

**Tuckaseegee Water & Sewer Authority
Water Shortage Response Plan (WSRP)
(PWSID: NC0150035)**

I. TUCKASEEGEE WATER SHORTAGE RESPONSE PLAN PROCEDURE

All water systems purchasing water from the Tuckaseegee Water & Sewer Authority (TWSA) water system will, at a minimum, adopt and enforce water use reduction measures contained in this plan as a condition of water sales. When the thresholds established in Section IV of this plan are reached the Executive Director, Joe Cline, and his designee shall declare a water shortage and institute the provisions of this plan. Upon the declaration of a water shortage a press release will be forwarded to the following media outlets: The Sylva Herald (828-586-2611), WLOS (828-456-3933), WRGC (828-586-2221).

II. YEAR-ROUND WATER CONSERVATION POLICY

<p>The TWSA Board of Directors encourages all water users to use water efficiently at all times. TWSA's Water Treatment Superintendent will monitor water demand and the available supply of water. The findings will be reported to the Executive Director. The Executive Director, following consultation with the Board of Directors may declare a Phase I water shortage condition. In the event of a declaration of water shortage by the Executive Director the Water Treatment Superintendent will submit a weekly written report on water supply conditions to the Executive Director.</p>
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<p>Public Education and Outreach may consist of any or all of the following activities:</p>
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- Independent Mailings to Users
- Water Audits
- Website
- Presentations
- Bill Announcements to all Customers
- Press Releases
- Flyers/Handouts
- Signs & Posters
- Radio (public service announcements)

III. WATER USE CLASSIFICATION

To aid implementation of this plan the following classes of water use have been established.

CLASS I: ESSENTIAL POTABLE WATER USES

Domestic	Water to sustain human and domestic pet life; minimum standards of hygiene and sanitation.
Patient Care	Patient care and rehabilitation, including swimming pools used for patient care and rehabilitation.
Public Use	Firefighting and approved flushing of sewers and hydrants to insure public health and safety.

CLASS II: SOCIALLY/ECONOMICALLY IMPORTANT POTABLE WATER USES

Domestic	Minimal use for kitchen, bathroom and laundry. Minimal watering of vegetable gardens and trees to preserve them.
Public Use	Filling and operation of public swimming pools, which serve more than 25 residents.
Commercial	Commercial vehicle washes and Laundromats; restaurants and hotels, irrigation of golf course greens, watering by commercial nurseries at a minimum level to maintain stock, minimum amount required to maintain essential cooling operations.
Agricultural	Minimum amount required to maintain crops, livestock and associated activities.
Industrial	Minimum use necessary to operate production facilities and maintain jobs, minimum amount required to maintain essential cooling operations.
Institutional	Efficient use by schools, churches, and government facilities.

CLASS III: NON-ESSENTIAL POTABLE WATER USES

All	Ornamental uses (fountains, reflecting pools, artificial waterfalls, ect.); Residential lawn irrigation; Non-commercial washing of motor vehicles; Wash down of impervious surfaces; Filling and operation of recreational swimming pools serving less than 25 residents.
Public Use	Garden, lawns, parks, golf courses (except greens), playing fields and recreational areas.
Commercial	Serving water in restaurants except by request.

IV. DROUGHT RESPONSE TRIGGERS AND PHASED WATER USE REDUCTIONS

When following water supply thresholds (TRIGGERS) are reached, the Executive Director shall initiate the following PHASE reduction measures as outlined under the corresponding RESPONSE heading.

PHASE I: VOLUNTARY WATER USE REDUCTION

TRIGGERS
Phase I will be enacted if a 20% reduction in normal river water levels is noted or any other event which causes a 20% reduction in the water system's capacity.
RESPONSE (Begin Distribution of Water Use Reduction Education Materials)
The Executive Director shall declare a Water Shortage Advisory . Begin public notification as previously outlined and distribute water conservation tips; Request Voluntary Conservation for all users of the TWSA water system as outlined in distributed information; Request Class III non-essential uses to be reevaluated; Commercial (using more than 100,000 gallons a month) and Industrial water users are required to prepare a 25% Water Use Reduction Plan to be submitted within 30 days of a water shortage advisory declaration.

