

# Town of Newland Water Shortage Response Plan Newland, North Carolina

**April 1, 2023**

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.

1. Authorization

The Town of Newland Utilities Director will enact water shortage response provisions whenever the trigger conditions outlined in Section IV are met. In his or her absence, the Town Administrator or Town Board members will assume this role.

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1. Notification

The following notification methods will be used to inform water system employees and customers of a water shortage declaration: employee e-mail announcements, notices at municipal buildings, notices in water bills. Required water shortage response measures will be communicated through *local newspaper, local radio station and notices in water bills.* Declaration of emergency water restrictions or water rationing will be communicated to all customers by local media, town website or fliers.

1. Levels of Response

Five levels of water shortage response are outlined in the table below. The five levels of water shortage response are: voluntary reductions, mandatory reductions I and II,

Town of Newland 1

Water Shortage Response Plan

emergency reductions and water rationing. A detailed description of each response level and corresponding water reduction measures follow below.

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| **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 I | Water users must abide 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 | Mandatory Reductions II | In addition to and including Stage 1 |
| 4 | Emergency Reductions | Water supply conditions are substantially diminished and pose an imminent threat to human health or environmental integrity. |
| 5 | Water Rationing | Water supply conditions are substantially diminished, and remaining supplies must be allocated to preserve human health and 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 all Town wells pump for more than 10 hours in a single day. The following should be encouraged under Stage I Response:

1. An educational campaign will be initiated to inform the public of the voluntary water restrictions.
2. Residential customers will be encouraged to practice the following conservational measures:
3. Use shower for bathing rather than a bathtub whenever possible. Try and limit the time to 5 minutes.
4. Do not leave water running while shaving or washing dishes.
5. Run dish washers and clothes washers only when fully loaded.
6. Do not use sprinklers just to cool off or for play.
7. Delay new landscaping and seeding until a later date whenever possible.
8. Limit existing lawn watering to that necessary for plants to survive.
9. Water shrubbery the minimum required, reusing household water when possible.
10. No washing of Vehicles
11. Limit washing down of outside areas such as sidewalks, patios, siding, etc.

Town of Newland 2

Water Shortage Response Plan

1. Install water saving devices in shower heads whenever possible.
2. Install water saving devices in toilets such as water filled plastic jugs.
3. Use disposable dishes and utensils when possible.

# Stage II Mandatory Reductions I

The Goal for Stage II will be a 10% reduction in water demand. This is the second stage of drought conditions. Stage II will be initiated when all Town wells pump more than 12 hours in a single day. If the 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:

It shall be **unlawful to**:

* 1. Water lawns, grass, shrubbery, trees, and flower and vegetable gardens except as follows:
     1. Such watering may only be done between the hours of 8AM and 8PM.
     2. 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.

* 1. Introduce water into any ornamental fountain pool or pond or make similar use of water except to keep fish alive in an existing pond.
  2. Wash automobiles, trucks, trailers, boats, campers, or any other type of mobile equipment including commercial washing establishments unless 50% of the water is recycled. The equipment may be washed if it cannot be safely operated unless cleaned.
  3. Operate water-cooled air conditioners or other equipment that does not recycle cooling water, except when health and safety are adversely affected.
  4. Fill newly constructed 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.
  5. Wash down outside areas such as streets, driveways, 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 or sanitation.
  6. Use water from public or private fire hydrants for any purpose other than fire suppression or other public emergency or by Town Water Dept staff.
  7. Use water for dust control or compaction.

3

Town of Newland

Water Shortage Response Plan

* 1. Use potable water for fire department training or equipment testing unless required by State or Federal regulations.
  2. Use of water for any unnecessary purpose or intentionally waste water.

# STAGE III MANDATORY REDUCTIONS II

The goal for Stage III will be a 25% reduction in water demand. Stage III will be initiated when all Town wells pump for more than 12 hours in a single day. In addition to the restrictions set forth in Stage I and Stage II, the following additional water restrictions shall be imposed.

1. Contractors are asked to reduce water usage to essential needs.

It shall be **unlawful to**:

1. Water lawns, grass, shrubbery, trees, and flowers vegetable gardens except as follows:
   1. Such watering may be done on Saturday only from 8AM to Saturday 3PM.
   2. Such watering is to be done by hand-held hose, by container, or by 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.

1. Add any water from Town water supply to an ornamental pond.
2. Wash automobiles, trucks, trailers, boats, campers, 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.
3. Refuse to repair water leaks on property or facilities of Town of Newland customers within (10) days of discovery and notification by the Town of Newland.
4. Add any water to maintain continued operation of an existing pool.

