

TOWN OF FOUR OAKS WATER SHORTAGE RESPONSE PLAN

Developed in Accordance with
15A NCAC 02E .0607

***FOUR OAKS WATER SYSTEM
OWNED & OPERATED BY TOWN OF FOUR OAKS
304 North Main Street / PO Box 610
Four Oaks, NC 27524***

NC PWS ID # 03-51-035

Prepared For Town of Four Oaks By:



BRL ENGINEERING

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Adopted by Town: _____

CONTENTS

BACKGROUND & GENERAL INFORMATION.....	1
SECTION 1.....AUTHORITY	1
SECTION 2.....NOTIFICATION	2
SECTION 3.....LEVELS OF RESPONSE.....	3
SECTION 4.....TRIGGERS	4
SECTION 5.....ENFORCEMENT	5
SECTION 6.....PUBLIC COMMENT FOR THIS PLAN.....	6
SECTION 7.....VARIANCE PROCEDURES.....	7
SECTION 8.....PLAN EFFECTIVENESS	8
SECTION 9.....PLAN REVIEW & REVISIONS.....	9
APPENDIX A (Johnston County Water Conservation Ordinance)	
APPENDIX B (Water Restriction Variance Application)	
APPENDIX C (Monthly Water Usage Calculation During Water Shortage)	

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APPENDIX A

(Johnston County Water Conservation Ordinance)

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APPENDIX B

(Water Restriction Variance Application)

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APPENDIX C

(Monthly Water Usage Calculation During Water Shortage)

TOWN OF FOUR OAKS - WATER SHORTAGE RESPONSE PLAN

BACKGROUND & GENERAL INFORMATION

The Town of Four Oaks (hereinafter referred to as “Town”) is located in central Johnston County and operates its own municipal “Community Water System”. It is currently a distribution system only and is supplied drinking water solely by purchase from Johnston County’s water system. The Town has operational and financial capability to manage its water system as documented in its Water System Management Plan (in accordance with 15A NCAC 18C .0307(c)) and on file with NC Division of Environmental Health, Public Water Supply Section. The Town regularly reports current and future needs of its water system as documented in its Local Water Supply Plan (in accordance with NCGS 143-355(l)) and on file with the NC Division of Water Resources. This Water Shortage Response Plan is required as part of the Local Water Supply Plan (in accordance with 15A NCAC 02E .0607) and is now updated to meet the current requirements.

It is also important to state that because the Town operates as a distribution system receiving water supply solely by purchase from Johnston County, then the Town is bound by purchase contract to enact water conservation, levels of response, and triggers which are consistent with the County’s conservation measures, and that are at least as stringent as the County’s plans, policies, or ordinances. This document for the Town is written to reflect the equal or similar conservation measures as stated in the County’s current Conservation Ordinance (note that the County’s current ordinance also serves as their Water Shortage Response Plan). Any change in the County’s conservation requirements may require appropriate changes in Town procedures, or the procedures in this document. The Town is representative of several other towns within Johnston County that purchase water from the County and mimic the County’s conservation measures. *(See Appendix A for a copy of the County’s current conservation ordinance).*

The procedures of this Water Shortage Response Plan are written to reduce potable water demand and supplement existing drinking water supplies whenever they are in danger of being inadequate to meet customer needs.

SECTION 1 – AUTHORITY

As stated throughout this document, because the Town is provided water supply solely by purchase from the County, then the Town is bound by contract to adhere to the conservation measures currently in effect with the County, at a minimum. County officials have authority over the entire County Water System, and to a certain degree have authority to declare shortages and impose minimum restrictions on separate purchase systems, such as the Town. Therefore, authority to declare shortages and impose minimum restrictions is often initiated by the County according to their water shortage policies. However, authority for notification, requirements for water restriction, and enforcement of policies for Town customers rests with the Town itself. Additionally, the Town also has the authority to declare its own distribution system shortage, separate from the County *(as described more fully in Section 3.C. below).*

The Town Public Works Director, in coordination (whenever possible) with the Town Water Commissioner and Town Mayor, is authorized to enact water shortage response provisions in

TOWN OF FOUR OAKS - WATER SHORTAGE RESPONSE PLAN

Town whenever the trigger conditions outlined in Section 4 are met. In the absence of the Public Works Director, the Town Mayor will assume this role.