PHASE II: MANDATORY WATER USE REDUCTION MEASURES

TRIGGERS
Phase II will be enacted if a 40% reduction in normal river water levels is noted or any other event which causes a 40% reduction in the water system's capacity.
RESPONSE
The Executive Director shall declare a Water Shortage Alert . All voluntary measures become mandatory in addition to the following measures: Enforce a system-wide 25% water use reduction goal (including industrial and commercial); Notify water use customers by any or all methods as previously outlined; Ban Non-commercial car washing & residential outdoor watering; Ban Commercial car washes that do not have recycling capabilities; Ban all non-commercial pressure washing and wash down of impervious surfaces; Ban the filling of newly constructed or recently drained swimming pools, ponds and ornamental fountains; Public Recreational areas are limited to watering on Monday between the hours of 6pm – 8am; Ban use of water from public or private fire hydrants for any purpose other than fire suppression or other public emergencies; Ban restaurants, cafeterias or other food establishments to serve drinking water except upon request; Institutional automatic toilet flushing systems will operate only during business hours; Ban operation of water-cooled air conditioners or other equipment that does not recycle cooling water, except when health and safety are adversely affected; To use water for any unnecessary purpose or to intentionally waste water. Enact advanced restriction pricing with fines for overuse; May authorize additional water use restrictions or bans to be enforced 10 days after public notification.

PHASE III: EMERGENCY WATER USE REDUCTION MEASURES

TRIGGERS
Phase III will be enacted if a 60% reduction in normal river water levels is noted or any other event which causes a 60% reduction in the water system’s capacity.
RESPONSE
<p>The Executive Director shall declare a Water Shortage Emergency: In addition to the above measures the following measures will also be imposed: Notify water use customers by any or all methods as previously outlined; Ban the induction of water into any swimming pools, ponds or ornamental fountains that are in use; Ban Class III non-essential users; Request additional conservation from Class I (essential) users as may be possible; Enact advanced restriction pricing with fines for overuse; Ban the use of water outside a structure for any use other than an emergency involving a fire; Fire protection where possible to be maintained by drafting of ponds, rivers, etc. whenever possible; The use of disposable utensils, plates and cups is encouraged and recommended at all eating establishments; Ban the operation of an evaporative air conditioner that recycles water except during operating hours of business; Ban all recreational use. May authorize additional water use restrictions or bans to be enforced 10 days after public hearing.</p>

V. ENFORCEMENT

METHOD OF ENFORCEMENT

Designated Enforcement Officer will educate customers, monitor customer use, issue notices of violation, assess fines and disconnect services if appropriate.

PENALTIES

OFFENSE	PHASE I VOLUNTARY	PHASE II MANDATORY	PHASE III EMERGENCY
FIRST	Notice of Violation (NOV)	NOV	\$100 Fine
SECOND	NOV	\$50 Fine	\$350 Fine
THIRD	NOV	\$100 Fine	Water Service Disconnected + Associated Reconnect Fees
MORE THAN 3 OFFENSES	NOV	Water Service Disconnected + Associated Reconnect Fees	Water Service Disconnected + Associated Reconnect Fees

VI. PUBLIC COMMENTS

Public may come to any Board of Directors Meeting on the 2nd and 3rd Tuesday of the month for review and comment process preceding plan adoption.

VII. VARIANCE PROTOCOLS

Customers may schedule an appointment with the Executive Director to discuss variances. If a variance cannot be agreed upon the customer may request review by the Board at the next scheduled meeting.

The Executive Director will review each variance request from water restrictions on a case by case basis.

VIII. CONSERVATION RATES

Water System Operating Status	Conservation Rates
Normal Conditions or Phase I Advisory	Normal Rate
Declaration of Phase II Alert	2 x Normal Rate
Declaration of Phase III Emergency	4 x Normal Rate

IX. RETURN TO NORMAL OPERATIONS

Phase conservation measures and restrictions will expire incrementally when the Executive Director, after consultation with the Water Treatment Superintendent, finds that the water supply has returned to normal.

X. EFFECTIVENESS

River levels and the water system's capacity will be monitored every day for evaluation of the actual water savings for each phase. Cost savings evaluation will be done every thirty days. Also stated water conservation goals will be compared with observed 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.

XI. REVISIONS

When the plan is reviewed revisions may be adopted consistent with the facts or circumstances reviewed. Plan will be reviewed and renewed at least every five years or sooner if any growth or treatment process has occurred.

RESOLUTION ADOPTING
WATER SHORTAGE RESPONSE PLAN

WHEREAS, the Board of Directors of the Tuckasegee Water & Sewer Authority desires to improve the protection of Jackson County's water resources in compliance with requirements of the State of North Carolina in the event of the declaration of a water shortage.

NOW, THEREFORE, BE IT RESOLVED BY THE Board of Director of TWSA that a Water Shortage Response Plan is adopted as shown on "Attachment A", attached hereto and incorporated by reference.

Adopted this 9th day of December, 2008.

Tuckasegee Water & Sewer Authority

Joe Cline
Executive Director

ATTEST:

Glenna Buchanan
Secretary

APPROVED AS TO FORM:

Diane Sherrill
Authority Attorney