

**DROUGHT CONTINGENCY PLAN**

**FOR**

**NORTH PENN WATER AUTHORITY**

**300 FORTY FOOT ROAD**

**LANSDALE, PA 19446**

**September 2024**

## 1. INTRODUCTION

The North Penn Water Authority (NPWA) has developed this Drought Contingency Plan in accordance with the Proclamation declaring a State of Drought and Water Shortage Emergency, signed by the Governor of Pennsylvania on February 12, 2002. Drought warnings and emergencies can also be identified by agencies outside of the NPWA, such as the Delaware River Basin Commission, or other government agencies.

**Senior Management** – The following individuals constitute the senior management of NPWA, responsible for the day to day operations of the Authority and for the implementation of this Drought Contingency Plan:

Anthony J. Bellitto, Jr., P.E. – Executive Director

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- Cell: 215-783-2946
- Email: [abellitto@npwa.org](mailto:abellitto@npwa.org)

Daniel C. Preston, P.E. – Director of Asset Management & Strategic Initiatives

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Jonathan Hartzell – Director of Operations and Field Services

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- Cell: 215-783-2964
- Email: [jhartzell@npwa.org](mailto:jhartzell@npwa.org)

**Service Area** -- The Authority currently provides water service to a service area which includes all of the Boroughs of Hatfield, Lansdale and Souderton and portions of the Townships of Franconia, Hatfield, Lower Salford, Upper Salford, Salford, Montgomery, Towamencin, Skippack, Upper Gwynedd and Worcester in Montgomery County, and portions of the Townships of Hilltown, New Britain, and West Rock Hill and portions of the Boroughs of New Britain and Sellersville in Bucks County.

**Customers** -- At the end of 2023, there were 36,198 customers of the water system, including 33,571 domestic customers, 1,916 commercial customers, 390 industrial customers, 14 utility customers and 307 public customers. All customers' connections are metered.

**Water Demand** -- NPWA has an average daily demand of approximately 11.41 million gallons per day (MGD) of water in 2023. The highest historical peak daily demand was 16.01 MGD in the summer of 2024. The per capita water demand is approximately 97 gallons per capita per day ("gpcd"). Surface water stored in Lake Galena and treated at Forest Park supplies approximately 11.41 MGD, while groundwater wells are no longer active effective May 2024.

The most recent data on NPWA’s system-wide water demands are shown in the table below:

	Average Day Forest Park	Average Day Wells	Average Day Totals	Peak Day (w/ Tanks)
	(MGD)	(MGD)	(MGD)	(MGD)
Jan-23	10.152	0.545	10.697	11.861
Feb-23	10.085	0.442	10.527	11.534
Mar-23	9.979	0.492	10.471	11.491
Apr-23	10.666	0.507	11.173	13.718
May-23	11.896	0.514	12.410	14.720
Jun-23	12.224	0.596	12.820	15.203
Jul-23	11.443	0.532	11.975	14.169
Aug-23	11.591	0.529	12.121	13.321
Sep-23	11.265	0.534	11.799	14.132
Oct-23	10.733	0.529	11.262	12.622
Nov-23	10.316	0.521	10.837	12.283
Dec-23	10.181	0.541	10.722	11.800
Jan-24	10.458	0.542	11.001	12.102
Feb-24	10.376	0.481	10.857	11.764
Mar-24	9.929	0.561	10.490	11.610
Apr-24	10.775	0.557	11.332	12.812
May-24	11.712	0.533	12.245	14.336
Jun-24	13.428	0.000	13.428	16.013

**2. SOURCES OF WATER**

*Surface Water* -- Approximately 100% of the water used on a daily basis by North Penn Water Authority comes from surface water stored in Lake Galena in Bucks County and treated at the Forest Park Water Treatment Plant (“FPWTP”) in Chalfont, PA. Lake Galena is fed by natural stream flows from the North Branch Neshaminy Creek and is supplemented approximately 6 months of the year by water pumped out of the Delaware River from the Point Pleasant Pumping Station. The Delaware River, in turn, is fed by upstream releases from the New York City Reservoir storage system in upstate New York, at the headwaters of the Delaware. Figure 1 shows a current reservoir storage graph for this system. Normal, warning and drought levels are also shown.

The Authority and the North Wales Water Authority (NWWA) have jointly implemented the Forest Park Water Project for public water supply facilities, which include the FPWTP, in accordance with the provisions of the Joint Agreement. In general, this agreement identifies the Authority and the NWWA as equal partners in regard to capacity interests and cost obligations. The FPWTP, which was placed in service in June 1994, had an initial permitted capacity of 16.7 MGD, which has been increased to 40 MGD. An additional 3 MGD expansion was completed maximizing the capacity of Forest Park to 43 MGD. Each Authority has the following capacity available from the plant:

Facility	Available Capacity
NPWA	17.500
NVWA	17.500
BCW&S	8.000
Plant Total	43.000

Utilization of contractual FPWTP capacity by the Authority is impacted by potential usage requirements of other Bucks and/or Montgomery County users. The Authority capacity utilization may also be impacted by water allocation permit limitations, and other regulatory restrictions issued by the Pennsylvania Department of Environmental Protection and/or the Delaware River Basin Commission.

