

ROANOKE RAPIDS SANITARY DISTRICT **WATER SHORTAGE REGULATIONS**

A REGULATION OF THE ROANOKE RAPIDS SANITARY DISTRICT, NORTH CAROLINA, AUTHORIZING THE DECLARATION OF WATER SHORTAGE; PROVIDING FOR LOCAL IMPLEMENTATION OF THE WATER CONSERVATION PLAN OF THE ROANOKE RAPIDS SANITARY DISTRICT; PROVIDING DEFINITIONS; PRESCRIBING PENALTIES AND ENFORCEMENT; REPEALING ANY INCONSISTENT PROVISIONS; PROVIDING FOR SEVERABILITY; AND PROVIDING AN EFFECTIVE DATE.

WHEREAS, a water shortage or water shortage emergency may be declared from time to time by the Roanoke Rapids Sanitary District affecting Halifax County and Northampton County and

WHEREAS, during such water shortage condition the amount of surface water supplies may become insufficient to meet current or anticipated demands; and

WHEREAS, upon the existence of such conditions, it becomes imperative to the public well-being that certain uses of water be restricted or curtailed and that available water resources be allocated; and

WHEREAS, the Roanoke Rapids Sanitary District has responsibility under Chapter 162A, North Carolina General Statutes for regulating water use and allocating available water supplies during periods of water shortage; and

WHEREAS, the Roanoke Rapids Sanitary District has adopted a "Water Conservation Plan" and "Water Emergency Plan" for the purpose of allocating and conserving the water resource during periods of water shortage and maintaining a uniform approach toward water use restrictions; and

WHEREAS, the Roanoke Rapids Sanitary District has requested the assistance of City of Roanoke Rapids, County of Halifax, Town of Gaston, and Northampton County in the enforcement of the provisions of the "Water Conservation Plan" and "Water Emergency Plan;" and

WHEREAS, it is the desire of the City of Roanoke Rapids of Halifax County, North Carolina, County of Halifax of North Carolina, Town of Gaston of Northampton County, North Carolina and Northampton County of North Carolina to provide the Roanoke Rapids Sanitary District with assistance in the enforcement of the provisions of the "Water Conservation Plan" during a water shortage or water shortage emergency; and

WHEREAS, section 160A-175, North Carolina Statutes, provides that it shall be the duty of county/municipal governmental and law enforcement officials to assist the Roanoke Rapids Sanitary District in the enforcement of Chapter 162A, North Carolina Statutes, and any rules adopted there under, upon request by the Roanoke Rapids Sanitary District.

WHEREAS, the Roanoke Rapids Sanitary District of Halifax County and Northampton County hereby finds and declares that the adoption of this regulation is necessary, appropriate, and in the public interest of the citizens of this community.

NOW, THEREFORE, BE IT ORDAINED BY THE ROANOKE RAPIDS SANITARY DISTRICT OF HALIFAX COUNTY AND NORTHAMPTON COUNTY, NORTH CAROLINA; WATER SHORTAGE REGULATIONS Sections 1 through 15, are hereby created to read:

Section 1. INTENT AND PURPOSE

It is the intent and purpose of this Regulation to protect the water resources of Halifax County and Northampton County from the harmful effects of overutilization during periods of water shortage and allocate available water supplies by assisting the Roanoke Rapids Sanitary District in the implementation of its Water Conservation Plan.

Section 2. DEFINITIONS

For the purpose of this Regulation, the following terms, phrases, words, and their derivatives shall have the meaning given herein. When not inconsistent with the context, words used in the present tense include the future, words in the plural include the singular, and words in the singular include the plural. The word "shall" is always mandatory and not merely directory.

(a) "Allotment," as the term is used in this regulation, shall mean the maximum quantity of water allowed for each customer over any applicable period as established in the water rationing provisions of this regulation.

(b) "Customer," as the term is used in this regulation, shall mean any person using water for any purpose from the District's water distribution system and for which a regular charge is made.

(c) "District" as the term is used in this regulation, is the Roanoke Rapids Sanitary District.

(d) "Excess Use," as the term is used in this regulation, shall mean the usage of water by a water customer in excess of the water allotment provided under the water rationing provisions of this regulation for that customer, over any applicable period.

(e) "Mandatory Conservation," as the term is used in this regulation, shall mean that raw water supplies (i.e., stream flow or reservoir levels) are consistently below seasonal averages, and if they continue to decline, may not be adequate to meet normal needs.

(f) "Non-Residential Customer," as the term is used in this regulation, shall mean commercial, industrial, institutional, public and all other such users, except for hospitals and health care facilities.

(g) "Person" as the term is used in this regulation, is any person, firm, partnership, association, corporation, company, or organization of any kind.

(h) "Rationing," as the term is used in this regulation, shall mean procedures established to provide for the equitable distribution of critically limited water supplies, in order to balance demand and limited available supplies, and to assure that enough water is available to preserve public health and safety.

(i) "Reclaimed Water," as the term used in this regulation, shall mean wastewater that has been treated to allow reuse.

(j) "Residential Customer," as the term is used in this regulation, shall mean any customers who receive water service for a single or multi-family dwelling unit. The term residential customer does not include educational or other institutions, hotels, motels, or similar commercial establishments.

(k) "Service Interruption," as the term is used in this regulation, shall mean the temporary suspension of water supply, or reduction of pressure below that required for adequate supply, to any customer, portion of a water supply, or entire system.

(l) "Voluntary Conservation," as the term is used in this regulation, shall mean that conditions exist which indicate the potential for serious water supply shortages.

(m) "Water resource" as the term is used in this regulation, means the available supply of any and all water on or beneath the surface of the ground, including natural or artificial watercourses, lakes, ponds, or diffused surface water, and water percolating, standing, or flowing beneath the surface of the ground.

(n) "Water shortage" as the term is used in this regulation, is a condition when enough water is not available to meet the present or anticipated needs of persons using the water resource, or when conditions are such as to require a temporary reduction in total water usage within an area to protect the water resource from serious harm. A water shortage usually occurs due to drought. For purposes of this regulation, "Water Shortage" is defined as less than a 365-day supply (Lake Level is less than 119.5ft (mean sea level) at the intake) or demand exceeds 80% of Water Plant Capacity (10 million gallons a day) for five (5) consecutive days.

(o) "Water shortage emergency" as the term is used in this regulation, means that situation when water quality and/or water supplies are below the level sufficient to protect the public health, safety, or welfare, or the health of animals, fish or aquatic life, or a public water supply, or commercial, industrial, agricultural, recreational or other reasonable uses and that serious water quality and/or shortages exist in the area. A water shortage emergency usually occurs due to drought, equipment failure, line rupture, contamination or acts of terrorism. For purposes of this regulation, "Water shortage emergency" is defined as less than a 250-day supply (Lake Level is less than 118 ft. (mean sea level) at the intake) or demand exceeds 90% of Water Plant Capacity for five (5) consecutive days

(p) "Water use classes" as the term is used in this regulation, means the categorized use of water by domestic, health care facilities, public, commercial, non-commercial, agricultural, industrial, and institutional water uses that have been identified as essential, socially or economically important and non-essential and are subject to managed restrictions under either the "Water Conservation Plan" or "Water Emergency Plan".

Section 3. APPLICATION OF REGULATION

The provisions of this Regulation shall apply to all persons using the water resource within the geographical areas subject to the "water shortage" or "water shortage emergency," as determined by the District, whether from public or privately-owned water utility systems, private wells, or private connections with surface water bodies.

Section 4. DECLARATION OF WATER SHORTAGE/ WATER SHORTAGE EMERGENCY

The declaration of a water shortage or water shortage emergency within all or any part of Roanoke Rapids Sanitary District by the Board of Commissioners or the Chief Executive Officer of the District shall invoke the provisions of this Regulation. Upon such declaration all water use restrictions or other measures adopted by the Roanoke Rapids Sanitary District applicable to the District or any portion thereof, shall be subject to enforcement action pursuant to this Regulation.

Section 5. DECLARATION OF VOLUNTARY CONSERVATION

Whenever the Board of Commissioners of the District finds that a potential shortage of water supply is indicated, it shall be empowered to declare by the adoption of a resolution that Voluntary Conservation conditions exist and that the Chief Executive Officer shall daily monitor the supply and demand upon that supply. In addition, the Chairman of the Board of Commissioners (or the Chief Executive Officer) is authorized to call upon all water customers to employ voluntary water conservation measures (see “Water Conservation Plan” – Addendum A and “Water Emergency Plan” – Addendum B) to limit water use (especially Class 3 uses) and eliminate the waste of water. This resolution shall be published in a newspaper of general circulation in the area which qualifies under GS 1-597, and may be publicized through the general news media or any other appropriate method for making such resolutions public.

