

Water Shortage Response Plan

For

Lake Royale Community Public Water System

Louisburg, North Carolina

Franklin County

PWS ID No. NC0235108



Red Bird UOC

1630 Des Peres, MO 63131

Revised 2/15/24

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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. Red Bird UOC is regulated by the North Carolina Utilities Commission (NCUC). In addition to abiding by the provisions and orders established and issued by the NCUC regarding restrictions for nonessential water usage, Red Bird UOC also abides by the mandates of the Franklin County Department officials.

Section 1 – Authorization

A. Organizational Structure of Management of Water System

Mr. Aurthur Faiello
Regional Manager – East Coast Operations
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B. Roles & Responsibilities

Red Bird UOC Regional Manager oversees all staff associated with Lake Royale as well as to confer with the On-Site Operations Supervisor regarding any issues, major repairs, or problems regarding the facility. Upon issuance of orders concerning restrictions for nonessential water usage by the NCUC, the Regional Manager will be the primary authority responsible for implementing all water shortage response protocols. In his absence, the EHS Compliance Manager will assume this role.

The Compliance Manager is responsible for regularly checking the drought response map at <https://www.ncwater.org/?page=1>, notification of employees and customers when water shortage response protocols are to be implemented, and submitting the Annual Water Use Report.

SECTION 2 – NOTIFICATION

A. Customers

Customers are notified and informed in several ways with regard to water shortage response protocols. This may include door hangers, regular mail, posting a public notice in **The Franklin Times and/or The Wake Weekly**, and posting the order on Red Bird UOC's website www.centralstateswaterresources.com/red-bird/. All notifications will include a copy of the order as well as a detailed explanation for implementation.

B. Employees

Employees will be notified through email and fax. Emails and faxes will include a copy of the order, a copy of the customer notice, and detailed instructions of the protocol established for implementing the order.

SECTION 3 – DETERMINATION OF SEVERITY, IMPLEMENTATION CRITERIA AND LEVELS OF RESPONSE

- A. On October 24, 2007, the NCUC issued Docket No. W-100, Sub 46 and WR-100, Sub 6, "Order Requiring Curtailment of Nonessential Water Usage" In May 23, 2008, an "Order Modifying Restrictions Concerning Nonessential Water Usage....." was issued, which eased the previous restrictions and established water conservation levels of response based upon the drought severity classifications as determined by the NC Drought Management Advisory Council (DMCA).
- B. Drought conditions are classified as Normal Conditions, Abnormally dry (D0), Moderate Drought (D1), Sever Drought (D2), and Extreme Drought (D3) and Exceptional Drought (D4). See attached North Carolina Orders for Restriction of Nonessential Water Usage (Attachment 2 pps. 3-6) and Kerr Lake Regional Water Shortage Response Agreement (pps 13-16) for response protocols applicable to voluntary and mandatory conservation phases. Red Bird UOC Lake Royale has adopted the levels of response as established by the NCUC order, Kerr Lake Region and Franklin County. We will revise our plan in accordance with any subsequent revisions to the order.

Year-round mandatory outdoor water use restrictions are detailed below:

WATER USE	IRRIGATION SCHEDULE
Automatic/non-automatic irrigation Systems	ODD-Tuesdays & Saturdays EVEN-Wednesdays & Sundays 12 a.m. (midnight) - 10 a.m.
Hose End Sprinklers	ODD-Tuesdays & Saturdays EVEN-Wednesdays & Sundays 6:00 am-10:00 am / 6:00 pm-10:00 pm
Vehicle Washing	No Restrictions
Pressure Washing	Saturdays & Sundays
Hand-Held Hose	ODD-Tuesdays & Saturdays EVEN-Wednesday & Sundays 6:00 am-10:00 am / 6:00 pm-10:00pm
No Watering Allowed	Mondays, Thursdays, & Fridays

Additional responses may be imposed by the Kerr Lake Regional Water System Plan (RWS) or Franklin County.

The mandatory water use restrictions apply to all Franklin County Water Customers including those in the Town of Youngsville, Town of Bunn, and Lake Royale.

The mandatory water restrictions limit the use of Franklin County supplied water for other uses such as power washing driveways, sidewalks, decks, patios, streets, and exterior building surfaces except on Saturdays and Sundays. The commercial use of power washers is permitted under these restrictions.

Washing of private vehicles shall be allowed on any day of the week except in the event of extreme periods of water shortage (i.e. prolonged excessive drought, disruption of water supply, KLRWS mandatory restrictions etc.)