Town Public Works Director
PO Box 610 / 304 N. Main Street
Four Oaks, NC 27524
Phone: 919 963-3112
Currently: Mr. Roy Adams

Town Mayor
PO Box 610 / 304 N. Main Street
Four Oaks, NC 27524
Phone: 919 963-3112
Currently: Mr. Linwood Parker

SECTION 2 – NOTIFICATION

As stated previously, the Town is bound by purchase contract with the County to adhere to the conservation measures currently in effect with the County, at a minimum. Consequently, Water Shortage Declarations are initiated by the County. Typically, managerial staff at the County Public Utilities Department notifies the Town Public Works Department, either by email or phone call. From this point, the Town notifies its employees and customers as follows:

A. Notification of Enactment/Declaration of Water Shortage

The following notification methods will be used to inform the Town's customers and employees of a Water Shortage Declaration:

- Declaration Notice will be posted on Town Bulletin Board at Town Hall
- Declaration Label/Notice will be included on customer water bills
- All Town managerial staff will be notified by email or staff meeting; to be passed down to employees
- Declaration Notice will be posted on the Town website (currently, this website is under construction and will be incorporated as the website develops)

B. Notification of Specific Response Measures for Water Shortage

Actual response measures vary depending on the severity of water shortage (see next section); however, the stage of shortage and specific response measures shall be communicated as follows:

- Response measures will be included with Declaration Notice posted on Town Bulletin Board at Town Hall
- Short instructions with Declaration Notice/Label on customer water bills which informs customer where to look for additional information regarding response measures
- Response measures will be conveyed to Town managerial staff; to be passed down to employees
- Response measures will be included with Declaration Notice posted on the Town website (currently, this website is under construction and will be incorporated as the website develops)

TOWN OF FOUR OAKS - WATER SHORTAGE RESPONSE PLAN

- IF a stage of water shortage requires any restrictions other than voluntary conservation measures for any user or user class, then a notice will be posted in the local newspaper

SECTION 3 – LEVELS OF RESPONSE

As stated previously, the Town is bound by purchase contract with the County to adhere to the conservation measures currently in effect with the County, at a minimum. Therefore, the County will declare a specific Stage of Water Shortage and the Town will implement the same response measures as the County, and as summarized below (see Appendix A for a copy of the County’s current conservation ordinance).

A. Response Levels for Shortage in County Supply Source or Treatment Limitations

For water shortages due to reduction in the County’s supply sources or treatment limitations, the County Public Utilities Director is empowered to declare a specific Stage of Water Shortage; and the County Manager will publish public statements and is empowered to impose/enforce water restrictions. The County-required Level of Response for such shortages is currently based on a hierarchal matrix of User Classes (made up of 3 classes of Essential, Important, and Non-Essential users) and Severity Stages (made up of 3 stages of Advisory, Alert, and Emergency stages). The response matrix below illustrates the levels of response required for certain users if the County Public Utilities Director declares a specific stage of water shortage:

LEVEL OF RESPONSE MATRIX – Johnston County & Town For County Supply Source Shortage or Treatment Limitations			
	<i>Essential Users (Class 1)</i>	<i>Socially or Economically Important Users (Class 2)</i>	<i>Non-Essential Users (Class 3)</i>
<i>Water Shortage Advisory (Stage 1)</i>	Voluntary Conservation	Voluntary Conservation	Voluntary Conservation (strongly encouraged)
<i>Water Shortage Alert (Stage 2)</i>	Voluntary Conservation (strongly encouraged)	Voluntary Conservation (strongly encouraged)	Banned
<i>Water Shortage Emergency (Stage 3)</i>	Targeted for Voluntary Conservation	Banned	Banned

Stages declared by County Public Utilities Director. Town will implement response level, same as County.

See Appendix A for copy of County’s current Conservation Ordinance with detailed descriptions and definitions of User Classes.

TOWN OF FOUR OAKS - WATER SHORTAGE RESPONSE PLAN

B. Response Levels for Shortage in County Distribution System

For water shortages due to problems or limitations in the County Distribution System (as determined by the County Public Utilities Director), the County Manager is empowered to declare a “Water Distribution Crisis”, publish public statements, and impose/enforce water restrictions. The County-required Level of Response for this shortage gives authority to require Mandatory Restrictions and even ban/ prohibit specific uses. These restricted uses are not categorized within a specific User Class, but are typically considered as non-essential. The table below describes the specific uses that may be restricted if the County Manager declares a Water Distribution Crisis:

LEVEL OF RESPONSE – Johnston County & Town For Water Distribution System Crisis			
<i>The following uses may be BANNED/PROHIBITED during a Water Distribution Crisis</i>			
Watering: grass, lawn, shrubbery, flowers or other vegetation (unless granted permission for plants grown for sale)	Swimming Pool: filling, refilling, or otherwise adding water	Washing, rinsing or cleaning of exterior walls, floor, or paved areas	Washing, rinsing or cleaning of vehicles; including automobile, truck, van, motor-cycle, or other motor vehicle or trailer (unless granted permission for being in business of washing vehicles)

Declared by County Manager. Town will implement response level, same as County.

