

Water Shortage Response Plan
Town of Banner Elk, North Carolina
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 Town of Banner Elk Manager or his designee shall enact the following water shortage response provisions whenever the trigger conditions outlined in Section IV are met. In his or her absence, the Water System Operator will assume this role.

Mr. Rick Owen
Town of Banner Elk
Town Manager
Phone (828) 898-5398
E-mail: manager@townofbannerelk.org

Mr. Harold Shell
Water Quality Labs and Operation
Water System Operator
Phone: (828) 898-6277

Mr. Justin Hodges
Town of Banner Elk
Senior Public Services Technician
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E-mail: jhodges@townofbannerelk.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 in water bills and on the Towns website. Required water shortage response measures will be communicated through local news media, PSA announcements on local radio, community information websites and on the Towns website. Declaration of emergency water restrictions or water rationing will be communicated to all customers by telephone through the CodeRed all call program.

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.

Stage	Response	Description
1	Voluntary Reductions	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	Mandatory Reductions I	Water users must abide required water use reduction and efficiency measures; penalties apply for noncompliance. Water supply conditions are significantly lower than the seasonal norm and water shortage conditions are expected to persist.
3	Mandatory Reductions II	Same as in Stage 2
4	Emergency Reductions	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 environment integrity.

In Stage 1, Voluntary Reductions, all water users will be asked to reduce their normal water use by 5%. 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; washing only full loads in clothes and dishwashers; using spring-loaded nozzles on garden hoses; identifying and repairing all water leaks; and follow other conservation measures as required by §50.098 of the Town of Banner Elk Code of Ordinances.

In Stage 2, Mandatory Reductions I, all customers are expected to reduce their water use by 10%. 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; outdoor use of drinking water for washing impervious surfaces is prohibited; all testing and training purposes requiring drinking water (e.g. fire protection) will be limited; and follow other conservation measures as required by §50.098 of the Town of Banner Elk Code of Ordinances.

In Stage 3, Mandatory Reductions II, customers must continue actions from all previous stages and further reduce water use by 20%. All non-essential uses of drinking water are banned and garden and landscape irrigation must be reduced to the minimum amount necessary for survival. Follow other conservation measures as required by §50.098 of the Town of Banner Elk Code of Ordinances.

In Stage 4, Emergency Reductions, customers must continue all actions from previous stages and further reduce their water use by 25%. A ban on all use of drinking water except to protect public health and safety is implemented and follow other conservation measures as required by §50.098 of the Town of Banner Elk Code of Ordinances.

In Stage 5, Water Rationing, the goal is to provide drinking water to protect public health. 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. Follow other conservation measures as required by §50.098 of the Town of Banner Elk Code of Ordinances.

IV. Triggers

The Town of Banner Elk’s water source is groundwater. The following measurements of well pumping times and well levels in relationship to pump intake levels trigger entry into corresponding water restriction stages. The Town Manager is authorized to institute any stage of water restriction at any time he determines it is necessary.

Stage	Well Operating Conditions
1	Pumping Time >10 hrs 20% reduction in seasonal normal distance from static water level and pump intake 20% increase pumping time for same output.
2	Pumping Time >12 hrs 40% reduction in distance from static water level and pump intake 40% increase pumping time for same output
3	Pumping Time >14hrs 60% reduction in distance from static water level and pump intake 60% increase pumping time for same output
4	Pumping Time >20 hrs 80% reduction in distance from static water level and pump intake
5	Water level at pump intake elevation

V. Enforcement

The provisions of the water shortage response plan will be enforced by the Town of Banner Elk’s personnel and local law enforcement. Violators may be reported to Town Hall, 828-898-5398. 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	N/A	N/A	N/A
Mandatory Reduction (Stages 2 and 3)	Warning	\$250	Discontinuation of Service
Emergency Reductions	\$250	Discontinuation of Service	Discontinuation of Service
Water Rationing	\$500	Discontinuation of Service	Discontinuation of Service

VI. Public Comment

Customers will have the opportunity to comment on the provisions of the water shortage response plan. A notice will be included on customer's water bills notifying them of such. All subsequent revisions to the plan will be published at least 30 days prior to an adoption vote by Banner Elk Town Council.

VII. Variance Protocols

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