**Groundwater Wells** – The Authority currently obtains water from 4 active groundwater wells, which are shut down and deemed Emergency Only. provides about 15% of the total daily demands. The estimated reliable yield of the Authority’s well supplies under unfavorable (severe drought) conditions is approximately <1.0 MGD.

**Interconnections** -- The water system is interconnected with multiple interconnections with various water suppliers that could withdraw a maximum of 4.4 MGD of water, if necessary, to the extent it is available. Emergency interconnection agreements or mutual understandings also exist between NPWA and PA American Water Co., the North Wales Water Authority, the Doylestown Township Municipal Authority, Perkasie Water Authority and the Telford Borough Authority.

**Treatment** -- The treatment employed at the Authority’s groundwater wells is disinfection by chlorination. Some wells are also equipped with air strippers to remove volatile organic compounds. Complete micro filtration treatment is employed at FPWTP, which is a state-of-the-art facility incorporating such processes as ozonation, micro-filtration, and granular activated carbon adsorption. Interconnection supplies from other water utilities consist of a combination of filtered surface water sources and chlorinated groundwater sources.

### 3. DISTRIBUTION FACILITIES

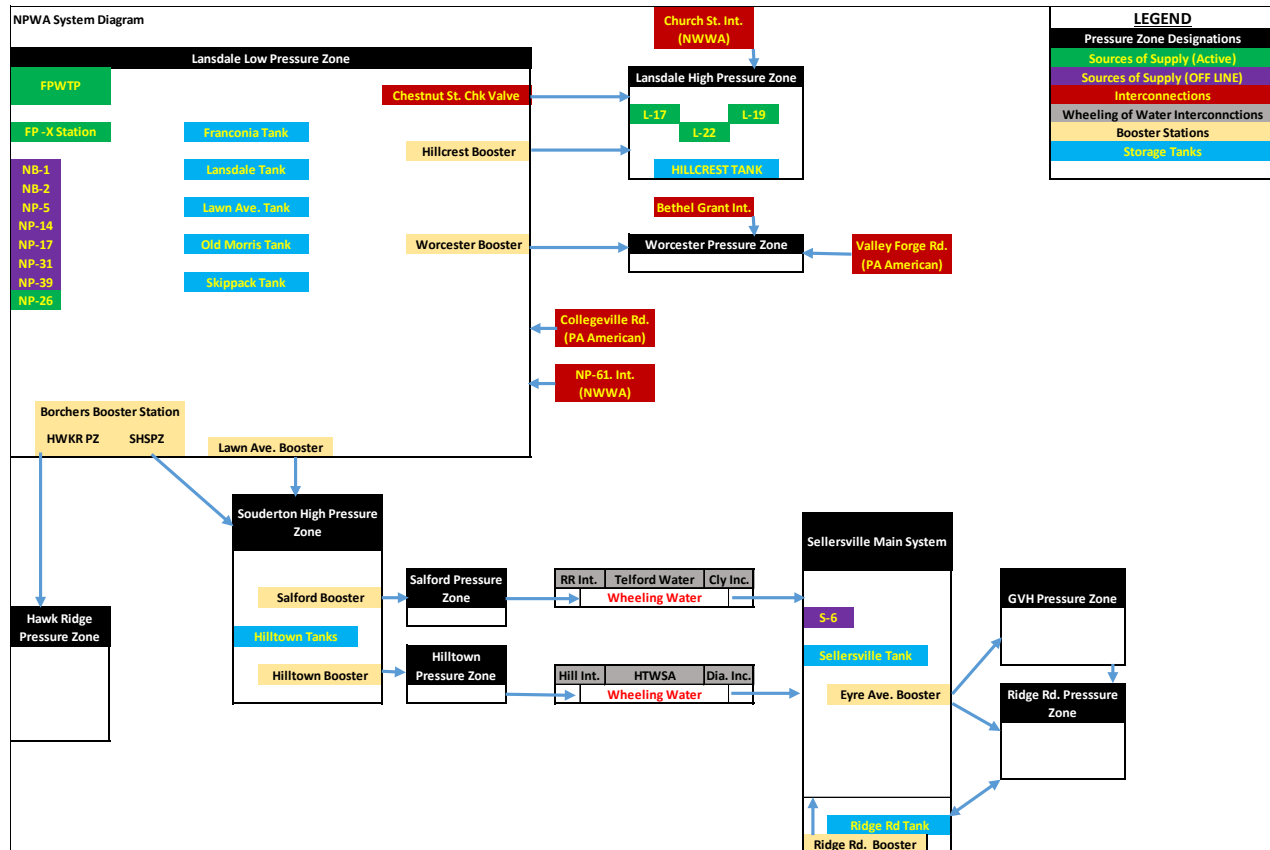
The water system is divided into the four major pressure zones and five smaller pressure zones

The water system includes 10 distribution storage facilities, which control water pressures within their respective service area. The combined main water system storage capacity is 15.3 million gallons. The water system contains several transfer stations (in addition to the well pumping stations), which allow transfer of water between service levels.

The water system’s pipeline network consists of approximately 598 miles of water main varying in size from 3-inch through 36-inch cast iron, ductile iron and asbestos-cement pipe. Approximately 3,845 fire hydrants are installed in the service area for fire protection services.