Section 6. DECLARATION OF MANDATORY CONSERVATION

Whenever the Board of Commissioners of the District finds raw water supplies (i.e., stream flow or reservoir levels) to be consistently below seasonal averages, and if they continue to decline and may not be adequate to meet normal needs, it shall be empowered to declare by the adoption of a resolution that Mandatory Conservation conditions exist. The District shall continue to encourage voluntary water conservation measures defined under the Voluntary Conservation declaration, and further shall impose a ban on all Class 3 water uses for the duration of the shortage until it is declared ended by regulation of the Board of Commissioners. Publication of these regulations shall follow the provisions declared in Section 5 of this regulation.

Section 7. DECLARATION OF A WATER SHORTAGE EMERGENCY

Whenever the Board of Commissioners of the District finds that raw water supplies are below the level necessary to meet normal needs and that serious shortages exist, it shall be empowered to declare by the adoption of a resolution that a Water Shortage Emergency exists. Class 1, Essential Uses shall be identified, in specific, as targets for voluntary conservation initiatives. Also, all Class 2, Socially or Economically Important uses shall be banned in addition to the Class 3, Non-Essential Uses. These restrictions shall continue until the emergency is declared ended by a resolution of the Board of Commissioners. Publication of these resolutions shall follow the provisions in Section 5 of this regulation.

Section 8. DECLARATION OF RATIONING

Whenever the Board of Commissioners of the District has declared a Water Shortage Emergency and finds a need to provide for the equitable distribution of critically limited water supplies, in order to balance demand and limited available supplies, and to assure that enough water is available to preserve public health and safety, it shall be empowered to provide for mandatory rationing. In addition, the Chairman of the Board of Commissioners (or the Chief Executive Officer) is authorized to call upon all water customers to employ water-rationing measures (see “Water Conservation Plan” – Addendum A and “Water Emergency Plan” – Addendum B) by adoption of a resolution. Publication of these resolutions shall follow the provisions in Section 5 of this regulation.

Section 9. ENFORCEMENT

Pursuant to section 162A-9.1 of the North Carolina General Statutes, the District having jurisdiction in the area governed by this Regulation shall, in connection with all other duties imposed by law, diligently enforce the provisions of this Regulation. In addition, the Roanoke Rapids Sanitary District Chief Executive Officer may also delegate enforcement responsibility for this Regulation to agencies and departments of the District, counties or cities in the service areas governed by this Regulation in accordance with state and local law.

Section 10. PENALTIES

(a) Violation of any provision of this Regulation shall be subject to the following criminal penalties:

First violation	Written Warning
Second violation	\$200.00
Subsequent violations	Fine not to exceed \$500

(b) Any residential or non-residential water customer who exceeds the allotments established pursuant to water rationing will be subject to the following excess-use civil penalties.

1. "Excess-use civil penalties" will be collected based on the amount by which a customer's use exceeds the water allotments established pursuant to the local water rationing declaration, computed in accordance with the following schedule:

<u>Excess Usage Per Month</u>	<u>Civil Penalty for Excess</u>
First 2,000 gallons or portion thereof gallons	2 Times Minimum Monthly Rate per 1,000 gallons or portion thereof
Each 1,000 gallons, or portion thereof, thereafter	4 Times Minimum Monthly Rate

2. Any monies collected through violations and excess-use civil penalties shall not be accounted for as income but shall be placed in a reserve account that is dedicated to addressing water shortage problems and water conservation initiatives.

(c) In addition to the excess-use civil penalty, non-compliance with the water rationing provisions of this regulation will result in the following:

1. For the first excess use, a warning of possible discontinuation shall be issued to the customer.

2. For the second or subsequent excess use, service to the customer may be interrupted or shut off for a period not to exceed 48 hours, or, if the customer provides access, a flow restrictor may be installed in the customer's service line for the duration of the emergency. The cost incurred to interrupt or shut off and reinstate service, or to install and remove a flow restrictor shall be assessed to the water customer. Before service to an individual may be terminated under this provision, actual notice of the intent to discontinue shall be given, which shall include notice that the customer may appear at designated time and place (within 24 hours) for an informal hearing to show why service should not be discontinued.

(d) Meter reading schedules are authorized by this regulation to be altered to assure adequate monitoring of compliance with this regulation.

(e) Any customer or other person aggrieved by a decision or action imposing an excess-use civil penalty or other remedy for non-compliance with the requirements of this regulation may proceed in accordance with the following provisions:

1. The District shall adopt procedures that provide an opportunity for the customer or aggrieved party to rebut the finding of a violation, or provide evidence of circumstances beyond the customer's control, which resulted in the violation. A record of evidence regarding disputed violations shall be kept, and a written notice of the District's final decision and action in such cases shall be provided to the customer or aggrieved party.

Section 10.1. CIVIL PENALTIES

In addition to or in lieu of criminal prosecution, violation of this regulation may subject the offender to civil penalties in the amounts provided, or otherwise an amount of \$25 per day, collectible in a civil action in the nature of debt.

Each day in violation of this Regulation shall constitute a separate offense. Enforcement officials shall provide violators with no more than one written warning. The Roanoke Rapids Sanitary District, in addition to the civil sanctions contained herein, may take any other appropriate legal action, including but not limited to injunctive action, to enforce the provisions of this Regulation.

Section 11. SHORTAGE WATER RATES

Upon the declaration of a water supply shortage as provided in Sections 5-8 the Board of Commissioners of the District shall have the power to adopt shortage water rates by regulation designed to conserve water supplies. Such rates may provide for, but not be limited to: (a) higher charges per unit for increasing usage (increasing block rates); (b) uniform charges for water usage per unit of use (uniform unit rate); (c) extra charges for use in excess of a specified level (excess demand surcharge); or (d) discounts for conserving water beyond specific levels.

Section 12. REGULATIONS

Any person who violates the provisions of this regulation, who fails to carry out the duties and responsibilities imposed by this regulation, or who impedes or interferes with any action undertaken or ordered pursuant to this regulation shall be subject to the following penalties:

(a) If the Chief Executive Officer, or other District official or officials charged with implementation and enforcement of this regulation or a water supply shortage resolution learns of any violation of any water use restriction imposed pursuant to this regulation, a written notice of the violation shall be affixed to the property where the violation occurred and mailed to the customer and to any other person known to the District who is responsible for the violation or its correction. Said notice shall describe the violation and order that is to be corrected, cured, or abated immediately or within such specified time as the District determines is reasonable under the circumstances. If the order is not complied with, the District may terminate water service to the customer subject the following procedures:

1. The District shall give the customer notice by mail that, due to the violation, water services will be discontinued within a specified time and that the customer will have the opportunity to appeal the termination by requesting a hearing scheduled before the District Board of Commissioners or an official designated as a hearing officer by the Board of Commissioners;
2. If such a hearing is requested by the customer charged with the violation, he or she shall be given a full opportunity to be heard before termination is ordered; and,
3. The Board of Commissioners or hearing officer shall make findings of fact and order whether service should continue or be terminated.

(b) A fee of \$50 shall be paid for the reconnection of any water service terminated pursuant to sub-section (a). In the event of subsequent violation, the reconnection fee shall be \$200 for the second violation and \$300 for each additional violation.

(c) Any customer may also be charged with violation of this regulation and prosecuted in District Court. Any person so charged and found guilty of violating the provisions of this regulation shall be guilty of a misdemeanor. Each day's violation shall constitute a separate offense. The penalty for violation shall be a maximum fine of \$500 or imprisonment for not more than 30 days or both.

Section 13. PUBLIC COMMENT

Customers will have multiple opportunities to comment on the provisions of the water shortage response plan. First, a draft plan will be published on the Sanitary District website. A public hearing will be scheduled with notice printed in all customer water bills to collect comments on the draft. All subsequent revisions to the draft plan will be published at least 30 days prior to an adoption vote by the District Board of Commissioners.

Section 14. VARIANCE PROTOCOLS

Applications for water use variance requests are available from the Sanitary District website and the Administrative Office. All applications must be submitted to the District Board for review by the CEO 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.

Section 15. EFFECTIVENESS

The effectiveness of the Roanoke Rapids Sanitary District'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.

Section 16. 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 Sanitary District's Board. The Sanitary District's CEO is responsible for initiating all subsequent revisions.

Section 17. REGULATIONS REPEALED

All regulations or parts of regulations in conflict herewith are hereby repealed.

Section 18. SEVERABILITY

If any section, sentence, clause or phrase of this Regulation is held to be invalid or unconstitutional by any Court of competent jurisdiction, or the application thereof to any person or circumstance is held invalid, the constitutionality of the remainder of the regulation and its applicability to other person and circumstances shall not be affected thereby.

Section 19. EFFECTIVE DATE

This Regulation shall take effect immediately upon adoption and will remain in effect until terminated by action of the Roanoke Rapids Sanitary District Board of Commissioners.

INTRODUCED the 8th day of April 2003.

FIRST READING: April 8, 2003.

SECOND READING: May 13, 2003.

PASSED this 13th day of May 2003.

AYES: Three (3)

NAYS: None (0)

ABSENT: None

NOT VOTING: None

PASSED AND DULY ADOPTED by the Roanoke Rapids Sanitary District of Halifax County and Northampton County, North Carolina this 13th day of May 2003.

