

ADOPTION OF WATER SHORTAGE RESPONSE PLAN

WHEREAS, North Carolina General Statute 143-355 (I) requires that each unit of local government that provides public water service and each large community water system shall develop and implement water conservation measures to respond to drought or other water shortage conditions as set out in a Water Shortage Response Plan and submitted to the Department for review and approval; and

WHEREAS, as required by the statute and in the interests of sound local planning, a Water Shortage Response Plan for the City of Thomasville, has been developed and submitted to the Thomasville City Council for approval; and

WHEREAS, the Thomasville City Council finds that the Water Shortage Response Plan is in accordance with the provisions of North Carolina General Statute 143-355 (I) and that it will provide appropriate guidance for the future management of water supplies for the City of Thomasville, as well as useful information to the Department of Environment and Natural Resources for the development of a state water supply plan as required by statute;

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Thomasville that the Water Shortage Response Plan entitled, **City of Thomasville, NC Water Shortage Response Plan** dated November 20th, 2023, is hereby approved and shall be submitted to the Department of Environment and Natural Resources, Division of Water Resources; and

BE IT FURTHER RESOLVED that the Thomasville City Council intends that this plan shall be revised to reflect changes in relevant data and projections at least once every five years or as otherwise requested by the Department, in accordance with the statute and sound planning practice.

This the 20th day of November, 2023.

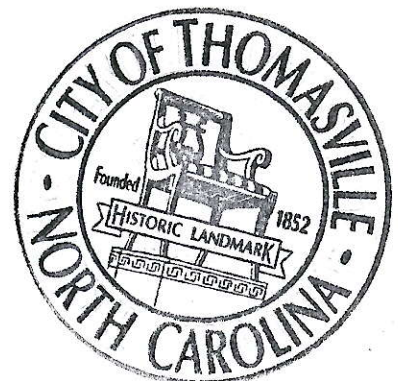
Name: Raleigh York

Title: Mayor

Signature: Raleigh York, Jr.

ATTEST:

Wendy Martin
City Clerk



**City of Thomasville, NC
Water Shortage Response Plan**

Thomasville Code of Ordinances, Chapter 82, Division 2, Water Shortages

Sec. 82-80. Water Shortage Response Plan

The procedures herein are written to reduce potable water demand and supplement existing drinking water supplies whenever they are in danger of being inadequate to meet customer needs. This plan is adopted to give the City of Thomasville guidelines to deal with water shortage issues related to drought. Elements of this plan may also be used to deal with reservoir contamination or if there is equipment or facility failure.

Sec. 82-81. Conditions justifying declaration of water shortage

- (a) *Insufficient reserve supply.* A water shortage may be declared to exist when the reserve supply available from Lake Thom-A-Lex shall have reached the point where the reserve supply has been so reduced that the citizens cannot be supplied with water to protect their health and safety without curtailing substantially the water demand.
- (b) *Reservoir contamination.* A water shortage may be declared to exist when the reserve supply available at Lake Thom-A-Lex has been contaminated in such a manner as to permit contamination to pass through the water treatment plant, damage equipment or endanger employees, or cannot be treated to the standards established by the Safe Drinking Water Act or the standards established by the state, or endangers the health and safety of the citizens.
- (c) *Equipment or facility failure.* A water shortage may be declared in the event of failure of raw water transmission lines, chlorination systems, flocculation systems, settling systems, filtration systems, chemical feed systems, storage systems, including finished water reservoirs and elevated tanks, high-service pumps or elements of the distribution system. Equipment or facility failure shall include any occurrence, which reduces the ability to produce and distribute water at the designed capacity of the water plant or to the minimum level necessary to protect the health and safety of the citizens.
- (d) *Issuance of a "Drought Advisory" by the North Carolina Drought Management Advisory Council (NCDMAC).* In compliance with 15A NCAC 02E .0607(f) the NCDMAC shall also have the authority to dictate implementation of this Water Shortage Response Plan simply by issuing a "drought advisory" that designates the Thomasville area as currently suffering from drought.

