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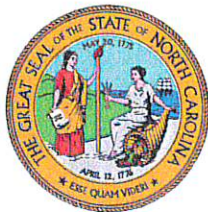
Governor

ELIZABETH S. BISER

Secretary

RICHARD E. ROGERS, JR.

Director



NORTH CAROLINA
Environmental Quality

March 1, 2023

Ranlo

Jason Green, Public Utilities Director/ORC
1624 Spencer Mountain Road
Gastonia, NC 28054

Re: Water Shortage Response Plan 5-Year Update

Dear Water System Manager or Administrator:

All local governments and community water systems subject to G.S. 143-355(l) are required to update their Water Shortage Response Plan (WSRP) based on their procedures for revising and updating their plan in order to improve plan effectiveness and adapt to new circumstances. An updated or reviewed WSRP is due to the Division of Water Resources (DWR) no later than **June 1, 2023**.

Revised or reviewed plans can be submitted through DWR's Local Water Supply Plan dashboard at <https://www.ncwater.org/WUDC/app/LWSP/dashboard.php>. To review or submit your WSRP update, click the "WSRP" tab after logging in. Your most recent plan can be viewed by clicking the "download" link near the top of the WSRP page. After review and any modification, the updated WSRP can be uploaded by browsing for the new file and then clicking "Upload" button to submit your revised WSRP for review. If no changes are required, please upload the current WSRP or send an electronic copy to the review engineer listed in the following paragraph. DWR will review the WSRP for completeness and send you a letter approving the WSRP. The WSRP will then need to be adopted by your Town Council or Board. A copy of the resolution should then be mailed or sent electronically to your review engineer.

If you have questions about updating or submitting your revised Water Shortage Response Plan, please contact your review engineer, Louis Murray, at 919-707-9017 or louis.murray@ncdenr.gov or other DWR staff at (919) 707-9000. We encourage anyone who needs assistance to contact DWR prior to the deadline. We appreciate this opportunity to work with you to assure that North Carolina can meet its future water needs.

Sincerely,

A handwritten signature in blue ink that reads "Linwood E. Peele".

Linwood Peele
Water Supply Planning Branch, Supervisor



North Carolina Department of Environmental Quality | Division of Water Resources
512 North Salisbury Street | 1611 Mail Service Center | Raleigh, North Carolina 27699-1611
919.707.9000

Water Shortage Response Plan

Town of Ranlo, North Carolina

Section 5-1011 EMERGENCY WATER CONSERVATION

I. GENERAL PROVISIONS.

1. Purpose.

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.

2. Declaration.

Whenever the regional water supply or the water supply of the Town of Ranlo is impacted due to conditions which may adversely affect the continued availability of water for human consumption, sanitation, health and fire protection, it may become necessary to declare a water shortage and implement conservation requirements under the standards set forth below.

3. Authorization.

The Ranlo Town manager shall enact the following water shortage response provisions whenever the trigger conditions outlined in Section IV are met. In his or her absence, the Public Works Director will assume this role.

Mr. Jonathan Blanton
Ranlo Town Manager
Phone: (704) 824-3461
E-mail jblanton@townofranlo.org

Mr. Jason Green
Town of Ranlo ORC
Phone: (980)745-3083
E-mail jgreen@townofranlo.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 on water bills. Required water shortage response measures will be communicated through PSA announcements on local cable tv. Declaration of emergency water restrictions or water rationing will be communicated to all customers.

III. Measuring Severity.

A water shortage shall be declared when the City of Gastonia informs the Town of Ranlo that the public cannot be supplied with water to protect their health and safety without substantially curtailing the water demand. A water shortage shall also be declared to exist when, in the professional opinion of the director, the public cannot be supplied with water to protect their health and safety without substantially curtailing the water demand. A water shortage shall also be declared to exist when, in the professional opinion of the director, production, transmission or storage facilities are incapable of meeting all daily water demands without endangering the ability to protect safety and health without substantially curtailing water demand. Specific events requiring such declaration include, but are not limited to:

- A. When an outside declaration and/or mandate for water conservation measures is imposed by any federal, state, or other entity who has jurisdiction over said events;
- B. When physical condition(s) and/or water levels associated with the town's raw water supply are, in the professional opinion of the director, inadequate to meet system demands;
- C. When other emergency conditions such that in the professional opinion of the director constitutes a water shortage emergency.

D. Such factors as identified by Duke Power, in accordance with the drought stage triggers incorporated in to the Low Inflow Protocol.

