

**Water Shortage Response Plan  
City of Kinston, North Carolina  
June, 2023**

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 Kinston City Manager shall enact the following water shortage response provisions whenever the trigger conditions outlined in Section IV are met. In his/her absence, the Public Services Director will assume this role.

Ms. Rhonda Barwick  
City Manager  
Phone: (252) 939-3110  
email: rhonda.barwick@ci.kinston.nc.us

Mr. Stephen Miller  
Public Services Director  
Phone: (252) 939-3303  
email: steve.miller@ci.kinston.nc.us

**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 City of Kinston Public Services website homepage, Kinston Public Services social media accounts, and our customer telephone messaging system. Required water shortage response measures will be communicated through PSA announcements and declarations of emergency water restrictions will be provided to local radio and cable television stations, in addition to the methods described above.

**III. Levels of Response**

Five levels of water shortage response are outlined 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 follows below.

**Stage 1 - Voluntary Reductions**

Triggers - Daily Potable Water Demand exceeds 80% of water production and purchased water sources available for three consecutive days. An unexpected interruption occurs in water supply that may last more than 24 hours, A planned

reduction occurs that will cause consumption to exceed 80% of water production and purchased water sources available or other situations as deemed appropriate by the City Manager or his/her authorized representative

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.

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; 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.

Stage 1 Enforcement:

<b>Water Shortage Level</b>	<b>First Violation</b>	<b>Second Violation</b>	<b>Third Violation</b>
Voluntary Reductions	None	None	None

## **Stage 2 - Mandatory Reductions I**

Triggers - Daily Potable Water Demand exceeds 85% of water production and purchased water sources available for three consecutive days. An unexpected interruption occurs in water supply that may last more than 24 hours, A planned reduction occurs that will cause consumption to exceed 85% of water production and purchased water sources available or other situations as deemed appropriate by the City Manager or his/her authorized representative.

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.

In Stage 2, Mandatory Reductions I, all customers are expected to reduce their water use by 10% 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; outdoor use of drinking water for washing impervious surfaces is prohibited; and all testing and training purposes requiring drinking water (e.g. fire protection) will be limited.

Stage 2 Enforcement:

<b>Water Shortage Level</b>	<b>First Violation</b>	<b>Second Violation</b>	<b>Third Violation</b>
Mandatory Reductions I	Warning	\$250 fine	Termination of Service

**Stage 3 - Mandatory Reductions II**

Triggers - Daily Potable Water Demand exceeds 90% of water production and purchased water sources available for two consecutive days. An unexpected interruption occurs in water supply that may last more than 24 hours, A planned reduction occurs that will cause consumption to exceed 90% of water production and purchased water sources available or other situations as deemed appropriate by the City Manager or his authorized representative

Mandatory Reductions II - 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.

In Stage 3, Mandatory Reductions II, customers must continue actions from all previous stages and further reduce water use by 20% 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, a drought surcharge of 1.5 times the normal water rate applies.

Stage 3 Enforcement:

<b>Water Shortage Level</b>	<b>First Violation</b>	<b>Second Violation</b>	<b>Third Violation</b>
Mandatory Reductions II	Warning	\$250 fine	Termination of Service

**Stage 4 – Emergency Reductions**

Triggers - Daily Potable Water Demand exceeds 95% of water production and purchased water sources available for two consecutive days. An unexpected interruption occurs in water supply that may last more than 24 hours, A planned reduction occurs that will cause consumption to exceed 95% of water production and purchased water sources available or other situations as deemed appropriate by the City Manager or his/her authorized representative.

Emergency Reductions - Water supply conditions are substantially diminished and pose an imminent threat to human health or environmental integrity.

In Stage 4, Emergency Reductions, customers must continue all actions from previous stages and further reduce their water use by 25% 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 and drought surcharges increase to 2 times the normal water rate.

Stage 4 Enforcement:

<b>Water Shortage Level</b>	<b>First Violation</b>	<b>Second Violation</b>	<b>Third Violation</b>
Emergency Reductions	\$250 fine	Termination of Service	Termination of Service

### **Stage 5 – Water Rationing**

Triggers - Daily Potable Water Demand exceeds 100% of water production and purchased water sources available for one day. An unexpected interruption occurs in water supply that may last more than 24 hours, A planned reduction occurs that will cause consumption to exceed 100% of water production and purchased water sources available or other situations as deemed appropriate by the City Manager or his/her authorized representative

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

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 Kinston's Emergency Response Plan. Drought surcharges increase to 3 times the normal water rate.

Stage 5 Enforcement:

<b>Water Shortage Level</b>	<b>First Violation</b>	<b>Second Violation</b>	<b>Third Violation</b>
Water Rationing	\$500 fine	Termination of Service	Termination of Service

### **V. Enforcement**

The provisions of the water shortage response plan will be enforced by City of Kinston's Public Service Departments Water Resources Division and police personnel. Violators

may be reported Kinston Public Services 24 hour Customer Service Center at (252) 939-3282. Citations are assessed according to the following schedule depending on the number of prior violations and current level of water shortage. Drought surcharge rates are effective in Stages 3, 4 and 5.

## VI. Public Comment

The original adoption of this plan included multiple opportunities for citizens, businesses and customers to comment on the provisions of the City of Kinston Water Shortage Response Plan prior to its adoption in July, 2013. Subsequent revisions to the plan involving changes that could directly impact customers will include a public notification/comment period of a minimum of 30 days prior to City Council considering adoption of the revisions. Administrative changes to the plan will not require a public notification.

## VII. Variance Protocols

Requests for water use variances may be submitted in writing to the City of Kinston Public Services Department for review by the Public Services Director or his/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 Kinston 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 Kinston's City Council. The City of Kinston Public Services Director is responsible for initiating all subsequent revisions.