

**Town of Kill Devil Hills  
North Carolina**

**WATER SHORTAGE RESPONSE PLAN  
September 11, 2018**

**CONSERVATION**

Kill Devil Hills is provided water solely by wholesale purchase from Dare County. The Dare County Utilities Department and the Kill Devil Hills Public Services Department maintain close communications. The Town of Kill Devil Hills is developing this water shortage response plan in coordination with the Dare County Regional Water Shortage Response Ordinance, and follow the established Dare County triggers, should water conservation measures be deemed necessary by the Town and/or Dare County or made mandatory by the State of North Carolina. The Dare County Regional Water Shortage Response Plan 2018 is hereby attached to and made a part of the Town of Kill Devil Hills Water Shortage Response Plan as Appendix A.

**Section 1. – Declaration.**

In the event of an imminent or declared state of emergency endangering the safety, health or welfare of the people of the Town, or threatened danger or destruction of property arising from the shortage or imminent shortage of water, the Mayor is hereby authorized and empowered to issue a public proclamation declaring the existence of a state of emergency and to define and impose appropriate prohibitions and restrictions resulting from the water shortage applicable to all persons within the jurisdiction of the Town in order to meet the exigencies of the imminent or declared state of emergency.

**Section 2. – When Declared.**

A state of emergency shall be deemed to exist whenever, in the opinion of the Mayor, the availability and supply of water is critical such that a mechanical malfunction or breakdown of the Town's pumps, a rapid drawdown of the water supply (aquifer may occur), or salt water intrusion would so deplete the water supply and availability of water as to threaten the availability of water for human consumption, firefighting purposes and other protection of lives and property, and the conservation of water is necessary in order to provide safety and protect lives, safety and property within the Town. A state of emergency shall also be decreed to exist at any time the County of Dare declares a water shortage.

**Section 3. – Notice to general public of water shortage.**

In the event Dare County declares a water shortage of any of the five degrees of severity hereinafter set forth, the Mayor is authorized and empowered to give notice to the general public of the existence of such state and the severity thereof. In order to protect the health and safety of the citizens of the Town supplied water by the Dare County regional public water system, the Mayor may place in effect restrictive provisions hereinafter authorized. Notice shall be given by public press announcements and by signing an executive order. The order shall become effective 24 hours following the issuance of the order.

The following notification methods will be used to inform Town officers, employees, and customers of a water shortage:

- (A) The Town Manager will notify the Kill Devil Hills Board of Commissioners;
- (B) Notices will be posted that provides the effective date of the declaration, the current water use reduction state and its requirements, on all Town bulletin boards; updated notices will be posted as information is updated or conditions change;
- (C) All departmental public contact areas will post, and have available for pick-up current notices and information, including the water use reduction state and its requirements;
- (D) All Town employees will be notified by broadcast e-mail and personal communications by their respective department heads, or designees; employees will be provided general information which can be used to help provide accurate information to the public, or direct public inquiry to the appropriate office or Staff;
- (E) Notices will also be posted and be available for pick-up at the Kill Devil Hills Branch of the Dare County Library, 400 Mustian Street;
- (F) Through electronic e-mail distribution, including property rentals and management agencies; the Town's website, [www.kdhnc.com](http://www.kdhnc.com); social media sites, including the Town of Kill Devil Hills Facebook page, Police Department Facebook page, the Fire Department Facebook page, and the Ocean Rescue Division Facebook page;
- (G) Using the capabilities of Dare County and the Town, the Emergency Alerts and Mass Notifications Systems will be employed to contact water customers and users;
- (H) Through the use of reverse 911, all public notifications, including emergency water restrictions or water rationing, will be communicated to Kill Devil Hills water customers and users;
- (I) All media, including television, print, Internet news organizations, and radio will be contacted and provided a contact source for additional information;
- (J) Current TV, the Government Channel, will be utilized.

