

# Water Shortage Response Plan

---

## Jonesville, North Carolina

2018

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.

### I. Authorization

The Town of Jonesville's Town Manager shall enact the following water shortage response provisions whenever the trigger conditions outlined in Section IV are met. In his absence, the Utilities Director will assume this role.

Mr. Michael Pardue  
Jonesville Town Manager  
Phone: (336) 835-3426  
Email: [townmanager@jonesvillenc.gov](mailto:townmanager@jonesvillenc.gov)

Mr. Tim Collins  
Town of Jonesville Utilities Director  
Phone: (336) 835-4068  
Email: [tcollins@jonesvillenc.gov](mailto:tcollins@jonesvillenc.gov)

### II. Notification

The following notification methods will be used to inform water system employees and customers of a water shortage declaration: Telephone notifications and email announcements will be sent to all employees, notices to all customers will be posted at municipal buildings, notices on water bills. Required water shortage response measures will be communicated through the Town's website <http://www.jonesvillenc.gov>

### III. Levels of Response

Five levels of water shortage response are outlined in the table 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 by 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.
6	Extreme Rationing	<i>YadkiD River</i> level insufficient to pump to Reservoir. Reservoir has maxium 30 day supply, therefore remaining supplies must be allocated to preserve human health and environmental integrity.

Stage 6 Level Response for Industrial and Commercial Use

Steps	Response	Descripton
1	80 % Capacity	20 % Reduction in Industries and Commercial Business
2	60 % Capacity	40 % Reduction in Industries and Commercial Business
3	50 % Capacity	50 % Reduction in Industries and Commercial Business
4	40 % Capacity	No Industries or Commercial Bussiness. (Residential and Emergnecy use only)

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 Yadkinville's Emergency Response Plan. Drought surcharges increase to 5 times the normal water rate.

The goal of Stage 6, Extreme Water Rationing, is to provide drinking water to protect public health (e.g. residences, residential health care facilities and correctional facilities). Firefighting is the only allowable outdoor water use and pickup locations for distributing potable water will be announced according to Jonesville Emergency Response Plan. Drought surcharges increase to 10 times the normal water rate.

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 Yadkinville's Emergency Response Plan. Drought surcharges increase to 5 times the normal water rate.

The goal of Stage 6, Extreme Water Rationing, is to provide drinking water to protect public health (e.g. residences, residential health care facilities and correctional facilities). Firefighting is the only allowable outdoor water use and pickup locations for distributing potable water will be announced according to Emergency Response Plan. Drought surcharges increase to 10 times the normal water rate.

Also a Water Shortage may be called by the Public Works Director when he feels unforeseen circumstances dictate it.

#### Return to Normal

When water shortage conditions have abated and the situation is returning to normal, water conservation measures employed during each phase should be decreased in reverse order of implementation. Permanent measures directed toward long-term monitoring and conservation should be implemented or continued so that the community will be in a better position to prevent shortages and respond to recurring water shortage conditions.

#### V. Enforcement

The provisions of the water shortage response plan will be enforced by Town of *Jonesville* Public Works department and police personnel. Violators may be reported to the Town's dedicated water conservation hotline. Citations are assessed according to the following schedule depending on the number of prior violations and current level of water shortage.

<b>Water Shortage Level</b>	<b>First Violation</b>	<b>Second Violation</b>	<b>Third Violation</b>
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
Extreme water Rationing	\$1000 & Discontinuation of Service	Discontinuation of Service	Discontinuation of Service

Drought surcharge rates are effective in Stages 3, 4 and 5.