# Water Conservation Plan

CITY OF PFLUGERVILLE
April 13, 2021

1. Introduction

The City of Pflugerville (the "City") has developed this Water Conservation Plan (the "Plan") for its wholesale and retail treated water utility systems to effectively manage public water resources and to plan appropriate responses to emergency and drought conditions. The Plan recognizes that conservation is a valuable tool in managing water and wastewater utility systems. Benefits of water conservation include: extending available water supplies; reducing the risk of shortage during periods of extreme drought; reducing water and wastewater utility operating costs; improving the reliability and quality of water utility service; reducing customer costs for water service; reducing wastewater flows; improving the performance of wastewater treatment systems; and enhancing water quality and the environment.

This Plan applies to all of the City of Pflugerville's retail and wholesale treated water customers. This plan was adopted on September 10, 2002, last amended on May 10, 2016, updated on this date of April 13, 2021 and will be updated at least every five years to account for changes in water usage due to water supply issues and/or growth in the customer base.

2. Authorization, Implementation and Enforcement

The City Manager, or his/her designee, of the City of Pflugerville is hereby authorized and directed to implement the applicable provisions of this Plan. The City Manager, or his/her designee, will act as Administrator of the Water Conservation Program. He/she will oversee the execution and implementation of the program and will be responsible for keeping adequate records for program verification.

This Amended Plan was presented to the Pflugerville City Council for approval on April 13, 2021.

This Amended Plan will be enforced by the following methods:

a. City Council adopting this plan by ordinance. The ordinance adopting this plan is included as Exhibit F.

b. The water rate structure will be enforced; water service will be discontinued for any customers not paying the monthly bill; and

c. The Building Official, or his/her designee, will not certify new construction unless it meets adopted building and plumbing codes.

3. Utility Profile--Baseline Evaluation of Water and Wastewater Utility System and Customer Use

a. Population and Service Area: The City of Pflugerville's currently bills 14,755 water service connections with an estimated water service population of 41,824. The City experienced a population boom in the 1990's, growing from a population of 4,444 in 1990 to a population of 16,335 in 2000. Since 2000 growth has continued and projections show that the City's population will continue to grow, with the water service population estimated to be at 60,146 by the year 2030 and 86,495 by year 2040. The water service area has grown as well. The City's current water service area is presented in Exhibit A.

b. Water Produced and Treated by Pflugerville: The City of Pflugerville's water system serves 14,755 connections with an estimated water service population of 41,824. Residential customers comprise nearly 96% of total connections and nearly 80% of total yearly consumption. The peak-to-average ratio of water use was 1.39. More detailed water and wastewater utility data is found in Exhibit C.

4. Water Conservation Plan Elements

a. Water Conservation Goals. Based on calendar year 2020 data usage, the City's goal is to reduce water use by 5% by 2026. This percentage translates to daily use of 8.22 million gallons in 2026 excluding population growth. A summary of the City's baseline and future water conservation goals on a gallon per person per day are summarized in the table below.

| | Historic 5yr Average | Baseline | 5yr Goal | 10yr Goal |
|---|---|---|---|---|
| Total GPCD | 147 | 147 | 140 | 133 |
| Residential GPCD | 107 | 107 | 102 | 97 |
| Water Loss GPCD | 9 | 9 | 8 | 8 |
| Water Loss % | 6.0% | 6.0% | 6.0% | 6.0% |

The City will measure its progress on reduction in water use by comparing the current daily per resident use to per resident use multiplied by the population each year. Pflugerville's unaccounted water for 2020 was less than 2%. The City's goal is to maintain unaccounted for water at 10% or less.

i. <u>Water Conservation Measures</u>

1. Universal Metering and Meter Replacement and Repair. All utility customers shall be metered. A regularly scheduled maintenance program of meter repair and replacement will be performed in accordance with the following schedule:

| | |
|---|---|
| Production (master) meters: | Test once a year |
| Meters larger than 1": | Test once a year |
| Meters 1" or smaller: | Tested if reading is unusual or if requested by homeowner. Replaced at one million gallons. |

Zero consumption accounts: meters will be flow tested to see if water is being used and not recorded. In addition, the meters will be checked for proper sizing.

2. Distribution System Leak Detection and Repair. The City's unaccounted water loss is due to sections of the water distribution system being polybutylene pipe, which has a known history of leakage. The City has a year round leak detection and pipe replacement program in place to minimize this leakage. The city will expand on this in the coming years to more targeted areas by bringing in a third-party to identify areas of concern throughout the distribution system by taking the current data we collect via our SCADA system and compare that to historical usage to identify neighborhoods where leaks appear to be present. This will work in tandem with our Automatic Metering Infrastructure that is being implemented in calendar year 2021 and 2022 to be able to parse through that data to find areas of concern where we can proactively identify and fix leaks.

3. Plumbing Retrofit Program. State and federal laws require that homes built after 1992 have low-flow (less than 3 gallons per minute) showerheads, faucet aerators and ultra-low flush (less than 1.6 gallons per flush) toilets installed. Most homes in Pflugerville were built after that time and would have the water efficient fixture. The City offers low- flow showerheads, faucet aerators, toilet leak detection dye tablets, and other conservation materials to our utility customers upon request as well as provide more information on the City's web site.

4. Water Pricing Incentives. The City charges a volumetric increasing block rate to all customers. A copy of the city's current rate structure is found in Exhibit B.

