

Old North Utility Services, Inc. Water Shortage Response Plan

Introduction

1. The purpose of this Water Shortage Response Plan is to provide for the declaration of increasingly serious periods of water shortages and to define voluntary and mandatory water conservation measures to be implemented during these various stages. These written procedures will minimize the need to make last minute decisions and will allow Old North Utility Services, Inc. (ONUS) and the United States Army to respond quickly to changing conditions, which will preserve the water resources of Fort Liberty that provide for the water demands of human consumption, sanitation, and fire protection throughout the service area.

2. This Plan shall apply to all users connected directly or indirectly to the Fort Liberty water supply, regardless of whether the user is located within the Cantonment area or outside of the Cantonment area.

Objectives of the Plan

The specific objectives of this Plan are as follows:

1. To establish the authority of the Utility Manager of Old North Utility Services, Inc. and the Garrison Commander to declare water shortage conditions and implement and enforce the procedures established in this Plan;

2. To establish a chain of command for implementation of the procedures established herein:

3. To establish procedures that coincide with the *XVIII Airborne Corps and Fort Bragg Regulation 420-49 Water Conservation Procedures*.

3. To establish voluntary and mandatory water conservation measures;

4. To establish enforcement protocol for violations of mandatory water conservation measures outlined in this Plan.

Definitions

1. The following words, terms and phrases, when used in this Plan, shall have the meanings ascribed to them in this section, except where the context clearly indicates a different meaning:

(a) **Contamination** means the addition to any watershed area, reservoir, storage tank, or distribution system of any material that appears in an above-normal concentration or has high nuisance or harmful effect on the consumer or the system.

(b) **Emergency** means, when referring to water shortage, that conditions exist such that treated water supplies cannot meet customer demands and that serious treated water shortages exist.

(c) **Essential Use** means:

(1) Use of water to sustain normal life and the lives of domestic pets, and to maintain minimum standards of hygiene and sanitation;

- (2) Use of water for patient care and rehabilitation;
- (3) Firefighting, including certain testing and drills by the fire department if conducted in the interest of public safety and if approved by ONUS;
- (4) Health and public protection purposes, if specifically approved by health officials and ONUS, including flushing of water lines and hydrants.
- (d) ***Non-Essential Use*** means categories of water use, other than essential use, that may be curtailed during droughts and water emergencies.
- (e) ***Mandatory Conservation*** means that conservation measures are not voluntary, and that if users fail to comply, they are subject to enforcement outlined in this Plan.
- (f) ***Utilities*** means Old North Utility Services, Inc. acting through its Utility Manager, Deputy, Agent, or Designated Representative.
- (g) ***Treated or Potable Water*** means the water in Old North Utility Services' Distribution System.
- (h) ***User*** means any person using water for any purpose from Old North Utility Services' water distribution system, either directly or indirectly.
- (i) ***Water Shortage*** means that conditions exist when the demands and requirements of water customers served by Old North Utility Services, Inc. cannot be satisfied without depleting the available supply of potable water or the available water supply to or below a critical level, i.e., the level at which the continued availability of water for human consumption, sanitation, and fire protection is jeopardized. Conditions contributing to a water shortage may include but are not limited to the following:
 - (1) Water supplies are below the level necessary to meet needs;
 - (2) Water quality has been threatened due to a contamination situation;
 - (3) Power outages or equipment malfunction;
 - (4) Peak customer demands on the water system;
 - (5) Inability to maintain adequate pressure and/or water supply throughout every portion of the water distribution system;
 - (6) Natural disasters.

Chain of Command

The Utility Manager shall be responsible for continually monitoring the water supply, water demands, and area conditions. Based upon any one or more of the triggers established by Old North Utility Services, Inc., the Utility Manager will recommend to the Fort Liberty Utility Privatization Contracting Officer's Representative (COR) and Fort Liberty DPW Environmental Division that water conservation measures be implemented. The Fort Liberty DPW Environmental Division shall notify the DPW Director who shall notify the Garrison Commander who is authorized to issue a proclamation declaring the implementation of a water conservation stage. The Utility Manager shall also notify Old North Utility Services' Environmental Health and Safety Supervisor. The Environmental Health and Safety Supervisor shall notify government agencies and begin a public awareness campaign through established public relations methods. Notifications should include but are not limited to the description of the conservation stage and the conservation measures enacted.