See Appendix A for copy of County’s current Conservation Ordinance with more detailed descriptions of these specific user restrictions.

C. Response Levels for Shortage in Town Distribution System

The Town also reserves the right to declare its own Water Distribution Crisis for its own distribution system (separate from and independent from the County). For water shortages due to problems or limitations in the Town Distribution System, the Town Public Works Director, in coordination with the Town Water Commissioner and Town Mayor, is empowered to declare a “Water Distribution Crisis”, as well as terminate said crisis. The County’s response measures as described in the table in the preceding section shall also be utilized, solely for the Town’s water system.

SECTION 4 – TRIGGERS

As stated previously, the Town is bound by purchase contract with the County to adhere to the conservation measures currently in effect with the County, at a minimum. Most of the Triggers for a specific stage of water shortage are set by the County. Once a trigger criteria is met, the County will notify the Town of any Declaration or Stage of Water Shortage, and the Town will respond as described in the previous sections. For reference, the County’s current Trigger criteria is summarized below (see Appendix A for a copy of the County’s current conservation

TOWN OF FOUR OAKS - WATER SHORTAGE RESPONSE PLAN

ordinance and specific Triggers). The Town may also be triggered into its own distribution system shortage, separate from the County, as described by the last bullet below:

- County Water Shortage Advisory (Stage 1): Triggered when Johnston County Public Utilities Director determines a potential shortage of water supply is indicated, such that adequate potable water supplies cannot be maintained, whether the shortage is caused by drought, mechanical failure, or limitations of the water treatment facilities.
- County Water Shortage Alert (Stage 2): Triggered when Johnston County Public Utilities Director determines the raw water supply is below the level necessary to meet normal demands and if the supply continues to decline such that there may not be sufficient water supply to meet normal demands and/or there are treatment facility limitations which cannot provide adequate supplies of potable water.
- County Water Shortage Emergency (Stage 3): Triggered when Johnston County Public Utilities Director determines the raw water supply is below the level necessary to meet normal demands and serious shortages exist and/or there are treatment facility limitations which cannot provide adequate supplies of potable water.
- County Water Distribution System Crisis: Triggered when Johnston County Public Utilities Director, in conjunction with the County Manager, determine that there is a shortage of water supply due directly to problems with the County Distribution System. Such problems include consideration of the following factors: Water pressure within the County System at specific monitoring locations; ability to fill elevated tanks within the County System; ability to maintain ground storage levels for water treatment purposes; ability to maintain water pressure standards within the entire County system.
- Town Water Distribution Crisis: Triggered when Town Public Works Director, in coordination with the Town Water Commissioner and Town Mayor, determine that there is a shortage of water supply due directly to problems with the Town Distribution System. Such problems include consideration of the following factors: Water pressure within the Town System at specific monitoring locations; ability to fill elevated tanks within the Town System; ability to maintain water pressure standards within the entire Town system.

SECTION 5 – ENFORCEMENT

The direct or indirect use of water from the Town distribution system in violation of this plan is prohibited. The Town shall enforce the provisions of this Water Shortage Response Plan, separate from the County, for all customers on the Town's water system. In order to be consistent with other County policies as described in previous sections, the following actions and penalties are modeled after Johnston County, but tailored for the Town.

A. Methods of Enforcement

Violations may be reported directly to the Town Public Works Department. The typical progression of a reported violation, along with specific penalties is described below:

TOWN OF FOUR OAKS - WATER SHORTAGE RESPONSE PLAN

- After a violation is discovered or reported, the Public Works Department will endeavor to contact the customer directly by phone or in person to notify them of the reported violation. If this direct contact cannot be made, then a notice of reported violation will hand-delivered to the customer's address.
- If, after the initial contact with a customer, the customer is determined to be in violation by the Public Works Department; or if a customer is non-responsive; or if, at any time, the Public Works Department determines a customer is in violation of this plan, then a Warning Notice will be hand-delivered to the customer. The Warning Notice shall state a specific Correction Period that the customer has to be in compliance with the plan. This Correction Period shall be determined by the Public Works Department based on the severity or stage of water restriction; but shall in no case be greater than 48 hours.
- If, after the initial Warning Notice and allowable Correction Period, the customer is still in violation, then a daily penalty shall be added to the customer's water bill for each day that the customer remains in violation. The penalty schedule shall be as follows, depending on the size of the water service connection for the customer:

Size of Service	Penalty
¾ inch	\$30.00
1 inch	\$40.00
1 ½ inch	\$50.00
2 inch	\$60.00
4 inch	\$80.00
6 inch	\$100.00
8 inch	\$120.00

- If Warning Notices or Penalties are not complied with, or ignored, the Town Public Works Director may restrict or terminate water service without notice.