5. Continuing education program on water conservation.

    a. As part of a continuing public education and information campaign based on this Plan, the city will:

        i. Develop and provide water conservation brochures and handouts to water customers;

        ii. Staff local events to provide water customers with water saving tip, low flow shower heads, faucet aerators and others water saving information;

        iii. The City will continue to promote landscape water management information program;

        iv. Assist wholesale water customers in their public education efforts.

        v. The City provides information and instructions on its website so that residents can perform evaluations for irrigation systems to ensure they are properly functioning. This helps educate the water customers on how to operate their irrigation system more efficiently and helps reduce water waste;

        vi. As part of the Drop-by-Drop program, the City provides information and instructions on its website so that residents can become more knowledgeable about native plant choices and watering tips. This program has now been adopted as an ongoing water conservation program;

        vii. The City will continue to offer rain barrels to its citizens to help reduce watering cost and to encourage water conservation through rainwater harvesting. The city will also educate customers on their use.

b. Coordination with Regional Planning Group. The City of Pflugerville has sent a copy of this plan to the Lower Colorado Regional Water Planning Group for their review. A copy of the letter transmitting this plan to the Regional Water Planning Group is included as Exhibit E.

c. Wholesale Customers. For every wholesale water supply contract entered or renewed after official adoption of this water conservation plan, including any contract extensions, the wholesale water customer must develop and implement a water conservation plan or water conservation measures according the TCEQ guidelines. If the customer intends to resell the water, then the contract between the initial supplier and customer must provide that the contract for the resale of the water must have water conservation requirements so that each successive customer in the resale of the water will be required to implement water conservation measures in accordance with LCRA and TCEQ guidelines.

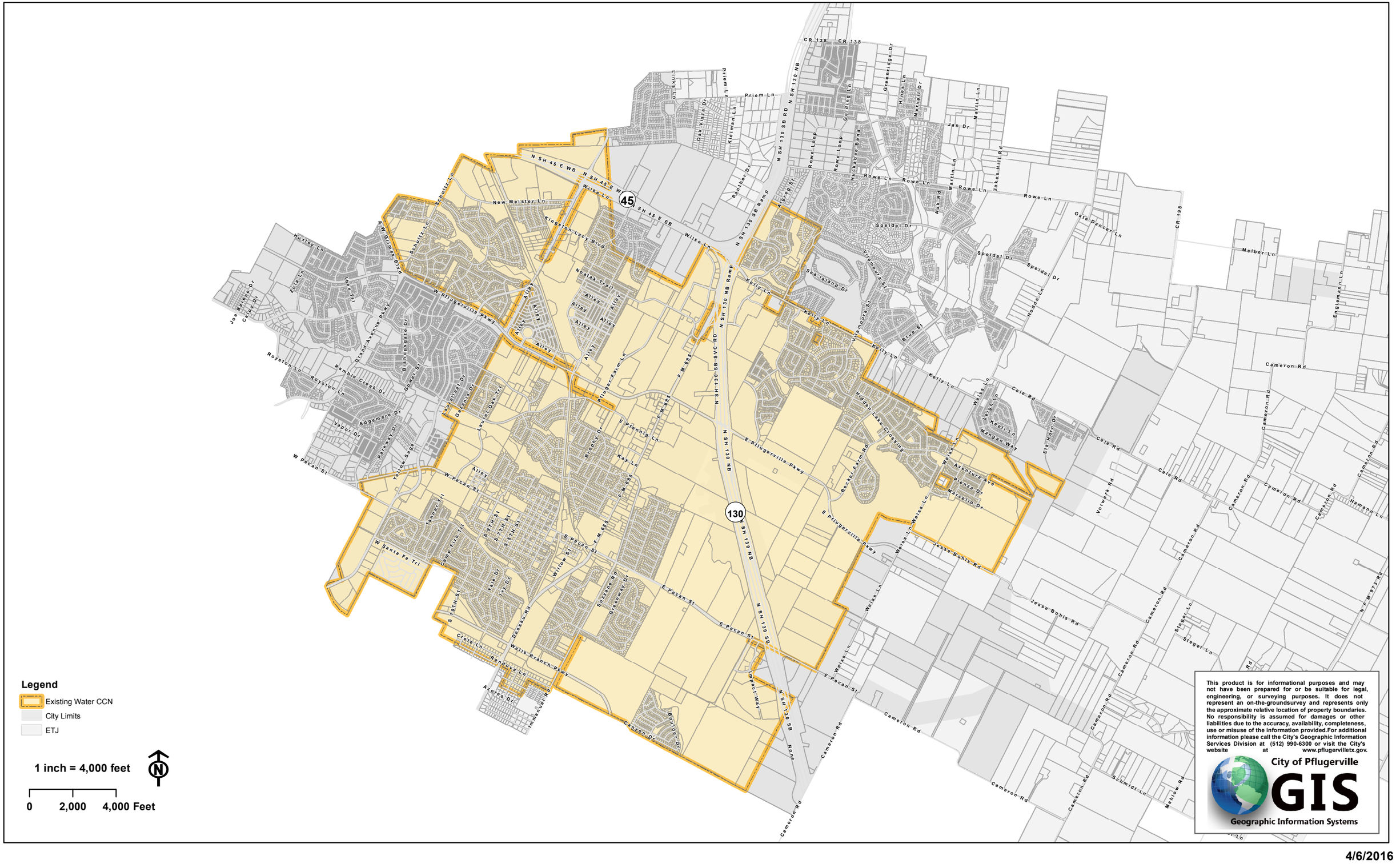
d. Measures to determine and control unaccounted-for uses of water and for universal metering of customer and public uses of water. The City is using INCODE Utility Billing software meter reading reports. Monthly readings are done using Neptune drive-by unit or hand-held devices and software. City staff conducts visual inspections, when necessary, to determine if the system is distributing to illegal connections or connections where service has been abandoned. The City is currently undergoing the implementation of Automated Metering Infrastructure (AMI) to better account for any water losses that can occur as well as better inform our customers and staff when a leak is flagged within their residences. This will greatly aid in reducing our average GPCD as it will allow for better control for residents and allow for near real-time water consumption data. It will also allow City of Pflugerville staff to set flags on customer accounts when consumption usage is abnormally high so we can better assist customers to conserve water.

e. Other Conservation Strategies. The city will also pursue adopting codes or ordinances that promote the use of water conserving technologies, promote water efficiency, or avoid water waste. In addition, the city provides recycled wastewater to Travis County to irrigate numerous soccer and baseball fields in the Travis County Northeast Metropolitan Park. This volume equates to approximately 21,177,000 million gallons annually which results in a potable water savings of 58,019 gallons daily. The City also partners with LCRA to encourage customer participation in the various rebate programs they offer.

