

**Water Shortage Response Plan  
City of Hamlet, North Carolina  
April, 2011**

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 Hamlet City Manager shall enact the following water shortage response provisions whenever the trigger conditions outlined in Section IV are met. In his or her absence, the WTP Superintendent will assume this role.

Marchell David  
Hamlet City Manager  
Phone: (910) 585-2651  
E-mail: mdavid12@carolina.rr.com

Mr. Robert Brown  
City of Hamlet Water System Manager  
Phone: (910) 582-1117  
E-mail: brownhwtp@yahoo.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 City of Hamlet website homepage. Required water shortage response measures will be communicated through *The Richmond County Daily Journal*, PSA announcements on local radio and cable stations, and on the City of Hamlet website. (<http://www.hamletnc.us>) Declaration of emergency water restrictions or water rationing will be communicated to all customers by telephone through use of reverse 911.

**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, mandatory reductions, emergency reductions and water rationing. 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 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.   |

**In 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: irrigating landscapes a maximum of one inch per week; preventing water waste, runoff and watering impervious surfaces; watering plants deeply to encourage root growth; washing only full loads in clothes and dishwashers; using spring-loaded nozzles on garden hoses; and identifying and repairing all water leaks.

**In Stage 2, Mandatory Reductions I**, all customers are expected to reduce their water use by 10% in comparison to their previous month's water bill. In addition to continuing to encourage all voluntary reduction actions, the following restrictions apply: irrigation is limited to one inch per week.

It shall be unlawful to use water from public water system supplied by the City of Hamlet for the following purposes:

- A. To water lawns, grass, shrubbery, trees, flowers and vegetable gardens, except as follows:
  1. Irrigation with City of Hamlet supplied water applied through any system or device shall be allowed only on Wednesday and Sunday from 8:00 p.m. to 8:00 a.m. (two days out of each week). A total of no more than one inch of water (as measured in a shallow container, such as an empty tuna fish can) should be applied during any given week.

2. The restrictions of this section shall not apply to any persons regularly engaged in the sale of plants, who shall be allowed to irrigate their commercial stock in trade.
  
- B. To wash automobiles, trucks, trailers, boats, airplanes, or any other type of mobile equipment other than on Saturday (one day out of each week). Any person regularly engaged in the business of washing motor vehicles and any commercial car wash facility shall be permitted to use water for such purposes until they have reached their maximum average monthly usage. Meters on such businesses will be disconnected once maximum average monthly usage has been reached.
  
- C. To wash down outside areas such as streets, driveways, service station aprons, parking lots, office buildings, exteriors of existing or newly constructed homes or apartments, sidewalks, or patios, or to use water for other similar purposes. Provided however, that any person regularly in the business of washing such areas shall be permitted to use water for such purposes.
  
- D. To use water from public or private fire hydrants for any purpose other than fire suppression or other public emergency or water department needs.
  
- E. To use water for dust control or compaction.
  
- F. To intentionally waste treated water.

**In Stage 3, Mandatory Reductions II**, customers must continue actions from all previous stages and further reduce water use by 20% compared to their previous month's water bill.

All Stages previously described shall remain in effect, except the following:

1. Irrigation of lawns, gardens, trees, or shrubs with City of Hamlet supplied water applied through any system or device shall be allowed only on Sunday from 8:00 p.m. to 8:00 a.m. (one day out of each week). A total of no more than one half inch of water (as measured in a shallow container, such as an empty tuna fish can) should be applied during any given week.
  
2. There shall be no introduction of water into any ornamental fountain, swimming pool, or pond or other structure making similar use of water.

3. Washing of automobiles is strictly prohibited. Any person regularly engaged in the business of washing motor vehicles and any commercial car wash facility shall be permitted to use water for such purposes until they have reached their maximum average monthly usage. Meters on such businesses will be disconnected once maximum average monthly usage has been reached.

**In Stage 4, Emergency Reductions**, customers must continue all actions from previous stages and further reduce their water use by 25% compared to their previous month's water bill. A ban on all use of drinking water except to protect public health and safety is implemented.