B. Authority for Enforcement

The provisions in the preceding section shall be enforced by the Town Public Works Department and Police Department as deemed necessary.

SECTION 6 – PUBLIC COMMENT FOR THIS PLAN

Prior to adoption of this Water Shortage Response Plan, Town customers will have multiple opportunities to comment on the provisions herein. First a draft plan will be published and posted on the Town bulletin board for a period of not less than 30 days. This draft plan will simultaneously be sent to NC Division of Water Resources for review and comment by state authorities. A public hearing will be scheduled with a notice printed in all customer water bills to collect comments on the draft. All subsequent revisions to the draft plan will be posted on the

TOWN OF FOUR OAKS - WATER SHORTAGE RESPONSE PLAN

Town bulletin board for a period of not less than 30 days prior to an adoption vote by the Town Council.

SECTION 7 – VARIANCE PROCEDURES

A. Methods of Applying For Variance Request

Applications for Water Restriction Variance Requests are available at Town Hall. (See *Appendix B for a copy of the Water Restriction Variance Application as developed for the Town*). All applications must be submitted for review to the Town Public Works Director, or his/her designee. In the sole opinion of the Town Public Works Director, Water Restriction Variance Requests may also be forwarded to the Town Mayor for consultation and input. A decision to approve or deny individual variance requests will be rendered by the Town Public Works Director or designee within 2 weeks and in consideration of the factors given in the following section.

B. Factors for Approval or Denial of Variance Request

Prior to rendering a decision for a Water Restriction Variance Request, the Town Public Works Director or designee shall carefully consider the following factors:

- What is the purpose of the requested water usage?
- Is the requested water usage a necessary use for drinking water?
- What is the impact on water demand due to the requested water usage?
- What is the expected duration of requested water usage?
- Are there alternative sources for the requested water usage?
- Is the requested water usage socially or economically important?
- Will the requested water usage prevent fire or structural damage?
- Are there other relevant factors that the requested water usage may have on water demand or supply?

The weight of each factor in rendering a decision shall be determined by the Town Public Works Director. The final decision for a variance must also take into account how all the factors above relate to the effectiveness of the overall water shortage response effort (as described in the section on Plan Effectiveness below). If the overall effectiveness of the water shortage response effort would be compromised by granting a variance request, then the request should not be approved.

C. Further Variance Procedures

Upon denial of a Water Restriction Variance Request as described above, an applicant may pursue a Town Variance of the above procedures by requesting a quasi-judicial hearing through the Town Board of Adjustment. This process will be in accordance with all requirements of the Town and the Board of Adjustment.

TOWN OF FOUR OAKS - WATER SHORTAGE RESPONSE PLAN

SECTION 8 – PLAN EFFECTIVENESS

A. Calculation To Measure Monthly Conservation Results During A Shortage

During a declared water shortage, the effectiveness of water conservation efforts or imposed restrictions shall be measured by comparing the current month's water usage PER metered connection against the same month's water usage in the previous year PER metered connection (or against the closest comparable year that was NOT in a stage of water shortage). In other words, during a water shortage, the Town's monthly meter readings (noting that meter-reading-periods do not match exactly with calendar month) shall be calculated on a PER METER basis by dividing the total recorded water usage for the meter-reading-period by the number of active meters. This monthly water usage PER METER calculated during the water shortage shall be compared with the same calculated value for the same usage period in the closest prior year in which there was NOT a water shortage. FURTHERMORE, in order to break down usages, this calculated evaluation will be broken down for each of the following user types:

- Irrigation or Outdoor Use Meters
- Residential Meters
- Commercial Meters
- Industrial Meters
- Institutional Meters

This monthly usage PER METER within each use type (as compared between the current water shortage period and a prior year without a shortage) should yield comparable values for assessing the extent to which water usage has been reduced due to conservation; and in assessing which usage types the conservation measures are most effective. *(See Appendix C for a copy of the Calculation Form as developed for the Town).*

B. Other Measures of Effectiveness

During a declared water shortage, other factors may also be used in assessing the overall effectiveness of water conservation measures. This includes, but is not limited to, the following data:

- In recent months, how frequently have water shortage stages and responses been triggered or activated?
- Have there been recent or historic water shortages or problem periods worth mentioning that didn't quite trigger responses?
- How many Warnings and Violations have been assessed in the current water shortage period?

