

02010-3

**AN ORDINANCE TO AMEND
THE ZONING ORDINANCE FOR
THE TOWN OF PILOT MOUNTAIN**

Water Shortage Procedures

Preamble

Pursuant to the authority conferred by G.S. 160A-381, as amended and for the purpose of promoting the health, safety, morals, or general welfare of the inhabitants of the town by lessening congestion in and around the streets; securing safety; preventing the overcrowding of land; avoiding undue congestion; and facilitating the adequate provision of transportation; NOTE: This Ordinance replaces Ordinance 02010-2 in its entirety.

BE IT ORDAINED BY THE BOARD OF COMMISSIONERS OF THE TOWN OF PILOT MOUNTAIN THAT THE ZONING ORDINANCE BE AMENDED AS FOLLOWS:

Text Amendment

STRIKE:

Water Shortages

52.25 Declaration of shortage

52.26 Stage I conditions

52.27 Stage II conditions

52.28 Stage III conditions

52.29 Lifting of restrictions

52.30 Discontinuance of service

WATER SHORTAGES

§ 52.25 DECLARATION OF SHORTAGE.

(A) In the event it appears that water demand on the Pilot Mountain water system may exceed supply and transmission capabilities, the Water Plant Superintendent may recommend to the town manager that voluntary water conservation measures be implemented. The Town Manager, following consultation with the Board of Commissioners, may declare a Stage I water shortage condition advisory requesting voluntary water conservation by consumers.

(B) In the event that voluntary conservation measures fail to relieve the demand on the system, the town may advance to a Stage II or Stage III water shortage condition. The Town Manager, following consultation with the Board of Commissioners, may, with or without the recommendation of the Water Plant Superintendent, declare that a Stage II or Stage III water shortage condition exists.

(Ord. 5 2018) (Ore. 13, passed 7 28 86)

§ 52.1e STAGE I CONDITIONS.

(A) In the event a Stage I water shortage condition is declared, the following guidelines shall apply:

- (1) All effective publicity campaign will be initiated using public media and specialized methods to inform the public of an impending or existing water shortage.
- (2) Conservation measures will be encouraged and recommended.

(B) In the event a Stage I water shortage condition is declared, the following guidelines shall apply and the public shall be encouraged to adhere to the following.

- (1) Limit car washing to the minimum.
- (2) Limit lawn and garden watering to that which is necessary for plants to survive.
- (3) Do not wash down outside areas such as sidewalks, patios, parking lots, service bays or aprons and the like.
- (4) Do not leave faucets running while shaving or rinsing dishes.
- (5) Water shrubbery to the minimum required, reusing household water when possible.
- (6) Limit use of clothes washers and dishwashers, and when used, operate fully loaded.
- (7) Use showers for bathing, rather than sit-down baths, and limit showers to no more than four minutes.
- (8) Limit flushing of toilets by multiple usage.
- (9) Use disposable and biodegradable dishes.
- (10) Use flow restrictive and water saving devices.
- (11) Limit hours of operation of water cooling air conditioning.
- (12) Temporarily delay new landscape work until the water shortage has ended.
(‘77 Code, § 5 2G19) (Ord. 138, passed 7 28 86)

§ 52.27 STAGE II CONDITIONS.

(A) In the event the Town Manager issues a declaration of a Stage II water shortage condition, then it shall be unlawful for any person, firm or corporation to use or permit the use of water from the Pilot Mountain water system for other purpose hereinafter set forth until the time as the declaration of water shortage has been rescinded. In exercising the authority for declaring a water shortage condition, consideration shall be given to water storage levels and available sources of supply, available usable storage on hand, drawdown rates, the projected supply capability, outlook for precipitation, daily water use patterns and availability of water from other sources.

