

Water Shortage Response Plan
Town of Tryon, North Carolina
March 23, 2018

The procedures herein are written to reduce potable water demand and supplement existing drinking water supplies whenever existing water supply sources are inadequate to meet current demands for potable water.

I. Authorization to Declare Shortage; Triggers; Notification

The operative provisions for the declaration of a water shortage and notification are codified in Section 52.41 of the Code of Tryon which reads:

§ 52.41 DECLARATION OF SHORTAGE.

(A) Timing of Declaration: The Town Manager, upon the recommendation of the Public Works Director with assistance from the Water Superintendent ORC, shall enact the following water shortage response provisions whenever the following trigger conditions, based on the U.S. Drought Monitor of North Carolina designation for Polk County are met (each stage must last a minimum of 30 days unless a more stringent stage is triggered during that time). In the absence of the Town Manager, the Water Superintendent/ORC can enact the plan:

Stage 0	DO-Abnormally dry (Water Shortage Advisory)	An advisory is instituted by the Town Manager with once a week site visits made to the water source by the ORC on Thursday after checking the US Drought Monitor* Also Supply and Demand will be tracked during the entire process. An increase in demand can also trigger a change in stage.
Stage 1 Voluntary	D1-Moderate (Water Shortage Alert)	Water Supply conditions continue to worsen. At least, a once weekly site visit to the water source(s) by ORC on Thursday after checking the US Drought Monitor*
Stage 2 Mandatory Reduction I	D2-Severe- Drought Watch (Water Supply conditions continue to decline with no relief in sight)	Water Supply conditions continue to decline. Twice a week visits by the ORC to the water source(s) at a minimum.
Stage 3 Mandatory Reduction II	D3-Extreme-Drought Warning	Twice weekly site visits will be made to the water source(s) by the ORC or more frequent if deemed necessary.
Stage 4 Emergency	D4-Exceptional Drought If water stops running over the weir at Lake Lanier this will also require declaring a Stage 4 Emergency.	Daily visits will be made to the water source(s). If water stops running over the weir at Lake Lanier this will also require declaring a Stage 4 Emergency.
Stage 5 Rationing	Water Shortage Crisis	No water flowing over the Lake Lanier weir

N.C. Drought Management Advisory Council Website

The N.C. Drought Management Advisory Council's website, www.ncdrought.org, presents the drought map for North Carolina that is released on Thursday of each week by the U.S. Drought Monitor. The drought conditions depicted are valid for 8 a.m. eastern time for the preceding Tuesday. North Carolina is fortunate because it has the N.C. Drought Management Advisory Council to work closely with the U.S. Drought Monitor to adjust designations weekly to better reflect North Carolina's local conditions. This map is defined as the official drought map nationally and for North Carolina.

The N.C. Drought Management Advisory Council website also has tabs that link to available resources for drought information, some with real-time data about current conditions, news, drought contacts, information and drought education, drought monitor archives, and water conservation tips.

The site includes time lapse animation of the weekly U.S. Drought Monitor maps for North Carolina since January 2000. Viewers can also see drought classifications nationwide, statewide, county-wide or by river basin. This drought monitor history can be found at <http://www.ncdrought.org/arc/arc111ve/index.php>.

The US Drought Monitor is defined as the official drought map nationally and for North Carolina.

Drought conditions in North Carolina are updated weekly. A Technical Drought Advisory Team, a sub-group of the N.C. Drought Management Advisory Council, participates each Tuesday in an audio-video teleconference to gather and feed information to the U. S. Drought Monitor author about local drought conditions in North Carolina. The team consists of a group of experts on climate, weather, geology, water supply, forestry and agriculture.