TOWN OF FOUR OAKS - WATER SHORTAGE RESPONSE PLAN

SECTION 9 – PLAN REVIEW & REVISIONS

The Water Shortage Response Plan will be reviewed and revised as needed to adapt to new circumstances affecting water supply and demand; and as relevant changes in the County's system or response plans are made aware to the Town; and at a minimum of every five years according to the provisions of G.S. 143-355 (l). The Town Public Works Director is responsible for initiating all subsequent revisions.

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Johnston County Water Conservation Ordinance
Adopted: August 4, 1997

SECTION I. Purpose

The purpose of this ordinance is to declare the official phase of a water supply shortage and to provide for the implementation of voluntary and mandatory water conservation measures throughout the service area of Johnston County Department of Public Utilities in the event a shortage is declared. The service area includes:

All areas in Johnston County and outside which are served or supplied by the Johnston County Water Treatment Facilities.

SECTION II. Definitions

1. **“Water Shortage Advisory”**, shall mean the conditions exist which indicate the potential for water supply shortages.
2. **“Alert”**, shall mean:
 - (a) the raw water supply (streamflow) is consistently below seasonal averages. If the raw water supply continues to decline, the supply may not be adequate to meet normal needs; or
 - (b) due to mechanical failure or limitations of the water treatment facilities (capacities), adequate water supplies cannot be maintained and the conditions may be sufficient to cause a water shortage.
3. **“Crisis”**, shall mean:
 - (a) the raw water level is below the level necessary to meet normal needs; or
 - (b) due to mechanical failure or limitation of the water treatment facilities (capacities), a water shortage is subject to occur.
4. **“Customer”**, shall mean any person or entity using water for any purpose from the Johnston County Department of Public Utilities, Water Treatment and Transmission Facilities, and for which a regular charge is made.
5. **“Emergency”**, shall mean:
 - (a) the raw water supply is below the level necessary to meet normal needs and serious water shortages exist; or
 - (b) due to mechanical failure or limitation of water treatment facilities (capacities), a prolong water shortage is subject to occur.
6. **“JCDPU”**, is the Johnston County Department of Public Utilities acting through the Utility Director of the County Manager.

7. **“Waster of Water”**, shall mean but not limited to the failure to repair a controllable leak of water due to defective plumbing.

8. **“Water”**, shall mean water available to JCDPU for the treatment or any water introduced by JCDPU into its transmission facilities.

9. **“Water Use Class”**, shall mean and be established as follows:

Class 1: Essential Water Uses

Domestic Use: Water necessary to sustain human life and the lives of domestic pets, and to maintain minimum standards of hygiene and sanitation.

Health Care Facilities: Patient care and rehabilitation.

Public Use: Fire Fighting, Health and public protection purposes, if specifically approved by health officials and/or the governing bodies of the health officials.

Class 2: Socially or Economically Important Uses of Water

Domestic Use: All other uses other than those included in Class 1 and 3. Home water use including kitchen, bathroom and laundry use.

Outdoor Non-Commercial Watering (public or private):

Agricultural irrigation for the production of food and fiber or maintenance of livestock.

Watering by commercial nurseries at a minimum level necessary to maintain stock, to the extent that sources other than JCDPU are not available or feasible to use.

Watering of golf course greens.

Uses of water at a minimum rate necessary to implement revegetation following earthmoving, where such vegetation is required by an erosion and sedimentation control plan adopted pursuant to law or regulation to the extent water sources other than JCDPU are not available or feasible to use.

Water use by public gardens of national, state, or regional significance where necessary to preserve specimens, to the extent water sources other than JCDPU are not available or feasible to use.

Operation and filling Swimming Pools:

Municipal pools,

Health care facility pools used for patient care and rehabilitation.

Washing of Motor Vehicles:

Commercial car and truck washes, unrestricted hours of operation.

Commercial Laundromats:

Unrestricted hours of operation.

Restaurants, Clubs, and Eating Establishments:

Unrestricted hours of operation.

Class 3: Non-Essential Uses of Water

Ornamental Purposes: Fountains, reflecting pools, and artificial waterfalls.

