

**WATER SHORTAGE RESPONSE PLAN  
JUNALUSKA SANITARY DISTRICT (JSD)  
PWSID: 01-44-035**

*As noted in the Town of Waynesville's Water Shortage Response Plan; JSD, who purchases its water from the Town of Waynesville, adopts their WSRP.*

**I. AUTHORIZATION**

The JSD Board of Directors and the General Manager are authorized to enact water shortage response provisions whenever the trigger conditions outlined in Section IV are met. Please direct inquiries to:

|  |  |  |
|--|--|--|
| JSD Office   | Jim Francis<br>Chairman of the Board                     | Josh Nickol<br>General Manager                           |
| P.O. Box 35<br>Lake Junaluska, NC 28745                  | P.O. Box 35<br>Lake Junaluska, NC 28745                  | P.O. Box 35<br>Lake Junaluska, NC 28745                  |
| 828-452-1178   | 828-452-1178   | 828-452-1178   |
| <a href="mailto:info@jsdwater.org">info@jsdwater.org</a> | <a href="mailto:info@jsdwater.org">info@jsdwater.org</a> | <a href="mailto:info@jsdwater.org">info@jsdwater.org</a> |

**II. JSD WATER SHORTAGE RESPONSE PLAN PROCEDURE**

All sanitary districts or water systems purchasing water from JSD will, at a minimum, adopt and enforce the water use reduction measures contained in this plan as a condition of water sales. When the thresholds established in Section IV of this plan are reached the Board, or an agent designated by the Board, shall declare a water shortage and institute the provisions of this plan. Upon the declaration of a water shortage, a press release will be forwarded to the following media outlets: The Mountaineer (828-452-0665), Asheville Citizen-Times (828-452-1467), Smokey Mountain News (828-452-4251), WLOS-TV (828-456-3933), The Peak AM 1400 (828-456-4316), 570 WWNC (828-255-7850) and WKSF 99.9 FM (800-303-5477).

**III. YEAR-ROUND WATER CONSERVATION POLICY IN JSD**

Year Round Water Use Policy:

The JSD Board encourages all municipally supplied water users to use water efficiently at all times. The JSD General Manager and staff will monitor water demand and the available supply of water. The findings will be reported to the Board. In the event of a declaration of water shortage by the Board, the General Manager and/or JSD Staff will submit a weekly report on water supply conditions to the Board of Directors.

Public Education and Outreach consists of the following activities:

|                                     |                |                 |                 |
|-------------------------------------|----------------|-----------------|-----------------|
| Independent Mailings to Major Users | Presentations  | Water Audits    |                 |
| Bill Announcements to All Customers | Press Releases | Flyers/Handouts | Signs & Posters |
| Radio (Public Service announcement) |                |                 |                 |

#### IV. JSD WATER USE CLASSIFICATION

The following Classes of water use have been established to aid the implementation of this plan:

##### **CLASS I: ESSENTIAL POTABLE WATER USES FOR THE DISTRICT**

|              |  |
|--------------|--|
| Domestic     | Water to sustain human and domestic pet life; minimum standards of hygiene and sanitation.     |
| Patient Care | Patient care and rehabilitation, including swimming pools for patient care and rehabilitation. |
| Public Use   | Firefighting and approved flushing of sewers and hydrants to ensure public health and safety.  |

##### **CLASS II: SOCIALLY/ECONOMICALLY IMPORTANT POTABLE WATER USES FOR THE DISTRICT**

|               |   |
|---------------|---|
| Domestic      | Minimal use for Kitchen, bathroom and laundry.  |
| Public Use    | Filling and operation of public swimming pools, which serve more than 25 residents.   |
| Commercial    | Commercial vehicle washes and Laundromats; restaurants and hotels, irrigation of golf courses, watering by commercial nurseries at a minimum level to maintain stock, minimum amount required to maintain essential cooling operations. |
| Agriculture   | Minimum amount required to maintain crops, livestock and associated activities.   |
| Industrial    | Minimum use necessary to operate production facilities and maintain jobs, minimum amount required to maintain essential cooling operations.   |
| Institutional | Efficient use by schools, churches and government facilities.   |

**CLASS III: NON-ESSENTIAL POTABLE WATER USES FOR THE DISTRICT**

|            |   |
|------------|---|
| ALL        | Ornamental uses (fountains, reflecting pools, artificial waterfalls, etc.); Residential lawn irrigation; Non-commercial washing of motor vehicles; Wash-down of impervious surfaces; Filling and operation of recreational swimming pools serving less than 25 residents. |
| Public Use | Gardens, lawns, parks, golf courses (except greens), playing fields and recreational areas.   |
| Commercial | Serving water in restaurants except by request.   |

**V. WATER SHORTAGE / LEVELS OF RESPONSE**

Level

|   |                                       |  |
|---|---------------------------------------|--|
| 1 | Mild/Call for 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 | Moderate/Order Mandatory Reductions   | 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 | Severe/Intensify Mandatory Reductions | Water supply conditions worsen and to avoid depletion of water resources, all measures of mandatory water use restrictions and conservation are marshaled, including a drought surcharge.  |
| 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.  |

