

# TOWN OF NORTH WILKESBORO

## WATER SHORTAGE RESPONSE PLAN ORDINANCE

### Section 1. Authority to Implement

When conditions dictate, the Town of North Wilkesboro Manager or Public Utilities Director will implement a Water Shortage Response Plan (WSRP). Conditions, which may require the WSRP to be enacted, are outlined in Section 2.

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### Notification

The following notification methods will be used to inform water system employees and customers of a water shortage declaration: employee e-mail announcements, notices at municipal buildings, notices included with water bills and on the Town of North Wilkesboro website. Required water shortage response measures will be communicated through Public Service Announcements on local radio and cable stations, and on the Town of North Wilkesboro website. Declaration of emergency water restrictions or water rationing will be communicated to all customers by telephone through use of reverse 911.

### Section 2. Factors Requiring Implementation of the Water Shortage Response Plan

Several parameters or conditions will require the Town of North Wilkesboro to begin the WSRP. These include but may not be limited to significant reductions in raw water levels, a significant increase in pump run times for the predetermined total flow at the water plant, contaminants in the water system, act of terrorism, vandalism, main breaks and natural disasters.

If the factors listed above reduce water levels or pump run times or by any event or combination of events prevent the water system from delivering water, WSRP phases will be enacted in the following order:

Phase I will be enacted if a 30 cubic ft. per second raw water flow is noted for 7 consecutive days, or if pump run times increase 30% in order to maintain previous rates, or any other event which causes a 30% reduction in the water system's capacity.

Phase II will be enacted if a 19 cubic ft. per second raw water flow is noted for 3 consecutive days, or if pump run times increase 50% in order to maintain previous rates, or any other event which causes a 50% reduction in the system's capacity.

Phase III will be enacted if a 9 cubic ft. per second raw waters flow is noted for 24 hour period, or if pump run times increase 70% in order to maintain previous rates, or any other event which causes a 70% reduction in the system's capacity.

### Section 3. Water Use Classification

In order to facilitate a fair and equitable WSRP, every water use will be grouped into one of three classifications.

#### Class I – Essential Water Uses

These uses include but may not be limited to water use required to/for:

- Sustain human life and the lives of domestic pets
- Maintain minimum standards of hygiene and sanitation
- Health care uses necessary for patient care and rehabilitation
- Firefighting, including training and drills as approved by the town's Utilities Director.

#### Class II – Socially or Economically Important Water Uses

These include but may not be limited to water use required to/for:

- Preserve commercial vegetable gardens, fruit orchards, nursery stock and livestock maintenance
- Outdoor commercial watering, public or private
- Establishing vegetation, after construction/earth moving activities
- Filling and operation of municipal or private swimming pools provided that these swimming pools serve 25 or more residents.
- Operation of commercial car washes, restaurants, laundromats, clubs, schools, churches and other similar establishments.

#### Class III – Non-Essential Water Uses

These uses include but may not be limited to:

- Operation of water fountains, ornamental pools and recreational swimming pools that serve fewer than 25 persons
- Non-commercial washing of motor vehicles, sidewalks, houses, etc
- Non-commercial watering of gardens, lawns, parks, playing fields and other recreational areas.

### Section 4. Phased WSRP and Water Use Reduction Goals

When the WSRP is implemented, the below phased approach will be followed:

### Phase I – Voluntary Conservation

This phase will be enacted when it is determined that one or more of the parameters outlined in Section 2 is met. If this occurs, the consumers will be notified promptly by any or all of the following: town's website (north-wilkesboro.com), mailers, door hangers, public postings at the Town Hall, Post Offices, etc. The public will be asked to begin voluntary conservation measures, and limit Class III – Non-Essential Water Uses.

If the determining parameter{s} returns to seasonal norms, the measures will be lifted. However, failure of the determining parameter{s} to return to a state of seasonal normalcy may require the initiation of Phase II.

A surcharge of 5 % may be added to the monthly bill during voluntary water restrictions to help promote water conservation and help offset operating expenses.