Pumping operations are automated and controlled by a supervisory control and data acquisition system. Pumping is based on water pressure and levels in the distribution storage facilities. The water system includes an office complex, an operations center and garage and maintenance buildings for the Authority’s operations. The Authority operates its own laboratory facility at FPWTP, which is certified by PA DEP.

The following diagram is a general visualization of water flows in and out of pressure zones.



#### 4. DAILY OPERATIONS

The water system is currently operated via a system control and data acquisitions (SCADA) system that operates the system. This programmable control system allows for the daily operations of all facilities, including wells, booster stations, tank levels etc with operator oversight. This complex system also has many safeguards and control parameters that allow for proper operation of the facilities, including monitoring of well levels, system pressure, tank level, treatment parameters and safety shut downs. For a more complete description of operations please see our Operations and Maintenance Manual.

## **Stage I - Drought Warning**

NPWA will implement Stage I drought measures when warning water levels are identified in the New York City Delaware River Basin storage reservoirs, or when the State of Pennsylvania or other governing agency with jurisdiction declares a drought warning or flows at Forest Park are at or potentially exceeding plant capacities. The following measures will be implemented:

1. Supplemental pumping into Lake Galena from the Delaware River at the Point Pleasant Pumping Station, as necessary
2. Increase public awareness with press releases and newsletter articles explaining the status of water supply sources and encouraging the implementation of customer conservation measures
3. Seek voluntary customer compliance with restrictions on non-essential water use
4. Conduct increased system-wide leakage and loss reduction efforts

## **Stage II - Drought Emergency**

NPWA will implement Stage II drought measures when emergency water levels are identified in the New York City Delaware River Basin storage reservoirs, or when the State of Pennsylvania or other governing agency with jurisdiction declares a drought emergency or flows at Forest Park are at or potentially exceeding plant capacities. The following measures will be implemented:

1. Supplemental pumping into Lake Galena from the Delaware River at the Point Pleasant Pumping Station, as necessary
2. Identify reserve sources of supply (wells not normally in service) and interconnections
3. Increase public awareness with press releases and newsletter articles explaining the status of water supply sources and encouraging the implementation of customer conservation measures
4. Impose mandatory restrictions on non-essential water use, incorporating all restrictions required under 4 Pa. Code, Chapter 119 in total. The attached list is a summary that notes the highlights of those requirements.
5. Identify commercial and industrial customers that could be partially or fully shed from the system and consider requiring them to rely on their own emergency water sources, if available

6. Submit a water rationing plan to the DEP and the Pennsylvania Emergency Management Agency

### **Stage III - Water Rationing Plan Implementation**

NPWA will implement Stage III Water Rationing Plan when water levels have declined to the point that full water service can no longer be reliably provided. The following measures will be implemented:

1. Implement water rationing plan
2. Partially or fully shed customers identified in Stage II

**DROUGHT EMERGENCY  
NON-ESSENTIAL WATER USE RESTRICTIONS**

**PROHIBITED**

**EXCEPTIONS**

Lawn Watering

Sewage or stormwater treatment systems using spray irrigation if system is approved by DEP prior to emergency and spray area is approved prior to or during the emergency.

Newly seeded or sodded grass areas between the hours of 5 p.m. and 9 a.m. by means of a bucket, can or hand-held hose equipped with automatic shut-off.

Newly seeded or sodded grass areas between the hours of 7 p.m. and 11 p.m. by any means designed and operated to ensure effective conservation.\*

Professional landscaper may water newly seeded or sodded grass areas during regular working hours by any means designed and operated to ensure effective conservation.\*

Professional landscaper or irrigation contractor can use water for testing newly-installed or repaired irrigation equipment, not to exceed 15 minutes per zone.

Use of any water for watering athletic fields

Sewage or stormwater treatment system using spray irrigation if the system is approved by DEP prior to the emergency and spray area is approved prior to or during the emergency.

Grass tennis courts between 5 p.m. and 9 a.m. by means of a bucket, can or hand-held hose equipped with automatic shut off nozzle, or by irrigation system designed and operated to restrict the timing or total volume of water, in a manner that ensures effective conservation.\*

Athletic field grass areas, other than sand-based between 5 p.m. and 9 a.m., one night per calendar week, in accordance with schedule submitted to the Commonwealth Drought Coordinator, local law enforcement agency and, if applicable, to the public water supply agency.

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\*Effective conservation – use of water at the minimum rate necessary for the intended purpose, in a manner that does not result in the use of water for purposes that are prohibited by Chapter 119 regulations and in a manner that does not allow application or runoff of water onto areas that are prohibited by Chapter 119 regulations.



**DROUGHT EMERGENCY  
NON-ESSENTIAL WATER USE RESTRICTIONS**

**PROHIBITED**

**EXCEPTIONS**

Irrigation and watering of gardens, landscaped areas trees, shrubs & outdoor plants

Agricultural irrigation and commercial nurseries, if applied by hand-held hose with automatic shut-off between 5 p.m. & 9 a.m

Maintenance of newly planted gardens, trees, shrubs, or other outdoor by hand-held hose with automatic shut-off between 5 p.m. & 9 a.m.

