**WATER SHORTAGE RESPONSE PLAN (WSRP)**

**TOWN OF PINE KNOLL SHORES (PWSID: 04-16-031)**

# I. PINE KNOLL SHORES WATER SHORTAGE RESPONSE PLAN PROCEDURE

All municipalities or water companies purchasing water from the Town of Pine Knoll Shores’ water system will, at a minimum, adopt and enforce 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 Town Manager, and in his absence the Public Services Director, shall be authorized to declare a water shortage and institute the provisions of this plan.

Any reference in this document to the town manager applies to the Public Services Director in the town manager’s absence.

|  |  |  |
| --- | --- | --- |
| Primary Contact: |  | Secondary Contact: |
| Town Manager |  | Public Services Director |
| Town Manager’s Office |  | Pine Knoll Shores Town Hall |
| 100 Municipal Circle |  | 100 Municipal Circle |
| Pine Knoll Shores, NC 28512 |  | Pine Knoll Shores, NC 28512 |
| 252-247-4353 ext. 16 |  | 252-247-4353 ext. 15 |

# II. YEAR-ROUND WATER CONSERVATION POLICY IN PINE KNOLL SHORES

## a. Year-Round Water Use Policy

* The Pine Knoll Shores governing body encourages all municipally supplied water users to use water efficiently at all times.
* Pine Knoll Shores’ Public Services Director will monitor regional water resource conditions through the North Carolina Drought Monitor

(http://www.ncwater.org/drought). When the Drought Monitor indicates impending drought conditions, the Public Services Director will increase monitoring of water demand and the available supply of water. The findings will be reported to the Town Manager. In the event of a declaration of a water shortage by the Town Manager, the Public Services Director will submit a weekly report on water supply conditions to the Town Manager.

## b. Notification

• Upon the declaration of a water shortage, a press release will be forwarded by the Town Manager (or his designee) to the local media which shall include, but not be limited to:

**Carteret County News-Times** (252-726-7081);

**WCTI TV Carteret County bureau** (252-726-7781); and

# WBJD 91.5 FM (252-638-3434)

* The Town Manager (or his designee) shall notify the Pine Knoll Shores governing board and the Public Safety Director. The Public Safety Director shall notify all town department heads. Town department heads shall notify their employees, who in turn, can help provide accurate information to the public. Notices will be posted at Town Hall, the local library, and on the town’s website.
* If declaration of a water shortage occurs during a current water billing period, notices will be printed on the water bills.

**c. Public education and outreach consists of the following opportunities:**

* Independent Mailings to Major Users
* Website
* Water Audits
* Presentations
* Bill Stuffers to All Customers
* Newspaper Ads
* Signs & Posters
* Radio (public service announcements)
* TV Ads
* Flyers/Handouts
* Public Hearings

In the event of a water shortage declaration for the Town of Pine Knoll Shores, all reasonably applicable means of notification and public education of said shortage will be used to notify town utility customers and the public.

**III.** **PINE KNOLL SHORES WATER USE CLASSIFICATION**

To aid implementation of this plan, the following classes of water use have been established.

# a. CLASS I: ESSENTIAL POTABLE WATER USES FOR PINE KNOLL SHORES

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

# b. CLASS II: SOCIALLY/ECONOMICALLY IMPORTANT POTABLE WATER USES FOR PINE KNOLL SHORES

* **Domestic –** Minimal use for kitchen, bathroom and laundry. Minimal watering of vegetable gardens and trees to preserve them.
* **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 course greens, watering by commercial nurseries at a minimum level to maintain stock, minimum amount required to maintain essential cooling operations.
* **Institutional –** Efficient use by schools, churches, and government facilities.

# c. CLASS III. NON-ESSENTIAL POTABLE WATER USES FOR PINE KNOLL SHORES

* **All –** Ornamental uses (fountains, reflecting pools, artificial waterfalls, etc.), residential lawn irrigation, non-commercial washing of motor vehicles, washdown 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.

## IV. DROUGHT RESPONSE TRIGGERS AND PHASED WATER USE REDUCTIONS

When the following water supply thresholds (TRIGGERS) are reached, the Town Manager shall initiate the following PHASE reduction measures as outlined under the corresponding RESPONSE heading.

# a. PHASE I: VOLUNTARY WATER USE REDUCTION FOR PINE KNOLL SHORES

# • TRIGGERS

1. A 20% reduction in the seasonal normal distance between the static water level in the well and the pump intake.
2. Greater than 80% of the system’s capacity is being used for 5 consecutive days within a 30-day period.
3. Or any combinations of the above conditions for 5 consecutive days within a 30-day period.

# • RESPONSE

1. Begin distribution of Water Use Reduction education materials.
2. The Town Manager shall declare a **Water Shortage Advisory.**
3. Begin public notification as previously outlined and distribute water conservation tips.
4. Request voluntary conservation for all users of the Pine Knoll Shores water system as outlined in distributed information.
5. Request Class III non-essential uses to be re-evaluated.
6. Commercial and Industrial water users are required to prepare a 25% Water Use Reduction Plan to be submitted within 30 days of water shortage advisory declaration.

**b. PHASE II: MANDATORY WATER USE REDUCTION MEASURES FOR PINE KNOLL SHORES**

# • TRIGGERS

1. A 40% reduction in the seasonal normal distance between the static water level in the well and the pump intake.
2. Greater than 90% of the system’s capacity is being used for 3 consecutive days within a 30-day period.
3. Any combinations of the above conditions for 3 consecutive days within a 30-day period.
4. Or failure of Phase I measures to result in a reduction of potable water-use demand.

