



Water Conservation Plan

2017 Interbasin Transfer Certificate

Yadkin Regional Water Supply

*Union County, NC
Town of Wingate, NC*

*Submitted to:
NC Division of Water Resources*

March 2019



Introduction

In a letter dated May 25, 2017, Union County (the County) and the Town of Wingate (Applicants) were notified that at their May 11, 2017 meeting the Environmental Management Commission (EMC) granted an Interbasin Transfer (IBT) Certificate to transfer 23.0 million gallons per day (MGD) from the Yadkin River IBT Basin to the Rocky River IBT Basin.

The Union County Water System currently serves customers in both the Catawba River IBT Basin and the Rocky River IBT Basin, which is a sub-basin of the Yadkin River. The ridgeline between the Catawba River Basin and Yadkin River Basin divides the County, with neither of these two major rivers flowing within the County boundaries.

The County currently holds a 5 MGD authorized transfer (i.e., a grandfathered IBT amount) of water from the Catawba River IBT Basin to the Rocky River IBT Basin. This value is based upon the definition of a grandfathered IBT as stipulated in North Carolina Administrative Code 15A NCAC 02E .0401(d) where “a certificate is not required to transfer water from one river basin to another up to the full capacity of a facility to transfer water from one basin to another if the facility was existing or under construction on July 1, 1993. The full capacity of a facility to transfer water shall be determined as the capacity of the combined system of withdrawal, treatment, transmission, and discharge of water, limited by the element of this system with the least capacity as existing or under construction on July 1, 1993.”

The County’s 5 MGD authorized transfer from the Catawba River IBT Basin to the Rocky River IBT Basin is based upon the capacity of the water transfer infrastructure which was in place within the County as of July 1, 1993, as documented in the County’s Grandfathered IBT Worksheet prepared by CH2MHill on behalf of the County and submitted to the North Carolina Division of Water Resources (DWR) on October 19, 2000.

To maintain compliance with the Catawba River IBT Basin grandfathered IBT, the County currently returns a portion of the transferred water back into the Catawba River IBT Basin via the Poplin Road wastewater pumping station. The County also has plans to build scalping infrastructure to allow the capability to return additional water to the Catawba River IBT Basin via the Crooked Creek Wastewater Treatment Plant. Additionally, the County currently holds a water purchase agreement (which will be automatically renewed in 2019, based on the 12-month notification deadline having passed) with Anson County for 4 MGD of water supply that is utilized in the County’s Yadkin River Basin Service Area. The County is not required to have an IBT Certificate for this purchase since Anson County is the entity moving the water

from the Yadkin River IBT Basin to the Rocky River IBT Basin and they have secured a grandfathered IBT for this transfer.

As a condition of the most recent IBT Certificate granted, and pursuant to N.C.G.S. § 143-215.22L(n)(1), the Applicants are required to provide a water conservation plan that “specifies the water conservation measures, including a rate pricing structure that will be implemented by the Applicant in the receiving river basin to ensure the efficient use of the transferred water. Except in circumstances of technical or economic infeasibility or adverse environmental impact, each water conservation plan shall provide for the mandatory implementation of water conservation measures by each Applicant that equal or exceed the most stringent water conservation plan implemented by a public water system that withdraws water from the source river basin.”

To facilitate the required water conservation and water shortage response plan comparisons, the Applicants have completed an evaluation of the conservation and water shortage response plans for 28 water systems in the basin that were identified for inclusion. This evaluation included both a system website review and, where needed, staff interviews relative to conservation plans and measures implemented. It also included a review of all available WSRPs relative to drought management measures.

Based on this review it was determined that the WSRPs are serving as both the conservation plan and drought management plan for all but a few of the more proactive systems or systems also under this same IBT requirement (i.e., Concord, Kannapolis, and Davidson Water).

A Conservation Plan Comparison Matrix was created to capture the six primary components expected in a conservation plan – rate structure, water loss reduction efforts, outdoor water use, plumbing retrofitting, public education, and alternative water management (i.e., reuse, etc). The Conservation Plan Comparison Matrix is included in Appendix A of this plan.

A Water Shortage Response Plan Comparison Matrix was created to capture response stages, triggers, and measures taken at all response stages. The Water Shortage Response Plan Comparison Matrix is included in Appendix B of this plan.

In order to evaluate these plans to determine the most stringent (effective), a Water Conservation Program Stringency/ Effectiveness Comparison Matrix was developed that has one to two measures for each of the six conservation categories for a total of eight measures. Each of the system plans were evaluated for all the established conservation measures. Those systems meeting at least four of the eight measures (Concord, Kannapolis, Mt Airy, and Union County) were further evaluated relative to the triggers used to implement the

conservation/drought response stages. The measure used for this last evaluation was the Yadkin Pee Dee LIP or Catawba Wateree LIP as the response trigger for the various response levels. To have a fully valid plan comparison the plans need a common trigger for the higher-level conservation implementation. The results of this evaluation are shown in the Conservation Plan Comparison Decision Matrix's figure in Appendix C.

In each case the Union County Conservation Plan and Water Shortage Response Plan is either equal to or exceeds the requirements and actions of other plans and therefore meets the requirements of N.C.G.S. 143-215.22L(n)(1). This Plan will be implemented by the Applicants.

Purpose

This Water Conservation Plan is designed to promote efficient, wise, and more conservative water use among the County's Water System customers, including the Town of Wingate. Union County's attractive quality of life, coupled with its proximity to urban centers for employment and other activities, has led to significant growth in the County's population and, consequently, increased water use.

This Plan is designed to promote water conservation among the County's users on an on-going, year-round basis. The County's current Water Use Ordinance (Appendix D) addresses operation of the County's water system – and water use restrictions - during normal conditions or drought conditions and other water shortage situations.

Through development of this Plan, the County will continue to:

- Demonstrate environmental stewardship.
- Defer/avoid capital costs associated with future water and wastewater system infrastructure.
- Reduce operations and maintenance costs.
- Maximize the availability of limited water supplies.
- Enhance service to its customers.

In summary, Union County's Water Conservation Plan has been designed for long-term management of water use to eliminate waste and maximize efficiency among its customers. This Plan promotes a more sustainable approach to the region's continued growth, given a limited water supply.

Water Conservation Efforts to Date

The County has been undertaking water conservation efforts since at least 2001. That is when the County put an increasing block rate structure for water usage in place. The rate structure was revised to a more aggressive increasing block rate in 2008 to further discourage water usage over 10,000 gallons per month. The current rate structure not only has an increasing block rate based on water usage, but also an escalator based on drought stages. The rates have reduced usage over 10,000 gallons per month significantly since implementation.

The County has participated in multiple trainings on the AWWA Water Audit methodology and performed annual water audits since fiscal year (FY) 2014, including a 3rd party validation in July 2017. The water audits have identified many opportunities for improvement, including better documentation for data handling procedures and improving the County's meter testing process.

In response to the 2007 drought that Union County experienced, irrigation was restricted to two days per week. Union County voluntarily maintained this irrigation restriction until 2015 to reduce peak usage in the system. On May 4, 2015, the Union County Board of Commissioners adopted a new Water Use Ordinance that limits spray irrigation to a maximum of 3 days per week, year round. The Ordinance also allows for additional water restrictions during times of water shortage including drought and system capacity limitations.

Since adopting the Water Use Ordinance in 2015, the County has been communicating with customers through bill inserts, social media and email to ensure customers are aware of what water uses are restricted and the penalties for noncompliance. Additional tips for water conservation are also sent to customers several times per year and available on the Public Works website, UnionConserves.com.

In 2016, the County tested all 240 of their large meters, ranging in size from 1.5 to 6 inches. The County is currently replacing all of the large meters in the system that failed testing.

Collectively, these measures have reduced per capita consumption from 207 gallons per day at the peak in the past, to less than 120 gallons per day currently. As can be seen by the measures already in place, water conservation is not a new concept to Union County. This Water Conservation Plan is simply a continuation of the County's efforts and commitment to water conservation.

Plan Overview and Goals

This enhanced Water Conservation Plan (the Plan) is designed to be fully implemented by the Applicants prior to withdrawals of Yadkin River water under the IBT Certificate issued May 11, 2017, which is estimated to begin in 2022. During the period before withdrawal has begun, the County's current water conservation practices and policies will be enhanced through the addition of resources dedicated to this effort. Specific Plan elements are proposed to be added throughout the implementation period. Goals and metrics for the Plan and water conservation measures are established and may be refined on an on-going basis.

The Water Conservation Plan includes both supply-side and demand-side water use management strategies. Supply-side elements focus on management strategies to be implemented by the Applicants in the operation of the water system and in getting water to customers. Demand-side elements focus on educational outreach and incentives (increasing block water rate structure) for the Applicants' customer base to increase water use efficiency and preserve this natural resource.

These efforts are grouped into the six primary components expected in a conservation plan mentioned above:

- Rate structure
- Water loss reduction efforts
- Outdoor water use
- Plumbing retrofitting
- Public education
- Alternative water management

It is anticipated that this Plan will be reviewed annually and that performance metrics will be utilized to measure progress. An effective Water Conservation Plan must establish goals that are challenging, yet achievable. In addition, an effective Plan must include a strong public outreach program and public partnerships. The Plan effectiveness will be evaluated annually based upon performance metrics.

Plan metrics provide objective measurements of progress. The key metrics for this Plan include:

- Reducing water loss
- Reducing residential water use (i.e. residential per capita use)

- Reducing the peak day to average day water demand ratio

These goals and metrics seek to maintain an ongoing, continuous focus on improving the Plan.

Rate Structure

Rate Pricing Structure

Safe drinking water is essential to public health and welfare; and thus, should be reasonably priced while reflecting the cost of providing this commodity. Water is also a finite natural resource that should be valued by its users. Pricing of water requires a balance between affordability and eliminating wasteful use while still allowing the full funding of the true system costs. Union County water sales and capacity fees are used to fund operations, maintenance, and debt service of the water system.

Union County has had an increasing block rate structure in place since 2001. The rate structure was revised in 2008 to further discourage water usage over 10,000 gallons per month while still recovering the same overall revenue needed to sustain the utility. This increasing block rate structure encourages efficiency by charging higher prices for defined blocks of increased water use for residential and irrigation meters. The goal is to reduce demands from the County's highest water use customers – especially peak demand associated with outdoor irrigation. Additionally, both the County and Town of Wingate have adopted rate structures which increase rates on top of the standard increasing block based on the current drought stage to further incentivize water conservation by their customers. Union County's current, Board-approved 3-year Rate and Fee Schedule, applicable for FY2018 to FY2020, is included as Appendix E.

Water Loss Reduction Efforts

Water Audit

Since FY 2014, Union County has performed annual water audits based on AWWA methodology. In July 2017, the County also had a 3rd party validation of a water audit for Calendar Year 2016. These audits have shown that system leaks are not a significant issue at this time, but the audits have identified several opportunities to reduce apparent water loss and effectively document water uses. These include better documentation for data

handling, additional tracking for operational uses including Volunteer Fire Districts, and improved meter testing processes for both supply and customer meters. Several large initiatives have already developed out of these audits, including a large meter testing and replacement program, AMI study, and leak detection program. This water audit plan will continue to be completed annually.

Leak Detection and Repair

The County has invested in leak detection equipment and will be using this equipment to proactively seek out suspected water loss in the distribution system. The County is working toward metering all pressure zones to have the ability to find areas in its system where water demand is abnormally high. Combining the County's Asset Management program with this leak detection equipment, The County will be able to focus on areas of suspected loss and test these in the field. The current program involves providing leak detection in conjunction with the valve maintenance program. As valves are exercised crews also attach leak detection equipment on the distribution system to monitor potential water loss. As valves are identified for repair and leaks are identified, crews are dispatched to effect repairs.

Meter Replacement and Testing

Based on increasing meter failure rates, the County began a meter replacement and testing plan. The County has increased its budget to replace and/or test meters annually to remove old or failing meters within the system. The County may request additional resources including a new position and associated meter testing equipment if a wholesale replacement program is not initiated.

Customer service and billing staff have created flags in the County's customer information system to notify them when there are suspected high or low readings, zero reads and missing reads. This data is sent to the County to manually read and inspect these meters to ensure proper operation of the meters.

As a service to the customers and to ensure proper operation of meters, the County tests ¾" meters at the request of the customer. The County will continue this practice going forward and also establish a testing frequency for all meter sizes in the initial phase of this plan.

The County has conducted an AMR/AMI Feasibility Study to determine the most appropriate technology for enhancing system reliability and providing real-time information on water use, for both the County's internal use and for customers' use. The concept of this effort is to

provide timely and accurate data to customers to make them more aware of their water use behavior to improve water conservation.

Bulk Potable Water Use

The County registers individuals and firms who utilize bulk potable water from the County via hydrant hook-up for agricultural purposes, pool filling, paving, dust control, street cleaning, or other uses. These individuals and companies report the amount of monthly water usage and are billed commensurate with this usage. The County is in the process of evaluating its current program to establish better controls and reporting on use. The anticipated changes will streamline the County's monitoring and enforcement of bulk water use and sales. It is likely that this approach will capture more metered water sales and reduce the volume of water losses.

Outdoor Water Use

Irrigation Control

Union County has had year-round, mandatory water use restrictions for irrigation in place since the 2007 drought. For several years after 2009, irrigation was restricted to 2 days per week. Initially put in place in response to the drought of 2007, the restrictions were voluntarily extended by the County as a means to reduce peak demands in the system while evaluating additional water supply options. With the adoption of the County's revised Water Use Ordinance in 2015, the County codified restriction of irrigation to three days per week under normal weather conditions, with reduction to two days, one day or no irrigation in response to drought condition, or other water supply limitations. During periods of drought, the County's irrigation schedule is governed by the Water Use Ordinance and the County's participation in the regional Catawba-Wateree Drought Management Advisory Group (CW-DMAG). Response during future droughts will continue to be driven by the requirements of the Water Use Ordinance, the CW-DMAG and the Yadkin-Pee Dee Low Inflow Protocol.

The Plan includes a year round (Stage 0) irrigation schedule that allows customers to irrigate lawn and landscape only according to a prescriptive schedule with a maximum of 3 days per week. This schedule is available at the County website for conservation information, UnionConserves.com. See the Water Shortage Response Plan included with the Drought Management Plan submitted along with this Plan for additional details, including restrictions at other stages.

The County is developing an Irrigation Evaluation Program which includes having irrigation experts evaluate residential irrigation systems to provide advice to homeowners on watering efficiency. This service is free to customers and will examine irrigation timing, irrigation zone application rates, overspray, and education on the amount of water needed for lawn and landscaping. The program is anticipated to begin in 2019.

Water Conservation Devices

As of January 1, 2008, the County requires all timer-based irrigation systems are required to have rain sensors that deactivate the irrigation system after a ¼-inch of rain has fallen. This requirement is outlined in the County's Water Use Ordinance. The rain sensors are used to eliminate water waste through unnecessary outdoor irrigation. The County will establish a program that will identify homes with irrigation systems built prior to 2008 with a public education program to encourage those property owners to install rain sensing devices.

Rain barrels and similar devices reduce some potable water use by substituting collected rainwater for landscape irrigation. More significantly, these devices act as visual reminder of the value and scarcity of water, as well as the need to use resources effectively. Union County promotes rain barrels and similar devices for use by current customers and other County residents. Union County has and will continue to develop partnerships with other organizations (e.g., the NC Green Industry Council, Master Gardeners, local home improvement stores) to promote the purchase and use of rain barrels and similar devices.

Separate Irrigation Meters

As required by the state of North Carolina, new irrigation systems installed after July 1, 2009, must be equipped with separate irrigation meters. This requirement facilitates evaluation of water use within the Union County system.

Operational Use

The County routinely conducts flushing of certain areas in the water distribution system that may be experiencing taste and/or odor issues, or where necessary for regulatory compliance. During these flushing events, large volumes of water are discharged from the system unused.

The County conducts flushing in areas of water quality concern, after line repairs and in response to water quality complaints. Water used for system flushing is documented as it occurs and reported monthly. When system conversions (monochloramines to free chlorine,

then returned to monochloramines) occur periodically, water flushed is documented and reported.

The County is also partnering with local fire departments to develop a plan that monitors and measures water used in fire department exercises and hydrant flow testing.

Plumbing Retrofitting

Household Fixtures and Devices

Inside water use efficiency is directly related to plumbing fixture type and customer behaviors. More efficient plumbing devices such as faucet aerators and shower heads, in particular for older structures, can lead to significant water savings. The County has completed a preliminary evaluation of the potential effectiveness of a fixture replacement or rebate program. Plumbing code changes in 1990 set maximum water consumption standards for fixtures that were significantly lower than historical devices and these maximums have been revised downward multiple times since 1990. Based on preliminary GIS research, approximately 80% of Union County water customers have homes that were constructed after 1990. The County already inherently meets the goal of having homes and businesses fitted with low-flow devices, however the County also promotes water-conserving devices at public events by giving away low-flow fixtures and includes this in public education initiatives to emphasize its importance.

Public Education

Public Outreach and Education

An important aspect of a successful water conservation plan is an active public outreach program. These programs need to be accessible, engaging and productive for maximum success. The County currently conducts a variety of outreach including:

- School presentations
- Representation at community events with conserving device giveaways
- Web page with key contacts, links and tips
- Bill inserts with tips on water conservation and information printed on bills

- Social media posts and customer email blasts
- Vehicle signage promoting current conservation stage and website
- Outbound customer calls
- Partnerships with municipalities on events

In addition to these current efforts, the County will also consider adding:

- Presentations to civic organizations
- Partnerships with gardeners and landscapers to promote xeriscaping

WaterSense Program

Union County will become a partner with EPA's WaterSense Plan. The WaterSense Plan is EPA's national brand for water use efficiency. The brand serves as both a product label and a symbol of the importance of water efficiency in the United States. The WaterSense partnership includes manufacturers, retailers and distributors, promotional partners (e.g., Union County), landscape professionals, and certifying organizations. WaterSense encourages water-efficient equipment, behaviors, and the purchase of quality products that use less water.

Alternative Water Management

Water Reuse

Water reuse is the process of using treated wastewater to take the place of certain water system demands that do not require a drinking water quality level of treatment. Landscape irrigation, cooling water, street sweeping, and dust control are all examples of where water reuse can be employed to ease demands on existing drinking water supplies. The County has conducted evaluations and made investments into water reuse opportunities. Currently, the County's 12 Mile Creek Water Reclamation Facility (WRF) is in the construction phase of a reuse irrigation demonstration project that will be completed as part of the ongoing expansion of this facility. In the Crooked Creek WRF service area, the County has partnered with the Town of Indian Trail to evaluate the feasibility of using reclaimed water to irrigate a new park complex the City has recently constructed as well as to identify other potential non-residential customers in the area. The County's Olde Sycamore WRF has provided reuse water for golf course irrigation since the late 1990s.

As part of this Plan the County will continue to identify opportunities for cost effective application of reclaimed water to meet irrigation and industrial water needs.

Plan Implementation

The County is already doing the vast majority of efforts described in this plan, but ultimately the entirety of this plan shall be in place prior to commencement of withdrawals allowed under the IBT Certificate dated May 11, 2017. It is estimated that these withdrawals will occur in approximately 2022, with all programs included in the Plan to be developed and implemented by 2020 to allow for improvements and growth to be incorporated before withdrawals begin.

All measures and initiatives will be budgeted for each year, and will be available until the budget for the year has been expended. Union County will adjust the budget for this program each year based on demand for each measure/initiative of the program from the previous year.

Water Shortage Response

As discussed in the Drought Management Plan submitted by the Applicants, Union County will declare a drought stage based upon the worst drought stage declared by either the Catawba-Wateree Low Inflow Protocol, the Yadkin-Pee Dee Low Inflow Protocol or the NC Drought Management Advisory Council. The Applicants will implement the appropriate measures, applicable to all customers regardless of location, based upon the most conservative drought stage at the time. Union County supplies all of the Town of Wingate's water, thus Town of Wingate will coordinate with Union County regarding drought stage.

This method of water shortage response will ensure the utmost protection of all of the source waters for the Applicants, including the IBT transfer from the Yadkin River.

Water Conservation Reporting

Annually, both the County and the Town are required to file a Local Water Supply Plan with NC Department of Environmental Quality (NCDEQ). Within this document, the per capita water usage is calculated and reported. This measure is a good indicator of general water conservation effectiveness but must be compared to previous years and/or similar water systems. Any additional water conservation initiatives and measures will be included in the quarterly reports, as they are approved.



