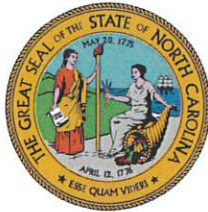


ROY COOPER
Governor

ELIZABETH S. BISER
Secretary

RICHARD E. ROGERS, JR.
Director



NORTH CAROLINA
Environmental Quality

March 1, 2023

Canton

Lisa Stinnett, Administrative Assistant
58 Park Street
Canton, NC 28716

Re: Water Shortage Response Plan 5-Year Update

Dear Water System Manager or Administrator:

All local governments and community water systems subject to G.S. 143-355(l) are required to update their Water Shortage Response Plan (WSRP) based on their procedures for revising and updating their plan in order to improve plan effectiveness and adapt to new circumstances. An updated or reviewed WSRP is due to the Division of Water Resources (DWR) no later than **June 1, 2023**.

Revised or reviewed plans can be submitted through DWR's Local Water Supply Plan dashboard at <https://www.ncwater.org/WUDC/app/LWSP/dashboard.php>. To review or submit your WSRP update, click the "WSRP" tab after logging in. Your most recent plan can be viewed by clicking the "download" link near the top of the WSRP page. After review and any modification, the updated WSRP can be uploaded by browsing for the new file and then clicking "Upload" button to submit your revised WSRP for review. If no changes are required, please upload the current WSRP or send an electronic copy to the review engineer listed in the following paragraph. DWR will review the WSRP for completeness and send you a letter approving the WSRP. The WSRP will then need to be adopted by your Town Council or Board. A copy of the resolution should then be mailed or sent electronically to your review engineer.

If you have questions about updating or submitting your revised Water Shortage Response Plan, please contact your review engineer, Vardry Austin, at 919-707-9002 or vardry.austin@ncdenr.gov or other DWR staff at (919) 707-9000. We encourage anyone who needs assistance to contact DWR prior to the deadline. We appreciate this opportunity to work with you to assure that North Carolina can meet its future water needs.

Sincerely,

Linwood Peele
Water Supply Planning Branch, Supervisor



North Carolina Department of Environmental Quality | Division of Water Resources
512 North Salisbury Street | 1611 Mail Service Center | Raleigh, North Carolina 27699-1611
919.707.9000

AMENDED WATER CONSERVATION PLAN TOWN OF CANTON, NORTH CAROLINA

This plan is composed of two principal components:

- ◆ A voluntary plan of action to encourage and achieve water conservation.
- ◆ A program for mandatory conservation of water in periods of shortage.

VOLUNTARY PLAN OF ACTION

It shall be the policy of the Town of Canton to undertake certain actions to achieve water conservation and to encourage conservation by the general public and the users that are connected to the Canton water system. The goal of the governing board is to conserve valuable water resources and to achieve a balance between available water supply and the growing demand for potable water.

The Town's voluntary program of water conservation focuses on the following objectives:

- ◆ To increase public awareness of the need for conservation and the Town's strong support for such efforts.
- ◆ To reduce residential, commercial, industrial, and institutional water usage.
- ◆ To improve the water distribution system, thereby ensuring efficient use of existing water supply and reducing water loss.

Public Education and Awareness

The following program initiatives are intended to promote public awareness and education the public as to the needs and benefits of water conservation.

- ◆ Billing Messages will communicate conservation tips and efforts to the entire customer base of the water system.
- ◆ Printed brochures will bring attention to the Town's efforts to conserve water and to promote specific education programs and conservation ideas.
- ◆ Presentations will be made to public school groups regarding the importance of using water efficiently. Age-appropriate messages will be transmitted to these groups.
- ◆ Tours of the Town's water treatment facilities will be publicized and conducted regularly.

Industrial, Commercial, and Institutional Audit Program

This program is designed to help business and industry make more efficient use of the water supply and reduce their water purchase cost.

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- ◆ Provide local business and industry with free confidential water assessments of usage.
- ◆ Provide recommendations and conduct follow-up consultations.

Pipeline Replacement Program

The Town shall implement a program to reduce leakage, improve fire flow capabilities, and maintain its distribution system infrastructure. This program consists of the following elements:

- ◆ Budget annually for the replacement of leaking and deficient water lines
- ◆ Transfer water users to replacement lines at the earliest feasible time to reduce water losses and improve user services.
- ◆ Evaluate the water meters which are presently in service and replace leaking, defective and obsolete meters.

MANDATORY CONSERVATION OF WATER

A water shortage shall be deemed to exist when water demand by customers connected to the water system reaches the point where continued or increased demand will equal or exceed the system supply and transmission capabilities.

Declaration of Water Shortage

In the event it appears that water demand may exceed supply and/or transmission capabilities, the Town Manager may recommend to the Town Board that voluntary water conservation measures be implemented. The Town Manager, following consultation with the governing board, may declare a Stage I Water Shortage Condition Advisory requesting voluntary water conservation by consumers. In the event that voluntary conservation measures fail to relieve the demand on the system, governing board may declare that a Stage II or Stage III Water Shortage Condition exists.

Phase 1 Water Shortage Alert.

In the event a Stage I Water Shortage Condition is declared, the following guidelines shall apply:

- ◆ Implement a public relations media campaign to advise the public of the conditions and the need to conserve water and advise all individuals responsible for public facility buildings to implement water conservation measures.
- ◆ Institute a high priority program for the repair of any existing leaks in the Water System, where such repairs are feasible.
- ◆ Strict supervision over all pumps and storage reservoirs of the Water System will be maintained to prevent loss of the Water Supply.
- ◆ Strict operational procedures shall be in effect at the water treatment plant to reduce plant water consumption.