**Section 4. – Compliance required in the event of a water shortage.**

- (A) In the event the Mayor issues the notice described in Section 3, then and in that event it shall be unlawful for any person, firm, or corporation to use or permit the use of water from the water system of the Town for any purposes hereinafter set forth until such time as this subchapter be amended or repealed, or until the Mayor has declared such provisions no longer in effect.
- (B) In exercising this authority, considerations shall be given as to the following criteria:

- (1) Water levels in the wells, capabilities of the water production and distribution systems, drawdown rates, outlook for precipitation, daily water use patterns, seasonal and long term weather patterns, and the availability of water from other sources.
- (2) Hospitals, nursing homes, and healthcare facilities shall comply with all restrictions imposed on residential and non-residential water customers as may be applicable to each individual institution to the extent compliance will not endanger the health of the patients or residents of the institution.
- (3) Each hospital, nursing home, or healthcare facility shall survey its water usage patterns and requirements and implement such additional conservation measures as may be possible, without endangering the health of its patients or residents, to achieve a further reduction in the institution's water usage.

#### **Section 4. – Restrictions.**

The severity of the water shortage shall be determined primarily by the well static levels in light of levels expected at given times of the year and expected demands and potential rainfall. The restrictive measures in effect at each stage are as follows:

##### **(A) Stage I Water Conservation Alert.**

- (1) In the event the well water static levels do not conform to seasonal expectations as determined by the Dare County Water Director and advised to the Town Public Services Director, or daily water demand is approaching 95% of system capacity as determined by the Dare County Water Director and advised to the Town Public Services Director, a Stage I Water Conservation Alert may be declared in effect.
- (2) Voluntary commercial, manufacturing, institutional and residential conservation measures will be strongly encouraged and recommended including the following:
  - (a) Inspect and repair all faulty and defective parts of faucets and toilet;
  - (b) Use shower for bathing rather than bathtub and limit shower to no more than five minutes;
  - (c) Do not leave faucets running while shaving, rinsing dishes, or brushing teeth;
  - (d) Limit use of clothes washers and dishwashers and when used, operate fully loaded;
  - (e) Limit lawn watering to that necessary for plant survival;
  - (f) Water shrubbery the minimum required;
  - (g) Limit vehicle washing;
  - (h) Do not wash down outside areas such as sidewalks, patios, driveways, and the like;
  - (i) Install water flow restrictions in showerheads and other water saving devices;
  - (j) Use disposable and biodegradable dishes where possible;
  - (k) Install water saving devices in toilets, such as early closing flapper valves;
  - (l) Limit hours of water-cooled air conditioners;
  - (m) Do not fill swimming or wading pools;
  - (n) Do not serve drinking water in restaurants, cafeterias, or other food establishments, except as requested.

- (3) An extensive publicity campaign will be initiated using public media and specialized methods to inform the public of an impending water shortage. As a wholesale customer of the Dare County regional public water system, the Town hereby states its intention and willingness to cooperate.
- (4) Water supply line pressure should be reduced where feasible to reduce water consumption if it will not affect operations of fixtures, equipment, or public safety devices.
- (5) Conservation in public buildings, institutions, dormitories, and similar facilities is encouraged by restricting pressure at plumbing fixtures, and by installation of restricting devices.
- (6) All residences, businesses, and institutions are requested to delay new landscape work until the water shortage has ended.
- (7) Water conservation should be followed during all phases of construction related activities. Where appropriate, water should be obtained from supplemental sources and construction related activities that require water should be delayed until such time as the water emergency has ended.
- (8) New service connections to the system may be halted as per discretion of the Mayor.

(B) Stage II Water Shortage Warning.