# STAGE IV EMERGENCY REDUCTIONS

The goal for Stage IV will be a 50% reduction in water demand. Stage IV will be initiated when all Town wells pump for more than 14 hours in a single day. In addition to the restrictions set forth in Stages I-III the following restrictions shall be imposed: All wells will be set to run for no more than 8 hours a day to preserve the well and not allow it to be pumped dry.

It shall be **unlawful to**:

1. Use water outside a structure for any use other than an emergency, a fire, for public safety, of use by Town Water Dept. to maintain the system. This includes car

4

Town of Newland

Water Shortage Response Plan

washes unless 100% of the water is recycled, any watering of lawns and shrubs, and outside use by a contractor.

1. Operate an evaporative air conditioning unit that recycles water except during the operating hours of the business. An exception is made when health and safety are adversely affected.
2. Refuse to repair water leaks within 10 days of notification. Large leaks will be immediately shut off from service.
3. Large Industrial customers are asked to delay projects consuming large quantities of water where possible.

\* The Town of Newland reserves the right at any time to implement a temporary drought surcharge of 1.25 times the normal water rate for Stage IV Reductions for all customers.\*

# STAGE V WATER RATIONING

The goal for Stage V (Water Rationing) is to provide drinking water to protect public health. This will be initiated when the water is at the pump intake level. In addition to the restrictions imposed in Stages I-IV, the following restrictions shall be imposed:

1. A system of water rationing shall be put in effect. In the event of water rationing, water will be supplied in the minimal quantities required for the health, welfare, and safety of the citizens in accordance with a program determined by the Town of Newland Board members and the Utilities Director.
2. It shall be unlawful to fail to act in accordance therewith or to use water in any manner or attempt to evade or avoid such water rationing restrictions.
3. Fire protection will be maintained, but where possible, tank trucks shall use raw water.
4. Triggers

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| --- | --- |
| **Stage** | **Well Operating Conditions** |
| 1 | Pumping Time >10 hrs  20% reduction in seasonal normal distance from static water level and pump intake  20% increase pumping time for same output |
| 2 | Pumping Time >12 hrs  40% reduction in distance from static water level and pump intake 40% increase pumping time for same output |
| 3 | Pumping Time >12 hrs  60% reduction in distance from static water level and pump intake 60% increase pumping time for same output |
| 4 | Pumping Time >14 hrs (All wells to be set to run for only 8 hours a day) |

5

Town of Newland

Water Shortage Response Plan

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|  | 80% reduction in distance from static water level and pump intake |
| 5 | Water level at pump intake elevation |

1. Enforcement

The provisions of the water shortage response plan will be enforced by Town of Newland utility department and police personnel. Violators may be reported to the Town Hall or the e-mail contact list (newlandwaterworks@yahoo.com). Citations are assessed according to the following schedule depending on the number of prior violations and current level of water shortage.

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| --- | --- | --- | --- |
| **Water Shortage Level** | **First Violation** | **Second Violation** | **Third Violation** |
| None | Warning | $100 | $250 |
| Voluntary Reductions | Warning | $250 | $500 |
| Mandatory Reductions (Stages 2 and 3) | Warning | $250 | Discontinuation of Service |
| Emergency Reductions | $250 | Discontinuation of Service | $1500 |
| Water Rationing | $500 | Discontinuation of Service | $1500 |

Drought surcharge rates are effective in Stages, 4 and 5.

1. Public Comment

Customers will have multiple opportunities to comment on the provisions of the water shortage response plan. First, a draft plan will be available at the Newland Town Hall, 301 Cranberry St. Newland N.C. 28657. A public hearing will be scheduled at the Regular Town Board 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 the Town of Newland Board members.

1. Variance Protocols

Applications for water use variance requests are available from the Town of Newland Town Hall. All applications must be submitted to the Utility Office for review by the Utility Director or his or her designee. 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, purpose (i.e. necessary use of drinking water) and the prevention of structural damage.

1. Effectiveness

6

Town of Newland

Water Shortage Response Plan

The effectiveness of the Town of Newland 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.

1. 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). Further, a water shortage response planning work group will review procedures following each emergency or rationing stage to recommend any necessary improvements to the plan to Newland Town Council. The Town of Newland Utility Director is responsible for initiating all subsequent revisions.

7

Town of Newland

Water Shortage Response Plan