customers an adequate supply of potable water essential for health, safety and sanitary purposes. Stage One requires the voluntary restriction of residential, commercial, industrial and recreational water use by all customers; including, but not limited to, water usage for washing of windows/siding, driveways, vehicles, boats and trailers. Additionally, the use of landscape irrigation systems (sprinkler systems) and all other outside lawn/garden watering methods are restricted to two (2) days per calendar week.

For restrictions to landscape irrigation systems (sprinkler systems) and all other outside lawn/garden watering methods, please review the attached "Notice of Stage One" for the schedule to be followed based on your specific street address.

Southern respectfully requests your compliance with voluntary water use restrictions as set forth in attached "Notice of Stage One" implementation notice. With your cooperation, Southern has no desire to implement mandatory restrictions of water use at this time.

Your cooperation is appreciated. Should you have further questions, please do not hesitate to contact this office at 903.566.3511.

Office Fax
903.593.1997

Field Office
903.566.3511

Field Fax
903.566.4740

NOTICE OF STAGE ONE DROUGHT CONTINGENCY PLAN

SOUTHERN UTILITIES COMPANY is hereby notifying its water customers of the implementation of Stage One of its approved Drought Contingency Plan.

Due to the severe drought in its service area, Southern Utilities Company is implementing Stage One of its Drought Contingency Plan. The customer demand on Southern Utilities Company's drinking water system has reached an all time high. This high demand is primarily created by active landscape irrigation systems and outside residential water use, and has created a situation in areas of Southern Utilities Company's drinking water system where there is not sufficient pressure to adequately operate landscape irrigation systems and lawn watering methods.

Stage One – Stage One is defined as the voluntary restriction of residential and recreational water use including, but not limited to, the outside washing of home windows/siding, driveways, vehicles, boats and trailers. The use of landscape irrigation systems and outside lawn watering methods should be restricted to two (2) days per calendar week.

Please restrict the use of all landscape irrigation systems and all outside lawn watering methods to the following specific assigned days and times:

(NOTE: Fridays, Saturdays and Sundays are specifically not included in the below schedule)

STREET ADDRESS	HOURS TO WATER	DAYS TO WATER
Even Number Street Address	Between 10:00 PM and 6:00 AM	Mondays and Wednesdays only
Odd Number Street Address	Between 10:00 PM and 6:00 AM	Tuesdays and Thursdays only

ANY WATER USE THAT IS NOT ESSENTIAL FOR HEALTH, SAFETY AND SANITARY PURPOSES SHOULD BE VOLUNTARILY REDUCED.

Stage One will remain in effect until you are notified otherwise. Please be aware, if the present drought conditions persist, Stage Two and Stage Three of the approved Drought Contingency Plan may be implemented.

Stage Two – Mandatory water use restrictions will be implemented. NO recreational outside water use will be allowed. The installation of shut-off nozzles on all outside water hoses will be required. The use of landscape irrigation systems and outside lawn watering methods will be further restricted to only one (1) day per calendar week, as indicated below:

STREET ADDRESS	HOURS TO WATER	DAYS TO WATER
Even Number Street Address	Between 10:00 PM and 6:00 AM	Tuesdays only
Odd Number Street Address	Between 10:00 PM and 6:00 AM	Thursdays only

Stage Three – Additional mandatory water use restrictions will be implemented. ONLY water use for health, safety and sanitary purposes will be allowed. NO outside water use will be allowed. Businesses that are adversely affected will be required to obtain a formal variance from the General Manager and will be considered in the following order:

- (1) Nursing Homes/Hospitals
- (2) Schools
- (3) Industrial
- (4) Commercial
- (5) Residential
- (6) Recreational

Southern Utilities Company has no desire to implement Stage Two or Stage Three of its Drought Contingency Plan. Voluntary compliance, by all customers, with the voluntary restrictions of Stage One above should allow an adequate supply of water for all customer use. Be assured, Southern Utilities Company's drinking water system maintains adequate capacity, pressure and volume to satisfy all customer demand essential for health, safety and sanitary purposes.

SOUTHERN UTILITIES COMPANY

DROUGHT CONTINGENCY PLAN PENALTIES FOR VIOLATION OF MANDATORY WATER USE RESTRICTIONS

SECTION III: Users of Southern Utilities Company water except for Southern Utilities Company itself that do not comply with Section II of this Resolution shall be subject to a penalty of noncompliance and/or disconnection or discontinuance of water services to such users by Southern Utilities Company.

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| First violation - | The customer will be notified by written notice of their specific violation. |
| Second violation - | After written notice the utility may install a flow restricting device in the line to limit the amount of water which will pass through the meter in a 24 hour period. The utility may charge the customer for the actual cost of installing and removing the flow restricting device, not to exceed \$50.00. |
| Subsequent violations - | The utility may discontinue service at the meter for a period of seven (7) days, or until the end of the calendar month, whichever is LESS. The normal reconnect fee of the utility will apply for restoration of services. |

