

**Water Shortage Response Plan
Town of Oakboro, North Carolina
August 1, 2018**

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.

Authorization

The Oakboro Town Administrator shall enact the following water shortage response provisions whenever the trigger conditions outlined below are met. In his or her absence, the Operator will assume this role.

Mr. Doug Burgess
Oakboro Town Administrator
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Mr. Tommy Kost,
Town of Oakboro Operator
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Oakboro is provided water solely by purchase from the City of Albemarle. When Albemarle declares a water shortage Oakboro is required to do so as well. During this time Oakboro Public Works Director will stay in close contact with Albemarle and follow their triggers. (Attached is the Albemarle Water Shortage Response Plan).

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, notices in water bills and on the Town of Oakboro website homepage. Required water shortage response measures will be communicated through PSA announcements on local radio and cable stations, and on the Town of Oakboro website. Declaration of emergency water restrictions or water rationing will be communicated to all customers by telephone or door hangers if necessary.

Enforcement

The provisions of the water shortage response plan will be enforced by Town of Oakboro personnel and local law enforcement. Violators may be reported on the Town's phone line. Citations are assessed according to the following schedule depending on the number of prior violations and current level of water shortage.

Oakboro Water Shortage Response Plan

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.

Public Comment

Customers will have multiple opportunities to comment on the provisions of the water shortage response plan. First, a draft plan will be available at Town Hall for customers to view. Also a draft plan will be published on the Town of Oakboro website. All subsequent revisions to the draft plan will be published at least 30 days prior to an adoption vote by Oakboro’s Town Commissioners.

Variance Protocols

Applications for water use variance requests are available from the Town of Oakboro website and Town Utility Office. All applications must be submitted to the Utility Office for review by the Utility Director 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.

Effectiveness

The effectiveness of the Oakboro 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.

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 Oakboro’s Town Commissioners. The Town of Oakboro Administrator is responsible for initiating all subsequent revisions.

City of Albemarle
North Carolina



Water Shortage Response Plan^{1, 2}

Reference: PWSID 01-84-010

Revised 12/21/2009

I. PROCEDURE

All water systems purchasing water from the City of Albemarle, North Carolina water system 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 City Manager is authorized to declare a water emergency subject to review by the City Council at any regular or special meeting of the City Council. Upon declaring a water shortage and the existence of this water shortage is made to the City Council the City Manager shall give notice to the general public by means of the public press. The regulatory guidance of Title V, Section 53 of the City of Albemarle Code of Ordinances states that the water shortage will become effective “immediately” after the issuance of the press release announcement.

The press release shall be forwarded to the following media outlets

Newspaper Outlets	Address	City/State	Telephone
Stanly News and Press	237 W. North St.	Albemarle, NC 28001	704-982-2121
The Weekly Post	212 E. Main St.	Locust, NC 28097	704-888-1229
WSPC Radio	1234 Magnolia St.	Albemarle, NC 28001	704-982-1010
WZKY Radio	1234 Magnolia St.	Albemarle, NC 28001	704-983-1580
Time Warner Cable	2403 US 52N	Albemarle, NC 28001	704-938-5156
SCAN-TV	407-B Commerce St.	Albemarle, NC 28001	704-983-8819

¹ North Carolina General Statute 143-355 (l) is required to submit a Water Shortage Response Plan (WSRP) as part of their Local Water Supply Plan (LWSP).

² Recently adopted rules governing water use during droughts and water emergencies (15A NCAC 02E.607) stipulate specific issues that must be included in the WSRP.

II. YEAR-ROUND WATER CONSERVATION IN THE CITY OF ALBEMARLE

A. Year Round Water Use Policy

The City of Albemarle Mayor and City Council highly encourages all of our municipally supplied water users to use water efficiently and conservatively at all times. The City of Albemarle's Director of Public Utilities monitors water demand and the availability of water and reports these findings to the City Manager as required. In an event of a declaration of a water shortage by the City Manager, the Director of Public Utilities will submit a weekly report on the water supply conditions to the City Manager.

B. Public Education and Outreach Activities

1. Mass communication notification (Connect-CTY)
2. Independent mailing to major commercial and industrial users.
3. Utility bill inserts.
4. City of Albemarle website.
5. Press releases.
6. Radio public service announcements.
7. Flyers and Handouts
8. Business roundtable gatherings.
9. Signs and Posters.
10. Customer Service activities.
11. Interactive Energy and Water Audits.

II. 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 and sanitary sewer flushing 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.

III. RESPONSE TRIGGERS

When the City of Albemarle water supply at Badin Lake reaches predetermined thresholds the City Manager shall initiate the following water reduction measures as shown in the table. The City Manager’s decision will be subject to review by the City Council at any regular or special meeting of the City Council. The below table should be used as a guide when determining phase implementation.³

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

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 City Manager is authorized to declare a Level 1 Water Emergency subject to review by the City Council at any regular or special meeting of the City Council.
- b. Water conservation measures and best management practices are in effect.
- c. City of Albemarle Emergency Operations Center is activated. (Staffed as situation mandates.
- d. City of Albemarle Emergency Operations Center begins weekly staff briefings concerning drought.
- e. Begin public notification as outlined.

