Ossipee Water Shortage Response Plan
Town of Ossipee, North Carolina
March 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 Ossipee Town Mayor shall enact the following water shortage response provisions whenever the trigger conditions outlined in Section IV are met. In his absence, the Town Clerk will assume this role.

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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 mailed notices. Declaration of emergency water restrictions or water rationing will be communicated to all customers by Newsletters and in water bills.

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 I and II, mandatory reductions, 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 I	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	Voluntary Reductions II	Water users must abide required water use reduction and efficiency measures. Water supply conditions are significantly lower than the seasonal norm and water shortage conditions are expected to persist.
3	Mandatory Reductions	Water users must abide with required water use restrictions as in Stage I and II. Commercial and Industrial water customers must achieve mandatory reduction of 25-90%. All hydrants or drinking water tap permits will be revoked. Use of all exterior washing will be prohibited.
4	Emergency Reductions	All non-essential uses of drinking water must be banned. 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 I, all water users will be asked to reduce their normal water use. 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, Voluntary Reductions II, all customers are expected to reduce their water use 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, and all testing and training purposes requiring drinking water (e.g. fire protection) will be limited.

In Stage 3, Mandatory Reductions, customers must continue actions from all previous stages and further reduce water use 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, any person violating the mandatory provisions of this section shall be issued a civil citation pursuant to the Ordinance of this plan, not to exceed $100.00 for residential and $500.00 for commercial and industrial users.

In Stage 4, Emergency Reductions, customers must continue all actions from previous stages and further reduce their water use 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. All penalties shall apply for any person found to be in violation of the mandatory provisions of this level.

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 the Ossipee's Emergency Response Plan. All penalties shall apply for any person found to be in violation of the mandatory provisions of this level.

IV. Triggers

The Town of Ossipee is supplied by the City of Burlington municipal water. Ossipee will implement shortage responses based on triggers identified by Burlington with regards to their lake/reservoir drawdowns, which are identified in Burlington's Water Shortage Response Plan (last updated January 1, 2013).

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 Town of Ossipee personnel. Violators may be reported to the Town'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 (Stages 1 and 2)	N/A	N/A	N/A
Mandatory Reductions (Stage 3)	Warning	$100 - $500	Discontinuation of Service
Emergency Reductions (Stage 4)	$100 - $500	Discontinuation of Service	Discontinuation of Service
Water Rationing (Stage 5)	$500	Discontinuation of Service	Discontinuation of Service

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 Town Hall for customers to view. A notice will be included in customer water bills notifying them of such. Notice will be printed in all customer water bills to collect comments on the draft. All subsequent revisions to the draft plan will be published at least 30 days prior to an adoption vote by Ossipee's Town Council.

VII. Variance Protocols

Applications for water use variance requests are available from the Ossipee Town Hall. All applications must be submitted to the Town Hall for review by the Town's Mayor 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 Ossipee 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 Ossipee's Town Council. The Town of Ossipee Mayor is responsible for initiating all subsequent revisions.