

**Water Shortage Response Plan
Town of Rhodhiss, North Carolina**

December 2018

The procedures herein are written to reduce water demand and supplement existing drinking water supplies whenever they are in danger of being inadequate to meet customer needs. The Town Manager or his/her designee shall determine whether specific situations are considered to be emergencies, after consultation with the mayor and public works supervisor. Water emergency situations shall include but are not limited to: extended drought, internal factors such as mechanical failure of the water system and fires of a magnitude such that the systems integrity is threatened.

I. Authorization

In most cases a response to drought caused water shortages for the Catawba basin will be initiated by Duke Energy of the Carolinas, the licensee for the Comprehensive Re-licensing Agreement.

The Town Manager, or his/her designee after consultation with the Town of Rhodhiss elected officials and appropriate town staff, shall be authorized to declare that a water emergency exists. Depending on the severity of the emergency, voluntary (Level 1), mandatory (Level II and III) or mandatory (Level IV) staged water use restrictions as described in subsection c of this section shall be imposed upon customers.

II. Notification

The following notification methods will be used to inform water system employees and customers of a water shortage declaration: Town newsletters, printed on utility bills, the posting on the Town's web site and by posting notices in all public buildings. Required water shortage response measures will be communicated through Town's newsletter, printed on utility bills, the posting on the Town's web site and by posting notices in all public buildings.

III. Levels of Response

Five levels of water shortage response are outlined below. The levels of water shortage response are: Voluntary, Mandatory I, II, III and IV. A detailed description of each response level and corresponding water reduction measures are listed below.

Stage	Response	Description
1	Voluntary Reductions	Water users are encourage to reduce their water use and improve water use efficiency. No penalties will be applied for noncompliance.
2	Mandatory Reduction II	Water users must abide by required water use reduction and efficiency measures. Penalties will be applied for noncompliance.
3	Mandatory Reduction III	Same measures as Stage 1, 2
4	Mandatory Reduction IV	Water supply conditions are diminished and pose an imminent threat to human health or the environment.

1. **Level 1.** During a declared Level I water emergency, the following voluntary water conservation practices shall be encourage for the public water system served by the town:
 - a. Watering of lawns, ornamental plants and gardens shall be limited to what is necessary for plant survival only. Water only during off peak hours and a maximum of 1” per week. (9:00 PM – 4:00 AM)
 - b. Planting of new ornamental plants and seeding of lawns should be deferred until the water emergency situation no longer exists.
 - c. Household water should be reutilized to the greatest extent possible.
 - d. Use of water for wash down of outside areas such as driveways or parking lots should be curtailed.
 - e. Faucets should not be left running while shaving, brushing teeth or washing dishes.
 - f. The use of washers and dishwashers should be limited, if possible, and the units should be operated with full loads when used.
 - g. Washing of cars or other vehicles should be held to a minimum. Hoses should not be left running while washing vehicles.
 - h. The use of flow restrictors and other water saving devices is encouraged.
 - i. Newly constructed or drained pools shall be filled only on Wednesday or Saturday. A permit must be obtained from the Town Manager.
 - j. Any practice listed above may be modified or additional practices added at the discretion of the Town Manager after consultation with elected officials and town staff.

2. Level II. During a declared Level II water emergency, the following mandatory water use restrictions shall be in effect for the public water systems served by the town.
 - a. All voluntary practices listed in subsection (2) of this section shall be mandatory unless stricter measures are indicated in this section.
 - b. No lawn watering or irrigation allowed. Professional and commercial landscaping, nursery and pressure washing business on the Town of Rhodhiss water distribution system may operate using handheld hoses With spring-loaded nozzles.
 - c. Planting of new ornamental plants or seeding of lawns shall be deferred until the water emergency no longer exists.
 - d. Use of water for washing down of exterior areas, including but not limited to buildings, driveways, and/or parking lots, shall be prohibited unless the requirements for subsection (2) (e) below are met.
 - e. Flowers, scrubs and trees may be watered using hand-held hoses with spring loaded nozzles between the hours of 7 AM and 9 AM and & PM and 9 PM.
 - f. Public commercial washing facilities including those providing hand held nozzles may continue normal operation. However, the facility owner/operator shall ensure that waste of water does not occur.
 - g. Restaurants and other food serving establishments shall serve water only at the request of the patron (s).
 - h. Commercial, industrial and construction operations shall eliminate all possible waste of water.
 - i. Newly constructed or drained pools shall be filled only on Wednesday or Saturday. A permit must be obtained from the Town Manager.
 - j. Any practice listed above may be modified or additional practices added at the discretion of the Town Manager after consultation with elected officials and town staff.

