**Woodcreek Talking Points**  
Drought and Excessive Use

* Aqua Texas customers in the City of Woodcreek and Woodcreek North are limited to 8,500 gallons of water per month. Aqua calls this an excessive use limit, meaning anything over this amount is considered an excessive use of water.
* The 8,500 limit was derived from an analysis of average household use and adjusted to accommodate larger families.
* The excessive use limit was implemented on September 11, 2023 and remains in place today until further notice.
* Aqua Texas implemented the excessive use limit out of necessity, to comply with pumping permit limitations set by the groundwater conservation district.
  + Not enough customers were complying with the Stage 4 drought restrictions, making the excessive use limit necessary to implement.
  + If customers disregard the excessive use limit it could be necessary to limit water use even further.
* If customers are using over the excessive use limit, they will first receive a letter, followed by additional correspondence for second offense if improvements were seen. After two warnings, or for an egregious use of water, a flow restrictor will be installed on the customer’s line. The flow restrictor only restricts the flow of water to the outside of the home. Like irrigation systems, for example. It will not impact the flow of water inside the home.
* Variances are available and are subject to approval. An in-depth analysis and proof of necessity are required to approve a variance.
  + Variances are meant for exceptional situations only. We must limit the number of variances to comply with the groundwater conservation district.
* Some customers have observed the irrigation system running at the old golf course, owned by Aqua Texas. That irrigation system is strictly effluent discharge from the wastewater plant, not groundwater.