

WATER SHORTAGE MANAGEMENT POLICY

(City Council adopted on September 8, 2005)

General:

At such time as it proves necessary to declare a water shortage emergency, as provided in the Emergency Water Conservation Ordinance, (Sec.8-2-40), it will be the policy of the City of High Point's Public Services Department to exercise its Water Conservation Program according to the guidelines herein set forth.

Public Announcements:

During water shortage emergencies, the Public Services Department shall make public announcements to its customers using one or more of the following means of communication; newspaper, radio, television, utility bill inserts, message for customers placed on hold when calling, place messages on Customer Services automated response system, etc.

Phase I - Water Shortage Alert:

A Water Shortage Alert may be declared when a water shortage event poses a potential threat to the ability of the water system to meet the needs of its customers currently or in the foreseeable future. Lake levels, average daily use, and remaining reservoir capacities will be monitored on a daily basis during a water shortage event. The Director of Public Services will declare a Phase I – Water Shortage Alert when the remaining capacity of the combined reservoirs is less than 80% of full capacity.

Once a Water Shortage Alert has been declared, all City Departments will immediately cease all non-essential uses of potable water, including but not limited to street flushing, fleet washing, and recreational uses. All water customers of the City of High Point (residential, commercial, industrial, and municipal) will be requested to voluntarily reduce water consumption by:

1. Limit sprinkling and watering of lawns, shrubbery, and flowers to odd or even calendar days, depending on the last digit of their address;
Example: 2011 E. Kivett (odd) would water on July 31 (odd), but would not water on August 2 (even).
2. Restricting private car washing to a minimum and then only on weekends;
3. Storing drinking water in the refrigerator to avoid trying to run it cool at the tap;
4. Showering instead of bathing, or reducing the depth of water used for a tub bath to no more than 1/4 full. Limit the length of each shower to 5 minutes;
5. Not leaving faucets running while shaving or rinsing dishes, brushing teeth, etc.;
6. Washing full loads in clothes washers and dishwashers;

7. Installing water saving devices such as plastic bottles or commercial units in toilet tanks, unless it is already a new water-saving type unit;
8. Limiting flushing of toilets by multiple usage;
9. Limiting hours of operation of water cooled air conditioners where possible;
10. Not introducing water into pools except to the extent necessary to maintain operation;
11. Not washing down outside areas such as sidewalks, patios, building exteriors, driveways or other areas;
12. Not introducing water into any decorative fountain, pool or pond;
13. Not serving water in a public restaurant except upon request;
14. Not using water for any unnecessary purpose or intentionally wasting water.

FURTHERMORE, all construction activities involving flushing, filling of water lines, disinfection, and street construction must be approved by and scheduled with the Public Services Department.

Phase II - Mandatory Conservation:

Mandatory Conservation may be declared when a water shortage event poses a significant threat to the ability of the water system to meet the needs of its customers currently or in the foreseeable future. The Director of Public Services will declare Phase II – Mandatory Conservation when the remaining capacity of the combined reservoirs is less than 60% of full capacity.

Once Mandatory Conservation has been declared in accordance with the Emergency Water Conservation Ordinance, all conservation measures of the Water Shortage Alert will become mandatory. In addition, all water customers of the City of High Point will:

1. Residential consumption above the first usage bracket (35 units) will be billed at double the normal rate;
2. Use disposable dishes in residences and restaurants where possible;
3. Not water lawns at all, except golf course greens;
4. Water vegetable gardens only between the hours of 4:00 P.M. and 8:00 P.M. on Saturdays;
5. Fill no swimming pool, hot tub, spa, or replenish any filled pools except to the minimum level essential for the operation of chemical level equipment;
6. Operate no water cooled air conditioners or other equipment that does not recycle cooling water, except when health and safety are adversely affected;
7. Discontinue washing motor vehicles except where fifty percent or more of the water is recycled;
8. The Director of Public Services will be empowered to negotiate with all industrial and commercial accounts to ensure that all reasonable conservation measures are implemented.

Phase III - Stringent Conservation:

Stringent Conservation may be declared when a water shortage event poses a serious threat to the ability of the water system to meet the needs of its customers currently or in the foreseeable future. The Director of Public Services will declare Phase III – Stringent Conservation when the remaining capacity of the combined reservoirs is less than 50% of full capacity.

Once Stringent Conservation has been declared in accordance with the Emergency Water Conservation Ordinance, all conservation measures of Mandatory Conservation will be in effect. In addition, all water customers of the City of High Point will:

1. Be charged at double rates for water consumption above 10 units per month.
2. Use no water outside a structure except in an emergency involving fire;
3. Operate no evaporative air conditioning units which recycle water except during the operating hours of the business;
4. Close all swimming pools;
5. Wash no motor vehicle, including commercial washing facilities;

Phase IV – Water Rationing:

Water Rationing may be declared when a water shortage event poses an imminent threat to the ability of the water system to meet the needs of its customers currently or in the foreseeable future. The Director of Public Services will declare Phase IV – Water Rationing when the remaining capacity of the combined reservoirs is less than 40% of full capacity.

Once Water Rationing has been declared in accordance with the Emergency Water Conservation Ordinance, all conservation measures of Stringent Conservation will be in effect. In addition, all water customers of the City of High Point will:

1. All other uses of water will be limited to those necessary to meet minimum health and safety needs of the customers;
2. The Director of Public Services shall be empowered to limit the hours of service to different sections of the city on a rotating basis in order to maintain minimum health and safety needs.