

**Water Shortage Response Plan
Boiling Springs, North Carolina
November 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 Boiling Springs' Town Manager shall enact the following Water Shortage Response Plan whenever the trigger conditions outlined in Section IV are met. In the Manager's absence, the Public Works Director will assume this role.

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Mr. Mike Gibert
Public Works Director
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II. Notification

The following notification methods will be used to inform the water system employees and customers of a water shortage declaration:

- Employee-issued mobile phones
- Notices at municipal buildings and in water bills.
- The Star (Local Newspaper)
- Announcements on local radio and PEG channel.
- Town's website (www.boilingspringsnc.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 (Stage 1), mandatory reductions (Stages 2 and 3), emergency reductions (Stage 4), and water rationing (Stage 5). A detailed description of each response level and corresponding water reduction measures follow below.

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 I	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	Mandatory Reductions II	Same as in Stage 2
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.

Stage 1, Voluntary Reductions

All water users will be asked to reduce their normal water use by 5%. Customer education and outreach programs will encourage water conservation and efficiency measures including:

- All discretionary uses of water should be reduced.
- Restriction of irrigating landscapes to a maximum of one inch per week.
- Discourage the use of water for washing/cleaning impervious surfaces.
- Watering plants deeply to encourage root growth.
- Encourage washing only full loads in clothes and dishwashers.
- Encourage using spring-loaded nozzles on garden hoses.
- Identifying and repairing all water leaks.

Stage 2, Mandatory Reductions

All customers are expected to reduce their water use by 10% in comparison to the previous month's bill. In addition to continuing to encourage all voluntary reduction actions, the following restrictions apply:

- Irrigation is limited to a half inch per week between 8PM and 8AM;
- Outdoor use of drinking water for washing impervious surfaces is prohibited (e.g. vehicles, driveways), and;
- All testing and training purposes requiring drinking water (e.g. fire protection) will be limited.

Stage 3, Mandatory Reductions II

All customers must continue actions from all previous stages and reduce their normal water use by 20% in comparison to the previous month's bill.

- All non-essential uses of water are banned (e.g., filling of pools and ornamental fountains);
- Hydrant flushing and testing programs are prohibited except to maintain public health, water quality, or other special circumstances;
- garden and landscape irrigation must be done by hand and is limited to the minimum amount necessary for survival, and;
- any practice listed in this subsection may be modified or additional restrictions added at the discretion of the Town Manager.

Drought surcharges of 1.5 times the normal water rate may be implemented to further encourage reduction amounts.

Stage 4, Emergency Reductions

All customers must continue actions from all previous stages and reduce their water use by 25% in comparison to the previous month's bill.

- A ban on all use of water except to protect public health and safety is implemented.

Drought surcharges of 2 times the normal water rate may be implemented.

Stage 5, Water Rationing

The goal of Stage 5 is to provide drinking water to protect public health (e.g. residences, residential health care facilities and correctional facilities).

- 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 Shelby's Emergency Response Plan.

Drought surcharges of 5 times the normal water rate may be implemented.

IV. Triggers

The Town of Boiling Springs' water supply is provided by the City of Shelby. The Town will abide by the triggers included in the Water Shortage Plan, Shelby, North Carolina dated August 2010, as amended.

When water shortage conditions have abated and the water levels are returning to normal, water conservation measures employed during each level 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 personnel of the Town of Boiling Springs' Utilities Department, Boiling Springs Police Department, and other such personnel as designated by the Town Manager. Violators may be reported to Town Hall at 704-434-2357. Citations are assessed according to the following schedule depending on the number of prior violations and current level of water shortage.

Water Shortage Level	First Violation	Second Violation	Third Violation
Voluntary Reductions	N/A	N/A	N/A
Mandatory Reductions (Levels I and II)	Warning	\$250	Discontinuation of Service
Emergency Reductions	\$250	Discontinuation of Service	Discontinuation of Service
Water Rationing	\$500	Discontinuation of Service	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's water bills notifying them of such. Also a draft plan will be published on the Town's website, www.boilingspringsnc.net. All subsequent revisions to the draft plan will be handled in the same fashion.

VII. Variance Protocols

Applications for water use variance requests are available from Town Hall. All applications will be reviewed by the Town Manager or his/her designee. A decision to approve or deny individual variance requests will be determined within a week 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 Town of Boiling Springs' 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 required updates of the 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 Board of Commissioners. The Town Manager is responsible for initiating all subsequent revisions.