Watering golf courses

Greens, tees and fairways may be watered between 5 p.m. and 10 a.m. in accordance with a plan approved by the Commonwealth Drought Coordinator. Syringing heat sensitive grasses on tees, greens and fairways between 10 a.m. and 5 p.m., not to exceed 15 min. on any grass area by hand-held hose equipped with automatic shutoff nozzle.

Washing paved surfaces such as streets, roads, sidewalks, driveways, garages, parking areas, tennis courts, decks and patios

Water can be used for pre-washing in preparation for recoating and sealing a paved surface.

Clay tennis courts by bucket, can or hand-held hose with automatic shutoff nozzle.

Sanitation of eating and drinking premises

Sanitation of waste handling, storage and disposal facilities.

To comply with permit conditions or other regulatory requirements.

Operation of water fountains, artificial waterfalls and pools

To support aquatic life

## **DROUGHT EMERGENCY NON-ESSENTIAL WATER USE RESTRICTIONS**

### **PROHIBITED**

Washing or cleaning of mobile equipment, including automobiles, trucks, buses, trailers, arts, wagons, railroad cars, campers, & boats

Serving water in eating places unless requested by the customer

Filling and topping-off swimming pools

### **EXCEPTIONS**

Car washing may be done from a bucket or hand-held hose with automatic shutoff nozzle for 2 minutes. Limited to odd street addresses on 1<sup>st</sup> & 3<sup>rd</sup> Saturdays of the month and even or no street addresses on 2<sup>nd</sup> & 4<sup>th</sup> Saturdays.

Cleaning dealer's sales inventory, in accordance with restrictions contained in the regulations

Professional mobile wash businesses

Cleaning of commercial, emergency, government or public vehicles to allow for safe operation

By commercial car washes at minimum rate necessary to ensure effective wash.

Vehicles used for hauling or vending raw or processed food, pharmaceuticals or vaccines, or handling waste products may be used for cleaning or sanitizing equipment.

Public or residential swimming pools with filtration and recycling capabilities serving 25 or more dwelling units

Health care facilities for patient care/rehabilitation

Other pools if water supplier approves

## MEDIA CONTACTS AND NEWS RELEASES

The media is a powerful tool for fast dissemination of information in an emergency. The media can notify the public of emergencies, as well as provide warning and instructions for the public to follow.

Information provided to the media will be transmitted through a designated primary contact, Anthony J. Bellitto, Jr., P.E., Executive Director. In the event that Mr. Bellitto is unavailable, Lindsey Hughes, Manager of Administration and Public Relations, will act as the NPWA spokesperson with the media. All NPWA personnel receiving calls or inquiries from the media about the drought should transfer the call or inquiry to the primary contact person or take a message. No employee other than the designated contact is authorized to speak with the media. Having a single contact will ensure that accurate and up-to-date information is provided to the media.

Communication with the local media should be handled on a priority basis. Local radio stations and newspapers will have the greatest impact in communicating with NPWA customers. Regional media coverage will provide the NPWA service area with coverage but to a lesser extent. Press releases and interviews should be provided to local media first, regional media second and national media last.

<b>NEWSPAPER CONTACTS</b>							
Last Name	First Name	Contact Group	Company	Title	Business Phone	Extension	Individual Email
March	Nancy	Newspapers	Montgomery News	Editor	215-542-0200	264	<a href="mailto:nmarch@thereporteronline.com">nmarch@thereporteronline.com</a>
March	Nancy	Newspapers	Perkasie News Herald	Editor	215-542-0200	264	<a href="mailto:nmarch@thereporteronline.com">nmarch@thereporteronline.com</a>
March	Nancy	Newspapers	Souderton Independent	Editor	215-542-0200	264	<a href="mailto:nmarch@thereporteronline.com">nmarch@thereporteronline.com</a>
Heffintrayer	Keith	Newspapers	North Penn Now	Editor	N/A		<a href="mailto:editor@northpennnow.com">editor@northpennnow.com</a>
Heinze	Justin	Newspapers	Montco Patch	Reporter			<a href="mailto:justin.heinze@patch.com">justin.heinze@patch.com</a>
Sokil	Dan	Newspapers	The Mercury	Reporter	215-542-0200		<a href="mailto:dsokil@21st-centurymedia.com">dsokil@21st-centurymedia.com</a>
Fitzgerald	Shane	Newspapers	The Intelligencer/Bucks County Courier Times	Regional Executive Editor	215-949-4160		<a href="mailto:sfitzgerald@couriertimes.com">sfitzgerald@couriertimes.com</a>
Busby	Julie	Newspapers	Phila. Inquirer/Daily News	Regions Editor	215-854-2443		<a href="mailto:jbusby@inquirer.com">jbusby@inquirer.com</a>
Delgado	Francisco	Newspapers	Phila. Inquirer/Daily News	Breaking News Editor	215-854-2443		<a href="mailto:fdelgado@inquirer.com">fdelgado@inquirer.com</a>
Cooper	Kenny	Newspapers	WHYY	Reporter			<a href="mailto:kcooper@whyy.org">kcooper@whyy.org</a>
Rang	Theresa	Newspapers	Morning Call	Editor-in-chief	610-820-6500		<a href="mailto:terry.rang@mcall.com">terry.rang@mcall.com</a>
		Newspapers	Morning Call	Newsroom	610-820-6500		<a href="mailto:news@mcall.com">news@mcall.com</a>
Rodgers	Cheryl	Newspapers	Times Herald	News Editor			<a href="mailto:crodders@timesherald.com">crodders@timesherald.com</a>
March	Nancy	Newspapers	The Reporter	Editor			<a href="mailto:nmarch@thereporteronline.com">nmarch@thereporteronline.com</a>
March	Nancy	Newspapers	North Penn Life	Editor			<a href="mailto:nmarch@thereporteronline.com">nmarch@thereporteronline.com</a>

