

**Water Shortage Response Plan
West Iredell Water Company
PWSID 01-49-158**

**First Reading- 2/16/10
Second Reading-3/30/10
Third Reading & Approval-
4/20/10**

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 West Iredell Water Company General Manager in consultation with the West Iredell Water Company Board of Directors shall enact the following water shortage response provisions whenever the trigger conditions outlined in Section IV are met. In his absence, the Office Manager in consultation with the WIWC Board of Directors will assume this role.

Mr. Tony Harper
General Manager
Office Phone (704) 873-1658
Cell Phone (704) 902-3768
E-Mail westiredellwater@bellsouth.net

Sara Moore
Office Manager
Office Phone (704) 873-1658
Cell Phone (704) 902-5005
E-Mail irdel01@bellsouth.net

II. Notification

An Iredell County telephone communication system called Connect CTY will be used to notify all West Iredell Water Company customers. The General Manager will send the message to the Iredell County ECOM Director who, in turn, will see that all appropriate people are notified with this automatic calling system. The General Manager or designee will personally tell all employees. . Also, reminders will be printed on monthly bills. Notices will be posted at the office on the drive-thru window for customers to see as they pay their bill.

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 I and II, 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 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.

In Stage 1, **Voluntary Reductions**, all water users will be asked to reduce their normal water use by at least 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 at least 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 a half inch per week between 11PM and 5AM; outdoor use of drinking water for washing impervious surfaces is prohibited; and all testing and training purposes requiring drinking water (e.g. fire protection) will be limited.

In Stage 3, **Mandatory Reductions II**, customers must continue actions from all previous stages and further reduce water use by at least 15% compared to their previous month's water bill. All non-essential uses of drinking water are banned and garden and landscape irrigation must be reduced to the minimum amount necessary for survival.

In Stage 4, **Emergency Reductions**, customers must continue all actions from previous stages and further reduce their water use by at least 20% 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.

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 West Iredell Water Company’s Emergency Response Plan.

IV. Triggers

The West Iredell Water Company is provided water solely by purchase from the City of Statesville and Energy United Water Corporation. When either of these two entities declares a water shortage, West Iredell Water Company is required to do so as well. (West Iredell Water Company must follow the most stringent of the declarations). During this time the West Iredell Water Company General Manager will stay in close contact with the City of Statesville and Energy United Water Corporation and follow their triggers.

Return to Normal

When water shortage conditions have abated and the situation is returning to normal, water conservation measures employed during each phase will be decreased in reverse order of implementation. Permanent measures directed toward long-term monitoring and conservation will be implemented or continued so that the West Iredell Water Company and the community it serves 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 West Iredell Water Company and the Iredell County Sheriff’s Department. Violators may be reported to (704) 873-1658 or by e-mail at westiredellwater@bellsouth.net. Citations are assessed according to the following schedule depending on the number of prior violations and current level of water shortage. Any fines associated with violations of this policy will be due and payable to the West Iredell Water Company within 15 days of customer notification. Failure to meet this deadline will result in discontinuation of service.

Water Shortage Level	First Violation	Second Violation	Third Violation
Voluntary Reductions	N/A	N/A	N/A
Mandatory Reductions (Stages 2 and 3)	Warning	\$250	Discontinuation of Service
Emergency Reductions	\$250	Discontinuation of Service	Discontinuation of Service
Water Rationing	\$500	Discontinuation of Service	Discontinuation of Service

When considering whether or not a customer is in compliance with this policy, the West Iredell Water Company will take into consideration the amount of water historically used by the customer and the amount he/she can reasonably be expected to reduce that amount in times of water shortage.

VI. **Public Comment**

A draft plan will be available at the West Iredell Water Company Office for customers to review. A notice will be included on customer water bills notifying them of such. All subsequent revisions to the draft plan will be published at least 30 days prior to an adoption vote by the West Iredell Water Company Board of Directors.

VII. **Variance Protocols**

Signed variance requests will be submitted in writing to the West Iredell Water Company General Manager at least 3 working days prior to the scheduled monthly Board of Directors Meeting. The General Manager will be responsible for placing this request on the meeting agenda for discussion by the Board of Directors. The customer submitting the variance request may attend the meeting to “present his/her case” to the Board of Directors. Once he/she has done this, he/she will be excused from the meeting. The General Manager will report the Board’s ruling to the customer once it is finalized. Criteria affecting approval are: variance submitted on time, appropriate justification for the variance is submitted in writing; approval will benefit the company as a whole and not just the customer submitting the variance

VIII. **Effectiveness**

Water use will be monitored on a weekly basis to determine the average daily water use for that week. These weekly averages will be studied to determine monthly results. At the voluntary reductions level, we will expect to see at least a 3% to 5% reduction in average daily water use when compared to times of no restrictions; at the mandatory restrictions I level, at least 10%; at the mandatory restrictions II level, at least 15%; and at the emergency restrictions level at least 20%.

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 least 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 West Iredell Water Company’s Board of Directors. The West Iredell Water Company General Manager is responsible for initiating all subsequent revisions.