PFEIFFER NORTH STANLY

WATER ASSOCIATION



**Water Shortage Response Plan** 1, 2

Reference: PWSID 01-84-025

Updated 11/30/23

**I. PROCEDURE**

All residential and commercial members purchasing water from Pfeiffer North Stanly Water Association shall, as a minimum measure, adopt and enforce water use reduction measures contained in this plan as a condition of the water sales. When the Drought Response Thresholds (triggers), as established in Section IV of this plan, are reached, the Manager, or their designee, is authorized to declare a water emergency subject to be reviewed by the Board at any regular or special meeting of Pfeiffer North Stanly Water Association (PNSWA). Upon declaring a water shortage and the existence of this water shortage is made to the Board the Manager shall give notice to the general public by means of the public press. Pfeiffer North Stanly Water Association is a purchase water system and therefore will follow all guidelines and restrictions from the City of Albemarle.

Notification

The water shortage will become effective “immediately” after the issuance of the press release announcement. PNSWA will notify members using any of the following; their website, utility bills, the Stanly News and Press or direct mailings.

**II. YEAR-ROUND WATER CONSERVATION**

**A.** **Year Round Water Use Policy**

Pfeiffer North Stanly Water Association and the Board highly encourages all our municipally supplied water users to use water efficiently and conservatively at all times.

**III. WATER USE CLASSIFICATION**

For plan implementation the following water classifications have been established.

**A. CLASS 1: Essential Potable Water Uses**

1. Water to sustain human life.

2. Minimum residential use for kitchen, bathroom and laundry.

3. Water to sustain domestic animal life to include livestock.

4. Patient care and rehabilitation – to include swimming pools used for patient care and rehabilitation care.

5. Firefighting operations.

6. Hydrant flushing and sanitary sewer routine washing to insure public health and safety.

**B. CLASS 2: Socio/Economic Potable Water Uses**

1. Minimum watering of vegetable gardens and trees.

2. Filling and operation of public swimming pools that serve 25 or more persons.

3. Commercial vehicle washes.

4. Laundromats.

5. Restaurants and hotels.

6. Watering of commercial nurseries at minimum levels only to maintain stock.

7. Minimum amount required to maintain cooling systems.

8. Minimum necessary to operation production facilities to maintain jobs.

9. Minimum amount to maintain schools, churches, and government facilities.

**C. CLASS 3: Non-Essential Potable Water Uses**

1. Ornamental uses in fountains, reflecting pools, artificial waterfalls, etc.

2. Residential lawn irrigation.

3. Non-commercial washing of motor vehicles.

4. Washing down of impervious surfaces such as sidewalks, driveways, buildings, streets, etc.

5. Filling and operating swimming pools serving less than 25 residents.

6. Watering of gardens.

7. Watering of lawns.

8. Watering of City Parks.

9. Watering of recreational fields.

10. Serving water in restaurants except by request.

**IV. RESPONSE TRIGGERS**

When the City of Albemarle water supply at Badin Lake reaches predetermined thresholds PNSWA shall initiate the following water reduction measures as shown in the table. The Manager’s decision will be subject to review by the Board at any regular or special meeting of the Board. The below table should be used as a guide when determining phase implementation.

|  |  |  |
| --- | --- | --- |
| **PHASE** | **Useable Storage** | **Water Level** |
| 1 | ≤ 85% | 4 ft. below full |
| 2 | ≤ 75% | 6 ft. below full |
| 3 | ≤ 65% | 8 ft. below full |
| 4 | ≤ 50 % | 10 ft. below full |
| 5 | < 20% | 22 ft. below full |

**A. PHASE 1: Voluntary Water Use Reduction**

1. Thresholds

a. High Rock Lake levels drop more than 4 feet from full pond level;

Badin Lake levels drop more than 4 feet from full pond level (15% reduction in usable storage);

b. Or greater than 85% of the City of Albemarle’s available water supply capacity is being used;

c. Or any combination of the above stated conditions for 5 consecutive days within a 30 day period.

2. Response

a. The Manager is authorized to declare a Level 1 Water Emergency subject to review by the Board at any regular or special meeting of the Board.

b. Water conservation measures and best management practices are in effect.

c. Begin public notification as outlined. # Added per Water Shortage Response Plan Reviewer Guidelines, December 2009

d. Distribute water conservation information.

e. Request Voluntary Compliance by PNSWA water users.

f. Class 3 – Non-Essential uses to be reevaluated for restrictions. Notify all Commercial and Industrial users to begin preparing / updating Water Use Reduction Plans for 25% reduction in water use.