Once a conservation stage is declared or changed, the conservation stage shall remain in effect until lifted by the Garrison Commander through the chain of command guidance from ONUS. The Utility Manager shall continually monitor the conditions responsible for activation of the conservation stage, and if the trigger for a more stringent stage is met, then the Utility Manager shall coordinate with the Fort Liberty Utility Privatization Contracting Officer's Representative, Fort Liberty DPW, and the Garrison Commander to declare the more stringent stage consistent with the above paragraph.

When the current stage triggers have abated, the stage shall either be reduced to the appropriate stage or all conservation measures rescinded depending on conditions. This chain of command process shall be repeated whenever a change in the status of the conservation stage or conservation measures is necessary. During the effective period of any water shortage, Old North Utility Services and the United States Army are empowered to promulgate such regulations or policies as may be necessary to carry out the provisions of this Plan. The Utility Manager and the United States Army shall have authority to implement, maintain, modify, and rescind any one or more of the conservation measures in a conservation stage and to make them applicable during various times of the month, week, or day as he or she deems appropriate to protect the public health, safety, and welfare until Old North Utility Services, Inc. determines that the conditions requiring their imposition no longer exist.

Permanent Water Conservation Measures

1. It shall be mandatory for every user to comply with the following schedule for the irrigation of outdoor landscaping (such as grass, shrubbery, trees, flowers, and vegetable gardens) 1 May- 30 September annually. Irrigation will be limited to 35-40 minutes per location and will be done between the hours of 0700-1000 or 1800-2100 hours. Businesses engaged in the sale of plants (AAFES and AAFES Vendors) may water anytime or day.

(a) For building numbers that end in the number 1,3,5,7,or 9 watering of lawns, grass, shrubbery, trees, flowers, and vegetable gardens using an automatic irrigation or sprinkler system or hose end sprinkling device shall only be done on Sunday, Tuesday, and Thursday. For building numbers that end in the number 0,2,4,6, or 8 watering shall only be done on Saturday, Monday, and Wednesday.

(b) These measures shall remain in effect as long as there has been no Stage II, III, or IV declaration as stated in this Plan. If a Stage II, III, or IV declaration is made the restrictions therein supersede the conservation measures in this section.

2. In addition, all users should attempt to conserve water at all times.

Water Conservation Stage I – Water Shortage Alert

1. When a Water Shortage Alert is declared, users should begin limiting the following uses where possible:

(a) For building numbers that end in the number 1,3,5,7,or 9 watering of lawns, grass, shrubbery, trees, flowers, and vegetable gardens using an automatic irrigation or sprinkler system or hose end sprinkling device shall only be done on Sunday, Tuesday, and Thursday. For building numbers that end in the number 0,2,4,6, or 8 watering shall only be done on Saturday, Monday, and Wednesday. Water System customers should further reduce water usage by decreasing the frequency and duration of landscape irrigation. Irrigation will be limited to 30-40 minutes per location and will be between the hours of 0700-1000 or 1800-2100 hours. Businesses engaged in the sale of plants (AAFES and AAFES Vendors) may water at any time or day. Golf Course greens shall be limited to 20 minutes daily and fairways limited to 20 minutes every other day.

(b) Washing of automobiles, trucks, trailers, boats, airplanes, or any other type of mobile equipment should be limited.

(c) Washing of outside areas such as streets, driveways, service station aprons, parking lots, office buildings, exteriors of existing or newly constructed homes or apartments, sidewalks should be limited.

(d) Introduction of water into any pond, ornamental fountain, pool, or other structure should be postponed until the water conservation measures are lifted.

(e) Use of water from hydrants for purposes other than fire suppression, public emergency, or use by ONUS to maintain water quality should be minimized. Alternative water sources should be utilized for non-potable uses.