CHAIRMAN

Roanoke Rapids Sanitary District
Board of Commissioners

ATTEST: _____

SECRETARY

Roanoke Rapids Sanitary District
Board of Commissioners

Published the 13th day of April 2003.

Document Changes:

<u>Date</u>	<u>Page</u>	<u>Section</u>	<u>Remark</u>
4/15/10	3	2(n)	Added “(Lake Level is less than 119.5ft (mean sea level) at the intake)” to "Water shortage" DEFINITION
4/15/10	3	2(o)	Added “(Lake Level is less than 118 ft. (mean sea level) at the intake)” to "Water shortage emergency" DEFINITION
12/11/18	various	various	Miscellaneous grammatical corrections.
4/11/23	various	various	Five-Year Review. Miscellaneous grammatical corrections. Updated Contact information in Addendum B, Water Emergency Plan
4/11/23	4	Add ‘A’	Addendum A, Water Conservation Plan - Water Use Rationing for Residential Users: (b) 1 Replaced “July 2002” with “each July” and under Water Use Rationing for Non-Residential Water Users: (d) replaced “July 2002” with “July 1 st ” in two places

**WATER SHORTAGE REGULATIONS
ADDENDUM A
WATER CONSERVATION PLAN**

The Roanoke River Basin in the Corps of Engineers John H. Kerr Reservoir project typically receives 43 inches of rainfall annually. Spread evenly throughout the year; this is enough to replenish our ground & surface water supplies. However, droughts are also a part of the weather cycle. Water shortage can also occur due to line breaks, plant malfunction, or supply contamination. A multi-level Water Shortage Response Plan is enforced in the Roanoke Rapids Sanitary District (District) as part of an overall Water Conservation Plan.

A phased response is most appropriate for dealing with a developing water shortage situation. This document outlines the District's Conservation Stages and is supported by the Conservation Measures identified in Exhibit A (attached).

The Water Conservation Plan of the Roanoke Rapids Sanitary District also includes water use classes, rationing, water loss reduction, water efficiency, public education & outreach to encourage daily conservation of our natural resources.

Water Use Class 1: Essential Water Use - Shall Not Be Cut Off

Domestic Use:

- Water necessary to sustain human life and the lives of domestic pets and maintain minimum hygiene and sanitation standards.

Health Care Facilities:

- Patient care and rehabilitation, including swimming pools used for patient care and rehabilitation.

Public Use:

- Fire Hydrants
 1. Firefighting
 2. Certain testing and drills by the fire department if performed in the interest of public safety and if approved by the District Board of Commissioners.
- Flushing of Sewers and Fire Hydrants: As needed to ensure public health and safety and if approved by the District Board of Commissioners.

Water Use Class 2: Socially or Economically Important Use

All Domestic Use Other Than That Included in Classes 1 and 3:

- Household water use, including kitchen, bathroom, and laundry use
- Minimal watering of vegetable gardens
- Watering of trees where necessary to preserve them

Commercial, Agricultural, Industrial, and Institutional Uses:

- Outdoor commercial watering (public or private) using conservation measures and to the extent that sources of water other than surface or groundwater that have not been previously used are unavailable.

- Irrigation for commercial vegetable gardens and fruit orchards or the maintenance of livestock.
- Watering by commercial nurseries at a minimum level necessary to maintain stock.
- Water use by arboretums and public gardens of national, State, or regional significance where necessary to preserve specimens.
- Use of fresh water at a minimum rate necessary to implement vegetation following earth moving, where such vegetation is required by law or regulation.
- Watering of golf course greens.
- Filling and Operation of Swimming Pools:
 - Residential pools which serve more than 25 dwelling units.
 - Pools used by health care facilities for patient care and rehabilitation except as specified in Class Use 1
 - District pools
- Commercial car and truck washes
- Commercial Laundromats
- Restaurants, clubs, and Eating Places
- Air Conditioning:
 - Refilling for start-up at the beginning of the cooling season
 - Make-up of water during the cooling season
 - Refilling approved explicitly by health officials and the District Board of Commissioners, where the system has been drained for health protection or repair purposes.
- Schools, Churches, Motels/Hotels, and Similar Commercial Establishments

Water Class Use 3: Non-Essential Use - Cut Off or Severely Restricted

Ornamental Purposes:

- Fountains, reflecting pools, and artificial waterfalls

Outdoor Non-Commercial Watering (public or private):

- Gardens, lawns, parks, golf courses (except greens), playing fields, and other recreational areas.
- Filling and operation of recreational swimming pools which serve fewer than 25 dwellings
- Non-commercial washing of motor vehicles
- Serving water in restaurants, clubs, or eating places except by specific request.
- Air Conditioning: refilling cooling towers after draining except as specified in Class Use 1

Public Use:

- Fire Hydrants: any purpose, including the use of sprinkler caps and testing fire apparatus and for fire department drills, except as listed in Class Use 1

- Flushing of Sewers and Fire Hydrants except as listed in Class 1

Voluntary Conservation Stage 1 - Water Use Class 1,2 & 3

Instituted when conditions indicate the potential for water supply shortages. A potential shortage exists when reservoir levels are below normal seasonal limits. Implementation of voluntary conservation measures shall begin when less than 80% of the useable water supply storage is remaining. However, resource conservation should be an ongoing effort & daily conservation should be part of District public education & outreach.

Mandatory Conservation Stages 2-4 - Water Use Class 3

Institute when voluntary measures have not had the desired effect & when supply levels are significantly below normal stages. Stage 3-Enforcement shall begin when less than 60% of supply is remaining. Stage 4-Industrial Cutback shall begin when only 50% is available.

Emergency Conservation Stage 5 - Water Use Class 2 & 3

Instituted when the District is experiencing a severe water shortage - 40% of supplies remaining, sudden service interruption or water contamination occurs. Expectantly, the duration of such extreme restrictions will be minimal. Stage 5 allows for water rationing, and returning to normal shall be reversibly phased in.

RATIONING: Rationing procedures established by Roanoke Rapids Sanitary District provide for the equitable distribution of critically limited water supplies in order to balance demand and limited available supplies and to assure that sufficient water is available to preserve public health and safety. Rationing shall be mandatory when findings conclude that:

- (a) It is imperative that water customers achieve an immediate further reduction in water use to extend existing water supplies and, simultaneously, ensure that sufficient water is available to preserve public health and sanitation and provide fire protection service.
- (b) The immediate further reduction in water usage is another step along a continuum of responses to the present water supply shortage. Should the shortage continue, further reductions in usage may be required. The additional usage reduction in the rationed area must be emphasized as a valid and attainable goal that reflects current conditions.
- (c) The plan provides equitable water usage reductions and equal sacrifice for each water customer. The success of this ordinance depends on the cooperation of all water customers in the emergency area.

Water Use Rationing for Residential Users: ¹

¹ May be difficult to administer

(a) Metered Residential Water Customers and Allotments:

1. The number of permanent residents in each dwelling unit (household) will determine the amount of water each household will be allowed.
2. Each dwelling unit (household) shall be allotted 40 gallons per day for each resident of the household. Households with only one permanent resident will have a daily allotment of 55 gallons.
3. Residential water customers must provide District personnel with reasonable access to read meters as necessary to this rationing declaration. Where access is not readily available, all reasonable efforts to contact customers to arrange access to read meters shall be made. In the event a water customer does not allow entry to read the meter after reasonable efforts to arrange for such access, the dwelling unit (household) allotment will be reduced to 55 gallons per day.

4. (I) If it is found that the residential water allotment provided under this section would create an extraordinary hardship for individual customers, as in the case of special health-related requirements, a revised allotment for the particular customer may be established.

(ii) any person aggrieved by a decision relating to such an exemption or variance may file a complaint with Chief Executive Officer by the District's normal administrative procedures.

(b) Non-Metered Residential Water Customers and Allotments:

1. In order to effectively implement and monitor the residential water conservation effort, a water allotment shall be established for the entire water system based on 40 gallons per day per capita (GDP) served or 50 percent of the water use by the entire system during each July, as notified individually by the District, but not less than 40 GPD.
2. The District will establish a communication system with the customers through public media to inform them of the requirements of the water rationing provisions of this ordinance, possible conservation measures that customers may employ, the system allotment, and a regularly scheduled report of whether the usage was within the allotment.

(c) See Exhibit A for Suggested Conservation Measures.