This plan is adopted to give the City of Thomasville guidelines to deal with water shortage issues related to drought.

Sec. 82-82. Authorization

The City Manager shall enact water shortage response provisions whenever the trigger conditions outlined in Section IV of this plan are met. These provisions are set forth in Section 82 of the City's *Code of Ordinances*. Thomasville's City Council may elect to

authorize the City Manager to implement these restrictions before the triggers are reached after consulting with the water system directors of Lexington and Davidson Water, Inc. In his or her absence, the Utilities Director will assume this role.

Sec. 82-83. Notification

The following notification methods will be used to inform water system employees and customers of a water shortage declaration: employee e-mail announcements, automated telephone notifications, notices at municipal buildings, notices in water bills and on the City of Thomasville's website homepage: www.thomasville-nc.gov.

Required water shortage response measures will be communicated through *The Thomasville Times*, Nixle alerts, PSA announcements on local radio and cable stations. Utility bill inserts will be used where appropriate to inform the public of the water shortage and the restrictions necessary to address the problem.

Sec. 82-84. Levels of Response

Five levels of water shortage response are outlined in the table below. The five levels of water shortage response are: voluntary reductions, mandatory reductions I and II, emergency reductions and water rationing. A detailed description of each response level and corresponding water reduction measures follow below.

Level	Response	Description
1	Voluntary Reductions	Water users are encouraged to reduce their water use and improve water use efficiency; however, no penalties apply for noncompliance. Water supply conditions indicate a potential for shortage.
2	Mandatory Reductions I	Water users must abide by required water use reduction and efficiency measures; penalties apply for noncompliance. Water supply conditions are significantly lower than the seasonal norm and water shortage conditions are expected to persist.
3	Mandatory Reductions II	Same as in Stage 2 and it is unlawful to use water for purposes specified in the Thomasville Code of Ordinances.
4	Emergency Reductions	Water supply conditions are substantially diminished and pose an imminent threat to human health or environmental integrity.
5	Water Rationing	Water supply conditions are substantially diminished and remaining supplies must be allocated to preserve human health and environmental integrity.

In Level 1, Voluntary Reductions, water users will be asked to reduce their normal water use by the following voluntary water conservation measures:

- a. An extensive publicity campaign will be initiated by using public media and specialized methods to inform the public of an impending water shortage.
- b. Residential conservation measures will be encouraged and recommended, including the following:
 1. Use showers for bathing rather than bathtubs and limit showers to no more than four (4) minutes.
 2. Limit toilet flushing by multiple usages between flushes.
 3. Do not leave faucets running while shaving, rinsing dishes or brushing teeth.
 4. Limit use of clothes washers and dishwashers. If these appliances must be operated, they should be fully loaded.
 5. Limit lawn watering to only that necessary for plants to survive.
 6. Water shrubbery the minimum required.
 7. Mulch shrubs, trees, and flowers with two (2) inches depth of material.
 8. Limit car washing at home to the minimum, and use a commercial car wash that recycles water when possible.
 9. Do not wash down outside areas such as sidewalks, patios and driveways.
 10. Install water flow restrictive devices in showerheads and sink faucets.
 11. Use disposable dishes that are biodegradable.
 12. Install water saving devices such as bricks, plastic bottles or commercial units in low efficiency toilet tanks.
 13. Limit hours of operation of water-cooled air conditioners.
- c. All residents, businesses and institutions are encouraged to delay new landscape work until the water shortage has ended; however, drip irrigation systems are encouraged in lieu of traditional systems. Local governing bodies will utilize untreated or reclaimed water for street washing, landscape irrigation and other appropriate purposes to the extent practical, and will implement in their facilities the water conservation measures required under a Level 2 water shortage alert.