The first violation of these restrictions will result in a written warning, a second violation will result in a \$200 fine, a third violation will result in a \$500 fine, and a fourth will result in disconnection of the water service.

SECTION 4 – EXCEPTION AND CLARIFICATIONS

- A. Purchased Water Systems:** In accordance with the May 23, 2008 Order, where Red Bird UOC purchases water from a municipality and resells the water to our customers, these systems"... will be subject to the same water restrictions that are imposed by their local municipality that supplies their utility provider with water."
- B. Bi-County Systems:** In accordance with the June 13, 2008 Order of Clarification, where a water system is "... located in two counties with differing drought designations, the drought designation for such a subdivision would be the higher of the two designations..."

SECTION 5 – TRIGGERS

Triggers: - Red Bird UOC Lake Royale is provided water solely by purchase from Franklin County. Franklin County is provided water solely by purchase from Kerr Lake RWS and the Town of Louisburg. When Kerr Lake RWS declares a water shortage Franklin County and Red Bird UOC Lake Royale is required to as well. During this time the EHS Compliance Manager, or her designee, will stay in close contact with Franklin County and follow their triggers.

Special Emergency Conditions: For those systems with a history of water shortages due to high irrigation use during dry periods, we will continue our efforts to curtail these shortages by monitoring pump run times, elevated storage tank levels, and the time it takes for the system to recover from demand events. These same triggers shall be used to identify potential emergency outage situations (e.g., line breaks, equipment failure, etc.) that are not observed through routine maintenance operations.

WATER CONSERVATION PROTOCOL	PRIMARY TRIGGER CONDITIONS PUMP RUN TIME	SECONDARY TRIGGER CONDITION: ELEVATED STORAGE TANK CAP.
Year round wise Water use	<12 hours/day for a period of one week	>90%
Voluntary Conservation	>12 hours/day for a period of Two weeks or more	70%
Mandatory Conservation	>18 hours/day for a period of Two weeks or more	50%
Emergency Conservation	>22 hours/day for a period of Two weeks or more	20%

Normal, water conservation measures employed during each phase should be decreased in reverse order of implementation. Permanent measures directed toward long term monitoring and conservation should be implemented or continued so that the community will be in a better position to prevent shortages and respond to recurring water shortage conditions.

SECTION 6 – ENFORCEMENT

Enforcement Provisions: In accordance with item 4 of the May 23, 2008, Order "... a regulated water company should be allowed to disconnect a water customer if he or she violates the restrictions set out in this Order." However, a customer must be provided with a 24- hour notice prior to disconnection (for this purpose a door hanger type notice will be sufficient). The customer will have a full business day ... after the date of notification to show cause why his or her service should not be disconnected... (and) should contact the Red Bird UOC Lake Royale office. If the customer does not successfully show cause, the utility may disconnect service at the end of the next business day. The utility shall immediately notify the Operations Division of the NCUC at 919-733-3979 when it disconnects a customer's service for violation of these nonessential water use restrictions."

The provisions of the water shortage response plan will be enforced by Red Bird UOC Lake Royale personnel and local law enforcement. Violators may be reported by phone. Citations are assessed according to the following schedule depending on the number of prior violations and current level of water shortages.

WATER SHORTAGE LEVEL	FIRST VIOLATION	SECOND VIOLATION	THIRD VIOLATION
Voluntary Reductions	N/A	N/A	N/A
Mandatory Reductions (Stages 2 and 3)	Warning	\$200	\$500
Emergency Reductions	\$250	Discontinuation of Service	Discontinuation of Service
Water Rationing	\$500	Discontinuation of Service	Discontinuation of Service

Violations of this amendment to the Water Shortage Response Ordinance may be punished by any means available to Red Bird UOC Lake Royale through the provisions of N.C.G.S. 160A-175. A written warning of this ordinance is \$200.00, a third violation is \$500.00, and a fourth violation shall result in interruption of water service to the offending customer.

Red Bird UOC Lake Royale will issue written notification to the customer and occupant of intent to interrupt water service and twenty-four (24) hours later will interrupt water service unless the violation has ceased. Each day shall constitute a separate violation. If water service has been interrupted due to repeat violation of this ordinance, service will not be re-instated until the EHS Compliance Manager has determined the risk to the Lake Royale water supply has been alleviated or the EHS Compliance Manager is otherwise assured of compliance. All fines associated with violations of the ordinance shall be paid within thirty (30) days of first notification. Failure to do so will result in interruption of service. Service will not be restored until such time that all applicable fines have been paid.