Water Use Rationing for Non-Residential Water Users:

- (a) Non-residential customers include commercial, industrial, public, and other users except hospitals and health care facilities.
- (b) Non-residential water customers shall further reduce their water usage to 40 gallons per person per day or to 50 percent of use levels during each July.
- (c) It is the primary responsibility of each non-residential water customer to meet the mandated water use reduction goal in whatever manner possible, including limitation of operating hours or days if necessary.
- (d) The District will establish a water allotment for each non-residential water customer, based upon a required further reduction in water usage from the rate of water used by the customer in effect on (date) or the last recorded use level if no meter readings record the rate of the customer's use on (date).
- (e) Each non-residential water user shall provide access to District personnel for meter reading and monitoring compliance with this ordinance. All reasonable efforts will be made to contact customers to arrange for access.
- (f)
 1. If the mandated further reduction in water usage cannot be obtained without imposing extraordinary hardship, threatening health and safety, the non-residential customer may apply to the District for a variance. For these purposes, "extraordinary hardship" means permanent damage to property or an economic loss substantially more severe than the sacrifices other water users subject to this water-rationing ordinance bear. If the further reduction would cause an extraordinary hardship or threaten health or safety, then the Chief Executive Officer may grant a variance and revise water use reduction requirements for the customer.
 2. Any person aggrieved by a decision relating to such a variance may file a complaint to the Chief Executive Officer by established procedures.
- (g) The District will provide each non-residential customer with suggested means to reduce usage. See Exhibit A for Suggested Conservation Measures.

Water Use Rationing for Hospitals and Health Care Facilities:

- (a) Hospitals and health care facilities shall comply with all restrictions imposed on residential and non-residential water customers as applicable to each institution, to the extent that compliance will not endanger the health of the patients or residents of the institution.
- (b) Each hospital or health care facility shall survey its water usage patterns and requirements and implement such additional conservation measures as possible without endangering the health of its patients or residents to reduce the institution's water usage further.
- (c) The District will provide each hospital and healthcare facility with suggested means to reduce usage. See Exhibit A for Suggested Conservation Measures.

Water Rationing Procedure Option:

- (a) The District will primarily monitor compliance with the water-rationing ordinance. The District may alter or waive temporary service interruption provisions under emergency water shortage due to contamination, loss of pressure, and acts of terror.
- (b) The following provisions shall govern the implementation of temporary service interruptions:
 - 1. To effectuate compliance with the Water Shortage ordinance, the District is hereby authorized and required to plan and implement temporary service interruption to all or part of its water supply system, as may be deemed appropriate, when any and/or all of the following conditions are determined to exist:
 - (i) The mandated reduction in system-wide usage has not been achieved, and/or
 - (ii) The mandated reduction in system-wide water usage has been achieved but has failed to have a significant impact in extending limited water supplies and/or
 - (iii) Temporary service interruptions are necessary to extend further limited and/or dwindling water supplies
 - 2. In the event it is determined that temporary service interruptions are necessary, the District shall notify its customers through the public media (newspapers, radio, and television), at least one day prior to the temporary service interruptions, that a planned temporary service interruption is to be imposed.

Such notice shall:

- (i) State the day or days when the planned, temporary service interruption will occur;
 - (ii) State the time(s) when such planned, temporary service interruptions will commence and the time(s) such interruption will cease;
 - (iii) State whether the planned, temporary service interruptions are to be imposed on the entire system, or part thereof, and, if only part(s) of the system will experience planned, temporary service interruptions, identify geographic boundaries within which such interruptions will occur; and
 - (iv) Advise all Customers within the areas affected by planned, temporary service interruptions how to treat any water received from the system, for human consumption, during the period(s) of such interruptions and for such additional time as may be necessary until full pressure is restored to the system.
- 3. If a planned, temporary service interruption is imposed as authorized and required by this ordinance, the District must provide continuous water service to healthcare facilities within the area(s) affected by such interruptions using any adequate, alternative delivery measures that may be necessary.
 - 4. If a planned, temporary service interruption is implemented, the District must make provisions, by any means possible, for the continued delivery of such water as may be necessary for the proper operation of sewage collection, treatment, and disposal systems and facilities.

Water Loss Reduction Program

The District shall conduct a water audit of the system & reduce unaccounted-for water. Include unmetered water for process use & fire protection. Water line leaks are repaired promptly with inspection, tracking, and identification for line replacement.

Water Use Efficiency Program

The District encourages year-round water conservation measures. Low-flow devices & plumbing fixtures, drought-tolerant landscaping, proper lawn watering practices & use of recycled water for irrigation or sprinkler systems are promoted.

Public Education-Working with the Media

The District fosters and endeavors to create a positive relationship with all media sources, including newspapers, radio, and TV. Contact with the media is typically made whenever the District has a ready and interesting story to report. Communications with the media by the District provide concise, accurate, current & relevant information. District communications with the media use plain language and avoid technical jargon. The District keeps in contact with the community by publicizing good events & rewarding conservation efforts.

Outreach-Best Management Practices

The District incorporates water-saving tips and conservation measures in the Consumer Confidence Report and includes Best Management Practices (BMPs) on the District Internet website (www.rrsd.org). The website publicizes the best frequency & techniques for maintaining lawns & gardens. BMPs for cold weather water use are also published and distributed from the District Business Office to curtail water loss due to frozen pipes that burst, thaw, and leak.

Reduce
Recycle
Satisfy
Develop



EXHIBIT A - CONSERVATION MEASURES

Direct users to adopt the following conservation measures:

INDOOR RESIDENTIAL USE:

Conservation for Voluntary and Mandatory Conservation Phases

- Use dishwashers only when they are full. By washing dishes by hand and not letting the tap run, you can save approximately 25 gallons of water.
- Adjust water level on clothes washing machines, if possible. Use full loads only if not adjustable.
- Turn off faucets while brushing teeth, etc. Saves about 5 gallons per day.
- Reduce water used per flush by installing toilet tank displacement inserts. A plastic jug may often be used as an alternative. **DO NOT USE BRICKS** - they disintegrate when soaked, and the resulting grit hinders the closing of the flap valve.
- Do not use the toilet as a trash can.
- Use sink and tub stoppers to avoid wasting water.
- Keep a bottle of chilled water in the refrigerator for drinking.
- Find and fix leaks in faucets and water-using appliances. Faucets can usually be fixed cheaply and quickly by replacing washers.
- Adapt plumbing with flow-restricting or other water-saving devices. These are usually inexpensive and easy to install. See a list of devices in Appendix E.
- Learn to read your water meter to judge how much water you use and what difference conservation makes.
- Take shorter showers and shallow baths. Saves about 25 gallons.
- Reduce the number of toilet flushes per day. Each flush uses about 5 gallons (2-3 if you have water-saving toilets).
- Do not use a garbage disposal
- Use non-phosphate detergent and save laundry water for lawns and plants.

Conservation for Emergency Conservation or Rationing Phase (In addition to measures listed above)

- Turn off the shower while soaping up.
- Use disposable eating utensils

OUTDOOR RESIDENTIAL USE

Conservation for Normal Conditions and Voluntary Conservation Phase

Lawns

- Water before 10:00 a.m. to prevent evaporation during the hottest part of the day. Morning is better than evening when the dampness encourages the growth of fungus.
- Water only when the lawn shows signs of wilt. Grass that springs back when stepped on does not need water.
- Water thoroughly, not frequently: long enough to soak roots. A light sprinkling evaporates quickly and encourages shallow root systems. Water slowly to avoid runoff.
- Do not let the sprinkler run any longer than necessary. In an hour, 600 gallons can be wasted.
- Allow a maximum of one inch of water per week on your lawn to measure; place cake tins outside to collect rain and water from sprinklers.
- Use pistol-grip nozzles on hoses to avoid waste when watering flowers and shrubs
- Aerate lawns by punching holes 6 inches apart, allowing water to reach roots rather than run-off surfaces.
- Position sprinklers to water the lawn, not the pavement.
- Avoid watering on windy days when the wind blows water off-target and causes excess evaporation.
- Keep sprinkler heads clean to prevent uneven watering.
- Adjust the hose to simulate a gentle rain. Sprinklers produce fine mist wastewater through evaporation.
- Know how to turn off an automatic sprinkler system in case of rain.
- Use an alarm clock or stove timer to remind you to shut off sprinklers that don't have timers.

Vegetables and Flower Gardens

- Water deeply, slowly, and weekly. Most vegetables require moisture to a depth of 6 to 8 inches.
- Keep soil loose so water can penetrate easily.
- Keep weeds out to reduce competition for water.
- Put the water where you want it and avoid evaporation using soil soakers or slow-running hoses, not sprinklers.

Trees and Shrubs

- Water deeply using a soil soaker or drip irrigation.
- Water only when needed. Check the depth of soil dryness by digging with a trowel.
- Mulch to reduce evaporation. A 2" to 3" layer of wood chips, pine needles, grass clippings, or straw keeps the soil cool in summer.

- Dig troughs around plants to catch and retain water
- Water the trees growing in full sun more often than in the shade.
- Do not use sprinklers. Apply water directly at the base.
- Do not fertilize during the summer. Fertilizing increases a plant's need for water.
- Postpone planting until fall or spring when there is generally less need for water.
- Install trickle-drip irrigation systems close to the roots of your plants. By dripping water slowly, the system doesn't spray water into the air. Use soil probes for large trees.
- Water when cloudy, at night, or even when light rain falls.