Experts report each week on the impact of rainfall on streams, groundwater, reservoirs, wildfire activity and crops in North Carolina. Based on the team's discussion, the council makes a recommendation to the U.S. Drought Monitor about how the state's drought map should look for that week. The U.S. Drought Monitor uses the state's recommendation when it releases the final drought map each Thursday. To see or download a copy of the current drought map, go to the state's official drought website at www.ncdrought.org

The N.C. Drought Management Advisory Council issues necessary official drought advisories each Thursday based on the drought classifications in the official map. This information provides water users with a reliable basis for managing and calling for drought response actions in their regions. The list of counties under drought advisories are updated and released each week on the website to reflect local drought classifications on the U.S. Drought Monitor's map for North Carolina.

*The Town Manager shall have the responsibility and authority to call the next stage at any time based on the current conditions and forecast of the particular situation at Lake Lanier. The Water Superintendent/ORC shall have the responsibility for advising the Town Manager on water supply availability and shall keep a close watch over the U.S. Drought Monitor during the entire time.

(B) 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 *The Tryon Daily Bulletin*, PSA announcements on local radio and cable stations and the Town's website (<http://www.tryon-nc.com>). Declaration of emergency water restrictions or water rationing will be communicated thru Channel 13 and *The Tryon Daily Bulletin*.

(Ord. passed 12-8-86; Am. Ord. 2003-1, passed 2-4-03; Am. Ord. 2008-20, passed 10-21-08; Am. Ord. 2012-14, passed 12-18-12)

II. Levels of Response; Return to Normal; Enforcement

The operative provisions for levels of response, return to normal and enforcement are codified in Section 52.42 through 52.49 and Section 52.99 of the Code of Tryon which read:

§ 52.42 STAGE 0: MANDATORY CONSERVATION.

In the event a Stage 0 Water Shortage Condition is declared, or if a Water Storage Condition is advanced to Stage I, II, III, IV or V, or cancelled or reduced to a lesser stage, the public shall be required to adhere to the following conservation measures:

(A) Limit car washing to the minimum.

- (B) Limit lawn and garden watering to that which is necessary for plants to survive.
- (C) Do not wash outside areas such as sidewalks, patios, parking lots, service bays or aprons, or the like.
- (D) Do not leave faucets running while shaving or rinsing dishes.
- (E) Water shrubbery to the minimum required, reusing household water when possible.
- (F) Limit use of clothes washers and dish washers and when used, operate fully loaded.
- (G) Use showers, rather than bathtub, for bathing and limit showers to no more than four minutes.
- (H) Limit flushing of toilets by multiple usage.
- (I) Use disposable and biodegradable dishes when possible.
- (J) Use flow-restrictive and water-saving devices.
- (K) Limit hours of operation of water-cooled air conditioners.
- (L) All residents, businesses and institutions shall delay temporarily new landscape work until the water shortage has ended.
- (M) Limit use for industrial purposes.
(Ord. passed 12-8-86; Am. Ord. 2003-1, passed 2-4-03; Am. Ord. 2008-20, passed 10-21-08; Am. Ord. 2012-14, passed 12-18-12)

§ 52.43 STAGE I: TERMS; FURTHER RESTRICTIONS.

(A) Compliance. In the event the Town Manager issues a declaration of a Stage I Water Shortage Condition, it shall be unlawful for any person, firm or corporation to use or permit the use of water from the town system for any purpose hereinafter set forth until such time as the declaration of water shortage has been rescinded.

(B) In the event that a Stage I Water Shortage is declared, in addition to the Stage 0 requirements already in effect, it shall be unlawful to use water supplied by the town's water system in the following manner:

(1) To water lawns, grass, shrubbery, trees, flowers and vegetable gardens except by hand-held hose or container or drip irrigation system.

(2) To fill newly constructed swimming and/or wading pools or refill swimming and/or wading pools which have been drained.

(3) To wash automobiles, trucks, trailers, boats, airplanes or any other type of mobile equipment, with the exception of commercial car washes. Commercial car washes shall adhere to restrictions set by the Town Manager.

(4) To wash 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 water for other similar purposes.

(5) To use water from public or private fire hydrants for any purpose other than fire suppression or other public emergency.