**B. PHASE 2: Mandatory Water Use Reduction**

1. Thresholds

a. High Rock Lake levels drop more than 8 feet from full pond level;

Badin Lake levels drop more than 6 feet from full pond level (25% reduction in useable storage);

Tuckertown Reservoir level drops more than 2 feet from full pond level (25% reduction in useable storage);

b. Or greater than 75%, or lower, of the City of Albemarle’s available water supply capacity is being used.

c. Or any combination of the above stated conditions for 5 consecutive days within a 30 day period;

d. Or the failure of Class 1 measures to result in a reduction potable water use demand or a combination of the above stated conditions.

2. Response

a. The Manager is authorized to declare a Level 2 - Water Emergency subject to review by the Board at any regular or special meeting of the Board.

b. All Voluntary measures become mandatory at this time.

c. Enforcement measures in effect.

d. Mandatory reduction of 15%, system wide potable water use.

e. Commercial and Industrial Water Use Reduction Plans are to be submitted to the Manager within 15 days of the water emergency declaration.

f. Commercial and Industrial water users will initiate an immediate 25% reduction of potable water use and be prepared to reduce water use by 50% and 75%.

g. Non-Commercial car washing is prohibited.

h. All lawn and garden watering is prohibited except by handheld containers.

i. All fountains shall be turned off.

j. Restaurants and food serving establishments will serve water by request only.

k. Identify areas for additional water resources.

l. Additional Class 3 non-essential uses re-evaluated.

**C. PHASE 3: Mandatory Water Use Reduction**

1. Thresholds

a. High Rock Lake levels drop more than 14 feet from full pond level;

Badin Lake levels drop more than 8 feet from full pond level (35% reduction in useable storage);

Tuckertown Reservoir level drops more than 3 feet from full pond level (35% reduction in useable storage);

b. Or greater than 65% or lower of the City of Albemarle’s available water supply capacity is being used.

c. Or the failure of Class 2 measures to result in a reduction potable water use demand or any combination of the above stated conditions.

2. Response

a. The Manager is authorized declare a Level 3 - Water Emergency subject to review by the Board at any regular or special meeting of the Board.

b. All Level 2 requirements are required with the following additional measures:

c. Mandatory reduction of 25%, system wide potable water use.

d. Any form of watering or irrigating lawns or gardens is prohibited.

e. No outside wash downs are permitted except to preserve public health and safety concerns.

f. Restaurants and other food shall utilize only single serving utensils and plates.

g. Recreational use of potable water is prohibited.

h. Commercial and Industrial water users will initiate an immediate 50% reduction in potable water use and be prepared to reduce water use by 75%.

i. Request additional support from Class 1 (residential) potable water users.

j. Pfeiffer North Stanly Water Association enacts Water Conservation Water Rates for residential, commercial, and industrial use.

k. Prepare plans for the transport of additional potable water resources from identified locations and identify any mutual assistance available to assist in operation.

l. Prepare contingency plans for worst case scenario beyond Level- 4 Water Emergency.

**D. PHASE 4: Mandatory Water Use Reduction**

1. Thresholds

a. High Rock Lake levels drop more than 24 feet from full pond level;

Badin Lake levels drop more than 10 feet from full pond level (50% reduction in useable storage); Or greater than 50% or lower of the City of Albemarle’s available water supply capacity; Tuckertown Reservoir level drops more than level (50% reduction in useable storage); Reservoir levels are considered at critical levels.

b. Or the failure of Class 2 and Class 3 measures to result in a reduction potable water use demand.

2. Response

a. The Manager is authorized to declare a Level 4 - Water Emergency subject to review by the Board at any regular or special meeting of the Board.

b. All Level 2 and Level 3 activities remain with the following additions:

c. Mandatory reduction of 35%, system wide potable water use

d. All water use is prohibited except that for the maintenance of public health and safety.

e. Residential water use shall be restricted to 50 cubic feet (374 gallons) per day.

f. Usage of potable water by residents shall be limited to sustaining of life through drinking, food preparation and personal hygiene.

g. Execute prepared plans for bringing in additional supplies of potable water for distribution at prearranged locations within PNSWA’s water district.

h. Commercial and Industrial water users will initiate an immediate 75% reduction in potable water use and/or other actions directed by the North Carolina State Public Health Officials.

**E. PHASE 5 and BEYOND**

• All Level 4 activities remain in effect.

• Adjust potable water use reduction as situation dictates.

• Adopt Emergency Water Allocation Ordinance and strategy.

• Establish mandatory curfew in City.

• Identify economic impacts.

• Identify City revenue impacts.

• Identify any environmental impacts.

• Implement water rationing program.

• Use of outside assets to haul potable water to designated water distribution sites. (Government, private, internal)

• Obtain portable water purification system to treat non-potable water.

• Request any State or Federal emergency assistance that may be available.

