

*Town of Sandyfield
Water Shortage Response Plan
PWS ID# 70-24-024*

*1795 Woodyard Rd.
Riegelwood, NC 28456*

Background & General Information

The Town of Sandyfield is located in Columbus County and operates its own municipal “Community Water System”. It is currently a distribution system only and is supplied drinking water solely by purchase from Town of East Arcadia’s water system. The Town has operational and financial capability to manage its water system as documented in its Water System Management Plan and on file with NC Division of Environmental Health, Public Water Supply Section. The Town regularly reports current and future needs of its water system as documented in its Local Water Supply Plan and is now updated to meet the current requirements.

It is also important to state that because the Town operates as a distribution system receiving water supply solely by purchase from the Town of East Arcadia, then the Town is bound by purchase contract to enact water conservation, levels of response and triggers which are consistent with the Town of East Arcadia’s conservation measures, and that are at least as stringent as the Town of East Arcadia’s plan, policies, or ordinances. Any changes in the Town of East Arcadia’s conservation requirements shall require appropriate changes in Town procedures, or the procedures in this document.

The purpose of this ordinance is to provide guidance to the Town’s Officials, ORC and the customers of the Town of Sandyfield during periods of drought and other events that result in a shortage of potable water.

Section 1 – Authority

The Town is provided water supply solely by purchase from the Town of East Arcadia, then the Town is bound by contract to adhere to the conservation measures currently in effect with the Town of East Arcadia, at a minimum. Town of East Arcadia officials have authority over the entire Town of East Arcadia Water System, and to a certain degree have authority to declare shortages and impose minimum restrictions on separate purchase systems. Therefore, authority to declare shortages and impose written restrictions is often initiated by the Town of East Arcadia according to their water shortage policies. However, authority for notification, requirements for water restriction and enforcement of policies for Town customers rest with the Town itself. The Town also has the authority to declare its own distribution system shortage, separate from East Arcadia. The Town Officials listed below, in coordination with the ORC, are authorized to enact water shortage response provisions in Town whenever trigger conditions are met.

Leonard Hall, Council Member, ORC
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(910) 622-6932

Garry Keaton, Mayor
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(910) 297-5145

Section 2 – Notification

Once the plan is enacted and upon declaration of each stage of water shortage emergency, the following methods shall be used to inform the Town staff and customers.

Public Notice

The Town will draft a Public Notice announcing the Water Shortage Stage and the actions that water customers must take to comply with the Water Emergency Ordinance. The Public Notice will include phone numbers that customers shall call with questions.

1. Notice will be posted on the Town Bulletin Board at Town Hall.
2. Notice will be included in customer water bills.
3. Notice will be posted on the Town website.
4. Town staff will be notified by email and/or staff meeting.
5. Depending on the stage, the Town shall elect to place a Public Notice in the local newspaper.

Section 3 – Levels of Response

As previously stated, the Town is bound by purchase contract with East Arcadia to adhere to the conservation measures currently in effect with East Arcadia, at a minimum. Therefore, East Arcadia will declare a specific Stage of Water Shortage and the Town will implement the same response measures as East Arcadia, and is summarized below. Town will notify the Town employee and customer utilizing the public notice options listed under Section 2 – Notification.

STAGE 1 – WATER CONSERVATION ALERT

A Stage 1 water shortage emergency shall be declared in the event of an immediate water shortage, as so declared by state and/or local officials, or when there are three (3) consecutive days when water demand exceeds eighty percent (80%) of the total water plant production capacity. Water production capacity shall be defined as the maximum volume of water that meets or exceeds state and federal standards that the water treatment plant process can produce during a twenty-four (24) hour period. Water production capacity can vary depending on system component reliability and/or raw water conditions or availability. The customer will be notified promptly by any or all the following listed in Section 2 – Notification under Public Notice. The public will be asked to begin voluntary conservation measures and Class III Non-Essential uses will be halted.

STAGE 2 – WATER SHORTAGE WARNING

A Stage 2 water shortage emergency shall be declared in the event of an immediate water shortage, as so declared by state and/or local officials, or when there are two (2) consecutive days when water demand exceeds ninety percent (90%) of the water production capacity. Water production capacity shall be defined as the maximum volume of water that meets or exceeds state and federal standards that the water

treatment process can produce during a twenty-four (24) hour period. Water production capacity can vary depending on system component reliability and/or raw water conditions or availability. The customers will be notified by one of the methods noted in Phase I. All customers will be required to adhere to the voluntary conservation measures. Class III uses will be banned. Class II uses will be allowed although outdoor vegetative watering will be limited according to the resident's street address. Even numbered addresses will be allowed to water on even days of the month. Odd numbered addresses will be allowed to water on odd days of the month.

During the Phase II, industrial facilities will be required to develop and demonstrate to the Town and ORC a water shortage response program. This program should show, at least, a 25% reduction in water usage.

