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# WATER SHORTAGE RESPONSE PLAN

TOWN OF WAYNESVILLE, NORTH CAROLINA

(PWSID# 01-44-010)

This water shortage response plan serves to conserve available water supplies during times of drought and emergency. The procedures are written to minimize adverse impacts of water supply shortages and emergency water supply conditions. All sanitary districts or water systems purchasing water from the Town of Waynesville water system will, at a minimum, adopt and enforce the water use reduction measures contained in this plan as a condition of water sales.

## I. Authorization

The Mayor of Waynesville is authorized to enact water shortage response provisions whenever the trigger conditions outlined in Section IV are met. In his absence, the Town Manager will assume this responsibility. Please direct inquiries to:

Gavin Brown Mayor	Lee Galloway Manager	Fred Baker Public Works Director
P.O. Box 100 Waynesville 28786	P.O. Box 100 Waynesville 28786	P.O. Box 100 Waynesville 28786
Phone: (828) 456-2029	Phone: (828) 452-2491	Phone: (828) 456-4410
E-mail: <a href="mailto:mayor@townofwaynesville.org">mayor@townofwaynesville.org</a>	E-mail: <a href="mailto:townmanager@townofwaynesville.org">townmanager@townofwaynesville.org</a>	E-mail: <a href="mailto:publicworksdirector@townofwaynesville.org">publicworksdirector@townofwaynesville.org</a>

## 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, notices in water bills and on the Town of Waynesville website [www.townofwaynesville.org](http://www.townofwaynesville.org). Required water shortage response measures will be communicated through a press release that will be forwarded to the following media outlets: **The Enterprise Mountaineer** (828) 452-0665, **Asheville Citizen-Times** (828) 452-1470, **Smoky Mountain News** (828) 452-3585, **WLOS** (828) 456-3933, **The Peak AM 1400** (828) 456-4316, **570 WWNC** (828) 255-7850, **HCTV** (Haywood Government Access Channel) (828) 452-6625, **Junaluska Sanitary District** (828) 452-1189 and **Lake Junaluska Assembly** (828) 452-5712. The Water Treatment Superintendent will notify the **Division of Water Resources** (919) 733-4064, [lwsp@ncmail.net](mailto:lwsp@ncmail.net).

### 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 follows below.

#### WATER SHORTAGE/LEVELS OF RESPONSE

1	Mild/Call for 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	Moderate/Order Mandatory Reductions	Water users must abide by required water use reduction and efficiency measures; penalties apply for noncompliance. Water supply conditions are significantly lower than the seasonal norm and water shortage conditions are expected to persist.
3	Severe/Intensify Mandatory Reductions	Water supply conditions worsen and to avoid depletion of water resources, all measures of mandatory water use restrictions and conservation are marshaled, including a drought surcharge.
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 Level 1, Voluntary Reductions, all water users will be asked to reduce their normal water use by 5% in comparison to their average usage during a comparable period. Customer education and outreach programs will encourage water conservation and efficiency measures including but not limited to: 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 Level 2, Mandatory Reductions I, all customers are expected to reduce their water use by 10% in comparison to their average usage during a comparable period. In addition to continuing to encourage all voluntary reduction actions, the following restrictions apply: irrigation is limited to half inch per week, and only between 8 p.m. and 8 a.m.; 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 Level 3, Mandatory Reductions II, customers must continue actions from all previous stages and further reduce water use by 20% in comparison to their average usage during a comparable period. All non-essential uses of drinking water are banned and garden and landscape irrigation must be reduced to the minimum amount necessary for survival. Additionally, in Level 3, a drought surcharge of 1.5 times the normal water rate applies to all usage above the 2,000 gallon minimum bill.

In Level 4, Emergency Reductions, customers must continue all actions from previous stages and further reduce their water use by 25% in comparison to their average usage during a comparable period. A ban on all use of drinking water except to protect public health and safety is implemented and drought surcharges increase to **two** times the normal water rate for all usage above the 2,000 gallon minimum bill.

The goal of Level 5, Water Rationing, is to provide drinking water to protect public health (i.e. residences, residential health care facilities and correctional facilities). In Level 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. Pick-up locations for distributing potable water will be announced according to Waynesville's Emergency Response Plan. Drought surcharges increase to **three** times the normal water rate.

#### IV. Triggers

When the following water supply thresholds (TRIGGERS) are reached, the Mayor shall initiate the corresponding water restriction stages.

Level 1-- Reservoir levels drop 6 feet from full pond (20% of usable storage).

Level 2-- Reservoir levels drop 11 feet from full pond (30% of usable storage).

Level 3-- Reservoir levels drop 16 feet from full pond (40% of usable storage).

Level 4-- Reservoir levels drop 26 feet from full pond (55% of usable storage, change from primary intake to secondary intake).

Level 5-- Reservoir levels drop to 40 feet from full pond (75% of usable storage, change from secondary intake to bottom intake).

#### V. Enforcement

The provisions of the water shortage response plan will be enforced by the Town of Waynesville's Public Works, Finance, Police Department or utility personnel. Violators may be reported to the Town's action-line website at [www.townofwaynesville.org](http://www.townofwaynesville.org) or by calling 456-3515. Citations are assessed according to the following schedule depending on the number of prior violations and current level of water shortage.

<b>Water shortage level</b>	<b>First violation</b>	<b>Second violation</b>	<b>Third violation</b>
Level 2, Moderate Mandatory Reductions	Warning	\$100	\$250
Level 3, Severe Mandatory Reductions	Warning	\$250	Discontinuation of Service
Level 4, Emergency Reductions	\$250	Discontinuation of Service	Discontinuation of Service
Level 5, Water Rationing	\$500	Discontinuation of Service	Discontinuation of Service

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

## **VI. Public Comment**

Customers will have multiple opportunities to comment on the provisions of the water shortage response plan. First, a draft plan will be published on the Town of Waynesville website. A public hearing will be scheduled with notice printed in all customer water bills to collect comments on the draft. All subsequent revisions to the draft plan will be published at least 30 days prior to an adoption vote by Waynesville's Board of Aldermen.

## **VII. Variance Protocols**

Applications for water use variance requests are available from the Town of Waynesville website and Town Hall. All applications must be submitted to Utilities at Town Hall for review. A decision to approve or deny individual variance requests will be determined within ten business days 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 Waynesville 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, as required by the provisions of G.S. 143-355 (I). Further, a water shortage response planning work group will review procedures following each emergency or rationing stage to recommend any necessary plan improvements to the Board of Aldermen. The Town of Waynesville's Public Works Director is responsible for initiating all subsequent revisions.