



City of Archdale Water Shortage Response Plan

Background and General Information

The procedures set forth in this Water Shortage Response Plan are written to reduce potable water demand and supplement existing drinking water supplies whenever they are in danger of being unable to meet customer needs.

The City of Archdale operates a municipally owned "Community Water System". It purchases water for distribution from the PTRWA (Piedmont Triad Regional Water Authority and has emergency connections with Davidson Water Inc., and the City of High Point

The City regularly documents and reports current and future water system needs in its Local Water Supply Plan, which is on file with the NC Division of Water Resources. This Water Shortage Response Plan is required as part of the Local Water Supply Plan.

Authority

PTRWA, Davidson Water Inc., and the City of High Point have authority to declare shortages and impose minimum restrictions on separate purchase systems, such as the City of Archdale. Therefore, authority to declare shortages and impose minimum restrictions is often initiated by them according to their water shortage policies. However, The City has authority to and will enact water conservation measures, levels of response, and triggers when notified by the water providers that a water shortage is imminent. Additionally, the City has authority to declare its own water shortage, separate from our water providers. In such an event, the City Manager shall implement temporary emergency measures that are reasonable and necessary to protect public health and safety until formal action can be taken by City Council.

Public Announcements

During water shortage emergencies, the City will notify its water customers by using one or more of the following methods of communication: newspaper, radio, television, utility bill inserts, door hangers, personal telephone messages, city website, and email.

Levels of Response

The four levels of water shortage response are: water shortage alert, mandatory conservation, stringent conservation and water rationing. A detailed description of each response level and corresponding water reduction measures follows below.

1. Mild/Call for Water Shortage Alert

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. All water users will be asked to reduce their normal water use by 5%.

2. Mandatory Conservation

Water users must abide by 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. All water users will be asked to reduce their normal water use by 15%.

3. Stringent Conservation

Water supply conditions are substantially diminished and pose an imminent threat to human health or environmental integrity. All water users will be asked to reduce their normal water use by 25%.

4. Water Rationing

Water supply conditions are substantially diminished, and remaining supplies must be allocated to preserve human health and environmental integrity.

Phase 1-Water Shortage Alert:

The City Manager will declare a Phase 1-Water Shortage Alert when notified by the City's water suppliers that adequate water resources are limited or may not be available to meet the current demand of the City's water customers unless water conservation measures are taken.

Water Conservation Measures

Once a Water Shortage Alert has been declared all City Departments will stop all non-essential use of potable water including flushing of water lines and irrigation of park play fields. All City of Archdale water customers will be requested to voluntarily reduce water consumption by taking the following action:

- Limit lawn irrigation and plant watering to that necessary for plant survival.
- Restrict private automobile and truck washing.
- Not leave faucets running while shaving, brushing teeth, or rinsing dishes.
- Use showers for bathing and limit to 5 minutes.
- Washing full loads in clothes washer and dishwashers.
- Limit flushing of toilets by multiple uses.
- Install water saving devices in toilets and showers.
- Repair leaky faucets and plumbing joints.
- Capture tap water.
- Use disposable and biodegradable dishes.
- Not washing down outside areas such as sidewalks, patios, building exteriors, driveways, or other areas.
- Not serving water in public restaurants except upon request.
- Not using water for any unnecessary purpose or intentionally wasting water.

In addition, all hydrant water meters in use will be recalled and the sale of bulk water will be limited to emergency use only. Water use for flushing of water lines, filling of water lines, disinfection and street construction must be approved and scheduled by the City. No new irrigation meters will be sold or installed.

Phase 2-Mandatory Conservation:

Mandatory Conservation will be declared when the City is advised by its water suppliers that they have implemented their mandatory conservation alert and it is determined that they will be unable to deliver water to meet the needs of our customers currently or in the foreseeable future.

The policy will be enforced by the following:

- Water rates for water consumption over the first 9000 gallons will be billed at double the normal rate.
- Accounts with lawn irrigation meters will be charged \$50 for the minimum use plus triple the rates for water used over first 2000 gallons the first month. Continued use will result in irrigation meter being removed. A fee to reinstall the irrigation meter will be charged when restrictions are lifted.
- The City Manager will be empowered to negotiate with industrial and commercial customers to ensure that reasonable conservation measures are implemented.
- Washing of motor vehicles will be discontinued unless at least 50% of the water is recycled.