E. Drought declarations by the State of North Carolina.

2. Notice to General Public of Water Shortage.

A. In the event of a water shortage of any of the degrees of severity as hereinafter set forth, is determined to exist in the professional opinion of the director, threatening the health and safety of the public, the Town Coordinator is authorized and empowered, after communication to the mayor and town commissioners, to give notice to the general public of the existence of such emergency and the severity thereof. In order to protect health, safety and welfare of the public supplies by public and private water systems, the Town Coordinator shall place in effect the restrictive provisions hereinafter authorized at the level appropriate to mitigate such condition(s). Notification of water restrictive provisions shall be publicized through the general news media or any other means as deemed necessary for making such resolutions public.

B. In the event of a sudden severe water shortage by a disrupted waterline or some other malfunction of the town water system, the director shall immediately advise the Town Coordinator and the Town Coordinator may immediately place into effect the appropriate restriction provisions authorized herein.

C. Once a stage of water restriction is declared, the director shall review the water available to the town water system at least once per day. Following a periodic review, the director shall notify the Town Coordinator of available water supply and recommend a higher or lower stage of restriction should the available supply and demand require such action. The Town Coordinator shall then declare the appropriate water restriction.

IV. Triggers and Responses.

Ranlo is provided water solely by purchase from the City of Gastonia. When Gastonia declares a water shortage Ranlo is required to do so as well. During this time Ranlo Public Works director will stay in close contact with the City of Gastonia and follow their triggers.

a. Restrictions Applicable to Conservation Stages in Effect.

The severity of the water shortages shall be determined primarily by the criteria set out herein. The restrictive measures in effect at each stage are as follows:

(1) Stage I water conservation order (voluntary). In the event a water shortage is deemed to exist, as defined previously herein, the director shall notify the Town Coordinator in writing. Upon such notification, the Town Coordinator shall declare a Stage I (voluntary) water conservation order. After complying with the notice provision contained herein, the following voluntary water restrictions shall be requested;

A. General water use:

- a. All discretionary uses of water should be reduced to the greatest extent possible.
- b. Wasteful use of water is discouraged.
- c. Use of water to wash patios, sidewalks, driveways, etc. is discouraged.
- d. An automatic shut-off nozzle should be attached to all hand held hoses at all times.

B. Vehicle washing;

- a. Vehicle washing is not restricted except that an automatic shut-off nozzle should be attached to the hose at all times. Cars may be washed on any day, at any time, when necessary; however, frequent washing is discouraged.
- b. Fund raising car washes are discouraged unless conducted at the premises of a commercial car

washing facility that recycles its water on site, and only if the water used in the fund raising operation is recycled through that facility's operations.

C. Landscape irrigation:

- a. Sprinkler irrigation should be restricted to three days per week, Monday, Thursday and Saturday and only between the hours of 7:00p.m. to 5:00a.m..
- b. Hand watering of trees, shrubs, flower, and vegetable gardens is allowed as needed, except between the hours of 9:00a.m. and 5:00p.m. An automatic shutoff nozzle should be used on the watering source.
- c. The planting of new shrubs, trees and ornamentals is discouraged.

D. Restaurants.

- a. Restaurants should serve water only upon request.

(2) Stage II water shortage order (mandatory). In the event the previous voluntary restrictions are determined to be insufficient to effectuate the necessary reductions in water usage, the director shall so notify the Town Coordinator in writing. Upon such notification, the Town Coordinator shall declare a Stage II water shortage (mandatory) to exist. Upon such declaration, residential persons shall reduce consumption to any degree feasible with a goal of reduction of at least ten (10%) of their average usage. After complying with the notice provision contained herein, the following water restrictions shall be imposed. In addition to the voluntary restrictions encouraged in a Stage I order, it shall be unlawful for those served by a public or private water or well system to:

