

## October 2016 TWSA Bill Insert

**Phase 1 Water Conservation Notice-** Due to an extended period of dry weather, Jackson County and much of Western North Carolina is in the midst of a drought according to the NC Drought Management Advisory Council ([www.ncdrought.org](http://www.ncdrought.org)). A growing portion of Southwestern Jackson County is classified as being in "Extreme Drought" while the remainder of the county is classified as in "Severe Drought" conditions. The Tuckasegee Water and Sewer Authority (TWSA) has a Water Shortage Response Plan on file with NCDEQ- Division of Water Resources, which prescribes water supply conditions that require action on the part of our customers.

The first phase of such emergency response is called phase 1, and calls for "Voluntary Conservation" by our customers. A declaration of this condition is to occur when the flow of water in the Tuckasegee River drops by at least 20% from "normal" daily flows. A review of the flow data available at this time indicates the drought conditions have caused such a reduction in flows. As such, Phase 1 Water Supply Restrictions are instituted for all TWSA water customers. All TWSA water customers are asked to take voluntary action to reduce their water consumption until further notice. Actions that can be taken include the following,

- Limit car washing to a minimum.
- Limit lawn and garden watering to that which is necessary for plants to survive.
- Do not wash down outside areas such as sidewalks, patios, parking lots, service bays, aprons, etc.
- Do not leave faucets running while shaving or rinsing dishes.
- Water shrubbery to the minimum required, reusing household water when possible.
- Limit use of clothes washers and dishwashers, and when used, operate fully loaded.
- Use showers for bathing rather than bathtub and limit showers to no more than four minutes.
- Limit flushing of toilets by multiple usage when practical.
- The use of disposable and biodegradable dishes is encouraged.
- The use of flow restrictive and water saving devices.
- Limit the hours of operation of water-cooled air conditioners.

All residents, businesses and institutions are requested to temporarily delay new landscape work until the water shortage has ended. We appreciate the cooperation of our customers in this situation and we will provide additional information as conditions change.

**Customer Reminder:** We want to remind our customers to put their account number on checks used for payment and to return the preprinted stub from the bottom of your bill when you make any type of payment to TWSA. By doing this you ensure that your payment is credited to the correct account and prevent our office from having to print out a duplicate payment stub to use in processing our payments.

TWSA is an Equal Opportunity Service Provider

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