

**WATER SHORTAGE RESPONSE PLAN (WSRP)  
TOWN OF WILKESBORO  
PWSID: 01-97-025**

**I. WATER SHORTAGE RESPONSE PLAN PROCEDURE**

All users purchasing water from the Town of Wilkesboro water system will, at a minimum, implement and enforce water use conservation measures contained in this plan as a stipulation of water sales. When the benchmarks established in Section IV of this plan are reached, indicating that conditions are declining which may affect the continued availability of water for human consumption, sanitation, health, and fire protection, the Town Manager, or agent designated by the Town Manager, shall declare a water shortage and enact the provisions of this plan. Upon the announcement of a water shortage, a press release will be forwarded to the following media outlets: *LOCAL NEWSPAPER, and LOCAL RADIO STATION*

**II. YEAR-ROUND WATER CONSERVATION POLICY**

<b>Year Round Water Use Policy</b>
The Town of Wilkesboro Mayor and Council members encourages all municipally supplied water users to make efficient and responsible use of water at all times.
The Town Manager will keep in close contact with the Water Plant Superintendent for updates regarding water use and drought conditions. When impending drought conditions arise the Town Manager will increase monitoring of the water use respective to plant capacity and available raw water supplies. Weekly reports will be kept until conditions return to a standard level.

<b>Public Education and Outreach Consists of the Following Activities</b>	
Independent Mailings to Major Users	Water Audits
Newspaper Ads	Bill Stuffers to All Customers
Radio Announcements	Signs & Posters

**III. WATER USE CLASSIFICATION**

To aid in the realization of this Water Shortage Response plan water classes have been established.

***CLASS I: ESSENTIAL POTABLE WATER USES.***

<b>Domestic</b>	Water to sustain human and domestic pet life; maintain minimum standards of hygiene and sanitation
<b>Patient Care</b>	Patient Care and rehabilitation
<b>Public Use</b>	Firefighting and approved flushing of hydrants to ensure public health and safety

**CLASS II: SOCIALLY/ECONOMICALLY IMPORTANT POTABLE WATER USES.**

<b>Domestic</b>	Minimal use for kitchen, bathroom, and laundry; Minimal watering of vegetable gardens and trees to maintain them.
<b>Public Use</b>	Operation of public swimming pools, which serve more than 25 residents
<b>Commercial</b>	Commercial vehicle washes and Laundromats, restaurants and hotels, irrigation of golf course greens, water by commercial nurseries at a minimum level, minimum amount required to maintain essential cooling operations
<b>Agricultural</b>	Minimum amount required maintaining crop livelihood, livestock, and related activities.
<b>Industrial</b>	Minimum use necessary to operate production facilities and maintain jobs.
<b>Institutional</b>	Efficient use by schools, churches, government facilities, and other institutional users

**CLASS III: NON-ESSENTIAL POTABLE WATER USES.**

<b>All</b>	Ornamental uses (fountains, reflecting pools, artificial waterfalls, etc.); Residential lawn irrigation; Non-commercial washing of vehicles; Washdown of impervious surfaces.
<b>Public Use</b>	Gardens, Lawns, Parks, Golf courses (except greens), playing fields and recreational areas.
<b>Commercial</b>	Serving water in restaurants except by request.

**IV. WATER SUPPLY SHORTAGE STAGES AND WATER USE REDUCTION MEASURES AND RESPONSES**

The table below outlines (4) **Stages** of a water supply shortage, the specific triggers used to warrant a conservation **Stage**, and specific potable water reduction goals for the **Stages**. Transition from one **Stage** to the next will occur when (2) or more of the next **Stage's** triggers are met or a treatment plant capacity issue develops. The Town Manager shall call for, by press release in a newspaper and radio announcement, the following conservation measures as described in **Responses** below.

<b>System Status</b>	<b>Voluntary Stage 1</b>	<b>Mandatory Stage 2a</b>	<b>Mandatory Stage 2b</b>	<b>Emergency Stage 3</b>
Potable Water Reduction Goal	10% reduction in System demand from pre-stage demand	20% reduction in System demand from pre-stage demand	25% reduction in System demand from pre-stage demand	35% reduction in System demand from pre-stage demand
System Demand	Exceeds 85% of available capacity for three consecutive days	Exceeds 90% of available capacity	Exceeds 90% of available capacity for three consecutive days	Exceeds 95% of available capacity
US Drought Monitor	Severe	Extreme	Extreme	Extreme
W. Kerr Scott Reservoir Level	≤ 1027 feet asl	≤ 1023 feet asl	≤ 1019 feet asl	≤ 1015 feet asl
Yadkin River Flow (as measured at USGS 02112000 Wilkesboro Guage)	≤ 300 cfs	≤ 130 cfs for more than 5 consecutive days	≤ 100 cfs for more than 3 consecutive days	≤ 80 cfs for more than 2 consecutive days

Explanation of Potable Water Reduction Goal: The potable water reduction goal for each user shall be calculated by multiplying % reduction needed by average water use data collected during times when conservation measures were not in effect.

