

# 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, under the Direction of the Town's Mayor, may implement a Water Shortage Response Plan (WSRP). Conditions, which may require the WSRP to be enacted, are outlined in Section 2.

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

Several parameters or conditions may 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 20 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 10 cubic ft. per second raw waters flow is noted, 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.

#### 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 10:00 pm 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 and/or a \$50.00 fine. Thereafter, each violation increases by a factor of \$50.00. Any violation past a fourth offense shall result in a disruption of water service to the offending party until Phase II has been rescinded.

### 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 \$100.00 fine for the first offense, \$350.00 fine for the second offense and disruption of service for the third offense.

In addition, residential users will be allotted 1000 gallons per month per person per connection. If the user uses 1001 – 1250 gallons per month per person per connection, a surcharge of 25% will be added to the monthly bill. If the user uses 1251 – 1500 gallons per month per person per connection, a surcharge of 75% will be added to the monthly water bill. If the user uses 1501 or more gallons per month per person per connection, a surcharge of 150% will be added to the monthly bill.

Commercial, industrial, institutional facilities and bulk water purchasers will be required to reduce their monthly water consumption by 25% of the previous 12-month water consumption average to maintain the current water rate for that month. The average water use can be evaluated on an individual basis for facilities with seasonal demand fluctuations. A 10 – 24% water use reduction from the previous 12-month water use average will require the Town to impose a 25% surcharge on the monthly water bill. A 0 – 9% water use reduction from the previous 12-month water use

average will require the Town to impose a 50% surcharge on the monthly water bill. An increase of 1 – 25% above the previous 12-month water use average will result in surcharge of 100% added to the next monthly bill. Any amount used above 25% of the previous 12-month average water use will require the Town to add a surcharge of 150% to the monthly bill.

Section 5. Enforcement

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

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.

Adopted by the Board of Commissioners of the Town of North Wilkesboro, this the \_\_\_\_\_ day of \_\_\_\_\_, 2008.

\_\_\_\_\_  
George Church, MAYOR

ATTEST:

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Kay F. Minton, Town Clerk