



WATER SHORTAGE RESPONSE PLAN

**Town of Ocean Isle Beach
North Carolina**

**Updated
October 25, 2023**

Water Shortage Response Plan

Town of Ocean Isle Beach, North Carolina

1. Purpose

The purpose of the Water Shortage Response Plan is to provide guidance to the Town's Public Utilities Staff, Administration and the Customers of the Town's Water Service area during periods of drought or other events that result in a shortage of potable water. The procedures herein are written to reduce potable water demand and supplement existing water supply when sources are inadequate to meet current demands for potable water.

2. Authorization

The Ocean Isle Beach Town Administrator shall enact the following water shortage response provisions whenever the trigger conditions outlined in Section 4 are met. In his/her absence, the Utility Systems Superintendent will assume this role.

Mrs. Daisy Ivey
Ocean Isle Beach Town Administrator
Phone: (910)579-2166
E-mail: daisy@oibgov.com

Mr. Adam Sellers
Utility Systems Superintendent
Phone: (910)579-2166
E-mail: adam@oibgov.com

3. Notification

The Public Utilities Dept. will draft a Public notice announcing the water shortage stage and the actions that water customers must take to comply with the water shortage plan. 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 building, notices in water bills in the event the shortage is expected or anticipated, Public Service Announcements (PSA) through the CodeRED notification system, Facebook, mass email, and the Town's website (<http://www.oibgov.com>). Depending on the stage and severity of the event, the Town may elect to send a direct mailing to all Town Water Customers or elect to purchase space in the local newspapers to inform the public. The ad would include the language included in the Public Notice.

4. Levels of Response

Three levels of water shortage response are outlined in the table below. The three levels of water shortage response are: water conservation alert, water shortage warning, and water shortage danger. Due to the fact Town of Ocean Isle Beach purchases water from

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Brunswick County as a wholesale customer, the town will respond to water conservation alerts upon recommendations of the county and will implement such alerts or warnings with its own customers.

Stage 1 – Water Conservation Alert

A Stage 1 water shortage emergency may be declared in the event of an immediate water shortage, as so declared by state and/or local officials, or when there are three (3) consecutive days when the water distribution system demand exceeds eighty percent (80%) of the total county water plant production capacity or tank storage. County water production capacity shall be defined as the maximum volume of water that meets or exceeds state and federal standards that the water treatment plant process can produce during a twenty-four (24) hour period. County water production capacity can vary depending on system component reliability and/or raw water conditions or availability.

Stage 2 - Water Shortage Warning

A Stage 2 water shortage emergency may be declared in the event of an immediate water shortage, as so declared by state and/or local officials, or when there are two (2) consecutive days when the water distribution system demand exceeds ninety percent (90%) of the county water production capacity or tank storage. County water production capacity shall be defined as the maximum volume of water that meets or exceeds state and federal standards that the water treatment process can produce during a twenty-four (24) hour period. County water production capacity can vary depending on system component reliability and/or raw water conditions or availability.

Stage 3 –Water Shortage Danger

A Stage 3 water shortage emergency may be declared in the event of an immediate water shortage, as so declared by state and/or local officials, or when there is one (1) day when water distribution system demand exceeds one hundred percent (100%) of the county water production capacity or tank storage. County water production capacity shall be defined as the maximum volume of water that meets or exceeds state and federal standards that the water treatment process can produce during a twenty-four (24) hour period. County water production capacity can vary depending on system component reliability and/or raw water conditions.

5. Triggers

Ocean Isle Beach is provided water solely by purchase from Brunswick County. When Brunswick County declares a water shortage, Ocean Isle Beach is required to do so as well. During this time the Ocean Isle Beach Utility Systems Superintendent or his/her agent will stay in close contact with Brunswick County and follow their alert recommendations.

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6. 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 conditions.

7. Enforcement

The provisions of the water response plan will be enforced by Town of Ocean Isle Beach personnel and local law enforcement. Citations are assessed according to the following schedule depending on the number of prior violations and current level of water shortage.

Water Shortage Level	First Violation	Second Violation	Third Violation
Water Conservation Alert	N/A	N/A	N/A
Water Shortage Warning	Warning	\$250	Disconnection of Service
Water Shortage Danger	\$250	Disconnection of Service	Disconnection of Service

8. Public Comment

During the initial preparation and adoption of this water response plan, customers will have multiple opportunities to comment on the provisions of the plan. First, a draft plan will be available at Town Hall for customers to view. A notice will be included in customer water billing notifying them of such. Also a notice of draft plan will be published in The Brunswick Beacon.

9. Variance Protocols

Applications for the water use variance requests are available from the Town Hall. All applications must be submitted to the Town Hall for review by the Utility Systems Superintendent and Town Administrator. 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 overall water conservation goals, prevention of structural damage, matter of individual health safety, potential alternative sources of water supply; volume of water to be consumed, duration of usage and number of similarly situated property owners.

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10. Effectiveness

The effectiveness of the Ocean Isle Beach 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.

11. Plan Adoption and Amendment Review


The water shortage response plan will be reviewed and revised as needed to adapt to the new circumstances affecting water supply and demand. Following implementation of emergency restrictions, the plan will be reviewed and updated 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, in order to recommend any necessary improvements in the plan to the Ocean Isle Beach's Board of Commissioners. The Town of Ocean Isle Beach Utility Systems Superintendent is responsible for initiating all subsequent revisions. Copies of the proposed plan and/or amendment will be provided to the Town Administrator for review. A draft copy of the plan will be provided to the NC DENR staff in the Raleigh Office for their approval. A final draft will be sent to the Town's Board of Commissioners for review. The Board will hold a public hearing on the proposed plan or amendment to receive public comments from the general public about the plan. After the public hearing, the Board of Commissioners will adopt the plan or amendment to the plan.

Plan Approval

This Water Shortage Response Plan was approved by the Board of Commissioners of the Town of Ocean Isle Beach by a vote of 4 to 0. (Absent due to surgery Commissioner Rowell)
This the 13th day of June, 2017


Casey Reeves, Town Clerk




Debbie S. Smith, Mayor