**V. ENFORCEMENT Reference: City of Albemarle Code of Ordinances, Chapter 53.04(D)**

Pfeiffer North Stanly Water Association along with the Stanly County Sheriff’s Office will have the responsibility for enforcement of the provisions stated in the water shortage response plan. PNSWA will activate its Water Conservation hotline at 704-463-7117 as well as provide email contact through our website at www.pfeiffernstanlywater.com. All issued citations will be assessed penalties according to the following schedule:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Offense** | **Level 1:**  **Voluntary** | **Level 2:**  **Mandatory** | **Level 3:**  **Mandatory** | **Level 4:**  **Mandatory** |
| 1st | Notice of Violation (NOV) | NOV | $100 Fine | $200 Fine |
| 2nd | NOV | $100 Fine | $200 Fine | $200 Fine |
| 3rd | NOV | $200 Fine | $200 Fine | $200 Fine |
| More than 3 | NOV | $200 Fine for each subsequent offense plus up to a $500 fine as provided under NC GS 14-4 | $200 Fine for each subsequent offense plus up to a $500 fine as provided under  NC GS 14-4 | $200 Fine for each subsequent offense plus up to a $500 fine as provided under  NC GS 14-4 |
| Water Service disconnection plus reconnection fees | | Water Service disconnection plus reconnection fees | | Water Service disconnection plus reconnection fees |
| Each violation of PNSWA WSRP shall be a separate and distinct criminal and civil offense even if occurring in the same day. | | Each violation of PNSWA WSRP shall be a separate and distinct criminal and civil offense even if occurring in the same day. | | Each violation of PNSWA WSRP shall be a separate and distinct criminal and civil offense even if occurring in the same day. |

Pfeiffer North Stanly Water Association along with the Stanly County Sheriff’s Department will enforce water conservation measures on any non-residential water users who violate any mandatory restrictions. They shall be subject to the following civil penalties:

• First Offense: Written Warning

• Second Offense: $200 Fine

• Third Offense: $500 Fine

• Fourth and Each Successive Offense:

• $1,000 Fine plus subject to a $500 Fine under NC GS 14-4 5 A non-residential water user is a commercial or industrial user of water.

**VI. REDUCTION OF PHASED WATER CONSERVATION MEASURES**

Phased conservation measures and restrictions will remain in effect until the Manager consults with the City of Albemarle Director of Public Utilities to determine the status of water resources and existing reservoir levels. Reductions in water emergency levels will be done incrementally over a period of time as to not over burden existing infrastructure. The table below will be used as a guide when reducing water restriction phases.

|  |  |  |
| --- | --- | --- |
| **PHASE** | **Useable Storage** | **Water Level** |
| 1 | ≤ 85% | 4 ft. below full |
| 2 | ≤ 75% | 6 ft. below full |
| 3 | ≤ 65% | 8 ft. below full |
| 4 | ≤ 50 % | 10 ft. below full |
| 5 | 0% | 22 ft. below full |

**VII. PUBLIC COMMENT**

PNSWA water users will be able to comment on the provisions of the Water Shortage Response Plan (WSRP). A public hearing(s) will be scheduled with notice published on the website as well as notification made on the utility billing statement as to the date and time of the public hearing. This will be the venue in which PNSWA will collect comments from the public for consideration into the WSRP. Revisions to the WSRP will be published at least thirty days prior to any adoption vote by the Board of PNSWA.

**VIII. VARIANCE REQUESTS**

Application for a water use variance must be applied for at PNSWA’s Richfield office. Variance applications will be reviewed by the Manager or his/her designee. A decision, to approve or deny the request, will be rendered within 15 days of submittal. The decision to deny or approve will be based on the following criteria: impact on water demand, how long with the variance be for, socioeconomic factors, purpose (drinking water, medical needs, etc.) and if the variance is needed to prevent structural damage.

**IX. EFFECTIVENESS**

The effectiveness of Pfeiffer North Stanly Water Association’s Water Shortage Response Plan (WSRP) will be determined by the comparison of data taken from conservation goals and the actual water use reduction. This will include how often the WSRP plan was activated, total number of citations issued, and the comparison of data from previous events or seasonal data and other analysis as needed.

**X. REVISION**

The Water Shortage Response Plan (WSRP) shall be reviewed and revised as needed to adapt to changing situations that may or may not affect the water supply source and water supply demand. The plan shall be reviewed at a minimum of every five years, as required under the provisions of G.S. 143-355 (I). Additionally, the water supply shortage response planning group comprised of Manager and other PNSWA staff members will review procedures following each emergency or rationing stage to be able to provide recommendations and/or improvements to PNSWA’s Board. The Manager is responsible for initiating any and all subsequent recommendations or revisions.