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Water Emergency Management Plan

Greenville Utilities operates a water supply and distribution system that serves the City of Greenville and a large portion of Pitt County's residents. The Tar River is our primary source of water. Additionally, eight area deep wells supplement this surface water supply.

The Water Treatment Plant (WTP) currently has the capacity to treat 22.5 million gallons per day (mgd) and treats an average of 10.8 mgd. While we have adequate capacity, any water system is potentially vulnerable to events such as drought, major water main breaks, etc. It is essential to be prepared for emergencies that can place unusually high demands on the system.

Greenville Utilities has a Water Emergency Management Plan in place that designates three stages of emergencies. If any of the emergency stages are declared, we will notify customers immediately through the local media (TV, newspaper, radio), Greenville TV (GTV) and GUC's weather channel (cable 64). Information will also be posted on our website, www.guc.com, and on Twitter.

The following information is presented to familiarize you with the various stages of the Water Emergency Management Plan.

Stage 1: Water Conservation Alert

A Stage 1 water emergency will be declared in the event of an immediate water shortage or when any of the following conditions exist:

- There are three consecutive days when water demand exceeds 80% of the water production capacity.
- The average of the daily Tar River level measurements taken at the Water Treatment Plant Raw Water Pump Station is -2.0 feet Mean Sea Level or less.
- The location of the salt water interface in the Tar River is determined to be 10 miles or less from the Water Treatment Plant Raw Water Pump Station.

Water production capacity shall be defined as the maximum volume of water that meets state and federal standards that the water treatment process can produce during a twenty-four hour period. Water production capacity can vary depending on system component reliability and raw water conditions. The salt water interface shall be defined as the point where chloride levels in the Tar River are measured at 250 milligrams per liter just below the surface. During a declared Stage 1 water emergency the following **voluntary** water conservation practices shall be encouraged:

- Inspect and repair all faulty and defective parts of faucets and toilets.
- Use shower for bathing rather than bathtub and limit shower to no more than 5 minutes.
- Do not leave faucets running while shaving, brushing teeth, rinsing or preparing food.
- Limit the use of clothes washers and dishwashers and when used, operate fully loaded. Operate dishwashers between the hours of 8 p.m. and 8 a.m.
- Limit lawn watering to that necessary for plant survival. Water lawns between the hours of 8 p.m. and 8 a.m.
- Water shrubbery the minimum required. Water shrubbery between the hours of 8 p.m. and 8 a.m.
- Limit vehicle washing.
- Do not wash down outside areas such as sidewalks, driveways, patios, etc.
- Install water saving showerheads and other devices.
- Use disposable and biodegradable dishes where possible.
- Install water saving devices in toilets such as early closing flappers.
- Limit hours of water-cooled air conditioners.
- Do not fill swimming or wading pools.

Stage 2 : Water Shortage Warning

A Stage 2 water emergency will be declared in the event of an immediate water shortage or when any of the following conditions exist:

- There are two consecutive days when water demand exceeds 90% of the water production capacity.
- The average of the daily Tar River level measurements taken at the Water Treatment Plant Raw Water Pump Station is -2.5 feet Mean Sea Level or less.
- The location of the salt water interface in the Tar River is determined to be 7 miles or less from the Water Treatment Plant Raw Water Pump Station.

Water production capacity shall be defined as the maximum volume of water that meets state and federal standards that the water treatment process can produce during a twenty-four hour period. Water production capacity can vary depending on system component reliability and raw water conditions. The salt water interface shall be defined as the point where chloride levels in the Tar River are measured at 250 milligrams per liter just below the surface. During a declared Stage 2 water emergency the following activities shall be **prohibited**:

- Watering lawns, grass, shrubbery, trees, flower and vegetable gardens except by hand-held hose, container, or drip irrigation system between 8 p.m. and 8 a.m. In accordance with the following schedule:
 - Properties with ODD numbered addresses (ending in one, three, five, seven or nine) may irrigate on TUESDAY, FRIDAY and SUNDAY.
 - Properties with EVEN numbered addresses (ending in zero, two, four, six or eight) may irrigate on MONDAY, THURSDAY and SATURDAY.
 - NO irrigation is allowed on WEDNESDAY. (A person who regularly sells plants will be permitted to use water on their commercial stock. A golf course may water their greens. State, County and City licensed landscape contractors may water by hand held hose or drip irrigation any plants under a written warranty.)
- Filling swimming or wading pools, either newly constructed or previously drained. Make up water for pools in operation will be allowed.
- Using water-cooled air conditioners or other equipment, in which cooling water is not recycled, unless there are health or safety concerns.
- Washing any type of mobile equipment including cars, trucks, trailers, boats, or airplanes. Any persons involved in a business of washing motor vehicles may continue to operate.
- Washing outside surfaces such as streets, driveways, service station aprons, parking lots, or patios.
- Washing the exterior of office buildings, homes, or apartments.
- Using water for any ornamental fountain, pool, pond, etc.
- Serving drinking water in food establishments such as restaurants or cafeterias, unless requested to do so by a customer.
- Using water from a public or private fire hydrant for any reason other than to suppress a fire or other public emergency or as authorized by the General Manager or his authorized representative.

- Using water to control or compact dust.
- Intentionally wasting water.
- Commercial and industrial water customers shall achieve mandatory reductions in water usage through whatever means are available. A minimum reduction of 20% shall be the target, however a greater target reduction percentage may be required depending on the severity of the water emergency. Compliance with the reduction target shall be determined by the General Manager or his authorized representative. Variances to the target reduction may be granted by the General Manager or his authorized representative to designated public health facilities.

Stage 3: Water Shortage Danger

A Stage 3 water emergency will be declared in the event of an immediate water shortage or when any of the following conditions exist:

- There is one day when water demand exceeds 100% of the water production capacity.
- The average of the daily Tar River level measurements taken at the Water Treatment Plant Raw Water Pump Station is -3.5 feet Mean Sea Level or less.
- The location of the salt water interface in the Tar River is determined to be 4 miles or less from the Water Treatment Plant Raw Water Pump Station.

Water production capacity shall be defined as the maximum volume of water that meets state and federal standards that the water treatment process can produce during a twenty-four hour period. Water production capacity can vary depending on system component reliability and raw water conditions. The salt water interface shall be defined as the point where chloride levels in the Tar River are measured at 250 milligrams per liter just below the surface. During a declared Stage 3 water emergency the following activities shall be **prohibited**, in addition to activities prohibited under Stage 2:

- Watering lawns, grass, shrubbery, trees, and flowers.
- Washing motor vehicles at commercial car wash establishments.
- Watering any vegetable garden except by hand held hose, container, or drip irrigation.
- Commercial and industrial water customers shall achieve mandatory reductions in water usage through whatever means are available. A minimum reduction of 50% shall be the target; however, a greater target reduction percentage may be required depending on the severity of the water emergency. Compliance with the reduction target shall be determined by the General Manager or his authorized representative. Variances to the target reduction may be granted by the General Manager or his authorized representative to designated public health facilities.
- In the event that the prohibition of the activities listed above is not sufficient to maintain an adequate supply of water for fire protection, all use of water for purposes other than maintenance of public health and safety shall be prohibited. Residential water use shall be limited to the amount necessary to sustain life through drinking, food preparation and personal hygiene.