- (1) In the event well water static levels continue to drop below seasonal expected levels as determined by the Dare County Water Director and advised to the Town Public Services Director or daily water production approaches 100% of daily capacity of the water production and distribution systems, a Stage II Water Shortage Warning may be declared in effect and the following mandatory water restrictions shall be imposed. It shall be unlawful to use water from the Dare County regional public water system for the following purposes:
  - (a) To water lawns, grass, shrubbery, trees, flower and vegetable gardens, except by hand-held hose, container, or drip irrigation system. Provided, however, that a person regularly engaged in the sale of plants shall be permitted to use water for irrigation of their commercial stock in trade;
  - (b) To fill newly constructed swimming pools and/or wading pools or refill or top off, swimming and/or wading pools;
  - (c) To operate water-cooled air conditioners or other equipment that does not recycle cooling water, except when health and safety are adversely affected;
  - (d) To wash automobiles, trucks, trailers, boats, airplanes, or any other type of mobile equipment. Provided, however, that any person regularly engaged in the business of washing motor vehicles and commercial car wash facilities shall be permitted to use water for such purposes;
  - (e) To wash down outside areas such as streets, driveways, parking lots, office buildings, exteriors of existing or newly constructed homes or apartments, sidewalks, or patios, or to use water for similar purposes. Provided, however, that hand washing of exterior surfaces of a building for the purpose of preparing them for painting shall be permitted;

- (f) To operate or introduce water into any ornamental fountain, pool, or pond or other structure making similar use of water;
  - (g) To use water for dust control or compaction;
  - (h) To use water for any unnecessary purpose or to intentionally waste water.
- (2) The owner or occupant of any land or building that receives water from the Town and also uses water from a private well shall post a sign giving notice of the use of the private well or other source of supply.
- (3) All industrial, manufacturing, and commercial enterprises shall reduce consumption to any degree feasible with a goal of a reduction of at least 25%.

(C) Stage III Water Shortage Danger.

- (1) In the event well water static levels continue to decrease in spite of restrictions as imposed above, a Stage III Water Shortage Danger may be declared to exist as determined by the Dare County Water Director and advised to the Town Public Services Director, and in addition to the restrictions heretofore imposed under Stage II, the following mandatory water restrictions shall be imposed. It shall be unlawful to:
- (a) Water or sprinkle any lawn, grass, shrubbery, trees, or flowers except from a watering can or other container not exceeding three gallons in capacity. Provided, however, that a person regularly engaged in the sale of plants shall be permitted to use water for irrigation of their commercial stock in trade. State, county, and Town licensed landscape contractors may continue to water plantings, which are under written warranty, by hand held hose, container or drip irrigation;
  - (b) Water any vegetable garden except by hand held hose, container, or drip irrigation system;
  - (c) Make any nonessential use of water for commercial or public use.
- (2) All industrial, manufacturing, and commercial enterprises shall reduce consumption to any degree feasible with a goal of a reduction of at least 50%, and customers regularly engaged in the business of washing motor vehicles and commercial car washes shall reduce consumption to any degree feasible with a goal of at least 30%, as compared with their usage during the corresponding billing period for the most recent 12-month period in which no stage of this subchapter was in effect. Provided, however, this goal shall not apply to those customers who wash parts of vehicles where federal, state, or local laws require such washing.

(D) Stage IV Water Shortage Emergency.

- (1) In the event previous restrictions are not sufficient to eliminate reductions in water supply reserves and the Town Manager is advised that water reserves and production capabilities are critically low, he shall notify the Mayor in writing. Upon such notification, the Board of Commissioners shall declare a Stage IV Water Shortage Emergency to exist. Upon such declaration, the Town shall be deemed in a state of emergency with respect to its water supply and residential customers shall reduce their consumption to any degree possible with a goal of a reduction of at least 25% of their average usage. In addition to the restrictions

heretofore imposed in Stages II and III, the following mandatory water restrictions shall be imposed. It shall be unlawful to:

- (a) Use water outside a structure for any other than emergency use involving fire or as needed by the Town Public Services Department to maintain the system, except that flowers, plants, and shrubs may be watered from a watering can or other container not exceeding three gallons in capacity.
  - (b) Wash any vehicle for any purpose.
  - (c) Exceed the following water usage mandate: All customers shall reduce their water usage by 25% as compared with their usage during the corresponding billing period for the most recent 12-month period in which no stage of this subchapter was in effect.
- (2) It is the primary responsibility of each non-residential customer to meet its mandated water use reduction in whatever manner possible, including limitation of operating hours, or days, if necessary.
  - (3) If the mandated reduction in water usage cannot be obtained without threatening health or safety, or if there has been a significant change in the customer's circumstances, the customer may apply to the Town Manager, or designee, for a variance to the mandate.
  - (4) Any customer who exceeds the allotments established to this mandate shall be subject to termination of their water service.