³ Added per Water Shortage Response Plan Reviewer Guidelines, December 2009

- f. Distribute water conservation information.
- g. Establish Water Conservation hotline.
- h. Request Voluntary Compliance by City of Albemarle water users and other system purchasers.
- i. 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.
- j. Internal City of Albemarle Departmental Operations will insure immediate reduction in Class 3 – Non Essential water uses.

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 City Manager is authorized to declare a Level 2 - Water Emergency subject to review by the City Council at any regular or special meeting of the City Council.
- 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. Notify secondary water systems (Stanly County Utilities, Town of Oakboro, Pfeiffer-North Stanly Water Association, Inc.) of reduction in supply if no mandatory measures are enforced. Encourage secondary water system suppliers to identify additional water resources.
- f. Commercial and Industrial Water Use Reduction Plans are to be submitted to Director of Public Utilities within 15 days of the water emergency declaration.
- g. 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%.
- h. Non-Commercial car washing is prohibited.
- i. All lawn and garden watering is prohibited except by handheld containers.
- j. All City departments will eliminate all unnecessary washing except that is necessary for public health.
- k. All fountains shall be turned off.
- l. Restaurants and food serving establishments will serve water by request only.
- m. Identify areas for additional water resources.
- n. 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 City Manager is authorized declare a Level 3 - Water Emergency subject to review by the City Council at any regular or special meeting of the City Council.
- 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. City of Albemarle enacts Water Conservation Water Rates for residential, commercial, and industrial use.
- k. Notify secondary water systems (Stanly County Utilities, Town of Oakboro, Pfeiffer-North Stanly Water Association, Inc.) of reduction in water flow to their systems.
- l. Prepare plans for the transport of additional potable water resources from identified locations and identify any mutual assistance available to assist in operation.
- m. 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 City Manager is authorized declare a Level 4 - Water Emergency subject to review by the City Council at any regular or special meeting of the City Council.
- 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 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 the City of Albemarle.
- h. Notify secondary water systems (Stanly County Utilities, Town of Oakboro, Pfeiffer-North Stanly Water Association, Inc.) of further reduction in water flow supply. Priority is given to City of Albemarle residents.
- i. 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 potable water purification system to treat non-potable water.
- Request any State or Federal emergency assistance that may be available.
- Implement wastewater reuse.
- Planning limits and urban development.

IV. ENFORCEMENT⁴

⁴ Reference: City of Albemarle Code of Ordinances, Chapter 53.04(D)

The City of Albemarle Department of Public Utilities along with the City of Albemarle Police Department will have the responsibility for enforcement of the provisions stated in the water shortage response plan. The City will activate its Water Conservation hotline at 704-984-9610 as well as provide email contact through our city’s website at www.ci.albemarle.nc.us. 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 City of Albemarle Code of Ordinance Chapter 53 shall be a separate and distinct criminal and civil offense even if occurring in the same day.	Each violation of City of Albemarle Code of Ordinance Chapter 53 shall be a separate and distinct criminal and civil offense even if occurring in the same day.	Each violation of City of Albemarle Code of Ordinance Chapter 53 shall be a separate and distinct criminal and civil offense even if occurring in the same day.

The City of Albemarle Department of Public Utilities along with the City of Albemarle Police Department will enforce water conservation measures on any non-residential water users who violate any mandatory restrictions.⁵ 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.

V. REDUCTION OF PHASED WATER CONSERVATION MEASURES

Phased conservation measures and restrictions will remain in effect until the City Manager consults with Director of Public Utilities to determine the status of water resources and existing reservoir levels. When the decision is made to reduce water emergency Levels, the City Manager is authorized to reduce the water emergency level subject to review by the City Council at any regular or special meeting of the City Council. 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.⁶

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

VI. PUBLIC COMMENT⁷

City of Albemarle 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 in the local newspaper 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 the City 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 City of Albemarle City Council.

VII. VARIANCE REQUESTS⁸

⁶ Added per Water Shortage Response Plan Reviewer Guidelines, December 2009

Application for a water use variance must be applied for at the City of Albemarle Department of Public Utilities. Variance applications will be reviewed by the Director of Public Utilities 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.

VIII. EFFECTIVENESS⁹

The effectiveness of the City of Albemarle 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.

IX. REVISION¹⁰

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 City Manager and other City staff members will review procedures following each emergency or rationing stage to be able to provide recommendations and/or improvements to the City of Albemarle City Council. The Director of Public Utilities is responsible for initiating any and all subsequent recommendations or revisions.

⁷ Added per Water Shortage Response Plan Reviewer Guidelines, October 2008

⁸ Ibid.

⁹ Ibid.

¹⁰ Ibid.