EXHIBIT A

WATER SERVICE AREA MAP

# Pflugerville Water CCN




4/6/2016

EXHIBIT B

UTILITY RATE STRUCTURE

ORDINANCE NO. 1463-20-10-13

**AN ORDINANCE OF THE CITY OF PFLUGERVILLE, TEXAS, AMENDING RATES, CHARGES AND FEES FOR WATER AND WASTEWATER UTILITY SERVICE; REPEALING ALL ORDINANCES TO THE EXTENT THEY ARE IN CONFLICT; PROVIDING FOR SEVERABLITY; AND PROVIDING AN EFFECTIVE DATE**.

**WHEREAS,** the Finance and Budget Committee has reviewed the 2020 Water & Wastewater Cost of Service and Rate Design Study and has recommended that the water and wastewater rates should be amended as presented; and

**WHEREAS,** the City Council finds municipal water and wastewater rates should be amended to reflect recommendations as determined by the 2020 Water & Wastewater Cost of Service and Rate Design Study; and

**WHEREAS,** the City Council finds the rates provided in this Ordinance should take effect November 1, 2020 and continue until modified by Ordinance.

**NOW THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF PFLUGERVILLE, TEXAS:**

Section 1. Retail Water Rates.

The City will charge every retail utility customer of the city water rates that include the Monthly Base Charge and the Volume Charge, set forth in (A) and (B) in this Section.

(A) The Monthly Base Charge is as follows:

| Meter Size | | Customer Costs |
|---|---|---|
| 5/8” | | $17.00 |
| 3/4” | | $26.18 |
| 1” | | $43.22 |
| 1 1/2” | | $79.22 |
| 2” | | $131.58 |
| 3” | | $290.02 |
| 4” | | $453.22 |
| 6” | | $906.78 |
| 8” | | $1,994.78 |

Rates for larger size meter subject to separate agreement with the city.

(B) The Volume Charge for all meter sizes is:

| Gallons | | Charge per 1,000 gallons |
|---|---|---|
| 0 – 3,000 | | $3.80 |
| 3,001 – 10,000 | | $4.80 |
| 10,001 – 25,000 | | $6.00 |
| 25,001 + | | $7.50 |

(C) The Volume Charge for Construction/Fire Hydrant meters or Bulk water is $10.00 per 1,000 gallons.

Section 2. Catastrophic Water Leaks.

In the event of a catastrophic water leak by a residential water customer the City may allow a credit to the customer's bill under the following circumstances. A minimum usage of 40,000 gallons more than the previous month's usage will make the customer eligible for consideration of a credit to the customer's account. The average of the past twelve months of usage will be used as a base for crediting 100% of the excess usage billed (amount of credit will be based on the highest rate per 1,000 gallons). The City would require the customer to submit a written request for a credit with a copy of the bill from a licensed plumber certifying that the leak has been repaired and a copy of a valid City of Pflugerville Building Permit for the repair. The request must detail location and dates of the leak. Customers who have been notified of a leak, but have not repaired it within 15 days of notification, will not qualify for the credit. Customers are eligible for only one credit per account location.

Section 3. Retail Wastewater Rates.

The City will charge every retail utility customer served by the City wastewater rates that include the Monthly Base Charge and the Volume Charge set for the in (A) and (B) in this section.

(A) The Monthly Base Charge is as follows;

(1) In-City Customers.

| Water Meter Size | | Monthly Base Charge |
|---|---|---|
| All Meter Sizes | | $28.50 |

(2) Out-of-City Customers.

| Water Meter Size | | Monthly Base Charge |
|---|---|---|
| All Meter Sizes | | $33.50 |

(B) The Volume Charge for all meter sizes is $4.20 per 1,000 gallons.

(C) The quantity of wastewater used to calculate the Volume Charge for wastewater will be determined as follows:

(1) Residential Customers. Each March, the City will determine each customer's water usage during the preceding November, December, January and February and calculate the average of the three (3) lowest water usage months during that period. The average will be used to calculate the customer's Volume Charges until the next March, when the average will be recalculated. For customers that do not receive water service from the City, the quantity of wastewater used to calculate the monthly bill will be determined by calculating the city average usage for residential customers during the preceding November, December, January and February.

(2) Non-Residential Customers. The City will determine each customer's water usage during the month and that amount will be used to calculate the customer's Volume Charges. For customers that do not receive water service from the City, the quantity of wastewater used to calculate the monthly bill will be determined by calculating the city average usage for residential customers during the preceding November, December, January and February.

Section 4. Wholesale Wastewater Rates

Wilke Lane Treatment Plant: The City will charge a rate of $26.50 per LUE per month to all wholesale customers served by the Wilke Lane wastewater treatment plant.

Section 5. Special Charges.

The City will charge each of the following special charges:

(A) Returned payment fee - $30.00;

(B) Any customer account that is delinquent will incur a 10% per month penalty charge on all accrued and unpaid charges.

Section 6. Deposits.