SECTION 7 – CUSTOMER REVIEW

Customer Review & Comment: On May 1, 2008, the NCUC issued an ‘Order Requesting Comments’ which gave water users and water suppliers the opportunity to provide comments for the modification of the October 24, 2007, water usage restrictions. According to the NCUC, these comments were taken into consideration and incorporated into the May 23, 2008 revision to the Order.

SECTION 8 – VARIANCES

- A. VARIANCE CONSIDERATION** – Red Bird UOC Lake Royale will consider exceptions to the restrictions on an individual basis in accordance with Item 5 of the October 24, 2007 order “Those desiring an exception shall send a written statement to Red Bird UOC Lake Royale outlining the reasons that they should be excluded from the restriction.” Customers may submit a written request to receive a variance from this policy. All requests must be submitted to Red Bird UOC office for review by the EHS Compliance Manager 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.
- B. EMEMPTIONS TO IRRIGATION REQUIREMENTS:**
THE WATERING RESTRICTIONS SHALL NOT APPLY TO:
- 1) Properties using non-potable/reuse water for landscape irrigation.
 - 2) Watering of commercial containerized plants and commercial plant stock in trade maintained for resale, and
 - 3) Visually supervised operation of watering systems for short periods of time to check system condition.

4) Property owners may obtain a 45-day New Landscaping Establishment Permit from Red Bird UOC Lake Royale for the purpose of establishing new plantings. New plantings, for the purpose of this permit, are defined as the installation of new sod to the entire yard, whole yard first seeding, large commercial plantings or whole yard re-establishment (50% or greater disturbance of lawn). The permit will be applicable during the installation and for 45 days from substantial completion of the installation. Irrigation will be permitted during the hours 5:00 am to 10:00 am.

C) Swimming Pools – The water level in any swimming or wading pool may be supplemented to provide for proper orientation and sanitary pool conditions.

D) Power washing: Residents are prohibited from washing areas such as sidewalks, patios, decks, driveways, parking lots, streets, and exterior building surfaces except on Saturdays and Sundays. The restriction shall not apply to the washing of soiled areas for maintenance of public health and sanitary conditions. The commercial use of power washers is permitted.

E) Leaking water services or plumbing must be repaired within five (5) days of written notification by Red Bird UOC Lake Royale water system.

SECTION 9 – EFFECTIVENESS

Effectiveness of the water shortage response protocols will be evaluated by Red Bird UOC Lake Royale by comparing the water conservation goals with observed water use reduction data. Red Bird UOC will continue to closely monitor the water usage in our systems (e.g. pump run times and elevated storage tank levels). Other factors to be considered include frequency of plan activation, any problem periods without activation, total numbers of violation citations, desired reductions attained, and evaluations of demand reductions compared to the previous year's seasonal data.

SECTION 10 – REVISIONS

Revisions to Protocol: 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. The Compliance Manager is responsible for initiating all subsequent revisions.

**STATE OF NORTH CAROLINA
UTILITIES COMMISSION
RALEIGH**

DOCKET NO. W-100, SUB46
DOCKET NO. WR-100, SUB 6

BEFORE THE NORTH CAROLINA UTILITIES COMMISSION

In the Matter of
Year 2007 Drought Response -
Water Conservation Measures

**ORDER REQUIRING CURTAILMENT OF
NONESSENTIAL WATER USAGE**

BY THE COMMISSION: On September 13, 2007, Governor Mike Easley called on all public water systems and other water users throughout North Carolina to reduce their water use as much as practicable and to conserve water. At that time the Governor directed state agencies in all 100 counties to stop nonessential water use and asked all citizens to cut back their water consumption by 20%.

The drought has continued to worsen to the point that, as of October 16, 2007, all 100 counties have been declared to be under drought conditions (71 counties are in exceptional drought, 18 counties are in extreme drought, and 11 counties are in severe drought) by the North Carolina Drought Management Advisory Council.

On October 15, 2007, while addressing the North Carolina League of Municipalities, Governor Easley called on the state's municipal leaders to take the lead in directing citizens to stop using water for any purpose that is not essential to public health and safety so communities can save dwindling water supplies and avoid more stringent restrictions. The drought across much of the state is the worst in recorded history. With a winter forecast of drier than normal conditions, the Governor said that every citizen must save water in every way possible to avoid a water crisis that could lead to rationing.

Governor Easley stated that

Several communities have as little as three month's water supply remaining. If we do not get significant rain, some areas face the once unthinkable possibility of water rationing and potentially running out of water entirely. A bit of mud on the car or patches of brown on the lawn must be a badge of honor. It means you are doing the right thing for your community and our state.