<b>TELEVISION CONTACTS</b>							
Last Name	First Name	Contact Group	Company	Title	Business Phone	Extension	Individual Email
News Desk		Television	KYW-TV, Channel 3	News Assignment Editor	215-977-5300	0	newsdesk@cbs3.com
Perez-Luna	Elisabeth	Television	WHYY-TV, Channel 12	News Director	215-351-1200	0	eluna@WHYY.org
Neilon	Mike	Television	WPVI-TV, Channel 6	News Assignment Editor	215-878-9700	0	mike.neilon@abc.com
Hyde	Jamasyn	Television	WFMZ-TV Channel 69	Chief Assignment Editor	610-791-1111	0	<a href="mailto:news@wfmz.com">news@wfmz.com</a>
Payne	Ben	Television	WCAU-TV, Channel 10	News Assignment Editor	610-668-5701	0	<a href="mailto:wcaudesk@nbcuni.com">wcaudesk@nbcuni.com</a>
Carmean	Kyle	Television	WTFX-TV, Channel 29	News Assignment Editor	215-925-2929	0	fox29.newsdesk@foxtx.com

<b>RADIO CONTACTS</b>							
Last Name	First Name	Contact Group	Company	Title	Business Phone	Extension	Individual Email
Daniels	Mark	Radio	WBEB-AM, 560	Programming	610-941-5960	0	markdanielsshow@wfil.com
Lewis	Laura	Radio	WWDB-AM 96.5	Program Director	610-668-4400	0	llewis@WXTU.com
Brock	Randy	Radio	WNPV-AM, 1440	News Director	215-855-8211	0	rbrock@WNPV1440.com
Patel	Dee	Radio	KYW-AM, 1060	News Director	215-238-4991	0	<a href="mailto:patel@KYW.com">patel@KYW.com</a>
Perez-Luna	Elisabeth	Radio	WHYY-FM, 91	News Director	215-351-1200	0	eluna@WHYY.org
Ballard Morrill	Loraine	Radio	WIOQ-FM, 102.1	News Director	610-784-3333	0	loraineballardmorrill@clearchannel.com
Ryan	Jennifer	Radio	WYXR-FM, 104.5	News Director	610-668-0750	0	
Blain	Fred	Radio	WNAP-AM, 1110	Program Director	610-272-7600	0	fred@wnap1110am.com
		Radio	WHAT-AM, 1340	Program Director	215-581-5161	0	

# **LOCAL WATER RATIONING PLAN**

**FOR**

**NORTH PENN WATER AUTHORITY**

**300 FORTY FOOT ROAD**

**LANSDALE, PA 19446**

**September 2024**

**LOCAL WATER RATIONING PLAN**  
**NORTH PENN WATER AUTHORITY**

The Pennsylvania Emergency Management Agency is authorized to promulgate, adopt and enforce this local Water Rationing Plan by virtue of Emergency Management service Code 35 PA. C.S. 7101 et seq as implemented by the Drought Emergency declaration dated February 12, 2002.

**Section 1. Definitions**

- (a) Special Emergency Area - the area or areas within which the Governor has declared state of drought and water shortage emergency.
- (b) Service Area - the territory and the customers served by an individual water supply purveyor.
- (c) Emergency Service Areas - the service areas of the water supply purveyors covered by this Local Water Rationing Plan, as set forth in “Section 3. Scope.”
- (d) Water Allotment - the maximum quantity of water allowed for each customer over any applicable period as established pursuant to Sections 8-10 of this plan.
- (e) Purveyor, Water Purveyor, Water Supply Purveyor - the owner or operator of any public water supply system, including but not limited to any public utility, municipal authority, association or other organization which supplies water to the public; and the officers, employees and agents of any such purveyor. “Authority” (North Penn Water Authority).
- (f) Residential Customer – domestic single or multi-family homes.
- (g) Non-Residential Customers - commercial, industrial, institutional, public, and all other users with the exception of hospitals and health care facilities.
- (h) Service Interruption - the temporary suspension of water supply or reduction of pressure required for adequate supply to any customer portion of a water supply system, or an entire system.
- (i) Excess Use - the usage of water by a water customer in excess of the water allotment provided under the Local Water Rationing Plan for the customer, over any applicable period.
- (j) Water Customer - any person who is connected to and receives water service from a water supply system.

**Section 2. Purpose**

This Local Water Rationing Plan is intended to establish measures for essential conservation of water resources, and to provide for equitable distribution of limited water supplies, in order to balance demand and limited available supplies. It assures that sufficient water is available to preserve public health and safety within the Emergency Service Area.