(E) Stage V. Water Rationing

- (1) If water supply conditions continue to substantially diminish in spite of emergency restrictions and pose an imminent threat to human health, Stage V. Water Rationing restrictions shall be implemented in coordination with Dare County. During Stage V, all customers are only permitted to use water at the minimum required to maintain human health. Firefighting is the only permitted outdoor use.

**Section 5. – Compliance.**

Personnel of the Town's Public Services Department, the Town's Police, and other such personnel as designated by the Town Manager, shall enforce compliance with the provisions of this plan.

Any person who violates the provisions of this subchapter, who fails to carry out the duties and responsibilities imposed by this subchapter, or who impedes or interferes with any action undertaken or ordered pursuant to this subchapter shall be subject to the following penalties:

- (A) Upon discovery of a violation of any water use restriction imposed pursuant to this subchapter, a written notice of the violation shall be affixed to the property where the violation occurred and mailed to the customer at the address listed by the customer for billing and to any other person known to the Town's Public Services Department who is responsible for the violation or its correction. Said notice shall describe the violation and order that it be corrected, cured, or abated immediately or within such specified time as the Town determines is reasonable under the

circumstances. If the order is not complied with, the Town may terminate water service to the customer subject to the following procedures:

- (1) The Town shall give the customer notice by first class mail that, due to the violation, water services will be discontinued within a specified time not less than five days from the date mailed and that the customer will have the opportunity to appeal the termination by requesting within five days of the date mailed a hearing scheduled before the Town Manager or such person as he or she may designate;
  - (2) If such a hearing is requested by the customer charged with the violation, the hearing shall be scheduled and heard within five days of the request and customer shall be given an opportunity to be heard before termination is ordered; and
  - (3) The Town Manager or designee shall make findings of fact and order whether service should continue or be terminated.
- (B) A fee of \$50 shall be paid for the reconnection of any water service terminated pursuant to division (A) of this section. In the event of subsequent violations during the same state of emergency, the reconnection fee shall be \$200 for the second violation and \$300 for each additional violation.
- (C) Any person may also be charged with a violation of this subchapter and prosecuted in District Court. Any person so charged and found guilty of violating the provisions of this subchapter shall be guilty of a misdemeanor. Each day's violation shall constitute a separate offense. The penalty for violation shall be a maximum fine of \$500 or imprisonment for not more than 30 days.
- (D) Civil penalties. In addition to or in lieu of criminal prosecution, violation of this subchapter may subject the offender to civil penalties in the amount of \$100 per day, for each day's violation collectable in a civil action in the nature of debt.
- (E) The Town shall have all other remedies available to it by law, including injunctive relief, to enforce this subchapter.

#### **Section 6. – Variance Protocols.**

Applications for water use variance requests are available from the Town of Kill Devil Hills Public Services Department located at 107 Town Hall Drive. All applications must be submitted to the Public Services Director for review by the Town Manager or his/her designee. A decision to approve or deny individual variance requests will be determined within five business days 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.

**Section 7. – 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.

**Section 8. – Exceptions.**

The use of private wells located outside the Fresh Pond Area of Environmental Concern by residences, businesses, and institutions for non-potable uses shall be exempt from the provisions of this division.

**Section 9. – Authorization information.**

The Kill Devil Hills Mayor is authorized to enact the water shortage response provision whenever the trigger conditions outlined in the plan are met. In his or her absence, the Town Manager will assume this role.