(f) Use of potable water for dust control or compaction should be limited. Alternative water sources should be utilized for non-potable uses.

Water Conservation Stage II--Water Shortage Warning

1. When a Water Shortage Warning is declared, the following mandatory conservation measures shall be in effect:

(a) For building numbers that end in 1,3,5,7, or 9 watering of lawns, grass, shrubbery, trees, flowers and vegetable gardens using an automatic irrigation or sprinkler system or hose end sprinkling device shall only be done on Sunday and Thursday. For building numbers that end in the number 0,2,4,6, or 8 watering shall only be done on Saturday and Wednesday. Irrigation will be limited to 35-40 minutes per location and will be done between the hours of 0700-1000 or 1800-2100 hours. Businesses engaged in the sale of plants (AAFES and AAFES Vendors) may water at any time or day. Golf course greens will be limited to once for 20 minutes per day and fairways will be limited to 20 minutes every other day.

(b) Washing of POV's, automobiles, trucks, trailers, boats, airplanes, or other type of mobile equipment shall be limited to commercial car washes. Organizations that require equipment to be washed for mission critical purposes shall be permitted to use water for washing as long as the amount of water being used is minimized.

(c) Outside areas such as streets, driveways, service station aprons, parking lots, office/admin buildings, exteriors of existing or newly construction facilities, sidewalks, or patios shall not be washed.

(d) There shall be no filling of any pond, ornamental fountain, pool, or other structure.

(e) Potable or treated water shall not be used for dust control or compaction without demonstrating a lack of alternative sources and written permission from ONUS. Alternative water sources should be utilized for non-potable uses.

(f) There shall be no use of water from hydrants for purposes other than fire suppression, public emergency, or use by ONUS to maintain water quality. Alternative water sources should be utilized for non-potable uses.

(g) There shall be no filling of newly constructed swimming pools or wading pools or refilling of those which have been drained. The water level in any swimming pool filled prior to the effective date of Stage II declaration may be supplemented only to the extent necessary to provide for safe operation of the pool's chemicals feed equipment. Organizations that require the use of pools for training and are mission critical shall be permitted to use water for such purposes as long as the amount of water being used is minimized.

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(h) The owner or occupant of any building that receives water from the ONUS Water System and also uses a well for irrigation must post a sign giving the public notice of the use of the private well. The owner or occupant will only utilize their private well during the schedule for water outlined above.

(i) All residential, industrial, manufacturing, and commercial users (to include nursery operations) shall reduce consumption to any degree feasible with a goal of reduction of at least 20%. It is the primary responsibility of each user to meet its mandated water use reduction in whatever manner possible, including limitation of operating hours, or days, if necessary.

Water Conservation Stage III--Water Shortage Emergency

1. In the event of a Water Shortage Emergency, the following mandatory water conservation measures shall apply:

(a) There shall be no watering of any lawn, grass, shrubbery, trees, or flowers with potable or treated water using an automated irrigation or sprinkler system or hose end sprinkling device. Watering is permitted only by hand held hose with a spring-loaded nozzle, by container, or by installed drip type irrigation. Any person regularly engaged in the sale of plants (AAFES and AAFES Vendors) shall be permitted to use automated irrigation or sprinkler systems, but only in amounts necessary to prevent the loss of nursery stock. The use of potable water on golf courses is prohibited.

(b) There shall be no washing of automobiles, trucks, trailers, boats, airplanes, or any other type of mobile equipment except as authorized at the Central Vehicle Wash Facility. Organizations that use equipment that cannot be washed at the Central Vehicle Wash Facility and require washing for mission critical purposes, may obtain written permission from Old North Utility Services, Inc. to utilize water for such purposes as long as the amount of water being used is minimized.

(c) Outside areas such as streets, driveways, service station aprons, parking lots, office/admin buildings, exteriors of existing or newly construction facilities, sidewalks, or patios shall not be washed.

(d) There shall be no filling of any pond, ornamental fountain, pool, or other structure.

(e) Restaurants and other food serving establishments shall use single serving utensils, plates, and cups and shall serve water only at the patron's request.

