

**Water Shortage Response Plan
Siler City, North Carolina
July 15, 2010**

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.

I. Authorization

The Mayor of Siler City shall enact the following water shortage response provisions whenever the trigger conditions outlined in Section IV are met. In his or her absence, the Town Manager will assume this role.

Mr. Charles Johnson
Mayor of Siler City
Phone: (919) 742-4731

Mr. Joel Brower
Town Manager
Phone 919-742-4731
E-mail jjbrower@embarqmail.com

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 Siler City website (silercity.org). Required water shortage response measures will be communicated through The Chatham News, WNCA Radio and on the Town of Siler City website.

III. Levels of Response

Four levels of water shortage response are outlined in the table below. The four levels of water shortage response are: voluntary reductions, mandatory reductions I and II, and water rationing. A detailed description of each response level and corresponding water reduction measures follow below.

Table 1: Water Shortage Response Stage Summary

Stage	Response	Description
1	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	Mandatory Reductions	Water users must abide 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	Emergency Reductions	Water supply conditions are substantially diminished and pose an imminent threat to human health or environmental integrity.
4	Water Rationing	Water supply conditions are substantially diminished and remaining supplies must be allocated to preserve human health and environmental integrity.

In Stage 1, Voluntary Reductions, all water users will be asked to reduce their normal water use by 10%. Customer education and outreach programs will encourage water conservation and efficiency measures including; Eliminate outdoor water use, preventing water waste, washing only full loads in clothes and dishwashers, install water flow and water saving devices and identifying and repairing all water leaks.

In Stage 2, Mandatory Reductions I, all customers are expected to reduce their water use by 10% . It shall be unlawful to; Water lawns, shrubbery, flowers or other vegetation, (with the exception of handheld watering containers) Wash any automobile or similar equipment (with the exception of commercial car washes), Wash any outside areas including sidewalks, patios or driveways, Use water for any decorative fountain, pool or pond, Use water to fill any swimming pool, and to make any non-essential use of water for commercial or public use.

In Stage 3, Emergency Reductions, customers must continue all actions from previous stages and further reduce their water use by 20%. It shall be unlawful to use water outside a structure for any use other than an emergency involving fire. Commercial car washes must use alternative water source in Stage 3.

The goal of Stage 4, Water Rationing, is to provide drinking water to protect public health (e.g. residences, residential health care facilities and correctional facilities). In Stage 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 and pickup locations for distributing potable water will be announced according to Siler City's Emergency Response Plan.

IV. Triggers

The Town of Siler City's water source is the Rocky River Reservoir and the Charles L. Turner Reservoir. The following measurements of usable storage and intake levels trigger entry into corresponding water restriction stages.

Table 2: Triggers

Stage	Combined Usable Storage	Restriction Stages
1	Less than 70%	Water Shortage Warning
2	Less than 40%	Water Shortage Danger
3	Less than 20%	Water Shortage Emergency
4	Less than 10%	Water Shortage Crisis

(Measurements of reservoir levels corresponding to the storage percentages are available from the Public Works Director)

Return to Normal

When water shortage conditions have abated and the situation is returning to normal, water conservation measures employed during each phase should be decreased in reverse order of implementation. Permanent measures directed toward long-term monitoring and conservation should be implemented or continued so that the community will be in a better position to prevent shortages and respond to recurring water shortage conditions.

V. Enforcement

The provisions of the water shortage response plan will be enforced by Siler City utility department and police personnel. Violators may be reported to the Police Department or to Town Hall. Citations are assessed according to the following schedule depending on the number of prior violations and current level of water shortage.

Table 3: Water Shortage Response Violations

Water Shortage Level	First Violation	Second Violation	Third Violation
Voluntary Reductions	Warning	Warning	Warning
Mandatory Reductions	\$500	\$500	Discontinuation of Service
Emergency Reductions	\$500	\$500	Discontinuation of Service
Water Rationing	\$500	\$500	Discontinuation of Service

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 available at Town Hall for customers to view. A notice will be included in customer water bill notifying them of such. Also a draft plan will be published in The Chatham News and on the Siler City website (silercity.org). All subsequent revisions to the draft plan will be published at least 30 days prior to an adoption vote by the Siler City Board of Commissioners.

VII. Variance Protocols

The Town recognizes that the requirements for water use reduction in Table 1 may have significantly more impact on some customers than others and in some cases could affect public health and safety. To be considered for a variance, customers may submit a letter requesting the variance to the Town Manager. The letter must include an explanation of why the requirements in Table 1 are not appropriate, cause extreme hardship, or affect health and safety. The letter should include proposed water reductions for each stage and an explanation of why they are more appropriate.

A decision to approve or deny variance requests will be based upon consideration of criteria including but not limited to: impact on demand, expected duration of water shortage, alternative source options, social and economic importance of water use, purpose of water use (i.e., necessary use of drinking water) and the prevention of structural damage.

VIII. Effectiveness

The effectiveness of the Siler City 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 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 Siler City's Board of Commissioners. The Siler City Town Manager is responsible for initiating all subsequent revisions.