

Town of Falcon

PUBLIC WATER SUPPLY SYSTEM IDENTIFICATION #03 26 035

WATER SHORTAGE RESPONSE PLAN

The Town of Falcon purchases 100% of the potable water that is distributed and sold to their members from the Town of Dunn. As a condition of the sale, the Town of Falcon will adopt and enforce water use reduction measures as described in The Town of Dunn's Water Shortage Response Plan (Attached).

**CITY OF DUNN
WATER SHORTAGE RESPONSE PLAN**

- 1. A WATER SHORTAGE** shall be deemed to exist when the ordinary demands and requirements of water consumers served by the City cannot be satisfied without depleting the water supply to or below a critical level. Critical level is defined as a level at which the continued availability of water for human consumption, sanitation, and fire protection is jeopardized.

2. AUTHORITY

When conditions warrant and triggers are met, the City Manager will implement the appropriate stage of the City of Dunn Water Shortage Response Plan (WSRP). The Mayor of the City of Dunn will be responsible for implementing the WSRP in the absence of the City Manager.

City Manager
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910-230-3502

Mayor
Oscar Harris
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3. NOTIFICATION

Copies of the WSRP will be made available to water users and system employees at City Hall and the Public Works Facility. Information on changes in the status of City water conservation stages will be made available on the City of Dunn Public Information Channel and posted on the City website. The local newspaper will also be advised of any change in City water conservation stages.

Water users will be notified in their monthly water bill mailing of any changes to the City's water conservation stage and voluntary/mandated response measures. System employees will be notified by special called meeting and posted notices of any change in the status of the City water conservation stage.

4. LEVELS OF RESPONSE

The following water shortage stages and associated voluntary and/or mandatory measures will be implemented by the Dunn City Manager or

Mayor as conditions warrant and triggers are met. Levels of severity will be determined by monitoring available water supply, water demand, and local conditions. As severity levels increase, more stringent levels of mandated water conservation will be implemented.

A. Continuous Water Conservation –

The following water use habits will be recommended in an ongoing public information campaign to reduce wasting of water:

- Check for leaks in toilets at least once a year by putting a few drops of food coloring in the storage tank. If the color comes through to the toilet bowl without flushing, the toilet needs adjustment or repair.
- Repair leaking faucets whenever they develop.
- Store water for drinking in the refrigerator to avoid trying to run it cool at the tap. The storage also eliminates chlorine taste which some customers find objectionable in drinking water.
- Use shower for bathing or reduce the depth of water used for tub bath. Limit the length of each shower.
- Do not leave faucets running while shaving or rinsing dishes.
- Install water flow restrictive devices in shower heads.
- Install water-saving devices such as plastic bottles or commercial units in toilet tanks, unless you already have a new water-saving type unit.
- Always wash full loads in clothes washers and dishwashers.
- Do not use the toilet for a trash basket; make every flush count.
- Commercial and industrial customers should review their water uses and where feasible install recycle systems. The savings on water and sewer bills will often pay for the installation in a reasonable period.

B. Stage I Voluntary Conservation –

Continue all Continuous Water Conservation Measures and increase the level of conservation effort by recommending and publicizing the following measures:

- Limit use of clothes washers and dishwashers and when used, operate fully loaded.
- Limit flushing of toilets by multiple usage.
- Limit lawn watering and then only when grass shows signs of withering. Apply water as slowly as possible to achieve deep penetration.
- Water shrubbery the minimum required, reusing household water when possible.

C. Stage II Mandatory Conservation –

Continue all recommendations of less severe water conservation stages and increase the level of conservation effort by mandating the following measures:

- No watering of lawns, shrubbery, flowers or vegetable gardens except on Tuesdays, Thursdays, and Saturdays.
- Limit car washing to a minimum.
- Limit wash-down of outside areas such as sidewalks, patios, etc.

D. Stage III Mandatory Conservation –

Continue all recommendations and mandates of less severe water conservation stages and increase the level of conservation effort by mandating the following measures:

- No watering of lawns, shrubbery, flowers or vegetable gardens except after 4:00 pm on Saturday and Sunday.
- No water to be introduced into swimming pools except to the extent necessary to maintain operation.
- No washing down of outside areas such as sidewalks, patios or driveways, or other similar purposes.
- Do not introduce water into any decorative fountain, pool or pond.
- No serving of water in a public restaurant except upon request.
- Do not use water for any unnecessary purpose or intentionally waste water.
- Use disposable and biodegradable dishes when practical.

