Water Shortage Response Plan
City of Hendersonville
PWSID NO. 01-45-010
Revision Date: November 2026

The plan and procedures herein are written to outline utility response and reduce customer potable water demands whenever when public water supplies are diminished; water demand by customers connected to the city-owned water system reaches the point where continued or increased demand will equal or exceed the system supply and transmission capabilities; or any other event or condition where customers cannot be supplied with water to protect public health and safety.

I. Authorization.

The City of Hendersonville's ("City") city manager is authorized by Ch 52. Article VI. Section 52-436, to enact water shortage response provisions whenever the trigger conditions outlined in Section V are met. In the city manager's absence, the utilities director will assume this role.

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II. Notification.

System Employees - employee e-mail announcements and/or meetings, notices at city buildings and facilities.

Water Customers - public notification using local/regional media announcement(s) such as: press release(s) and social media posts issued by the City, customer mass notification system; and/or City of Hendersonville website (www.hendersonvillenc.gov).

Wholesale Customers – will be notified using the above methods and/or telephone, email, and/or certified letter. Wholesale Customers will be required to implement the same level of restrictions as implemented by the City.

III. Definitions.

All capitalized terms herein shall have the meanings set forth in the Code of Ordinances, City of Hendersonville, North Carolina Chapter 52 Article VI Water Shortage Response and Conservation.

IV. Classification of Water Uses.

A. Essential Uses of Potable Water

Domestic	Water to sustain human and domestic pet life, maintain hygiene and sanitation standards.
Patient Care	Patient care and rehabilitation, including swimming pools used for patient care and rehabilitation as prescribed by medical personnel.
Public Safety	Firefighting and approved flushing of hydrants and sewer mains to ensure public health and safety.

B. Socially or Economically Essential Uses of Potable Water

Domestic	Minimal use for kitchen, bathroom and laundry; minimal watering of vegetable gardens and trees needed to sustain them.
Patient Care	Patient care and rehabilitation, including swimming pools used for patient care and rehabilitation as prescribed by medical personnel.
Public Use	Filling and operation of swimming pools intended for use by the public, institutions, or community organizations serving multiple households or users. Testing and training uses requiring potable water.
Commercial	Commercial vehicle washers*, laundromats, restaurants, hotels/ motels, irrigation of golf course greens, minimal water usage by commercial nurseries required to sustain stock, minimum amounts required to sustain essential cooling operations.
Agricultural	Minimal amounts required to sustain crops, livestock and associated activities.
Industrial	Minimal use necessary to operate production facilities and sustain jobs, minimal amounts required to sustain essential cooling operations.
Institutional	Efficient use of water by schools, churches, and government facilities

*Commercial vehicle washers that have the efficiency certification referenced in G.S. § 143-355.2 (h1) may not be subject to the conservation requirement. The certification must be approved by the Department of Environmental Quality.

C. Non-Essential Uses of Potable Water

All	Ornamental uses (fountains, reflecting pools, artificial waterfalls, etc.); residential lawn irrigation; non-commercial washing of motor vehicles; wash down of impervious surfaces; Filling, or operation of private residential and other non-community serving recreational swimming pools.
Public Use	Irrigation of gardens, lawns, parks, city/town/county playing fields and recreational areas.

V. Levels of Response.

Stage 1 - *Water Conservation Advisory*:

All customers will be asked to voluntarily reduce their normal water use by 5%. Utility will promote users to find and fix leaks, encourage users to reduce outdoor watering and focus on educating users on water conservations measures. No penalties will be enforced for noncompliance. Examples for customer education include how to prevent water waste, runoff and watering impervious surfaces; not watering plants deeply; washing only full loads of clothes and dishwashers; using spring-loaded nozzles on garden hoses; and minimizing vehicle washing. All customers are asked to reduce water usage by 5%. No surcharges are applied.

Stage 2 -*Water Shortage Alert*
All customers are to reduce their water use by 10% of their normal usage. All non-essential water uses are prohibited and a surcharge of 110% may be applied. Penalties will be enforced for noncompliance. All socially or economically essential uses of potable water shall be voluntarily reduced. Utility will continue to promote conservation measures for socially or economically essential uses of potable water.

Stage 3 -*Water Shortage Warning*
All customers are expected to continue uphold all limitations set in stage 2 and; in addition the following socially or economically essential water uses are prohibited: filling or refilling non-community swimming pools; irrigating between 9am and 7pm to maintain survival; testing or training uses requiring potable water such as but not limited to firefighting training, or any testing that uses water for non-consumption purposes; All water users are to reduce usage by 20% of their normal consumption. A surcharge of 120% may be applied. Significant water customers shall prepare a water conservation plan and submit to utility. Penalties will be enforced for noncompliance.

