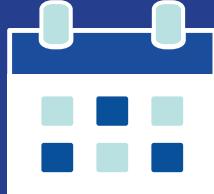




# YOUR 2019 WATERING SCHEDULE

## HAVE YOU HEARD?

Effective June 1, 2019, CLWSC is partnering with our customers to adopt the year-round watering schedule below. This new schedule helps everyone use water more efficiently and supports regional efforts in conservation and efficiency.



The last digit of your address determines your new watering schedule. This schedule will be in effect unless further water restrictions are announced. You can still water by hand, by soaker hose, or with drip irrigation any day within the time periods listed below:

Year-Round Watering Schedule 7:00am – 10:00am or 7:00pm – 10:00pm	
Last Digit	Watering Dates
0, 2, 4, 6, 8	Monday & Thursday
1, 3, 5, 7, 9	Tuesday & Friday
No address	Monday & Friday

## Still have questions?



Learn more at  
[www.clwsc.com](http://www.clwsc.com)  
or call us at  
**830-312-4600**

## Why did we move to year-round watering rules?

The unprecedented growth happening in Comal and surrounding counties, combined with providing water service in a drought prone area, is prompting increased regional coordinated water planning. CLWSC customers currently use between 60-70% of drinking water for irrigation and other outdoor uses. Outdoor use tends to be the biggest regional challenge to water conservation. As a result, all major utilities in South Central Texas have implemented year-round watering schedules to help manage this critical resource as of June 1, 2019. Benefits of the new rules include:



- Developing more water conscientious habits as a community.
- Mitigating the impact of increased outdoor use in the summer months.
- Limiting the risk of lower pressures resulting from all-night watering.
- Promoting the use of more native and drought tolerant landscapes that are beautiful and water-friendly.
- Keeping customers out of more critical drought stages and additional restrictions by being more conservative with water use to begin with.

## My usage is too high, now what?

About 99% of all high bills are the result of high usage from easily identifiable issues. The most common culprits are faulty toilet flappers, mis-programmed irrigation systems, leaking service lines, unattended faucets left on, and even water theft. Please be sure to check your system for leaks before calling as over 99% of meter tests show the meter is accurate.



## See watering at the wrong time or day?

CLWSC wants to ensure all customers are aware of the new year-round watering rules. Help us get the word out by reporting wrong-time and wrong-day watering at [clwsc.com/reportviolation](http://clwsc.com/reportviolation). CLWSC staff will reach out with more information about the new schedule!



## Consumer Confidence Reports

Annually, CLWSC provides a report for all customers reflecting the level of water quality for water provided to our customers. This report, required by the TCEQ (Texas Commission on Environmental Quality), is available at our website for each distinct water system. You can find information in your June billing statements or visit [www.clwsc.com/CCR](http://www.clwsc.com/CCR). Be sure to check it out! Our commitment to providing high quality water is a core mission of CLWSC.



## Reporting a Leak

Help us manage our water supply together. If you see a leak, please let us know. You can report a leak directly to our dispatch operator through our website. Visit [clwsc.com](http://clwsc.com) to see this newly-added feature located under the "Resources" tab.

The screenshot shows the top navigation bar with tabs for 'YOUR WATER', 'ENGINEERING', 'RESOURCES', and a search icon. Below the navigation is an address: '1399 Sattler Road, New Braunfels, TX 78132 | 830-312-4600'. A sidebar on the right contains links for 'Conservation', 'Service Outage', 'Internal Plumbing FAQs', and a prominent red-bordered 'Report a leak' button. The background of the page features a photograph of a swimming pool and surrounding landscape.

## Update Your Account Information

Notifications for outages, billing, and payments are some of the most important issues our customers ask about. Make sure your contact information is updated. If you change your phone number, mailing address, or your email, give us a call to make sure we have your latest information. We typically ask for this information each time you call, but save yourself some time and let us know beforehand.

## Reminder: Use Your Payment Coupon

Last year, CLWSC began using an automated payment processing system for all mailed payments. You may have noticed that your payment coupon has a different address than our main office. The payment coupon contains valuable information that allows your payment to be processed quickly and efficiently. If you send your payment to our business office and/or do not use your payment coupon, your payment could be delayed and you may be subject to a late payment fee.