Baton Water Corporation

2611 Connelly Springs Road

Granite Falls, NC 28630

Phone 828-728-7003 Fax 828-728-7099

WATER SHORTAGE RESPONSE PLAN

Regulations to be enforced during a declaration of a water shortage.

The General Manager of BATON WATER CORP. adopts the following as regulations to be in force during any declaration of a water shortage. All water customers, municipalities, Water Corp. or companies who purchase finished water from BATON WATER CORP. will enforce the appropriate water use restrictions for each level/phase of response to a water shortage.

The Baton General Manager shall enact the following water shortage response provisions whenever the trigger conditions outlined below are met.

General Manager

Phone 828-728-7003

Baton WC is provided water solely by purchase from the Town of Lenoir. When the Town of Lenoir declares a water shortage Baton WC is required to do so as well. During this time Baton WC General Manager will stay in close contact with the Town of Lenoir and follow their triggers.

Education/Outreach Program and notification methods for informing customers about water use policies and restrictions. Customers of BATON WC will be notified of any water use policy or restrictions

by the use of the following methods:

A. Public Service Notices of local radio stations
B. Newspaper notices
C. Posted notices at BATON WATER CORPORATION office and other public places.

Depending on the severity of the emergency; voluntary (Level I) mandatory (Level I, or III) or mandatory (Lever IV) staged water use restrictions as described below shall be imposed upon customers.

LEVEL I. During a declared Level I water emergency, the following voluntary conservation practices shall be encouraged for the public water system served by the corporation.

(1) Watering of lawns, ornamental plants and gardens shall be limited to that necessary for plant survival only. Water only during off peak hours. (9:00 p.m. to 4:00 a.m.)

(2) Planting of new ornamental plants and seeding of lawns should be deferred until the water emergency situation no longer exists.

(3) Household water should be reutilized to the greatest possible extent for watering

(4) Use of water for wash down of outside areas such as driveways or parking lots should be curtailed.

(5) Faucets should not be left running while shaving, brushing teeth or washing dishes.

(6) The use of clothes and dishwashers should be limited if possible and these units should be operated with full loads when used.

(7) Washing of cars or other vehicles should be held to a minimum. Hoses should not be left running while washing vehicles.

(8) The use of flow restrictors and other water saving devices is encouraged/

(9) Filling of pools shall be deferred or limited to hours between 9:00 p.m. and 4:00 a.m.

(10) Any practice listed in this section (A) may be modified or additional practices added at the discretion of the Chairman or at the request of the City of Lenoir.

LEVEL II. During a declared Level II water emergency, the following mandatory water use restrictions shall be in effect for the public water system served y the corporation.

(11) All voluntary practices listed in subsection 4 A of this section shall be mandatory unless stricter measures are indicated in this section.

(12) Residents will be allowed to use water for outdoor activities on Wednesday and Saturday only. They may only use handheld hoses with spring-loaded nozzles. Professional and commercial landscaping, nursery and pressure washing businesses may resume operation using handheld hoses with spring-loaded nozzles.

(13) Planting or new ornamental plants or seeding of lawns shall be deferred until the water emergency no longer exists.

(14) Use of water for washing down of exterior areas, including but not limited to buildings, driveways, and/or parking lots, shall be prohibited unless the requirements of subsection B (4) below are met.

(15) Public commercial washing structures including those providing hand held washing nozzles may continue normal operation. However, the facility owner/operator shall ensure that waste of water does not occur.

(16) Restaurants and other food serving establishments shall serve water to 0patrons only at the request of the patron(s).

(17) Commercial, industrial and construction operations shall eliminate all possible waste of water.

(18) Newly constructed or drained pools shall be filled only on Wednesday or Saturday. A permit must be obtained from the corporation office.

(19) Any practice listed above may be modified or additional practices added at the discretion of the Chairman or at the request of the City of Lenoir.

LEVEL III. During a declared level III water emergency, the following mandatory water use restriction shall be in effect for the public water system served by the corporation.

(1) All practices listed in Level I and Level II shall remain in effect unless stricter measures are indicated in this section.

