

**Town of Enfield
Enfield, NC**

May 26, 2009

Water Shortage Response Plan Ordinance

Section 1. Authority to Implement

When conditions dictate, the Town of Enfield Public Works Director (or any other individual), under the Direction of the Town's Mayor, may implement a Water Shortage Response Plan (WSRP). Conditions, which may require the WSRP to be enacted, are outlined in Section 2.

Section 2. Factors Requiring Implementation of the Water Shortage Response Plan

Several parameters or conditions may require the Town of Enfield to initiate the WSRP. These include but are not limited to significant reductions in stream water levels at the Fishing Creek intake source, a significant increase in pump run times for the predetermined total flow at the water treatment facility, contaminants in the water system, act of terrorism, vandalism, main breaks and natural disasters.

If the factors listed above reduce stream water levels at the Fishing Creek intake source or pump run times at the water treatment facility or by any event or combination of events prevent the water system from delivering water, WSRP phases will be enacted in the following order:

Phase I will be enacted if a 20% reduction in normal stream water levels is noted or if pump run times increase 20% in order to maintain previous rates or any other event which causes a 20% reduction in the water system's capacity.

Phase II will be enacted if a 40% reduction in normal stream water levels is noted or if pump run times increase 40% in order to maintain previous rates or any other event which causes a 40% reduction in the water system's capacity.

Phase III will be enacted if a 60% reduction in normal stream water levels is noted or if pump run times increase 60% in order to maintain previous rates or any other event which causes a 60% reduction in the water system's capacity.

Section 3. Water Use Classification

In order to aid the implementation of the WSRP, water uses for the Town of Enfield will be grouped into one of three classifications:

Class I-Essential Water Uses

These uses include but may not be limited to water use required to/for:

- Sustain human life and the lives of domestic pets
- Maintain minimum standards of hygiene and sanitation
- Health care uses necessary for patience and rehabilitation
- Fire Hydrants, Firefighting, including training and drills as approved by the Town's Manager
- Flushing Sewers and Hydrants as needed to ensure public health and safety as approved by the Town's Manager.

Class II-Socially or Economically Important Water Uses

These include but may not be limited to water use required to/for:

- Residential laundry water use.
- Preserve commercial vegetable gardens, golf course greens, trees, fruit orchards, nursery stock, and livestock maintenance
- Outdoor commercial watering, public or private to the extent that sources other than fresh water are not available for use.
- Establishing vegetation, after construction/earth moving activities as required by law.
- Filling and operation of municipal or private swimming pools provided that these swimming pools serve 25 or more residents.
- Operation of commercial car and truck washes, restaurants, Laundromats, clubs, schools, churches and other similar establishments.
- Air conditions. Refilling for start-up at the beginning of the cooling season, make-up water during the cooling season, or refilling specifically approved by health officials where the system has been drained for health protection or repair purposes.

Class III-Non Essential Water Uses

These uses include but may not be limited to:

- Operation of water fountains, reflecting pools, artificial waterfalls, ornamental pools and recreational swimming pools that serve fewer than 25 persons
- Non-Commercial washing of motor vehicles, sidewalks, houses, etc
- Non-Commercial watering of gardens, lawns, parks, golf courses (excluding greens), playing fields and other recreational areas.
- Serving water in restaurants, clubs, or eating places except by specific request.
- Refilling of air conditioning cooling towers after draining except as specified in Class I.

Fire Hydrants, any use including use of sprinkler caps and testing fire apparatus and for fire department drills, except as listed in Class I.
Flushing of sewers and hydrants except as listed in Class I.

Section 4. Phased WSRP and Water Use Reduction Goals

When the WSRP is implemented, the below phased approach will be followed:

Phase I-Voluntary Conservation

This phase will be enacted when it is determined that one or more of the parameters Outlined in Section 2 is met. If this occurs, the consumers will be notified promptly by any or all of the following: mailers, door hangers, public posting at the Town Hall, Post Offices, etc. The public will be asked to begin voluntary conservation measures and Class III Non-Essential uses will be halted. Specific conservation measures and tips can be seen on Attachment I.

Phase II-Mandatory

This phase will begin when the Town Public Works Director issues a water shortage advisory. The consumers will be notified by one of the methods noted in Phase I. All users will be required to adhere to the voluntary conservation measures as noted in Attachment I. 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 Phase II, industrial facilities will be required to develop and demonstrate to the Public Works director a water shortage response program. The program should show, at least, a 25% reduction in water usage.

Failure to adhere to the Phase II (Mandatory) required conditions will result in a written notice of violation for the first offense and/or a \$50.00 fine. Thereafter, each violation increases by a factor of \$50.00. Any violation past a fourth offense shall result in a disruption of water service to the offending party until Phase II has been rescinded.

Phase III-Emergency

This phase will commence with the issuance of a water shortage emergency declaration from the Town's Public Works Director. Users will be notified by any or all of the methods noted in Phase I. All users will be required to use voluntary conservation measures outlined in "Attachment I". Class III uses will be banned and Class II uses will be allowed with the exception of vegetative

watering Industrial users will be required to implement their water reduction program, immediately.

Failure to comply with the mandates during Phase III will require the offending party to pay \$100.00 fine for the first offense, \$500.00 fine for the second offense and disruption of service for the third offense.

In addition, residential users will be allotted 1000 gallons per month per person per connection. If the water uses 1001-1250 gallons per month per person connection, surcharge of 25% will be added to the monthly bill. If the user uses 1251-1500 gallons per month per person per connection, a surcharge of 75% will be added to the monthly water bill. If the user 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. A 10-24% water use reduction from the previous 12-month water use average will require the Town to impose a 25% surcharge on the monthly water bill. A 0-9% water use reduction from the previous 12-month water use average will require the Town to impose a 50% surcharge on the monthly water bill. An increase of 1-25% above the previous 12-month water use average will result in a surcharge of 100% added to the next monthly bill. Any amount used above 25% of the previous 12-month average water use will require the Town to add a surcharge of 150% to the monthly bill.

Section 5. Enforcement

Enforcement of mandatory conservation and associated fines will be the responsibility of the Public Works Director under the direction of the Town's Mayor.

Section 6. 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 in the local newspaper and on the Town of Enfield website. A public hearing will be scheduled with notice printed in all customer utility bills to collect comments on the draft. All subsequent revisions to the draft plan will be published at least 30 days prior to an adoption vote by the Town of Enfield Board of Commissioners.

Section 7. Variance Protocols

Applications for water use variance requests are available at the Town of Enfield Town Hall Office. All applications must be submitted to the Town Hall for review by the Public Works 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.

Section 8. Effectiveness

The effectiveness of the Town of Enfield water shortage response plan will be determined by comparing the stated water conservation goals with observed water used 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.

Section 9. 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 in conjunction with the updating of our Local Water Supply Plan. 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 the Town of Enfield's Board of Commissioners. The Town of Enfield Public Works Director is responsible for initiating all subsequent revisions.

Section 10. Water Shortage Response Plan Cancellation

As the determining parameter(s) decrease in severity and return to acceptable levels, the Town will lift the WSRP. The cancellation procedure will be in the reverse order of the WSRP implementation procedure.

Bobby E. Davis
Town Manager