Each customer must pay the deposit set forth in this Section, or replenish the deposit if the City draws upon it, when the customer initially applies for the service or when the customer applies to reinstate service that has been disconnected for nonpayment of a bill. The amount of the deposit is as follows:

| Service | Deposit Amount |
|---|---|
| Solid Waste Only | $25.00 |
| Wastewater Only | $50.00 |
| Water Only | $125.00 |
| Any Combination | $125.00 |
| Construction/Fire Hydrant | $1,200.00 |

The customer's deposit will be returned in full if the customer's account has not been delinquent for 12 consecutive months. The customer's deposit will be returned, less any outstanding balance, within 30 days from the day the customer's account is closed if the amount due is $2.00 or more. Construction/Fire Hydrant meter deposits will be returned, less any outstanding balance, upon receipt of meter.

If the difference between the amount of the deposit and the outstanding balance is less than $2.00, the difference will be refunded only at the customer's request. An application for a refund of less than $2.00 must be made within 90 days after the date the customer's account is closed or the customer forfeits the right to the refund.

Section 7. Severability.

If any provision of this Ordinance is illegal, invalid, or unenforceable under present or future laws, the remainder of this Ordinance will not be affected and, in lieu of each illegal, invalid, or unenforceable provision, a provision as similar in terms to the illegal, invalid, or unenforceable provision as is possible and is legal, valid, and enforceable will be added to this Ordinance.

Section 8. Conflicting Ordinances.

All prior ordinances of the City dealing with or applicable to this Ordinance are hereby amended to the extent of any conflict herewith, and all ordinances or parts thereof conflicting or inconsistent with the provisions of this Ordinance as adopted and amended herein, are hereby amended to the extent of such conflict. In the event of a conflict or inconsistency between this Ordinance and any other ordinance of the City, the terms and provisions of this Ordinance shall govern.

Section 9. Effective Date.

This Ordinance will be effective on November 1, 2020, and services will be billed based on the rates contained herein beginning on that date.

PASSED AND APPROVED THIS 13 DAY OF October 2020.

CITY OF PFLUGERVILLE, TEXAS

By: _____
Victor Gonzales, Mayor

ATTEST:

_____
Trista Evans, Deputy City Secretary

APPROVED AS TO FORM:

_____
Charles E. Zech, City Attorney
Denton Navarro Rocha Bernal & Zech PC

EXHIBIT C

WATER AND WASTEWATER UTILITY DATA

Texas Water Development Board

# UTILITY PROFILE FOR RETAIL WATER SUPPLIER

## CONTACT INFORMATION

Name of Utility: City of Pflugerville

Public Water Supply Identification Number (PWS ID): TX2270014

Certificate of Convenience and Necessity (CCN) Number: 11303

Surface Water Right ID Number: 2414, 5790

Wastewater ID Number: 20678

Contact: First Name: Matthew Last Name: Woodard

Title: Regulatory Manager

Address: PO Box 589 City: Pflugerville State: TX

Zip Code: 78691 Zip+4: Email: mattw@pflugervilletx.gov

Telephone Number: 5129906400 Date:

Is this person the designated Conservation Coordinator? (•) Yes ( ) No

Regional Water Planning Group: K

Groundwater Conservation District:

Our records indicate that you:

☐ Received financial assistance of $500,000 or more from TWDB

☑ Have 3,300 or more retail connections

☑ Have a surface water right with TCEQ

### A. Population and Service Area Data

1. Current service area size in square miles: 17

Attached file(s):

| File Name | File Description |
|---|---|
| Pf Water System w PF CCN Only.pdf | |

# UTILITY PROFILE FOR RETAIL WATER SUPPLIER

2. Historical service area population for the previous five years, starting with the most current year.

| Year | Historical Population Served By Retail Water Service | Historical Population Served By Wholesale Water Service | Historical Population Served By Wastewater Water Service |
|---|---|---|---|
| **2020** | 41,824 | 0 | 46,472 |
| **2019** | 45,627 | 0 | 47,229 |
| **2018** | 29,679 | 0 | 42,191 |
| **2017** | 28,275 | 0 | 40,821 |
| **2016** | 23,147 | 0 | 39,743 |

3. Projected service area population for the following decades.

| Year | Projected Population Served By Retail Water Service | Projected Population Served By Wholesale Water Service | Projected Population Served By Wastewater Water Service |
|---|---|---|---|
| **2020** | 41,824 | 0 | 46,472 |
| **2030** | 60,146 | 0 | 66,831 |
| **2040** | 86,495 | 0 | 96,109 |
| **2050** | 124,388 | 0 | 138,213 |
| **2060** | 178,881 | 0 | 198,763 |

4. Described source(s)/method(s) for estimating current and projected populations.

3. Projected population based on 3.7% annual increase.

Texas Water Development Board

# UTILITY PROFILE FOR RETAIL WATER SUPPLIER

## B. System Input

System input data for the previous five years.
Total System Input = Self-supplied + Imported– Exported

| Year | Water Produced in Gallons | Purchased/Imported Water in Gallons | Exported Water in Gallons | Total System Input | Total GPCD |
|---|---|---|---|---|---|
| **2020** | 2,547,193,172 | 14,706,929 | 561,365,667 | 2,000,534,434 | 131 |
| **2019** | 2,733,266,603 | 0 | 628,652,975 | 2,104,613,628 | 126 |
| **2018** | 2,119,126,143 | 0 | 710,747,949 | 1,408,378,194 | 130 |
| **2017** | 2,512,458,002 | 0 | 620,246,366 | 1,892,211,636 | 183 |
| **2016** | 2,277,939,596 | 0 | 864,565,579 | 1,413,374,017 | 167 |
| **Historic Average** | 2,437,996,703 | 2,941,386 | 677,115,707 | 1,763,822,382 | 148 |

## C. Water Supply System

Attached file(s):

| File Name | File Description |
|---|---|
| Pflugerville Water Distribution System Schematic.pdf | |

