Lone Star Groundwater Conservation District
655 Conroe Park North Drive ▪ Conroe, Texas 77303
936-494-3436 ▪ fax 936-494-3438
info@lonestargcd.org

HOW TO ENTER METER READINGS

Meter readings should be taken and recorded on the last day of the month but are acceptable if taken on the surrounding dates. Meter readings not received by the 15th day of the following month are subject to District Rule Violations.

For example: We prefer you take and record June's meter reading on June 30th, but a reading taken between June 25th-July 5th is acceptable. The June reading must be reported no later than July 15th before it is late and subject to violation.

TO REPORT YOUR MONTHLY READING:

1. Login to your account
    a. Link to login: https://lonestar.halff.com/
    b. If you do not have an account, you will create one via this link and email us the username and the permit you need linked to your account.
2. Select "Registered Wells"
3. On the right side, select the blue "Meter Readings" button
4. In the light blue section, fill out "Submitted By" and "Phone" with your information
5. Scroll down until you see the section for "Production for Well #_____"
6. Enter your end of month reading in the corresponding month
7. Once entered, press the green "SAVE" button
    a. If you are entering readings for the first time on a new permit, there will be additional fields required before it will let you save. Please see the next section for further information.

**If you have multiple wells, you will need to select the next well from the "Well Number" drop down list (below the permit number towards the top of the page). Please ensure you save before switching to the next well as it will not auto save.*

ADDITIONAL REQUIRED FIELDS: *(Only applicable to new permits)*

- "Num Single-Family DU" = Number of single-family home connections
- "Num Multi-Family DU" = number of multifamily dwelling connections *(ex: duplexes, apartments, etc.)*
- "Non-Residential Conn" = number of nonresidential connections *(ex: commercial, irrigation, etc.)*
- "Sys Water Loss (%)" = system water loss percentage *(i.e., water loss from leaks, flushing water lines, rehab, etc.)*
    - *This is typically only applicable for PWS systems*

Lone Star Groundwater Conservation District
655 Conroe Park North Drive ▪ Conroe, Texas 77303
936-494-3436 ▪ fax 936-494-3438
info@lonestargcd.org

MONITORING YOUR PUMPAGE VS. APPROVED ALLOCATION:

- This is something everyone should be doing every month when entering readings.
- Below your meter readings, but above the green "SAVE" button, there are fields that reflect your annual allocation, how much you have produced so far, and how much allocation you have left. There is further a "View Usage Graph" button if you would like a visual break down of every month. This is helpful when viewing your high production months, identifying a potential error, etc.
- The District has set warnings for when you hit 50%, 70%, 80%, 90%, and 100% of your allocation to assist with monitoring if you're getting close to or are forecasted to overproduce your permitted allocation. See examples below:
    - If you get a 50% warning before July, this could be a red flag as the hottest months of the year have not hit yet, and you're already halfway through your allocation
        - VS. If you get a 50% warning in October, you are likely okay for the remainder of the year unless you plan to pump more than usual in the last few months of the year.

WHAT IF I HAVE A LEAK?

- If you have a leak, the District needs to be made aware, and repairs need to commence immediately. Ensure you keep all documentation regarding the leak and repairs, including but not limited to,
    - dates the leak began, was detected, and was fixed
    - Personally log more frequent meter readings (*daily, if possible, especially if you are still operating the well while waiting for repairs*) during and after the leak if repaired
    - receipts from the repairs
- If an overproduction is caused by a leak, you are not eligible to apply for an allocation increase to mediate the overproduction as the District is a demand-based District that cannot approve allocation that is not truly needed for day-to-day operations. Instead, the District will require the documentation above to investigate and determine the next steps. Failure to promptly repair a leak, provide the District with immediate notice, and provide the District the documentation above, may result in District rule violations.

WHAT DO I DO IF I ANTICIPATE OVERPRODUCING MY ALLOCATION?

- If you anticipate overproducing due to a true production increase, not a temporary leak, you will need to submit an Amendment to Operating Permit form to request an allocation increase as soon as possible (at least 60-90 days before you anticipate overproducing.
- This application will require demand calculations to explain the need for the allocation requested. Example calculations and further information is included in the amendment form.
    - Link to forms: https://lonestargcd.org/forms-documents/
- It's imperative that you watch and anticipate your usage. If the permit is overproduced before an allocation increase is requested, processed, and approved (60-90 days), you will be in violation of District rules.