(6) To operate or induce water into any ornamental fountain, pool or pond or other structure making similar use of water.

(Ord. passed 12-8-86; Am. Ord. passed 7-19-02; Am. Ord. 2003-1, passed 2-4-03; Am. Ord. 2008-20, passed 10-21-08; Am. Ord. 2012-14, passed 12-18-12)

§ 52.44 STAGE II: TERMS; FURTHER RESTRICTIONS.

(A) Compliance. In the event the Town Manager issues a declaration of a Stage II Water Shortage Condition, it shall be unlawful for any person, firm or corporation to use or permit the use of water from the town system for any purpose hereinafter set forth until such time as the declaration of water shortage has been rescinded.

(B) In the event that a Stage II Water Shortage is declared, in addition to the Stage 0 and I requirements already in effect, it shall be unlawful to use water supplied by the town's water system in the following manner:

(1) To serve drinking water in restaurants, cafeterias or other food establishments, except upon request.

(2) To operate water-cooled air conditioners or other equipment that does not recycle cooling water, except when health and safety are adversely affected.

(3) To use water for any unnecessary purpose or to intentionally waste water.

(4) To use water for commercial/industrial purposes in an amount in excess of that amount set by the Town Manager. Usage amount shall be set based on availability of source water.

(Ord. 2012-14, passed 12-18-12)

§ 52.45 STAGE III: EFFECT ON FIRE PROTECTION; FURTHER RESTRICTIONS.

(A) Compliance. In the event the Town Manager issues a declaration of a Stage III Water Shortage Condition, it shall be unlawful for any person, firm or corporation to use or permit the use of water from the town system for any purpose hereinafter set forth until such time as the declaration of water shortage has been rescinded.

(B) During a Stage III Water Shortage Condition, in addition to the Stage 0, I and II Water Shortage Condition restrictions already in place, fire protection shall be maintained by drafting of ponds, rivers, and the like wherever possible, the use of throw-away utensils and plates shall be encouraged and recommended at all eating establishments, and it shall be unlawful:

(1) To induce water into any pool;

(2) To use water outside a structure for any use other than an emergency involving a fire; and

(3) To operate an evaporative air conditioner which recycles water, except during operating hours of business.

(Ord. passed 12-8-86; Am. Ord. 2008-20, passed 10-21-08; Am. Ord. 2012-14, passed 12-18-12)

§ 52.46 STAGE IV: IMMINENT DANGER TO PUBLIC HEALTH -- STATE OF EMERGENCY

(A) Compliance. In the event the Town Manager issues a declaration of a Stage IV Water Shortage Condition, it shall be unlawful for any person, firm or corporation to use or permit the use of water from the town system for any purpose hereinafter set forth until such time as the declaration of water shortage has been rescinded.

(B) During a Stage IV Water Shortage Condition, in addition to the Stage 0, I, II and III Water Shortage Condition restrictions already in place, it shall be unlawful to use municipal water for any purpose other than drinking or cooking, and:

(1) A surcharge of 10% of the minimum usage rate will be added to each water bill where customer usage surpasses minimum usage. If customer usage is "equal to or more than" double the minimum usage rate, a surcharge of 20% of the minimum usage rate will be added;

(2) The Town shall, with the assistance of its Fire Department, bring in non-potable water by truck to be used for toilet flushing and other uses where potable water is not required. These trucks will be clearly marked "NonPotable" "NOT To Be Used For Drinking Water". Additionally, the National Guard may be asked to assist by use of their "Water Buffalo" wagons. These trucks will also be clearly marked "NonPotable" "NOT To Be Used For Drinking Water"; and

(3) The Town shall establish an account with a potable water bottling company in preparation of buying large amounts of bottled water; and

(4) The Town shall contact The Department of Natural Resources to advise of the seriousness of current water shortage.