(B) In the event a Stage I water shortage condition is in effect and water is no longer flowing over the Tom's Creek Dam, then a Stage II water shortage may be proclaimed. In addition to the voluntary guidelines already in effect, it shall be unlawful to use water supplied by the Pilot Mountain water system in the following manner:

- (1) To water lawns, grass, shrubbery, trees, flowers and vegetable gardens;
- (2) To fill newly constructed swimming and/or wading pools or refill swimming and/or wading pools which have been drained;
- (3) To wash automobiles, trucks, trailers, boats, airplanes or any other type of mobile equipment (this includes commercial washing);
- (4) To wash down outside areas such as streets, driveways, service station aprons,

- office buildings, etc. to use water for other than fire
 parking lots, driveways or patios, or grants for any purpose
 apartments, single-family or private fire hydrant and other structure
) To suppress and direct water into any ornamental establishments, except
 (6) To operate any use of water for other than fire
 (7) To use water for any purpose other than fire
 (8) To use water for any purpose other than fire
 (9) To use water for any purpose other than fire
 (10) To operate any use of water for other than fire
 supply (Ord. 130, passed 7/28/86)

§ 52.28 STAGE III CONDITIONS.

(A) In the event the Town Manager issues declaration of Stage III water shortage conditions then it shall be unlawful for any person, firm or corporation to use or permit the use of water from the Pilot Mountain water system for any purpose hereinafter set forth until the time as the declaration of water shortage has been rescinded. In exercising the authority for declaring a water shortage condition, consideration shall be given to the following factors: (1) available sources of supply available usable storage on hand, drawdown rates, the projected precipitation, daily water use patterns and availability of water from other Stage II water shortage may be declared. The following restrictions shall also apply:

- (1) Prohibited... to be maintained by drainage and recommended at all
 (2) Fire protection is encouraged and...
 (3) The... of the town's ability to...
 (4) The... of the town's ability to...
 (5) Operating industrial... at a rate or per... (th and safe) is...
 (6) Operating industrial... at a rate or per... (th and safe) is...
 supply water... (Ord. 130, passed 7/28/86)

§ 52.29 LIFTING OF RESTRICTIONS

When the Town Manager determines that the condition of a water shortage has been lifted, the Board of Commissioners shall promptly...
 when caused by or cancellation of a...
 Code 5
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§ 52.30 DISCONTINUANCE OF SERVICE.

Pursuant to the provisions of the town water ordinance, service may be temporarily discontinued for willful disregard of this subchapter and a reconnection fee may be imposed before restoration of service. In the event of continued gross noncompliance of this subchapter the removal of meter will be deemed proper, and service will be discontinued and all tap fees and deposits forfeited. Reconnection will only be made by payment of current due amounts, and new tap fees and deposits shall be paid.

(177 Code, § 5 2023) (Ord. 138, passed 7 28 86)

ADD:

Water Shortages

- §52.25 Authorization
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**Water Shortage Response Plan
Town of Pilot Mountain, North Carolina**

The procedures herein are written to reduce potable water demand and supplement existing drinking water supplies whenever existing water supply sources are inadequate to meet current demands for potable water.

§52.25

I. Authorization

The Town Manager shall enact the following water shortage response provisions whenever the trigger conditions outlined in Section IV are met. In his or her absence, the Public Works Director will assume this role.

Town of Pilot Mountain, NC

Town Manager

Phone: (336) 368-2248

E-mail: manager@townofpilotmountain.com

Public Works Director

Phone: (336)368-2248

E-mail: publicworks@townofpilotmountain.com

§52.26

11. 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 in water bills and on the Town of Pilot Mountain's website homepage. Required water shortage response measures will be communicated through the Mount Airy News, PSA announcements on local radio and cable stations, and on the Town of Pilot Mountain's website. Declaration of emergency water restrictions or water rationing will be communicated to all customers by telephone through use of reverse 911.

§52.27

III. Levels of Response

Five levels of water shortage response are outlined in the table below. The five levels of water shortage response are: voluntary reductions, mandatory reductions I and II, emergency reductions and water rationing. A detailed description of each response level and corresponding water reduction measures follow below.

Stage	Response	Description
1	Voluntary Reductions	Water users are encouraged to reduce their water use and improve water use efficiency; however, no penalties apply for noncompliance. Water supply conditions indicate a potential for shortage.
2	Mandatory Reductions I	Water users must abide required water use reduction and efficiency measures; penalties apply for noncompliance. Water supply conditions are

		significantly lower than the seasonal norm and water shortage conditions are expected to persist.
3	Mandatory Reductions II	Same as in Stage 2
4	Emergency Reductions	Water supply conditions are substantially diminished and pose an imminent threat to human health or environmental integrity.
5	Water Rationing	Water supply conditions are substantially diminished and remaining supplies must be allocated to preserve human health and environmental integrity.