In Level 2, Mandatory Reductions Stage I, all customers are expected to continue Level 1, voluntary water conservation measures and the following restrictions apply:

It shall be unlawful to use water from the public water system for the following purposes:

- a. To water shrubbery, trees, flowers and gardens except as follows:
Customers may water shrubbery, trees, and flowers having a minimum of two (2) inches of mulch and gardens from 8 p.m. on Monday to 8:00 a.m. on Tuesday; from 8:00 p.m. on Wednesday to 8:00 a.m. on Thursday; and from 8:00 p.m. on Friday to 8:00 a.m. on Saturday. Such watering shall be done by handheld hose with a spring-loaded nozzle; by container; by drip irrigation system; or by soaker hoses. Houseplants may be watered at any time.
- b. To fill newly constructed swimming or wading pools or refill swimming or wading pools that have been drained. A minimum amount of water may be added to maintain continued operation of pools in operation at the time the provisions of Level 2 water shortage warnings are placed into effect.
- c. To operate water-cooled air conditioners or other equipment that does not recycle cooling water, except when health and safety are adversely affected.

- d. To wash automobiles, trucks, trailers, boats, campers, or any other type of mobile equipment, excluding commercial car washing. In the case of commercial car operations, pressure washing may also be used.
- e. To wash down outside areas such as streets, driveways, patios, sidewalks, service station aprons, parking lots, office buildings, outside windows, or exteriors of existing or newly constructed residential, commercial, industrial or institutional buildings with a hose. This may be done with a pressure washer used by a private contractor or representatives of the business itself.
- f. To operate or introduce potable water into any ornamental fountain, pool or pond or other structure making similar use of potable water.
- g. To serve drinking water in restaurants, cafeterias or other food establishments, except upon request.
- h. To use water from a public or private fire hydrant or sprinkler system for any purpose other than fire suppression or other public emergency. Water use for normal maintenance of water and sewer lines is permitted.
- i. To use recreational water toys ("Slip and Slide," "Kiddie Sprinklers," etc.).
- j. To use potable water for dust control or compaction.
- k. To use water in fund raising or promotional events other than for direct consumption.
- l. To use water for any unnecessary purposes or to intentionally waste water.

Any person who obtains water from a well, creek, pond or other supply other than that of the city, shall post and maintain in a prominent place thereon a sign furnished by the city giving public notice of the use of the other source of supply. Notification signs will be issued by the Utilities Director or person designated by the Utilities Director. Requests for notification signs may be made by the owner of the property to the Utilities Director or his designee in person, by mail, telephone, or electronic media.

Excess use rates for levels 2, 3, 4 and 5: water and sewer rates for all residential connections using more than 15,000 gallons per month will be surcharged at double the normal water rate. Water rates for water consumed by sprinkler systems will be surcharged at five (5) times the normal rate.

In Level 3, Mandatory Reductions II, customers must continue actions from all previous stages and further reduce water as listed below:

It shall be unlawful to use water from the public water system for the following purposes in addition to restrictions in Levels 1 and 2.

- a. To water or sprinkle any lawn, garden, sod, shrubs or flowers except with non-potable water.
- b. To use water outside a structure for any use other than emergency use involving fire or accident.
- c. To introduce water into a swimming or wading pool.
- d. To use a pressure washer.
- e. All irrigation connections are to be valved shut or off, and all automatic irrigation systems turned off.
- f. Restaurants must serve food on disposable plates, saucers, cups, eating utensils, napkins and tablecloths.

g. To make any nonessential use of water.

In Level 4, Emergency Reductions, customers must continue all actions from previous stages and further restrictions are implemented as follows:

Commercial and industrial water customers will be required to cut their water use by forty (40) percent over the average usage during the corresponding billing period for the most recent twelve-month period. Failure to do so will result in a penalty of water and sewer rates being applied to accounts which are two (2) times the adopted rates.

In Level 5, all customers are only permitted to use water at the minimum required for public health protection. In addition to the restrictions imposed in Level 1 through Level 4 of this section, the City shall put in effect water-rationing measures.

In the event of water rationing, water will be supplied in the minimal quantities required for the health, welfare and safety of the citizens in accordance with the following guidelines. Failure to comply will result in disconnection of water service.