WATER CONSERVATION

SAVE WATER INSIDE YOUR HOME

Kitchen

- Scrape dishes clean instead of rinsing them before washing. There is no need to rinse dishes unless they are heavily soiled.
- Use a pan of water, or place a stopper in the sink, for washing and rinsing pots, pans, dishes, and cooking implements rather than turning on the water faucet each time a rinse is needed.
- Never run the dishwasher without a full load. This will save water, energy, detergent and money.
- Use the garbage disposal sparingly or start a compost pile.
- Keep a container of drinking water in the refrigerator. Running water from the tap until it is cool is wasteful. Better still, both water and energy can be saved by keeping cold water in a picnic jug on the kitchen counter to avoid opening the refrigerator door frequently.
- Use a small pan of cold water when cleaning fruits and vegetables rather than running water from the faucet over them.
- Use only a little water in the pot and put a lid on it for cooking most food. Not only does this method save water, but food is more nutritious since vitamins and minerals are not poured down the drain with the extra cooking water.
- Always keep water conservation in mind and think of other ways to save in the kitchen. Small savings, like not making too much coffee, can add up in a year's time.

Bath

- Take a shower instead of a bath. Showers with low-flow shower heads often use less water than taking a bath.
- Reduce the level of the water being used in a bathtub by one or two inches if a shower is not available.
- Shampoo hair in the shower. Shampooing in the shower takes only a little more water than is used to shampoo hair during a bath and much less than shampooing and bathing separately.
- When building a new home or remodeling a bathroom, install a low-flow shower head that limits the flow to less than 3 gallons per minute and a new low-volume flush toilet which is required to use 1.6 gallons per flush or less.
- When toilets cannot be replaced, consider displacing some of the water in the tank. Plastic bottles, such as clean, empty milk or chlorine jugs, can be filled with water and weighted down with a few stones and then placed in the most open portion of the tank. This will save as much water as is displaced by the bottle. Make sure the bottle does not interfere with the operation of the moving parts in the tank. Displacement devices should be checked periodically to ensure that they remain in place.
NOTE: Do not use bricks as a displacement device. They will erode and the particles can clog your drainage system.
- Test toilets for leaks and if leaks are discovered, repair them immediately.
- Never use the toilet to dispose of cleansing tissues, cigarette butts or other trash. This wastes a great deal of water and places an unnecessary load on a septic system or a sewage treatment plant. system.
- When brushing teeth, turn the water off until it is time to rinse.
- When shaving, fill the lavatory basin with warm water instead of letting the water run continuously.
- Install faucet aerators to reduce water consumption.

Laundry

- Traditional clothes washers use approximately 41 gallons per load, while high efficiency machines use only 23 gallons per load. Replace outdated machines whenever possible.
- Wash only a full load when using an automatic washing machine (32 to 59 gallons per load is required).
- Whenever possible, use the lowest water-level setting on the washing machine for light or partial loads.
- Use cold water as often as possible to save energy and to conserve the hot water for uses that cold water cannot serve.

WATER CONSERVATION SAVE WATER OUTSIDE YOUR HOME

Private Plumbing System

- Check water requirements of various models and brands when considering purchasing any new appliances. Some use significantly less water than others.
- Check all water line connections and faucets for leaks. A slow drip can waste as much as 170 gallons of water each day (5,000 gallons per month) and will add cost to your water bill.
- Learn to repair faucets so that drips can be corrected promptly. It is easy to do, costs very little, and can mean a substantial savings in plumbing and water bills.
- Check for hidden water leakage such as a leak between the water meter and the house. To check, turn off all indoor and outdoor faucets and water-using appliances. Follow “Step 4: Check for Leaks” contained on the information sheet entitled “HOW TO READ YOUR WATER METER”. Repair all leaks on your private plumbing system immediately.
- Insulate all hot water pipes to reduce the delays (and wasted water) experienced while waiting for the water to run hot.
- Be sure the water heater thermostat is not set too high. Extremely hot settings waste water and energy because the water often has to be cooled with cold water before it can be used. Setting the thermostat too high can also be dangerous, as water too hot can result in scalding or burns.
- Use a moisture meter to determine when house plants need water. More plants die from overwatering than from needing water.

Lawn and Garden

- Water yards only when needed. Look at the grass, feel the soil, or use a soil moisture meter to determine when to water.
- Do not over-water. Soil can absorb only so much moisture and the rest simply runs off. A timer will help - either a kitchen timer or an alarm clock will do. One inch (1”) of water (about the height of a can of tuna fish) applied once a week in the summer will keep most Texas grasses alive and healthy.
- Water lawns early in the morning during the hotter summer months. Otherwise, much of the water used on the lawn can simply evaporate between the sprinkler heads and the grass.
- To avoid excessive evaporation, use a sprinkler head that produces large drops of water, rather than a fine mist. Sprinkler heads that send droplets out on a low angle also help control evaporation.
- Set automatic sprinkler systems to provide thorough, but infrequent watering. Pressure-regulating devices should be set to design specifications. Rain shutoff devices can prevent watering in the rain.
- Use drip irrigation systems for bedded plants, trees, or shrubs, or turn soaker hoses upside-down so the holes are on the bottom. This will help avoid evaporation also.
- Forget about watering the streets, sidewalks, walkways, driveways, etc. They will never grow a thing. Use a broom to sweep all streets, sidewalks, walkways, driveways, etc. rather than washing with water.
- Vehicle washing should be done with a handheld bucket or a handheld garden hose equipped with a positive shutoff nozzle for quick rinses. Do not allow garden hoses to run continuously.