



# TOWN OF JAMESTOWN

## WATER SHORTAGE RESPONSE PLAN

Adopted November 21, 2005  
Revised and Adopted July 21, 2009  
Revised and Adopted February 16, 2010  
Revised and Adopted December 18, 2018  
Revised May 31, 2023

### I. PURPOSE

The procedures herein are written to reduce potable water demand and supplement existing drinking water supplies whenever they are in danger of being inadequate to meet customer needs.

### II. WATER SYSTEM SUMMARY

The Town of Jamestown operates and maintains a purchase water system. All of the drinking water is supplied by the Piedmont Triad Regional Water Authority (PTRWA), the City of Greensboro, and the City of High Point. PTRWA draws its water from the Randleman Regional Reservoir. The City of High Point's sources are Oak Hollow Lake and Arnold J. Koonce, Jr. City Lake. The City of Greensboro draws its water from Lake Townsend, Lake Higgins, and Lake Brandt. The water purchased from the two municipal systems are not interconnected. The Town of Jamestown currently has contracts which guarantee water delivery from PTRWA and both municipalities, though the majority of the water supply is from PTRWA. The water system was installed in the early 1950's in the original section of the Town.

### III. AUTHORITY

When the water level at the reservoirs reach a critical level and Jamestown is notified by PTRWA, Greensboro, and High Point authorities that a water shortage exists, the Town Manager shall implement temporary emergency procedures. Should other emergency situations occur such as line breaks, contamination, mechanical failures, or similar emergencies, the Town Manager shall also consider implementing temporary emergency procedures.

The Town of Jamestown Town Manager is authorized to enact water shortage response provisions whenever the trigger conditions outlined in Section IV are met. In his or her absence, the Director of Public Services will assume this role.

Mr. Matthew L. Johnson	Mr. Paul Blanchard
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Emergency water use regulations and restrictions shall remain in force and effect until the Town Manager determines conditions requiring their necessity no longer exist.

The Water Shortage Response Plan considers the water level of the PTRWA Randleman Regional Reservoir for triggering implementation. However, the Town does maintain the right to implement the plan before being notified of an emergency situation by either PTRWA, High Point, or Greensboro if deemed necessary.

## IV. NOTIFICATION

The following notification methods will be used to inform water system employees and customers of a water shortage declaration: employee and citizen e-mail announcements, notices at municipal buildings, notices in water bills, and notices on the Town of Jamestown website homepage. Required water shortage response measures and declaration of emergency water restrictions will be communicated through *The Jamestown News*, PSA announcements released to local radio and cable stations, and on the Town of Jamestown website as appropriate.

## V. LEVELS OF RESPONSE

Three levels of water shortage response are outlined in the table below. The three levels of water shortage response are: voluntary reductions, mandatory reductions, and emergency reductions. A detailed description of each response level and corresponding water reduction measures follow below.

Stage	Response	Description
1	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	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	Emergency Reductions	Water supply conditions are substantially diminished and pose an imminent threat to human health or environmental integrity.

**Stage I – Voluntary Reductions:** The goal for Stage I will be a 5% reduction in water demand. Stage I will be initiated when PTRWA authorities notify Jamestown when the

Randleman Regional Reservoir water level drops to 677 AMSL (5 feet below full). The following should be encouraged under a Stage I Response:

- 1) A publicity and educational campaign will be initiated using public media and other methods to inform the public of the voluntary water restrictions.
- 2) Residential customers will be encouraged to practice the following conservation measures:
  - a) Use shower for bathing rather than a bathtub whenever possible. Try and limit the time to 5 minutes.
  - b) Do not leave water running while shaving or washing dishes.
  - c) Run dishwashers and clothes washers only when fully loaded whenever possible.
  - d) Do not use sprinklers just to cool off or for play.
  - e) Delay new landscaping and seeding until a later date whenever possible.
  - f) Limit existing lawn watering to that necessary for plants to survive.
  - g) Water shrubbery the minimum required, reusing household water when possible.
  - h) Limit car washing to a minimum or utilize a car wash which practices recycling.
  - i) Limit washing down of outside areas such as sidewalks, patios, siding, etc.
  - j) Install water saving devices in shower heads whenever possible.
  - k) Install water saving devices in toilets such as water filled plastic jugs or commercially available units.
  - l) Use disposable dishes and utensils when possible.
  - m) Limit hours of operation of water cooled air conditioners.
  - n) No water will be sold for filling of pools, however, a minimal amount of water may be added to maintain continued operation of an existing pool.
  - o) We request that contractors and street sweeping water usage be reduced where possible or reclaimed water be used instead.

**Stage II - Mandatory Reductions:** The goal for Stage II will be a 10% reduction in water demand. This is the second stage of drought conditions. This will be initiated when PTRWA authorities notify Jamestown when the Randleman Regional Reservoir water level drops to 672 AMSL (10 feet below full). If the trigger conditions for a Stage II reduction are met, the following mandatory restrictions would be added in addition to the voluntary water recommendations from a Stage I drought:

1. Contractors are asked to reduce water usage to essential needs.
2. The Director of Public Services will be empowered to negotiate with all industrial and commercial accounts to ensure that all reasonable conservation measures are implemented. Any failure to implement such measures will be grounds to terminate services.
3. The immediate removal of service for any violation of the plan after the third offense.