A

Appendix A

Conservation Plan Comparison Matrix

Water Conservation Program Comparison

Utility		Union Co	Albemarle	Anson Co	Concord	Davidson Water
Water Rates	Gallons included with Base Rate	Residential and Commercial Base rate includes 0 gallons	Residential & Commercial Base rate includes 300 gallons	Residential & Commercial Base rate includes 2,000 gallons	Residential & Commercial Base rate includes 0 gallons	Residential & Commercial Base rate includes 2,000 gallons
	Structure	Residential: 5 rate tiers - inclining block Irrigation: 5 rate tiers - inclining block Commercial: uniform rate All rates increase based on drought stage except Tier 1 (<3,000 gallons)	Declining block Residential & Commercial: 3 rate tiers	Declining block	Residential: 3 rate tiers - inclining block Irrigation: uniform Commercial: uniform Tiers 2 and 3 increase 10% during drought stage	Uniform rate
	"Conservation Signal Rate" (> 10,000 gal/month consumption) from UNC Environmental Finance Center study	Conservation signal (Tier 4): \$6.60/1,000 gallons Also have Tier 5: \$10.75 (>15,000 gal) Base rate: \$2.50/1,000 gallons	N/A - Declining block	N/A - Declining block	Conservation signal: \$8.58/1,000 gallons (same as irrigation rate) Base rate: \$5.36/1,000 gallons	N/A - Uniform rate
Education	Annual water quality report posted on website; Information on website (lowers rates, minimizes effects of droughts/water shortages, preserves environment, builds safe/beautiful communities); link to other water resources information; WSRP and Water Use Ordinance. Other activities include school presentations, booths at community events and businesses, bill inserts, social media posts and customer email blasts, vehicle signs promoting conservation and website year-round, outbound customer calls.	No education information or WSRP found on the website: however, website notes that due to their supply they did not have to implement mandatory restrictions in last severe drought. No response to phone inquiries (2).	No information found on county website for water conservation other than the unauthorized use of fire hydrants is prohibited. WSRP not found on Anson County website. No response to phone inquiries (2).	Website prominently displays water conservation stage on Water Resources page with easy links to additional information. Includes: Water use guidelines based on level of drought; WSRP; annual water reports; conservation tips including tips for watering plants in a drought. Link to water resources which include facts of Concord's water usage and links to guidelines, conservation tips, checking for leaks, rain barrels, backflow prevention, and other water information.	Website contains Water Conservation as a primary tab on the site. Extensive tips for customers as well as the complete water conservation plan and drought management plan for Davidson Water.	
Water Loss Reduction	Annual AWWA water audit conducted with periodic 3rd party validation. Recommendations followed up on in next year. Perform leak detection, large meter testing and notify customers of high usage when meter read.	No info found and no inquiry response.	No info found and no response from phone inquiries (2).	The website has a page with detailed instructions on how to use the water meter to determine if there are potential plumbing leaks.	Website notes that Davidson Water monitors unaccounted for water monthly and utilizes SCADA system to detect leaks through tank levels and pump run times.	
Outdoor Water Use	Mandatory year-round irrigation restrictions limiting all customers to 3 days per week irrigation regardless of water shortage status. Policy requires rain sensors for all irrigation systems equipped with timers. WSRP has progressively more restrictive irrigation restrictions depending on water shortage circumstances.	WSRP has standard outdoor use conservation measures for outdoor use ranging from voluntary to mandatory depending on stage declared.	No info found and no response from phone inquiries (2).	Website has extensive information on ways to conserve water outdoors including information on species of drought tolerant plants for landscaping. Outdoor water use restrictions in the WSRP are similar to other plans but with more detailed triggers for implementation.	Conservation tips for outdoor conservation on website. Most measures are standard to all plans.	
Plumbing Retrofits	Union County does not have a plumbing retrofit program, as more than 80% of the system and population served are relatively new with plumbing systems built under current low flow codes (post 1990).	No info found and no response from phone inquiries (2).	No info found and no response from phone inquiries (2).	Concord has a toilet replacement credit of \$50 per toilet (limit 3) for the replacement of toilets installed before 1994.	Conservation tips contain significant information on maintaining plumbing and appliances to save water. No retrofit incentives found.	
Alternative Water Management	Provide reuse water to golf course from a small WWTP. Two other WWTPs permitted for reuse and the County has studied potential distribution network or bulk hauling options for use.	No info found and no response from phone inquiries (2).	No info found and no response from phone inquiries (2).	WSRP recommends reusing household water to the greatest extent possible at all times.	Conservation page on website gives specific tips on types of graywater usages.	

Water Conservation Program Comparison

Utility		Davie Co	Denton	Dobson	Elkin	Hamlet Water System
Water Rates	Gallons included with Base Rate	Residential & Commercial Base rate includes 3,000 gallons	Residential & Commercial Base rate includes 1,000 gallons	Residential & Commercial Base rate includes 0 gallons	Residential & Commercial Base rate includes 2,000 gallons	Residential & Commercial Base rate includes 2,500 gallons
	Structure	Uniform rate	Uniform rate	Declining block	Uniform rate	Inclining block Residential & Commercial: 2 rate tiers
	"Conservation Signal Rate" (> 10,000 gal/month consumption) from UNC Environmental Finance Center study	Separate irrigation rate: \$5.67/1000 gallons vs. \$5.00/1,000 gallons for domestic use.	N/A - Uniform rate	N/A - Declining block	N/A - Uniform rate	N/A - Tier 2 initiates at 50,000 gallons
Education		Website has Annual Water reports and water rates posted but no active water conservation programs per phone interview. WSRP not available on the website but noted that it was available at the county offices (It is available on NCWATER website).	No water conservation or WSRP info on website. No active education program per phone interview.	No info found on website and no response from phone inquiries (2).	No water conservation or WSRP info on website. No active education program per phone interview.	No information found on the website and no WSRP listed on NCWATER website and no active program per phone interview. Annual water report available on website.
Water Loss Reduction		Use AMR meter system to assist in water loss reduction	Use system SCADA to assist with leak identification.	No info found on website and no response from phone inquiries (2).	No specific measures per phone interview.	No info found. No active measure per phone interview.
Outdoor Water Use		WSRP requires 50% price increase of irrigation rates in Stage 1 Voluntary. Stage 2 Mandatory has 100% increase. Other outdoor use measures are standard reductions. No active programs per phone interview.	WSRP has standard outdoor use conservation measures for outdoor use ranging from voluntary to mandatory depending on stage declared. No active program per phone interview.	No info found on website and no response from phone inquiries (2).	WSRP has standard outdoor use conservation measures for outdoor use ranging from voluntary to mandatory depending on stage declared. No active programs per phone interview.	No info found on website. No active measure per phone interview.
Plumbing Retrofits		No active program per phone interview.	No active program per phone interview.	No info found on website and no response from phone inquiries (2).	No incentives per phone interview.	No info found. No active measure per phone interview.
Alternative Water Management		No active program per phone interview.	No active program per phone interview.	No info found on website and no response from phone inquiries (2).	No active measures per phone interview.	No info found. No active measures per phone interview.

Water Conservation Program Comparison

Utility		Handy Sanitary District	Jonesville	Kannapolis	King	Lexington
Water Rates	Gallons included with Base Rate	Residential & Commercial Base rate includes 2,000 gallons	Residential & Commercial Base rate includes 2,000 gallons	Residential & Commercial Base rate includes 0 gallons	Residential & Commercial Base rate includes 4,000 gallons	Residential & Commercial Base rate includes 0 gallons
	Structure	Uniform rate	Uniform rate	Residential: 2 rate tiers - inclining block Commercial: uniform rate	Uniform rate	Uniform rate
	"Conservation Signal Rate" (> 10,000 gal/month consumption) from UNC Environmental Finance Center study	N/A - Uniform rate	N/A - Uniform rate	Tier 2 and irrigation rate \$6.44/1,000 gallons Base rate: \$6.15/1,000 gallons	N/A - Uniform rate	N/A - Uniform rate
Education	Website provides water conservation tips such as shortening showers, don't run water for cold/hot (use fridge/stove), no running water for washing fruits/veggies or brushing teeth, fill sink with water to wash dishes, water lawn early in morning, let grass grow longer to lessen evaporation, sweep walkways/driveways and wash cars with a bucket of water.	Website has WSRP and annual water quality report available. No other conservation information found on website and no active conservation education program per phone interview.	Website lists drought level and activities that consumers are encouraged to limit including lawn irrigation, car washing, filling fountains & swimming pools, watering shrubs/plants. A link is provided which gives tips on conserving water inside and outside the home (yard/garden). Information on smart water meters that are utilized by the city with a link providing more in-depth information.	Water webpage prominently displays water conservation tips such as repairing leaks/drips, running full loads of laundry and dishes in the dishwasher, using a broom to clean off walkways/driveways, only watering the lawn/landscape when it needs it, and reporting leaks in fire hydrants, plumbing or other public facilities. A Word version of conservation tips is provided and easily printable. Further detail and drought management in conservation ordinances.	No water conservation education information found on the website. Water conservation measures found in Code of Ordinances (WSRP). All levels of conservation activated by declaration by the board of commissioners. No active conservation education program per interview.	
Water Loss Reduction	Tips sheet on website page on identifying leaks in plumbing systems.	No specific recommendations found for water loss reduction for customers. Per phone interview, distribution staff perform visual inspections and stream chlorine samples to look for leaks.	Use of Smart Meter technology to detect water loss on customer plumbing. Tips sheet on identifying leaks in plumbing systems.	No specific recommendations found for water loss reduction for customers or the distribution system.	No specific recommendations found for water loss reduction for customers or the distribution system. No active measures per phone interview.	
Outdoor Water Use	Website has list of water conservation tips for outdoor use.	WSRP has standard outdoor use conservation measures for outdoor use ranging from voluntary to mandatory depending on stage declared. No specific active measures per phone interview.	Outdoor conservation tips prominently displayed on the water department homepage. Numerous tips given on info page which is well linked. Measures include standard items on irrigation, but also includes plant care tips such as mulching and using drought resistant plants.	WSRP has standard mandatory outdoor use conservation measures of varying degrees depending on water storage stage declared. First water shortage stage includes outdoor water use restrictions to one day per week and limits on washing vehicles or surfaces and limits on hydrant usage.	WSRP has standard outdoor use conservation measures for outdoor use ranging from voluntary to mandatory depending on stage declared.	
Plumbing Retrofits	Website has tips for locating leaks, decreasing toilet flush volumes, and water saving devices. No retrofit incentives found.	No incentives per phone interview.	No plumbing retrofit incentives found. Website provides slightly more detail on water saving devices and insulating pipes than most.	No info found on website and no response from phone inquiries (2).	WSRP recommends use of water saving devices on a voluntary basis. No retrofit incentives per phone interview.	
Alternative Water Management	No info found on website.	No program per phone interview.	Promotes Smart Meters as a technology to prevent water loss.	No information found and no response to phone interview.+P10:P11	Per phone interview they provide reuse water to a golf course from a small WWTP but no other customers.	

Water Conservation Program Comparison

Utility		Mocksville	Montgomery Co	Mount Airy	North Wilkesboro	Norwood
Water Rates	Gallons included with Base Rate	Residential & Commercial Base rate includes 3,000 gallons	Residential: Base and flat rates include 1,000 gallons Commercial: Base rate includes 0 gallons	Residential & Commercial Base rate includes 0 gallons	Residential & Commercial Base rate includes 0 gallons	Residential & Commercial Base rate includes 1,000 gallons
	Structure	Uniform rate	Residential: 3 rate tiers - inclining block Commercial: 2 rate tiers - declining block \$7.40 to \$2.99/1000 gallons for > 1MG/mo	Combined Residential & Commercial Tier 1: Base rate Tier 2: inclining block (<1MG) Tier 3: declining block (>1MG)	Uniform rate	Declining block
	"Conservation Signal Rate" (> 10,000 gal/month consumption) from UNC Environmental Finance Center study	N/A - Uniform rate	Conservation signal = \$8.00/1,000 gallons (Residential only) Tier 1 = \$4.00 Tier 2 = \$6.00 WSRP has water shortage rates provision.	Conservation signal - \$3.34/1,000 gallons Base rate: \$2.37/1,000 gallons	N/A - Uniform rate	N/A - Declining block
Education		No water conservation education program or information on website.	No water conservation education information found on the website. Water conservation measures found in Code of Ordinances (WSRP). All levels of conservation activated by declaration by the board of commissioners. No response from phone interview inquiries (2).	Recommendations for water conservation found in Utility Billing FAQ under high bill causes. No active conservation education program per phone interview.	Website conservation brochure in Forms and Downloads section on water leak impacts to consumption and billing. Per phone interview, no active conservation program.	No water conservation information found on the website other than the WSRP contained in the Code of Ordinances (#106). Per phone interview, no active conservation program.
Water Loss Reduction		No specific recommendations found for water loss reduction for customers or the distribution system. No active measures per Mocksville staff.	"Waste of Water" defined in ordinance to include repairable leaks or allowing surface runoff (paraphrased). No response from phone interview inquiries (2).	WSRP Stage 1 Voluntary includes a statement to repair all leaks. Per phone interview, SCADA is used with meter data to monitor unaccounted water on supply side.	Website conservation brochure (NCRWA) on identifying and repairing leaks with info on water loss based on leak size consumption during irrigation.	No specific recommendations found for water loss reduction for customers or the distribution system. Per phone interview, track water production and billing volumes for unaccounted for water.
Outdoor Water Use		No info found on website. No active measures per phone interview.	WSRP has standard outdoor use conservation measures for outdoor use ranging from voluntary to mandatory depending on stage declared.	WSRP has standard outdoor use conservation measures for outdoor use ranging from voluntary to mandatory depending on stage declared. Per phone interview, no active customer measures.	Per phone interview, no active measures.	WSRP has standard outdoor use conservation measures for outdoor use ranging from voluntary to mandatory depending on stage declared. Per phone interview, no active measures.
Plumbing Retrofits		No plumbing retrofit program.	No information found and no response from phone interview inquiries (2).	WSRP recommends use of water saving devices on a voluntary basis. No retrofit incentives.	No retrofit incentive program per phone interview.	No retrofit incentive program per phone interview.
Alternative Water Management		No info found on website. No active measures per phone interview.	No information found and no response from phone interview inquiries (2).	WSRP has recommendation to "re-utilize" household water where possible. No water reuse program.	No alternative water use measures per phone interview.	No alternative water use measures per phone interview.

Water Conservation Program Comparison

Utility		Pilot Mountain	Richmond County	Rockingham	Salisbury	Thomasville
Water Rates	Gallons included with Base Rate	Residential & Commercial Base rate includes 1,000 gallons	Residential & Commercial Base rate includes 2,000 gallons	Residential & Commercial Base rate includes 2,000 gallons	Residential & Commercial Base rate includes 0 gallons	Residential & Commercial Base rate includes 0 gallons
	Structure	Uniform rate	Residential: 8 rate tiers, declining Commercial: 8 rate tiers, declining	Declining block	Uniform rate	Uniform rate
	"Conservation Signal Rate" (> 10,000 gal/month consumption) from UNC Environmental Finance Center study	N/A - Uniform rate	N/A - Declining block	N/A - Declining block	N/A - Uniform rate	N/A - Uniform rate
Education		No conservation program found other than WSRP. No voluntary conservation measures found. No response from phone interview inquiries (2).	No water conservation information found on the county website and no response from phone interview inquiries (2). WSRP on NCWater website notes that brochures on water conservation are available at the Water Billing Department.	No active conservation education program per phone interview.	Salisbury has environmental education position that includes conservation education.	Water conservation policy available through Code of Ordinances link on the website. No active conservation education program per phone interview.
Water Loss Reduction		No specific recommendations found for water loss reduction for customers or the distribution system. No response from phone interview inquiries (2).	WSRP Stage 1 Voluntary includes a statement to repair all leaks. No response from phone interview inquiries (2).	WSRP Stage 1 Voluntary includes a statement to repair all leaks. No active customer measures per phone interview.	Use AMI for customer leak analytics and have historically performed water audits.	No specific Water Loss measures found beyond the customer conservation requirements in the ordinance. System tracking of unaccounted for water with billing data.
Outdoor Water Use		WSRP has standard outdoor use conservation measures for outdoor use for mandatory restrictions depending on stage declared. No voluntary measures found and no response from phone interview inquiries (2).	WSRP has standard outdoor use conservation measures for outdoor use ranging from voluntary to mandatory depending on stage declared. No response from phone interview inquiries (2).	WSRP has standard outdoor use conservation measures for outdoor use ranging from voluntary to mandatory depending on stage declared. No customer measures per phone interview.	WSRP has standard outdoor use conservation measures for outdoor use ranging from voluntary to mandatory depending on stage declared. No other specific measures per phone interview.	WSRP has standard outdoor use conservation measures for outdoor use ranging from voluntary to mandatory depending on stage declared. No specific measures per phone interview.
Plumbing Retrofits		No retrofit incentive program found on website or WSRP and no response from phone interview inquiries (2).	WSRP recommends use of water saving devices on a voluntary basis. No info found for retrofit incentives and no response from phone interview inquiries (2).	No retrofit program per phone interview.	WSRP recommends use of water saving devices on a voluntary basis. No plumbing retrofit incentives per phone interview.	WSRP recommends use of water saving devices on a voluntary basis. No plumbing retrofit incentives per phone interview.
Alternative Water Management		No info found and no response from phone interview inquiries (2).	No info found and no response from phone interview inquiries (2).	Website has guidance on cistern use for water conservation. No other measures per phone interview.	WSRP has recommendation to "re-utilize" household water where possible. No other measures per phone interview.	No alternative water use measures per phone interview.

Water Conservation Program Comparison

Utility		Wilkesboro	Wingate	Winston-Salem	Yadkinville
Water Rates	Gallons included with Base Rate	Residential & Commercial Base rate includes 3,000 gallons	Residential & Commercial Base rate includes 1,500 gallons	Residential & Commercial Base rate includes 0 gallons	Residential & Commercial Base rate includes 3,000 gallons
	Structure	Uniform rate	Inclining block Residential & Commercial: 3 rate tiers	Residential & Commercial: 3 rate tiers, inclining block until 150,000 gallon/month. Tier 4: similar rate as Tier 1 for industrial volumes.	Declining block 4 rate tiers
	"Conservation Signal Rate" (> 10,000 gal/month consumption) from UNC Environmental Finance Center study	N/A - Uniform rate	Conservation signal: \$6.25/1,000 gallons (Tier 2) Base rate: \$4.95/1,000 gallons	Conservation signal: \$4.81/1,000 gallons Base rate: \$2.80/1,000 gallons	N/A - Declining block
Education		Website has a downloadable PDF offering water conservation tips. No active education program per phone interview.	Water conservation policy available through Code of Ordinances link on the website. No active conservation education program per phone interview.	Website has list of steps to conserve water. Lists challenges/solutions for leaks, saving water and using water wisely, water trivia, kids links, quizzes, links to other websites about water. Lists volunteer opportunities (Adopt-A-Stream), don't dump oil down the drain. Workshops about water quality.	No active conservation education program per phone interview.
Water Loss Reduction		Perform annual water audit for the distribution system. Website brochure post information regarding water loss due to varying size leaks for customers. Assist customers with identifying demand side leaks.	No specific Water Loss measures found beyond the customer conservation requirements in the ordinance. Monitor water billing data for abnormalities per phone interview.	No specific Water Loss measures found beyond the customer conservation requirements in the ordinance.	Monitor water billing usage data for abnormalities.
Outdoor Water Use		Website brochure provides tips on outdoor water conservation. No other outdoor use measures per phone interview.	WSRP has standard outdoor use conservation measures for outdoor use ranging from voluntary to mandatory depending on stage declared. Policy requires rain sensors for all irrigation systems equipped with timers. No other measures per phone interview.	Stage 1 has voluntary limits on irrigation, washing vehicles and sidewalks and filling pools. Stage 2 initiates mandatory irrigation schedule and recommends 3 gallon hand watering. Stage 3 eliminates most outdoor water use. Penalties limited to \$200 but does allow for misdemeanor charge.	Require rain sensors on all irrigation systems which must be used in water shortage. No other active outdoor water use measures per phone interview.
Plumbing Retrofits		Website brochure included tip to install water saving devices. No plumbing retrofit incentives per phone interview.	WSRP recommends use of water saving devices on a voluntary basis. No plumbing retrofit incentives per phone interview.	Voluntary Stage 1 recommends fixing leaks and replacing water devices with low flow. No incentives found.	No plumbing retrofit incentive programs per phone interview.
Alternative Water Management		No alternative water use measures per phone interview.	WSRP has recommendation to "re-utilize" household water where possible. No other alternative use measures per phone interview.	No info found.	Customers requested to reuse household water to water plants. No other alternative water use measures per phone interview.