(f) There shall be no use of water from hydrants for purposes other than fire suppression, public emergency, or use by ONUS to maintain water quality. Alternative water sources should be utilized for non-potable uses.

(g) Potable or treated water shall not be used for dust control or compaction. Alternative water sources should be utilized.

(h) The owner or occupant of any building that receives water from the ONUS Water System and also uses a well for irrigation must post a sign giving the public notice of the use of the private well. The owner or occupant will only utilize their private well during the schedule for water outlined above.

(i) There shall be no filling of newly constructed swimming pools or wading pools or refilling of those which have been drained and no supplementing of existing swimming or wading pools. Organizations that require the use of pools for training and are mission critical shall be permitted to use water for purposes as long as the amount of water being used is minimized.

(j) All residential, industrial, manufacturing, and commercial users (to include nursery operations) shall reduce consumption to any degree feasible with a goal of reduction of at least 40%. It is the primary responsibility of each user to meet its mandated water use reduction in whatever manner possible, including limitation of operating hours, or days if necessary.

Water Conservation Stage IV--Water Shortage Crisis.

1. In the event of a Water Shortage Crisis, in addition to the restrictions made unlawful heretofore, the following mandatory conservation measures shall be in effect:

(a) All users shall reduce water consumption to a level necessary to sustain human life and lives of domestic pets and to maintain minimum standards of hygiene and sanitation. There shall be no watering of any lawn, grass, shrubbery, trees, or flowers with potable water. Persons regularly engaged in the sale of plants (AAFES and AAFES Vendors shall not irrigate or use potable water for irrigating stock. The use of potable water on golf courses is prohibited.

(b) Restaurants and other food serving establishments shall use single serving utensils, plates, and cups and shall serve water only at the patron's request.

(c) There shall be no use of water from hydrants for purposes other than fire suppression, public emergency, or use by ONUS to maintain water quality. Alternative water sources should be utilized for non-potable uses. Fire suppression must be maintained but where possible, Fire Department Tanker Trucks shall use untreated or non-potable water.

(d) Potable or treated water shall not be used for dust control or compaction. Alternative water sources should be utilized for non-potable uses.

(e) There shall be no washing of automobiles, trucks, trailers, boats, airplanes, or any other type of mobile equipment except as authorized at the Central Vehicle Wash Facility. Organizations that use equipment that cannot be washed at the Central Vehicle Wash Facility and require washing for mission critical purposes, may obtain written permission from Old North Utility Services, Inc. to utilize water for such purposes as long as the amount of water being used is minimized.

(f) Potable or treated water shall not be used to wash down outside areas such as streets, driveways, service station aprons, parking lots, office buildings, exteriors of existing or newly constructed homes or apartments, sidewalks, or patios or use water for other similar purposes.

(g) There shall be no potable or treated water introduced into any pond, ornamental fountain, or other structure making similar use of water.

(h) There shall be no filling of newly constructed swimming or wading pools, or refilling swimming or wading pools that have been drained, and no supplementing of existing swimming or wading pools. Organizations that require the use of pools for training and are mission critical shall be permitted to use water with the written permission of ONUS.

(i) All residential, industrial, manufacturing, and commercial users shall reduce consumption to the degree feasible with a goal of a reduction of at least 50%. It is the primary responsibility of each user to meet its mandated water use reduction in whatever manner possible, including limitation of operating hours, or days if necessary.

(k) The Utility Manager and the Garrison Commander may declare additional measures of mandatory conservation controls such as larger percentage reductions in consumption, banning of all non-essential use, termination of service to specific areas in the water system on a rotating basis, prohibition of all

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industrial uses of treated or potable water, etc., or whatever is necessary to protect the health and safety of the customers of the water system.

Water Conservation Stage Triggers

There are a variety of conditions that might contribute to a water shortage, including but not limited to: peak customer demands on the water system; water supplies below the level necessary to meet needs; water quality threatened or impaired due to contamination; power outages or equipment malfunction; and natural disasters. The following water conservation stage triggers have been established to allow Old North Utility Services, Inc. to respond to a water shortage with the appropriate stage of conservation.

