

HARRIS COUNTY MUNICIPAL UTILITY DISTRICT NO. 500

17495 Village Green Drive

Houston, Texas 77040

832-467-1599

Fax 832-467-1610

(Drought Stage 2)

August 18, 2023

Dear Customer:

Due to ongoing drought conditions, Harris County Municipal Utility District No. 500 (MUD 500) has initiated Stage 2 (Mandatory) water conservation measures for potable (drinking) water and is requiring that all potable water users reduce their usage immediately. Potable water usage is increasing rapidly, and under MUD 500's Drought Contingency Plan, we may be required to implement further mandatory water use restrictions and surcharges if conditions continue to worsen. MUD 500 needs your help to reduce potable water usage and avoid the need for further mandatory restrictions and surcharges!

Stage 2 water use restrictions now in place:

Customers are required to limit all outdoor potable water usage, including, but not limited to, lawn and garden watering, car washing, and window washing, as follows:

1. All outdoor water use, including, but not limited to, lawn and garden watering, car washing, and window washing, must be conducted with a hand-held hose with a manual on-off nozzle. **Sprinklers and automatic irrigation systems utilizing potable water must be turned off and shall not be used.**
2. District residents and other users of water within the District with even-numbered addresses shall use potable water outdoors only on even-numbered days, and District residents and other users of water within the District with odd-numbered addresses should use potable water outdoors only on odd-numbered days. In the event no street address exists, District residents and other users of water within the District lining on the north and west side of the street shall use potable water outdoors only on even-numbered days, and District residents and other users of water within the District on the south and east side of the street shall use potable water outdoors only on odd-numbered days.
3. Potable water shall not be used outdoors for irrigation or other uses in the morning between the hours of 6:00 am and 10:00 am and in the evening between the hours of 6:00 pm and 12:00 am (midnight).
4. The District also is recommending that the following public water uses not essential for public health and safety be curtailed:
 - a. Street washing;
 - b. Fire hydrant flushing; and
 - c. Filling of swimming pools.

Please note that the Towne Lake Community Association uses non-potable water from the lakes for irrigation of certain common areas throughout the Towne Lake community, which helps to reduce demand on the potable water system and preserve the availability of potable water for other uses. Such non-potable water usage is **not** covered by these restrictions.

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The following penalties shall apply to anyone violating the mandatory drought response measures stated above:

1. For the first violation and any subsequent violations, the user shall receive a written notification of the violation stating the nature of the violation, the mandatory drought response measures in effect, and the penalties applicable for any further violations.
2. For the second and each subsequent violation, each such violation shall constitute an unauthorized use of District services and/or facilities, and the District shall have the right, after providing notice to the user: (1) to terminate potable water service to such user pursuant to the procedures in the District's Amended Rate Order; and (2) to impose a penalty of up to \$5,000 for each violation (each day that a breach continues shall be considered a separate violation). These penalties shall be in addition to any other legal rights and remedies of the District as may be allowed by law.

MUD 500 will continue to monitor potable water use and will provide another notice if the drought stage changes or if Stage 2 drought conditions have been lifted. The MUD 500 Board of Directors appreciates your cooperation and perseverance during this challenging time.