

**Water Shortage Response Plan  
Town of Landis, North Carolina  
April 23, 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 Landis Town Manager shall enact the following water shortage response provisions whenever the trigger conditions outlined in Section IV are met. In his absence, the Public Works Director 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 and on the Town of Landis website (<http://www.townoflandis.com/>). Required water shortage response measures will be communicated through the Issuing of Press Releases to local newspapers, PSA announcements on local radio and cable stations, and on the Town of Landis website. Declaration of emergency water restrictions or water rationing will be communicated to all customers by telephone through reverse 911.

**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, mandatory reductions I and II, emergency reductions and water rationing. A detailed description of each response level and corresponding water reduction measures follow below.

LEVEL	Level Name	Reduction Goal
0	Drought Planning	Conservation
1	Drought Watch	Voluntary 3 to 5% reduction (or more)
2	Drought Warning	Mandatory 5 to 10% reduction ( or more)
3	Drought Emergency Level I	Mandatory 10 to 20% reduction (or more).
4	Drought Emergency Level II	Mandatory 20 to 30% reduction (or more)

Note: These levels would also apply in any water shortage situation.

In Level 0, also considered a water conservation stage, all water users are permitted to use outdoor irrigation three days a week. A tiered rate structure is also in place to discourage excess water use.

Level I: At this stage of water restrictions, the goal is to reduce water usage by 3% to 5% (or more) from the amount that would otherwise be expected. During a Level I water emergency the following voluntary water conservation practices shall be encouraged for the public water system served by the Town

- a. Watering of lawns, ornamental plants, and gardens shall be limited to that necessary for survival only and shall occur only between 8:00pm and 8:00am on the two days of the week designated by the Public Works Director. Businesses whose stock in trade is live plants, including nurseries and retail garden centers are exempt from this provision.
- b. Planting of new ornamental plants and seeding of lawns should be deferred until the water emergency situation no longer exists.
- c. Household water should be reutilized to the greatest possible extent for watering.
- d. Use of water for wash down of outside areas such as driveways or parking lots should be limited.
- e. Faucets should not be left running while shaving, brushing teeth, or washing dishes.
- f. The use of clothes washing machines and dishwashers should be limited if possible and these units should be limited and these units should be operated with full loads when used.
- g. Washing of cars or other vehicles should be limited to two days per week designated by the Public Works Director. Hoses should not be left running while washing vehicles.
- h. The use of flow restriction and other water saving devices is encouraged.
- i. Filling of pools should be deferred or limited to hours between 8:00pm and 8:00 am.

- j. Showers should be used for bathing and the length of showers should be limited.
- k. Any practice listed in Level I water restrictions may be modified or additional restrictions added at the discretion of the Town Manager after consultation with the Director of Public Works and other city staff.

Level II: At this stage of water use restrictions, the goal is to reduce water usage by 5% to 10% (or more) from the amount that would be expected. During a declared Level II water emergency the following mandatory water use restrictions shall be in effect for the water system served by the Town.

- a. All voluntary practices listed in Level I water restrictions shall be mandatory.
- b. Watering and irrigation of lawn, ornamental plants, and gardens shall occur only between 8:00pm and 8:00am. On the two days of the week designated by the Town Manager. The use of hand held watering containers is permitted on any day without restrictions. Businesses whose stock in trade is live plants, including nurseries and retail garden centers are exempt from this provision.
- c. Use of water for wash down of outside areas is prohibited except for pressure washing businesses with an appropriate business license.
- d. Residential washing of cars is prohibited. Commercial washing facilities, including those providing handheld washing nozzles may continue normal operation. However the facility owner/operator shall ensure that water is not wasted.
- e. The use of water for the wash down of public buildings, sidewalks and street washing activities should be limited except as required for safety and/or regulatory compliance.
- f. Newly constructed or drained pools shall be filled by permit only. Fill permits shall be administered by the Director of Public Works, his or her designee. The issuance of the permits may be curtailed depending on the severity of the situation.
- g. Any practice listed in Level II water restrictions may be modified or additional restrictions added at the discretion of the Town Manager after consultation with the Director of Public Works and other city staff.

