



WATER SHORTAGE RESPONSE PLAN - 2025

PWS ID# NC0102015

Levels of Response

In Stage 1, **Voluntary Reductions**, all water users will be asked to reduce their normal water use by at least 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 impervious surfaces; watering plants deeply to encourage root growth; washing only full loads in clothes and dishwashers; using spring-loaded nozzles on garden hoses; and identifying and repairing all water leaks.

In Stage 2, **Mandatory Reductions I**, all customers are expected to reduce their water use by at least 10% in comparison to their previous month's water bill. In addition to continuing to encourage all voluntary reduction actions, the following restrictions apply: irrigation is limited to a half inch per week between 11PM and 5AM; outdoor use of drinking water for washing impervious surfaces is prohibited; and all testing and training purposes requiring drinking water (e.g. fire protection) will be limited.

In Stage 3, **Mandatory Reductions II**, customers must continue actions from all previous stages and further reduce water use by at least 15% 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. Non-essential water uses include: seeding of lawns or planting of ornamental plants; washing down of outside areas such as driveways, carports, outbuildings, etc.; residential washing of vehicles including RV's and ATV's; filling pools of any size or type (including "kiddie" pools); operation of ornamental pools, ponds, or fountains; taking water from a hydrant for any reason other than fire protection.

In Stage 4, **Emergency Reductions**, customers must continue all actions from previous stages and further reduce their water use by at least 20% 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.

The goal of Stage 5, **Water Rationing**, is to provide drinking water to protect public health (e.g. residences, residential health care facilities and correctional facilities). In Stage 5, all customers are only permitted to use water at the minimum required for public health protection. Firefighting is the only allowable outdoor water use and pickup locations for distributing potable water will be announced according to EnergyUnited Water Corporation's Emergency Response Plan.

Enforcement

The provisions of the water shortage response plan will be enforced by personnel of the EnergyUnited Water Corporation and the Alexander or Iredell County Sheriff’s Office. Violators may be reported at (704) 585-6518 or by e-mail at info@energyunitedwater.com. Citations are assessed according to the following schedule depending on the number of prior violations and current level of water shortage. Any fines associated with violations of this policy will be due and payable to the EnergyUnited Water Corporation within 15 days of customer notification. Failure to meet this deadline will result in discontinuation of service.

Water Shortage Level	First Violation	Second Violation	Third Violation
Voluntary Reductions	N/A	N/A	N/A
Mandatory Reductions (Stages 2 and 3)	Warning	\$100	Discontinuation of Service
Emergency Reductions	Warning	\$250	Discontinuation of Service
Water Rationing	\$500	Discontinuation of Service	Discontinuation of Service

When considering whether or not a customer is in compliance with this policy, EnergyUnited Water Corporation will take into consideration the amount of water historically used by the customer and the amount he/she can reasonably be expected to reduce that amount in times of water shortage.