*It shall be unlawful to:*

1. Water lawns, grass, shrubbery, trees, and flower and vegetable gardens except as follows:
  - a) Such watering may only be done between the hours of 8 pm and 8 am.
  - b) Watering by a sprinkler system is limited to a rate of ½ inch per week; or customers may water by hand-held hose, with a container, or with a drip irrigation system. Provided, however, that any person regularly engaged in the sale of plants shall be permitted to use a minimal amount of water at any time to keep plants living.
2. Introduce water into any ornamental fountain pool or pond or make similar use of water except to keep fish alive in an existing pond.
3. Wash automobiles, trucks, trailers, boats, campers, airplanes, or any other type of mobile equipment, including commercial washing establishments unless 75% of the water is recycled. The equipment may be washed if it cannot be safely operated unless cleaned.
4. Operate water-cooled air conditioners or other equipment that does not recycle cooling water, except when health and safety are adversely affected.
5. Fill newly constructed swimming and/or wading pools, or refill existing swimming and/or wading pools which have been drained. A minimal amount of water may be added to maintain continued operation of an existing pool.
6. 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 use water for other similar purposes unless done so for public safety, sanitation, or by Public Services staff.
7. Use water from public or private fire hydrants for any purpose other than fire suppression or other public emergency or by Public Services staff.
8. Use water for dust control or compaction.
9. Use potable water for fire department training or equipment testing unless required by State or Federal regulations.
10. Use water for any unnecessary purpose or intentionally waste water.
11. Refuse to repair water leaks on property or facilities of Town of Jamestown customers within ten (10) days of discovery and notification by the Town.

**Stage III – Emergency Reductions:** The Goal for Stage III will be a 25% reduction in water demand. This will be initiated when PTRWA authorities notify Jamestown when the Randleman Regional Reservoir water level drops to 662 AMSL (20 feet below full). In addition to the restrictions set forth in Stages I-II the following restrictions shall be imposed:

1. Double the water rate cost for above 10 units per month.
2. The immediate removal of service for any violation of the plan after the third offense.
3. The Director of Public Services will have the authority to implement additional conservation measures on commercial and industrial customers including, but not limited to, percentage reductions of consumption, cutting off specific water consumption units, etc.

4. Large industrial customers are asked to delay projects consuming large quantities of water where possible.
5. A list of the names and addresses of those charged with violations of the Water Shortage Response Plan will be available for public inspection at Town Hall.
6. Limit vegetable garden irrigation to two days per week between 6 pm to 8 am. To determine your watering days, use your street address. If your address ends in an odd number your watering days are Tuesday and Friday. If your address ends in an even number your watering days are Monday and Thursday.

It shall be unlawful to:

1. Use water outside a structure for any use other than an emergency, a fire, for public safety, or use by Public Services staff to maintain the system. This includes car washes unless 100% of the water is recycled, any watering of lawns and shrubs, and outside use by a contractor unless to finish a portion of a job.
2. Operate an evaporative air conditioning unit that does not recycle water except during the operating hours of the business. An exception is made when health and safety are adversely affected.
3. Refuse to repair water leaks within 10 days of notification. Large leaks will be immediately shut off from service.
4. Irrigate landscape (including golf course greens, school grounds, residential lawns)
5. Use water for recreational purposes. Recreational use includes but is not limited to residential swimming pools and water recreation toys that require the use of water (for example a slip-n-slide).
6. Add any water from the Town of Jamestown water supply to an ornamental pond.

## VI. TRIGGERS

<b>Stage I</b>	PTRWA authorities notify Jamestown when the Randleman Regional Reservoir water level drops to 677 feet AMSL (5 feet below full).
<b>Stage II</b>	PTRWA authorities notify Jamestown when the Randleman Regional Reservoir water level drops to 672 feet AMSL (10 feet below full).
<b>Stage III</b>	PTRWA authorities notify Jamestown when the Randleman Regional Reservoir water level drops to 662 feet AMSL (20 feet below full).

## VII. ENFORCEMENT

The provisions of the Water Shortage Response Plan will be enforced by the Town of Jamestown Public Services Department. Violators may be reported by either calling Town Hall at 336-454-1138 or by e-mail contact listed on the Town of Jamestown website. Citations are assessed according to the following schedule depending on the number of prior violations and current level of water shortage.

<b>Water Shortage Level</b>	<b>First Violation</b>	<b>Second Violation</b>	<b>Third Violation</b>
Voluntary Reductions	N/A	N/A	N/A
Mandatory Reductions	Warning and possible \$50 fine	\$100 fine	\$250 fine
Emergency Reductions	\$100 fine	\$350 fine	Discontinuation of water service.

## **VIII. 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 either in *The Jamestown News* or on the Town of Jamestown website. A public hearing will be scheduled at the Regular Town Council Meeting so that comments may be made. All subsequent revisions to the draft plan will be published at least 30 days prior to an adoption vote by Town Council.

## **IX. VARIANCE PROTOCOLS**

Written requests for water use variance may be submitted to the Town Manager at 301 East Main St. All written requests will be reviewed by the Town Manager and/or Director of Public Services. A decision to approve or deny individual variance requests will be determined within two weeks of submittal after careful consideration of the following criteria: impact on water demand, expected duration, alternative source options, social and economic importance, job retention, purpose (i.e. necessary use of drinking water) and the prevention of structural damage.

## **X. RETURN TO NORMAL CONDITIONS**

Should significant rainfall be received by the PTRWA Randleman Regional Reservoir to safely provide sufficient water to meet demand and stated trigger points (see Section VI) are exceeded, the Town Manager shall issue a public notice pursuant to Section IV declaring the water shortage resolved and the termination of water restrictions.

## **XI. EFFECTIVENESS**

The effectiveness of the Town of Jamestown Water Shortage Response Plan will be determined by comparing the stated water conservation goals with observed water use reduction data. The following factors will also be considered to determine effectiveness: 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 (l). The Town of Jamestown Director of Public Services is responsible for initiating all subsequent revisions.