Rates Comparison

Utility	Union Co	Albemarle	Anson Co																																																																																																						
Base Charge	Base Facility Fee – monthly fixed charge per meter for residential and non-residential water customers (based on meter size).	Monthly Fixed Charges WATER / SEWER RATE SCHEDULE <i>Water - Inside Corporate Limits</i> 0 - 300 Cubic Feet (minimum) \$11.64 301 - 30,000 c.f. \$2.54 per 100 c.f. 30,001 - 275,000 c.f. \$2.19 per 100 c.f. Over 275,000 c.f. \$1.60 per 100 c.f. <i>Water - Outside Corporate Limits</i> 0 - 300 Cubic Feet (minimum) \$23.26 301 - 30,000 c.f. \$5.10 per 100 c.f. 30,001 - 275,000 c.f. \$4.39 per 100 c.f. Over 275,000 c.f. \$1.60 per 100 c.f.	Residential Unit Base Fee \$13.00 (per single unit if multi-unit) Commercial Unit Base Fee \$13.00 (per single unit if multi-unit)																																																																																																						
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Irrigation	Volumetric Rates – charge for water per 1,000 gallons of usage based on the current Water Shortage Stage as declared by the County Manager.	No separate irrigation rates	No separate irrigation rates.																																																																																																						
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Rates Comparison

Utility	Concord	Davidson Water	Davie Co	Denton																																																	
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Rates Comparison

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Rates Comparison

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Rates Comparison

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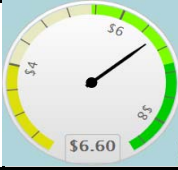
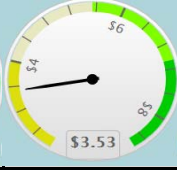
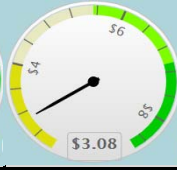
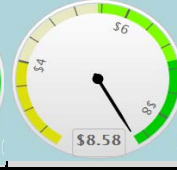
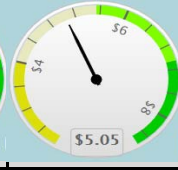

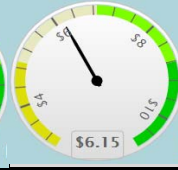
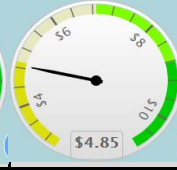
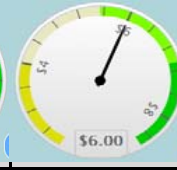
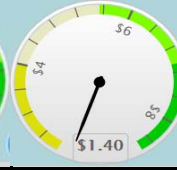

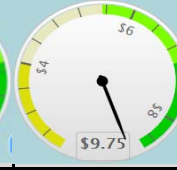
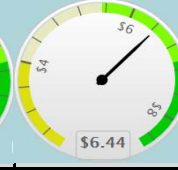
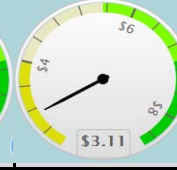
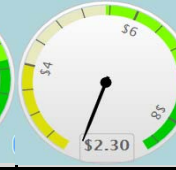
Rates Comparison

Utility	Richmond County	Rockingham	Salisbury	Thomasville																																
Base Charge	Residential Unit Base Fee \$22.65 (per single unit if multi-unit) Commercial Unit Base Fee \$31.00 (per single unit if multi-unit)	Base charge of \$9.30/mo including first 2,000 gallons of consumption	Monthly Rates: 3/4" \$4.11 1" \$6.08 1-1/2" \$9.35 2" \$13.28 3" \$25.73 4" \$44.07 6" \$94.50 8" \$160.00 10" \$251.70 12" \$330.30 16" \$657.80	WATER <table border="1"> <thead> <tr> <th>DESCRIPTION</th> <th>RATE</th> </tr> </thead> <tbody> <tr><td>3/4" WATER INSIDE</td><td>\$ 9.70</td></tr> <tr><td>1" WATER INSIDE</td><td>\$ 24.25</td></tr> <tr><td>2" WATER INSIDE</td><td>\$ 77.60</td></tr> <tr><td>3" WATER INSIDE</td><td>\$ 155.20</td></tr> <tr><td>4" WATER INSIDE</td><td>\$ 242.50</td></tr> <tr><td>6" WATER INSIDE</td><td>\$ 485.00</td></tr> <tr><td>8" WATER INSIDE</td><td>\$ 776.00</td></tr> <tr><td>10" WATER INSIDE</td><td>\$ 1,115.50</td></tr> <tr><td>3/4" WATER OUTSIDE</td><td>\$ 21.83</td></tr> <tr><td>1" WATER OUTSIDE</td><td>\$ 54.56</td></tr> <tr><td>2" WATER OUTSIDE</td><td>\$ 174.60</td></tr> <tr><td>3" WATER OUTSIDE</td><td>\$ 349.20</td></tr> <tr><td>4" WATER OUTSIDE</td><td>\$ 545.63</td></tr> <tr><td>6" WATER OUTSIDE</td><td>\$ 1,091.25</td></tr> <tr><td>8" WATER OUTSIDE</td><td>\$ 1,746.00</td></tr> </tbody> </table>	DESCRIPTION	RATE	3/4" WATER INSIDE	\$ 9.70	1" WATER INSIDE	\$ 24.25	2" WATER INSIDE	\$ 77.60	3" WATER INSIDE	\$ 155.20	4" WATER INSIDE	\$ 242.50	6" WATER INSIDE	\$ 485.00	8" WATER INSIDE	\$ 776.00	10" WATER INSIDE	\$ 1,115.50	3/4" WATER OUTSIDE	\$ 21.83	1" WATER OUTSIDE	\$ 54.56	2" WATER OUTSIDE	\$ 174.60	3" WATER OUTSIDE	\$ 349.20	4" WATER OUTSIDE	\$ 545.63	6" WATER OUTSIDE	\$ 1,091.25	8" WATER OUTSIDE	\$ 1,746.00
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Rates Comparison

Utility	Wilkesboro	Wingate	Winston-Salem	Yadkinville																																						
Base Charge	Monthly minimum-first 3,000 gallons <table border="0"> <tr> <td></td> <td style="text-align: center;"><u>Inside</u></td> <td style="text-align: center;"><u>Outside</u></td> </tr> <tr> <td>Residential</td> <td style="text-align: right;">\$6.73</td> <td style="text-align: right;">\$13.46</td> </tr> <tr> <td>Apartment</td> <td style="text-align: right;">\$6.73</td> <td style="text-align: right;">\$13.46</td> </tr> <tr> <td>Commercial</td> <td style="text-align: right;">\$16.79</td> <td style="text-align: right;">\$33.58</td> </tr> <tr> <td>Industrial</td> <td style="text-align: right;">\$16.79</td> <td style="text-align: right;">\$33.58</td> </tr> </table>		<u>Inside</u>	<u>Outside</u>	Residential	\$6.73	\$13.46	Apartment	\$6.73	\$13.46	Commercial	\$16.79	\$33.58	Industrial	\$16.79	\$33.58	Base charges based on meter size - includes first 1,500 gallons monthly <table border="0"> <tr> <td></td> <td style="text-align: center;"><u>Inside</u></td> <td style="text-align: center;"><u>Outside</u></td> </tr> <tr> <td>Residential Unit Base Fee (per single unit if multi-unit)</td> <td style="text-align: right;">\$11.00</td> <td style="text-align: right;">\$22.00</td> </tr> </table>		<u>Inside</u>	<u>Outside</u>	Residential Unit Base Fee (per single unit if multi-unit)	\$11.00	\$22.00	Base charges based on meter size for residential and commercial and have different rate schedules based on geographical area	Minimum Monthly Rate <table border="0"> <tr> <td>In Town</td> <td style="text-align: right;">\$12.46 includes 3,000 gallons</td> </tr> <tr> <td>Out of Town</td> <td style="text-align: right;">\$24.94 includes 3,000 gallons</td> </tr> </table>	In Town	\$12.46 includes 3,000 gallons	Out of Town	\$24.94 includes 3,000 gallons													
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UNC Environmental Finance Center Dashboard Comparison


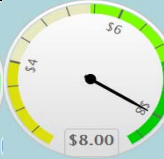


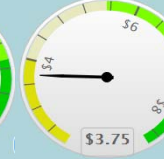

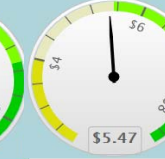
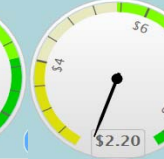

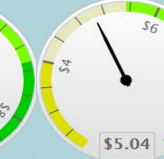

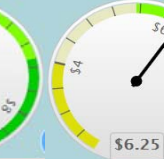
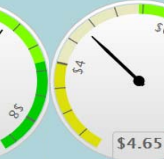
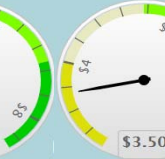
Utility	Union Co	Albemarle	Anson Co	Concord	Davidson Water	Davie Co	Denton	Dobson	Elkin	Hamlet Water System	Handy Sanitary District	Jonesville	Kannapolis	King	Lexington
Affordability (Water Bills as % Median Household Income)	0.41%	0.75%	0.90%	0.66%	0.72%	2.07%	1.64%	1.91%	1.03%	0.85%	1.29%	2.71%	0.99%	0.52%	1.08%
Conservation Signal (Water Price/1,000 gallons, after 10,000 gallons)															

Source:

<https://efc.sog.unc.edu/resource/north-carolina-water-and-wastewater-rates-dashboard>

Accessed September 2018

UNC Environmental Finance Center Dashboard Comparison

Utility	Mocksville	Montgomery Co	Mount Airy	North Wilkesboro	Norwood	Pilot Mountain, Town of	Richmond County	Rockingham	Salisbury	Thomasville	Wilkesboro	Wingate	Winston-Salem	Yadkinville
Affordability (Water Bills as % Median Household Income)	0.93%	1.00%	0.86%	1.84%	1.11%	1.25%	1.60%	0.60%	0.97%	1.14%	0.36%	0.94%	0.68%	0.65%
Conservation Signal (Water Price/1,000 gallons, after 10,000 gallons)														



B

Appendix B

Water Shortage Response Plan Comparison Matrix

Water Shortage Response
Plan Comparison Matrix:
Triggers

Utility	Union Co	Albemarle	Anson Co	Concord ²	Davidson Water	Davie Co	Denton	Dobson	Elkin	Hamlet Water System	Handy Sanitary District
Source Water	Catawba River & Blewett Fall Lake (Anson County - Finished)	Tuckertown Reservoir & Badin Lake	Blewett Falls Lake	Lake Howell (WSACC) - 2007 IBT from Catawba Basin (Charlotte Water - Finished) & Yadkin Basin (Albemarle - Finished), Purchase (Kannapolis - Finished)	Yadkin River	South Yadkin River & Yadkin River	Tuckertown Reservoir	Fisher River	Big Elkin Creek	Water Lake	Town of Denton (Tuckertown Reservoir)
Level 1 or Voluntary Reductions	Catawba-Wateree LIP Year-round irrigation restrictions to 3 days per week, regardless of drought status	Lake Levels: High Rock Lake: -4.0 ft Badin Lake: -4.0 ft Demand: >85% of available water supply capacity for 5 consecutive days	YPD LIP	US Drought Monitor: 0 Stage 0 Most stringent of: Yadkin Pee Dee LIP: High Rock Lake or WSACC Drought Operations Plan: Lake Howell or Catawba Wateree LIP Drought Response Plan	Lake Level: Reservoir Levels on-site @ WTP: < 85% Streamflows: < 400 cfs Demand: 7 day average > 21.6 mgd (80%)	US Drought Monitor: 0 or 1 Streamflows: Water demand exceeds 25% of accessible flow to either intake for 7 consecutive days	Lake Storage: Usable Storage <75% Lake Level: 4.5ft < full	None	River flow < 2.34 cfs for 7 consecutive days Pump run times increase >30% to maintain previous rates Event causing loss of system capacity >30%	None	Handy Sanitary District implements Town of Denton plan since they are water supplier Lake Storage: Usable Storage <75% Lake Level: 4.5ft < full
Level 2 or Mandatory Reductions I	Catawba-Wateree LIP Demand: >80% of available capacity for the average of a 7 day period	Lake Levels: High Rock Lake: -8.0 ft Badin Lake: -6.0 ft Tuckertown Reservoir: -2.0 ft Demand: >75% of available water supply capacity for 5 consecutive days	YPD LIP	US Drought Monitor: 1 Stage 1 Most stringent of: Yadkin Pee Dee LIP: High Rock Lake or WSACC Drought Operations Plan: Lake Howell or Catawba Wateree LIP Drought Response Plan	Lake Level: Reservoir Levels on-site @ WTP: < 80% Streamflows: < 350 cfs Demand: 7 day average > 22.95mgd (85%)	US Drought Monitor: 1 or 2 Streamflows: Water demand exceeds 50% of accessible flow to either intake for 7 consecutive days	Lake Storage: Usable Storage <65% Lake Level: 6.5ft < full	None	River flow < 1.67 cfs for 3 consecutive days Pump run times increase >50% to maintain previous rates Event causing loss of system capacity >30%	None	Lake Storage: Usable Storage <65% Lake Level: 6.5ft < full
Level 3 or Mandatory Reductions II	Catawba-Wateree LIP Demand: >90% of available capacity for the average of a 7 day period	Lake Levels: High Rock Lake: -14.0 ft Badin Lake: -8.0 ft Tuckertown Reservoir: -3.0 ft Demand: >65% of available water supply capacity for 5 consecutive days	YPD LIP	US Drought Monitor: 2 Stage 2 Most stringent of: Yadkin Pee Dee LIP: High Rock Lake or WSACC Drought Operations Plan: Lake Howell or Catawba Wateree LIP Drought Response Plan	Lake Level: Reservoir Levels on-site @ WTP: < 75% Streamflows: < 300 cfs Demand: 7 day average > 24.3 mgd (90%)	Only one Mandatory level, presumed to same as level 2.	Lake Storage: Usable Storage <50% Lake Level: 8.5ft < full	None	River flow < 1.22 cfs at any point Pump run times increase >65% to maintain previous rates Event causing loss of system capacity >65%	None	Lake Storage: Usable Storage <50% Lake Level: 8.5ft < full
Level 4 or Emergency Reductions	Catawba-Wateree LIP Demand: >100% of available capacity for the average of a 7 day period	Lake Levels: High Rock Lake: -24.0 ft Badin Lake: -10.0 ft Tuckertown Reservoir: less than 50% useable storage	YPD LIP	US Drought Monitor: 3 Stage 3 Most stringent of: Yadkin Pee Dee LIP: High Rock Lake or WSACC Drought Operations Plan: Lake Howell or Catawba Wateree LIP Drought Response Plan	Lake Level: Reservoir Levels on-site @ WTP: < 60% Streamflows: < 250 cfs Demand: 7 day average > 25.65 mgd (95%)	US Drought Monitor: 2 or 3 Streamflows: Compare to 7 day demand System Specific Indicators: 7 day average demand as % of flow >75%	Lake Storage: Usable Storage <30% Lake Level: 12.5ft < full	None	River flow < 0.67 cfs at any point Pump run times increase >80% to maintain previous rates Event causing loss of system capacity >80%	None	Lake Storage: Usable Storage <30% Lake Level: 12.5ft < full
Level 5 or Water Rationing	Catawba-Wateree LIP Demand: If demand continues to exceed available capacity such that an extreme water shortage is in effect due to such capacity limitations for 30 consecutive days	Lake Levels: Badin Lake: -22.0 ft	YPD LIP	US Drought Monitor: 4 Stage 4 Lake Levels: High Rock Lake: YPD LIP Inflow: Lake Howell: WSACC Stream Inflow: YPDLIP	None	Same as Level 4	Lake Storage: Usable Storage <0% Lake Level: Below top of lower intake	None	No specific rationing level	None	Lake Storage: Usable Storage <0% Lake Level: Below top of lower intake

Water Shortage Response
Plan Comparison Matrix:
Triggers

Utility	Jonesville	Kannapolis ²	King
Source Water	Yadkin River	2007 IBT from Catawba Basin (Charlotte Water - Finished) & Yadkin Basin (Salisbury - Finished), Grandfathered IBT from Yadkin Basin (Second Creek - Raw), Purchase (Concord - Finished)	Yadkin River
Level 1 or Voluntary Reductions	Jonesville Board of Commissioners decides when and what stage conservation should be implement based on information from the Town manager. There are no predetermined response triggers.	US Drought Monitor: 0 Stage 0 Most stringent of: Yadkin Pee Dee LIP: High Rock Lake or WSACC Drought Operations Plan: Lake Howell or Catawba Wateree LIP Drought Response Plan	Website contains recommended tips for voluntarily conserving water. No voluntary restriction level in drought management/WSRP plan or water conservation ordinance. Stage 1 considered mandatory.
Level 2 or Mandatory Reductions I		US Drought Monitor: 1 Stage 1 Most stringent of: Yadkin Pee Dee LIP: High Rock Lake or WSACC Drought Operations Plan: Lake Howell or Catawba Wateree LIP Drought Response Plan	Mandatory: USGS flow gage at ENON: <1000 cfs Stream height over lower intake: <10 inches Tank levels: Less than 60% System Demand: peak flow 2.4 mgd for 2 days Drought: Declared by State or local agency
Level 3 or Mandatory Reductions II		US Drought Monitor: 2 Stage 2 Most stringent of: Yadkin Pee Dee LIP: High Rock Lake or WSACC Drought Operations Plan: Lake Howell or Catawba Wateree LIP Drought Response Plan	No Level II Mandatory level
Level 4 or Emergency Reductions		US Drought Monitor: 3 Stage 3 Most stringent of: Yadkin Pee Dee LIP: High Rock Lake or WSACC Drought Operations Plan: Lake Howell or Catawba Wateree LIP Drought Response Plan	Mandatory: USGS flow gage at ENON: <600 cfs Stream height over lower intake: <6 inches Tank levels: Less than 40% System Demand: peak flow 2.4 mgd for 5 consecutive days
Level 5 or Water Rationing		US Drought Monitor: 4 Stage 4 Lake Levels: High Rock Lake: YPDLIP Inflow: Lake Howell: WSACC Stream Inflow: YPDLIP	Mandatory: USGS flow gage at ENON: <350 cfs Stream height over lower intake: <4 inches Tank levels: Less than 25% System Demand: 2.7 mgd for 2 consecutive days

Water Shortage Response
Plan Comparison Matrix:
Triggers

Utility	Lexington	Mocksville	Montgomery Co	Mount Airy	North Wilkesboro	Norwood ¹	Pilot Mountain, Town of	Richmond County
Source Water	Lake Thom-a-Lex	Hunting Creek	Lake Tillery	Stewarts Creek	Reddies River	Lake Tillery	Toms Creek	Blewett Falls Lake
Level 1 or Voluntary Reductions	Consults with Thomasville and Davidson Water Usable Storage: < 75% Lake Level: 2'-9" below full	Water Demand exceeds 25% of flow accessible to intake for 7 consecutive days	YPDLIP Whenever the board of commissioners finds that a potential shortage of water supply is indicated	Water level at 1029.5 ft mean sea level through weir in Stewarts Creek dam with plant not operating. (Top of dam 1030 assumed)	River flow - 30 cfs for 7 consecutive days Pump Run Times - 30% increase to maintain previous rates Any event that causes a 30% reduction in system capacity	Lake Levels: Lake Tillery: -5 ft Declaration of Voluntary Conservation stage by Council if it "finds that a potential shortage of water supply is indicated"	No voluntary measures provided in water conservation ordinance. Ordinance only has mandatory, emergency, and rationing measures.	Consumption: Average daily use of 80% of production capacity for 3 consecutive days. Lake Level: < 94ft as reported by energy company managing lake operation for more than 24hrs. The Water Treatment Plant Superintendent, the Public Works Director, and the County Manager will determine the severity of water supply shortage and the various stages of water shortages and subsequent restrictions.
Level 2 or Mandatory Reductions I	Usable Storage: < 65% Lake Level: 3'-10" below full	Water Demand exceeds 50% of flow accessible to intake for 3 consecutive days	Whenever the board of commissioners finds that raw water supplies (e.g., stream flow, surface waters, reservoir levels or groundwater levels) are consistently below seasonal averages, or if the county water system experiences a major leak which the loss of water is substantial, and if they continue to decline and may not be adequate to meet normal needs, and it has been made mandatory by a state agency and there is scientific evidence of a future shortage	Water level at 1028.92 ft mean sea level through weir in Stewarts Creek dam with plant not operating. (Top of dam 1030 assumed)	River flow - 19 cfs for 5 consecutive days Pump Run Times - 50% increase to maintain previous rates Any event that causes a 50% reduction in system capacity	Lake Levels: Lake Tillery: -9.2 ft Declaration of Mandatory Conservation whenever Council finds "raw water supplies (i.e. Streamflow, reservoir levels or groundwater levels) to be consistently below seasonal averages, and if they consistently decline and may not be adequate to meet normal needs	Whenever the town experiences a potential water shortage, the town manager, upon the advice and recommendation of the public works director and water treatment plant supervisor, shall be empowered to declare a water shortage warning	Consumption: Average daily use of 85% of production capacity for 3 consecutive days. Lake Level: < 90ft as reported by energy company managing lake operation for more than 24hrs. The Water Treatment Plant Superintendent, the Public Works Director, and the County Manager will determine the severity of water supply shortage and the various stages of water shortages and subsequent restrictions.
Level 3 or Mandatory Reductions II	Usable Storage: < 60% Lake Level: 5'-7" below full	Water Demand exceeds 50% of flow accessible to intake for 7 consecutive days	Only one level of Mandatory between Voluntary and Emergency	Water level at 1028.75 ft mean sea level through weir in Stewarts Creek dam with plant not operating. (Top of dam 1030 assumed)	None	Lake Levels: Lake Tillery: -13.2 ft	None, only one stage of mandatory.	Consumption: Average daily use of 85% of production capacity for 3 consecutive days. Lake Level: < 90ft as reported by energy company managing lake operation for more than 24hrs. The Water Treatment Plant Superintendent, the Public Works Director, and the County Manager will determine the severity of water supply shortage and the various stages of water shortages and subsequent restrictions.
Level 4 or Emergency Reductions	Usable Storage: < 50% Lake Level: 6'-6" below full	Water Demand exceeds 75% of flow accessible to intake for 3 consecutive days	Whenever the board of commissioners finds that raw water supplies are below the level necessary to meet normal needs and that serious shortages exist	Water level at 1028.58 ft mean sea level through weir in Stewarts Creek dam with plant not operating. (Top of dam 1030 assumed)	River flow - 9 cfs for 24 hour period Pump Run Times - 70% increase to maintain previous rates Any event that causes a 70% reduction in system capacity	Lake Levels: Lake Tillery: -17.6 ft Whenever Council finds "raw water supplies are below the level necessary to meet normal needs and that serious shortages exist"	When the town experiences a shortage of treated water, or when the water supply is not adequate to meet normal needs, the town manager, upon the advice and recommendation of the public works director and water treatment plant supervisor, shall be empowered to declare a water shortage emergency	Consumption: > 90% on any one day. Lake Level: < 85ft as reported by energy company managing lake operation for more than 24hrs. The Water Treatment Plant Superintendent, the Public Works Director, and the County Manager will determine the severity of water supply shortage and the various stages of water shortages and subsequent restrictions.
Level 5 or Water Rationing	Usable Storage: < 40% Lake Level: 8'-6" below full	Water Demand exceeds 75% of flow accessible to intake for 7 consecutive days	Whenever the board of commissioners of the county water system has declared a water shortage emergency and finds a need to provide for the equitable distribution of critically limited water supplies in order to balance a limited available supplies, and to ensure that sufficient water is available to preserve public health and safety	Water level at 1028.42 ft mean sea level through weir in Stewarts Creek dam with plant not operating. (Top of dam 1030 assumed)	None	Lake Levels: Lake Tillery: Below Top of Lower Intake Whenever Council has declared an Emergency and finds a "need to provide for the equitable distribution of critically-limited water supplies"	Whenever the town board, upon the advice and recommendation of the town manager, has declared a water shortage crisis and determines a need to provide for the equitable distribution of critically limited treated water or water supplies to ensure that sufficient treated water is available to preserve public health and safety of the citizens, the town board shall create and enforce a water rationing policy	None

