

**Town of Fontana Dam**

Robert Hardy, MayorPO Box 128Zelerie Rogers, Administrator/Clerk Fontana Dam, NC 28733

828.498.2107

**Water Shortage Response Plan**

**Town of Fontana Dam, North Carolina**

**March 15, 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.

I. Authorization

The Town of Fontana Dam Mayor shall enact the following water shortage response provisions whenever the trigger conditions outlined in Section IV are met. In his or her absence, the Town Clerk will assume this role.

Mr. Robert Hardy Ms. Zelerie Rogers

Fontana Dam Mayor Town Administrator/Clerk

Phone: (828) 498-2107 Phone: (828) 498-2107

E-mail: rob@netidnow.us zelerie.rogers@fontanavillage.com

II. 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, and public facilities, notices in water bills. Required water shortage response measures will be communicated through personal contact with town business establishments. Declaration of emergency water restrictions or water rationing will be communicated by personal contact as stated above.

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

|  |  |  |
| --- | --- | --- |
| **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. Water supply conditions are significantly lower than the seasonal norm and water shortage conditions are expected to persist. |
| 3 | Mandatory  Reductions II | Same as Stage 2. |
| 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. |

In Stage 1, Voluntary Reductions, all water users will be asked to reduce their normal water use by 5%. Customer education and outreach programs will encourage water conservation and efficiency measures including: irrigating landscapes a maximum of one inch per week; preventing water waste, runoff and watering impervious surfaces; watering plants deeply to encourage root growth; washing only full loads in clothes and dishwashers; using spring-loaded nozzles on garden hoses; and identifying and repairing all water leaks.

In Stage 2, Mandatory Reductions I, all customers are expected to reduce their water use by 10%. In addition to continuing to encourage all voluntary reduction actions, the following restrictions apply: irrigation is limited to a half inch per week between 8PM and 8AM; outdoor use of drinking water for washing impervious surfaces is prohibited; and all testing and training purposes requiring drinking water (e.g. fire protection) will be limited.

In Stage 3, Mandatory Reductions II, customers must continue actions from all previous stages and further reduce water use by 20%. All non-essential uses of drinking water are banned and garden and landscape irrigation must be reduced to the minimum amount necessary for survival.

In Stage 4, Emergency Reductions, customers must continue all actions from previous stages and further reduce their water use by 25%. A ban on all use of drinking water except to protect public health and safety is implemented.

The goal of Stage 5, Water Rationing, is to provide drinking water to protect public health. In Stage 5, all customers are only permitted to use water at the minimum required for public health protection. Firefighting is the only allowable outdoor water use and pickup locations for distributing potable water will be announced according to Fontana Dam’s Emergency Response Plan.

IV. Triggers

The Town of Fontana Dam’s water source is Fontana Lake. The following production capacities trigger entry into corresponding water restriction stages.

|  |  |
| --- | --- |
| **Stage** | **River Operating Conditions** |
| 1 | >80% of Production Capacity for 3 consecutive days |
| 2 | >85% of Production Capacity for 3 consecutive days |
| 3 | >90% of Production Capacity for 3 consecutive days |
| 4 | >95% of Production Capacity for 3 consecutive days |
| 5 | 100% of Production Capacity for any one day |

V. Enforcement

The provisions of the water shortage response plan will be enforced by Town of Fontana Dam’s administrator/clerk. Violators may be reported to Town Hall by phone (828-498-2107) or by e-mail to zelerie.rogers@fontanavillage.com. 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 |
| Voluntary Reductions | N/A | N/A | N/A |
| Mandatory Reductions  (Stages 2 and 3) | Warning | $250 | Discontinuation of  Service |
| Emergency Reductions | $250 | Discontinuation of  Service | Discontinuation of  Service |
| Water Rationing | $500 | Discontinuation of  Service | Discontinuation of Service |

Drought surcharge rates are effective in Stages 3, 4 and 5.

VI. Public Comment

Customers will have an opportunity to comment on the provisions of the water shortage response plan at a public hearing. First, a draft plan will be made available at town hall and other major business establishments. A public hearing will be scheduled with notices posted in high traffic areas of town and in the customers’ water bills. All subsequent revisions to the draft plan will be published and posted at least 30 days prior to an adoption vote by the Fontana Dam Town Council.

VII. Variance Protocols

Applications for water use variance requests are available from the Town of Fontana Dam Administration Office. All applications must be submitted to the Administration Office for review by the Mayor 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.

VIII. Effectiveness

The effectiveness of the Fontana Dam’s 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.

IX. 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 Fontana Dam’s Town Council. The Town of Fontana Dam Administrator is responsible for initiating all subsequent revisions.