

Amended December 1, 2023
Water Conservation and Water Shortage Response Plan

TOWN OF CANTON, NORTH CAROLINA
(PWSID# 144015)

This water shortage response plan serves to conserve available water supplies during times of drought and emergency. The procedures are written to minimize adverse impacts of water supply shortages and emergency water supply conditions.

I. Authorization

The Mayor of Canton is authorized to enact water shortage response provisions whenever the trigger conditions outlined in Section IV are met. In his absence, the Town Manager will assume this responsibility. Please direct inquiries to:

Zeb L.. Smathers Mayor	Nick Scheuer Town Manager
P.O. Box 987 Canton, NC 28716	PO Box 987 Canton, NC 28716
Phone: (828) 648-2363	Phone: (828) 648-2363
E-Mail: zlsmathers@gmail.com.	E-Mail: nscheuer@cantonnc.com

II. Notification

The following notification methods will be used to inform water system employees and customers of a water shortage declaration: employee email announcements, notices at municipal building, notices on water billing and on the Town of Canton website www.townofcanton.com. Required water shortage response measures will be communicated through a press release that will be forwarded to the following media outlets: **The Enterprise Mountaineer** (828) 452-0665, **Asheville Citizen-Times** (828) 452-1470,

Smoky Mountain News (828) 452-3585, and **WLOS** (828) 456-3933. The Town Manager will notify the **North Carolina Division of Water Resources** (919) 733-4064, lwsp@ncmail.net.

III. Levels of Response

Three stages of water shortage response are outlined in the table below. The three levels of water shortage response are: voluntary conservation, mandatory conservation, and emergency conservation. A detailed measures follows below.

WATER SHORTAGE/LEVELS OF RESPONSE

1	Voluntary Conservation	Water users are encouraged to reduce their water and improve water use efficiency; however, no penalties apply for noncompliance. Water supply conditions indicate a potential for
2	Mandatory Conservation	Water supply conditions worsen and to avoid depletion of water resources, all measures of mandatory water use restrictions and conservation are marshaled, and can include a drought
3	Emergency Conservation	Water supply conditions are substantially diminished and pose an imminent threat to human health or environmental integrity. All measures of emergency water use restrictions and conservation are marshaled, and can include a drought

Stage 1. Voluntary Reductions, all water users will be asked to reduce their normal water use. Customers should limit car washing to a minimum; limit lawn and garden water to that which is necessary to sustain plant survival (Best time to water is before 10:00 a.m.); Do not wash down outside areas, such as sidewalks, patios, parking lots, etc.; Do not leave faucets running while shaving, rinsing dishes, or brushing teeth; Water shrubbery and house

plants to minimum required, reusing household water when possible; Operate clothes washers and dish washers only when fully loaded; Use shower for bathing rather than bath tub, limit showers to no more than four (4) minutes; Limit flushing of toilets by multiple usage; Use disposable and biodegradable dishes; Use flow restrictive and water saving devices; Limit hours of operation of water-cooled air conditioners; Delay temporarily any new landscape work until the water shortage has ended; Wash only full loads in washers and dishwashers; and identify and repair all water leaks.

Stage 2. Mandatory Conservation, all customers must continue actions from Stage 1 and further reduce water use. All nonessential uses of drinking water are banned. It shall be unlawful to use potable water supplied by the Town of Canton for the following reasons: Do not water lawns, grass, shrubbery, trees, and flowers with the exception of commercial nurseries and golf greens. Vegetable gardens may be watered in accordance with a schedule set forth at the time Stage 2 water shortage is proclaimed. Do not fill swimming and/or wading pools that are empty. (This doesn't apply to public pools which are in operation prior to Stage 2 requirements); Do not wash down outside areas such as streets, driveways, service station parking lots, office buildings, exteriors of existing or newly constructed homes or apartments, sidewalks, or patios, or use water for other similar purposes; Do not use water from public or private fire hydrants for any purpose other than firefighting and line flushing on an emergency basis; Do not operate or induce water into any car wash facilities. Do not operate or induce water for ornamental fountain, pool, or pond or other structure making similar use of water; Do not serve drinking water in restaurants, cafeterias, or other food establishments, except upon request; Do not change bed linens hotels, motels, and other facilities providing sleeping accommodations, except upon request or upon customer changeover, or every five (5) days for long-term customers; Do not operate water-cooled air conditioners or other equipment that does not recycle cooling water, except when health and safety are adversely affected; Do not use water for any unnecessary purpose or to intentionally waste water. Additionally, in Stage 2, a drought surcharge of 1.5 times the normal water rate applies to all usage above the 3,000 gallon minimum bill.

