WATER SHORTAGE RESPONSE PLAN (WSRP)
TOWN OF BLACK MOUNTAIN (PWSID: 01-11-020)

I. BLACK MOUNTAIN WATER SHORTAGE RESPONSE PLAN PROCEDURE

The Town of Black Mountain water system will, at a minimum, adopt and enforce water use reduction measures contained in this plan as a condition of water purchased from the City Asheville. When the thresholds established in Section IV of this plan are reached the Mayor, or an agent designated by the Mayor, shall declare a water shortage and institute the provisions of this plan. Upon the declaration of a water shortage, a press release will be forwarded to the media outlets:

II. OPERATION PROCEDURES

Year Round Operations
Daily visit and record level of all 7 water storage facilities (2.5mg) Daily visit, inspect and record: pumping rate, chlorine use, PH, chlorine PPM and room temperature at each of the 8 well houses. Normal daily production 600,000 gallons. Read and record the amount of water purchased from Asheville on a monthly basis <230,000 gallons per day. Prepare a monthly report to the town manager on water production, usage, and loss. Prepare monthly reports to the state on water production. Weekly monitoring drought conditions in North Carolina. Control water flow rate from Asheville to maintain at least ½ day storage of 900,000 gallons. Maintain water saving tips on the town's website and at the water department.

Voluntary Restriction Operations
Notify the state of voluntary restrictions. Request voluntary conservation through the town website, Black Mountain News, Asheville Citizen's Times and Channel 13 news. Maintain year round operations procedures. Read and record the amount of water purchased from the City of Asheville on a weekly basis. Coordinate with the City of Asheville to increase the pressure as needed to meet the higher demand of 230,000 - 290,000 gallons per day.

Mandatory Restriction Operation
Notify the state of mandatory restrictions. Assign personnel to inspect for compliance of water restrictions. Maintain year round and voluntary restriction operations procedures. Read and record the amount of water purchased from the City of Asheville on a daily basis. Report to the town manager on a weekly basis. Coordinate with the City of Asheville to increase the pressure as to meet the higher demand of 290,000-700,000 gallons per day.

Emergency Restriction Operation
Notify the State of emergency restrictions. Daily report to the town manager. Maintain year round, voluntary, and mandatory operations. Work with the City of Asheville to meet needs if possible.

III: TOWN OF BLACK MOUNTAIN WATER USE CLASSIFICATION

To aid implementation of this plan the following classes of water use have been established.

CLASS I: ESSENTIAL POTABLE WATER USES FOR BLACK MOUNTAIN

Domestic	Water to sustain human and domestic pet life; minimum standards of hygiene and sanitation.
Patient Care	Patient care and rehabilitation, including swimming pools used for patient care and rehabilitation.
Public Use	Firefighting and approved flushing of sewers and hydrants to ensure public health and safety.

CLASS II: SOCIALLY/ECONOMICALLY IMPORTANT POTABLE WATER USES FOR BLACK MOUNTAIN

Domestic	Minimal use for kitchen, bathroom and laundry; Minimal watering of vegetable gardens and trees to preserve them.
Public Use	Filling and operation of public swimming pools, which serve more than 25 residents.
Institutional	Efficient use by schools and government facilities.

CLASS III: NON-ESSENTIAL POTABLE WATER USES FOR BLACK MOUNTAIN

All	Ornamental uses (fountains, reflecting pools, etc.); Residential lawn irrigation; Non-commercial washing of motor vehicles; Washdown of impervious surfaces; Filling and operation of recreational swimming pools serving less than 25 residents.
Public Use	Gardens, lawns, parks, golf courses (except greens), playing fields and recreational areas.

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IV: DROUGHT RESPONSE TRIGGERS AND PHASED WATER USE REDUCTIONS

When the following water supply thresholds (TRIGGERS) are reached, the Mayor shall initiate the following PHASE reduction measures as outlined under the corresponding RESPONSE heading.

PHASE I: VOLUNTARY WATER USE REDUCTION FOR BLACK MOUNTAIN

TRIGGERS
When a voluntary water use reduction has been placed in affect by The City of Asheville, When the tank levels of the main and the south tank drop below 15 feet and 24 feet respectively for three consecutive days in a 30 day period.
RESPONSE (Begin Distribution of Water Use Reduction Education Materials)
The Mayor shall declare a **Water Shortage Advisory**; Begin public notification as previously outlined and distribute water conservation tips; Request Voluntary Conservation for all users of the Black Mountain water system as outlined in distributed information; Request Class III non-essential uses to be reevaluated;

PHASE II: MANDATORY WATER USE REDUCTION MEASURES FOR BLACK MOUNTAIN

TRIGGERS
When a mandatory water use reduction has been placed in affect by the City of Asheville When the tank levels of the main and the south tank drop below 15 feet and 24 feet respectively for seven consecutive days within a 30 day period.
RESPONSE
The Mayor shall declare a **Water Shortage Alert**; All voluntary measures become mandatory in addition to the following measures: Enforce a system-wide 25% water use reduction goal Notify water use customers by any or all methods as previously outlined; Non-commercial car washing & residential outdoor watering is limited to two days per week between 6pm - 8am; Ban all non-commercial pressure washing and washdown of impervious surfaces; Ban the filling of newly constructed or recently drained pools; Public recreational areas are limited to watering on Monday between the hours of 6pm-8am; All non-public hydrant use by permit only; Ban ornamental uses; Mayor may authorize additional water use restrictions or bans to be enforced 10 days after public notification.

PHASE III: EMERGENCY WATER USE REDUCTION MEASURES FOR BLACK MOUNTAIN

TRIGGERS
When a mandatory water use reduction has been placed in affect by the City of Asheville When conditions exist that the Town of Black Mountain is unable to sustain tank levels at 15 feet in the main tank and 20 feet in the south tank the town will declare emergency water restrictions.
RESPONSE
The Mayor shall declare a **Water Shortage Emergency**; In addition to the above measures the following measures will also be imposed: Notify water use customers by any or all methods as previously outlined; Ban Class III non-essential uses; Request additional conservation from Class 1 (essential) users as may be possible; Enact advanced restriction pricing with fines for overuse; Limit garden irrigation to two days per week between 6pm to 8am; Ban all landscape irrigation (including golf course greens, school grounds, residential lawns); Ban all recreational use.

V: BLACK MOUNTAIN ENFORCEMENT PENALTIES

OFFENSE	Phase I: VOLUNTARY	Phase II: MANDATORY	Phase III: EMERGENCY
FIRST	Notice of Violation (NOV)	NOV and $50 Fine	$100 Fine
SECOND	NOV	$100 Fine	$350 Fine
THIRD	NOV	$250 Fine	Water Service Disconnection + Associated Reconnect Fees
MORE THAN 3 OFFENSES	NOV	Water Service Disconnection + Associated Reconnect Fees	

VI: BLACK MOUNTAIN RESIDENTIAL &NON-RESIDENTIAL CONSERVATION RATES

Water System Operating Status	Conservation Rates
Normal Conditions or Phase I Advisory;	Normal Rate
Declaration of Phase II Alert;	2 x Normal Rate
Declaration of Phase III Emergency.	4 x Normal Rate

VI. RETURN TO NORMAL OPERATIONS IN BLACK MOUNTAIN

Phase conservation measures and restrictions will expire incrementally when the Mayor, after consultation with the Director, finds that the water supply has returned to normal. Each phase shall last a minimum of 21 days.