



WATER SHORTAGE RESPONSE PLAN

March 2023

The procedures herein are written to reduce potable water demand and supplement existing drinking water supplies whenever existing water supply sources are inadequate to meet current demands for potable water.

I. Authorization

The Town Manager of Franklin shall enact the following water shortage response provisions whenever the trigger conditions outlined in Section IV are met. In his/her absence, the Public Works Director, followed by the Water Plant ORC, will assume this role.

Town Manager:	Ms. Amanda Owens Phone: (828) 524-2516 E-mail: aowens@franklinnc.com
Public Works Director:	Mr. Bill Deal Phone: (828) 524-2516 E-mail: bdeal@franklinnc.com
Water Plant ORC:	Mr. Kyle Pocquette Phone: (828) 369-8998 E- Mail: kpocquette@franklinnc.com

II. Notification

The following notification methods will be used to inform water system employees and customers of a water shortage declaration: employee e-mail announcements and notices at municipal buildings and in water bills. Required water shortage response measures will be communicated through announcements on local radio, television stations and newspapers, and posted notices in Town Hall and the Town's web site (<http://www.franklinnc.com>). Declaration of emergency water restrictions or water rationing will be communicated to all customers by telephone through the use of reverse 911.

III. Levels of Response

Five levels of water shortage response are outlined in the table below. The five levels of water shortage response are: voluntary reductions, mandatory reductions I and II, emergency reductions and water rationing. A detailed description of each response level and corresponding water reduction measures are as follows:

Stage	Response	Description
1	Voluntary Reductions	Water users are encouraged to reduce their water use and improve water use efficiency; however, no penalties apply for noncompliance. Water supply conditions indicate a potential for shortage.
2	Mandatory Reductions I	Water users must abide by required water use reduction and efficiency measures; penalties apply for noncompliance. Water supply conditions are significantly lower than the seasonal norm and water shortage conditions are expected to persist.
3	Mandatory Reductions II	Same as in Stage 2.
4	Emergency Reductions	Water supply conditions are substantially diminished and pose an imminent threat to human health or environmental integrity.
5	Water Rationing	Water supply conditions are substantially diminished and remaining supplies must be allocated to preserve human health and environmental integrity.

Stage 1, Voluntary Reductions: All water users will be asked to reduce their normal water use by 5%. Customer education and outreach programs will encourage water conservation and efficiency measures including irrigating landscapes a maximum of one inch per week, preventing water waste, runoff and watering of impervious surfaces, watering plants deeply to encourage root growth, washing only full loads in clothes and dish washers, using spring-loaded nozzles on garden hoses, and identifying and repairing all water leaks.

Stage 2, Mandatory Reductions I: All customers are expected to reduce their water use by 10% in comparison to their previous month's water bill. In addition to encouraging all voluntary reduction actions, the following restrictions apply: irrigation is limited to one half inch per week between 8PM and 8AM, outdoor use of drinking water for washing impervious surfaces is prohibited, and all testing and training purposes requiring drinking water (such as fire protection) will be limited.

Stage 3, Mandatory Reductions II: Customers must continue actions from all previous stages and further reduce water use by 20% compared to their previous month's water bill. All non-essential uses of drinking water are banned and garden and landscape irrigation must be reduced to the minimum amount necessary for survival. Additionally, in Stage 3, a drought surcharge of 1.5 times the normal water rate applies.

Stage 4, Emergency Reductions: Customers must continue all actions from previous stages and further reduce their water use by 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.

Stage 5, Water Rationing: The goal is to provide drinking water to protect public health such as residences, residential health care facilities and correctional facilities. Customers are only permitted to use water at the minimum required for public health protection. Firefighting is the only allowable outdoor water use and pick-up locations for distributing potable water will be announced according to Franklin's Emergency Response Plan. Drought surcharges increase to 5 times the normal water rate.

IV. Triggers

The Town of Franklin's water source is Cartoogechaye Creek. The following measured stream intake levels and corresponding USGS flow measurements trigger entry into corresponding water restriction stages:

Level	Depth at Intake Dam for five (5) consecutive days	Representative Flow at USGS Station No. 03500240	% of 7Q10
1	6-1/4"	36 cfs	120%
2	5-1/2"	30 cfs	100%
3	4-3/4"	24 cfs	80%
4	4"	18 cfs	60%
5	3"	12 cfs	40%

Bypass of Measured Intake Level Triggers

The Town Manager, per the recommendation and best professional judgment of the Water Plant ORC, and for the protection of the residents, water source and treatment systems of the Town of Franklin, may implement any of the aforementioned levels of water shortage responses without a specific trigger level measurement. If stream flow is low enough that a trigger measurement is reached, however, the Town Manager must implement at minimum the water shortage response stage that correlates with that measurement.

Return to Normal

When water shortage conditions have abated and the situation is returning to normal, water conservation measures employed during each phase should be decreased in reverse order of implementation. Permanent measures directed toward long-term monitoring and conservation should be implemented or continued so that the community will be in a better position to prevent shortages and respond to recurring water shortage conditions.

V. Enforcement

The provisions of the water shortage response plan will be enforced by Town of Franklin Public Works Department. 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
Voluntary Reductions	No Action	No Action	No Action
Mandatory Reductions (Stages 2 and 3)	Warning	\$250	Discontinuation of Service
Emergency Reductions	\$250	Discontinuation of Service	Discontinuation of Service
Water Rationing	\$500	Discontinuation of Service	Discontinuation of Service

Drought surcharge rates are effective in Stages 3, 4 and 5.

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 available at Town Hall and the Town's web site (<http://www.franklinnc.com>) for customers to view. A notice will be included in customer water bill notifying them of such. Also, a draft plan will be published in the local newspaper. All subsequent revisions to the draft plan will be published at least 30 days prior to an adoption vote by Franklin's Town Council.

VII. Variance Protocols

Applications for water use variance requests are available from Town Hall. All applications must be submitted for review by the Town Manager or his/her designee. A decision to approve or deny individual variance requests will be determined within two weeks 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 Franklin's 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 to new circumstances affecting water supply and demand, following implementation of emergency restrictions, and at a minimum of every five years in conjunction with the updating of the Local Water Supply Plan. A water shortage response planning work group will review procedures following each emergency or rationing stage to recommend any necessary improvements to the plan to the Town Council. The Town of Franklin Public Works Director is responsible for initiating all subsequent revisions.

Initial Implementation: December 2018

Reviewed / Revised: March 2023