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Debora P. Diaz  
Town Manager  
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E-Mail: [debbie@kdhnc.com](mailto:debbie@kdhnc.com)

**Section 10. – Public comment.**

Notice that the draft Water Shortage Response Plan has been submitted to the Board of Commissioners will be:

- (A) Posted on all Town bulletin boards that provides the date the plan was given to the Board, and the date the plan will return to the Board for adoption;
- (B) Given to all departmental public contact areas, together with copies of the plan, for public availability;
- (C) Placed at the Kill Devil Hills Branch of the Dare County Library, 400 Mustian Street, together with copies of the plan for public availability;
- (D) Distributed, with copies of the plan, through electronic e-mail distribution, including property rentals and management agencies; the Town’s website, [www.kdhnc.com](http://www.kdhnc.com); social media sites, including the Town of Kill Devil Hills Facebook page, Police Department Facebook page, the Fire Department Facebook page, and the Ocean Rescue Division Facebook page;
- (E) Provided to all local media, including television, print, Internet news organizations; radio stations will be contacted and provided the notice with a request to air as a public service;

(F) Current TV, the Government Channel, will be utilized.

The Water Shortage Response Plan will be scheduled on a regular meeting agenda for adoption by the Board of Commissioners, at least 30 days from the date the plan was first given to the Board. The proposed plan will be publicized as part of the meeting agenda(s).

**Section 11. – Effectiveness.**

The effectiveness of the Town’s Water Shortage Response Plan will be determined by comparing the stated water conservation goals with the 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 achieved and evaluation of demand reductions compared to previous seasonal data.

**Section 12. – Plan revision.**

The Kill Devil Hills Public Services Director will review the water shortage response plan on an as needed basis and propose revisions to the plan as needed to adapt to new circumstances affecting water supply and demand, and every five years at a minimum. At the conclusion of review, recommended revisions shall be submitted to the Town Manager for updating the plan as required by the provisions of NCGS 143-355(l), and when the Town’s Local Water Supply Plan is updated.

A work group will review procedures after each emergency reduction stage to recommend necessary improvements to the Town Manager.

# APPENDIX A.

## DARE COUNTY WATER SHORTAGE RESPONSE PLAN – 3.5.2018

## **Water Shortage Response Plan**

### **Dare County, North Carolina**

**March 5, 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 Dare County 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 Utility Director will assume this role.

Robert L. Outten  
Dare County Manager  
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Kenneth C Flatt  
Dare County Utilities Director  
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#### **II. 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. Required water shortage response measures will be communicated through Municipal & County Government Information, PSA announcements and the Dare County website <http://www.darenc.com>, on local radio and cable stations. Declaration of emergency water restrictions or water rationing will be communicated on the Municipal & County Government Information, local radio station PSA's, and the Dare County Website.

#### **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 Dare County's Emergency Response Plan. Drought surcharges increase to 5 times the normal water rate.

#### IV. Triggers

Dare County's water source is groundwater. The following measurements of well pumping times and well levels in relationship to pump intake levels trigger entry into corresponding water restriction stages.

Stage	Well Operating Conditions
1	Pumping Time >10 hrs. 20% reduction in seasonal normal distance from static water level and pump intake 20% increase pumping time for same output
2	Pumping Time >12 hrs. 40% reduction in distance from static water level and pump intake 40% increase pumping time for same output
3	Pumping Time >14 hrs. 60% reduction in distance from static water level and pump intake 60% increase pumping time for same output
4	Pumping Time >20 hrs. 80% reduction in distance from static water level and pump intake
5	Water level at pump intake elevation

#### 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 the Dare County Water Department and police personnel. Violators may be reported to the 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.

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

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

## VI. 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 Dare County Water Department Office, 600 Mustian St, Kill Devil Hills, NC for customers to view. A notice will be included in customer water bill notifying them of such. Also a draft plan will be published on the Dare County Website <http://darenc.com> and all subsequent revisions to the draft plan will be published at least 30 days prior to an adoption vote by Dare County's Board of Commissioners.

## VII. Variance Protocols

Applications for water use variance requests are available from the Dare County Water Department Office, 600 Mustian St., Kill Devil Hills, NC, 27948. All applications must be submitted to the Dare County Water Department for review by the Utilities Director or his 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.

## VIII. Effectiveness

The effectiveness of the Dare County 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.

## 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 Dare County's Board of Commissioners. The Dare County Water Department is responsible for initiating all subsequent revisions.