STAGE 3 – WATER SHORTAGE DANGER

A Stage 3 water shortage emergency shall be declared in the event of an immediate water shortage, as so declared by state and/or local officials, or when there is one (1) day when water demand exceeds one hundred percent (100%) of the water production capacity. Water production capacity shall be defined as the maximum volume of water that meets or exceeds state and federal standards that the water treatment process can produce during a twenty-four (24) hour period. Water production capacity can vary depending on system component reliability and/or raw water conditions. Customers will be notified by any or all of the methods noted in Phase I. All customers will be required to use voluntary conservation measures. Class III uses will be banned and Class II uses will be allowed with the exception of vegetative watering. Industrial customers will be required to implement their water reduction program, immediately.

In addition, residential customers will be allotted 1000 gallons per month per person per connection. If the customer uses 1001 – 1250 gallons per month per person per connection, a surcharge of 25% will be added to the monthly bill. If the customer uses 1251-1500 gallons per month per person per connection, a surcharge of 75% will be added to the monthly water bill. If the customer uses 1501 or more gallons per month per person per connection, a surcharge of 150% will be added to the monthly bill.

Commercial, industrial and institutional facilities will be required to reduce their monthly water consumption by 25% of the previous 12-month water consumption average to maintain the current water rate for that month. The average water use can be evaluated on an individual basis for facilities with seasonal demand fluctuations. An increase of 1-25% above the previous 12-month water use average will result in a surcharge of 25% added to the next monthly bill. Any amount above 25% of the previous 12-month average water use will require the Town to add a surcharge of 50% to the monthly bill.

Response Levels for Shortage in Town Distribution System

The Town also reserves the right to declare its own Water Distribution Crisis for its own distribution system (separate from and independent from the County). For water

shortages due to problems or limitations in the Town Distribution System, the Town Public Works Supervisor, in coordination with the Town Utility Board and Town Administrator is empowered to declare a “Water Distribution Crisis”, as well as terminate said crisis.

STAGE 4 - TRIGGERS

As previously stated, the Town is bound by purchase contract with East Arcadia to adhere to the conservation measures currently in effect with East Arcadia, at a minimum. Most of the triggers for a specific stage of water shortage are set by East Arcadia. Once a trigger criterion is met, East Arcadia will notify the Town of any Declaration or Stage of Water Shortage, and the Town will respond as described in the previous sections. As the determining triggers decrease in severity and return to acceptable levels, Town of Sandyfield will lift the WSRP restrictions. The cancellation process will be in the reverse order of the WSRP implementation. For reference, the Town of East Arcadia’s current Trigger criteria are summarized below.

The basis for the determination of a water emergency shall be the Town of East Arcadia’s ability to provide potable water to its customers. For a Stage 1 emergency, a declaration will be made when the potable water demand or the anticipated potable water demand will be eighty percent (80%) of the combined treatment capacity of the Town of East Arcadia’s Water Treatment Plant for more than three (3) consecutive days. If the available raw water supply or the treatment capacity is diminished, the eighty percent (80%) level will be determined based upon the amount of raw water available or treatment capacity available.

For a Stage 2 emergency, a declaration will be made when the potable water demand or the anticipated potable water demand will be ninety percent (90%) of the combined treatment capacity of the Town of East Arcadia’s Water Treatment Plant for more than two (2) consecutive days. If the available raw water supply or the treatment capacity is diminished, the ninety percent (90%) level will be determined based upon the amount of raw water available or treatment capacity available.

For a Stage 3 emergency, a declaration will be made when the potable water demand or the anticipated potable water demand will be one hundred percent (100%) of the combined treatment capacity of the Town of East Arcadia’s Water Treatment Plant for more than a twenty-four (24) hour period. If the available raw water supply or the treatment capacity is diminished, the one hundred percent (100%) level will be determined based upon the amount of raw water available or treatment capacity available.

The available raw water supply shall be determined by the capacity of Bladen County to supply raw water to East Arcadia. The raw water flow is measured at the pump station and at the East Arcadia Water Treatment Plant.

Section 5 - Enforcement

The direct or indirect use of water from the Town distribution system in violation of this plan is prohibited. The Town shall enforce the provisions of this Water Shortage Response Plan, separate from the East Arcadia, for all customers on the Town's water system.

A. Methods of Enforcement

Violations shall be reported to the Mayor, Town Clerk, ORC and/or Water Operator.