Triggers Based on Daily Water Demands

Water Conservation Stage	ONUS Trigger
Permanent Conservation	In place at all times when higher level stages have not been declared.
Water Shortage Alert-Stage I	Moderately dry conditions that are consistently above seasonal norms, dry conditions are forecasted, 3 consecutive days of demand exceeding 85% of available system capacity, or at the Utility Managers discretion.
Water Shortage Warning-Stage II	Severely dry conditions that are consistently above seasonal norms, dry conditions are forecasted, 3 consecutive days of demand exceeding 90% of available system capacity, or at the Utility Managers discretion.
Water Shortage Emergency-Stage III	Extremely dry conditions that are consistently above seasonal norms, 5 consecutive days of demand exceeding 90% of available system capacity, or at the Utility Managers and Garrison Commanders discretion.
Water Shortage Crisis-Stage IV	Exceptionally dry conditions that are consistently above seasonal norms, 1 consecutive day of demand exceeding 100% of available system capacity, or at the Utility Managers and Garrison Commanders discretion.

Enforcement

1. Any person who violates the provisions of this Plan, who fails to carry out the duties and responsibilities imposed by this Plan, or who impedes or interferes with any action undertaken or ordered pursuant to this Plan shall be subject to enforcement actions.

2. The Utility Manager shall be responsible for monitoring and enforcement of this Plan.

Enforcement actions may include, but are not limited to, the following:

(a) Written Warning

Whenever the Utility Manager or his or her duly authorized representative finds that any user has violated or is violating this Plan or any prohibition, limitation, or requirement contained herein, or policy issued pursuant thereto, a written warning may be issued to the Unit, Housing Manager, or Building Manager by an authorized representative of ONUS. A copy of the Written Warning shall be sent to the Fort Liberty Utility Privatization Contracting Officer's Representative, Fort Liberty DPW Environmental

Division, and to any other person known to ONUS to be responsible for the violation or its correction. The written warning shall notify the violator of the nature of the violation and the need to take corrective action and that failure to do so will result in the issuance of a Notice of Violation to the Installation.

(b) Notice of Violation

The Utility Manager or his or her duly authorized agent may serve upon the Installation and offender a written Notice of Violation stating the nature of the violation. The written Notice of Violation shall be issued to the Installation and the Unit, Housing Manager, or Building Manager by an authorized representative of ONUS. A copy of the Notice of Violation shall be sent to the Fort Liberty Privatization Contracting Officer's Representative, Fort Liberty DPW Environmental Division, and to any other person known to ONUS to be responsible for the violation or its correction. The notice of violation shall inform the Installation and user of the violation, their responsibility to discontinue the activity within a specified period of time, and possible consequences including termination of service if the violation continues.

(c) Suspension of Service

If, after issuance of a Notice of Violation, compliance is not achieved the Utility Manager or his or her duly authorized agent may immediately terminate or restrict the service to the premises where the violation has occurred. At such time as the Utility Manager is satisfied that the offender(s) are no longer in violation of any treated or potable water use restrictions, ONUS shall reinstate water service to the location.

Variances

The Utility Manager or his or her duly authorized designee shall have the authority to issue variances to the water use restrictions in this Plan. These variances will be considered on a case by case basis and will be coordinated with the Fort Liberty Privatization Contracting Officer's Representative and Fort Liberty DPW Environmental Division.

Evaluation

The effectiveness of the restrictions in this Plan will be evaluated based on review of potable water pumping data. Daily flows will be tracked and compared to pre-water shortage conditions to determine if restrictions are achieving the necessary usage reduction. If the restrictions are not meeting the flow reductions necessary to achieve the goals established by the Utility Manager additional measures may be taken at that time and the Plan will be reviewed for possible modifications. This Plan may be changed, revised, amended, replaced or rescinded by approval of Old North Utility Services, Inc. and the United States Army.

Severability

If any section, subsection, sentence, or clause of this Plan is determined to be unenforceable, such determination shall not affect the validity of the remaining portion of this Plan.