OUTDOOR RESIDENTIAL USE

Conservation for Voluntary Conservation Phase (in addition to measures listed above)

- Do not allow children to play with hoses or sprinklers.
- Limit car washing
- Be ready to catch rainfall that occurs. Place containers under drain sprouts.
- Use leftover household water if available.
- Consider delaying the seedling or sodding of new lawns.
- Determine the amount of water used outdoors by comparing water bills for summer and winter.

Conservation for Mandatory Conservation Phase (In addition to measures listed above)

- Vegetable gardens and food trees should be given minimal amounts of water on an individual basis only.
- Do not water lawns and inedible plants.
- Do not use sprinklers.

Most outdoor watering is prohibited under Emergency Conservation conditions.

HOSPITAL AND HEALTHCARE FACILITY USE

- Reduce laundry usage or services by changing linens, etc., only when necessary to preserve the health of patients or residents.
- Use disposable food service items
- Eliminate, postpone, or reduce, as may be appropriate, elective surgical procedures during the period of emergency.

INDUSTRIAL USE

- Identify and repair all leaky fixtures and water-using equipment. Give special attention to equipment connected directly to water lines, such as processing machines, steam-using machines, washing machines, water-cooled air conditioners, and furnaces.

- Assure that valves and solenoids that control water flows are shut off entirely when the water-using cycle is not engaged.
- Adjust water-using equipment to use the minimum amount of water required to achieve its stated purpose.
- Shorten rinse cycles for laundry machines as much as possible; implement lower water levels wherever possible.
- For processing, cooling, and other uses, either reuse water or use water from sources that would not adversely affect public water supplies.
- Advise employees, students, patients, customers, and other users not to flush toilets after every use. Install toilet tank displacement inserts; place flow restrictors in shower heads and faucets; close down automatic flushes overnight.
- Install automatic flushing valves to use as little water as possible or to cycle at longer intervals.
- Place water-saving posters and literature where employees, students, patients, customers, etc., can access them.
- Check meters frequently to determine consumptive patterns.
- Review usage patterns to see where other savings can be made.

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WATER SHORTAGE REGULATIONS

ADDENDUM B

WATER EMERGENCY PLAN

I. Purpose

This plan provides measures for the development and coordination of water utility emergency notification protocols, a critical aspect of incident response and management. Additionally, to establish the responsibilities and procedures for emergencies, which involve water supply for the customers that the Roanoke Rapids Sanitary District (District) serves.

The following measures for developing emergency notification protocols at the local level are oriented toward an incident involving events such as that threaten to disrupt the water system (wastewater and drinking water) or that otherwise impact the safety of drinking water.

II. Commitment to Public Safety

Safety for our employees and our customers is top on the priority list in making decisions on the way that we will continue to provide the City of Roanoke Rapids and surrounding areas with the quality of water and service that they expect. To continue to do this; this plan is the District's response to certain events and the reaction that will be required because of these events.

III. Public Notification Policy

The Chief Executive Officer of the Roanoke Rapids Sanitary District or his designee is authorized to contact the media and issue news releases. The Chief Executive Officer acts as the District's Public Information Officer as that job relates to emergency situations. The Chief Executive Officer maintains an extensive media, local, and state agency contact list to expedite the delivery of public notices and news releases of immediate concern to the public.

County and Municipal agencies shall facilitate communications with the public through mutual aid agreements and follow instructions in the event of problems or emergencies. A Boil Water advisory shall be issued as a response to low system pressure. A Boil Water Advisory shall be immediately issued to all media and government agencies including the County Board of Health. The Advisory shall remain in effect until test results for fecal and total coliform bacteria are negative. A Boil Water Order shall be issued in response to negative system pressure and will remain in effect for a minimum of seven (7) days as prescribed by Law. A declaration of a Water Shortage Emergency shall be issued banning all Class 2 and Class 3 water uses as prescribed by the District's Water Shortage Regulations adopted May 13, 2003, or the latest revision thereof.

IV. Application

This plan applies to all District departments and employees who, while performing their duties for the District, have an association with the production and/or maintenance of the water system for the District. Events that trigger a Water Emergency include, but are not limited to the following:

- Water main break
- Hurricane
- Tornado
- Earthquake
- Terrorist Event
- Bomb Threat
- Failure of ability to deliver (pump) treated water
- Drought

V. Responsibilities

- A. General
The initial and primary responsibility for the protection of health, safety, and property in the event of a water emergency in the District limits rests with the Roanoke Rapids Sanitary District. City and County agencies will assist as requested or as necessary in such cases.
- B. Chief Executive Officer
The Chief Executive Officer is responsible for the direction of the District's response to a water emergency. The District CEO also will ensure the exchange of information among the Roanoke Rapids Sanitary District, Fire Department, Police Department, City and County Officials and all other outside agencies.
- C. Fire Department
The Fire Department is the agency primarily responsible for assessing the degree of hazard in a water emergency and for implementing the appropriate emergency action.
- D. Police Department
The Police Department is responsible for securing the location of a water emergency, for evacuating persons as directed by the senior fire officer or Chief Executive Officer (CEO), and for normal reporting of motor vehicle accidents, if applicable. Police will monitor excessive water use during emergencies.
- E. District Facility Site Operator In Responsible Charge (ORC)
The Water Treatment Plant ORC shall report to the Water Treatment Plant and begin notifying Industry, Hospital, Community, and Fire that there is a water emergency and mandatory conservation steps shall be taken. (See Water Conservation Plan)
- F. Other District Employees
All District personnel not involved directly in the incident will remain on standby.

VI. EMERGENCY RESPONSE PERSONNEL

All Distribution emergency response personnel shall receive the appropriate level of initial training before responding to a water emergency incident. The District will train Fire Department personnel in closing valves in the system, as necessary.

A. Senior Fire Officer/Incident Commander

The ranking officer on the scene shall serve as the Incident Commander.

The Incident Commander shall:

1. Identify, to the extent possible, all hazardous substances or conditions present.
2. Implement the appropriate emergency operations based on the hazardous substances and/or conditions present.
3. Assure that the personal protective equipment worn is appropriate for the expected hazards.

B. Roanoke Rapids Sanitary District Safety Officer

The District Safety Officer shall:

1. Be knowledgeable in the operations implemented at the emergency site.
2. Have the specific responsibility to identify and evaluate hazards and to provide direction with respect to the safety of operations for the emergency at hand.
3. Have the authority to alter, suspend, or terminate these activities that are immediately dangerous to life or health (IDLH).
4. Inform the Incident Commander of any actions needed to correct IDLH conditions at an emergency scene.
5. Advise District CEO of appropriate IDLH information exchange.

VII. NOTIFICATION OF OUTSIDE AGENCIES

Only the Roanoke Rapids Sanitary District Chief Executive Officer, in coordination with the Senior Fire Officer, or other persons designated by the Chief Executive Officer will release information to the news media or the public during a water emergency incident. In water emergencies which require coordination with other federal, state, or local agencies, the senior fire officer at the scene will ask the Telecommunications Center (9-1-1) to notify the Halifax and/or Northampton County Emergency Management Office and other agencies, as necessary. Halifax and/or Northampton County Emergency Management will serve as an outside resource in the event all resources in the counties are unavailable. At this point, and at the direction of the Halifax and/or Northampton County Emergency Management Directors, the State Emergency Management Agency are contacted. Appropriate agencies requiring notification of specific emergencies are listed in **Appendices A through O**.

VIII. CUSTOMER NOTIFICATION

Customer notification will be by means of the media (print, TV, radio) as soon as practical. Sanitary District personnel will man telephones around the clock to answer customer concerns as they arise.

IX. PROCEDURES

A. Reporting Water Emergency Incidents

All reports of water emergencies arising from hazardous materials spills, accidents, fires, and other emergencies shall be directed to the Telecommunications Center (9-1-1). Telecommunications Center personnel will obtain from the caller as much of the following information as possible:

1. The name of the caller, location, and phone number.
2. The person(s) to contact at the emergency site.
3. The exact location of the emergency.
4. The number and nature of personal injuries, if any.
5. The area(s) affected by the water emergency.
6. The business name and street number if the emergency is at a fixed business location in the City.
7. As soon as possible, the Telecommunications Center will notify the emergency contact person in the ID file if the emergency is at a fixed location.