Stage 3. Emergency Conservation, customers must continue all actions from previous stages and further reduce their water. If a Stage 3 water shortage condition is declared, in addition to the restrictions for Stage 1 and Stage 2, it shall be unlawful to use potable water supplied by the Town of Canton in the

following manner: Do not use water outside a structure for any use other than an emergency involving fire; Fire protection to be maintained by drafting of ponds, rivers, etc. whenever and wherever possible; Disposable utensils and plates is mandatory at all commercial eating establishments; Commercial businesses to operate evaporative air conditioners except during operating hours of businesses. Emergency conservation stage will place a ban on all use of drinking water except to protect public health and safety. Additionally a drought surcharge of 2 times the normal water rate applies to all usage above the 3,000 gallon minimum bill.

IV. Triggers

When the following water supply thresholds (TRIGGERS) are reached, the Mayor shall initiate the corresponding water restriction stages when notified by the Town of Canton.

Stage 1. – This stage will be implemented in the event that the Town of Canton Water Treatment Plant production exceeds 3.0 mgd (75% of plant capacity) and 20 percent of the flow in the Pigeon River, with both events based on a five (5) consecutive day moving average.

Stage 2. – This stage will be implemented in the event the Town of Canton Water Treatment Plant production exceeds 3.4 mgd (85% of plant capacity) or 50 percent of the flow in the Pigeon River, with both events based on a five (5) consecutive day moving average.

Stage 3. – This stage will be implemented in the event the Town of Canton Water Treatment Plant production exceeds 3.8 mgd (95% of plant capacity) or 70 percent of the flow in the Pigeon River, with both events based on a five (5) consecutive day moving average.

V. Enforcement

The provisions of the water shortage response plan will be enforced by the Town of Canton Public Works, Finance, and Police Department. Violators

may be reported to the Canton Town Hall by calling 828-648-2363. Citations are assessed according to the following schedule depending on the number of prior violations and current level of water shortage.

Water Shortage Level	First Violation	Second Violation	Third Violation
Stage 2, Mandatory Reductions	Warning	\$50.00	\$100.00
Stage 3, Emergency Reductions	\$100.00	\$250.00	Discontinuation of Service

VI. Public Comment

Customers will have multiple opportunities to comment on the provisions of the water shortage response plan. First, a draft plan will be published on the Town of Canton website and available at the Canton Town Hall. A public hearing will be scheduled with notice printed in all customer water bills to collect comments on the draft. All subsequent revisions to the draft plan will be published on the website and available at the Canton Town Hall at least 30 days prior to the adoption of the plan by the Canton Board of Aldermen.

VII. Variance Protocols

Applications for water use variance requests are available at the Canton Town Hall. All applications must be submitted to the Town Manager. A decision to approve or deny individual variance request will be determined within ten business days of submittal after careful consideration of the following criteria: impact on water demand, expected duration, alternative source options, social and economic importance, purpose (i.e. necessary use of drinking water) and the prevention of structural damage.

VIII. Effectiveness

The effectiveness of the Canton Water Shortage Response Plan will be determined by comparing the stated water conservation goals with observed water use reduction data. Other factors to be considered include frequency of plan activation, any problem periods without activation, total number of violation citations, desired reductions attained, and evaluation of demand reductions compared to the previous year's seasonal data.

IX. Revision

The Water Shortage Response Plan will be reviewed and revised as needed to adapt the new circumstances affecting water supply and demand, following implementation of emergency restrictions, and at a minimum of every five years, as required by the provisions of G.S. 143-355 (I). Further, Town Manager will review procedures following each emergency stage to recommend any necessary plan improvements to the Board of Aldermen. The Town Manager and Public Works Superintendent will be responsible for initiating all subsequent revisions.

Amended and adopted on December 1, 2023