

**EASTOVER SANITARY DISTRICT
WATER SHORTAGE RESPONSE PLAN**

1. **A WATER SHORTAGE** shall be deemed to exist when the ordinary demands and requirements of water consumers served by the District cannot be satisfied without depleting the water supply to or below a critical level. Critical level is defined as a level at which the continued availability of water for human consumption, sanitation, and fire protection is jeopardized.

2. **AUTHORITY**

When conditions warrant and triggers are met, the District Manager will implement the appropriate stage of the Eastover Sanitary District Water Shortage Response Plan (WSRP). The Chairman of the Board of Directors will be responsible for implementing the WSRP in the absence of the District Manager.

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Chairman
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3. **NOTIFICATION**

Copies of the WSRP will be made available to water users and system employees at the District Office. Information on changes in the status of the District's water conservation stages will be made available and posted on the District's website. The local newspaper will also be advised of any change in the water conservation stages.

Water users will be notified in their monthly water bill mailing of any changes to the District's water conservation stage and voluntary/mandated response measures. System employees will be notified by a special called meeting and posted notices of any change in the status of the District's water conservation stage.

4. **LEVELS OF RESPONSE**

The following water shortage stages and associated voluntary and/or mandatory measures will be implemented by the District Manager or Chairman as conditions warrant and triggers are met. Levels of severity will be determined by monitoring available water supply, water demand, and local conditions. As severity levels increase, more stringent levels of mandated water conservation will be implemented.

- A. **Continuous Water Conservation –**

The following water use habits will be recommended in an ongoing public information campaign to reduce wasting of water:

- Check for leaks in toilets at least once a year by putting a few drops of food coloring in the storage tank. If the color comes through to the toilet bowl without flushing, the toilet needs adjustment or repair.
- Repair leaking faucets whenever they develop.
- Store water for drinking in the refrigerator to avoid trying to run it cool at the tap. The storage also eliminates chlorine taste which some customers find objectionable in drinking water.
- Use shower for bathing or reduce the depth of water used for tub bath. Limit the length of each shower.
- Do not leave faucets running while shaving or rinsing dishes.
- Install water flow restrictive devices in shower heads.
- Install water-saving devices such as plastic bottles or commercial units in toilet tanks, unless you already have a new water-saving type unit.
- Always wash full loads in clothes washers and dishwashers.
- Do not use the toilet for a trash basket; make every flush count.
- Commercial and industrial customers should review their water uses and where feasible install recycle systems. The savings on water and sewer bills will often pay for the installation in a reasonable period.

B. Stage I Voluntary Conservation –

Continue all Continuous Water Conservation Measures and increase the level of conservation effort by recommending and publicizing the following measures:

- Limit use of clothes washers and dishwashers and when used, operate fully loaded.
- Limit flushing of toilets by multiple usage.
- Limit lawn watering and then only when grass shows signs of withering. Apply water as slowly as possible to achieve deep penetration.
- Water shrubbery the minimum required, reusing household water when possible.

C. Stage II Mandatory Conservation –

Continue all recommendations of less severe water conservation stages and increase the level of conservation effort by mandating the following measures:

- No watering of lawns, shrubbery, flowers or vegetable gardens except on Tuesdays, Thursdays, and Saturdays.
- Limit car washing to a minimum.
- Limit wash-down of outside areas such as sidewalks, patios, etc.

D. Stage III Mandatory Conservation –

Continue all recommendations and mandates of less severe water conservation stages and increase the level of conservation effort by mandating the following measures:

- No watering of lawns, shrubbery, flowers or vegetable gardens except after 4:00 pm on Saturday and Sunday.
- No water to be introduced into swimming pools except to the extent necessary to maintain operation.
- No washing down of outside areas such as sidewalks, patios or driveways, or other similar purposes.
- Do not introduce water into any decorative fountain, pool or pond.
- No serving of water in a public restaurant except upon request.
- Do not use water for any unnecessary purpose or intentionally waste water.
- Use disposable and biodegradable dishes when practical.