B. Distribution First Response Duties

- 1) Isolating Valves
 - ☐ Refer to District maps to determine which sections will need isolating.
 - ☐ Get Valve numbers to be isolated and pull job cards from the card file. This gives measurements on all valves.
 - ☐ Shut valves off
 - ☐ Mobilize Fire Department to assist in closing valves, if necessary.
- 2) Mobilize Emergency Response Equipment
 - ☐ Carry pumps, generators, and temporary lighting to the scene
 - ☐ Jackhammer asphalt
 - ☐ Excavate the location to identify the problem.
 - ☐ Place Dewatering pump(s) into the excavation to assist in water removal
 - ☐ Backhoe
 - ☐ Safety Van
 - ☐ Distribution & Collection Equipment Van
 - ☐ Provide lighting as required
- 3) Shut off Elevated Water Tanks

- ❑ Ten (10) feet is the low-level limit to prevent tanks from going completely empty. All District tanks will be shut off before reaching this level.
 - ❑ If the problem is related to pressure, all tanks will be shut off immediately to minimize loss of water and time of repair.
- 4) Job Site Security
- ❑ District personnel will place Barricades in an area no less than 50 feet from the excavation. The District will ask for Police assistance if necessary.
 - ❑ All "Hot Spots" will be clearly marked to prevent additional possibilities of a cave-in.
 - ❑ Maintain a minimum ground vibration. Keep machine activity at a minimum when possible.
- 5) Damage Control
- ❑ Damage control will be assessed as soon as possible from the onset of the incident.
 - ❑ Ongoing assessments will be made on a timely basis.
 - ❑ Inform the Water Treatment Plant of the status on a timely basis. They need to be informed so information can be passed on to the public.
- 6) Employee Support
- ❑ A break area will be established to minimize employee fatigue.
 - ❑ Refreshments will be made available to employees
 - ❑ Foul weather protection will be available to employees.
 - ❑ When the operation extends beyond normal working hours, meals will be available for employees.
 - ❑ Employee Personal Protective Equipment will be made available
 - ❑ Emergency Lighting

C. Water Treatment Plant Management

- ❑ Page out additional District employees when necessary.
- ❑ Monitor the system per normal operation.
- ❑ Monitor system pressure.
- ❑ Maintain plant conditions at a "FULL" level. All reservoirs will maintain 12 feet.
- ❑ Increase chlorine residual based on the pressure curve in the system. Chlorine residual is not to exceed 2 mg/L.
- ❑ Place the Gaston system in the "Pump" mode, using the Old Reservoir as the source supply instead of the Distribution system.
- ❑ Pump management versus system circumstances.
- ❑ Always maintain pressure in the system by keeping a pump running unless otherwise directed by Chief Executive Officer.
- ❑ When pump changes are necessary, always maintain system pressure by timing changes with one pump cutting off and one pump turning on. Never have time without a pump pressurizing the system.

X. Conservation Stages

Refer to the District's **Water Conservation Plan** for steps concerning water conservation.

Appendices –

- Appendix A - General Emergency Call List
- Appendix B - City of Roanoke Rapids Directory
- Appendix C - Halifax Memorial Regional Hospital
- Appendix D - Guardian Care Nursing Home
- Appendix E - Paper Mill
- Appendix F - Roanoke Rapids Graded School District

Roanoke Rapids Sanitary District
 Addendum B - Water Emergency Plan
 Adopted: May 13, 2003
 Effective: May 13, 2003
 Reviewed: April 11, 2023; 12/11/18

- Appendix G - (Not Used)
- Appendix H - Kennametal, Inc.
- Appendix I - (Not Used)
- Appendix J - Patch Rubber
- Appendix K - Town of Gaston
- Appendix L - Northampton County
- Appendix M - Northampton County Health Department
- Appendix N - NC Public Health Agencies
- Appendix O - Rosemary Power

APPENDIX: A

Emergency Call List

Roanoke Rapids Fire Department	252-533-2880
ECU Health North Hospital	252-535-8011
Fresenius Kidney Care	252-535-1000
Halifax Linen	252-885-6052 or 252-326-4575
Holiday Ice Inc.	252-203-1069
Halifax County Emergency Management	252-583-2031
Consultant NC DEQ	919-610-4601
Main Quad Communications	252-538-0020
Daily Herald	252-537-2505
Halifax County Public Utilities Director	252-583-1451
Halifax County Health Dept.	252-583-5021
Halifax Health Director	252-583-5021 ext. 6300 or 252-532-4691
Halifax Emergency Services Director	252-583-2088
9-1-1 Non-emergency	252-583-1991
Northampton County Public Utilities	252-534-6341
Northampton Water/Sewer supervisor	252-578-5506
Northampton Co. Water	252-534-6731 X 307
Special Agent, FBI	804-261-1044 (Main)
Northampton County Health Dept.	252-534-5841
Northampton County Emergency Serv.	252-574-0214 (Direct)
Northampton County Sheriff Dept.	252-534-2611
Halifax County Sheriff Department	252-583-8201

District Cell Phone Usage

Cellular phones become an asset in the field in times of emergency. The District encourages this practice. The following personnel have cellular phones, and their numbers are as follows:

Chief Executive Officer	252-885-0553
Water Plant Operator In Responsible Charge	252-532-1744
Safety Officer	252-885-0556
Distribution ORC	252-885-0566

APPENDIX: B

City of Roanoke Rapids Directory of Phone Numbers

City of Roanoke Rapids Main Switchboard Phone:	(252) 533-2800
Aquatic Center Phone:	(252) 533-2847
Chaloner Recreation Center Phone:	(252) 533-2847
City Manager/Clerk's Office Phone:	(252) 533-2840
Fire Department (Non-Emergency) Phone:	(252) 533-2880
Police Department (Non-Emergency) Phone:	(252) 533-2810
Public Works Department (Trash Pickup) Phone:	(252) 533-2846
TJ Davis Recreation Center Phone:	(252) 533-2847

OTHERS:

North Carolina Power Storm Center:	252-308-1014
Halifax County Emergency Management:	252-583-2031
NC Power:	252-535-6898

APPENDIX: C

Halifax Regional Medical Center

Plant Operations (8:00 am – 4:30 pm)	252-535-8265
Hospital Main Number (After 4:30 pm or weekends)	252-535-8011

APPENDIX: D

Signature Healthcare of Roanoke Rapids

Address: 305 E 14th St, Roanoke Rapids, NC 27870

Phone: (252) 537-6181

Plant Operations Maintenance	252-933-7309
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APPENDIX: E

Paper Mill

Address: 100 Gaston Road Roanoke Rapids, NC 27870

Phone: (252) 533-6000

Plant Manager	252-532-1988
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APPENDIX: F**Roanoke Rapids Graded School District**

Director of Facilities and Operations	252-578-4171
Superintendent	252-678-4749
CHALONER Principal/Assistant Principal	252-519-7600
MANNING Principal/Assistant Principal	252-519-7400
ROANOKE RAPIDS HIGH Principal/Assistant Principal	252-519-7200
BELMONT Assistant Principal	252-519-7500
CLARA HEARNE PRE-K CENTER Director	252-519-7700

APPENDIX: G

NOT USED

APPENDIX: H**KENNAMETAL, INC.****Address:** 100 Kennametal Rd, Weldon, NC 27890**Main Phone:** (252) 536-2064

Position	Office	Cell
Plant Manager	336-683-5302	336-963-7441
EHS Manager	—	252-532-0112
HR Contact	336-963-4015	704-975-3005
Emergency Services	724-539-5610	743-208-0705

APPENDIX: I

NOT USED

APPENDIX: J**Patch Rubber****Address:** 100 Patch Rubber Rd, Weldon, NC 27890**Main Number:** (252) 536-2574

Plant Manager	252-536-2572 ext. 5185	252-529-0143
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APPENDIX: K**Town of Gaston**

Address: 223 Craig St. Gaston, NC

Town Clerk Office	252-537-1046
Police Department	252-537-1047

APPENDIX: L**Northampton County Emergency Management**

Manager for Northampton County Office	252-534-6811
Sheriff's Office	252-534-2611

APPENDIX: M**Northampton County Health Department**

Address: Post Office Box 635
Jackson, North Carolina 27845

County Manager	252-534-2501
Environmental Health Supervisor	252-534-5841

APPENDIX: N**NC Public Health Agencies**

North Carolina State Laboratory of Public Health	(919) 733-7834
North Carolina Division of Public Health General Communicable Disease Control Branch	(919) 733-3419

APPENDIX: O**Dominion Energy Rosemary Power**

Phone: 252-537-1961
Fax: 252-537-4536

Contact Information	Office	Cell
Plant Manager	252-537-1961 ext. 2223	484-809-3433
Control Room	252-537-1961 ext. 2225	252-203-2473



Roanoke Rapids Sanitary District

P.O. Box 308
1000 Jackson Street
Roanoke Rapids, NC 27870
(252) 537-9137
Fax: (252) 537-3064
www.rrsd.org

Water Conservation Plan

The Roanoke River Basin in the Corps of Engineers John H. Kerr Reservoir project typically receives 43 inches of rainfall annually. Spread evenly throughout the year; this is enough to replenish our ground & surface water supplies. However, droughts are also a part of the weather cycle. Water shortage can also occur due to line breaks, plant malfunction, or supply contamination. A multi-level Water Shortage Response Plan is enforced in the Roanoke Rapids Sanitary District (District) as part of an overall Water Conservation Plan.

A phased response is most appropriate for dealing with a developing water shortage situation. This document outlines the District's Conservation Stages and is supported by the Conservation Measures identified in Exhibit A (attached).