Outdoor Non-commercial Watering (public or private): Gardens, lawns, golf courses, park playing fields, and other recreational areas.

EXCEPTIONS:

Agricultural irrigation for the production of food and fiber or maintenance of livestock.

Water used by commercial nurseries at a minimum level necessary to maintain stock, to the extent that sources other than JCDPU are not available or feasible to use.

Use of water at a minimum rate necessary to implement revegetation following earthmoving, where such vegetation is required pursuant to an erosion and sedimentation control plan adopted pursuant to law or regulation (to the extent that sources of water other than JCDPU are not available or feasible to use).

Water use by public gardens of national, state, or regional significance where necessary to preserve specimens, to the extent water sources other than JCDPU are not available or feasible to use.

Operation and filling Swimming Pools:

EXCEPTIONS:

Health care facility pools used for patient care and rehabilitation.
Municipal pools.

Washing of Motor Vehicles: Automobiles, trucks, boats and trailers.

EXCEPTIONS:

Commercial car and truck washes.

Serving water in Restaurants, Clubs, and Eating Establishments:

EXCEPTIONS: Specific request by customer.

Fire Hydrants: Any purpose including the use of sprinkler caps, testing of equipment, and fire department drills.

EXCEPTIONS: Fire-fighting.

Health protection purposes if specifically approved by the health officials of Johnston County.

Testing and drills by fire departments, if in the interest of public safety and JCDPU.

Hydrant and Sanitary Sewer Flushing:

EXCEPTIONS: As needed to ensure public safety with the approval of health officials and approved by JCDPU.

SECTION III. DECLARATION OF A WATER SHORTAGE ADVISORY

In the event JCDPU determines a potential shortage of water supply is indicated, such that adequate potable water supplies cannot be maintained, whether the shortage is caused by drought, mechanical failure, and limitations of the water treatment facilities, JCDPU shall be empowered to declare a "WATER SHORTAGE ADVISORY". The Director of JCDPU shall monitor the supply and demands on the system on a daily basis. The County Manager shall call upon all water customers of JCDPU to employ voluntary water conservation measures to limit water use (especially Class 3 users) and to eliminate waste of water. The "Declaration of a Water Shortage Advisory and Statement" by the County Manager shall be published in newspaper of general circulation in Johnston County, or may be publicized by any other appropriate method.

SECTION IV. DECLARATION OF A WATER SHORTAGE ALERT

In the event JCDPU determines the raw water supply is below the level necessary to meet normal demands and if the supply continues to decline such that there may not be sufficient water supply to meet normal demands and/or there are water treatment facility limitations which cannot provide adequate supplies of potable water, JCDPU shall be empowered to declare a "Water Shortage Alert".

JCDPU shall continue to encourage voluntary water conservation measures as defined in the "Advisory" declaration.

The County Manager shall impose a ban on all Class 3 water uses for the duration of the shortage until the water shortage has ended as advised by the Director.

SECTION V. DECLARATION OF A WATER SHORTAGE EMERGENCY

In the event JCDPU determines the raw water supply is below the level necessary to meet normal demands and serious shortages exist and/or there are water treatment facilities limitations which cannot provide adequate supplies of potable water, the County Manager shall be empowered to declare a "Water Shortage Emergency". "CLASS 1" Essential uses shall be targeted for voluntary conservation initiatives. "CLASS 2" Socially or Economically Important uses shall be banned in addition to "CLASS 3" Non-essential uses. These restrictions shall be enforced until the emergency is declared ended by the Director.

SECTION VI. MANDATORY WATER CONSERVATION

1. The County Manager is hereby authorized to impose mandatory water restrictions, as described below, on the usage of water obtained directly or indirectly from the water distribution system of the JCDPU by declaring a "Water Distribution Crisis". This declaration shall be based on written recommendations from the Director of JCDPU that conditions exist such that a water shortage is imminent. These restrictions may be imposed by the County Manager after consideration of all the following factors:
 - A. Water pressure at monitoring locations of the JCDPU water distribution system.
 - B. Ability to fill elevated water tanks of the JCDPU water distribution system and/or bulk user tanks.
 - C. Ability to maintain an amount of water in the ground level storage tanks located at the water treatment plant which is adequate for more protection purposes and to maintain potable water treatment standards.
 - D. Ability to maintain minimum water pressure standards in the entire JCDPU water distribution system.
2. A "Water Distribution Crisis" may be implemented by the County Manager by signing a "Notice of Declared Water Distribution Crisis". The notice shall be in

effect beginning with the date and time specified in the notice and the restrictions imposed shall apply during the times specified in the notice.