- A. Use water for any unnecessary purpose or to intentionally waste water.
- B. Water lawn, grass, shrubbery, trees, flower and vegetable gardens except by hand held container or hose with an automatic shut off nozzle and only between the hours of 7:00p.m. to 5:00a.m.. Sprinkler irrigation systems are restricted to operating three days a week. Monday, Thursday and Saturday and only between the hours of 7:00p.m. to 5:00a.m. the following morning. Provided, however, that a person regularly engaged in the sale of plants shall be permitted to use water, by any method at any time, for irrigation of their commercial stock in trade. Landscape irrigation activities should reduce consumption to any degree feasible with a goal of reduction of at least 25 percent of their average usage.
- C. Operate or introduce water into any non re-circulating ornamental fountain, pool, or pond or other structure making similar use of water.
- D. Serve drinking water in restaurants, cafeterias or other food establishments, except as requested.
- E. 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 to use water for similar purposes; provided, however, hand washing of exterior surfaces of a building for the purpose of preparing them for painting shall be permitted. Provided further, licensed commercial pressure washers shall be permitted to operate.
- F. Wash automobiles, trucks, trailers, boats, airplanes or any other type of mobile equipment except with the use of a hand held hose equipped with an automatic shut off nozzle. Provided, however, that any commercial wash facility shall be permitted to use water for such purposes.
- G. Exceed the following water usage mandate: Persons owning golf courses, and/or athletic and playing fields which are separately metered, may water the courses and fields by any method during the hours of 7:00pm till 5:00am each day. Golf courses may continue to water greens as necessary; however, said

persons shall reduce water usage to any degree feasible with a goal of at least 25 percent of their average usage.

- H. All non-residential persons, and all persons with swimming and wading pools and grass or clay tennis courts, shall reduce consumption to any degree feasible with a goal of a reduction of at least ten (10%) percent of their usual usage.

(3) Stage III water shortage order (mandatory). In the event previous voluntary and mandatory restrictions are determined to be insufficient to effectuate the necessary reductions in water usage, the director shall so notify the Town Coordinator in writing. Upon such notification, the Town Coordinator shall declare a Stage III water shortage to exist and residential customers shall continue to reduce consumption to any degree feasible with a goal of a reduction of at least twenty five (25%) percent of their average usage. After complying with the notice provision contained herein, under Stages I and II, the following mandatory water restrictions shall be imposed. it shall be unlawful to:

- A. Engage in any nonessential use of water for commercial or public use.
- B. Water lawn, grass, shrubbery, trees, flower and vegetable gardens except by hand held container or hose with an automatic shut off nozzle and only between the hours of 7:00p.m. to 5:00a.m..
Sprinkler irrigation systems are restricted to operating three days a week. Monday, Thursday and Saturday and only between the hours of 7:00p.m. to 5:00a.m. the following morning. Provided, however, that a person regularly engaged in the sale of plants shall be permitted to use water, by any method at any time, for irrigation of their commercial stock in trade. . Landscape irrigation activities should reduce consumption to any degree feasible with a goal of reduction of at least 50 percent of their average usage.
- C. 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 to use water for similar purposes; provided, however, hand washing of exterior surfaces of a building for the purpose of preparing them for painting shall be permitted. Provided further, licensed commercial pressure washers shall be permitted to operate.
- D. Wash automobiles, trucks, trailers, boats, airplanes or any other type of mobile equipment except with the use of a hand held hose equipped with an automatic shut off nozzle. Provided, however, that any commercial wash facility shall be permitted to use water for such purposes.
- E. Fill, refill or top-off any single family residential swimming or wading pool, or water any grass and/or clay tennis court if a residential person.
- F. Operate water-cooled air conditioners or other equipment that does not recycle cooling water, except When the health and safety of the occupants are adversely affected.
- G. Use water for dust control or compaction.
- H. Exceed the following water usage mandate. Commercial and multi-family swimming pool persons shall reduce water usage with a goal of at least 25 percent. Persons owning golf courses and/or athletic playing fields which are separately metered, , may water the courses and fields by any method pursuant to the same terms and conditions set out in Stage II order, except that the mandatory water use reduction shall be at least 50 percent.
- I. All non-residential persons, and all persons with swimming and wading pools and grass or clay tennis courts, shall reduce consumption to any degree feasible with a goal of a reduction of at least 25 percent of their average usage as compared with their usage during the corresponding billing period for the most recent twelve month period in which no stage of this Article was in effect; provided, this goal shall not apply to those customers who wash parts of vehicles where such washing is required by federal, state, or local laws, or for health or safety reasons.

