

# Water Shortage Response Plan

## Town of Plymouth (PWSID: 04-94-010)

### **I. Town of Plymouth Response Plan Procedure**

When the thresholds established in Section IV of this plan are reached the Town Manager, or an agent designated by the Town Manager, 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 Roanoke Beacon (252-793-2123) and WITN Channel 7 News (252-946-3131). All public water systems that purchase water from the town will at a minimum adopt and enforce water use reduction measures contained in this plan as a condition of water sales.

### **II. Year-Round water conservation policy in The Town of Plymouth**

#### **Year Round Water Use Policy**

The Plymouth Town Council encourages all town supplied water users to use water efficiently at all times. The Town of Plymouth Public Works Department will monitor regional water resource conditions through the North Carolina Drought Monitor. (<http://www.ncwater.org/drought/>) When the Drought Monitor indicates impending drought conditions the Public Works Director will increase monitoring of water demand and the available supply of water. The findings will be reported to the Town Manager. In the event of a declaration of a water shortage by the Town Manager, the Public Works Department will submit a weekly report on water supply conditions to the Town Manager.

#### **Public education will consist of the following**

Independent Mailing to Major users	County Website	Door hangers for all customers	Newspaper Ads Roanoke Beacon
Signs & Posters	Radio (public service announcements) FM 95.9 Plymouth	TV WITN-7	Flyers/Handouts

### **III. Town of Plymouth Use Classification**

#### **Class I: Essential Potable Water Uses for the Town of Plymouth**

**Domestic** – Water used to sustain human and domestic pet life: maintain hygiene and sanitation standards.

**Patient Care** – Patient care and rehabilitation, including swimming pools used for patient care and rehabilitation as prescribed by medical personnel.

**Public Use** – Firefighting and approved flushing of hydrants to ensure public health and safety.

## **Class II: Socially/Economically Important Potable Water Uses for the Town of Plymouth**

**Domestic** – Minimal use for kitchen, bathroom and laundry;

**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 for the Town of Plymouth**

**All** – Ornamental uses (fountains, reflecting pools, artificial waterfalls, etc.); 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** – Gardens, lawns, parks, golf courses (except greens), town playing fields and recreational areas.

**Commercial** – Serving water in restaurants except by request.

## **IV: Drought Response Triggers and Phased Water Use Reductions**

When the following water supply thresholds (Triggers) are reached, the Town Manager shall initiate the following Phase reduction measures as outlined under the corresponding Response heading.

### **Phase I: Voluntary Water Use Reduction for the Town of Plymouth**

#### **Triggers**

A 20% reduction in the seasonal normal distance between the static water level in the well and the pump intake, or greater than 80% of the system's capacity is being used for 5 consecutive days, or any combinations of the above conditions for 5 consecutive days within a 30 day period.

### **Response (Begin Distribution of Water Use Reduction Education Materials)**

1. The Town Manager shall declare a **Water Shortage Advisory**;
2. Begin public notifications as previously outlined and distribute water conservation tips;
3. Request Voluntary Conservation for all users of the Town of Plymouth water system as outlined in distributed information;
4. Request Class III non-essential uses to be reevaluated;
5. Commercial and Industrial water users are required to prepare a 25% water use reduction plan to be submitted within 30 days of water shortage advisory declaration.

### **Phase II: Mandatory Water Use Reduction Measures for the Town of Plymouth**

#### **Triggers**

A 40% reduction in the seasonal normal distance between the static water level in the well and the pump intake, Or greater than 90% of the system's capacity is being used for 3 consecutive days, Or any combinations of the above conditions for 3 consecutive days, Or failure of Phase I measures to result in a 10% reduction of potable water-use demand.

#### **Response**

The Town Manager shall declare a **Water Shortage Alert**;

1. All voluntary measures become mandatory in addition to the following measures:
  - a. Enforce a system-wide 25% water use reduction goal (including industrial and commercial plans)
  - b. Notify water use customers by any or all methods as previously outlined
  - c. Non-commercial car washing & residential lawn irrigation is limited to two days per week between 6pm – 8am
  - d. Ban all non-commercial pressure washing and wash down of impervious surfaces
  - e. Ban the filling of newly constructed or recently drained pools
  - f. Public recreational areas are limited to watering on Monday between the hours of 6pm-am
  - g. Institutional automatic toilet flushing systems will operate only during business hours (8am-6mp)
  - h. All non-public hydrant use by permit only
  - i. Ban ornamental uses
2. Town Manager may authorize additional water use restrictions or bans to be enforced 10 days after public notification.

## Phase III Emergency Water Use Reduction Measures for the Town of Plymouth

### Triggers

A 60% reduction in the seasonal normal distance between the static water level in the well and the pump intake; or greater than 95% of the systems capacity is being used for 2 consecutive days, or any combinations of the above conditions for 2 consecutive days, or failure of Phase II measures to result in a 25% reduction of potable water-use demand.

### Response

The Town Manager shall declare a **Water Shortage Emergency**

In addition to the above measures the following measures will also be imposed:

1. Notify water use customers by any or all methods as previously outlined
2. Ban Class III non-essential used
3. Request additional conservation from Class I (essential) users as may be possible
4. Enact advanced restriction pricing with fines for overuse
5. Limit personal vegetable garden irrigation to Tuesday & Friday between 6pm to 8am
6. Ban all landscape irrigation (including golf course greens, school grounds, residential)
7. Ban all recreational use

### **V: Town of Plymouth Enforcement Penalties**

The provisions of the water shortage response plan will be enforced by Town of Plymouth Public Works department and police personnel. Violators may be reported to the Town's dedicated water conservation hotline. Citations are assessed according to the following schedule depending on the number of prior violations and current level of water shortage.

<b>Offense</b>	Phase I: Voluntary	Phase II: Mandatory	Phase III: Emergency
FIRST	Notice of Violation (NOV)	NOV and \$50 Fine	\$100 Fine
SECOND	NOV	\$100 Fine	\$350 Fine
THIRD	NOV	\$250 Fine	Water Service Disconnection + Associated Reconnect Fees + Forfeiture of Deposits
MORE THAN 3 OFFENSES	NOV	Water Service Disconnection + Associated Reconnect Fees	

**VI: Town of Plymouth Residential & Non-Residential Conservation Rates**

<b>Water System Operation Status</b>	<b>Conservation Rates</b> (All Connections failing to meet reduction goals)
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

**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 in The Roanoke Beacon. All subsequent revisions to the draft plan will be published at least 30 days prior to an adoption vote by Plymouth’s Town Council.

**VII: Variance Protocols**

Applications for water use variance requests are available from the Town Public Works Office. All applications must be submitted to the Public Works Office for review by the Public Works 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.

**VIII: Return to Normal Operations in the Town of Plymouth**

Phase conservation measures and restrictions will expire incrementally when the Town Manager, after consultation with the Public Works Director, finds that the water supply has returned to normal. The duration of each phase will be up to the discretion of the Town Manager and his assessment of the water shortage.

**IX: Effectiveness**

The effectiveness of the Plymouth 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.

**X: 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 Plymouth's Town Council. The Town of Plymouth Public Works Director is responsible for initiating all subsequent revisions.