

**Water Shortage Response Plan
Polk County Water System, North Carolina
May 14, 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 Polk County Manager shall enact the following water shortage response provisions whenever the trigger conditions outlined in Section IV are met.

Mr. Marche Pittman
Polk County Manager
Phone: (828) 894-3301
E-mail: marche.pittman@gmail.com

Alternate:
Mr. Jeff Walker
Inman-Campobello Water District
General Manager
Phone: (828) 863-2295
Email: jwalker@icwd.org

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 and on the County website (<http://www.polknc.org/>). Required water shortage response measures will be communicated through PSA announcements on local radio and cable stations and the County website. Declaration of emergency water restrictions or water rationing will be communicated to all customers by telephone or door hangers if necessary.

III. Stages of Response

Five stages of water shortage response are outlined in the table below. The five stages 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.

Stages of Response –Taken from the Broad River Water Authority Water Shortage Response Plan

The Broad River Water Authority Board of Directors encourages all municipally supplied water users to use water efficiently at all times. The Broad River Water Authority's Manager will monitor regional water resource conditions through the North Carolina Drought Management Advisory Council (NCDMAC) (<http://www.ncdrought.org>). When the Drought Monitor indicates impending drought conditions, the Manager will increase monitoring of water demand and the available supply of water. The findings will be reported to the Board. In the event of a declaration of a water shortage by the Board, the Manager will submit a weekly report on water supply conditions to the Board.

STAGE I: WATER SHORTAGE CONDITION

VOLUNTARY WATER USE REDUCTION FOR BRWA CUSTOMERS

1. Limit car washing to a minimum.
2. Limit lawn and garden watering to that which is necessary.
3. Do not wash down outside areas such as sidewalks, patios, parking lots, service bays, aprons, etc.
4. Do not leave faucets running while shaving, brushing teeth, showering, or rinsing dishes.
5. Water shrubbery to a minimum required reusing house-hold water when possible.
6. Limit use of clothes washers and dish washers and when used, operate fully loaded.
7. Use showers for bathing rather than bathtubs and limit showers to no more than four minutes.
8. Limit flushing of toilets by multiple usage.
9. Usage of disposable and biodegradable dishes is encouraged.
10. The use of flow restrictive and water saving devices is encouraged.
11. Limit hours of operation of water cooled air conditioners.
12. All residents, businesses, and institutions are requested to temporarily delay new landscape work until the water shortage has ended.

STAGE II: WATER SHORTAGE CONDITION

MANDATORY WATER USE REDUCTION FOR BRWA CUSTOMERS

The following activities are prohibited:

1. To water lawns, grass, shrubbery, trees, flowers, and vegetable gardens with a hose, sprinkler, etc. is prohibited; however, the use of a bucket or container of 5 gallon capacity or less is permitted.
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. The operations of commercial businesses are excluded, such as car washes, etc.

4. To wash down outside areas such as streets, driveways, service station aprons, parking lots, office buildings, exteriors of newly constructed homes or apartments, sidewalks, patios, or to use water for similar purposes.
5. To use water from public or private fire hydrants for any purpose other than fire suppression or other public emergency. Hydrant use for system flushing by staff is permitted to maintain appropriate water quality. Flushing of newly constructed water lines with permission from staff is also permitted.
6. To operate or induce water into any ornamental fountain pool or pond or other structure making similar use of water.
7. To serve water in restaurants, cafeterias, or other food establishments, except upon request.
8. To operate water cooled air conditioners or other equipment that does not recycle cooling water, except when health and safety would be adversely affected.
9. To use water for any unnecessary purpose or to intentionally waste water.

STAGE III: EMERGENCY WATER SHORTAGE CONDITION

MANDATORY WATER USE REDUCTION FOR BRWA CUSTOMERS

All Stage II restrictions shall apply to Stage III. The following activities are also prohibited:

1. To induce water into any pool.
2. To use water outside any structure for any use other than an emergency involving a fire.
3. The use of disposable utensils and plates is encouraged at all eating establishments.

STAGE IV: CRISIS WATER SHORTAGE CONDITION

MANDATORY WATER USE REDUCTION FOR BRWA CUSTOMERS

A reduction in the flow of the Broad River at the raw water intake to 15 million gallons per day (MGD) for a period of seven (7) consecutive days (15 MGD is the flow needed such that 20% of the flow could yield 3 MGD for BRWA's use); OR The Authority is unable to meet minimum pressure requirements in the water distribution system; The Board shall declare the Stage IV reductions prior to the 7th day of the conditions above if it is determined to be necessary.

IV. Triggers

Polk County Water System is provided water solely by purchase from the Broad River Water Authority. When Broad River Water Authority declares a water shortage Polk County Water System is required to do so as well. During this time the Polk County Manager will stay in close contact with Broad River Water Authority and follow their triggers.

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 Polk County personnel and local law enforcement. Violators may be reported on the County’s phone line. 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 should it be revised (excluding clerical revisions). First, a draft plan will be available at the County Office for customers to view. A notice will be included in the customer's water bill notifying them of such. All subsequent revisions to the plan will be published at least 30 days prior to an adoption vote by Polk’s County Commissioners.

VII. Variance Protocols

Applications for water use variance requests are available from the County Public Works Office. All applications must be submitted to the County Office for review by the County Manager 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.

VIII. Effectiveness

The effectiveness of the Polk County Water System 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 the 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 Polk's County Commissioners. The Polk County Manager is responsible for initiating all subsequent revisions.