(4) Stage IV water shortage emergency order (mandatory). In the event previous voluntary and mandatory restrictions are determined to be insufficient to effectuate the necessary reductions in water usage, the director shall so notify the Town Coordinator in writing. Upon such notification, the Town Coordinator shall declare a Stage IV water emergency to exist and residential customers shall continue to reduce consumption to any degree Feasible with a goal of a reduction of at least thirty five (35%) percent of their average usage. After complying with the notice provision contained herein, under Stages I - III, the following mandatory water restrictions shall be imposed. It shall be unlawful to:

- A. Use water outside a structure for any use other than emergencies involving fire or as needed by the public works/utilities department to maintain the utility systems, except that flowers, plants, and shrubs may be watered from a watering can or other container not exceeding three (3) gallons in capacity with used wash water from inside the structure.
- B. Operate an evaporative air conditioning unit that recycles water except during the operating hours of the business.
- C. Wash any vehicle for any purpose, whether inside or outside a structure, except that commercial and business operated car washes may do so as provided in subsection (D) hereof; and provided that parts of vehicles may be washed where required by federal, state, or local laws, or for health or safety.
- D. Exceed the following water usage mandate. All non-residential persons shall reduce their water usage with a goal reduction of at least thirty five (35%) percent except commercial and business operated car washes and non-single family residential persons who operate swimming or wading pools or grass or clay tennis courts, who shall reduce such usage by fifty (50%) percent of their average usage during the corresponding billing period for the most recent 12-month period, in which no stage of this article was in effect. Nonresidential persons include governmental, commercial, industrial, institutional, public, social and all other such users.
- E. Make any new service connections to the town's water system except for public and other schools satisfying the compulsory education requirements of the laws of the State of North Carolina, public facilities for sheriff, police, fire protection, hospitals and emergency medical services, and facilities of public service companies regulated as public utilities under the laws of the State of North Carolina.

(5) Stage V water shortage crisis order (mandatory). In the event previous voluntary and mandatory restrictions are determined to be insufficient to effectuate the necessary reductions in water usage, the director shall so notify the Town Coordinator in writing. Upon such notification, the Town Coordinator shall declare a Stage V water shortage crisis to exist and residential customers shall continue to reduce consumption to any degree feasible with a goal of a reduction of at least fifty (50%) percent of their average usage. After complying with those notice provisions contained herein, under Stages II - IV, the following mandatory water restrictions shall be imposed. It shall be unlawful to:

- A. Wash any vehicle for any purpose, whether inside or outside a structure, except those parts of vehicles may be washed where required by federal, state, or local laws, or for health or safety.
- B. Exceed the following water usage mandate. All non-residential persons shall reduce their water usage with a goal reduction of at least fifty (50%) percent of their average usage during the corresponding billing period for the most recent 12-month period, in which no stage of this article was in effect; except that water may not be used to fill or top off any swimming or wading pool. Restaurants, cafeterias and other eating establishments may be required to use only disposable plates, saucers, cups, eating utensils, napkins and tablecloths.

a. Return to Normal

When water shortage conditions have abated and the situation is returning to normal, water conservations 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 the Town of Ranlo Public Works Department personnel and local law enforcement. 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.

Water Shortage Level	First Violation	Second Violation	Third Violation
Voluntary Reductions	N/A	N/A	N/A
Mandatory Reductions (Stages 2 and 3)	Warning	\$250.00	Discontinuation of Service
Emergency Reductions (Stages 4 and 5)	\$250.00	Discontinuation of Service	Discontinuation of Service
Water Rationing	\$500.00	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. First, a draft plan will be available at Town Hall for customers to view. A notice will be included on customer water bills notifying them of such. A public hearing will be scheduled with notice printed on all customer water bills to collect comments on the draft. All subsequent revisions to the draft will be published at least 30 days prior to adoption vote by the Board of Commissioners of the Town of Ranlo.

VII. Variances and Variance Criteria

The Town Coordinator or Public Works Director in the absence of the Town Coordinator shall have the Authority to issue variances to the WSMP and these variances will be considered on a case by case basis.

Variances will only be considered for extreme economical hardships where proof is provided that the restrictions are the sole cause.

Variances will also be considered for Health and/or Medically necessary reasons.

Criteria to be used to decide if a variance will be granted are as follows:

1. What impact will it have on system demand?
2. How long will variance be needed?
3. Is there existence of alternative sources?
4. Economic Importance.
5. Will it prevent structural damage?
6. What will results be if a variance is not granted?

Request for variances shall be submitted in writing to the office of the Town Coordinator, Town of Ranlo, 1624 Spencer Mountain Road, Gastonia, NC 28054

VIII. Evaluation

The effectiveness of this Water Shortage Response Plan will be evaluated by review of monthly usage figures and comparing them to the most recent 12-month period in which no stage of this article was in effect. If restrictions are not meeting the necessary water use reductions, then additional measures may be taken at that time and the Town Ordinance may be reviewed for possible modifications.

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 Ranlo's Town Council. The Town or Ranlo Public Works Director is responsible for initiating all subsequent revisions.