1. Designed daily capacity of system in gallons: 23,010,000

2. Storage Capacity

   2a. Elevated storage in gallons: 4,600,000

   2b. Ground storage in gallons: 5,000,000

# UTILITY PROFILE FOR RETAIL WATER SUPPLIER

## D. Projected Demands

1. The estimated water supply requirements for the next ten years using population trends, historical water use, economic growth, etc.

| Year | Population | Water Demand (gallons) |
|---|---|---|
| **2022** | 44,975 | 1,641,587,500 |
| **2023** | 46,640 | 1,702,360,000 |
| **2024** | 48,365 | 1,765,322,500 |
| **2025** | 50,155 | 1,830,657,500 |
| **2026** | 52,011 | 1,898,401,500 |
| **2027** | 53,935 | 1,968,627,500 |
| **2028** | 55,931 | 2,041,481,500 |
| **2029** | 58,000 | 2,117,000,000 |
| **2030** | 60,146 | 2,195,329,000 |
| **2031** | 62,372 | 2,276,578,000 |

2. Description of source data and how projected water demands were determined.

Population growth based on 3.7% annual increase. Water demands based on 100 gallons per person per day x 365 days.

## E. High Volume Customers

1. The annual water use for the five highest volume **RETAIL customers.**

| Customer | Water Use Category | Annual Water Use | Treated or Raw |
|---|---|---|---|
| Centennial Stone Hill LP | Commercial | 24,152,300 | Treated |
| Falcon Pointe Community Assoc | Commercial | 23,186,700 | Treated |
| Highland Park Res Comm Inc | Commercial | 22,495,300 | Treated |
| PISD | Institutional | 16,203,700 | Treated |
| Resident | Residential | 713,600 | Treated |

2. The annual water use for the five highest volume **WHOLESALE customers.**

| Customer | Water Use Category | Annual Water Use | Treated or Raw |
|---|---|---|---|
| Manville | Municipal | 455,177,530 | Treated |
| Windermere Utility Co. | Municipal | 100,574,480 | Treated |

Texas Water Development Board

# UTILITY PROFILE FOR RETAIL WATER SUPPLIER

### F. Utility Data Comment Section

Additional comments about utility data.

## Section II: System Data

### A. Retail Water Supplier Connections

1. List of active retail connections by major water use category.

| Water Use Category Type | Total Retail Connections (Active + Inactive) | Percent of Total Connections |
|---|---|---|
| Residential - Single Family | 14,061 | 95.30 % |
| Residential - Multi-Family | 69 | 0.47 % |
| Industrial | 0 | 0.00 % |
| Commercial | 575 | 3.90 % |
| Institutional | 49 | 0.33 % |
| Agricultural | 0 | 0.00 % |
| **Total** | 14,754 | 100.00 % |

2. Net number of new retail connections by water use category for the previous five years.

| | Net Number of New Retail Connections | | | | | | |
|---|---|---|---|---|---|---|---|
| **Year** | **Residential - Single Family** | **Residential - Multi-Family** | **Industrial** | **Commercial** | **Institutional** | **Agricultural** | **Total** |
| **2020** | 588 | 12 | 0 | 9 | 0 | 0 | 609 |
| **2019** | 692 | 12 | 0 | 18 | 0 | 0 | 722 |
| **2018** | 354 | 1 | 0 | 45 | 0 | 0 | 400 |
| **2017** | 323 | 15 | 0 | 28 | 5 | 0 | 371 |
| **2016** | 412 | 20 | 0 | 0 | 6 | 0 | 438 |

Texas Water Development Board

# UTILITY PROFILE FOR RETAIL WATER SUPPLIER

### B. Accounting Data

The previous five years' gallons of RETAIL water provided in each major water use category.

| Year | Residential - Single Family | Residential - Multi-Family | Industrial | Commercial | Institutional | Agricultural | Total |
|---|---|---|---|---|---|---|---|
| **2020** | 1,380,543,200 | 200,155,800 | 0 | 298,422,400 | 40,881,700 | 0 | 1,920,003,100 |
| **2019** | 1,401,597,800 | 164,477,300 | 0 | 358,023,800 | 68,221,700 | 0 | 1,992,320,600 |
| **2018** | 812,684,900 | 117,703,200 | 0 | 309,844,900 | 33,092,300 | 0 | 1,273,325,300 |
| **2017** | 1,260,800,300 | 89,585,400 | 0 | 317,766,800 | 42,206,500 | 0 | 1,710,359,000 |
| **2016** | 802,582,300 | 59,923,800 | 0 | 263,468,900 | 28,349,000 | 0 | 1,154,324,000 |

### C. Residential Water Use

The previous five years residential GPCD for single family and multi-family units.

| Year | Total Residential GPCD |
|---|---|
| **2020** | 104 |
| **2019** | 100 |
| **2018** | 92 |
| **2017** | 139 |
| **2016** | 102 |
| **Historic Average** | 107 |

# UTILITY PROFILE FOR RETAIL WATER SUPPLIER

**D. Annual and Seasonal Water Use**

1. The previous five years' gallons of treated water provided to RETAIL customers.

| Month | Total Gallons of Treated Water | | | | |
|---|---|---|---|---|---|
| | 2020 | 2019 | 2018 | 2017 | 2016 |
| January | 159,951,000 | 174,738,700 | 127,621,930 | 144,198,743 | 139,455,048 |
| February | 153,572,000 | 158,182,251 | 147,882,282 | 139,962,074 | 144,664,731 |
| March | 189,753,000 | 178,658,916 | 186,899,886 | 188,030,715 | 173,516,991 |
| April | 194,506,000 | 187,241,141 | 202,383,523 | 190,566,258 | 165,427,766 |
| May | 245,456,000 | 194,204,083 | 256,914,034 | 204,089,862 | 176,853,927 |
| June | 290,445,000 | 211,148,199 | 266,462,825 | 232,526,115 | 197,862,703 |
| July | 344,024,000 | 291,323,057 | 304,742,176 | 294,789,671 | 272,902,352 |
| August | 387,155,000 | 373,437,648 | 325,021,003 | 254,649,377 | 248,326,053 |
| September | 254,250,000 | 325,799,334 | 235,434,878 | 229,191,422 | 238,169,672 |
| October | 281,292,000 | 281,403,781 | 198,901,799 | 235,651,308 | 235,159,109 |
| November | 223,434,000 | 180,131,727 | 166,124,764 | 218,502,612 | 170,226,338 |
| December | 192,652,000 | 163,217,433 | 169,245,604 | 185,189,828 | 154,099,879 |
| Total | 2,916,490,000 | 2,719,486,270 | 2,587,634,704 | 2,517,347,985 | 2,316,664,569 |