**Section 3. Scope**

This Local Water Rationing Plan shall apply to all water users in the North Penn Water Authority service area, (Emergency Service Area), encompassing all or part of the following municipalities:

Hatfield Borough	Franconia Township	New Britain Township
Lansdale Borough	Hatfield Township	Skippack Township
New Britain Borough	Hilltown Township	Towamencin Township
Souderton Borough	Lower Salford Township	Upper Gwynedd Twp.
West Rockhill Township	Montgomery Township	Worcester Township
Sellersville Borough	Upper Salford Township	Salford Township
Telford Borough	Perkasie Borough	

**Section 4. Objective of the Plan**

- (a) It is imperative that water customers within the Emergency Service Area achieve an immediate reduction in water use in order to extend existing water supplies and, at the same time, assure that sufficient water is available to preserve the public health and sanitation, and provide fire protection.
- (b) The objective of this Local Water Rationing Plan is to effect an immediate 25 percent reduction in water usage.
- (c) The immediate 25 percent reduction in water usage is another step along a continuum of responses to the present water supply crisis. Should drought conditions continue, further reductions in usage in the emergency area may be necessary.
- (d) The Plan provides for equitable reductions in water usage, and for equal sacrifice on the part of each water customer. The success of this Plan depends on the cooperation of all water customers in the emergency service area.

## **Section 5. Measures to Implement the Water Rationing Plan**

Each municipality within the Emergency Service Area will be asked to develop and adopt such implementing measures as are necessary and appropriate to assure compliance with requirements of this Local Water Rationing Plan.

## **Section 6. Prohibited Non-Essential Water Uses**

The following water uses are declared non-essential and are prohibited within the Emergency Service Area:

- (a) Watering lawns
- (b) Watering outdoor gardens, landscaped areas, trees, shrubs, and other outdoor plants, by means other than a bucket, pail, or hand held hose equipped with an automatic shut-off nozzle and between the hours of 5:00 p.m. and 9 a.m.
- (c) Watering golf course fairways
- (d) Non-commercial washing of automobiles and trucks
- (e) Washing streets, driveways, and sidewalks
- (f) Serving water in restaurants, clubs, or eating places unless specifically requested by the individual
- (g) Ornamental water use, including but not limited to fountains, artificial water falls, and reflecting pools
- (h) Using of water for flushing sewers or hydrants by municipalities or any public or private individual or entity except as deemed necessary and appropriate in the interest of public health or safety by the municipal governing body.
- (i) The use of fire hydrants by fire companies for testing fire apparatus and for fire department drills except as deemed appropriate by the municipal governing body.
- (j) Using fire hydrants by municipal road departments, contractors and all others, except as necessary for fire fighting or protective purposes.
- (k) Using water to fill and top off swimming pools



## **Section 7. General requirements for Water Use Reduction**

Each and every water customer, regardless of whether residential, commercial, industrial, municipal, institutional or other type of user, shall achieve the water use reductions set forth in this Local Water Rationing Plan. In order to achieve the overall objectives of the plan, the water use restrictions and limitations set forth in Section 8 shall apply.

## **Section 8. Water Use Restrictions for Residential Users**

### **(a) Metered Residential Water Customers and Allotments:**

- (1) The number of permanent residents in each dwelling unit (household) will determine the amount of water that each household will be allowed.
- (2) Each dwelling unit (household) shall be allotted 55 gallons per day for each resident of the household. Households with only one permanent resident will have a daily allotment of 75 gallons.
- (3) Residential water customers are required to provide Authority personnel with reasonable access to read meters as necessary for this rationing plan. Where access is not readily available, the Authority shall make all reasonable efforts to contact customers in order to arrange for access to read meters. In the event a water customer does not allow Authority personnel entry to read the meter, after the Authority has made reasonable efforts to arrange for such access, the dwelling unit (household) allotment will reduced to 75 gallons per day.
- (4)
  - (i) Where the residential water allotment provided under this section would create extraordinary hardship, as in the case special health related requirements, the water customer may apply to Authority for an exemption or variance from these requirements. If the Authority finds that the allotment provided in this section would impose extraordinary hardship, the Authority may establish a revised allotment for the particular customer.
  - (ii) Any person aggrieved by a decision relating to such an exemption or variance may file an appeal with the Common Pleas Court in the County where the water service is provided, in accordance with the provisions and procedures of the Local Agency Law, 2 PA. CS §§551-555, 751-754.

### **(b) Multi-Family Residential Water Customers (Condominiums & Apartments-one meter service for more than one family)**

In order to effectively implement and monitor the residential water conservation effort, a water allotment shall be established for the entire metered complex based on 55

gallons per capita per day served, or 75 percent of the average water used by the entire complex for the same period during the previous year, whichever is greater.