- (3). Level III. During a declared Level III Water Emergency, the following mandatory water use restrictions shall be in effect for the public water system served by the town:
 - a. All practices listed in Level I and II shall remain in effect unless stricter measures are indicated in this section.
 - b. Restaurants and other food serving establishments shall utilize single Serving utensils and plates, and serve water only at the patron (s) request.
 - c. Any water customer or construction activities utilizing five thousand (5,000) or more gallons of water per day shall achieve mandatory reduction in daily water usage of twenty-five (25), fifty (50), or seventy-five (75) percent through whatever means available. The target reduction percentage shall be determined by the severity of the water emergency, and shall be publicly announced as part of the

emergency declaration. Variances to this restriction may be granted to designated public health facilities including but not limited to hospitals and nursing homes.

- d.** Car lots must request a variance to wash their stock of vehicles.
- e.** Do not seed, re-seed or start new lawns. Only rainwater will be available, if you receive water from the Catawba River basin.
- f.** Drinking water taps or hydrant permits shall be issued or revoked at the discretion of the town staff.
- g.** Any practice listed above maybe modified or additional practices added at the discretion of the Town Manager after consultation with elected officials and town staff.

(4.) Level IV. During a declared Level IV Water Emergency, the following mandatory water use restrictions shall be in effect for the public water system served by the town.

- a.** All practices listed in Level I, II, and III, shall remain in effect unless stricter measures are indicated in this section.
- b.** All use of water for purposes other than maintenance of public safety is prohibited.
- c.** When the town system is functional, daily per day residential water use shall not exceed 100 gallons at each metered location.
- d.** When the town system is not functional, emergency service vehicles shall be utilized to distribute water for household use at prearranged locations within the affected area. Usage by individuals shall be limited to those amounts necessary to sustain life through drinking, food preparation and personal hygiene.
- e.** Water use by industrial and commercial customers may or may not be allowed. This determination will be made by the town manager after consultation with elected officials and town staff, in order to assure those supplies are adequate to protect public health, and sustain fire protection.
- g.** Any practices listed in this subsection © (4) may be modified or additional practices added at the discretion of the Town Manager after consultation with the public works supervisor.

IV. Triggers

Water shortages can be caused by external factors, such as an extended drought, or internal factors, such as a mechanical failure of the water system. These shortages can be localized or system/region wide. The basin has a population of two million people and includes portions of over fourteen counties and two states. The Town of Rhodhiss purchases their water supply from three sources: Town of Granite Falls, Icard Township Water Corp., and Burke County. As the various levels of Water Shortage Response Plans

are triggered by these water sources, so too will Rhodhiss trigger their Water Shortage Response Plan at the same response level.

V. Enforcement

The provisions of the water shortage response plan will be enforced by Town of Rhodhiss Town Manager, Public Works Supervisor and Chief of Police.

Violators may be reported to the Town Manager by phone (828) 396-8400 or by email on the town’s website. Citations are assessed according to the following schedule depending on the number of prior violations and current level of water shortage.

Water Shortage Level	First Violation	Second Violation	Third Violation
None	Warning	Warning	Warning
Voluntary Reduction	Warning	Warning	Warning
Mandatory Reductions (Stages 2, 3, and 4)	\$100 Residential \$500 Commercial	Discontinuation of Service	Discontinuation of Service

VI. Public Comment

Customers will be given the opportunity to comment on the provisions of the water shortage response plan by contacting the Town Manager, Public Works Supervisor or at any public meeting of the Town Council.

VII. Variance Protocols

Each variance request will be evaluated and reviewed by the Town Manager for approval. The criteria used to decide if a variance will be granted are: necessity of variance, length of variance, volume and number of hours per day and type of variance requested.

In order to qualify for a variance, a customer/user must apply in writing, supplying all necessary information. Once the variance is approved for a specific time period, the variance is sent back to the customer to be displayed on site. All variances expire on the noted expiration date or at the onset of Stage 3 mandatory emergency restrictions.

Variances are not needed for water use not restricted by this ordinance.

Violations of the terms of the variances will be treated as a violation of mandatory restrictions and all applicable fines will apply. In addition, the variances will become void at the time of the violation.

VIII. Effectiveness

The effectiveness of the Town of Rhodhiss Water Shortage Response Plan will be determined by: measuring the total gallons of water purchased and comparing it to the average of last month and previous months data, water readings of customers and the Low Inflow Protocol (LIP).

IX. Revision

The Drought Management Advisory Group meets or has a conference call on a weekly, bi-weekly or monthly basis, determined by the lake level, rainfalls, and groundwater conditions. Changes are outlined in the Low Inflow Protocol (LIP) approved by Duke Power and affected Municipal Water Systems along the Catawba River basin.

This Plan shall be reviewed every five years and after all implementation. The Town Manager may amend this plan as necessary to comply with state or federal law or upon advice of legal counsel.