**LEVEL USE REDUCTIONS AND WATER SHORTAGE RESPONSE:**

Level

|   |   |
|---|---|
| 1 | <p><u>Voluntary 5% Reduction of Customers average use</u></p> <ul style="list-style-type: none"> <li><i>Begin Distribution of Water Use Reduction Education Materials to encourage water conservation and efficiency measures including but not limited to: irrigating landscapes a max. of one inch per week; preventing water waste, runoff and watering impervious surfaces; watering plants deeply to encourage root growth;</i></li> </ul> |
|---|---|

|   |   |
|---|---|
|   | <p>washing only full loads in clothes and dishwashers; using spring loaded nozzles on garden hoses; identifying and repairing all water leaks.</p> <ul style="list-style-type: none"> <li>• Request Class III non-essential uses to be evaluated.</li> <li>• Commercial and Industrial water users are required to prepare a 25% Water Use Reduction Plan to be submitted to JSD within 30 days of water shortage advisory declaration.</li> </ul>  |
| 2 | <p><u>Mandatory I – Expected Reduction in customer water use by 10%</u></p> <p>Measures including but not limited to:</p> <ul style="list-style-type: none"> <li>• All testing and training purposes requiring drinking water (i.e. fire protection) will be limited.</li> <li>• Enforce a system-wide 25% water use reduction goal (including industrial and commercial plans).</li> <li>• Non-commercial car washing and residential outdoor watering is limited to 2 days per week between 8:00 PM and 8:00 AM.</li> <li>• Ban all non-commercial pressure washing and wash down of impervious surfaces.</li> <li>• Ban the filling of newly constructed or recently drained pools.</li> <li>• Public recreational areas are limited to watering on Monday between the hours of 8:00 PM to 8:00 AM. Institutional automatic toilet flushing systems will operate only during business hours.</li> <li>• All non-public hydrant use is by permit only.</li> <li>• Ban all ornamental uses.</li> </ul> |
| 3 | <p><u>Mandatory II - Expected Reduction in customer water use by 20%</u></p> <p>All actions from previous stages must continue and additional Measures including but not limited to:</p> <ul style="list-style-type: none"> <li>• All non-essential uses of drinking water are banned and garden and landscape irrigation must be reduced to the minimum amount necessary for survival.</li> <li>• A Drought Surcharge of <b>2 times</b> the normal water rate applies to all usage above the 2,500-gallon minimum.</li> </ul>  |
| 4 | <p><u>Emergency - Expected Reduction in customer water use by 25%</u></p> <p>All actions from previous stages must continue and additional Measures including but not limited to:</p> <ul style="list-style-type: none"> <li>• A ban on all use of drinking water except to protect public health and safety.</li> <li>• A Drought Surcharge of <b>3 times</b> the normal water rate applies to all usage above the 2,500-gallon minimum.</li> </ul>  |
| 5 | <p><u>Water Rationing – Goal is to provide drinking water to protect public health (residences, residential health care facilities and correctional facilities)</u></p> <ul style="list-style-type: none"> <li>• All Customers are only permitted to use water at the minimum required for public health protection.</li> <li>• Firefighting is the only allowable outdoor water use.</li> <li>• Pick up locations for distributing potable water will be announced according to Haywood County’s Emergency Response plan.</li> <li>• A Drought Surcharge of <b>4 times</b> the normal water rate.</li> </ul>   |

## VI. TRIGGERS FOR REDUCTION USE LEVELS – WATER SUPPLY THRESHOLDS

Triggers based on the Town of Waynesville's Reservoir

|         |   |
|---------|---|
| Level 1 | Reservoir levels drop 6 feet from full pond (20 % of usable storage)  |
| Level 2 | Reservoir levels drop 11 feet from full pond (30 % of usable storage)   |
| Level 3 | Reservoir levels drop 16 feet from full pond (40 % of usable storage)   |
| Level 4 | Reservoir levels drop 26 feet from full pond (55 % of usable storage)<br><i>(change from primary to secondary intake)</i> |
| Level 5 | Reservoir levels drop 40 feet from full pond (75 % of usable storage)<br><i>(change from secondary to bottom intake)</i>  |

## VII. JSD ENFORCEMENT PENALTIES/FINES

| WSRP<br><u>Level</u>   | First<br><u>Violation</u> | Second<br><u>Violation</u>  | Third<br><u>Violation</u>   |
|------------------------|---------------------------|-----------------------------|-----------------------------|
| Level 1 – Voluntary    | Notice                    | Notice                      | Notice                      |
| Level 2 – Mandatory I  | Warning &<br>\$50         | \$100                       | \$250                       |
| Level 3 – Mandatory II | Warning &<br>\$75         | \$250                       | Disconnection of<br>Service |
| Level 4 - Emergency    | \$250                     | Disconnection of<br>Service | Disconnection of<br>Service |
| Level 5 - Rationing    | \$500                     | Disconnection of<br>Service | Disconnection of<br>Service |

- Drought Surcharge rates are effective in Levels 3, 4 and 5
- On Disconnection of Service Penalties, all Reconnect fees will apply in addition to the fines

## VIII. RETURN TO NORMAL OPERATIONS IN THE DISTRICT

Level Conservation measures and restrictions will expire incrementally when JSD, after consultation with the Waynesville Director of Public Works, finds that the reservoir water supply has returned to normal.

## IX. PUBLIC COMMENT

Customers will have multiple opportunities to comment on the provisions of the water shortage response plan. First, a draft plan will be available for review at the JSD office and

website ([www.jsdwater.org](http://www.jsdwater.org)). 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 JSD Board of Directors.

#### **X. VARIANCE PROTOCOLS**

Applications for water use variance requests are available from the JSD office. All applications must be submitted to the JSD office for review. A decision to approve or deny individual variance requests will be determined within ten business days 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.

#### **XI. EFFECTIVENESS**

The effectiveness of the JSD 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.

#### **XII. 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, as required by the provisions of G.S. 143-355 (I). Further, a water shortage response planning work group will review procedures following each emergency or rationing stage to recommend any necessary plan improvements to the JSD Board of Directors. The General Manager is responsible for initiating all subsequent revisions.