## Water Shortage Response Plan

**Mulberry Fairplains Water Association, North Carolina**

**May 31, 2023**

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.

1. Authorization

The Mulberry Fairplains Water Association Manager, or their designee, shall enact the following Water Shortage Response Provisions (known hereafter as WSRP) whenever the trigger conditions outlined in Section VI are met.

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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 public buildings, notices on water bills. Required water shortage response measures will be communicated through Public Service announcements on local radio and cable stations. Declaration of emergency water restrictions or water rationing will be communicated to all customers by telephone, internet, and/or door hangers if necessary.

1. Levels of Response

Mulberry-Fairplains Water Association purchases all water from the Town of North Wilkesboro. Due to the limited purchase options Mulberry-Fairplains Water Association will follow the same response level as the Town of North Wilkesboro. Various conditions could require Mulberry-Fairplains Water Association to begin the WSRP. These include but may not be limited to, significant reductions in raw water levels, a significant increase in pump run times, contaminants in the water system, act of terrorism, vandalism, main breaks and natural disasters.

If the factors listed result in abnormal water levels, pump run times or by any event or combination of events that inhibit water delivery, WSRP phases will be enacted in the following order:

Phase I will be enacted if a 30 cubic ft. per second raw water flow is noted for 7 consecutive days, or if pump run times increase 30% in order to maintain previous rates, or any other event which causes a 30% reduction in the water system's capacity.

Phase II will be enacted if a 19 cubic ft. per second raw water flow is noted for 3 consecutive days, or if pump run times increase 50% in order to maintain previous rates, or any other event which causes a 50% reduction in the system's capacity.

Phase Ill will be enacted if a 9 cubic ft. per second raw waters flow is noted for 24-hour period, or if pump run times increase 70% in order to maintain previous rates, or any other event which causes a 70% reduction in the system's capacity.

IV: Water Use Classification

In order to facilitate a fair and equitable WSRP, every water use 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 patient care and rehabilitation, firefighting, including training and drills as approved by the Manager.

Class II- Socially or Economically Important Water Uses

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

Preserve commercial vegetable gardens, fruit orchards, nursery stock and livestock maintenance, outdoor commercial watering, public or private, establishing vegetation after construction/earth moving activities, filling and operation of municipal or private swimming pools provided that these swimming pools serve 25 or more residents, operation of commercial car washes, restaurants, laundromats, clubs, schools, churches and other similar establishments.

Class III-Non-Essential Water Uses

These uses include but may not be limited to:

Operation of water fountains, 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, playing fields and other recreational areas.

V: 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: website (https://mulfairwater.ruralwaterusa.com), mailers, door hangers, public postings at the Mulberry-Fairplains Water Association Office, Mulberry Fairplains Fire Department, Mulberry Elementary School, etc. The public will be asked to begin voluntary conservation measures, and limit Class 3-Non-Essential Water Uses.

If the determining parameter{s} returns to seasonal norms, the measures will be lifted. However, failure of the determining parameter{s} to return to a state of seasonal normalcy may require the initiation of Phase II.

A surcharge of 5 % may be added to the monthly bill during voluntary water restrictions to help promote water conservation and help offset operating expenses.

Phase II- Mandatory

This phase will begin when the Manager issues a water shortage advisory. The consumers will be notified by one or more 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. Outdoor vegetative water will be limited to between hours of 12:00 am and 6:00 am.

During Phase II, industrial facilities and bulk purchasers will be required to develop and demonstrate to the Manager a water shortage response program. This 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. Thereafter, each violation will require the offending party to pay $250.00 fine for the first offense, $500.00 fine for the second offense and disruption of service for the third offense.

A surcharge of 15% may be added to the monthly bill during mandatory water restrictions to help promote water conservation and help offset operating expenses.

Phase Ill - Emergency

This phase will commence with the issuance of a water shortage emergency declaration from the Manager. Users will be notified by any or all of the methods noted in Phase I. Class Ill 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.

A surcharge of 30% may be added to the monthly bill during voluntary water restrictions to help promote water conservation and help offset operating expenses.

VI: Triggers

Mulberry Fairplains Water Association is provided water solely by purchase from the North Wilkesboro. When North Wilkesboro declares a water shortage Mulberry Fairplains Water Association is required to do so as well. During this time Mulberry Fairplains Water Association Manager will stay in close contact with North Wilkesboro and follow their triggers.

VII: Return to Normal

When water shortage conditions have abated and the situation is returning to normal, water conservation measures employed during each phase should be decreased in reverse order of implementation. Permanent measures directed toward long-term monitoring and conservation should be implemented or continued so that the community will be in a better position to prevent shortages and respond to recurring water shortage conditions.

VIII: Enforcement

The provisions of the water shortage response plan will be enforced by Mulberry Fairplains Water Association personnel and local law enforcement. Violators may be reported on the Water Association phone line. Penalties 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** |
| Voluntary Reductions | N/A | N/A | N/A |
| Mandatory Reductions | Warning | $250 | Discontinuation of Service |
| Emergency Reductions | $250 | Discontinuation of  Service | Discontinuation of  Service |
|  |  |  |  |

\*\*Drought surcharge rates are effective in Phase III.\*\*

IX: 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 Water Association office for customers to view. A notice will be included on customer water bill notifying them of such. All subsequent revisions to the draft plan will be published at least 30 days prior to an adoption vote by Mulberry Fairplains Water Association’s Board.

X: Variance Protocols

Applications for water use variance requests are available from the Water Association Office. All applications must be submitted to the Water Association for review by the 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.

XI: Effectiveness

The effectiveness of the Mulberry Fairplains Water Association 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 violations, 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 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 Mulberry Fairplains Water Association’s Board. The Mulberry Fairplains Water Association Manager is responsible for initiating all subsequent revisions.

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