Water Shortage Response
Plan Comparison Matrix:
Triggers

Utility	Rockingham	Salisbury	Thomasville	Wilkesboro ¹	Wingate	Winston-Salem ¹	Yadkinville
Source Water	Roberdel Lake and City Pond	Yadkin River	Lake Thom-a-Lex	Yadkin River	Pee Dee River & Catawba River	Yadkin River and Salem Lake	South Deep Creek
Level 1 or Voluntary Reductions	Roberdel Lake Storage @ 75% and Level @ 10ft City Pond Storage @ 75% and Level @ 6 ft	River flows at USGS Yadkin College gage: >750 cfs but <1000 cfs and US Drought Monitor (USDM): Moderate through Exceptional OR River flows at USGS Yadkin College gage: >500cfs but <750cfs and US Drought Monitor: Abnormally through Severe	Usable Storage: < 75% Lake Level: 2'-0" below full	US Drought Monitor: Severe Lake Levels: W. Kerr Scott Reservoir: <= 1027 ft. Streamflow: <=300 cfs System Demand: 3 consecutive days > 85%	Demand: Sustained demand for 80% of the town water system treatment and/ or transmission capacity. Catawba-Wateree LIP	US Drought Monitor: Severe Lake Levels: W. Kerr Scott Reservoir: <= 1027 ft. Streamflow: <=554 cfs System Demand: 3 consecutive days > 85%	Daily river/reservoir levels not conforming to seasonal expectations as determined by ORC or demand approaching 95% of capacity
Level 2 or Mandatory Reductions I	Roberdel Lake Storage @ 65% and Level @ 9ft City Pond Storage @ 65% and Level @ 5 ft	River flows at USGS Yadkin College gage: >350 cfs but <500 cfs and US Drought Monitor (USDM): Extreme and Exceptional OR River flows at USGS Yadkin College gage: >250cfs but <350cfs and US Drought Monitor: Abnormally through Severe	Usable Storage: < 65% Lake Level: 3'-3" below full	US Drought Monitor: Extreme Lake Levels: W. Kerr Scott Reservoir: <= 1023 ft. Streamflow: <=130 cfs more than 5 consecutive days System Demand: > 90% capacity	Town Manager to determine. Catawba-Wateree LIP	US Drought Monitor: Extreme Lake Levels: W. Kerr Scott Reservoir: <= 1023 ft. Streamflow: <=200 cfs 5 consecutive days System Demand: > 90% capacity	Staff gauge reading 1 ft 3 inches and no rain forecasted
Level 3 or Mandatory Reductions II	Roberdel Lake Storage @ 50% and Level @ 7ft City Pond Storage @ 50% and Level @ 4 ft	River flows at USGS Yadkin College gage: >250 cfs but <350 cfs and US Drought Monitor (USDM): Extreme and Exceptional OR River flows at USGS Yadkin College gage: >200cfs but <250cfs and US Drought Monitor: Abnormally through Exceptional	Usable Storage: < 50% Lake Level: 5'-0" below full	US Drought Monitor: Extreme Lake Levels: W. Kerr Scott Reservoir: <= 1019 ft. Streamflow: <=100 cfs more than 3 consecutive days System Demand: 3 consecutive days > 90%	Town Manager to determine. Catawba-Wateree LIP	US Drought Monitor: Extreme Lake Levels: W. Kerr Scott Reservoir: <= 1019 ft. Streamflow: <=175 cfs 3 consecutive days System Demand: 3 consecutive days > 90% capacity	Staff gauge reading 1 ft 2 inches and no rain forecasted
Level 4 or Emergency Reductions	Roberdel Lake Storage @ 30% and Level @ 4ft City Pond Storage @ 30% and Level @ 2 ft	River flows at USGS Yadkin College gage: >150 cfs but <200 cfs and US Drought Monitor (USDM): Abnormally through Exceptional	Usable Storage: < 40% Lake Level: 6'-0" below full	US Drought Monitor: Extreme Lake Levels: W. Kerr Scott Reservoir: <= 1015 ft. Streamflow: <=80 cfs more than 2 consecutive days System Demand: > 95% capacity	Town Manager to determine. Catawba-Wateree LIP	US Drought Monitor: Extreme Lake Levels: W. Kerr Scott Reservoir: <= 1015 ft. Streamflow: <=125 cfs 2 consecutive days System Demand: > 95% capacity	Staff gauge reading 1 ft 1 inches and no rain forecasted
Level 5 or Water Rationing	Roberdel Lake Storage @ 0% and Level @ 4ft City Pond Storage @ 0% and Level below top of lower intake	River flows at USGS Yadkin College gage: <150 cfs and US Drought Monitor (USDM): Abnormally through Exceptional	Usable Storage: < 30% Lake Level: 8'-0" below full	None	Town Manager to determine. Catawba-Wateree LIP	None	Staff gauge reading 1 ft and no rain forecasted

Water Shortage Response
Plan Comparison Matrix:
Conservation Measures

Utility	Union Co	Albemarle	Alison Co	Concord	Davidson Water	Davie Co	Denton	Dobson
Level 1 or Voluntary Reductions	<p>Voluntary:</p> <ul style="list-style-type: none"> Use water-saving devices and methods. Faucets should not be left running while shaving, brushing teeth, or washing dishes. Showers should be limited to no more than five (5) minutes and baths should be avoided. Toilets should be flushed after multiple uses. Limit the use of clothes and dish washing machines to running only full loads. Inspect and repair all leaks and defective components of water delivery systems. Reuse household water to water plants. <p>Mandatory:</p> <ul style="list-style-type: none"> Spray Irrigation System use shall be limited to three (3) days per week. Drip irrigation or any handheld water methods are still allowed to water any day and time. 	<p>Voluntary:</p> <ul style="list-style-type: none"> Spray irrigation should be limited to hours between 7:00 PM and 6:00 AM. Use of water for wash down of outside areas such as driveways, parking lots, and sidewalks should be curtailed. Faucets should not be left running while conducting personal hygiene, or washing dishes. The use of clothes and dishwashers should be limited where possible, and these units should be operated with full loads. The use of flow restrictors and other water saving devices is encouraged. Showers should be used for bathing, and showers should be limited for four minutes or less. Filling of pools should be deferred or limited to hours between 7:00 PM and 6:00 AM. Distribute conservation measure information. 	None	<p>Concord:</p> <ul style="list-style-type: none"> Household water should be reutilized to the greatest extent possible for watering. Faucets should not be left running while shaving, brushing teeth, or washing dishes. The use of flow restrictors and other water saving devices is encouraged. 	<p>Davidson Water:</p> <p>Voluntary:</p> <ul style="list-style-type: none"> Use showers for bathing and limit to four minutes. Limit toilet flushing by multiple usage when possible. Do not leave faucets running while shaving, rinsing dishes, or brushing teeth. Limit use of clothes washers and dishwashers. If used, they should be fully loaded. Limit lawn watering to that which is necessary for plant survival. Water shrubbery the minimum required. Limit washing of vehicles. Do not wash down outside areas such as sidewalks, patios, and driveways. Use disposable and biodegradable dishes. Install water saving devices in toilets and showers. 	<p>Davie Co:</p> <p>Voluntary:</p> <ul style="list-style-type: none"> Increase conservation educational campaign. Increase the price of metered irrigation water by 50 % of the normal price. 5 % potable water use reduction goal (system-wide as well as individual users). Limit outdoor water use for landscape irrigation. Washing of vehicles or mobile equipment is prohibited. Filling of water into any pond, ornamental fountain, pool, or hot tub is prohibited. Use of treated water for dust control or compaction is prohibited. Use of water from hydrants for purposes other than fire suppression, public emergency, or flushing system is prohibited. 	<p>Denton:</p> <p>Voluntary Reductions:</p> <ul style="list-style-type: none"> All water users will be asked to reduce their normal water use by 5%. <p>Customer education and outreach programs will encourage water conservation and efficiency measures including:</p> <ul style="list-style-type: none"> 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 	None
Level 2 or Mandatory Reductions I	<p>Voluntary:</p> <ul style="list-style-type: none"> Implement all voluntary conservation measures above. Limit Spray Irrigation System use to no more than two (2) days per week. Use spray activated nozzles when watering lawns and gardens by hand with a hose. Limit residential vehicle, or any other type of mobile equipment, washing to the designated spray irrigation System use days. <p>Mandatory:</p> <ul style="list-style-type: none"> Comply with all mandatory restrictions above. 	<p>Mandatory:</p> <ul style="list-style-type: none"> Irrigation should not be done except by handheld containers and limited to the hours between 7:00 PM and 6:00 AM. Residential wash down of outside areas is prohibited. Residential washing of cars and other vehicles is prohibited. Restaurants shall serve water to patrons only at the request of the patron. Commercial, industrial and construction operations shall eliminate all possible waste of water. Large scale commercial and industrial operations and construction activities that utilize 15,000 cubic feet or more of water per month shall submit a water reduction compliance plan to achieve 25%, 50%, or 75% water reduction. Above-ground pools, jacuzzis, and hot tubs having a capacity of 500 gallons or more shall be filled by permit only. 	None	<p>Mandatory:</p> <ul style="list-style-type: none"> Planting of new ornamental plants and seeding of lawns should be deferred. Household water should be reutilized to the greatest possible extent for watering. Use of water for wash down of outside areas such as driveways or parking lots should be limited. Faucets should not be left running while shaving, brushing teeth, or washing dishes. The use of clothes washing machines and dishwashers should be limited. Washing of cars or other vehicles should be limited to the two days per week. Hoses should not be left running while washing vehicles. The use of flow restrictors and other water saving devices is encouraged. Filling pools shall be deferred or limited to hours between 8:00 PM and 8:00 AM. Showers should be used for bathing and the length of showers should be limited. 	<p>Voluntary:</p> <ul style="list-style-type: none"> All voluntary measures should be followed. <p>Mandatory:</p> <ul style="list-style-type: none"> All of the above mandatory measures should be followed. Limit one hour of outdoor watering between the hours of 7:00 AM and 9:00 AM or 7:00 PM to 9:00 PM on the following days, Tuesday, Thursday, Saturday. 	<p>Voluntary:</p> <ul style="list-style-type: none"> All of the above mandatory measures should be followed. Increase the price of metered irrigation water by 100 % of the normal price. Landscape watering between the hours of 8:00 PM and 8:00 AM, using a hand held container, hose, or drip irrigation. Ban outdoor water use for landscape irrigation except historic heritage vegetation. Ban washing of vehicles or mobile equipment. Ban filling of water into any pond, ornamental fountain, pool, or hot tub. Ban use of treated water for dust control or compaction. Ban use of water from fire hydrants for purposes other than fire suppression or public emergency. Restaurants shall serve water only upon customer's request and use single serving utensils, plates, and cups. Wash down outside areas such as streets, driveways, parking lots sidewalks, patio, or exteriors of any building. 	<p>Mandatory Reductions I</p> <p>All customers are expected to reduce their water use by 10% in comparison to their previous month's water bill.</p> <p>In addition to continuing to encourage all voluntary reduction actions, the following restrictions apply:</p> <ul style="list-style-type: none"> Irrigation is limited to a half inch per week between 8PM and 6AM. 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. 	None
Level 3 or Mandatory Reductions II	<p>Voluntary:</p> <ul style="list-style-type: none"> Implement all voluntary conservation measures above. <p>Mandatory:</p> <ul style="list-style-type: none"> Comply with all mandatory restrictions above. Spray irrigation no more than two (2) days per week and only between the hours of 12:00 AM, until 8:00 AM, and 8:00 PM, until 12:00 PM. Eliminate personal vehicle washing unless using a commercial car wash. Eliminate the filling of new swimming pools and fountains. Eliminate public building, sidewalk, and street washing activities. Limit construction uses of water. Level flushing and hydrant testing programs. 	<p>Mandatory:</p> <ul style="list-style-type: none"> All use of water for purposes other than the maintenance of public health and safety is prohibited. The use of water for wash down of outside areas is prohibited. The washing of cars, vehicles, and/or other equipment is prohibited. Restaurants shall utilize single serving utensils and plates in addition to serving water to patrons only at the request of the patron. Recreational use of potable water, including filling of pools, is prohibited. Commercial, industrial, and construction activities utilizing 15,000 cubic feet or more of water per month shall achieve mandatory reductions in daily water usage of 25%, 50%, or 75% through whatever means are available. Drinking water taps or hydrant permits shall be issued or revoked at the discretion of the Director of Public Utilities. Unless bulk water sales is made pursuant to an existing contract, bulk water sales shall be prohibited. 	None	<p>Mandatory:</p> <ul style="list-style-type: none"> Outdoor irrigation shall be allowed two days per week and shall occur only between 8:00 PM and 8:00 AM on the two days each week. The use of hand-held water containers is permitted on any day without. Wash down of outside areas, is prohibited Residential washing of cars and other vehicles is prohibited. Wash down of public building, sidewalks and streets washing activities should be limited. Newly constructed or drained pools shall be filled by permit only. 	<p>Voluntary:</p> <ul style="list-style-type: none"> All voluntary measures should be followed. <p>Mandatory:</p> <ul style="list-style-type: none"> All of the above mandatory measures should be followed. Limit one hour of outdoor watering by handheld garden hose only, between the hours of 7:00 AM and 9:00 AM or 7:00 PM to 9:00 PM on the following days, Tuesday, Thursday, Saturday. Ban filling of new or used swimming pools or ornamental fountains. Ban washing of any vehicles. Ban washing down driveways, patios, sidewalks or other outside areas or use for dust control. Maximum standards of hygiene and sanitation, except by request. Use of hydrants for firefighting only. Use of water for unnecessary purposes is prohibited. 	<p>Same as Level 2</p>	<p>Mandatory Reductions II</p> <p>Customers must continue actions from all previous stages and further reduce their water use by 20% compared to their previous month's water bill.</p> <p>All non-essential uses of drinking water are banned and garden and landscape irrigation must be reduced to the minimum amount necessary for survival.</p> <p>Additionally, in Stage 3, a drought surcharge of 1.5 times the normal water rate applies.</p>	None
Level 4 or Emergency Reductions	<p>Voluntary:</p> <ul style="list-style-type: none"> Implement all voluntary conservation measures above. Encourage industrial/manufacturing process changes that reduce water use. <p>Mandatory:</p> <ul style="list-style-type: none"> Comply with all mandatory restrictions above. Spray irrigation no more than one (1) day per week and only between the hours of 12:00 AM until 8:00 AM and 8:00 PM until 12:00 PM. Eliminate the serving of drinking water in restaurants except upon patron request. Eliminate variances for landscape irrigation. 	<p>Mandatory:</p> <ul style="list-style-type: none"> All use of water for purposes other than the maintenance of public health and safety is prohibited. Unless bulk water sale is made pursuant to an existing contract, bulk water sales shall be prohibited. Monthly residential water use shall not exceed 50 cubic feet 184 gallons of water per day at each metered location. 	None	<p>Mandatory:</p> <ul style="list-style-type: none"> Outdoor irrigation shall be allowed two days per week and shall occur only between 8:00 PM and 8:00 AM on the two days each week. Recreational use of potable water including filling of pools is prohibited. Hydrant flushing and testing programs are prohibited. 	<p>Voluntary:</p> <ul style="list-style-type: none"> All voluntary measures should be followed. <p>Mandatory:</p> <ul style="list-style-type: none"> All of the above mandatory measures should be followed. No outside use of water, except emergency use involving fire or accident. 	<p>Voluntary:</p> <ul style="list-style-type: none"> All voluntary measures should be followed. <p>Mandatory:</p> <ul style="list-style-type: none"> All of the above mandatory measures should be followed. Lock out all irrigation meters except those serving livestock or historic heritage vegetation. Maximum 15 % potable water use reduction goal. Residential water users shall reduce water consumption to level necessary to sustain life and lives of pets or to maintain minimum standards of hygiene and sanitation. Ban outdoor water use for landscape irrigation. Ban washing of vehicles or mobile equipment. Ban filling of water into any pond, ornamental fountain, pool, or hot tub. Ban use of treated water for dust control or compaction. Ban use of water from fire hydrants for purposes other than fire suppression or public emergency. Restaurants and food servers shall serve water only upon customer's request and use single serving utensils, plates, and cups. 	<p>Mandatory Emergency</p> <p>Customers must continue all actions from previous stages and further reduce their water use to 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 and drought surcharges increase to 2 times the normal water rate.</p>	None
Level 5 or Water Rationing	<p>Voluntary:</p> <ul style="list-style-type: none"> Implement all voluntary conservation measures above. <p>Mandatory:</p> <ul style="list-style-type: none"> Comply with all mandatory restrictions above. Prohibit all non-essential water use including the prohibition of all residential irrigation, irrigation of commercial stock, and filling of ponds to sustain aquatic life. Prohibit the use of water outside a structure for any use other than a fire emergency. Require the use of disposable utensils and plates at all restaurants. 	None	None	<p>Mandatory:</p> <ul style="list-style-type: none"> All use of water outdoors for any purposes other than maintenance of public safety is prohibited. Non-residential water customers and construction activities utilizing 5,000 or more gallons water per day, are required to reduce daily water usage through whatever means is available. 	None	<p>Same as Level 4</p>	<p>Water Rationing is to provide drinking water to protect public health (e.g. residences, residential health care facilities and correctional facilities).</p> <p>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 Denton's Emergency Response Plan. Drought surcharges increase to 5 times the normal water rate.</p>	None