E. Stage IV Mandatory Conservation –

Continue all recommendations and mandates of less severe water conservation stages and increase the level of conservation effort by mandating the following measures:

- No lawn sprinkling.
- No watering of any vegetable garden or ornamental shrubs.
- No filling of any swimming pool; no replenishment of any filled pools.
- No non-essential uses of water for commercial or public use. The use of single-service plates and utensils is encouraged and recommended in restaurants.
- Do not operate water-cooled air conditioners or other equipment that does not recycle cooling water, except when health and safety are adversely affected.
- Discontinue washing exterior of motor vehicles except at commercial car washes or where a private well water system is used.

F. Stage V Mandatory Conservation –

Continue all recommendations and mandates of less severe water conservation stages and increase the level of conservation by mandating the following measures:

- No use of water outside a structure except in an emergency involving a fire.
- No operation of evaporative air conditioning units which recycle water except during the operating hours of the business.
- Close all swimming pools.
- No washing of any motor vehicles, including commercial washing.

G. Stage VI Rationing –

Continue all recommendations and mandates of less severe water conservation stages and increase the level of conservation effort by mandating the following measures:

- It will be unlawful to fail to act in accordance with this section or use water contrary to this section or attempt to evade or avoid such water rationing restrictions.
- Fire protection will be maintained, but where possible, tank trucks shall use water from non-potable sources.
- All industrial uses of water are prohibited.
- All other uses of water will be limited to those necessary to meet minimum health and safety needs of the customers.

5. TRIGGERS

When one or more of the following triggers are met, the appropriate stage of water conservation will be implemented by the City Manager or Mayor.

A. BASED ON RAW WATER SUPPLY

STAGE I – Target flow of Cape Fear River @ Lillington < 225 cubic feet per second (cfs) for five (5) consecutive days

STAGE II – Target flow of Cape Fear River @ Lillington < 200 cfs for five (5) consecutive days

STAGE III – Target flow of Cape Fear River @ Lillington < 175 cfs for five (5) consecutive days

STAGE IV – Target flow of Cape Fear River @ Lillington < 150 cfs for five (5) consecutive days

STAGE V – Target flow of Cape Fear River @ Lillington < 125 cfs for five (5) consecutive days

STAGE VI – Target flow of Cape Fear River @ Lillington < 100 cfs for five (5) consecutive days

B. BASED ON LOCAL CONDITIONS AS CLASSIFIED BY THE NORTH CAROLINA DROUGHT COUNCIL

- STAGE I – Severe Drought
- STAGE II – Extreme Drought
- STAGE III– Exceptional Drought

C. BASED ON WATER DEMAND

Under normal operating conditions (i.e. all above ground storage tanks in operation):

- STAGE I – Five (5) consecutive days with water levels in Mary Stewart tank at or below eighteen (18) feet
- STAGE II – Five (5) consecutive days with water levels in Powell Avenue tank at or below thirty (30) feet
- STAGE III – Five (5) consecutive days with water levels in Powell Avenue tank at or below twenty-five (25) feet
- STAGE IV – Five (5) consecutive days with water levels in Powell Avenue tank at or below nineteen (19) feet
- STAGE V – Three (3) consecutive days with water levels in Carr Street tank at or below thirty-five (35) feet
- STAGE VI – Twenty-four (24) consecutive hours with water levels in Carr Street tank at or below twenty-four (24) feet

6. UNLAWFUL TO VIOLATE MANDATORY RESTRICTION

In the event the City of Dunn declares one or more stages of water conservation, it shall be unlawful for any person to use or permit the use of water supplied by the City in violation of any mandatory restriction instituted pursuant to that declaration.

7. ENFORCEMENT

A. VIOLATION NOTICES (WARNINGS)

It shall be the duty of the Public Works Director and/or Utilities Director and/or assigned staff, to investigate violations of mandatory water use restrictions and issue violation notices consistent with the purpose and intent of this plan. All customers shall cease any violation of the mandatory restrictions upon notice of violation by the Public Works Director and/or Utilities Director and/or assigned staff. Any customer who violates any provision of this policy, or who shall violate or fail to comply with any order made pursuant to this policy shall be subject to penalty or a combination of the penalties set forth in this plan.