# • RESPONSE

1. The Town Manager shall declare a **Water Shortage Alert.**
2. All voluntary measures become mandatory in addition to the following measures:
3. Enforce a system-wide 25% water use reduction goal (including industrial and commercial plans).
4. Notify water use customers by any or all methods as previously outlined.
5. Non-commercial car washing & residential outdoor watering is limited to two days per week between 6 p.m. and 8 a.m.
6. Ban all non-commercial pressure washing and washdown of impervious surfaces.
7. Ban the filling of newly constructed or recently drained pools.
8. Public recreational areas are limited to watering on Monday between the hours of 6 p.m. and 8 a.m.
9. Institutional automatic toilet flushing systems will operate only during business hours.
10. All non-public hydrant uses by permit only.
11. Ban ornamental uses.
12. Town Manager may authorize additional water use restrictions or bans to be enforced 10 days after public notification.
13. Enforcement will be implemented by town employees and police enforcement.

**c. PHASE III. EMERGENCY WATER USE REDUCTION MEASURES FOR PINE KNOLL SHORES**

# • TRIGGERS

1. A 60% reduction in the seasonal normal distance between the static water level in the well and the pump intake.
2. Greater than 95% of the system’s capacity is being used for 2 consecutive days within a 30-day period.
3. Any combinations of the above conditions for 2 consecutive days within a 30-day period. iv. Or failure of Phase II measures to result in a 25% reduction of potable water-use demand.

# • RESPONSES

i. The Town Manager shall declare a **Water Shortage Emergency.**

ii. In addition to the above measures, the following measures will also be imposed:

iii. Notify water use customers by any or all methods as previously outlined.

1. Ban Class III non-essential uses.
2. Request additional conservation from Class I (essential) users as may be possible.
3. Enact advanced restriction pricing with fines for overuse.
4. Limit garden irrigation to two days per week between 6 p.m. and 8 a.m.
5. Ban all landscape irrigation (including golf course greens, school grounds, and residential lawns).
6. Ban all recreational use.

## V. ENFORCEMENT AND PENALTIES

**Compliance of the requirements of the Water Shortage Response Plan shall be enforced by town staff through visual policing of outdoor water use by utility personnel and law enforcement officers, daily monitoring of water usage at random sites by utilities personnel, and tracking water consumption via historical billing data. Citizens will be encouraged to report witnessed violations by calling Town Hall at 252-247-4353. In response, Town staff shall make a concerted effort to follow-up and investigate each report received. Penalties for violations, as specified below, shall apply. Further, residential and non-residential water usage conservation rates as indicated in the below chart shall apply.**

VIOLATION FEES

**Offense Phase I: Voluntary Phase II: Mandatory Phase III: Emergency**

**First Notice of Violation (NOV) NOV and $100 Fine $200 Fine**

**Second Notice of Violation (NOV) $200 Fine $700 Fine**

**Third Notice of Violation (NOV) $500 Fine Water service**

**More than Water service discon- disconnection**

**3 Offenses Notice of Violation (NOV) nection & associated & associated reconnect fees. reconnect fees.**

# RESIDENTIAL & NON-RESIDENTIAL CONSERVATION RATES

**WATER SYSTEM OPERATING STATUS CONSERVATION RATES\_\_\_\_\_\_**

**Normal conditions of Phase I Advisory Normal Rate\_\_\_\_\_\_\_\_\_\_\_**

**Declaration of Phase II Alert 2 X Normal Rate\_\_\_\_\_\_\_**

**Declaration of Phase III Emergency 4 X Normal Rate\_\_\_\_\_\_\_**

## VI. VARIANCES

Administrative variances of the restrictions of the Water Shortage Response Plan may be issued by the Town Manager provided that the general intent of the Water Shortage response measures is met, compliance is proven to cause practical difficulties and unnecessary hardship, and all reasonable options for reduction of water management have been exhausted. Customers seeking a variance may submit a letter requesting the variance to the Town Manager explaining the hardship, the effect of water restriction on health and safety, and an explanation of steps taken to comply with conservation requirements.

A decision to approve or deny variance requests will be based upon consideration of criteria including, but not limited to,: impact on water demand, expected duration of water shortage, alternative source options, social and economic importance of water use, purpose of water use, and the prevention of structural damage.

## VII. RETURN TO NORMAL OPERATIONS IN PINE KNOLL SHORES

Phase conservation measures and restrictions will expire incrementally when the Town Manager, after consultation with the water treatment plant operator responsible charge, finds that the water supply has returned to normal. Each phase shall last a minimum of 21 days.

## VIII. MEASURE OF EFFECTIVENESS

The effectiveness of the Pine Knoll Shores Water Shortage Response Plan will be determined by comparing the stated water conservation goals in the plan with the system-wide water used reduction data. Variables other than water use restrictions that may impact reduction goals will be considered. Some of these include frequency of plan activation, any problem periods without activation, consumer response, and total number of violation citations issued.

## IX. PUBLIC COMMENT

A public review of this Water Shortage Response Plan is required prior to its adoption. An online draft of the Water Shortage Response Plan will be made available for a minimum of 30 days, a notice of the Plan printed on customer utility bills, and presentation of the Plan at a meeting of the Pine Knoll Shores Board of Commissioners which offers a forum for public comment.

## X. PLAN REVISION

The Water Shortage Response Plan will be reviewed if there are any circumstances affecting water supply and/or demand and following a Water Shortage declaration due to drought. At a minimum, the Plan shall be reviewed every five years for update as required by NCGS 143355(l). An opportunity for public comment will be provided for any revision to the Plan prior to approval by the Town Council. The Pine Knoll Shores Town Manager (or his designee) shall be responsible for initiating all Water Shortage Response Plan updates.