Phase 3-Stringent Conservation

If the water shortage worsens and mandatory conservation measures prove inadequate, more stringent water conservation measures including all restrictions previously imposed in Phase 1 and 2 will be implemented and the policy will be enforced by the following:

No water shall be used for the following purposes:

- Watering: grass, lawn, shrubbery, flowers or other vegetation (unless granted permission for plants grown for sale)
- Swimming Pool: filling, refilling, or otherwise adding water
- Washing, rinsing or cleaning of exterior walls, floor, or paved areas
- Washing, rinsing or cleaning of vehicles; including automobile, truck, van, motorcycle, or other motor vehicle or trailer (unless granted permission for being in business of washing vehicles which recycles 50% of water)
- To serve drinking water at restaurants unless by request.
- To use water for any unnecessary purposes.
- Water rates for water consumption over 7000 gallons will be billed at double the normal rate.
- The City Manager will have the authority to terminate service for any violation of the Water Shortage Management Policy.
- The City Manager will have the authority to implement additional conservation measures for commercial and industrial customers including limited consumption or restricted water uses.
- The names and addresses of those charged with violations of this policy will be available for public inspection in the City Clerk's Office.

Phase 4-Rationing

Should the mandatory and stringent water reduction requirements fail to sufficiently extend limited water supplies, the City of Archdale may implement restrictive water rationing policies.

In addition to all restrictions previously imposed the following measures will be implemented:

- Firefighting is the only allowable outdoor water use.

Enforcement

The provisions of the water shortage response plan will be enforced by the City of Archdale Public Works department. Violations may also be reported to the City via e-mail or by telephone. 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
Phase 1 Voluntary Reductions	N/A	N/A	N/A
Phase 2 Mandatory Reductions	Warning	\$250	Discontinuation of Service
Phase 3 Stringent Conservation	\$250	Discontinuation of Service	Discontinuation of Service
Phase 4 Water Rationing	\$500	Discontinuation of Service	Discontinuation of Service

Drought surcharge rates are in effect for Phases 2, 3 and 4.

Authorization

The Archdale Manager shall enact water shortage response provisions whenever the trigger conditions outlined above are met. In his absence, the Public Works Director will assume this role.

Zeb Holden
Archdale City Manager
Phone: (336) 434-7346
E-mail: zholden@archdale-nc.gov

Mr. Lloyd Wilson
Archdale Public Works Director
Phone : (336) 434-7363
E-mail : lwilson@archdale-nc.gov

Water Shortage Response Plan Cancellation

Conservation measures and restrictions will expire incrementally when the City Manager, after consultation with the Public Works Director and the city's water providers, finds that the water supply has returned to normal. The cancellation process will be in the reverse order of the WSRP implementation.

Public Comment

Customers will have opportunities to comment on provisions of the Water Shortage Response Plan at City Council meetings. The plan will be made available to the customers on the city's website and at city hall. All subsequent revisions to the plan will be published at least 30 days prior to consideration and approval City Council.

Variance Request of Water Use Restrictions

If compliance with any reduction measures authorized herein would cause a customer to bear extraordinary hardship, that individual or entity may apply at the City of Archdale for an exception. For these purposes, "extraordinary hardship" shall be defined as a condition that may threaten health and safety, or cause property or economic losses, each of which must be shown to be substantially more severe than the sacrifices borne by other users. If an extraordinary hardship is found to exist, then an exception shall be granted and a written waiver issued to the customer. Factors for approval or denial of variance request are described below.

Factors for Approval or Denial of Variance Request

Prior to rendering a decision for a Water Restriction Variance Request, the City Manager or designee shall carefully consider the following factors:

- What is the purpose of the requested water usage?
- Is the requested water usage a necessary use for drinking water?
- What is the impact on water demand due to the requested water usage?
- What is the expected duration of requested water usage?
- Are there alternative sources for the requested water usage?
- Is the requested water usage socially or economically important?
- Will the requested water usage prevent fire or structural damage?
- Are there other relevant factors that the requested water usage may have on water demand or supply?

The weight of each factor in rendering a decision shall be determined by the City Manager. The final decision for a variance must also take into account how all the factors above relate to the effectiveness of the overall water shortage response effort. If the overall effectiveness of the water shortage response effort would be compromised by granting a variance request, then the request should be denied.

Effectiveness

The effectiveness of the Archdale's 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.

Revisions

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 5 years. Any revisions found necessary will be forwarded to City Council for approval.

WATER RESTRICTION VARIANCE APPLICATION

City of Archdale

APPLICANT: _____

DATE: _____

Please answer all of the following questions completely and truthfully

The requested water usage is:

Household Residential ☐ Business/Commercial ☐ Business/Industrial ☐

Recreation ☐ Landscaping (Other than Professional Business) ☐

Other ☐ – Describe: _____

Describe and state the purpose of the requested water usage; and why, in your opinion, the declared water conservation measures should be relaxed or waived for your particular use?

Is the requested water usage necessary for drinking water?

Yes ☐ No ☐

In your opinion, is the requested water usage socially or economically important?

Yes ☐ No ☐

If Yes, Why is it important?

City Action:

Approved ☐ Denied ☐ Signed: _____ Date: _____

Special Terms / Period of Usage / Comments: _____