3. During a “Declared Water Distribution Crisis”, each of the following uses of water, obtained directly or indirectly from the JCDPU water distribution system, are prohibited during the time specified in the “Notice of a Declared Water Distribution Crisis”:
 - A. Watering of any grass, lawn, shrubbery, flowers or other vegetation; provided, however, any person or entity regularly engaged in the business of the sale of plants will be permitted, with approval from JCDPU, to water plants grown for sale.
 - B. Filling, refilling, or otherwise adding water to any swimming pool.
 - C. Washing, rinsing, or cleaning an exterior wall, floor or paved areas.
 - D. Washing, rinsing, or cleaning any automobile, truck, van, motorcycle, or other motor vehicles or trailer; provided, however, that any person or entity engaged in business of washing vehicles will be permitted, with approval from JCDPU, to continue this activity.
4.
 - A. The County Manager may impose the restrictions in Paragraph 3 above at all times during such limited times as the County Manager and the Director of JCDPU determine to be appropriate. The restricted hours will be set forth in the “Notice of Water Distribution Crisis”.
 - B. The County Manager may modify the times of restricted water use by signing an “Amended Notice of a Declaration of Water Distribution Crisis”.
 - C. Restrictions on water use will be terminated by the County Manager signing a “Notice of Termination of Declared Water Distribution Crisis”.
 - D. All restrictions and/or terminated restrictions shall be posted in the County Office Building and/or other designated places required by law or by the Johnston County Board of Commissioners. All notices cannot be enforced or terminated for a period of twelve (12) hours after posting.
 - E. All notices shall state the time and date of the posting.
 - F. The terms “County Manager” and “Director of JCDPU” are to be constructed to include the designee of the County Manager or the Directory of JCDPU.

SECTION VII. SHORTAGE WATER RATES

Upon the declaration of a water supply shortage as provided in Sections 3, 4, 5, & 6, the JCDPU shall have the authority to adopt shortage water rates designed to conserve water supplies. Such rates may provide for:

1. Increasing block rates – higher charges per unit for increasing usage.
2. Uniform Unit Rates – uniform charges for water usage per unit of use.

3. Excess Demand Surcharge – charges for use in excess of a specific level.
4. Good Citizen Rate – discounts for conserving water beyond specified levels.

SECTION VIII. ENFORCEMENT

1. The direct or indirect use of water from the JCDPU distribution system in violation of this ordinance is prohibited. Any water customer of the JCDPU distribution system, direct or indirect, that violates or permits the violation of these Rules and Regulations shall be subject to the following penalties:

Size of Service Connection	Penalty
¾ inch	\$30.00
1 inch	\$40.00
1-1/2 inch	\$50.00
2 inch	\$60.0
4 inch	\$80.00
6 inch	\$100.00

2. Each violation shall be added to the customer’s water bill and paid in the same manner as current payments to the JCDPU.
3. Each day a violation occurs shall be considered a separate violation.
4. The Director of JCDPU shall be responsible for enforcing any restrictions imposed by this ordinance. If a violation is known to have occurred pursuant to this ordinance, a written violation shall be affixed to the property where the violation occurred and mailed to the customer of record and any other person known to JCDPU who is responsible for the violation and its correction. The written notice shall describe the violation and order an immediate compliance with the restrictions within a specified time as determined reasonable by JCDPU under the circumstances.
5. If a violation notice is not complied with, or if violation fees for previous violations are not paid, the JCDPU may restrict or terminate water service subject to the following procedures:
 - A. The JCDPU shall give the customer notice by mail or by a law enforcement officer that due to reoccurring violations or failure to pay for previous violations, the water service will be restricted or terminated within a specific time. The customer will have an opportunity to appeal restriction or termination by requesting a hearing before an official designated as a hearing officer by the County Manager. The request for the hearing shall be made before the cut-off date. A prompt conference with the hearing officer will be held.

- B. If a hearing is requested by the customer charged with the violation, they will be given the opportunity to be heard before service is restricted or terminated.
 - C. The hearing officer, after hearing evidence presented, shall order the water service continued, restricted, or terminated. The customer may appeal the hearing officer's decision to the County Manager. The County Manager shall make findings of fact and overrule or sustain the hearing officer's ruling.
 - D. Any customer charged with the violation of this ordinance may appeal the finding of the county hearing officer or the County Manager to the North Carolina Court System.
6. A fee of \$50.00 shall be paid for the reconnection of any water service restricted or terminated pursuant to Subsection 5 of Section VIII. In the event of multiple violations, the reconnection fee shall be \$100.00 for the second violation and \$150.00 for each additional violation.