Water Shortage Response Plan Comparison Matrix: Conservation Measures

Utility	Elgin	Hamlet Water System	Handy Sanitary District	Jonestown	Kennepolis	Lea	Levittown	Mocksville
Level 1 or Voluntary Reductions	<p>Elgin</p> <p>Voluntary:</p> <ul style="list-style-type: none"> Inspect and repair all faulty and defective parts of faucets and toilets causing water waste. Use shower for bathing rather than bathtub and limit shower to no more than five (5) minutes. Do not leave faucets running while shaving, rinsing dishes or brushing teeth. Limit use of clothes washers and dishwashers; operate fully loaded. Limit lawn watering and all other outside water use: even addresses water on Monday, Wednesday, and Friday 7:00 PM to 6:00 AM, odd addresses water on Tuesday, Thursday, and Saturday 7:00 PM to 6:00 AM, and no watering on Sunday. Limit the washing of vehicles, watering of shrubbery, Do not wash down sidewalks, patios, and driveways. Water flow restrictions in showerheads and other water-saving devices. Use disposable and biodegradable dishes where possible. Install water-saving devices in toilets. Limit hours of operation of water-cooled air conditioners. Limit refilling of swimming or wading pools. Follow conservation during all construction-related activities. 	None	<p>Handy Sanitary District</p> <p>Voluntary:</p> <ul style="list-style-type: none"> Users asked to reduce usage 5% Maximum of 1 inch per week irrigation Prevent water waste and runoff from impervious surfaces Washing full loads Identifying and repairing leaks 	<p>Jonestown</p> <p>Voluntary:</p> <ul style="list-style-type: none"> Limit lawn and shrubbery watering to that which is necessary for plants to survive. Limit vehicle washing to the minimum. Refrain from washing down outside areas such as sidewalks, patios, etc. Use showers, and limit showers to no more than four minutes. Refrain from leaving faucets running. Limit use of clothes washers and dishwashers and operate fully loaded. Install water-flow restrictive devices in showerheads and water-saving devices in toilet tanks. Use disposable and biodegradable dishes. Install water saving devices 	<p>Kennepolis</p> <p>Voluntary:</p> <ul style="list-style-type: none"> Limit irrigation to 8pm until 8am for a max of two days per week Planting of new ornamental plants and seeding of lawns should be deferred. Household water should be reutilized to the greatest possible extent for watering. Use of water for wash down of outside areas should be limited. Faucets should not be left running. The use of clothes washing machines and dishwashers should be limited and these units should be operated with full loads. Washing of cars or other vehicles should be limited to the two designated days per week. The use of water saving devices is encouraged. Filling pools shall be limited to hours between 9:00 PM and 6:00 AM. Showers should be used for bathing and the length should be limited. 	<p>Lea</p> <p>Voluntary:</p> <ul style="list-style-type: none"> Town website has education information on water conservation tips for year-round use. The first declared water shortage or drought management stage is for mandatory conservation. Stage triggers are custom to King based on their water system and streams flows at their intake. 	<p>Levittown</p> <p>Voluntary:</p> <ul style="list-style-type: none"> Inform the public of water conservation measures. Use showers for bathing and limit to no more than four (4) minutes. Limit toilet flushing by multiple usage. Do not leave faucets running. Limit use of clothes washers and dishwashers. Limit lawn watering to that which is necessary for plants to survive. Water shrubbery the minimum required. Mulch shrubs, trees, and flowers. Limit car washing at home to the minimum, and use a commercial car wash when possible. Do not wash down outside areas such as sidewalks, patios and driveways. Install water flow restrictive devices in showerheads and sink faucets. Use disposable and biodegradable dishes. Install water saving devices in toilet tanks. Limit hours of operation of water-cooled air conditioners. Delay new landscape work. Drip irrigation systems are encouraged in lieu of traditional systems. Utilize untreated or reclaimed water for street washing, landscape irrigation and other appropriate purposes to the extent practical. 	<p>Mocksville</p> <p>Voluntary:</p> <ul style="list-style-type: none"> Users asked to reduce usage 5% Maximum of 1 inch per week irrigation Prevent water waste and runoff from impervious surfaces Washing full loads Identifying and repairing leaks
Level 2 or Mandatory Reductions I	<p>Elgin</p> <p>Mandatory:</p> <ul style="list-style-type: none"> Unlawful for a Customer to: <ul style="list-style-type: none"> Water shrubbery, trees, ornamental plants, flowers and vegetable gardens, except by hose using a hand-held spring-loaded nozzle or hand-held container. Water lawns and grass by sprinkler, irrigation or drip irrigation except on such days and during such hours as established. All other outside water uses except by the following schedules and restrictions: water only on Wednesday and Friday 7:00 PM to 6:00 AM, odd addresses water only Thursday and Saturday 7:00 PM to 6:00 AM, and no watering on Sunday. No filling of swimming pools or wading pools of any kind. Operate water-cooled air conditioners or other equipment that does not recycle cooling water, except when health and safety are adversely affected. Wash automobiles, trucks, trailers, boats, airplanes or any other type of mobile equipment. Wash down outside areas except for commercial use. Operate or introduce water, except where such water is totally recycled, into any ornamental fountain, pool or pond or other structure making similar use of water. Serve drinking water in food establishments, except upon specific request. Use water from any public or private fire hydrants for any purpose other than maintenance, fire suppression or other public emergency. Use water for dust control or compaction. Use water for any unnecessary purpose or to waste water. 	None	<p>Handy Sanitary District</p> <p>Mandatory:</p> <ul style="list-style-type: none"> Continue all voluntary actions Reduce water usage by 10% Irrigation limited to 1/2 inch per week from 8pm to 8am No washing of outdoor impervious surfaces Limited water usage for fire protection testing and training 	<p>Jonestown</p> <p>Voluntary:</p> <ul style="list-style-type: none"> All voluntary measures should be followed. <p>Mandatory:</p> <ul style="list-style-type: none"> No watering of lawns, grass, shrubbery, trees, flowers or vegetable gardens except between the hours of 6:00 PM and 9:00 PM Saturday and Sunday. No new filling of swimming and/or wading pools. No washing of automobiles or mobile equipment at private residences, households, or apartments. No washing down of outside areas. No introducing water into any ornamental fountain, pool or pond or other structure. No using water from public or private fire hydrants for any purpose other than emergency. No using water for dust control or compaction. No using water for any unnecessary purpose or intentionally wasting water. 	<p>Kennepolis</p> <p>Mandatory:</p> <ul style="list-style-type: none"> All voluntary measures become mandatory plus: Residential car washing prohibited Residential or new pools filled by permit only 	<p>Lea</p> <p>Mandatory:</p> <ul style="list-style-type: none"> Water lawns, grass, shrubbery, trees, flower and vegetable gardens except between the hours of 7:00 PM and 7:00 AM, one day per week except for commercial purposes. Washing automobiles, or any other type of mobile equipment except with a container not to exceed three gallons except for commercial purposes. Washing down outside areas except for commercial purposes. Use water from public or private fire hydrants for any purpose other than fire protection services, other public emergency or water department need. Use water for dust control or compaction. Use water for dust control or compaction. Intentionally waste treated water. 	<p>Levittown</p> <p>Mandatory:</p> <ul style="list-style-type: none"> All of the above mandatory measures should be followed. It shall be unlawful to: <ul style="list-style-type: none"> Water shrubbery, trees, flowers and gardens between the hours of 6:00 PM to 8:00 AM. Watering shall be performed by handheld hose with a spring loaded nozzle; by container; by drip irrigation system; or by soaker hoses. Operate water-cooled air conditioners or other equipment that does not recycle cooling water. Fill newly constructed swimming or wading pools or refill swimming or wading pools that have been drained. Wash automobiles, or any other type of mobile equipment, including commercial car washing. Wash down outside areas with a hose. Serve drinking water in restaurants, cafeterias or other food establishments, except upon request. Use water from a public or private fire hydrant or sprinkler system for any purpose other than fire suppression. Use water for dust control or compaction. Use recreational water top. Use potable water for dust control or compaction. Use water in fundraising or promotional events other than for direct consumption. Water and wastewater rates using more than twenty (20) ccf will be doubled. Water rates for water consumed by sprinkler systems will be five (5) times the normal rate. 	<p>Mocksville</p> <p>Mandatory:</p> <ul style="list-style-type: none"> Continue all voluntary actions Reduce water usage by 10% Irrigation limited to 1/2 inch per week from 8pm to 8am No washing of outdoor impervious surfaces Limited water usage for fire protection testing and training
Level 3 or Mandatory Reductions II	<p>Elgin</p> <p>Mandatory:</p> <ul style="list-style-type: none"> It shall be unlawful for Customers to: <ul style="list-style-type: none"> Water lawns or do any other outside watering except by hand-held hoses with a spring loaded handle or a bucket according to the following schedules: even addresses Wednesday only from 7:00 PM to 9:00 PM and 6:00 AM to 6:00 AM, odd addresses Saturday only from 7:00 PM to 9:00 PM and 6:00 AM to 6:00 AM. Exceed the following water usage mandate for non-residential customers which utilize 5,000 or more gallons of water per day shall achieve mandatory reductions in daily water usage of 25%, 50% or 75%. The Utilities Director shall determine the target reduction percentage by the severity of the water emergency. Make any water service connections. 	None	<p>Handy Sanitary District</p> <p>Mandatory:</p> <ul style="list-style-type: none"> Continue all level 2 mandatory actions Reduce water usage by 20% Ban on all water uses except public health and safety Water rate surcharge of 1.5X implemented 	<p>Jonestown</p> <p>Voluntary:</p> <ul style="list-style-type: none"> All voluntary measures should be followed. <p>Mandatory:</p> <ul style="list-style-type: none"> All of the above mandatory measures should be followed. No water of lawns, grass, shrubbery, trees, flowers or vegetable gardens. No serving of drinking water in food establishments, except upon request. 	<p>Kennepolis</p> <p>Mandatory:</p> <ul style="list-style-type: none"> All voluntary measures become mandatory plus: Residential car washing prohibited No recreational use including pools Irrigation only allowed once per week Hydrant use and testing only for public health or water quality 	<p>Lea</p> <p>King policy only has 3 levels. All are mandatory.</p>	<p>Levittown</p> <p>Mandatory:</p> <ul style="list-style-type: none"> All of the above mandatory measures should be followed. It shall be unlawful to: <ul style="list-style-type: none"> Water or sprinkle any lawn, garden, sod, shrubs or flowers except with non-potable water. Use water outside a structure for any use other than emergency use involving fire or accident. Introduce water into a swimming or wading pool. To use a pressure washer. All irrigation connections are to be valved off. Restaurants must serve food on disposable plates, saucers, cups, eating utensils, napkins and tablecloths. 	<p>Mocksville</p> <p>Mandatory:</p> <ul style="list-style-type: none"> Continue all level 2 mandatory actions Reduce water usage by 20% Irrigation limited to minimum for plant survival Water rate surcharge of 1.5X implemented
Level 4 or Emergency Reductions	<p>Elgin</p> <p>Mandatory:</p> <ul style="list-style-type: none"> The following mandatory water restrictions shall be imposed: <ul style="list-style-type: none"> All use of water for purposes other than maintenance of public health and safety is prohibited. Usage by individuals shall be limited to those amounts necessary to sustain life through drinking, food preparation and personal hygiene. Excessive use water rates: Any customer who exceeds the allotment will be subject to five (5) times the normal rate. 	None	<p>Handy Sanitary District</p> <p>Mandatory:</p> <ul style="list-style-type: none"> Continue all level 3 mandatory actions Reduce water usage by 25% Ban on all outdoor water uses except fire fighting Water rate surcharge of 2.0X implemented 	<p>Jonestown</p> <p>Voluntary:</p> <ul style="list-style-type: none"> All voluntary measures should be followed. <p>Mandatory:</p> <ul style="list-style-type: none"> All of the above mandatory measures should be followed. Fire protection will be maintained, tank trucks shall use raw water. Limited to those uses necessary to meet essential health and safety needs. Variable percentage rationing among all water users 	<p>Kennepolis</p> <p>Mandatory:</p> <ul style="list-style-type: none"> Residential water use not to exceed 300 gallons per day. All use of water out doors for any purposes other than maintenance of public safety is prohibited. Non-residential water customers and construction activities utilizing 5,000 or more gallons water per day, are required to reduce daily water usage through whatever means is available to the target percentages. 	<p>Lea</p> <p>Mandatory:</p> <ul style="list-style-type: none"> All of the above mandatory measures should be followed. Water or sprinkle any grass, shrubbery, trees, flower and vegetable gardens with treated water. Wash automobiles, trucks, trailers, boats, airplanes, or any other type of mobile equipment. Wash down outside areas. Fill ponds and pools. Serve drinking water in restaurants, cafeterias, or other food establishments, except upon request. Use treated water outside a structure for any use other than an emergency use involving fire protection services or as needed by the city to maintain the water system. Introduce water into any ornamental fountain or similar structure. Make any nonessential use of treated water for commercial or public use. 	<p>Levittown</p> <p>Mandatory:</p> <ul style="list-style-type: none"> All of the above mandatory measures should be followed. Commercial and industrial water customers will be required to cut their water use by forty (40) percent. Failure to do so will result in water and wastewater rates being applied to accounts, at two (2) times the adopted rates. Wash down outside areas. Fill ponds and pools. Serve drinking water in restaurants, cafeterias, or other food establishments, except upon request. Use treated water outside a structure for any use other than an emergency use involving fire protection services or as needed by the city to maintain the water system. Introduce water into any ornamental fountain or similar structure. Make any nonessential use of treated water for commercial or public use. 	<p>Mocksville</p> <p>Mandatory:</p> <ul style="list-style-type: none"> Continue all level 3 mandatory actions Reduce water usage by 25% Ban on all water uses except public health and safety Water rate surcharge of 2.0X implemented
Level 5 or Water Rationing	<p>Elgin</p> <p>No specific rationing measures but stage 4 contains water use statements comparable to rationing.</p>	None	<p>Handy Sanitary District</p> <p>Mandatory:</p> <ul style="list-style-type: none"> Continue all level 4 mandatory actions Ban on all outdoor water uses except fire fighting Water rate surcharge of 5.0X implemented 	<p>Jonestown</p> <p>Voluntary:</p> <ul style="list-style-type: none"> All voluntary measures should be followed. <p>Mandatory:</p> <ul style="list-style-type: none"> All of the above mandatory measures should be followed. Fire protection will be maintained, tank trucks shall use raw water. Limited to those uses necessary to meet essential health and safety needs. Variable percentage rationing among all water users 	<p>Kennepolis</p> <p>Mandatory:</p> <ul style="list-style-type: none"> All of the above mandatory measures should be followed. Water customers must achieve an immediate further reduction in water use in order to extend existing water supplies. Fire protection must be maintained where possible and tank trucks shall use nonpotable water, if available. Additional measures of mandatory conservation, controls such as a percentage reduction in consumption Termination of service to specific areas in the water system on a rotating basis. Prohibition of all industrial uses of potable water or whatever is necessary to protect the health and safety of the customers of the water system. 	<p>Lea</p> <p>Mandatory:</p> <ul style="list-style-type: none"> All of the above mandatory measures should be followed. Rationing. Water customers must achieve an immediate further reduction in water use in order to extend existing water supplies. Fire protection must be maintained where possible and tank trucks shall use nonpotable water, if available. Additional measures of mandatory conservation, controls such as a percentage reduction in consumption Termination of service to specific areas in the water system on a rotating basis. Prohibition of all industrial uses of potable water or whatever is necessary to protect the health and safety of the customers of the water system. 	<p>Levittown</p> <p>Mandatory:</p> <ul style="list-style-type: none"> All of the above mandatory measures should be followed. There shall be no industrial use of water. There shall be no commercial uses of water. There shall be no institutional uses of water. The city may discontinue water service to its customers for a maximum of twelve (12) hours. Fire protection will be maintained when possible. Whenever possible, tanker fire trucks shall use non-potable water. Water usage shall be limited to the minimum quantities necessary for sanitary purposes and fire protection and suppression and water shall be used for no other purpose. 	<p>Mocksville</p> <p>Mandatory:</p> <ul style="list-style-type: none"> Continue all level 4 mandatory actions Ban on all outdoor water uses except fire fighting Water rate surcharge of 5.0X implemented

Water Shortage Response Plan Comparison Matrix: Conservation Measures

Utility	Montgomery Co	Mount Airy	North Wilkesboro	Norwood	Pilot Mountain, Town of	Richmond County	Rockingham	Salisbury	
Level 1 or Voluntary Reductions	<p>Voluntary.</p> <p>Ask customers to limit Class 3 water uses.</p> <p>Class 3: Nonessential uses of water: Ornamental purposes: Fountains, reflecting pools, and artificial waterfalls. Gardens, lawns, parks, golf courses (except greens), playing fields and other recreational areas. Filling and operation of recreational swimming pools which serve fewer than 25 dwellings. Noncommercial washing of motor vehicles. Serving water in restaurants, clubs, or eating places except by specific request. Air conditioning/refilling cooling towers after draining except as specified for Class 1. Commercial car and truck washes. Commercial bulk water sales.</p> <p>The board of commissioners shall have the power to adopt shortage water rates by ordinance designed to conserve water supplies. Such rates may provide for, but not be limited to: Higher charges per unit for increasing usage. Uniform charges for water usage per unit of use. Extra charges for use in excess of a specified level. Discounts for conserving water beyond specific levels.</p>	<p>Voluntary.</p> <p>Education and outreach programs irrigation a maximum of 1 inch per week preventing water waste and runoff of impervious areas washing full loads using spring loaded nozzles on water hoses identifying and repairing leaks</p> <p>Class 3: Non-essential uses of water of gardens, lawns, parks, playing field, and other rec areas</p>	<p>Voluntary.</p> <p>Limit Class III uses: Operation of water fountains, ornamental pools, and swimming pools serving less than 25 people Non-commercial washing of motor vehicles, sidewalks, houses, etc</p> <p>Class 2: Not defined in the policy although it is noted in the Emergency Reduction stage</p> <p>Class 3: Non-essential uses of water Ornamental Purposes: Fountains, reflecting pool, and artificial waterfalls. Outdoor Non-commercial watering (public or private) Gardens, lawns, parks, golf courses (except greens), playing fields and other recreational areas. Filling and operation of recreational swimming pools which served fewer than 25 dwellings. Non-commercial washing of motor vehicles. Serving water in restaurants, clubs, or eating places except by specific request. Air conditioning/refilling cooling towers after draining except as specified in Class 1. Public Use: Fire hydrants: any purpose, including use of sprinklers caps and testing fire apparatus and for fire department drills, except as listing in Class 1. Flushing of sewers and hydrants except as listed in Class 1.</p>	<p>Voluntary.</p> <p>Ask customers to limit use (especially Class 3 uses) and eliminate the water use of water. Class 1: Essential Water Uses Domestic Use: Water necessary to sustain human life and the lives of domestic pets, and to maintain minimum standards of hygiene and sanitation. Health Care Facilities: Patient care rehabilitation, including swimming pools used for patient care and rehabilitation.</p> <p>Class 2: Not defined in the policy although it is noted in the Emergency Reduction stage</p> <p>Class 3: Non-essential uses of water Ornamental Purposes: Fountains, reflecting pool, and artificial waterfalls. Outdoor Non-commercial watering (public or private) Gardens, lawns, parks, golf courses (except greens), playing fields and other recreational areas. Filling and operation of recreational swimming pools which served fewer than 25 dwellings. Non-commercial washing of motor vehicles. Serving water in restaurants, clubs, or eating places except by specific request. Air conditioning/refilling cooling towers after draining except as specified in Class 1. Public Use: Fire hydrants: any purpose, including use of sprinklers caps and testing fire apparatus and for fire department drills, except as listing in Class 1. Flushing of sewers and hydrants except as listed in Class 1.</p>	<p>Mandatory.</p> <p>It shall be unlawful to use water for the following purposes: Water lawns, grass, shrubbery, trees, flower and vegetable gardens except between the hours of 7:00 PM and 7:00 AM, on that property's garbage pickup day except for commercial purposes. Wash automobiles, trucks, trailers, boats, airplanes, or any other type of mobile equipment except with a container not to exceed three gallons except for commercial purposes. Wash down outside areas except for commercial purposes. Use water from public or private fire hydrants for any purpose other than fire protection services, other public emergency or water department need. Use water for dust control or compaction. Intentionally waste treated water.</p>	<p>Mandatory.</p> <p>It shall be unlawful to use water for the following purposes: Water lawns, grass, shrubbery, trees, flower and vegetable gardens except between the hours of 7:00 PM and 7:00 AM, on that property's garbage pickup day except for commercial purposes. Wash automobiles, trucks, trailers, boats, airplanes, or any other type of mobile equipment except with a container not to exceed three gallons except for commercial purposes. Wash down outside areas except for commercial purposes. Use water from public or private fire hydrants for any purpose other than fire protection services, other public emergency or water department need. Use water for dust control or compaction. Intentionally waste treated water.</p>	<p>Voluntary.</p> <p>Check for leaks: faucets, toilets, and outdoor spigots Take short showers. Cut water off while brushing teeth and/or shaving. Install a low flow showerhead and aerators on bathroom and kitchen faucets. Run dishwashers and washing machines only when they are full. Water lawns only in the early mornings or late evenings. Use a broom instead of a hose to clean driveways, walks and patios. Wash cars less often. Keep grass at least two inches high to shade roots and hold moisture. All newly installed or substantially improved irrigation systems that are equipped with automatic timers and which directly or indirectly use Richmond County Water shall be equipped with automatic rain and soil moisture sensors that are activated to prevent the operation of those irrigation systems while rain is falling or soil moisture is adequate.</p>	<p>Voluntary.</p> <p>Customers asked to reduce usage 5% Max of 1 inch per week irrigation Prevent water runoff on impervious areas Wash only full loads Use spring loaded hose nozzles Repair all leaks</p>	<p>Voluntary.</p> <p>Increase conservation educational campaign. 5% potable water use reduction goal. Watering of lawns and ornamental plants should be limited to that necessary for plant survival only. Irrigation uses should be limited to between the hours of 9:00 PM and 4:00 PM Household water should be refilled to the greatest extent possible for watering. Use of water for washdown of outside areas should be curtailed. Faucets should not be left running. The use of washing machines and dishwashers should be limited. Noncommercial washing of cars and other vehicles should be curtailed or limited to Saturdays and Sundays. The use of flow restrictors and other water saving devices is encouraged. Showers used for bathing should be limited to four (4) minutes or less. Filling of pools should be deferred or limited to the hours between 9:00 PM and 4:00 AM. Commercial and industrial operations shall eliminate all possible wastage of water.</p>
Level 2 or Mandatory Reductions I	<p>Mandatory.</p> <p>Encourage voluntary water conservation measures. Ban on all Class 3 water uses.</p>	<p>Customers expected to reduce consumption 10% Continue voluntary measures Mandatory: irrigation limited to half inch between 8pm and 8am no watering of outdoor impervious areas fire protection testing and training limited</p>	<p>Mandatory: All users to adhere to voluntary measures, plus all Class III uses banned. Class II outdoor watering limited to specified days Industrial and bulk customers to develop plans to reduce use 25% Potential to implement 15% rate surcharge</p>	<p>Voluntary: All voluntary measures should be followed. Mandatory: All of the above mandatory measures should be followed. Ban on all Class 3 water uses.</p>	<p>Mandatory: It shall be unlawful to use water for the following purposes: Water lawns, grass, shrubbery, trees, flower and vegetable gardens except between the hours of 7:00 PM and 7:00 AM, on that property's garbage pickup day except for commercial purposes. Wash automobiles, trucks, trailers, boats, airplanes, or any other type of mobile equipment except with a container not to exceed three gallons except for commercial purposes. Wash down outside areas except for commercial purposes. Use water from public or private fire hydrants for any purpose other than fire protection services, other public emergency or water department need. Use water for dust control or compaction. Intentionally waste treated water.</p>	<p>Mandatory: Unlawful to use water for the following purposes: Water lawns, grass, shrubbery, trees, flower and vegetable gardens except on Wednesday and Sunday or for commercial purposes. Wash automobiles, trucks, trailers, boats, airplanes, or any other type of mobile equipment other than on Saturday (one day out of each week) except for commercial purposes. Wash down outside areas except for commercial purposes. Use water from public or private fire hydrants for any purpose other than fire suppression or other public emergency or water department need. Use water for dust control or compaction. Intentionally waste treated water.</p>	<p>Continue voluntary measures with reduction increase to 10% Mandatory: Non-commercial irrigation only on Wednesday and Sunday with a max of 1/2 inch Non-commercial mobile equipment washing only on Saturday Commercial car washes limited to historical max month with meter removal at the limit No outdoor washing of impervious surfaces such as driveways, sidewalks, or buildings Fire suppression only from hydrants No water for dust control or compaction activities</p>	<p>Voluntary: All voluntary measures should be followed. Mandatory: 5 % potable water use reduction goal. Monitor compliance with water use bans and enforce when necessary. Irrigation of lawns and ornamental trees or plants, shall not be done except during the hours between 9:00 PM and 4:00 AM.</p>	
Level 3 or Mandatory Reductions II	<p>Montgomery County only has one Mandatory level between Voluntary and Emergency</p>	<p>Continue previous efforts plus: 20% water usage reduction Non-essential uses banned irrigation limited to plant survival</p>	<p>None</p>	<p>No level 2 Mandatory</p>	<p>Mandatory: Unlawful to use water for the following purposes: Irrigation of lawns, gardens, trees, or shrubs except on Sunday. There shall be no introduction of water into any ornamental fountain, pool, or pond or other structure making similar use of water. Washing of automobiles is strictly prohibited except for commercial purposes.</p>	<p>Continue voluntary measures with reduction increase to 20% Mandatory: Non-commercial irrigation only on Sunday with a watering can and a max of 1/2 inch Non-commercial car washing prohibited Commercial car washes limited to historical max month with meter removal at the limit Fire suppression only from hydrants No water for dust control or compaction activities</p>	<p>Mandatory: 7 % potable water use reduction goal. Monitor compliance with water use bans and enforce when necessary. Household water shall be refilled to the greatest extent possible for watering. Faucets shall not be left running. The use of washing machines and dishwashers shall be limited. These units should be operated with full loads when used. Irrigation of lawns and ornamental trees or plants shall not be done except during the hours between 9:00 p.m. and 4:00 a.m. Variances for commercial irrigation may be issued. Filling of new ornamental plants or trees or seeding of trees shall be deferred. Use of water for washdown of outside areas is prohibited. Noncommercial washing of cars and other vehicles shall be prohibited except on Saturdays and Sundays. Commercial and industrial operations shall eliminate all possible wastage of water. Newly constructed or drained pools shall be filled by permit only.</p>		
Level 4 or Emergency Reductions	<p>Mandatory: Identify Class 1 customers for voluntary conservation initiatives. Ban Class 2 uses. Ban Class 3 uses.</p>	<p>Continue previous efforts plus: 25% water usage reduction All uses banned except to protect public health and safety rate surcharge of 1.5 implemented</p>	<p>Mandatory: All users to adhere to voluntary measures, plus all Class III uses banned. Class II outdoor watering banned Industrial and bulk customers to implement plans to reduce use Potential for 30% rate surcharge</p>	<p>Voluntary: All voluntary measures should be followed. Mandatory: All of the above mandatory measures should be followed. Class 1 users shall be identified as targets for voluntary conservation measures. Class II shall be banned.</p>	<p>Mandatory: It shall be unlawful to use water for the following purposes: Water or sprinkle any grass, shrubbery, trees, flower and vegetable gardens with treated water. Wash automobiles, trucks, trailers, boats, airplanes, or any other type of mobile equipment. Wash down outside areas such as streets, driveways, service station aprons, parking lots, office buildings, exterior of homes or apartments, sidewalks, patios, or other similar purposes. Fill ponds, swimming pools, wading pools, hot tubs, spas, etc., or refill ponds, swimming pools, wading pools, hot tubs, spas, etc., that have been drained or partially drained. Serve drinking water in restaurants, cafeterias, or other food establishments, except upon request. Use treated water outside a structure for any use other than an emergency use involving fire protection services or as needed by the town to maintain the water system. Introduce water into any ornamental fountain or similar structure. Make any nonessential use of treated water for commercial purposes.</p>	<p>Mandatory: Unlawful to use water for the following purposes: Any outdoor purposes other than emergency fire suppression Water service may be discontinued or reduced. Reduction in heating/cooling systems demand.</p>	<p>All measures in stage 1 and 2 are mandatory. No outdoor use except fire suppression Reduction of cooling demand for water cooled HVAC</p>	<p>Mandatory: 12 % potable water use reduction goal Monitor compliance with water use bans and enforce when necessary. Irrigation of lawns and other plants is prohibited. Washing of cars, vehicles and equipment is prohibited. Restaurants and food serving establishments shall utilize disposable service utensils and plates in all cases. Recreational use of potable water is prohibited. Large-scale commercial and industrial water customers utilizing five thousand (5,000) or more gallons of water per day shall achieve mandatory reductions in daily water usage through whatever means are available.</p>	
Level 5 or Water Rationing	<p>Extensive rationing measures for a number of customer classes with the goal of all usage being limited to public health and safety</p>	<p>Continue previous efforts plus: All uses banned except to protect public health and safety rate surcharge of 2.0 implemented</p>	<p>None</p>	<p>Mandatory: Implement rationing (detailed rationing measures described in ordinance). Water customers must achieve an immediate further reduction in water use in order to extend existing water supplies and, at the same time, ensure that sufficient water is available to preserve the public health and sanitation and to provide fire protection service. Further reductions in water usage may be required. Fire protection must be maintained where possible and tank trucks shall use nonpotable water, if available. Percentage reduction in consumption, termination of service to specific areas in the water system on a rotating basis. Prohibition of all industrial uses of potable water or whatever is necessary to protect the health and safety of the customers of the water system.</p>	<p>None</p>	<p>Mandatory: Only use water for public health purposes Fire suppression Only outdoor use</p>	<p>Mandatory: 15 % potable water use reduction goal. Monitor compliance with water use bans and enforce when necessary. All use of water for purposes other than maintenance of public health and safety are prohibited. Where the city system is still functional, daily residential water use shall be limited to the amount necessary to sustain life through drinking, food preparation and personal hygiene. Usage by individuals shall be limited to those amounts necessary to sustain life through drinking, food preparation and personal hygiene.</p>		