All Stages as previously described shall remain in effect, except the following:

1. No City of Hamlet supplied water shall be used for any outdoor purposes other than emergency fire suppression.
2. Water service may be discontinued or reduced, as determined by the City of Hamlet Water Treatment Plant Superintendent and City Manager in designated portions of the City of Hamlet service area through the manipulation of valves, pumps, and other appurtenances in order to preserve the availability of water for public health and safety facilities, such as hospitals, medical clinics, etc., fire protection, and other critical community needs.
3. Any customers that use City of Hamlet water for heating/cooling systems shall reduce the heating/cooling demand in all but the most essential facilities to the extent allowable with regard to indoor air quality standards and employee health and safety requirements.

**The goal of Stage 5, 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 Hamlet's Emergency Response Plan.

#### **IV. Triggers**

City of Hamlet's water source is Hamlet Water City Lake. The following measurements, intake levels and production capacities trigger entry into corresponding water restriction stages.

| <b>Stage</b> | <b>Level of Conservation</b> | <b>H<sub>2</sub>O</b> |
|--------------|------------------------------|-----------------------|
| 1            | Voluntary                    | 2 ft below full       |
| 2            | Mandatory I                  | 4 ft below full       |
| 3            | Mandatory II                 | 5 ft below full       |
| 4            | Emergency                    | 6 ft below full       |
| 5            | Rationing                    | 12 ft Below full      |

*Special Conditions.* Issues that may affect the triggers in the event of non drought-related water shortages, the City of Hamlet reserves the right to determine the severity of the supply issues.

Also a Water Shortage may be called by the Water System Manager when he feels unforeseen circumstances dictate it.

**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 City of Hamlet utility department and police personnel. Violators may be reported to the City's dedicated water conservation hotline or the e-mail contact listed on the City's website. Citations are assessed according to the following schedule depending on the number of prior violations and current level of water shortage.

| <b>Water Shortage Level</b>           | <b>First Violation</b> | <b>Second Violation</b>    | <b>Third Violation</b>     |
|---------------------------------------|------------------------|----------------------------|----------------------------|
| Voluntary Reductions                  | N/A                    | N/A                        | N/A                        |
| Mandatory Reductions (Stages 2 and 3) | \$50                   | \$100                      | \$250                      |
| Emergency Reductions                  | \$50                   | \$100                      | \$250                      |
| Water Rationing                       | \$500                  | Discontinuation of Service | Discontinuation of Service |

- **Notice of Violation (NOV)**

Violators will be served a written notice of violation, which may be hand-delivered or affixed to the property where the violation(s) occurred. A fine will be imposed at that time, which must be paid within 10 days of NOV. Water meters will be cut off if fines are not paid within 10 days of NOV.

- **Penalties**

Civil penalties of up to \$500 per violation per day to any offender who shall continue any violation beyond the time limit provided for in the Notice of Violation. If a violation occurs within the 10 day time period, additional fines will be imposed and water cut-off will be immediate.

After the above-outlined water shortages have terminated, the number of violations assignable to a property owner shall not be carried over to the next declaration of water shortage.

- **Tampering**

Any tampering with water meters will constitute a tampering fine. Fines will be assessed at \$50 for a first offense, \$100 second offense, \$150 third offense, \$200 fourth offense, with fines increased at additional increments of \$50 for each tampering offense thereafter.

Any tampering of the water meters will constitute a tampering fine. Tampering is defined as turning water on after it has been turned off by city staff.

## **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 will be available at City 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 Richmond County Daily Journal* and on the City of Hamlet website (<http://www.hamletnc.us/index.htm>) A public hearing will be scheduled with notice printed in all customer water bills to collect comments on the draft. All subsequent revisions to the draft plan will be published at least 30 days prior to an adoption vote by Hamlet's City Council.

## **VII. Variance Protocols**

Applications for water use variance requests are available from the City of Hamlet website and City Hall. All applications must be submitted to the City Hall for review by the City Manager 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. Effectiveness**

The effectiveness of the Hamlet 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 Hamlet's City Council. The City of Hamlet Water System Manager is responsible for initiating all subsequent revisions.

This Water Response Plan shall be in full force and effect beginning 2011.

City of Hamlet

Attest:

\_\_\_\_\_  
Tammy W. Kirkley, City Clerk

By: \_\_\_\_\_  
Jeff Smart, Mayor