(c) Suggested Conservation Measures

The Authority will provide residential water customers with suggested means for reducing water consumption in order to achieve the established allotment. These may include the following:

- (1) Locate and repair all leaks in faucets, toilets and water-using appliances.
- (2) Adjust all water-using appliances to use the minimum amount of water in order to achieve the appliance's purpose.
- (3) Use automatic washing machines and dishwashers only with full loads. Preferably, wash dishes by hand.
- (4) Take shorter showers and shallower baths.
- (5) Turn off shower while soaping; turn off faucet while brushing teeth, shaving, etc.
- (6) Install flow restrictors in showerheads and faucets.
- (7) Reduce the number of toilet flushes per day. Each flush uses about 5 gallons. Reduce water used per flush by installing toilet tank displacement inserts.
- (8) Use sink and tub stoppers to avoid wasting water.
- (9) Keep bottle of chilled drinking water in refrigerator.
- (10) Read the meter to determine the household's daily water use.

**Section 9. Water Use Restriction for Non-Residential Water Customer**

- (a) Non-residential water customers include commercial, industrial, institutional, public, and all other users, with the exception of hospitals and health care facilities.
- (b) Non-residential water customers shall reduce their water usage by a minimum of 25 percent of use levels in effect during the same period in previous years.
- (c) It is the primary responsibility of each non-residential water customer to meet its mandated water use reduction goal in whatever manner possible.
- (d) The Authority will establish a water allotment for each non-residential water customer, based upon a required 25 percent reduction of water usage from the rate of water used during the same period in previous years.
- (e) Each non-residential water user shall provide access to Authority personnel for the purpose of meter reading and monitoring for compliance with this plan. The Authority shall make all reasonable efforts to contact customers to arrange for access.
- (f) (1) If the mandated 25 percent reduction in water usage cannot be obtained without imposing extraordinary hardship on threatening health and safety, a non-residential customer may apply to the Authority for a variance. For these purposes, "extraordinary hardship" means

permanent damage to property or economic loss which is substantially more severe than the sacrifices borne by other water users subject to this Water Rationing Plan. If the Authority finds that a 25 percent reduction would cause extraordinary hardship or threaten health and safety, the Authority may grant a variance and establish a revised water use reduction requirement for the particular customer.

- (2) Any person aggrieved by a decision relating to such variance may appeal the decision to the State Drought Coordinator, who shall make a final decision.
  
- (g) The water purveyor will provide each non-residential customer with suggested means to reduce water usage levels. These may include the following:
  - (1) Identify and repair all leaky fixtures and water-using equipment. Special attention is to be given to equipment connected directly to the water line, such as processing machines, steam- using machines, washing machines, water-cooled air conditioners and furnaces.
  - (2) Assure that the valves and solenoids, which control water flows, are shut off completely when the water-using cycle is not engaged.
  - (3) Adjust water-using equipment to use the minimum amount of water required to achieve its stated purpose.
  - (4) Shorten rinse cycles for laundry machines as much as possible; lower water levels should be implemented wherever possible.
  - (5) Temperature settings of hot water for showers should be set down at least 10 degrees to discourage lengthy shower taking.
  - (6) Where plumbing fixtures can accommodate them, flow- restricting or other water-saving devices should be installed.
  - (7) Review usage patterns to see where other savings can be made.
  - (8) For processing and cooling and other uses where possible, either reuse water or use from sources that would not adversely affect public water supplies.
  - (9) Install toilet tank displacement inserts; place flow restrictors in shower heads and faucets; close down automatic flushes overnight.
  - (10) Adjust flushometers and automatic flushing valves to use as little water as possible or to cycle at greater intervals.
  - (11) Encourage water-consciousness by placing water-saving posters and literature where employees, students, patients and customers, etc. will have access to them.
  - (12) Customers should read water meters on a frequent basis to determine consumption patterns.
  - (13) Reduce laundry usage or services by changing bed linen, etc., only where necessary to preserve the health of patients or residents.
  - (14) Use disposable food service items.

## **Section 10. Water Use Restriction for Hospital and Health Care Facilities**

- (a) Hospitals and health care facilities shall comply with all restrictions imposed on residential and non-residential water customers as may be applicable to each individual institution, to the extent compliance will not endanger the health of the patients or residents of the institution.
- (c) Each hospital and health care facility shall survey its water usage patterns and requirements and implement such additional conservation measures as may be possible without endangering the health of the institution's water usage.
- (d) The Authority will provide each hospital and health care facility with suggested means to reduce water usage levels. These may include the following:
  - (1) Reduce laundry usage or services by changing bed linen, etc., only where necessary to preserve the health of patients or residents.
  - (2) Use disposable food service items.
  - (3) Eliminate, postpone or reduce, as may be appropriate, elective surgical procedures during the period of the emergency.

## **Section 11. Enforcement of Water Rationing Plan**

- (a) The Authority will have primary responsibility for monitoring for compliance with this Water Rationing Plan.
- (b) The following provisions shall govern the implementation of temporary service interruptions:
  - (1) In order to effectuate compliance with this plan, the water supply purveyor is hereby authorized and required to plan and implement temporary service interruptions to all or part of its water supply system, as the water supply purveyor may deem appropriate, when any and/or all the following conditions are determined by each water purveyor to exist, as to its water supply system:
    - i. A 25 percent reduction in system wide water usage has been achieved, and/or
    - ii. A 25 percent reduction in system wide water usage has been achieved, but has failed to have a significant impact in extending limited water supplies, and/or
    - iii. Temporary service interruptions are necessary in order to further extend limited and/or dwindling water supplies.
  - (2) In the event that the water purveyor determines that temporary service interruptions are necessary, the water purveyor shall notify its customers through the public media (newspapers, radio, telephone, and television) serving the customers of the water purveyor in its service territory, at least one day prior to the temporary service

interruptions, that a planned, temporary service interruption is to be imposed.