- After a violation is discovered or reported, the Water Operator will contact the customer directly by phone or in person to notify them of the violation. If this direct contact cannot be made, then a notice of reported violation will be hand delivered to the customer's address.
- After the initial contact with a customer, the customer is determined to be in violation by the Water Operator; or if the customer is non-responsive; or if, at any time the Water Operator and/or Town Clerk determines a customer is in violation of this plan, then a Warning Notice will be hand delivered to the customer. The Warning Notice shall state a specific Correction Period that the customer has to be in compliance with the plan. This Correction period shall be determined by the Water Operator and/or Town Clerk based on the severity or state of water restriction; but shall in no case be greater than 48 hours.
- If, after the initial Warning Notice and allowable Correction period, the customer is still in violations, then a daily penalty shall be added to the customer's water bill for each day that the customer remains in violation.

The penalty schedule shall be as follows:

Triggers	First Violation	Second Violation	Third Violation
Stage 1	Warning	\$50.00	\$100.00
Stage 2	Warning	\$100.00	\$200.00
Stage 3	\$200.00	Discontinuation of Service	Discontinuation of Service

B. Authority for Enforcement

The Mayor, Town Clerk and/or Water Operator will have the authority to enforce as deemed necessary.

Section 6 – Public Comment for this Plan

Prior to adoption of this Water Shortage Response Plan, Town customers will have multiple opportunities to comment on the provisions. First a draft plan will be published and posted on the Town's website and at the Town Hall for no less than 30 days. The plan will be sent to NC Division of Water Resources for review and approval. A public hearing will be scheduled with a notice printed in all customer water bills to collect comments on draft. All subsequent revisions to the draft plan will be posted on the Town's website and at the Town Hall for no less than 30 days prior to adoption by the Town Council.

Section 7 – Variance

All appeals for a variance must be submitted to the Town Clerk in writing. The Mayor, Town Clerk and/or Water Operator will review the request and the following criteria will be used to determine if a variance can be granted:

- A. Impact on the overall water conservation goals
- B. Potential property damage
- C. Potential alternative sources of water supply
- D. Volume of water to be consumed
- E. Duration of usage
- F. Number of similarly situated property owners

The Town Clerk must provide a written determination on the request for a variance within three (3) working days of the receipt of the variance. If the request for a variance is denied, the property owner has the right to appeal the determination to the Town Council. The Town Council would hear the appeal at the next regularly scheduled meeting provided the appeal request is received at least seven (7) days in advance of the next meeting.

Section 9 – Evaluation

During the declaration of the Water Shortage Event, the town staff will monitor the water usage. The pre-declaration usage will be compared to the post-declaration usage to determine an overall percentage reduction in demand. If the desired reduction in demand has not occurred, changes in the plan or enforcement of the plan will be recommended.

After the water shortage event has concluded, a post-event evaluation will be held. Changes in the Water Shortage Response Plan will be recommended to the Town Council based upon the problems and issues that were discovered during the event.

"Water Use Classes," as the term is used in this ordinance, shall be established as follows:

Class 1: Essential Water Uses

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

- Health Care Facilities: Patient care and rehabilitation, including swimming pools used for patient care and rehabilitation.

- Public Use: Fire Hydrants

- (a)Firefighting.

- (b)Certain testing and drills by the fire department if performed in the interest of public safety and if approved by the municipal governing body.

- (c)Flushing of Sewers and Hydrants: As needed to ensure public health and safety and if approved by the municipal governing body.

Class 2: Socially or Economically Important Uses of Water

- All Domestic Uses Other Than Those Included in Classes 1 and 3:
- Home 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 fresh water are not available or to use.
- Irrigation for commercial vegetable gardens and fruit orchards or the maintenance of livestock.
- Watering by commercial nurseries at 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 re-vegetation is required by law or regulation.
- 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
 - Municipal pools
- Commercial car and truck washes
- Commercial Laundromats
- Restaurants, Clubs and Eating Places
- Air conditioning:
 - Refilling for startup at the beginning of cooling season.
 - Make-up of water during the cooling season.
 - Refilling specifically approved by health officials and the municipal governing body, where the system has been drained for health protection or repair purposes.

Class 3: Nonessential Use of Water

- Ornamental Purposes:
 - Fountains, reflecting pools and artificial waterfalls.
 - Outdoor Noncommercial Watering (public or private).
 - Gardens, lawns, golf courses (except greens), playing fields and other recreational areas.
- Filling and operation of recreational swimming pools which serve fewer than 25 dwellings.
- Noncommercial 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 1.
- Public Use:
- Fire Hydrants: any purpose, including use of sprinkler caps and testing fire apparatus and for fire department drills, except as listed in Class 1
- Flushing of Sewers and Hydrants except as listed in Class 1

Section 10 – 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. Following each emergency, the Town of Sandyfield will review the procedures to recommend any necessary improvements to the Town Council. Council member Leonard Hall is responsible for Plan review / revision.

Revisions / Updates:

Date:	Changes Made / Comments
	Original Plan, Adopted 2018
March 2023	Update Water System ID #, Verified Contact Information, Corrected Typo error in Leonard Hall phone number. Removed “Draft” water mark from the document. Added this revision table.