Water Shortage Response
Plan Comparison Matrix:
Conservation Measures

City	Thomsonville	Walesboro	Wantage	Weston-Salem	Tridellville
Level 1 or Voluntary Reductions	<p>Voluntary:</p> <ul style="list-style-type: none"> Publicity campaign to inform the public. Use showers for bathing rather than limit showers to no more than four minutes. Limit toilet flushing by multiple usages between flushes. Do not leave faucets running. Limit use of clothes washers and dishwashers. Limit lawn watering to that is necessary for plants to survive. Water shrubbery the minimum required. Mulch shrubs, trees, and flowers with two inches depth of material. Limit car washing at home to the minimum, and use a commercial car wash when possible. Do not wash down outside areas such as sidewalks, patios and driveways. Install water flow restrictive devices in showerheads and sink faucets. Use disposable and biodegradable dishes. Install water-saving devices in toilet tanks. Limit hours of operation of water-cooled air conditioners. All residents, businesses and institutions are encouraged to delay new landscape work until the water shortage has ended. 	<p>Voluntary:</p> <ul style="list-style-type: none"> Circulation of water use reduction education material. Request class III non-essential water uses to be re-evaluated and conserved. Comply with 10% potable water reduction goal. <p>Class I:</p> <ul style="list-style-type: none"> Domestic: Water to sustain human and domestic pet life, maintain minimum standards of hygiene and sanitation. Patient Care: Patient Care and rehabilitation. Public Use: Firefighting and approved flushing of hydrants. <p>Class II:</p> <ul style="list-style-type: none"> Domestic: Minimal use for kitchen, bathroom, and laundry, minimal watering of vegetable gardens and trees. Public Use: Operation of public swimming pools, which serve more than 25 residents. Commercial: 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. Agricultural: Minimum amount required maintaining crop livelihood, livestock, and related activities. Industrial: Minimum use necessary to operate production facilities and maintain jobs. Institutional: Efficient use by schools, churches, government facilities, and other institutional users. <p>Class III:</p> <ul style="list-style-type: none"> All Ornamental uses. Residential lawn irrigation, non-commercial washing of vehicles. 	<p>Voluntary:</p> <ul style="list-style-type: none"> Limit car washing. Limit lawn and garden/shrubbery watering. Use only hoses with spring-activated nozzles when watering lawns and gardens. Do not wash down outside areas such as sidewalks, patios, parking lots, service bays or aprons. Do not leave faucets running while shaving or rinsing dishes. Limit use of clothes washers and dish washers and when used, operate fully loaded. Shower instead of taking a bath and limit showers to no more than four minutes. Limit flushing of toilets by multiple usage. The use of disposable and biodegradable dishes is encouraged. The use of flow-restrictive and water-saving devices is encouraged. Limit hours of operation of water-cooled air conditioners. All residents, businesses and institutions are requested to temporarily delay new landscape work until the water shortage has ended. 	<p>Voluntary:</p> <ul style="list-style-type: none"> Limiting the watering of lawns, landscaping, and other vegetation to not more than one hour per day and avoiding water between 9:00 AM and 6:00 PM. Inspecting and repairing all leaks and faulty and defective parts of faucets and toilets. Installing water flow restrictive showerheads and water saving devices in toilets. Showing for not more than 5 minutes. Turning off faucets. Limiting the use of washing machines and dishwashers, and only operating them when full. Limiting the watering of vehicles. Refraining from using water to wash down outside areas. Refraining from filling swimming or wading pools. 	<p>Voluntary:</p> <ul style="list-style-type: none"> Customers asked to reduce usage 5% Max of 1 inch per week irrigation Prevent water runoff on impervious areas Wash only full loads Use spring-loaded hose nozzles Repair all leaks
Level 2 or Mandatory Reductions I	<p>Voluntary:</p> <ul style="list-style-type: none"> All voluntary measures should be followed. <p>Mandatory:</p> <ul style="list-style-type: none"> Water shrubbery, trees, flowers and gardens except from 8:00 PM on Monday to 8:00 AM Filling swimming or wading pools or refill swimming or wading pools that have been drained is prohibited. Operating water-cooled air conditioners or other equipment that does not recycle cooling water is prohibited. Washing automobiles or any other type of mobile equipment, excluding commercial car washing is prohibited. Washing down outside areas is prohibited. However, this may be done with a pressure washer used by a private contractor or representatives of the business itself. Operating or introduce potable water into any ornamental fountain, pool or pond or other structure is prohibited Serve drinking water in restaurants, cafeterias or other food establishments, except upon request. Use of water from a public or private fire hydrant or sprinkler system for any purpose other than fire suppression or other public emergency is prohibited. Water use for normal maintenance of water and sewer lines is permitted. Use recreational water toys is prohibited. Use potable water for dust control or compaction is prohibited. Use water in fund raising or promotional events other than for direct consumption is prohibited. Water and sewer rates for all residential connections using more than 15,000 gallons per month will be surcharged at double the normal water rate. Water rates for water consumed by sprinkler systems will be surcharged at five (5) times the normal rate. 	<p>Mandatory:</p> <ul style="list-style-type: none"> Class III water conservation measures Watering lawns and other vegetation should occur Saturday and Sunday from 6:00 PM until 9:00 AM. 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. 	<p>Voluntary:</p> <ul style="list-style-type: none"> All voluntary measures should be followed. <p>Mandatory:</p> <ul style="list-style-type: none"> The town manager may choose to carry out additional water use restrictions. 	<p>Voluntary:</p> <ul style="list-style-type: none"> All voluntary measures should be followed. <p>Mandatory:</p> <ul style="list-style-type: none"> Watering of lawns, landscaping, and other vegetation shall be limited to manual or automated sprinkling between the hours of 6:00 PM and 6:00 AM. The dates upon which sprinkling will be permitted will be determined by street address numbers. Customers whose street address numbers are odd shall be allowed to do such sprinkling on odd numbered days of the month. Customers whose street address numbers are even shall be allowed to do such sprinkling on even numbered days of the month. 	<p>Mandatory:</p> <ul style="list-style-type: none"> Continue voluntary measures with reduction increase to 10% Irrigation limited to 1/2 inch between 8pm and 8am Washing outdoor surfaces prohibited Fire suppression only from hydrants
Level 3 or Mandatory Reductions II	<p>Voluntary:</p> <ul style="list-style-type: none"> All voluntary measures should be followed. <p>Mandatory:</p> <ul style="list-style-type: none"> All of the above mandatory measures should be followed. The following shall be prohibited: <ul style="list-style-type: none"> Watering or sprinkle any lawn, garden, sod, shrubs or flowers except with nonpotable water. Use of water outside a structure for any use other than emergency use involving fire or accident. Introduction of water into a swimming or wading pool. Use of pressure washer. All irrigation connections are to be valued shut off, and all automatic irrigation systems turned off. Restaurants must serve food on disposable plates, saucers, cups, eating utensils, napkins and tablecloths. 	<p>Mandatory:</p> <ul style="list-style-type: none"> All of the above mandatory measures should be followed. Water of lawns and other vegetation should occur Saturday form 12:00 AM until 5:00 AM. 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 washdown of impervious surfaces. Ban ornamental uses. The town manager may choose to carry out additional water use restrictions. 	<p>Voluntary:</p> <ul style="list-style-type: none"> All voluntary measures should be followed. <p>Mandatory:</p> <ul style="list-style-type: none"> The following shall be prohibited: <ul style="list-style-type: none"> Watering lawns; provided that shrubbery, trees, flowers and vegetable gardens may be watered by hand or by drip irrigation. Conducting residential vehicle washing. Washing public buildings, sidewalks and streets. Using water for dust control during construction. Conducting flushing or hydrant testing programs. Filling new swimming pools. Serving drinking water in restaurants, cafeterias or other food establishments, except upon request. 	<p>Voluntary:</p> <ul style="list-style-type: none"> All voluntary measures should be followed. <p>Mandatory:</p> <ul style="list-style-type: none"> The watering of lawns, landscaping, and other vegetation shall be limited to Saturdays and Sundays via manual or automated sprinkling between the hours of 6:00 PM and 9:00 AM. Customers whose street address numbers are odd shall be allowed to use sprinklers on Saturdays, and customers whose street address numbers are even shall be allowed to use sprinklers on Sundays. 	<p>Mandatory:</p> <ul style="list-style-type: none"> All of the above voluntary/mandatory measures should be followed. Watering or sprinkle any lawn, grass, shrubbery, trees, or flowers banned beyond survival quantity. Drought water rate surcharge of 1.5x
Level 4 or Emergency Reductions	<p>Voluntary:</p> <ul style="list-style-type: none"> All voluntary measures should be followed. <p>Mandatory:</p> <ul style="list-style-type: none"> All of the above mandatory measures should be followed. Commercial and industrial water customers shall cut their water use by 40%. All customers are only permitted to use water at the minimum required for public health protection. In the event of water rationing, water will be supplied in the minimal quantities required for the health, welfare and safety of the citizens in accordance with the following guidelines: <ul style="list-style-type: none"> There shall be no industrial use of water. There shall be no commercial uses of water. There shall be no institutional uses of water. Water usage shall be limited to the minimum quantities necessary for sanitary purposes and fire protection and suppression and water shall be used for no other purpose. The city manager may authorize relief in writing from specific provisions of these restrictions. 	<p>Mandatory:</p> <ul style="list-style-type: none"> All apply from previous levels. 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 all non-essential Class II usage. Request conservation from Class I (essential) users. Request Class III non-essential uses. Ban all recreational use. The town manager may choose to carry out additional water use restrictions. 	<p>Voluntary:</p> <ul style="list-style-type: none"> All voluntary measures should be followed. <p>Mandatory:</p> <ul style="list-style-type: none"> All of the above mandatory measures should be followed. The following shall be prohibited: <ul style="list-style-type: none"> Induction water into any pool. Use of water outside a structure for any use other than an emergency involving a fire. Encourage the following: <ul style="list-style-type: none"> Fire protection to be maintained by drafting of ponds, rivers and the like, wherever possible. The use of throw-away utensils and plates is encouraged and recommended at all eating establishments. Operate an evaporative air conditioner which recycles water except during operating hours of business. Use potable water for road construction practices. 	<p>Voluntary:</p> <ul style="list-style-type: none"> All voluntary measures should be followed. <p>Mandatory:</p> <ul style="list-style-type: none"> All of the above mandatory measures should be followed. Any use of water outdoors for non-emergency related reasons. Watering of lawns, and their landscaping, shall be permitted only with the use of a water can or other hand held container or device, not exceeding three gallons in size. The watering of vehicles and other mobile equipment. The filling of pools. Customers shall be encouraged to reduce their consumption, with goal of reducing, by at least 25%. The Assistant City Manager shall temporarily impose restrictions on automated and manual irrigation systems. 	<p>Mandatory:</p> <ul style="list-style-type: none"> All of the voluntary measures are mandatory. All use of drinking water except for public health and safety banned Water rate surcharge of 2x
Level 5 or Water Rationing	<p>All mandatory requirements plus:</p> <ul style="list-style-type: none"> No industrial or commercial use of water No institutional use of water Usage limited to sanitary needs and fire suppression 	None	None	None	<p>Mandatory:</p> <ul style="list-style-type: none"> All of the voluntary measures are mandatory. All use of drinking water except for public health and safety banned Water rate surcharge of 5x



C

Appendix C

Conservation Plan Decision Matrix

**Water Conservation Program Stringency/Effectiveness Comparison:
Continuous Conservation Measures**

Conservation Category	Measure	Union Co	Albemarle	Anson Co	Concord	Davidson Water	Davie Co	Denton	Dobson
Rate Structure	Rate Structure Inclining (Residential)	Green	Red	Red	Green	Red	Red	Red	Red
	Conservation signal rate (>10,000 gal/month) >1.5 times the lowest volumetric rate	Green	Red	Red	Green	Red	Red	Red	Red
Public Education	Year-round public education via website or other media or external activities promoting conservation	Green	Blue	Blue	Green	Green	Red	Red	Blue
Water Loss Reduction	Unaccounted for water studies, SCADA monitoring for water loss, smart water meters, or other measures implemented	Green	Blue	Blue	Green	Green	Green	Green	Blue
Outdoor Water Use	Irrigation mandatorily limited to 3 or less days per week Stage 0 or 1 (Typically Voluntary Stages)	Green	Red	Red	Red	Red	Red	Red	Blue
	Outdoor washing prohibited (except commercial or essential use) at Stage 2 or earlier	Green	Green	Green	Green	Red	Yellow	Green	Blue
Plumbing Retrofitting	Retrofit incentive program or prevalence of plumbing fixtures installed after 1990	Green	Blue	Blue	Green	Red	Red	Red	Blue
Alternative Water Management	Water Reuse / Reclaimed Water Program	Green	Blue	Blue	Red	Red	Red	Red	Blue

Criteria Scoring Legend:

	System meets the measure
	System substantially meets the measure with only slight differences
	System does not meet the measure or have similar programs
	No information posted on website or in WSRP on the measure and no response to 2 phone call inquiries

Note:

1 - CS = Conservation signal rate per UNC CH Environmental Finance Center Study (> 10,000 gallons / month usage)

**Water Conservation Program Stringency/Effectiveness Comparison:
Continuous Conservation Measures**

Conservation Category	Measure	Elkin	Hamlet Water System	Handy Sanitary District	Jonesville	Kannapolis	King	Lexington	Mocksville
Rate Structure	Rate Structure Inclining (Residential)	Red	Green	Red	Red	Green	Red	Red	Red
	Conservation signal rate (>10,000 gal/month) >1.5 times the lowest volumetric rate	Red	Red	Red	Red	Red	Red	Red	Red
Public Education	Year-round public education via website or other media or external activities promoting conservation	Red	Blue	Green	Red	Green	Blue	Red	Red
Water Loss Reduction	Unaccounted for water studies, SCADA monitoring for water loss, smart water meters, or other measures implemented	Red	Red	Green	Green	Green	Blue	Red	Red
Outdoor Water Use	Irrigation mandatorily limited to 3 or less days per week Stage 0 or 1 (Typically Voluntary Stages)	Red	Blue	Red	Red	Red	Green	Red	Red
	Outdoor washing prohibited (except commercial or essential use) at Stage 2 or earlier	Green	Blue	Green	Green	Yellow	Green	Green	Green
Plumbing Retrofitting	Retrofit incentive program or prevalence of plumbing fixtures installed after 1990	Red	Blue	Red	Red	Red	Blue	Red	Red
Alternative Water Management	Water Reuse / Reclaimed Water Program	Red	Red	Red	Red	Red	Blue	Green	Red

Criteria Scoring Legend:

	System meets the measure
	System substantially meets the measure with only slight differences
	System does not meet the measure or have similar programs
	No information posted on website or in WSRP on the measure and no response to 2 phone call inquiries

Note:

1 - CS = Conservation signal rate per UNC CH Environmental Finance Center Study (> 10,000 gallons / month usage)