# UTILITY PROFILE FOR RETAIL WATER SUPPLIER

2. The previous five years' gallons of raw water provided to RETAIL customers.

| Month | Total Gallons of Raw Water | | | | |
|---|---|---|---|---|---|
| | 2020 | 2019 | 2018 | 2017 | 2016 |
| January | 0 | 0 | 0 | 0 | 0 |
| February | | | | | |
| March | | | | | |
| April | | | | | |
| May | | | | | |
| June | | | | | |
| July | | | | | |
| August | | | | | |
| September | | | | | |
| October | | | | | |
| November | | | | | |
| December | | | | | |
| Total | 0 | 0 | 0 | 0 | 0 |

3. Summary of seasonal and annual water use.

| | Summer RETAIL (Treated + Raw) | Total RETAIL (Treated + Raw) |
|---|---|---|
| 2020 | 1,021,624,000 | 2,916,490,000 |
| 2019 | 875,908,904 | 2,719,486,270 |
| 2018 | 896,226,004 | 2,587,634,704 |
| 2017 | 781,965,163 | 2,517,347,985 |
| 2016 | 719,091,108 | 2,316,664,569 |
| Average in Gallons | 858,963,035.80 | 2,611,524,705.60 |

# UTILITY PROFILE FOR RETAIL WATER SUPPLIER

## E. Water Loss

Water Loss data for the previous five years.

| Year | Total Water Loss in Gallons | Water Loss in GPCD | Water Loss as a Percentage |
|---|---|---|---|
| **2020** | 35,628,077 | 2 | 1.50 % |
| **2019** | 41,193,736 | 2 | 2.50 % |
| **2018** | 52,963,856 | 5 | 5.60 % |
| **2017** | 83,233,718 | 8 | 5.80 % |
| **2016** | 118,725,624 | 14 | 13.50 % |
| **Average** | 66,349,002 | 6 | 5.78 % |

## F. Peak Day Use

Average Daily Water Use and Peak Day Water Use for theprevious five years.

| Year | Average Daily Use (gal) | Peak Day Use (gal) | Ratio (peak/avg) |
|---|---|---|---|
| **2020** | 7,990,383 | 11104608 | 1.3897 |
| **2019** | 7,450,647 | 9520748 | 1.2778 |
| **2018** | 7,089,410 | 9741587 | 1.3741 |
| **2017** | 6,896,843 | 8499621 | 1.2324 |
| **2016** | 6,347,026 | 7816207 | 1.2315 |

## G. Summary of Historic Water Use

| Water Use Category | Historic Average | Percent of Connections | Percent of Water Use |
|---|---|---|---|
| **Residential - Single Family** | 1,131,641,700 | 95.30 % | 70.29 % |
| **Residential - Multi-Family** | 126,369,100 | 0.47 % | 7.85 % |
| **Industrial** | 0 | 0.00 % | 0.00 % |
| **Commercial** | 309,505,360 | 3.90 % | 19.22 % |
| **Institutional** | 42,550,240 | 0.33 % | 2.64 % |
| **Agricultural** | 0 | 0.00 % | 0.00 % |

# UTILITY PROFILE FOR RETAIL WATER SUPPLIER

**H. System Data Comment Section**

## Section III: Wastewater System Data

**A. Wastewater System Data**

Attached file(s):

| File Name | File Description |
|---|---|
| Wastewater System 24x36.pdf | |

1. Design capacity of wastewater treatment plant(s) in gallons per day: 5,300,000

2. List of active wastewater connections by major water use category.

| Water Use Category | Metered | Unmetered | Total Connections | Percent of Total Connections |
|---|---|---|---|---|
| **Municipal** | | 21,478 | 21,478 | 98.39 % |
| **Industrial** | | 0 | 0 | 0.00 % |
| **Commercial** | | 330 | 330 | 1.51 % |
| **Institutional** | | 21 | 21 | 0.10 % |
| **Agricultural** | | 0 | 0 | 0.00 % |
| **Total** | | 21,829 | 21,829 | 100.00 % |

3. Percentage of water serviced by the wastewater system: 100.00 %

# UTILITY PROFILE FOR RETAIL WATER SUPPLIER

4. Number of gallons of wastewater that was treated by the utility for the previous five years.

| Month | Total Gallons of Treated Water | | | | |
|---|---|---|---|---|---|
| | 2020 | 2019 | 2018 | 2017 | 2016 |
| January | 159 | 187 | 128 | 139 | 127 |
| February | 164 | 130 | 115 | 120 | 111 |
| March | 186 | 136 | 138 | 136 | 143 |
| April | 187 | 159 | 133 | 123 | 146 |
| May | 187 | 180 | 132 | 124 | 161 |
| June | 177 | 143 | 131 | 118 | 145 |
| July | 189 | 143 | 133 | 119 | 116 |
| August | 197 | 161 | 139 | 144 | 137 |
| September | 181 | 153 | 143 | 126 | 120 |
| October | 178 | 154 | 178 | 128 | 120 |
| November | 170 | 156 | 152 | 119 | 124 |
| December | 180 | 158 | 173 | 137 | 131 |
| Total | 2,155 | 1,860 | 1,695 | 1,533 | 1,581 |