(Ord. 2008-20, passed 10-21-08; Am. Ord. 2012-14, passed 12-18-12)

§ 52.47 STAGE V: RATIONING

(A) Compliance. In the event the Town Manager issues a declaration of a Stage IV Water Shortage Condition, it shall be unlawful for any person, firm or corporation to use or permit the use of water from the town system for any purpose hereinafter set forth until such time as the declaration of water shortage has been rescinded.

(B) During a Stage V Water Shortage Condition, all Stage 0, I, II, III and IV Water Shortage Condition restrictions already in place shall continue to apply.

(C) During a Stage V Water Shortage Condition:

(1) The Town shall obtain delivery of bottled water from a potable water bottling company and such water shall be made available to water customers for pickup at designated sites as they run out of water; and

(2) The level of Lake Lanier will be monitored frequently, and if the pumps become inoperable due to water level, a **boil water notice** shall be issued for all water coming from the town's water treatment and distribution system; and

(3) The Town shall contact the Department of Natural Resources to ask for the Governor of North Carolina's assistance during the current water shortage emergency.
(Ord. 2008-20, passed 10-21-08; Am. Ord. 2012-14, passed 12-18-12)

§ 52.48 LIFTING RESTRICTIONS

(A) Water Shortage Conditions will expire when the Town Manager, after consultation with the Board of Commissioners and upon recommendation of the Water Plant Superintendent and Utilities Director, deems that the condition which caused the alert has abated. These conditions will lift in a stepwise manner going from stage to stage a week at a time if appropriate.

(B) The expiration or cancellation of a water shortage declaration shall be promptly and extensively publicized.
(Ord. 2012-14, passed 12-18-12)

§ 52.49 ENFORCEMENT

The provisions of the Town's water shortage response plan (§§ 52.41 through 52.48 of this Chapter) will be enforced by Town of Tryon personnel and local law enforcement. Violators may be reported to the Utility Clerk at Town Hall.
(Ord. 2012-14, passed 12-18-12)

§ 52.99 PENALTY

(A) Any violation of the provisions of this chapter, for which another penalty has not been provided, shall constitute a misdemeanor, punishable upon conviction by a fine not to exceed \$500 or imprisonment not exceeding 30 days as provided by G.S. §160A-175.

(B) Pursuant to the provisions of G.S. § 160A-312 and this chapter, service may be temporarily discontinued for willful disregard of §§ 52.41 through 52.48 and a \$25 reconnect fee may be imposed before restoration of service. In the event of continued gross noncompliance of these sections, the removal of meter will be deemed proper and service will be discontinued and all tap fees and deposits forfeited. Reconnection will be made only by payment of current due amounts, and new tap fees and deposits shall be paid.
(Ord. passed 12-8-86; Am. Ord. 2008-20, passed 10-21-08; Am. Ord. 2012-14, passed 12-18-12)

III. The Town Manager and Water Superintendent are:

Zach Ollis Tryon
Town Manager
Phone: (828) 859-6655
Email: manager@ tryon-nc.com

Greg McCool
Water Superintendent/ORC Phone:
(828) 859-9525
Email: wplant@ windstream.net

IV. Public Comment

Customers will have multiple opportunities to comment on the provisions of the water shortage response plan. A draft plan will be available at Town Hall for customers to view. A notice will be included in customer water bills notifying them of such. All subsequent revisions to the draft plan will be published at least 30 days prior to an adoption vote by Tryon's Town Commissioners.

V. Variance Protocols

Applications for water use variance requests are available from the Town Hall. All applications must be submitted to the Town Hall for review by the Town Manager or his 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.

VI. Effectiveness

The effectiveness of the Tryon 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.

VII. 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 Tryon's Town Commissioners. The Town of Tryon WTP's ORC is responsible for initiating all subsequent revisions.

Adopted, this 18th day of December, 2012.

ATTEST:

Susan Bell
Susan Bell, Town Clerk

J. Alan Peoples
J. Alan Peoples, Mayor

APPROffid AS TO FORM:

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