Level III: At this stage of water use restrictions, the goal is to reduce water usage by 10% to 20% (or more) from the amount that would otherwise be expected. During a declared level III water emergency in addition to all Level II mandatory water restrictions, the following mandatory water use restrictions shall be in effect for the public water system served by the Town.

- a. Watering and irrigation of lawns, ornamental plants, and gardens shall occur only between 8:00pm and 8:00am on the one day each week designated by the Town Manager. Businesses whose stock in trade is live plants, including nurseries and retail garden centers are exempt from this provision.
- b. Recreational use of potable water including filling of pools is prohibited.

- c. Hydrant flushing and testing programs are prohibited, except to maintain public health, water quality or other special circumstances.
- d. Any practice listed in Level III water restrictions may be modified or additional restrictions added at the discretion of the Town Manager after consultation with the Director of Public Works and other city staff.

Level IV: At this stage of water use restrictions, the goal is to reduce water usage by 20% to 30% (or more) from the amount that would otherwise be expected. During a declared Level IV water emergency in addition to all Level II and Level III restrictions, the following mandatory water use restrictions shall be in effect for the public water system served by the Town.

- a. All use of water out of doors for any purposes other than maintenance of public safety is prohibited.
- b. Residential water use shall not exceed 300 gallons per day at each metered location.
- c. Where the Town is not Functional, National Guard and emergency service vehicles shall be utilized to distribute water for household use at prearranged locations within the affected area. Usage by individuals shall be limited to those amounts necessary to sustain life through drinking, food preparation, and personal hygiene.
- d. Non-residential customers and construction activities utilizing 5,000 or more gallons water per day are required to reduce daily water usage through whatever means is available to the target percentages listed above. The Director of Public Works or his/her designee shall determine compliance with the daily usage reduction targets. Variances to this restriction may be granted to designated public health facilities including, but not limited to, hospitals and nursing homes.
- e. Any practice listed in Level IV water restrictions may be modified or additional restrictions added at the discretion of the Town Manager after consultation with the Director of Public Works and other city staff.

#### IV. Triggers

Landis is provided water solely by purchase from the Cities of Kannapolis and Salisbury Rowan Utilities. When either of these two declares a water shortage Landis is required to do so as well. (Landis must follow the most stringent of the declarations). During this time Landis Utilities Director will stay in close contact with Kannapolis and Salisbury Rowan Utilities and follow their triggers.

The City of Kannapolis and the City of Salisbury through their implemented Water Emergency Management Ordinances in conjunction with information provided by the North Carolina Drought Council have in place a series of conditions (i.e. reservoir level, daily pumping times, daily usage, storage requirements, etc.) to trigger drinking water use reduction measures and the movement to more restrictive and less restrictive measures. The Town of Landis water shortage response protocols are consistent with the Water Shortage Response Plan provisions established by the City of Kannapolis and Salisbury Rowan Utilities.

**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 Landis utility department and police personnel. Violators may be reported to the Town's dedicated water conservation hotline or the e-mail contact listed on the town's website. Citations are assessed according to the following schedule depending on the number of prior violations and current level of water shortage.

<b>Water Shortage Level</b>	<b>Residential</b>	<b>Commercial</b>
Level I	N/A	N/A
Level II	Warning/\$100/ Discontinuation of Service	Warning/\$100/ Discontinuation of Service
Level III	\$100 / Discontinuance of Service	\$ 500/ Discontinuance of Service
Level IV	\$ 100/ Discontinuance of Service	\$ 500/ Discontinuance of Service

## VI. Public Comment

Customers will have opportunity 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 bill notifying them of such. Also availability of the draft plan will be published in *the Salisbury Post* and on the Town of Landis website. All subsequent revisions to the draft plan will be published at least 30 days prior to an adoption vote by Landis's Town Council.

## VII. Variance Protocols

Variance request should be submitted in writing to the Utility Office for review by the Town 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 Landis 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 the Landis Town Council. The Town of Landis Town Manager is responsible for initiating all subsequent revisions.