5. Could treated wastewater be substituted for potable water?

○ Yes ◉ No

**B. Reuse Data**

1. Data by type of recycling and reuse activities implemented during the current reporting period.

| Type of Reuse | Total Annual Volume (in gallons) |
|---|---|
| On-site Irrigation | |
| Plant wash down | 220,450,500 |
| Chlorination/de-chlorination | |
| Industrial | |
| Landscape irrigation (park,golf courses) | 0 |
| Agricultural | 21,137,000 |
| Discharge to surface water | |
| Evaporation Pond | |
| Other | |
| Total | 241,587,500 |

# UTILITY PROFILE FOR RETAIL WATER SUPPLIER

**C. Wastewater System Data Comment**

Additional comments and files to support or explain wastewater system data listed below.

EXHIBIT D

WATER CONSERVATION STRATEGIES

Texas Water Development Board

# WATER CONSERVATION GOALS FOR RETAIL WATER SUPPLIER

## CONTACT INFORMATION

Name of Utility: City of Pflugerville

Public Water Supply Identification Number (PWS ID): TX2270014

Certificate of Convenience and Necessity (CCN) Number: 11303

Surface Water Right ID Number: 2414, 5790

Wastewater ID Number: 20678

Contact: First Name: Matt Last Name: Woodard

Title: Regulatory Manager

Address: PO Box 589 City: Pflugerville State: TX

Zip Code: 78691 Zip+4: Email: mattw@pflugervilletx.gov

Telephone Number: 5129906400 Date:

Is this person the designated Conservation Coordinator? (•) Yes ( ) No

Regional Water Planning Group: K

Groundwater Conservation District:

Our records indicate that you:

- [ ] Received financial assistance of $500,000 or more from TWDB
- [x] Have 3,300 or more retail connections
- [x] Have a surface water right with TCEQ

| | Historic 5 Year Average | Baseline | 5-Year Goal for Year 2026 | 10-Year Goal for Year 2031 |
|---|---|---|---|---|
| **Water Loss (GPCD)** | 147 | 147 | 140 | 133 |
| **Residential GPCD** | 107 | 107 | 102 | 97 |
| **Water Loss (GPCD)** | 9 | 9 | 8 | 8 |
| **Water Loss Percentage** | 6.00% | 6.00% | 6.00% | 6.00% |

1. Total GPCD = (Total Gallons in System ÷ Permanent Population) ÷ 365
2. Residential GPCD = (Gallons Used for Residential Use ÷ Residential Population) ÷ 365
3. Water Loss GPCD = (Total Water Loss ÷ Permanent Population) ÷ 365
4. Water Loss Percentage = (Total Water Loss ÷ Total Gallons in System) x 100; or (Water Loss GPCD ÷ Total GPCD) x 100

EXHIBIT E

LETTER TO REGIONAL WATER PLANNING GROUP

where quality meets life
PFLUGERVILLE
TEXAS

May 1, 2021

Lower Colorado River Authority
P.O. Box 220
Austin, Texas 78767-0220

Re: City of Pflugerville Water Conservation Plan Update 2021

Dear Sir or Madam

Please find enclosed a copy of the City of Pflugerville's 2021 Water Conservation Plan for the use and information of the Lower Colorado Regional Water Planning Group. We appreciate the efforts of the planning group and its consultants on behalf of the people of Texas. It is through your efforts; our area will be able to identify and develop the water resources required for continued growth and prosperity. Please contact me should you have any questions or require additional information.

Sincerely,

Matt Woodard
Regulatory Manager
City of Pflugerville

Enclosures

Cc: Erik Prinz, Manville W.S.C.
Tim Williford, Southwest Water Company
David Klein, Lloyd Gosselink Rochelle & Townsend, P.C.
Steven Minor, P.E., Gray Engineering, Inc.
Jaime Colmenero, Armbrust & BrownPublic

**CITY OF PFLUGERVILLE**
P.O. BOX 589
Pflugerville, TX 78691-0589

**STREET ADDRESS**
15500 Sun Light Near Way #B
Pflugerville, TX 78660

**TEL**: 512.990.6400
**FAX:** 512.989.1052
www.pflugervilletx.gov

EXHIBIT F

ORDINANCE

ORDINANCE NO. 1463-20-10-13

**AN ORDINANCE OF THE CITY OF PFLUGERVILLE, TEXAS, AMENDING RATES, CHARGES AND FEES FOR WATER AND WASTEWATER UTILITY SERVICE; REPEALING ALL ORDINANCES TO THE EXTENT THEY ARE IN CONFLICT; PROVIDING FOR SEVERABLITY; AND PROVIDING AN EFFECTIVE DATE**.

**WHEREAS,** the Finance and Budget Committee has reviewed the 2020 Water & Wastewater Cost of Service and Rate Design Study and has recommended that the water and wastewater rates should be amended as presented; and

**WHEREAS,** the City Council finds municipal water and wastewater rates should be amended to reflect recommendations as determined by the 2020 Water & Wastewater Cost of Service and Rate Design Study; and

**WHEREAS,** the City Council finds the rates provided in this Ordinance should take effect November 1, 2020 and continue until modified by Ordinance.

**NOW THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF PFLUGERVILLE, TEXAS:**

Section 1. Retail Water Rates.

The City will charge every retail utility customer of the city water rates that include the Monthly Base Charge and the Volume Charge, set forth in (A) and (B) in this Section.