The Water Conservation Plan of the Roanoke Rapids Sanitary District also includes water use classes, rationing, water loss reduction, water efficiency, public education & outreach to encourage daily conservation of our natural resources.

Water Use Class 1: Essential Water Use - Shall Not Be Cut Off

Domestic Use:

- Water necessary to sustain human life and the lives of domestic pets and maintain minimum hygiene and sanitation standards.

Health Care Facilities:

- Patient care and rehabilitation, including swimming pools used for patient care and rehabilitation.

Public Use:

- Fire Hydrants
 1. Firefighting
 2. Certain testing and drills by the fire department if performed in the interest of public safety and if approved by the District Board of Commissioners.
- Flushing of Sewers and Fire Hydrants: As needed to ensure public health and safety and if approved by the District Board of Commissioners.

Water Use Class 2: Socially or Economically Important Use

All Domestic Use Other Than That Included in Classes 1 and 3:

- Household water use, including kitchen, bathroom, and laundry use
- Minimal watering of vegetable gardens
- Watering of trees where necessary to preserve them

Commercial, Agricultural, Industrial, and Institutional Uses:

- Outdoor commercial watering (public or private) using conservation measures and to the extent that sources of water other than surface or groundwater that have not been previously used are unavailable.
- Irrigation for commercial vegetable gardens and fruit orchards or the maintenance of livestock.
- Watering by commercial nurseries at a minimum level necessary to maintain stock.
- Water use by arboretums and public gardens of national, State, or regional significance where necessary to preserve specimens.
- Use of fresh water at a minimum rate necessary to implement vegetation following earth moving, where such vegetation is required by law or regulation.
- Watering of golf course greens.
- Filling and Operation of Swimming Pools:
 - Residential pools which serve more than 25 dwelling units.
 - Pools used by health care facilities for patient care and rehabilitation except as specified in Class Use 1
 - District pools
- Commercial car and truck washes
- Commercial Laundromats
- Restaurants, clubs, and Eating Places
- Air Conditioning:
 - Refilling for start-up at the beginning of the cooling season
 - Make-up of water during the cooling season
 - Refilling approved explicitly by health officials and the District Board of Commissioners, where the system has been drained for health protection or repair purposes.
- Schools, Churches, Motels/Hotels, and Similar Commercial Establishments

Water Class Use 3: Non-Essential Use - Cut Off or Severely Restricted

Ornamental Purposes:

- Fountains, reflecting pools, and artificial waterfalls

Outdoor Non-Commercial Watering (public or private):

- Gardens, lawns, parks, golf courses (except greens), playing fields, and other recreational areas.
- Filling and operation of recreational swimming pools which serve fewer than 25 dwellings
- Non-commercial washing of motor vehicles
- Serving water in restaurants, clubs, or eating places except by specific request.
- Air Conditioning: refilling cooling towers after draining except as specified in Class Use 1

Public Use:

- Fire Hydrants: any purpose, including the use of sprinkler caps and testing fire apparatus and for fire department drills, except as listed in Class Use 1

- Flushing of Sewers and Fire Hydrants except as listed in Class 1

Voluntary Conservation Stage 1 - Water Use Class 1,2 & 3

Instituted when conditions indicate the potential for water supply shortages. A potential shortage exists when reservoir levels are below normal seasonal limits. Implementation of voluntary conservation measures shall begin when less than 80% of the useable water supply storage is remaining. However, resource conservation should be an ongoing effort & daily conservation should be part of District public education & outreach.

Mandatory Conservation Stages 2-4 - Water Use Class 3

Institute when voluntary measures have not had the desired effect & when supply levels are significantly below normal stages. Stage 3-Enforcement shall begin when less than 60% of supply is remaining. Stage 4-Industrial Cutback shall begin when only 50% is available.

Emergency Conservation Stage 5 - Water Use Class 2 & 3

Instituted when the District is experiencing a severe water shortage - 40% of supplies remaining, sudden service interruption or water contamination occurs. Expectantly, the duration of such extreme restrictions will be minimal. Stage 5 allows for water rationing, and returning to normal shall be reversibly phased in.

RATIONING: Rationing procedures established by Roanoke Rapids Sanitary District provide for the equitable distribution of critically limited water supplies in order to balance demand and limited available supplies and to assure that sufficient water is available to preserve public health and safety. Rationing shall be mandatory when findings conclude that:

- (a) It is imperative that water customers achieve an immediate further reduction in water use to extend existing water supplies and, simultaneously, ensure that sufficient water is available to preserve public health and sanitation and provide fire protection service.
- (b) The immediate further reduction in water usage is another step along a continuum of responses to the present water supply shortage. Should the shortage continue, further reductions in usage may be required. The additional usage reduction in the rationed area must be emphasized as a valid and attainable goal that reflects current conditions.
- (c) The plan provides equitable water usage reductions and equal sacrifice for each water customer. The success of this ordinance depends on the cooperation of all water customers in the emergency area.

Water Use Rationing for Residential Users: ¹

¹ May be difficult to administer

(a) Metered Residential Water Customers and Allotments:

1. The number of permanent residents in each dwelling unit (household) will determine the amount of water each household will be allowed.
2. Each dwelling unit (household) shall be allotted 40 gallons per day for each resident of the household. Households with only one permanent resident will have a daily allotment of 55 gallons.
3. Residential water customers must provide District personnel with reasonable access to read meters as necessary to this rationing declaration. Where access is not readily available, all reasonable efforts to contact customers to arrange access to read meters shall be made. In the event a water customer does not allow entry to read the meter after reasonable efforts to arrange for such access, the dwelling unit (household) allotment will be reduced to 55 gallons per day.

4. (I) If it is found that the residential water allotment provided under this section would create an extraordinary hardship for individual customers, as in the case of special health-related requirements, a revised allotment for the particular customer may be established.

(ii) any person aggrieved by a decision relating to such an exemption or variance may file a complaint with Chief Executive Officer by the District's normal administrative procedures.

(b) Non-Metered Residential Water Customers and Allotments:

1. In order to effectively implement and monitor the residential water conservation effort, a water allotment shall be established for the entire water system based on 40 gallons per day per capita (GDP) served or 50 percent of the water use by the entire system during each July, as notified individually by the District, but not less than 40 GPD.
2. The District will establish a communication system with the customers through public media to inform them of the requirements of the water rationing provisions of this ordinance, possible conservation measures that customers may employ, the system allotment, and a regularly scheduled report of whether the usage was within the allotment.

(c) See Exhibit A for Suggested Conservation Measures.

Water Use Rationing for Non-Residential Water Users:

- (a) Non-residential customers include commercial, industrial, public, and other users except hospitals and health care facilities.
- (b) Non-residential water customers shall further reduce their water usage to 40 gallons per person per day or to 50 percent of use levels during each July.
- (c) It is the primary responsibility of each non-residential water customer to meet the mandated water use reduction goal in whatever manner possible, including limitation of operating hours or days if necessary.
- (d) The District will establish a water allotment for each non-residential water customer, based upon a required further reduction in water usage from the rate of water used by the customer in effect on July 1st or the last recorded use level if no meter readings record the rate of the customer's use on July 1st.
- (e) Each non-residential water user shall provide access to District personnel for meter reading and monitoring compliance with this ordinance. All reasonable efforts will be made to contact customers to arrange for access.
- (f)
 1. If the mandated further reduction in water usage cannot be obtained without imposing extraordinary hardship, threatening health and safety, the non-residential customer may apply to the District for a variance. For these purposes, "extraordinary hardship" means permanent damage to property or an economic loss substantially more severe than the sacrifices other water users subject to this water-rationing ordinance bear. If the further reduction would cause an extraordinary hardship or threaten health or safety, then the Chief Executive Officer may grant a variance and revise water use reduction requirements for the particular customer may be established.
 2. Any person aggrieved by a decision relating to such a variance may file a complaint Chief Executive Officer by established procedures.
- (g) The District will provide each non-residential customer with suggested means to reduce usage. See Exhibit A for Suggested Conservation Measures.

Water Use Rationing for Hospitals and Health Care Facilities:

- (a) Hospitals and health care facilities shall comply with all restrictions imposed on residential and non-residential water customers as applicable to each institution, to the extent that compliance will not endanger the health of the patients or residents of the institution.

- (b) Each hospital or health care facility shall survey its water usage patterns and requirements and implement such additional conservation measures as possible without endangering the health of its patients or residents to reduce the institution's water usage further.
- (c) The District will provide each hospital and healthcare facility with suggested means to reduce usage. See Exhibit A for Suggested Conservation Measures.