(2) Restaurants and other food serving establishments shall utilize single serving utensils and plates, and serve water only at the patron(s) request.

(3) Large scale commercial and industrial water customers and construction activities utilizing five thousand (5,000) or more gallons of water per day shall achieve mandatory reduction in daily water usage of twenty-five (25), fifty (50) or seventy-five (75) percent through whatever means available. The target reduction percentage shall be determined by the severity of the Water Emergency, and

shall be publicly announced as part of the emergency declaration. The Chairman shall determine compliance with the daily usage reduction targets. Variances to this restriction may be granted to designated public health facilities including but not limited to hospitals and nursing homes.

(4) Drinking water taps or hydrant permits shall be issued or revoked at the discretion of the City of Lenoir Staff.

(5) Any practice listed above may be modified or additional practices added at the discretion of the Chairman or at the request of the City of Lenoir.

LEVEL IV. During a declared level IV water emergency, the following mandatory water use restrictions shall be in effect for the public water system served by the corporation.

(1) Use of all water for purposes other than maintenance of public safety is prohibited.

(2) Where the city system is not functional, daily per day residential water use shall not exceed 300 gallons at each metered location.

(3) Where the city system is not functional, emergency services vehicles shall be utilized to distribute water for household use at prearranged locations within the affected area. Usage by individuals shall be limited to those amounts necessary to sustain life through drinking, food preparation and personal hygiene.

(3) Any practice listed in this subsection may be modified or additional practices added at the discretion of the chairman or the City of Lenoir.

During a declared mandatory (Level II, III, or IV) water emergency the chairman or the City of Lenoir may direct that the issuance of permits, etc. that involve waterline connections or extensions, or any upgrade in capacity for water usage be temporarily suspended for the duration of the water emergency.

Exceptions-Water connections may continue to be made during a declared mandatory water emergency for the following facilities.

D. Public schools satisfying compulsory education requirements of the state.
E. Public facilities for police, sheriff, fire or emergency medical services
F. Hospitals
G. Facilities of public utilities regulated by the state.

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.

Variance Protocols

Applications for water use variance requests are available from the WC Office. All applications must be submitted to the WC Office for review by the Chairman or his 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.

Misdemeanor. It shall be unlawful to make any water service connection, not subject to the exceptions forth above to the water system operated by the Baton Water Corporation during the time that permits that involve waterline or extensions, or any upgrade in capacity for water usage is temporarily suspended. In addition to the civil penalties provided in the following section, any person, firm, or corporation who shall make such connection during such time shall be guilty of a misdemeanor and upon conviction, shall be punished for a class 3 misdemeanor and shall be fined not more than $500.00 as provided in G.S. 14-4.

Penalties. Any person violating the mandatory provisions of this section shall be issued a civil citation and a penalty not to exceed $100.00 for residential customers and $500.00 for commercial industrial users. Each occurrence of a violation of this section shall be considered a separated violation.

Discontinuance of service. Pursuant to the provisions of G.S. 162A-88 and this section, water service may be temporarily discontinued for a willful disregard of this section. All applicable penalty fees may be applied in the event of service suspensions. In the event of continued gross noncompliance with this section, removal of the meter and service will be deemed proper and service will be discontinued. Tap fees and deposits will be forfeited.

Adoption and enforcement of section provisions. Municipal customers, water corporations or companies purchasing water from the corporation shall adopt and enforce this entire section as a condition of continuing existing water sales agreements. Upon declaration of a water emergency, such municipalities and companies shall enforce the appropriate water use restrictions for the level of declared emergency. Water service to such municipalities and companies shall be terminated for not enforcing the provisions of this section.

Public Comment

Customers will have multiple opportunities to comment on the provisions of the water shortage response plan. First, a draft plan will be will be available at Town Hall for customers to view. A notice will be included in customer water bill notifying them of such. All subsequent revisions to the draft plan will be published at least 30 days prior to an adoption vote by Baton WC's Board of Directors.

Effectiveness

The effectiveness of the Baton WC 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.

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 our Local Water Supply Plan. Further, 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 Baton WC's Board of Directors. The Baton WC Chairman is responsible for initiating all subsequent revisions.