In Stage 1, Voluntary Reductions, all water users will be asked to reduce their normal water use by 5%. Customer education and outreach programs will encourage water conservation and efficiency measures including: irrigating landscapes a maximum of one inch per week; preventing water waste, runoff and watering impervious surfaces; watering plants deeply to encourage root growth; washing only full loads in clothes and dishwashers; using spring-loaded nozzles on garden hoses; and identifying and repairing all water leaks.

In Stage 2, Mandatory Reductions I, all customers are expected to reduce their water use by 10% in comparison to their previous month's water bill. In addition to continuing to encourage all voluntary reduction actions, the following restrictions apply: irrigation is limited to a half inch per week between 8PM and 8AM; outdoor use of drinking water for washing impervious surfaces is prohibited; and all testing and training purposes requiring drinking water (e.g. fire protection) will be limited.

In Stage 3, Mandatory Reductions II, customers must continue actions from all previous stages and further reduce water use by 20% compared to their previous month's water bill. All non-essential uses of drinking water are banned and garden and landscape irrigation must be reduced to the minimum amount necessary for survival. Additionally, in Stage 3, a drought surcharge of 1.5 times the normal water rate applies.

In Stage 4, Emergency Reductions, customers must continue all actions from previous stages and further reduce their water use by 25% compared to their previous month's water bill. A ban on all use of drinking water except to protect public health and safety is implemented and drought surcharges increase to 2 times the normal water rate.

The goal of Stage 5, Water Rationing, is to provide drinking water to protect public health (e.g. residences, residential health care facilities and correctional facilities). In Stage 5, all customers are only permitted to use water at the minimum required for public health protection. Firefighting is the only allowable outdoor water use and pickup locations for distributing potable water will be

announced according to the Town of Pilot Mountain's Emergency Response Plan. Drought surcharges increase to 5 times the normal water rate.

§52.28

IV. Triggers

Example triggers for the Town of Pilot Mountain are provided below in relationship to three different types of water sources. The examples provided outline appropriate triggers for the Town of Pilot Mountain as a reservoir system, run-of-river system, and groundwater system respectively. Other possible types of systems are purchase or combination systems.

A. Town of Pilot Mountain as a Reservoir System

If the Town of Pilot Mountain's water source is a reservoir, the following measurements of usable storage and intake levels trigger entry into corresponding water restriction stages.

Stage	Usable Storage	Water Level
1	<80%	4ft below full
2	<60%	8ft below full
3	<40%	12ft below full
4	<20%	16ft below full
5	<10%	18 ft below full

§52.29

V. Enforcement

The provisions of the water shortage response plan will be enforced by Town of Pilot Mountain's utility department and police personnel. Violators may be reported to the Town's dedicated water conservation hotline or the e-mail contact listed on the Town's website (publicworks@townofpilotmountain.com). Citations are assessed according to the following schedule depending on the number of prior violations and current level of water shortage.

Water Shortage Level	First Violation	Second Violation	Third Violation
Voluntary Reductions	N/A	N/A	N/A
Mandatory Reductions (Stages 2 and 3)	Warning	\$250	Discontinuation of Service
Emergency Reductions	\$250	Discontinuation of Service	Discontinuation of Service

Water Rationing	\$500	Discontinuation of Service	Discontinuation of Service
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Drought surcharge rates are effective in Stages 3, 4 and 5.

§52.30

VI. Public Comment

Customers will have multiple opportunities to comment on the provisions of the water shortage response plan. 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 the Town of Pilot Mountain's Board of Commissioners.

§52.31

VII. Variance Protocols

Applications for water use variance requests are available from the Town of Pilot Mountain's website and Town Hall. All applications must be submitted to the Manager for review by the Public Works Director 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.

§52.32

VIII. Effectiveness

The effectiveness of the Mayberry 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.

§52.33

IX. 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

in conjunction with the updating of our Local Water Supply Plan. 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 the Town of Pilot Mountain's Board of Commissioners. The Town of Pilot Mountain's Manager is responsible for initiating all subsequent revisions.

This ordinance shall become effective on the date of its adoption.

Adopted this 9, day of December, 2010.



Dr. Earl Sheppard, Mayor

Attest:



Holly Utt, Town Clerk