Water Rationing Procedure Option:

- (a) The District will primarily monitor compliance with the water-rationing ordinance. The District may alter or waive temporary service interruption provisions under emergency water shortage due to contamination, loss of pressure, and acts of terror.
- (b) The following provisions shall govern the implementation of temporary service interruptions:
 1. To effectuate compliance with the Water Shortage ordinance, the District is hereby authorized and required to plan and implement temporary service interruption to all or part of its water supply system, as may be deemed appropriate, when any and/or all of the following conditions are determined to exist:
 - (i) The mandated reduction in system-wide usage has not been achieved, and/or
 - (ii) The mandated reduction in system-wide water usage has been achieved but has failed to have a significant impact in extending limited water supplies and/or
 - (iii) Temporary service interruptions are necessary to extend further limited and/or dwindling water supplies
 2. In the event it is determined that temporary service interruptions are necessary, the District shall notify its customers through the public media (newspapers, radio, and television), at least one day prior to the temporary service interruptions, that a planned temporary service interruption is to be imposed.

Such notice shall:

- (i) State the day or days when the planned, temporary service interruption will occur;
 - (ii) State the time(s) when such planned, temporary service interruptions will commence and the time(s) such interruption will cease;
 - (iii) State whether the planned, temporary service interruptions are to be imposed on the entire system, or part thereof, and, if only part(s) of the system will experience planned, temporary service interruptions, identify geographic boundaries within which such interruptions will occur; and
 - (iv) Advise all Customers within the areas affected by planned, temporary service interruptions how to treat any water received from the system, for human consumption, during the period(s) of such interruptions and for such additional time as may be necessary until full pressure is restored to the system.
3. If a planned, temporary service interruption is imposed as authorized and required by this ordinance, the District must provide continuous water service to healthcare facilities within the area(s) affected by such interruptions using any adequate, alternative delivery measures that may be necessary.
 4. If a planned, temporary service interruption is implemented, the District must make provisions, by any means possible, for the continued delivery of such water as may be necessary for the proper operation of sewage collection, treatment, and disposal systems and facilities.

Water Loss Reduction Program

The District shall conduct a water audit of the system & reduce unaccounted-for water. Include un-metered water for process use & fire protection. Water line leaks are repaired promptly with inspection, tracking, and identification for line replacement.

Water Use Efficiency Program

The District encourages year-round water conservation measures. Low-flow devices & plumbing fixtures, drought-tolerant landscaping, proper lawn watering practices & use of recycled water for irrigation or sprinkler systems are promoted.

Public Education-Working with the Media

The District fosters and endeavors to create a positive relationship with all media sources, including newspapers, radio, and TV. Contact with the media is typically made whenever the District has a ready and interesting story to report. Communications with the media by the District provide concise, accurate, current & relevant information. District communications with the media use plain language and avoid technical jargon. The District keeps in contact with the community by publicizing good events & rewarding conservation efforts.

Outreach-Best Management Practices

The District incorporates water-saving tips and conservation measures in the Consumer Confidence Report and includes Best Management Practices (BMPs) on the District Internet website (www.rrsd.org). The website publicizes the best frequency & techniques for maintaining lawns & gardens. BMPs for cold weather water use are also published and distributed from the District Business Office to curtail water loss due to frozen pipes that burst, thaw, and leak.

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Recycle
Satisfy
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EXHIBIT A - CONSERVATION MEASURES

Direct users to adopt the following conservation measures:

INDOOR RESIDENTIAL USE:

Conservation for Voluntary and Mandatory Conservation Phases

- Use dishwashers only when they are full. By washing dishes by hand and not letting the tap run, you can save approximately 25 gallons of water.
- Adjust water level on clothes washing machines, if possible. Use full loads only if not adjustable.
- Turn off faucets while brushing teeth, etc. Saves about 5 gallons per day.
- Reduce water used per flush by installing toilet tank displacement inserts. A plastic jug may often be used as an alternative. **DO NOT USE BRICKS** - they disintegrate when soaked, and the resulting grit hinders the closing of the flap valve.
- Do not use the toilet as a trash can.
- Use sink and tub stoppers to avoid wasting water.
- Keep a bottle of chilled water in the refrigerator for drinking.
- Find and fix leaks in faucets and water-using appliances. Faucets can usually be fixed cheaply and quickly by replacing washers.
- Adapt plumbing with flow-restricting or other water-saving devices. These are usually inexpensive and easy to install. See a list of devices in Appendix E.
- Learn to read your water meter to judge how much water you use and what difference conservation makes.
- Take shorter showers and shallow baths. Saves about 25 gallons.
- Reduce the number of toilet flushes per day. Each flush uses about 5 gallons (2-3 if you have water-saving toilets).
- Do not use a garbage disposal
- Use non-phosphate detergent and save laundry water for lawns and plants.

Conservation for Emergency Conservation or Rationing Phase (In addition to measures listed above)

- Turn off the shower while soaping up.
- Use disposable eating utensils

OUTDOOR RESIDENTIAL USE

Conservation for Normal Conditions and Voluntary Conservation Phase

Lawns

- Water before 10:00 a.m. to prevent evaporation during the hottest part of the day. Morning is better than evening when the dampness encourages the growth of fungus.
- Water only when the lawn shows signs of wilt. Grass that springs back when stepped on does not need water.
- Water thoroughly, not frequently: long enough to soak roots. A light sprinkling evaporates quickly and encourages shallow root systems. Water slowly to avoid runoff.
- Do not let the sprinkler run any longer than necessary. In an hour, 600 gallons can be wasted.
- Allow a maximum of one inch of water per week on your lawn to measure; place cake tins outside to collect rain and water from sprinklers.
- Use pistol-grip nozzles on hoses to avoid waste when watering flowers and shrubs
- Aerate lawns by punching holes 6 inches apart, allowing water to reach roots rather than run-off surfaces.
- Position sprinklers to water the lawn, not the pavement.
- Avoid watering on windy days when the wind blows water off-target and causes excess evaporation.
- Keep sprinkler heads clean to prevent uneven watering.
- Adjust the hose to simulate a gentle rain. Sprinklers produce fine mist wastewater through evaporation.
- Know how to turn off an automatic sprinkler system in case of rain.
- Use an alarm clock or stove timer to remind you to shut off sprinklers that don't have timers.

Vegetables and Flower Gardens

- Water deeply, slowly, and weekly. Most vegetables require moisture to a depth of 6 to 8 inches.
- Keep soil loose so water can penetrate easily.
- Keep weeds out to reduce competition for water.
- Put the water where you want it and avoid evaporation using soil soakers or slow-running hoses, not sprinklers.

Trees and Shrubs

- Water deeply using a soil soaker or drip irrigation.
- Water only when needed. Check the depth of soil dryness by digging with a trowel.
- Mulch to reduce evaporation. A 2" to 3" layer of wood chips, pine needles, grass clippings, or straw keeps the soil cool in summer.
- Dig troughs around plants to catch and retain water
- Water the trees growing in full sun more often than in the shade.

- Do not use sprinklers. Apply water directly at the base.
- Do not fertilize during the summer. Fertilizing increases a plant's need for water.
- Postpone planting until fall or spring when there is generally less need for water.
- Install trickle-drip irrigation systems close to the roots of your plants. By dripping water slowly, the system doesn't spray water into the air. Use soil probes for large trees.
- Water when cloudy, at night, or even when light rain falls.

OUTDOOR RESIDENTIAL USE

Conservation for Voluntary Conservation Phase (in addition to measures listed above)

- Do not allow children to play with hoses or sprinklers.
- Limit car washing
- Be ready to catch rainfall that occurs. Place containers under drain sprouts.
- Use leftover household water if available.
- Consider delaying the seedling or sodding of new lawns.
- Determine the amount of water used outdoors by comparing water bills for summer and winter.

Conservation for Mandatory Conservation Phase (In addition to measures listed above)

- Vegetable gardens and food trees should be given minimal amounts of water on an individual basis only.
- Do not water lawns and inedible plants.
- Do not use sprinklers.

Most outdoor watering is prohibited under Emergency Conservation conditions.

HOSPITAL AND HEALTHCARE FACILITY USE

- Reduce laundry usage or services by changing linens, etc., only when necessary to preserve the health of patients or residents.
- Use disposable food service items
- Eliminate, postpone, or reduce, as may be appropriate, elective surgical procedures during the period of emergency.

INDUSTRIAL USE

- Identify and repair all leaky fixtures and water-using equipment. Give special attention to equipment connected directly to water lines, such as processing machines, steam-using machines, washing machines, water-cooled air conditioners, and furnaces.
- Assure that valves and solenoids that control water flows are shut off entirely when the water-using cycle is not engaged.
- Adjust water-using equipment to use the minimum amount of water required to achieve its stated purpose.

- Shorten rinse cycles for laundry machines as much as possible; implement lower water levels wherever possible.
- For processing, cooling, and other uses, either reuse water or use water from sources that would not adversely affect public water supplies.
- Advise employees, students, patients, customers, and other users not to flush toilets after every use. Install toilet tank displacement inserts; place flow restrictors in shower heads and faucets; close down automatic flushers overnight.
- Install automatic flushing valves to use as little water as possible or to cycle at longer intervals.
- Place water-saving posters and literature where employees, students, patients, customers, etc., can access them.
- Check meters frequently to determine consumptive patterns.
- Review usage patterns to see where other savings can be made.

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