**WATER RESTRICTION VARIANCE APPLICATION
TOWN OF FOUR OAKS**

APPLICANT: _____

DATE: _____

Please answer all of the following questions completely and truthfully: (Use Page 2 if necessary for additional information)

The requested water usage is:

Household Residential Business/Commercial Business/Industrial

Recreation Landscaping (Other than Professional Business)

Other – Describe: _____

Describe and state the purpose of the requested water usage; and why, in your opinion, the declared water conservation measures should be relaxed or waived for your particular use?

Is the requested water usage necessary for drinking water?

Yes No

In your opinion, is the requested water usage socially or economically important?

Yes No

If Yes, Why is it important? _____

Town Action:

Approved Denied Signed: _____ Date: _____

Special Terms / Period of Usage / Comments: _____

MONTHLY WATER USAGE CALCULATION DURING WATER SHORTAGE

To Evaluate Water Usage During Shortage and for Comparison with Regular Usage

STAGE OF CURRENT WATER SHORTAGE: _____

DATE THAT CURRENT STAGE WAS DECLARED: _____

CURRENT MONTHLY USAGE DATA *(During Current Water Shortage)*

Month: _____ Year: _____

Meter-Reading Period: From _____ To _____

TOTAL WATER USAGE:

Total Usage: _____ Gallons

Total No. of Meters: _____

Total Usage Per Meter: _____ Gal/Meter

WATER USAGE BY TYPE:

Irrigation/Outdoors:

Usage: _____ Gallons

No. of Meters: _____

Usage Per Meter: _____ Gal/Meter

Residential:

Usage: _____ Gallons

No. of Meters: _____

Usage Per Meter: _____ Gal/Meter

Commercial:

Usage: _____ Gallons

No. of Meters: _____

Usage Per Meter: _____ Gal/Meter

Industrial:

Usage: _____ Gallons

No. of Meters: _____

Usage Per Meter: _____ Gal/Meter

MONTHLY WATER USAGE CALCULATION DURING WATER SHORTAGE

*To Evaluate Water Usage During Shortage
and for Comparison with Regular Usage*

PREVIOUS YEAR, MONTHLY USAGE DATA *(Comparable Month Not During a Shortage)*

Month: _____ Year: _____

Meter-Reading Period: From _____ To _____

TOTAL WATER USAGE:

Total Usage: _____ Gallons

Total No. of Meters: _____

Total Usage Per Meter: _____ Gal/Meter

WATER USAGE BY TYPE:

Irrigation/Outdoors:

Usage: _____ Gallons

No. of Meters: _____

Usage Per Meter: _____ Gal/Meter

Residential:

Usage: _____ Gallons

No. of Meters: _____

Usage Per Meter: _____ Gal/Meter

Commercial:

Usage: _____ Gallons

No. of Meters: _____

Usage Per Meter: _____ Gal/Meter

Industrial:

Usage: _____ Gallons

No. of Meters: _____

Usage Per Meter: _____ Gal/Meter

MONTHLY WATER USAGE CALCULATION DURING WATER SHORTAGE

*To Evaluate Water Usage During Shortage
and for Comparison with Regular Usage*

SUMMARY COMPARISON

Current Month & Year: _____

Previous Comparable Month & Year: _____

COMPARISON OF TOTAL WATER USAGE:

Current Total: _____ Gal/Meter

Previous Total: _____ Gal/Meter

CHANGE (+/-) _____ Gal/Meter

% CHANGE (+/-) _____

COMPARISON OF WATER USAGE BY TYPE:

Irrigation/Outdoors:

Current Total: _____ Gal/Meter

Previous Total: _____ Gal/Meter

CHANGE (+/-) _____ Gal/Meter

% CHANGE (+/-) _____

Residential:

Current Total: _____ Gal/Meter

Previous Total: _____ Gal/Meter

CHANGE (+/-) _____ Gal/Meter

% CHANGE (+/-) _____

Commercial:

Current Total: _____ Gal/Meter

Previous Total: _____ Gal/Meter

CHANGE (+/-) _____ Gal/Meter

% CHANGE (+/-) _____

Industrial:

Current Total: _____ Gal/Meter

Previous Total: _____ Gal/Meter

CHANGE (+/-) _____ Gal/Meter

% CHANGE (+/-) _____