E. Stage IV Mandatory Conservation –

Continue all recommendations and mandates of less severe water conservation stages and increase the level of conservation effort by mandating the following measures:

- No lawn sprinkling.
- No watering of any vegetable garden or ornamental shrubs.
- No filling of any swimming pool; no replenishment of any filled pools.
- No non-essential uses of water for commercial or public use. The use of single-service plates and utensils is encouraged and recommended in restaurants.
- Do not operate water-cooled air conditioners or other equipment that does not recycle cooling water, except when health and safety are adversely affected.
- Discontinue washing exterior of motor vehicles except at commercial car washes or where a private well water system is used.

F. Stage V Mandatory Conservation –

Continue all recommendations and mandates of less severe water conservation stages and increase the level of conservation by mandating the following measures:

- No use of water outside a structure except in an emergency involving a fire.
- No operation of evaporative air conditioning units which recycle water except during the operating hours of the business.
- Close all swimming pools.

- No washing of any motor vehicles, including commercial washing.

G. Stage VI Rationing –

Continue all recommendations and mandates of less severe water conservation stages and increase the level of conservation effort by mandating the following measures:

- It will be unlawful to fail to act in accordance with this section or use water contrary to this section or attempt to evade or avoid such water rationing restrictions.
- Fire protection will be maintained, but where possible, tank trucks shall use water from non-potable sources.
- All industrial uses of water are prohibited.
- All other uses of water will be limited to those necessary to meet minimum health and safety needs of the customers.

5. TRIGGERS

Eastover Sanitary District is provided water solely by purchase from City of Dunn. When the City of Dunn declares a water shortage, Eastover Sanitary District is required to do so as well. During this time Eastover Sanitary District Water Operator will stay in close contact with City of Dunn 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.

A. BASED ON THE CITY OF DUNN WATER SUPPLY

STAGE I – Target flow of Cape Fear River @ Lillington < 225 cubic feet per second (cfs) for five (5) consecutive days

STAGE II – Target flow of Cape Fear River @ Lillington < 200 cfs for five (5) consecutive days

STAGE III – Target flow of Cape Fear River @ Lillington < 175 cfs for five (5) consecutive days

STAGE IV – Target flow of Cape Fear River @ Lillington < 150 cfs for five (5) consecutive days

STAGE V – Target flow of Cape Fear River @ Lillington < 125 cfs for five (5) consecutive days

STAGE VI – Target flow of Cape Fear River @ Lillington < 100 cfs for five (5) consecutive days

B. BASED ON LOCAL CONDITIONS AS CLASSIFIED BY THE NORTH CAROLINA DROUGHT COUNCIL

- STAGE I – Severe Drought
- STAGE II – Extreme Drought
- STAGE III– Exceptional Drought

C. BASED ON WATER DEMAND IN THE CITY OF DUNN’S TANKS

Under normal operating conditions (i.e. all above ground storage tanks in operation):

- STAGE I – Five (5) consecutive days with water levels in Mary Stewart tank at or below eighteen (18) feet
- STAGE II – Five (5) consecutive days with water levels in Powell Avenue tank at or below thirty (30) feet
- STAGE III – Five (5) consecutive days with water levels in Powell Avenue tank at or below twenty-five (25) feet
- STAGE IV – Five (5) consecutive days with water levels in Powell Avenue tank at or below nineteen (19) feet
- STAGE V – Three (3) consecutive days with water levels in Carr Street tank at or below thirty-five (35) feet
- STAGE VI – Twenty-four (24) consecutive hours with water levels in Carr Street tank at or below twenty-four (24) feet

6. UNLAWFUL TO VIOLATE MANDATORY RESTRICTION

In the event the Eastover Sanitary District declares one or more stages of water conservation, it shall be unlawful for any person to use or permit the use of water supplied by the District in violation of any mandatory restriction instituted pursuant to that declaration.

7. ENFORCEMENT

A. VIOLATION NOTICES (WARNINGS)

It shall be the duty of the District Manager and/or assigned staff, to investigate violations of mandatory water use restrictions and issue violation notices consistent with the purpose and intent of this plan. All customers shall cease any violation of the mandatory restrictions upon notice of violation by the District Manager and/or assigned staff. Any customer who violates any provision of this policy, or who shall violate or fail to comply with any order made pursuant to this policy shall be subject to penalty or a combination of the penalties set forth in this plan.