In addition, the water purveyor shall notify the Commonwealth Drought Coordinator, the Local Coordinator of Emergency Management, local public health authorities, the Pennsylvania Emergency Management Agency, the Regional office of the Department of Environmental Protection, and the Pennsylvania Public Utility Commission, Bureau of Safety and Compliance, if the water purveyor is subject to the jurisdiction of the Commission.

Such notice shall:

- i. State the day or days when the planned, temporary service interruptions will occur;
  - ii. State the time (s) when such planned, temporary service interruptions will commence, and the time(s) when such interruptions will cease;
  - iii. State whether the planned, temporary service interruptions are to be imposed on the entire system, or a part thereof, and, if only part(s) of the system will experience planned, temporary service interruptions, identify the geographical boundaries within which planned, temporary service interruptions will occur; and
  - iv. Advise all customers within the areas affected by planned, temporary service interruptions how to treat any water received from the system for human consumption, during the period(s) of planned temporary service interruptions and for such additional time as may be necessary until full pressure is restored to the system.
- (3) If the water supply purveyor imposes planned, temporary service interruptions as authorized and required by this plan, it must provide for the continued delivery of water to health care facilities within the area(s) affected by such interruptions, by means of any adequate delivery measures that may be necessary.
- (4) If the water supply purveyor implements planned, temporary service interruptions, it must make provision, by any means possible, for the continued delivery of such water, as may be necessary, for the proper operation of sewage collection, treatment and disposal systems and facilities.
- (c) Any residential or non-residential water customer who exceeds the allotments established pursuant to this Water Rationing Plan will be subject to the following excess-use charge:

- (1) Authority shall collect an “excess-use charge” based on the amount by which a customer’s use exceeds the water allotments established pursuant to the Local Water Rationing Plan, computed in accordance with the following schedule:

<u>Excess Usage Per Month</u>	<u>Charge for Excess</u>
First 300 cubic feet or portion thereof	\$ 5.00 per 100 cubic feet or portion thereof
Each 100 cubic feet or portion of portion thereof	\$10.00 per 100 cubic feet portion thereof

- (2) Any monies collected by the Authority through excess-use charges shall not be accounted for as income to the Authority, but shall be placed by the Authority in a reserve account which shall be used to defray the cost of implementing the plan or may be disposed of as directed by the Commonwealth Drought Coordinator.
- (d) In addition to the excess-use charge, non-compliance with the Water Rationing Plan will result in the following:
    - (1) For the first excess-use, a warning of possible discontinuation shall be issued to the customer by the Authority.
    - (2) For subsequent excess-use, the Authority may interrupt or shut-off service to the customer for a period not to exceed 48 hours or, if the customer provided access, the Authority may install a flow restrictor in the customer’s service line for the duration of the emergency. The cost incurred by the Authority to interrupt or shut-off and reinstate service, or to install and remove a flow restrictor, shall be assessed to the water customer by the Authority.
  - (e) Authority may alter meter reading schedules to assure adequate monitoring of compliance with this plan.
  - (f) Any customer or other person aggrieved by a decision or action by Authority imposing an excess-use charge or other remedy for non-compliance with the requirements of this Plan may proceed in accordance with the following provisions:
    - (1) Upon written notice to the Authority any customer or aggrieved party can request a hearing at which time the Authority shall provide an opportunity for the customer or aggrieved party to rebut the finding of a violation, or evidence of circumstances beyond the customer’s control which resulted in the violation.

The Authority shall keep a record of evidence presented regarding disputes violations, and shall provide the customer or aggrieved party with a written notice of the Authority's final decision and action in such cases.

- (2) Any person aggrieved by the final decision or action may file an appeal with the Common Pleas Court in the county where the water service is provided, in accordance with provisions and procedures of the Local Agency Law, 2 PA C.S. §§ 551-555, 751-754.

### **Section 12. Penalties**

Any person who violated the provisions of this Plan, who fail to carry out duties and responsibilities imposed by this Plan, or who impedes or interferes with any action undertaken or ordered pursuant to this plan, shall be subject to the penalties provided by law under 35 PA. C.S. §§ 7707.

### **Section 13. Saving Clause**

Nothing in this Local Water Rationing Plan shall in any way limit or affect the power or authority of any political subdivision to adopt and enforce ordinances, rules, restrictions, and orders for water conservation and protection of essential water supplies, provided that such ordinances, rules, and restrictions are not inconsistent with the requirements of this Plan.

### **Section 14. Amendment of the Plan**

The Authority may, at any time, submit to the Pennsylvania Emergency Management Agency proposed additions or amendments to this Plan. Such amendments shall be expeditiously considered by the Emergency Management Agency, and shall take effect upon adoption by the Agency.

### **Section 15. Effective Period**

This Plan shall remain in effect until terminated by action of the Authority, the Governor, or the Pennsylvania Emergency Management Agency.

### **Section 16. Effective Date**

This Plan shall take effect immediately upon adoption by the Pennsylvania Emergency Management Agency.