- a. There shall be no industrial use of water. Water may not be used to dye yarn, socks or other hosiery. Water may not be used in any electroplating operation. Water may not be used for any chemical, mirror or other manufacturing process requiring water. Water may not be used for drum cleaning. There shall be no commercial uses of water. This includes but is not limited to pet grooming, barbershops, beauty salons, spas, gymnasiums, etc.
- b. There shall be no institutional uses of water. Athletic events shall not increase bathing requirements. Physical education facilities shall not utilize bathing facilities.
- c. Water usage shall be limited to the minimum quantities necessary for sanitary purposes and fire protection and suppression and water shall be used for no other purpose.

The City Manager or his designee may authorize relief in writing from specific provisions of these restrictions in order to maintain an economic or public investment or to continue employment by business or industrial customers.

Sec. 82-85. Triggers

Triggers for the City of Thomasville are provided below. The City's main source of water is the reservoir, Lake Thom-A-Lex. The following measurements of usable storage and intake levels trigger entry into corresponding water restriction stages.

Level	Estimated Usable Storage	Lake Level	Desired Reduction in Water Withdrawal
1	<75%	2' below full	5%
2	<65%	3'3" below full	10%
3	<50%	5' below full	15%

4	<40%	6' below full	20%
5	<30%	8' below full	40%

Sec. 82-86. Enforcement

The provisions of the water shortage response plan will be enforced by City of Thomasville. Violators may be reported to the Water Resources Department (336-475-4247) or the Utilities Director's office (336-475-4220). City staff are encouraged to report any violations they observe.

(a) *Generally.* Any violation of the provisions of this division shall constitute a misdemeanor, punishable upon conviction as provided in section 1-7 of the Code of Ordinances of the City of Thomasville, and in addition thereto such violation may be enjoined and restrained as provided in G.S. 160A-175. Each day's continuing violation shall be a separate and distinct offense. A civil citation shall be issued once on forms supplied by the Utilities Director and continued days of violation kept in the form of a record to assess cumulative fines.

(b) *Injunctive remedies.* Pursuant to the provision of G.S. 160A-193, the injunctive remedies therein provided shall be applicable for the summary abatement or remedying of appropriate conditions dangerous or prejudicial to the public health both within the city limits and within one mile thereof and the expenses thereof assessed as therein provided.

(c) *Discontinuance of Service.* Continued violation of any mandatory water use restriction after notification shall be cause for discontinuance of water service for other than fire protection.

Sec. 82-87. Public Comment

This plan is in compliance with provisions of Chapter 82 of the City of Thomasville's Code of Ordinances. This plan has been presented for public comment to the City Of Thomasville's Public Services Committee and at a meeting of the Thomasville City Council and has been approved by both bodies.

Sec. 82-88. Variance Protocols

Water use variance requests with justifications may be made in writing to the office of Thomasville's City Manager at 10 Salem Street. The City Manager or his designee may authorize relief from specific provisions of these restrictions in order to maintain an economic or public investment or to continue employment by business or industrial customers. Preference shall be given to water users who can demonstrate that they have maximized water use efficiency and conservation in their daily operations.

Sec. 82-89. Effectiveness Evaluation

The effectiveness of this water shortage response plan will be determined monthly following implementation by the Utilities Director by comparing the stated water conservation goals with observed water use reduction data. Other factors to be considered include frequency of plan activation, any problem periods without activation, total number of violation citations, desired reductions attained and evaluation of demand reductions compared to the previous year's seasonal data.

IX. Revision

The water shortage response plan will be reviewed and revised as needed: 1) to adapt to new circumstances affecting water supply and demand; 2) following implementation of emergency restrictions; and 3) at a minimum of every five years, as required by the provisions of G.S. 143-355 (l). Further, a water shortage response planning work group composed of the Utilities Director, Water Plant Superintendent, Planning and Zoning Director, and Lead Meter Reader will review procedures following each emergency or rationing stage to recommend any necessary improvements to the plan to the City Council. The Utilities Director is responsible for initiating all subsequent revisions.

Prepared by: Morgan Huffman, Utilities Director

Reviewed and Recommended by the Thomasville Public Services Committee on November 8th, 2023.

Approved by the Thomasville City Council on November 20th, 2023.

Submitted to Division of Water Resources on November __, 2023.