B. DISCONTINUANCE OF SERVICE

The District may discontinue water service to any structure or parcel when the District Manager and/or assigned staff gives written notice of any violation of

mandatory water use restrictions and intent to discontinue service. Water service shall be discontinued within 24 hours unless the violator shall voluntarily cease violation of the policy. When service is discontinued pursuant to the provisions of this policy, service shall not be reinstated unless and until the District Manager and/or assigned staff determines that the risk to the District water system has been alleviated.

C. RIGHT OF APPEAL

The customers shall have a right of appeal to the District within five days after receiving notice of any violation and intent to discontinue service. The appellant will be notified by the District Manager of the time and place for the hearing of the appeal. The Board of Directors shall act on the appeal as expeditiously as possible and shall notify the appellant in writing not later than two days after the final decision.

Any water user of the District's system, both residential and non-residential, may request an appeal after receiving notice of any violation and intent to discontinue service. The request for appeal must be written and include the following information:

- Name
- Address
- Telephone/Contact Number
- Location of property for which appeal is being requested (if different from address)
- Date(s) on which alleged violation occurred
- Specifics of alleged violation
- Specific reason for appeal

Written requests for appeal of any violation must be mailed or delivered to the office of Eastover Sanitary District at 3876 Dunn Road, Eastover, NC 28312.

D. PENALTY NOT TO EXCUSE VIOLATION

The imposition of one or more penalties for any violation shall not excuse any violation or permit it to continue.

The provisions of this policy may be enforced by an appropriate remedy, including a mandatory or prohibitory injunction, issuing from a court of competent jurisdiction.

8. 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 office of the District for customers to view. A notice will be included on customer water bill notifying them of such. All subsequent revisions to the

draft plan will be published at least 30 days prior to an adoption vote by Eastover Sanitary District Board of Directors.

9. VARIANCE PROTOCOLS

A. VARIANCE REQUEST

Water users shall have a right to request a variance from mandatory water restrictions to the Board of Directors within five days after receiving notice of mandatory water conservation measures. The requesting user will be notified by the District Manager of the time and place for the hearing request. The Board of Directors shall act on the request as expeditiously as possible and shall notify the requesting user in writing not later than two days after the final decision.

Any water user of the District's Water System, both residential and non-residential, may request a variance from mandatory water restrictions. The request for variance from mandatory water restrictions must be written and include the following information:

- Name
- Address
- Telephone/Contact Number
- Location of property for which variance is being requested (if different from address)
- Specific restriction applicant is seeking relief from
- Date(s) for which variance is requested
- Specific reason this restriction places a hardship on the applicant
- Other alternatives that have been investigated

Written requests for variance from mandatory water restrictions must be mailed or delivered to the office of the Eastover Sanitary District at 3876 Dunn Road, Eastover, NC 28312

B. VARIANCE APPROVAL CRITERIA

A variance, such as relieving such customer, person, or entity from compliance with any of the requirements of these regulations in whole or part, may be granted if such customer, person, or entity demonstrates one or more of the following factors:

- Mandated water restrictions cannot be met without threatening public health or safety
- Undue hardship would otherwise result
- There are no possible alternatives

- The applicant has taken and will take all reasonable measures to conserve water, with a complete description of such measures and the water savings to be effected

The provisions of this policy may be enforced by an appropriate remedy, including a mandatory or prohibitory injunction, issuing from a court of competent jurisdiction.

10. EFFECTIVENESS

The effectiveness of the response to the implementation of water shortage stages will be determined by the percentage of reduction in usage, measured in thirty (30) day increments, at the City of Dunn's master meter.

11. REVISION

The District Manager and/or assigned staff will review the Eastover Sanitary District WSRP in a timely manner as changes in system circumstances warrant and/or after implementation of emergency restrictions. At a minimum, the WSRP will be reviewed every five (5) years. Revisions will be made as needed to ensure a sufficient supply of quality water for our users. The District Manager is responsible for initiating all subsequent revisions.