***STAGE 1: VOLUNTARY WATER USE REDUCTION MEASURES***

<b>RESPONSE</b>
Begin the circulation of water use reduction education material; The Town Manager shall declare a <b>Water Shortage Advisory</b> ; Request voluntary conservation as outlined in the distributed education materials; Request Class-III non-essential water uses to be re-evaluated and conserved. Comply with 10% potable water reduction goal.

***STAGE 2a: MANDATORY WATER USE REDUCTION MEASURES***

<b>RESPONSE</b>
The Town Manager shall declare a <b>Water Shortage Alert</b> ; In addition to the previous measures the following will also be imposed: Mandatory Class-III conservation measures in addition to the following measures; Watering of lawns and other vegetation should occur 2 days per week only, (Saturday and Sunday) from 6:00 p.m. until 9:00 a.m. Apply water slowly with no runoff. Request Class-II potable water conservation. Enforce a system-wide 20% water use reduction goal; Notify water use customers by any or all methods as previously mentioned; Ban all non-commercial pressure washing and wash-down of impervious surfaces; Ban ornamental uses; The Town Manager may choose to carry out additional water use restrictions and/or bans to be enforced 7 days after public notification.

***STAGE 2b: MANDATORY WATER USE REDUCTION MEASURES***

<b>RESPONSE</b>
The Town Manager shall declare a <b>Water Shortage Alert</b> ; In addition to the previous measures the following will also be imposed: Mandatory Class-III conservation measures in addition to the following measures; Watering of lawns and other vegetation should occur 1 day per week only, (Saturday) from 12:00 a.m (midnight) until 5:00 a.m. Apply water slowly with no runoff. Limit Class-II potable water non-essential usage Enforce a system-wide 25% water use reduction goal; Notify water use customers by any or all methods as previously mentioned; Ban all non-commercial pressure washing and wash-down of impervious surfaces; Ban ornamental uses; The Town Manager may choose to carry out additional water use restrictions and/or bans to be enforced 7 days after public notification.

**STAGE 3: EMERGENCY WATER USE REDUCTION MEASURES**

<b>RESPONSE</b>
<p>The Town Manager shall declare a <b>Water Shortage Emergency</b>;            In addition to the previous measures the following will also be imposed:            Enforce a system-wide 35 % water use reduction goal;            Notify water users by any and all methods as previously outlined;            Ban Class-III non-essential uses;            Ban of all non-essential Class-II usage;            Request conservation from Class I (essential) users;            Ban all landscaping irrigation (including golf course greens, school grounds, residential lawns, etc.);            Ban all recreational use.            The Town Manager may choose to carry out additional water use restrictions and/or bans to be enforced 3 days after public notification.</p>

**V. TOWN OF WILKESBORO ENFORCEMENT PENALTIES**

<b>OFFENSE</b>	<b>Phase I: VOLUNTARY</b>	<b>Phase II: MANDATORY</b>	<b>Phase III: EMERGENCY</b>
FIRST	None	Warning	\$50 Fine
SECOND	None	\$50 Fine	\$100 Fine
THIRD	None	\$100 Fine	\$100 Fine or Service Disconnection
Each SUCCESSIVE OFFENSES	None	\$100 Fine or Service Disconnection	

**VI. VARIANCE PROTOCOLS**

The Town recognizes that the restrictions and water use bans listed in Stage 3 may have a significantly greater impact on some customers than others and in some cases could affect public health and safety, or cause extreme economic hardship. To be considered for a variance customers must submit a letter to the Town Manager stating the specific reason for the variance request and what measures will be taken to reduce water use to a minimum level.

A decision by the Town Manager to approve or deny a variance request will be based upon consideration of criteria including but not limited to: impact on water demand, expected duration of the water shortage, alternative options, purpose of use, social and economic importance of use, and the prevention of structural damage.

**VII. RETURN TO NORMAL OPERATING CONDITIONS**

Conservation measures will conclude after the Superintendent of the Water Plant has contacted the Town Manager and advised that the water use, and/or drought conditions have improved to a level that safely allows the return to a less restrictive conservation stage or back to normal altogether.

## **VIII. EFFECTIVENESS**

The effectiveness of the Town of Wilkesboro's Water Shortage Response Plan will be evaluated by measuring system wide water use reduction against historical data and other variables that could impact water use.

## **IX. PUBLIC COMMENT AND REVISION**

The Town of Wilkesboro Water Shortage Response Plan will be reviewed and updated on as needed basis, but no more than five years from the date the plan is adopted by the Town Council. Public comments will be considered before the plan is adopted or any revisions are made.