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- ◆ Advise all individuals responsible for public facility buildings to implement water conservation measures.
- ◆ Advise all Town Department Directors to implement water conservation measures throughout each department.

Phase 2 Water Shortage Condition.

In the event a Stage I Water Shortage Condition is in effect and voluntary conservation measures are deemed to be inadequate to deal with the shortage, a Stage II Water Shortage may be proclaimed. In addition to the voluntary guidelines already in effect, the following restrictions on the usage of water shall apply:

No person, firm or corporation shall use or permit the use of water from the Water System for any of the following purposes until such time as the Town Board announces that the Stage II condition has ended:

- ◆ To water lawns, grass, shrubbery, trees, flowers, and vegetable gardens.
- ◆ To fill newly constructed swimming and/or wading pools or refill swimming and/or wading pools which have been drained.
- ◆ To wash automobiles, trucks, trailers, boats, airplanes, or any other type of mobile equipment, including commercial washing.
- ◆ To wash down outside areas such as streets, driveways, service station aprons, parking lots, office buildings, exteriors of existing or newly constructed homes or apartments' sidewalks, or patios, or to use for other similar purposes.
- ◆ To use water from public or private fire hydrants for any purpose other than fire suppression or other public safety emergency.
- ◆ To operate or induce water into any ornamental fountain, pool or pond or other structure making similar use of water.
- ◆ To operate water-cooled air conditioners or other equipment that does not recycle cooling water, except when health and safety are adversely affected.
- ◆ To use water for any unnecessary purpose or to intentionally wastewater.
- ◆ To reduce or eliminate dust or other airborne particles.
- ◆ To water or sprinkle any golf courses, to flush streets or sidewalks, or to use water for any similar purposes.

Phase 3 Water Shortage Emergency

In the event the governing board issues a declaration of Stage III Water Shortage Condition, then it shall be unlawful for any person, firm or corporation to use or permit the use of water for any purpose herein and set forth until such time as the declaration of water shortage has been rescinded. It shall be the intent of the Town to restrict or shutdown any water usage not considered vital to public health. In addition to the restrictions for Stage I Water Shortage Alert and Stage II Shortage Conditions, the following prohibitions shall apply:

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- ◆ To add water into any swimming pool and/or wading pool.
- ◆ To use water outside a structure for any use other than an emergency involving a fire.
- ◆ To serve drinking water in restaurants, cafeterias, or other food establishments, except upon request.
- ◆ To operate water-cooled air conditioners or other equipment that does not recycle cooling water, except when health and safety are adversely affected.
- ◆ To engage in any service involving any water usage when the service provided can be obtained elsewhere, thereby avoid such water usage.
- ◆ Hotels and motels shall provide notices for all guests of water restrictions and provide tips and request water conservation measures.
- ◆ All customers of the Town's water system shall be subject to being billed an additional surcharge of 50% of the prevailing water rate for all consumption during a billing cycle which exceeds the following quantities:
- ◆ A single-family residence using in excess of 5,000 gallons within a one-month billing cycle.
- ◆ A customer other than a single-family residence using in excess of 80% of the average daily consumption within the preceding 12 months, within a one-month billing cycle.
- ◆ Surcharges may be exempted for consumption resulting from an underground or hidden leak provided the leak is repaired within 5 calendar days after the leak was discovered.
- ◆ A commercial or industrial customer may obtain an exemption from the Town from surcharges if the business has had a comprehensive water efficiency audit performed by a qualified firm within the past five years and the customer certifies in writing that all water efficiency recommendations and practices are currently in place and being strictly adhered to.

Lifting of Restrictions Imposed During a Water Shortage

- ◆ Water shortage Conditions will expire when the governing board acknowledges, by resolution, that the condition that caused alert has abated.
- ◆ The Town shall promptly and extensively publicize the expiration or cancellation of a water shortage declaration.

Penalties

Any violation of the Town's emergency water use restriction policy may result in the termination of service, as well as all other penalties, civil or criminal, provided by law.

In such instances where water service has been discontinued as penalty for willful disregard of the water conservation provisions set forth herein, a ONE HUNDRED (\$100.00) DOLLAR reconnect fee may be imposed before restoration of service. In the event of continued gross non-compliance of this ordinance, the removal of meter will be deemed proper, and service will be discontinued, and all fees and deposits forfeited. Reconnection will only be made by payment of current due amounts and new tap fees and deposits shall be paid.

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Severability

If any section, subdivision, clause, or provision of ordinance shall be adjudged invalid, such adjudication apply only to such section, subdivision, clause or provision adjudged, and the remainder of this ordinance may be declared once effective.

I. Enforcement

The provisions of the water shortage response plan will be enforced by the Town of Canton Public Works, Finance, and Police Department. Violators may be reported to the Canton Town Hall by calling 828-648-2363. 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
Stage 2, Mandatory Reductions	Warning	\$50.00	\$100.00
Stage 3, Emergency Reductions	\$100.00	\$250.00	Discontinuation of Service

II. Public Comment

Customers will have multiple opportunities to comment on the provisions of the water shortage response plan. First, a draft plan will be published on the Town of Canton website and available at the Canton Town Hall. 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 on the website and available at the Canton Town Hall at least 30 days prior to the adoption of the plan by the Canton Board of Aldermen.

III. Variance Protocols

Applications for water use variance requests are available at the Canton Town Hall. All applications must be submitted to the Town Manager. A decision to approve or deny individual variance request 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.

IV. Effectiveness

The effectiveness of the Canton 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.

V. Revision

The Water Shortage Response Plan will be reviewed and revised as needed to adapt the 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, Town Manager will review procedures following each emergency stage to recommend any necessary plan improvements to the Board of Aldermen. The Town Manager and Public Works Superintendent will be responsible for initiating all subsequent revisions.