B. DISCONTINUANCE OF SERVICE

The City of Dunn may discontinue water service to any structure or parcel when the Public Works Director and/or Utilities Director and/or assigned staff gives written notice of any violation of mandatory water use restrictions and intent to discontinue service. Water service shall be discontinued within 24 hours unless the violator shall voluntarily cease violation of the policy. When service is discontinued pursuant to the provisions of this policy, service shall not be reinstated unless and until the Public Works Director and/or Utilities Director and/or assigned staff determines that the risk to the City water system has been alleviated.

C. RIGHT OF APPEAL

The customers shall have a right of appeal to the City Council within five days after receiving notice of any violation and intent to discontinue service. The appellant will be notified by the City Manager of the time and place for the hearing of the appeal. The City Council shall act on the appeal as expeditiously as possible and shall notify the appellant in writing not later than two days after the final decision.

Any water user of the City of Dunn system, both residential and non-residential, may request an appeal after receiving notice of any violation and intent to discontinue service. The request for appeal must be written and include the following information:

- Name
- Address
- Telephone/Contact Number
- Location of property for which appeal is being requested (if different from address)
- Date(s) on which alleged violation occurred
- Specifics of alleged violation
- Specific reason for appeal

Written requests for appeal of any violation must be mailed or delivered to the office of the City Clerk at 401 E. Broad St., Dunn, NC.

D. PENALTY NOT TO EXCUSE VIOLATION

The imposition of one or more penalties for any violation shall not excuse any violation or permit it to continue.

The provisions of this policy may be enforced by an appropriate remedy, including a mandatory or prohibitory injunction, issuing from a court of competent jurisdiction.

8. PUBLIC COMMENT

Copies of the proposed Water Shortage Response Plan will be made available for review in the office of the City Clerk at 401 E. Broad Street, Dunn, NC during regular business hours. Notice of the availability of these copies for review and a public hearing to be held by the City Council in the courtroom of the Dunn Municipal Building at 401 E. Broad Street, Dunn, NC will be provided in the local newspaper not less than ten (10) days prior to the public hearing. The purpose of this public hearing will be for the City Council to receive input from water users on the proposed Dunn WSRP.

9. VARIANCE PROTOCOLS

A. VARIANCE REQUEST

Water users shall have a right to request a variance from mandatory water restrictions to the City Council within five days after receiving notice of mandatory water conservation measures. The requesting user will be notified by the City Manager of the time and place for the hearing of the request. The City Council shall act on the request as expeditiously as possible and shall notify the requesting user in writing not later than two days after the final decision.

Any water user of the City of Dunn system, both residential and non-residential, may request a variance from mandatory water restrictions. The request for variance from mandatory water restrictions must be written and include the following information:

- Name
- Address
- Telephone/Contact Number
- Location of property for which variance is being requested (if different from address)
- Specific restriction applicant is seeking relief from
- Date(s) for which variance is requested
- Specific reason this restriction places a hardship on the applicant
- Other alternatives that have been investigated

Written requests for variance from mandatory water restrictions must be mailed or delivered to the office of the City Clerk at 401 E. Broad St., Dunn, NC.

B. VARIANCE APPROVAL CRITERIA

A variance, such as relieving such customer, person, or entity from compliance with any of the requirements of these regulations in whole or part, may be granted if such customer, person, or entity demonstrates one or more of the following factors:

- Mandated water restrictions cannot be met without threatening public health or safety
- Undue hardship would otherwise result
- There are no possible alternatives
- The applicant has taken and will take all reasonable measures to conserve water, with a complete description of such measures and the water savings to be effected

The provisions of this policy may be enforced by an appropriate remedy, including a mandatory or prohibitory injunction, issuing from a court of competent jurisdiction.

10. EFFECTIVENESS

The effectiveness of the response to the implementation of water shortage stages will be determined by the percentage of reduction in usage, measured in thirty (30) day increments, as water demand at the City Water Treatment Facility.

11. REVISION

The Dunn Public Works Director and/or Utilities Director and/or assigned staff will review the Dunn WSRP in a timely manner as changes in system circumstances warrant and/or after implementation of emergency restrictions. At a minimum, the WSRP will be reviewed every five (5) years. Revisions will be made as needed to ensure a sufficient supply of quality water for our users.