**Water Conservation Program Stringency/Effectiveness Comparison:
Continuous Conservation Measures**

Conservation Category	Measure	Montgomery Co	Mount Airy	North Wilkesboro	Norwood	Pilot Mountain, Town of	Richmond County	Rockingham	Salisbury
Rate Structure	Rate Structure Inclining (Residential)	Green	Green	Red	Red	Red	Red	Red	Red
	Conservation signal rate (>10,000 gal/month) >1.5 times the lowest volumetric rate	Green	Yellow	Red	Red	Red	Red	Red	Red
Public Education	Year-round public education via website or other media or external activities promoting conservation	Blue	Red	Red	Red	Blue	Blue	Red	Green
Water Loss Reduction	Unaccounted for water studies, SCADA monitoring for water loss, smart water meters, or other measures implemented	Blue	Green	Green	Green	Blue	Blue	Red	Green
Outdoor Water Use	Irrigation mandatorily limited to 3 or less days per week Stage 0 or 1 (Typically Voluntary Stages)	Red	Red	Red	Red	Red	Red	Red	Red
	Outdoor washing prohibited (except commercial or essential use) at Stage 2 or earlier	Green	Green	Yellow	Green	Green	Green	Yellow	Red
Plumbing Retrofitting	Retrofit incentive program or prevalence of plumbing fixtures installed after 1990	Blue	Red	Red	Red	Blue	Blue	Red	Red
Alternative Water Management	Water Reuse / Reclaimed Water Program	Blue	Red	Red	Red	Blue	Blue	Red	Red

Criteria Scoring Legend:

Green	System meets the measure
Yellow	System substantially meets the measure with only slight differences
Red	System does not meet the measure or have similar programs
Blue	No information posted on website or in WSRP on the measure and no response to 2 phone call inquiries

Note:

1 - CS = Conservation signal rate per UNC CH Environmental Finance Center Study (> 10,000 gallons / month usage)

**Water Conservation Program Stringency/Effectiveness Comparison:
Continuous Conservation Measures**

Conservation Category	Measure	Thomasville	Wilkesboro	Wingate	Winston-Salem	Yadkinville
Rate Structure	Rate Structure Inclining (Residential)	Red	Red	Green	Green	Red
	Conservation signal rate (>10,000 gal/month) >1.5 times the lowest volumetric rate	Red	Red	Red	Yellow	Red
Public Education	Year-round public education via website or other media or external activities promoting conservation	Red	Red	Red	Green	Green
Water Loss Reduction	Unaccounted for water studies, SCADA monitoring for water loss, smart water meters, or other measures implemented	Green	Green	Green	Red	Green
Outdoor Water Use	Irrigation mandatorily limited to 3 or less days per week Stage 0 or 1 (Typically Voluntary Stages)	Red	Red	Red	Red	Red
	Outdoor washing prohibited (except commercial or essential use) at Stage 2 or earlier	Green	Green	Green	Red	Green
Plumbing Retrofitting	Retrofit incentive program or prevalence of plumbing fixtures installed after 1990	Red	Red	Red	Red	Red
Alternative Water Management	Water Reuse / Reclaimed Water Program	Red	Red	Red	Red	Red

Criteria Scoring Legend:

	System meets the measure
	System substantially meets the measure with only slight differences
	System does not meet the measure or have similar programs
	No information posted on website or in WSRP on the measure and no response to 2 phone call inquiries

Note:

1 - CS = Conservation signal rate per UNC CH Environmental Finance Center Study (> 10,000 gallons / month usage)

Water Conservation Program Stringency/Effectiveness Comparison:

Response Triggers

Conservation Stage Trigger Utilized	Union Co	Concord	Kannapolis	Mount Airy
Yadkin Pee Dee LIP or Catawba Wateree LIP				

Criteria Scoring Legend:

	System meets criteria
	System substantially meets criteria
	System does not meet criteria
	No information posted on website, in WSP, and no response to phone calls on this criteria

Results:

All identified water systems were screened using the process described in the Conservation Plan Comparison Decision Matrix. This process was a two step process to identify the most stringent (and most effective) conservation plan to compare to the Union County plan.

For each of the conservation categories one or two measures were selected based on those most likely to effective measurable water use reductions. This created 8 measures for the six categories (two measures within rates and two within Outdoor Use). Each of system plans were evaluated against these eight measures. Three systems met at least four of eight measures in addition to Union County - Concord, Kannapolis, and Mount Airy.

The final criteria, which was applied to all three of the shortlisted systems was what drought stage trigger is used to implement most of the measures. To make a true comparison of stringency (effectiveness) the triggers would need to be the same, otherwise the actually timing of the stage implementations could be significantly different. For this comparison, the Yadkin Pee Dee Low Inflow Protocol and Catawba Wateree Low Inflow Protocol were used since they are accepted practice in each river basin. Only Kannapolis and Concord, along with Union County, use this criteria to implement drought response stages.

Based on the slight differences in each WSRP there isn't a single conservation plan or WSRP that can be considered most stringent. The Concord and Kannapolis plans could be considered equally stringent/effective. The Union County conservation and drought management plan meets, and in some cases, exceeds the requirements of all these plans. Therefore the Union County Conservation Plan meets the requirements of GS 143-215.22L(n)(1) of being equal or exceeding the most stringent water conservation plan implemented by a public water system that withdraws water from the source river basin.



D

Appendix D

Union County Water Use Ordinance

Union County Water Use Ordinance

May 4, 2015

Article I. Purpose

BE IT ORDAINED by the Union County Board of Commissioners that the purpose of this Ordinance is to maintain and protect the public health, safety, and welfare of Union County (“County”) residents by establishing short and long-term demand management strategies to effectively manage the limited resource of the water supply in the County. This Ordinance effectively manages the water supply in the County by requiring efficient and responsible use of water within the County and by establishing measures and procedures for reducing potable water use during times of water shortage resulting from drought, capacity limitations, and system emergencies.

The water demand management strategies set forth in this Ordinance reduce the rate of increase in overall water use through year-round water conservation practices that maximize the County’s existing and planned water supply sources and reduce seasonal peak day demands that result in the need for costly expansion of water treatment, storage, and transmission facilities. The implementation of voluntary and mandatory water reduction measures within the County water service area extends the available water supply with regard for domestic water use, sanitation and fire protection, and minimizes the adverse impacts in the event a water shortage is declared.

This Ordinance is also designed to be in accordance with the Catawba-Wateree Low Inflow Protocol (“CW-LIP”) for the Catawba-Wateree River Basin. The CW-LIP was developed pursuant to the Comprehensive Relicensing Agreement for the Catawba-Wateree Hydro Project (FERC Project No. 2232) dated December 22, 2006 (the “Relicensing Agreement”), to which Union County is a party. The Relicensing Agreement establishes the CW-LIP as the agreed-upon methodology to deal with water shortages during periods of drought. Thus, Union County, as a signatory to the Relicensing Agreement, is required to comply with the CW-LIP. The CW-LIP establishes a policy for how Duke Energy Carolinas, LLC, regional water users, and other stakeholders will operate water systems during periods of drought by progressing through a series of staged water use restrictions during worsening drought conditions. The goal of the CW-LIP is to delay the point at which the Catawba River’s usable water storage is fully depleted and to provide additional time to allow precipitation to restore stream flow, reservoir levels, and groundwater levels to normal ranges.

The Union County Water Shortage Response Plan (“WSRP”), adopted by the Union County Board of Commissioners on May 4, 2015, is hereby adopted and incorporated into this Ordinance by reference. The WSRP is also made an exhibit to this Ordinance. An official copy of the WSRP shall be available for public inspection in the office of the Clerk to the Union County Board of Commissioners. If there is any conflict between the WSRP and this Ordinance, the provisions of this Ordinance shall control.

Article II. Applicability

The provisions of this Ordinance apply to all persons, customers, and property utilizing water supplied through the County's water utility system; however, it does not apply to reuse or reclaimed water. Water uses from private drinking water wells, as that term is defined in N.C.G.S. § 87-85 and ponds are not regulated by this Ordinance. This Ordinance also supersedes the Union County Water Conservation Ordinance originally adopted by the Union County Board of Commissioners on July 13, 1992, as subsequently amended and/or restated by any amendments or restatements thereto.

Article III. Definitions

Bona Fide Farm Use means water uses for the production and activities relating or incidental to the production of crops, grains, fruits, vegetables, ornamental and flowering plants, dairy, livestock, poultry, and all other forms of agriculture, as defined in N.C.G.S. § 106-581.1.

County means Union County, North Carolina.

County Manager means, for the purposes of this Ordinance, the person currently occupying the position of Union County Manager (which includes a County Manager with an acting or interim designation), or in the absence of such a person, the Executive Director of Public Works.

Customer means a person, company, organization, or any other entity (individuals, corporations, partnerships, associations, and all other legal entities) using water supplied by the County's water utility, or in whose name an account for water utility service is maintained by the County.

CW-LIP means the Catawba-Wateree Low Inflow Protocol for the Catawba River Basin, as developed pursuant to the Relicensing Agreement.

Essential Water Use means the use of water necessary for firefighting, health, and safety, and sustaining human and animal life. Specifically, for certain types of water uses set forth below, the following is considered Essential Water Use:

- a. Domestic Use- Water use necessary to sustain human life and the lives of domestic pets, as well as to maintain minimum standards of hygiene and sanitation.
- b. Commercial Use- Water use integral to the production of goods and/or services by any establishment having profit as its primary aim, except as otherwise specifically prohibited by this Ordinance.
- c. Industrial Use- Water use in processes designed to convert materials of lower value into forms having greater usability and value, except as otherwise specifically prohibited by this Ordinance.
- d. Institutional Use- Water use by government; public and private educational institutions, churches and places of worship; water utilities; and other public organizations; except as otherwise specifically prohibited by this Ordinance.

- e. Health Care Facility Use- Water use in patient care and rehabilitation, including swimming pools used for patient care and rehabilitation, in nursing homes, and other care facilities.
- f. Public Use- Water use for firefighting, including testing and drills by a fire department if performed in the interest of public safety; water system operations; and water necessary to satisfy federal, state, and local public health, safety, or environmental protection requirements.
- g. Correctional Facility Use- Water use necessary to sustain human life and to maintain minimum standards of hygiene and sanitation.

Non-Essential Water Use means any use of water that does not meet the definition of Essential Water Use.

Ordinance refers to this Union County Water Use Ordinance.

Rate Ordinance means the Ordinance Setting Charges, Fees, Rates and Deposits for Customers Served by the Union County Water and Sewer System.

Relicensing Agreement means the Comprehensive Relicensing Agreement for the Catawba-Wateree Hydro Project (FERC Project No. 2232) dated December 22, 2006.

Spray Irrigation System means a system of application of water to landscaping by means of a device, other than a hand-held hose or watering container, which projects water through the air in the form of particles or droplets.

UCPW means the Union County Public Works Department.

WSRP means the Water Shortage Response Plan adopted by the Union County Board of Commissioners on May 4, 2015.

Article IV. Declaration of a Water Shortage

In the event that a water shortage of any degree occurs, as such an event triggering a water shortage is set forth in this Ordinance and the WSRP, the Executive Director of Public Works shall notify the County Manager of said water shortage. The County Manager is authorized by this Ordinance to declare a water shortage, designate a water shortage stage, and implement the water use reduction measures or restrictions corresponding with such a stage, as such water use reduction measures or restrictions are outlined in this Ordinance. The County Manager shall report the declaration of a water shortage, as well as the water shortage stage, to the Board of Commissioners at its next regular meeting.

In designating any water shortage stage pursuant to this Ordinance, the County Manager may limit the applicability of the requirements of this Ordinance to certain sections of the County, whether by township or other description, as appropriate.

The declaration of a water shortage and designation of a water shortage stage becomes effective immediately upon issuance by the County Manager, unless otherwise stated in such declaration. When

a water shortage stage is declared or changed, the stage shall remain in effect until reduced or rescinded by the County Manager, upon recommendation of the Executive Director of Public Works, when it is deemed that the condition(s) which caused the water shortage has abated. Any declaration of a water shortage, or any designated change in a water shortage stage, shall be promptly and extensively publicized in a manner corresponding with the updated and current designated stage, in the manner of notification set forth in the WSRP.

Article V. Determination of a Water Shortage

A water shortage refers to a condition that exists when the demands and requirements of water Customers served by the Union County water system cannot be satisfied without depleting the available supply of treated water or the available water supply to or below a critical level; i.e., the level at which water is available for Essential Water Use. Conditions contributing to a water shortage may include, but are not limited to, the following:

- Resource Limitations
- Capacity Limitations
- System Emergencies

A water shortage stage is determined by the criteria set forth in the WSRP, or as otherwise provided in this Ordinance.

Article VI. Water Shortage Stage Measures and Restrictions

A. Year-Round Water Conservation (Stage 0 Water Shortage)

This Ordinance establishes the implementation of mandatory and voluntary year-round water use restrictions and conservation measures. These water use restrictions and water conservation measures are in effect under normal conditions and will serve as Stage 0 Water Shortage restrictions (Stage 0 Water Shortage is the minimum water shortage stage that will always be in effect in the County if there is no declaration of a heightened stage). In the event a Stage 0 Water Shortage is in place, all Customers shall be required to adhere to the following mandatory water use restrictions:

Mandatory Water Use Restrictions

- Customer Spray Irrigation System use shall be limited to three (3) days per week.
- Customers shall at all times comply with the Spray Irrigation System schedule for use set forth in the declaration of water shortage stage and in the WSRP.

Those Customers using drip irrigation or any handheld water methods are still allowed to water any day and time. Customers regularly engaged in the sale of plants, shrubbery, trees, and flowers are permitted to use water by any method at any time for irrigation of their commercial stock.

Voluntary water conservation measures for this water shortage stage, as described in the WSRP, shall also be encouraged, but not required.

B. MODERATE Water Shortage (Stage 1 Water Shortage)

In the event a Stage 1 Water Shortage is declared, all Customers shall be required to adhere to the following mandatory water use restrictions:

Mandatory Water Use Restrictions

- Comply with all Stage 0 Water Shortage Mandatory Water Use Restrictions.
- The transport of water from within the County to outside of the County where such water has been drawn by tanker truck from a hydrant of the County water utility system is prohibited; provided, however, that transport outside of the County shall be allowed for emergency fire protection and Bona Fide Farm Uses.

Those Customers using drip irrigation or any handheld water methods are still allowed to water any day and time. Customers regularly engaged in the sale of plants, shrubbery, trees, and flowers are permitted to use water by any method at any time for irrigation of their commercial stock.

Voluntary water conservation measures, as described for this water shortage stage in the WSRP, shall also be encouraged, but not required.

C. SEVERE Water Shortage (Stage 2 Water Shortage)

In the event a Stage 2 Water Shortage is declared, all Customers shall be required to adhere to the following mandatory water use restrictions:

Mandatory Water Use Restrictions

- Comply with all Stage 1 Water Shortage Mandatory Water Use Restrictions.
- Limit Spray Irrigation System use to no more than two (2) days per week and only between the hours of 12:00 a.m. until 8:00 a.m. and 8:00 p.m. until 12:00 a.m., on the days identified in the WSRP
- Eliminate personal vehicle washing unless using a commercial carwash.
- Eliminate the filling of new swimming pools and fountains (unless considered Essential Water Use as defined herein).
- Eliminate public building, sidewalk, and street washing activities (unless considered Essential Water Use as defined herein).
- Limit construction uses of water (e.g. dust control)
- Limit flushing and hydrant testing programs, except as necessary to maintain water quality and in other special circumstances.

Those Customers using drip irrigation or any handheld water methods are still allowed to water any day and time. Customers regularly engaged in the sale of plants, shrubbery, trees, and flowers are permitted to use water by any method at any time for irrigation of their commercial stock.

Unless otherwise declared mandatory, Customers are encouraged, but not required, to implement voluntary water conservation measures set forth for a Stage 1 Water Shortage in the WSRP.

D. EXTREME Water Shortage (Stage 3 Water Shortage)

In the event a Stage 3 Water Shortage is declared, all Customers shall be required to adhere to the following mandatory water use restrictions:

Mandatory Water Use Restrictions

- Comply with all Stage 2 Water Shortage Mandatory Water Use Restrictions, unless a more stringent requirement is imposed below.
- Limit Spray Irrigation System use to no more than one (1) day per week and only between the hours of 12:00 a.m. until 8:00 a.m. and 8:00 p.m. until 12:00 a.m., on the day identified in the WSRP.
- Eliminate the filling of all swimming pools, hot tubs, fountains, and decorative ponds (except when necessary to support aquatic life or considered Essential Water Use as defined herein).
- Eliminate construction uses of water (e.g. dust control)
- Eliminate flushing and hydrant testing programs, except as necessary to maintain water quality and in other special circumstances.
- Eliminate the serving of drinking water from the County water system in restaurants, cafeterias, and other food establishments (except upon patron request).
- Eliminate variances for landscape irrigation.

Those Customers using drip irrigation or any handheld water methods are still allowed to water any day and time. Customers regularly engaged in the sale of plants, shrubbery, trees, and flowers are permitted to use water by any method at any time for irrigation of their commercial stock, but only in amounts necessary to prevent the loss of their commercial stock.

Voluntary water conservation measures, as described for this water shortage stage in the WSRP, shall also be encouraged, but not required.

E. EXCEPTIONAL Water Shortage (Stage 4 Water Shortage)

In the event a Stage 4 Water Shortage is declared, all Customers shall be required to adhere to the following mandatory water use restrictions:

Mandatory Water Use Restrictions

- Comply with all Stage 3 Water Shortage Mandatory Water Use Restrictions, unless a more stringent requirement is imposed below.
- Prohibit all Non-Essential Water Use as defined herein (including the prohibition of all residential irrigation, irrigation of commercial stock, and filling of ponds to sustain aquatic life).
- Prohibit the use of water outside a structure for any use other than a fire emergency.

- Require the use of disposable utensils and plates at all restaurants, cafeterias, and other food establishments.

Voluntary water conservation measures, as described for this water shortage stage in the WSRP, shall also be encouraged, but not required.

Article VII. Additional Water Use Regulation Authority

The County Manager, acting in the best interests of the health, safety, and welfare of the citizens of Union County, may further regulate water usage on the following bases: (i) time of day; (ii) day of week; (iii) Customer type, including, without limitation, residential, commercial, industrial, and institutional uses; and (iv) physical attribute, such as address.

Article VIII. Water Conservation Rates

During a declared water shortage due to resource or capacity limitations, water rates increase to ensure adequate operating revenue and to encourage conservation. Rate increases are not utilized in response to a system emergency water shortage condition. The rates for all user types are defined in the Rate Ordinance. Customers will be charged the rates established in the then current Rate Ordinance corresponding to the water shortage stage in effect at the time bills are rendered. If a system emergency occurs while in a water shortage situation, the rates applied shall be those corresponding to the current water shortage response due to resource or capacity limitations.

Article IX. Compliance Required in the Event of Water Supply Shortage

In addition to any other violation of law prescribed in this Ordinance, if the County Manager declares a water shortage stage as described in this Ordinance, it shall be unlawful for any person, firm or corporation to use or permit the use of water from the County water system in a manner inconsistent with the provisions of this Ordinance.

Article X. Enforcement and Penalties

- A. Compliance with the provisions of this Ordinance shall be enforced by UCPW personnel, independent contractors engaged by UCPW for such purpose, and such other personnel as designated by the County Manager.
- B. The use of water from the County water system by a Customer in violation of any mandatory water use restriction at any water shortage stage imposed pursuant to this Ordinance is unlawful. Further, the refusal or failure of a Customer or other person acting on the Customer's behalf to cease immediately a violation of a water use restriction, after being directed to do so by a person authorized to enforce the provisions of this Ordinance, is unlawful. Each Customer is responsible for any use of water that passes through the service connection associated with the Customer's account or otherwise passes through the Customer's private water system.

- C. Any Customer who violates, or permits the violation of, any mandatory water use restriction imposed pursuant to this Ordinance shall be subject to civil penalties and/or termination of service as follows in the table below:

Stage	Union County Designation	1st Violation	2nd Violation	3rd Violation	4th Violation	5th and Additional Violations
0	Year-Round Water Conservation	Warning	Warning	\$250	\$500*	\$1000*
1	Moderate Water Shortage	Warning	\$100	\$500	\$500*	\$1000*
2	Severe Water Shortage	Warning	\$200	\$500	\$500*	\$1,000*
3	Extreme Water Shortage	\$100	\$500	\$750	\$1000*	\$1,500*
4	Exceptional Shortage Emergency	\$200	\$500	\$1,000	\$1,000*	\$2,000*

*Includes termination of service

Each day that a violation of a mandatory water use restriction occurs or continues to occur after delivery of notice pursuant to subarticle (H) below shall be considered a separate and distinct violation.

- D. Violations shall be accumulated by Customers on a calendar year basis for purposes of accrual of civil penalties. For example, a second violation of a Stage 1 Water Shortage water use restriction by a Customer during a calendar year shall result in a civil penalty of one hundred dollars (\$100), but the next subsequent violation, if incurred by that same Customer during the following calendar year, shall result in a warning for a first violation. Notwithstanding the foregoing, the Customer shall remain liable for payment of all civil penalties regardless of when accrued. Violations of any mandatory water use restrictions of any water shortage stage shall accumulate with violations of other stages. Should a Customer move, or cease and renew service, during a calendar year, the Customer's violations shall continue to accumulate as if such move or cessation had not occurred.
- E. Each civil penalty associated with a first, second, or third violation and assessed against a Customer pursuant to this Ordinance shall be added to the Customer's water bill and shall be paid in the same manner as the payment of water bills. A Customer's partial payment of a water bill shall be applied first to satisfaction of the civil penalties. Failure to pay all or any portion of a water bill, including

any civil penalty assessed pursuant to this Ordinance, by the due date indicated on the bill may result in the termination of water service.

