

Vance County Water District
Rules and Regulations

WATER RULE 9

**SHORTAGE OF WATER SUPPLY AND
INTERRUPTION OF DELIVERY**

A. INTERRUPTION OF DELIVERY

The Utility shall exercise reasonable diligence and care to furnish and deliver a continuous and sufficient supply of water to all Customers and to avoid any shortage or interruption of service. The Utility shall not be liable for interruptions, shortage or insufficiency of supply, or any loss or damage occasioned thereby.

B. TEMPORARY SUSPENSION OF WATER SERVICE

The Utility reserves the right to temporarily suspend the delivery of water whenever it may be necessary for the purpose of making repairs or improvements to its system. The making of such repairs or improvements will be constructed as rapidly as is feasible and, whenever possible, at such times as shall cause the least inconvenience to the Customers. In all cases of such interruptions of water service, the Utility shall make a reasonable attempt to give advance notice to the Customers who may be affected.

C. SHORTAGE OF WATER SUPPLY

The Vance County Water District is provided water solely by purchase from Kerr Lake RWS through the City of Henderson's Distribution system. In as much, the Vance County Water District shall enact the following water shortage response provisions whenever the Kerr Lake RWS declares a water shortage. Therefore, the most recently adopted version of the City of the Henderson's WATER SHORTAGE RESPONSE PLAN – Chapter 15B of the City Code is hereby incorporated into these rules by reference.

In accordance with and notwithstanding the provisions of the Water Shortage Response Plan, any actual or threatened shortage of water supply, and during the period of such shortage, the Utility shall apportion the available supply of water among its Customers in the most equitable manner possible to continue service fairly and without discrimination, except that preference shall be given to such service as is essential to the public interest and to the preservation of life and health.

If an actual or threatened water shortage occurs, the first priority will be to eliminate a life-threatening situation. In this case, the Utility will utilize its resources and first responder to the life-threatening situation before addressing situations of lower priority. Service Restoration Priority will be assessed in accordance with the Utilities Priority procedures. A typical restoration priority order follows:

1. Hospital Facilities
2. Police and Fire Rescue Facilities
3. County Emergency Operation and Administration Facilities
4. Other Medical Facilities
5. Schools
6. Child Care Centers

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7. Businesses
8. Residential
9. Clubs
10. Parks

- D.** Customers shall not be entitled to any pro-ration, reduction or other adjustment to their monthly bill for any temporary restriction, limitation, reduction or termination of service.