(A) The Monthly Base Charge is as follows:

| Meter Size | | Customer Costs |
|---|---|---|
| 5/8” | | $17.00 |
| 3/4” | | $26.18 |
| 1” | | $43.22 |
| 1 1/2” | | $79.22 |
| 2” | | $131.58 |
| 3” | | $290.02 |
| 4” | | $453.22 |
| 6” | | $906.78 |
| 8” | | $1,994.78 |

Rates for larger size meter subject to separate agreement with the city.

(B) The Volume Charge for all meter sizes is:

| Gallons | | Charge per 1,000 gallons |
|---|---|---|
| 0 – 3,000 | | $3.80 |
| 3,001 – 10,000 | | $4.80 |
| 10,001 – 25,000 | | $6.00 |
| 25,001 + | | $7.50 |

(C) The Volume Charge for Construction/Fire Hydrant meters or Bulk water is $10.00 per 1,000 gallons.

Section 2. Catastrophic Water Leaks.

In the event of a catastrophic water leak by a residential water customer the City may allow a credit to the customer's bill under the following circumstances. A minimum usage of 40,000 gallons more than the previous month's usage will make the customer eligible for consideration of a credit to the customer's account. The average of the past twelve months of usage will be used as a base for crediting 100% of the excess usage billed (amount of credit will be based on the highest rate per 1,000 gallons). The City would require the customer to submit a written request for a credit with a copy of the bill from a licensed plumber certifying that the leak has been repaired and a copy of a valid City of Pflugerville Building Permit for the repair. The request must detail location and dates of the leak. Customers who have been notified of a leak, but have not repaired it within 15 days of notification, will not qualify for the credit. Customers are eligible for only one credit per account location.

Section 3. Retail Wastewater Rates.

The City will charge every retail utility customer served by the City wastewater rates that include the Monthly Base Charge and the Volume Charge set for the in (A) and (B) in this section.

(A) The Monthly Base Charge is as follows;

(1) In-City Customers.

| Water Meter Size | | Monthly Base Charge |
|---|---|---|
| All Meter Sizes | | $28.50 |

(2) Out-of-City Customers.

| Water Meter Size | | Monthly Base Charge |
|---|---|---|
| All Meter Sizes | | $33.50 |

(B) The Volume Charge for all meter sizes is $4.20 per 1,000 gallons.

(C) The quantity of wastewater used to calculate the Volume Charge for wastewater will be determined as follows:

(1) Residential Customers. Each March, the City will determine each customer's water usage during the preceding November, December, January and February and calculate the average of the three (3) lowest water usage months during that period. The average will be used to calculate the customer's Volume Charges until the next March, when the average will be recalculated. For customers that do not receive water service from the City, the quantity of wastewater used to calculate the monthly bill will be determined by calculating the city average usage for residential customers during the preceding November, December, January and February.

(2) Non-Residential Customers. The City will determine each customer's water usage during the month and that amount will be used to calculate the customer's Volume Charges. For customers that do not receive water service from the City, the quantity of wastewater used to calculate the monthly bill will be determined by calculating the city average usage for residential customers during the preceding November, December, January and February.

Section 4. Wholesale Wastewater Rates

Wilke Lane Treatment Plant: The City will charge a rate of $26.50 per LUE per month to all wholesale customers served by the Wilke Lane wastewater treatment plant.

Section 5. Special Charges.

The City will charge each of the following special charges:

(A) Returned payment fee - $30.00;

(B) Any customer account that is delinquent will incur a 10% per month penalty charge on all accrued and unpaid charges.

Section 6. Deposits.

Each customer must pay the deposit set forth in this Section, or replenish the deposit if the City draws upon it, when the customer initially applies for the service or when the customer applies to reinstate service that has been disconnected for nonpayment of a bill. The amount of the deposit is as follows:

| Service | Deposit Amount |
|---|---|
| Solid Waste Only | $25.00 |
| Wastewater Only | $50.00 |
| Water Only | $125.00 |
| Any Combination | $125.00 |
| Construction/Fire Hydrant | $1,200.00 |

The customer's deposit will be returned in full if the customer's account has not been delinquent for 12 consecutive months. The customer's deposit will be returned, less any outstanding balance, within 30 days from the day the customer's account is closed if the amount due is $2.00 or more. Construction/Fire Hydrant meter deposits will be returned, less any outstanding balance, upon receipt of meter.

If the difference between the amount of the deposit and the outstanding balance is less than $2.00, the difference will be refunded only at the customer's request. An application for a refund of less than $2.00 must be made within 90 days after the date the customer's account is closed or the customer forfeits the right to the refund.

Section 7. Severability.

If any provision of this Ordinance is illegal, invalid, or unenforceable under present or future laws, the remainder of this Ordinance will not be affected and, in lieu of each illegal, invalid, or unenforceable provision, a provision as similar in terms to the illegal, invalid, or unenforceable provision as is possible and is legal, valid, and enforceable will be added to this Ordinance.

Section 8. Conflicting Ordinances.

All prior ordinances of the City dealing with or applicable to this Ordinance are hereby amended to the extent of any conflict herewith, and all ordinances or parts thereof conflicting or inconsistent with the provisions of this Ordinance as adopted and amended herein, are hereby amended to the extent of such conflict. In the event of a conflict or inconsistency between this Ordinance and any other ordinance of the City, the terms and provisions of this Ordinance shall govern.

Section 9. Effective Date.

This Ordinance will be effective on November 1, 2020, and services will be billed based on the rates contained herein beginning on that date.

PASSED AND APPROVED THIS 13 DAY OF October 2020.

CITY OF PFLUGERVILLE, TEXAS

By: _____
Victor Gonzales, Mayor

ATTEST:

_____
Trista Evans, Deputy City Secretary

APPROVED AS TO FORM:

_____
Charles E. Zech, City Attorney
Denton Navarro Rocha Bernal & Zech PC