- F. Each civil penalty associated with a fourth or subsequent violation and assessed against a Customer pursuant to this Ordinance shall be added to the Customer's water bill, but shall be payable within ten (10) calendar days of delivery of notice of violation. Failure to pay all or any portion of a civil penalty associated with a fourth or subsequent violation assessed pursuant to this Ordinance by the tenth day following delivery of the notice of violation shall result in termination of water service, unless such action is stayed pending appeal.
- G. The violation of any water use restriction or provision of this Ordinance may be enforced by all remedies authorized by law for noncompliance with County ordinances, including without limitation the assessment of a civil penalty and action for injunction, order of abatement or other equitable relief; provided, however, that no violation of any water use restriction or provision of this Ordinance shall be a basis for imposing any criminal remedy. The Board of Commissioners may release billing information, as such term is defined in N.C.G.S. 132-1.1(c), of Customers who violate, or have violated, the provisions of this Ordinance, when the Board in its sole discretion and acting pursuant to N.C.G.S. 132-1.1(c)(2), determines that the release of such billing information during times of mandatory water conservation is necessary to assist the County to maintain the integrity and quality of services it provides.
- H. UCPW shall send notice of first, second, and third violations to the Customer by regular U.S. mail at the Customer's billing address on file with UCPW. Such notice shall be deemed to have been delivered three days from the date mailed. In the event of a fourth or subsequent violation, UCPW shall send notice of the violation and intent to terminate water service by regular U.S. mail and by certified mail, return receipt requested, to the Customer's billing address on file with UCPW. Such notice shall be deemed to have been delivered on the earlier of (i) three days from the date of mailing by regular U.S. mail, or (ii) the date indicated on the return receipt.
- I. The notice of violation shall specify the following:
1. The nature of the violation and the date and time it occurred;
 2. The method by which payment of any civil penalty may be paid, including a statement indicating that it will be included on the Customer's next water bill;
 3. A warning that additional or continued violations may result in increased penalties, including termination of water service;
 4. A warning that failure to pay a water bill, including any civil penalty assessed pursuant to this Ordinance, may result in termination of water service;
 5. The telephone number at UCPW where the Customer may direct any questions or comments; and

6. Information indicating the manner in which the Customer may appeal a violation or a pending termination pursuant to Article XII of this Ordinance.

Article XI. Termination of Service

In addition to the payment of any civil penalty assessed pursuant to Article X of this Ordinance, a Customer shall be subject to termination or restriction of water service following four (4) or more violations of any water use restrictions or other provision imposed pursuant to this Ordinance. Water service will not be restored at such service connection until the Customer pays all the Customer's outstanding obligations, including, without limitation, all charges for water service, all civil penalties and other fees charged in accordance with the provisions of this Ordinance, and the current disconnect processing fee. In the event water service is terminated a second time for violations pertaining to use of water obtained by the Customer through an irrigation meter, service to such irrigation meter shall remain terminated for the remainder of the calendar year. A Customer may appeal such a termination of service pursuant to Article XII of this Ordinance.

Article XII. Appeals

A Customer who receives a notice of violation for a first, second, or third violation may appeal the violation by written notice to UCPW indicating through supporting documentation the factual basis for the Customer's position that either (i) the violation was issued in error, or (ii) the Customer had no opportunity to prevent the violation. The appeal must be delivered to UCPW at the specified address within fifteen (15) calendar days of delivery of the notice of violation. The Executive Director of Public Works or his/her designee shall conduct such review of the appeal as may be necessary to determine whether the documentation provided by the Customer supports the Customer's assertion that the violation was issued in error or the Customer had no opportunity to prevent the violation. The Executive Director of Public Works or his/her designee shall respond in writing within twenty (20) business days of receipt of the appeal.

A Customer who receives a notice of violation for a fourth or subsequent violation of the Ordinance indicating that the Customer's water service is subject to termination pursuant to this Article may appeal the pending termination of water service by filing a written notice of appeal with the Executive Director of Public Works, or in absence, his or her designee. The notice of appeal must be delivered to UCPW at the specified address within ten (10) calendar days from delivery of the notice of violation and must include a copy of the notice of violation being appealed. A hearing shall be held on such appeal within ten (10) business days of UCPW's receipt of the notice of appeal, or by such other date as mutually agreed upon by UCPW and the Customer.

Article XIII. Variances

- A. UCPW is authorized to issue variances in accordance with this Article permitting any Customer satisfying the requirements of this Article to use water for a purpose that would otherwise be prohibited by water use restrictions then in effect.

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- B. UCPW may issue variances during Stage 0, Stage 1 and Stage 2 provided that each of the following conditions is satisfied: (i) the Customer applies for a variance using forms provided by UCPW; (ii) the Customer pays a variance registration fee in such amount as determined by the Executive Director of Public Works, not to exceed fifty dollars (\$50.00); (iii) the application pertains to a new lawn and/or landscape installed incident to new construction, or to newly installed replacement sod, complete reseeding, or natural ground cover within the parameters of an established lawn; (iv) if pertaining to new lawn and/or landscape installed incident to new construction, the Customer applies for a variance either before issuance of a certificate of occupancy or within ninety (90) days after issuance of a certificate of occupancy relative to this new construction; and (v) the Customer submits with the application such supporting documentation as required by UCPW to substantiate that these conditions have been satisfied.
- C. Upon receipt of a variance from UCPW, the Customer may be permitted to water such newly installed lawn and/or landscape, or such newly installed replacement sod, complete reseeding, or natural ground cover, for a period not to exceed forty-five (45) days from the date of issuance of the variance. During the period that the variance is in effect, the Customer shall post signage provided by UCPW to signify the Customer's temporary exempt status from water use restrictions otherwise in effect. The Customer shall post such sign within two (2) feet of the driveway entrance. In any variance issued pursuant to this Article, UCPW may impose such conditions and restrictions as are appropriate to require that water used from the County water system be minimized to the extent practical.
- D. Variances issued pursuant to this Article shall terminate upon the earlier occurrence of the following: (i) forty-five (45) days from the date of issuance; or (ii) declaration by the County Manager of a Stage 3 or State 4 Water Shortage. In addition, the County Manager may, upon the recommendation of the Executive Director of Public Works, direct that UCPW cease issuance of new variances in the event it is determined that further issuance will likely result in increased demand that will equal or exceed the treatment and/or transmission capacity of the system or portions thereof.
- E. Any Customer receiving a variance pursuant to this Article who violates the terms thereof shall be subject to a civil penalty pursuant to Article X(C) of this Ordinance and to revocation of the variance. Any person who has violated the terms of any variance issued pursuant to this Article or any mandatory water use restrictions imposed pursuant to this Ordinance may be denied a variance, notwithstanding any provision of this Article to the contrary.

Article XIV. Irrigation Systems Requirements

- A. All non-residential accounts shall have a separate service for irrigation which is metered separately. All residential properties platted and recorded after July 1, 2009, are required by N.C.G.S. § 143-355.4 to have a separate meter for in-ground irrigation systems.
- B. Irrigation systems shall not be allowed to operate during periods of rainfall.
- C. All automatic Spray Irrigation Systems with a timer shall be equipped with rain sensors as approved by Union County. Rain sensors shall be activated to prevent the Spray Irrigation System from operating after one fourth (1/4) inch of rain has fallen.

Article XV. Maintenance of Spray Irrigation Systems

- A. The County recognizes that irrigation systems utilizing water from the County water system should be properly maintained in order to maximize efficiency and prevent waste. Additionally, the County recognizes that such maintenance may occur on days and at such times as would otherwise be prohibited under this Ordinance and the WSRP. However, during the period that a Stage 2 or Stage 3 Water Shortage is in effect, existing irrigation systems may be operated on such days and at such times as would otherwise be prohibited, provided that all of the following requirements are satisfied.
 - 1. Such operation must be incident to bona fide maintenance and/or repair of an existing irrigation system performed by a professional irrigation contractor in the business of performing such work. UCPW may require registration of such contractors, and may require on a given project that the contractor establish, to the satisfaction of UCPW, the need for such maintenance or repair.
 - 2. The irrigation contractor shall post signage provided by UCPW at the drive entrance to the property during such time, and only such time, that maintenance and/or repair services are being provided. Such signs shall be at all times the property of UCPW, and UCPW may charge a reasonable fee for provision of signs. The irrigation contractor shall not transfer, loan, or otherwise allow use of UCPW signs by anyone other than employees of the irrigation contractor and shall immediately report any lost or stolen signs to UCPW.
 - 3. The irrigation contractor shall remain on-site at all times while the irrigation system is in operation for maintenance and/or repair.
- B. Any irrigation contractor who violates the requirements of this Article shall be subject to a civil penalty in the amount of five hundred dollars (\$500) and shall forfeit the opportunity afforded pursuant to this Article to provide maintenance and/or repair of irrigation systems during dates

and times that watering is prohibited by a Stage 2 or Stage 3 Water Shortage declaration. In the event an irrigation contractor fails to comply with these requirements, UCPW shall send notice of violation indicating imposition of the civil penalty and demanding return of the UCPW signs assigned to him. Such notice shall be sent by certified mail, return receipt requested, to the contractor's billing address on file with UCPW.

- C. An irrigation contractor who receives a notice of violation may appeal such decision by filing a written notice of appeal with the Executive Director of Public Works, or his or her designee. The notice of appeal must be delivered to the Executive Director of Public Works or his/her designee within ten (10) calendar days from delivery of the notice of violation and must include a copy of the notice of violation being appealed. A hearing shall be held on such appeal within ten (10) business days of receipt of the notice of appeal, or by such other date as mutually agreed upon by the Executive Director of Public Works, or his/her designee, and the contractor.

Article XVI. Severability

If any article, section, subdivision, subarticle, clause, or provision of this Ordinance shall be adjudged invalid, such adjudication shall apply only to such article, section, subdivision, subarticle, clause, or provision so adjudged, and the remainder of this Ordinance may be declared valid once effective.

Article XVII. Effective Date

This Ordinance is effective upon adoption by the Union County Board of Commissioners on this the 4TH day of May, 2015.



E

Appendix E

Union County Rate and Fee Schedule

UNION COUNTY WATER AND SEWER DISTRICT RATE AND FEE SCHEDULE

SECTION I. The following rates, fees, and charges shall apply on and after the Effective Date of this rate and fee schedule (Schedule). For purposes of this Schedule, FY 2018 shall mean July 1, 2017, to June 30, 2018; FY 2019 shall mean July 1, 2018, to June 30, 2019; and FY 2020 shall mean July 1, 2019, to June 30, 2020; provided that this Schedule may extend beyond June 30, 2020, in accordance with the provisions of Section IV.

1. WATER RATES

A. Base Facility Fee – monthly fixed charge per meter for residential and non-residential water customers (based on meter size).

METER SIZE	FY 2018	FY 2019	FY 2020
3/4"	\$9.65	\$10.30	\$10.95
1"	\$24.25	\$25.85	\$27.55
1 1/2"	\$48.00	\$51.10	\$54.40
2"	\$76.75	\$81.75	\$87.05
3"	\$215.95	\$230.00	\$244.95
4"	\$479.95	\$511.15	\$544.35
6"	\$671.85	\$715.50	\$762.00

B. Volumetric Rates – charge for water per 1,000 gallons of usage based on the current Water Shortage Stage as declared by the County Manager.

- i. Residential Rates** – applies to accounts classified as residential.
- ii. Irrigation Rates** – applies to residential and non-residential accounts with a separate meter for irrigation systems.
- iii. Non-residential Rates** – applies to accounts classified as commercial, industrial or institutional.

		Standard Rates / Water Shortage Stage I			Water Shortage Stage II			Water Shortage Stage III			Water Shortage Stage IV		
		FY 2018	FY 2019	FY 2020	FY 2018	FY 2019	FY 2020	FY 2018	FY 2019	FY 2020	FY 2018	FY 2019	FY 2020
Residential													
Tier 1	0 - 3,000 gallons	\$2.35	\$2.50	\$2.65	\$2.35	\$2.50	\$2.65	\$2.35	\$2.50	\$2.65	\$3.20	\$3.40	\$3.60
Tier 2	3,001 - 7,000 gallons	3.20	3.40	3.60	3.20	3.40	3.60	3.20	3.40	3.60	4.80	5.10	5.45
Tier 3	7,001 - 10,000 gallons	4.55	4.85	5.15	4.55	4.85	5.15	9.05	9.65	10.30	10.15	10.80	11.50
Tier 4	10,001 - 15,000 gallons	6.60	7.05	7.50	10.55	11.25	12.00	18.00	19.15	20.40	19.45	20.70	22.05
Tier 5	> 15,000 gallons	10.75	11.45	12.20	17.20	18.30	19.50	29.40	31.30	33.35	31.80	33.85	36.05
Irrigation													
Tier 1	0 - 3,000 gallons	\$4.55	\$4.85	\$5.15	\$4.55	\$4.85	\$5.15	\$9.05	\$9.65	\$10.30	\$10.15	\$10.80	\$11.50
Tier 2	3,001 - 7,000 gallons	4.55	4.85	5.15	4.55	4.85	5.15	9.05	9.65	10.30	10.15	10.80	11.50
Tier 3	7,001 - 10,000 gallons	4.55	4.85	5.15	4.55	4.85	5.15	9.05	9.65	10.30	10.15	10.80	11.50
Tier 4	10,001 - 15,000 gallons	6.60	7.05	7.50	10.55	11.25	12.00	18.00	19.15	20.40	19.45	20.70	22.05
Tier 5	> 15,000 gallons	10.75	11.45	12.20	17.20	18.30	19.50	29.40	31.30	33.35	31.80	33.85	36.05
Non-Residential													
	All Usage	\$3.25	\$3.45	\$3.70	3.45	3.65	3.90	3.75	4.00	4.25	4.45	4.75	5.05
Wholesale													
	All Usage	\$2.60	\$2.77	\$2.95	\$2.60	\$2.77	\$2.95	\$2.85	\$3.05	\$3.25	\$3.15	\$3.35	\$3.55

C. Hydrant Meters

- i. **Temporary Hydrant Meters** – requires a \$300 deposit. Monthly usage will be billed at the Non-Residential rate and a base facility fee based on meter size is charged for each month (or partial month) the meter is used.
- ii. **Hydrant Permit Fee** – \$100 annual fee per vessel for permitted water service vehicles to obtain water from approved County hydrants. Monthly usage will be billed at the Non-Residential rate plus a monthly base facility fee based on meter size.

- D. **Automatic Fire Extinguishing Systems Base Facility Fee** – customers with a separate water connection used specifically for the purpose of fire protection service will be charged a **\$100 base facility fee annually**. Actual usage, if any, will be charged at the Non-Residential rate.

2. SEWER RATES

A. Base Facility Fee – monthly fixed charge per meter for residential and non-residential sewer customers (based on meter size).

METER SIZE	FY 2018	FY 2019	FY 2020
3/4"	\$11.85	\$12.60	\$13.40
1"	\$30.00	\$31.95	\$34.05
1 1/2"	\$59.65	\$63.55	\$67.70
2"	\$95.30	\$101.50	\$108.10
3"	\$268.20	\$285.65	\$304.20
4"	\$596.10	\$634.85	\$676.10
6"	\$834.45	\$888.70	\$946.45
Flat Rate*	\$40.85	\$43.50	\$46.35

**Flat Rate Sewer – applies to residential customers who do not purchase water from UCPW*

B. Volumetric Rates – charge for sewer per 1,000 gallons of water usage.

	FY 2018	FY 2019	FY 2020
<u>Residential</u>			
0 - 12,000 gallons	\$5.65	\$6.00	\$6.40
> 12,000 gallons	\$0.00	\$0.00	\$0.00
<u>Non-Residential</u>			
All Usage	\$5.65	\$6.00	\$6.40

3. CAPACITY FEES

A. Water Capacity Fees – one-time charges, based on water meter size, to new service connections (or increases in service by an existing customer).

METER SIZE	FEE
3/4"	\$1,200
1"	\$2,900
1 1/2"	\$5,800
2" & Greater	SEE NOTE
Fire Connection	NO FEE

Note: Water Capacity Fees for meter sizes 2" and greater are a multiple of the estimated water demand as compared to the water demand of one (1) Equivalent Residential Unit (ERU). An ERU represents water usage of a typical single-family residential unit with a ¾" meter. For the purposes of this calculation, 1 ERU = 703 gpd (gallons per day).

Water capacity fees are not charged for residential irrigation meters when installed in addition to a domestic meter.

B. Sewer Capacity Fees - one-time charges, based on water meter size, to new service connections (or increases in service by an existing customer).

METER SIZE	FEE
3/4"	\$3,090
1"	\$7,720
1 1/2"	\$15,440
2" & Greater	SEE NOTE
Fire Connection	NO FEE

Note: Sewer Capacity Fees for meter sizes 2" and greater are a multiple of the estimated sewer demand as compared to the sewer demand of one (1) Equivalent Residential Unit (ERU). The number of sewer capacity ERU's shall be equivalent to the number of ERU's as calculated for Water Capacity Fees unless the applicant can demonstrate that there is water consumption within their development that would not generate wastewater flow.

Sewer capacity fees are not charged for irrigation meters.

4. TAP FEES

A. Water Tap Fees – amount charged for installing a new water tap (based on meter size).

METER SIZE	FEE
3/4"	\$400
1"	\$525
≥ 1 1/2"	COST
Fire Connection	COST

B. Sewer Tap Fees - amount charged for installing a new sewer tap (based on line size).

SIZE OF LINE	FEE
4"	\$630
6"	\$825
>6"	COST

5. MISCELLANEOUS FEES

- A. Account Setup Fee** – a fee charged for establishing a new account or transferring an account. **\$25.00**
- B. Deposit Fee** – amount collected when service is established for a customer who does not own the property. The deposit, less the final bill amount, is returned to the customer when service is terminated. **\$50.00**
*Deposit balances of less than \$1.00 will not be refunded.
Interest accrued on deposits is not refundable to customers.*
- C. Late Payment Fee** – applied when customer has not paid monthly bill by due date. **\$10.00 or 5% of the current past due amount, whichever is more**
- D. Disconnect Processing Fee** – applied when customer has two outstanding bills and has not paid the balance by the due date of the 2nd bill. Fee applicable at 5:00 p.m. on the due date of the 2nd bill whether the service is physically disconnected or not. **\$50.00**
- E. Returned Check Fee** – fee charged when checks are returned, automatic drafts are rejected or credit/debit card transactions are reversed after payment has been credited to a customer’s account. **\$25.00**
- F. Meter Verification Fee** – fee charged if customer requests a meter test and the meter is found to be registering correctly. If the meter is registering incorrectly, this fee is not charged. **\$25.00**
- G. Meter Installation Fee** – fee charged at the time of meter set (actual cost of meter assembly plus labor costs to install).

METER SIZE	INSTALLATION FEE
3/4"	\$185
1"	\$275
1 ½"	\$1,400
2" & Greater	ACTUAL COST

H. Meter Removal Fee – fee charged for the removal of a meter whether at the request of the customer or initiated by UCPW for meter tampering. **\$25.00**

I. Meter Reset Fee – fee charged for resetting a meter. **\$25.00**

J. Meter Tampering Fee – fee charged for damage or alteration of a meter assembly or for bypassing or relocating a meter.

1 st Offense	\$100
2 nd Offense	\$200
3 rd Offense	\$300

K. Temporary Construction Meter Deposit Fee – an amount collected for a meter set at the beginning of or during the construction phase of any new development (residential or non-residential), prior to the issuance of a Certificate of Occupancy. **The amount of the deposit will vary based on meter size and will be equal to the Meter Installation Fee.** The deposit, less amounts owed for services provided or damages to County property, is returned to the customer when service is converted to a permanent service. Deposit balances of less than \$1.00 will not be refunded. Interest accrued on deposits is not refundable to customers.

L. Service Charges – Charges for repairs to the utility system caused by third-party damages or for additional services requested by customers of the system. Labor charges will be the average hourly rate (including benefits) by position of personnel performing the work. Equipment charges will be the hourly rates established by the Federal Emergency Management Agency (as listed on FEMA.gov). Materials will be charged at cost plus 10%. Restoration (landscaping, concrete, asphalt)

or other services performed by a third-party vendor will be charged at cost. Amounts for the labor and equipment reimbursement charges set forth herein may be administratively determined on an annual basis.

M. Plan Review Fees – fees charged for review and approval of engineering plans submitted for new development:

Residential	\$100 plus \$20 per lot
Non-residential	\$100 plus \$10 per 1,000 sq. ft. of building(s) area

SECTION II. Partial payments will be applied first to late charges or fees, then to sewer charges, and then to water charges.

SECTION III. This Schedule shall supersede any schedule, or any portion of a schedule, that conflicts with this Schedule. Except as superseded, such other schedule(s) shall continue in full force and effect.

SECTION IV. This Schedule shall become effective as of the 1st day of July, 2017 (the “Effective Date”), and shall continue until amended, superseded, or repealed. In the event this Schedule is not amended, superseded, or repealed for that period following June 30, 2020, the provisions of this Schedule (including the rates, fees, and charges established for FY 2020) shall continue to apply until this Schedule is amended, superseded, or repealed.