### Phase II – Mandatory

This phase will begin when the Town Manager issues a water shortage advisory. The consumers will be notified by one or more of the methods noted in Phase I. All users will be required to adhere to the voluntary conservation measures as noted in Attachment I. Class III uses will be banned. Class II uses will be allowed although outdoor vegetative watering will be limited according to the resident's street address. Even numbered addresses will be allowed to water on even days of the month. Odd numbered addresses will be allowed to water on odd days of the month. Outdoor vegetative water will be limited to between hours of 12:00 am and 6:00 am.

During Phase II, industrial facilities and bulk purchasers will be required to develop and demonstrate to the Public Utilities Director a water shortage response program. This program should show, at least, a 25 % reduction in water usage.

Failure to adhere to the Phase II (Mandatory) required conditions will result in a written notice of violation for the first offense. Thereafter, each violation will require the offending party to pay \$150.00 fine for the first offense, \$250.00 fine for the second offense and disruption of service for the third offense.

A surcharge of 15% may be added to the monthly bill during mandatory water restrictions to help promote water conservation and help offset operating expenses.

### Phase III – Emergency

This phase will commence with the issuance of a water shortage emergency declaration from the town manager. Users will be notified by any or all of the methods noted in Phase I. All users will be required to use voluntary conservation measures outlined in "Attachment I". Class III

uses will be banned and Class II uses will be allowed with the exception of vegetative watering. Industrial users will be required to implement their water reduction program, immediately.

Failure to comply with the mandates during Phase III will require the offending party to pay \$300.00 fine for the first offense, \$600.00 fine for the second offense and disruption of service for the third offense.

A surcharge of 30% may be added to the monthly bill during emergency water restrictions to help promote water conservation and help offset operating expenses.

### Section 5. Enforcement

Enforcement of mandatory conservation and associated fines will be the responsibility of the Local Law Enforcement, under the direction of the Town Manager and Public Utilities Director.

<b>Water Shortage Level</b>	<b>First Violation</b>	<b>Second Violation</b>	<b>Third Violation</b>
Voluntary Reductions	Warning	\$25	\$100
Mandatory Reductions	Warning	\$150	\$250
Emergency Reductions	\$300	\$600	Discontinuation of Service

### Section 6. Water Shortage Response Plan Cancellation

As the determining parameter(s) decrease in severity and return to acceptable levels for a period of 7 days, the Town will lift the WSRP. The cancellation process will be in the reverse order of the WSRP implementation.

### PUBLIC COMMENT

Customers will have multiple opportunities to comment on the provisions of the water shortage response plan. First, a draft plan will be available at the North Wilkesboro Town Hall and on the Town of North Wilkesboro website. A public hearing will be scheduled with notice printed in all customer water bills to collect comments on the draft. All subsequent revisions to the draft plan will be published at least 30 days prior to an adoption vote by North Wilkesboro's Town Board.

## VARIANCE PROTOCOLS

Applications for water use variance requests are available from the Town Utility Office. All applications must be submitted to the Utility Office for review by the Town Manager or his or her designee. A decision to approve or deny individual variance requests will be determined within two weeks of submittal after careful consideration of the following criteria: impact on water demand, expected duration, alternative source options, social and economic importance, purpose (i.e. necessary use of drinking water) and the prevention of structural damage.

## EFFECTIVENESS

The effectiveness of the North Wilkesboro water shortage response plan will be determined by comparing the stated water conservation goals with observed water use reduction data. Other factors to be considered include frequency of plan activation, any problem periods without activation, total number of violation citations, desired reductions attained and evaluation of demand reductions compared to the previous year's seasonal data.

## REVISION

The water shortage response plan will be reviewed and revised as needed to adapt to new circumstances affecting water supply and demand, following implementation of emergency restrictions, and at a minimum of every five years, as required by the provisions of G.S. 143-355 (1). Further, a water shortage response planning work group will review procedures following each emergency or rationing stage to recommend any necessary improvements to the plan to North Wilkesboro's Town Board. The Town of North Wilkesboro Utility Director is responsible for initiating all subsequent revisions.

Adopted by the Board of Commissioners of the Town of North Wilkesboro, this the \_\_\_\_\_ day of \_\_\_\_\_, 2009.

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George Church, MAYOR

ATTEST:

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Kay F. Minton, Town Clerk