Stage 4, *Water Shortage Emergency*
All customers must continue actions from all previous stages and further reduce water use by only using water for essential use only. All users are to reduce water use by 30% from their normal consumption. All non-essential uses of drinking water are prohibited. The only water use acceptable is essential water use. A surcharge of 130% may be applied. Penalties will be enforced for noncompliance. Water rationing, if deemed necessary by the city manager and utilities director, is to provide drinking water to protect public health and welfare (i.e. residences, residential health care facilities, institutional facilities). Whenever the manager determines need for water rationing the manager shall direct the utilities director to prepare a equitable mandatory rationing procedure and plan for implementation during the declaration of the water shortage emergency.

VI. Triggers.

The following describes triggers that shall guide implementation of respective response stages due to a reduction in available water supply or elevated demands. The City Manager upon consultation with the Utilities Director may implement response triggers at his or her discretion for events or conditions in which there is the potential that customers cannot be supplied with adequate water to protect public health and safety.

Stage	Water Supply* (all three must be met simultaneously)	System Demand

1 – Water Conservation Advisory	• Mills River: 42 cfs • FBR Blantyre: 178 • FBR Fletcher: 237	> 75% capacity 7 consecutive days
2 – Water Shortage Alert	• Mills River: 42 cfs • FBR Blantyre: 165 • FBR Fletcher: 214	> 85% capacity 3 consecutive days
3 – Water Shortage Warning	• Mills River: 42 cfs • FBR Blantyre: 158 • FBR Fletcher: 201	> 90% capacity 3 consecutive days
4 – Water Shortage Emergency	• Mills River: 42 cfs • FBR Blantyre: 145 • FBR Fletcher: 178	> 95% capacity 3 consecutive days

*Water Supply is measured from the following:

- Mills River: USGS Gauge 03446000 Mills River near Mills River, NC
- FBR Blantyre: USGS Gauge 03443000 French Broad River at Blantyre, NC
- FBR Fletcher: USGS Gauge 03447687 French Broad River near Fletcher, NC

VII. Enforcement and Penalties.

In accordance with Code of Ordinances, City of Hendersonville, North Carolina Section 52-440, the provisions of the water shortage response plan will be enforced by the City's water and sewer department and police department. Violators may be reported to the City by completing the Water Shortage Violation Report form, which will be available on the City's website during Water Shortage periods.

VIII. Return to Normal Conditions.

Exit a stage if all three gauges are above a flow trigger for a 7-day rolling average. At that time move into the appropriate stage according to current flow levels. This may mean moving into a less restrictive stage or moving out of the water shortage responses all together depending on the three river gauge levels. Generally, a response stage shall not be rescinded or downgraded until the trigger, condition or event that enacted the response stage has been satisfied at the discretion of the City Manager. When a water shortage response stage is rescinded or downgraded the City will promptly notify affected water customers utilizing the notification methods outlined in section II of this plan.

IX. Public Comment.

Upon Approval from the North Carolina Department of Environmental Quality on any updated version of this plan, the plan will be subject to public comment and all subsequent revisions to the plan will be published on Hendersonville's website at least 10-days prior to an adoption vote by the Hendersonville city council. City Council is held the first Thursday of the month in the assembly room at City Operations 305 Williams Street, Hendersonville, NC 28792.

X. Variance Protocols.

Applications for water use variance requests can be made in writing for review by the utilities director or the director's 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 but not limited to: impact on water demand, expected duration of water shortage, alternative source options, social and economic importance, purpose (i.e. necessary use of drinking water) and the prevention of structural damage. All decisions are final.

XI. Effectiveness.

The effectiveness of the City's water shortage response plan will be determined by comparing the stated water conservation goals with observed water use reduction data including water treatment production data and customer water usage 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.

XII. 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, as required by the provisions of G.S. 143-355 (l). 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 the Hendersonville city council. The City's utilities director, or the director's designee, shall be responsible for initiating all subsequent revisions.

City of Hendersonville - Water Shortage Response Plan Summary
November 2026

Stage	Stage Title	Effectiveness	Affected Water Uses	Description/ Response	Rate Surcharge*	Noncompliance Penalties	Reduction Goal
1	Water Conservation Advisory	Voluntary	All Non-Essential Uses	• Water users are encouraged to reduce non-essential uses and improve water use efficiency • Utility focuses on educating users on water conservation measures	none	none	5%
2	Water Shortage Alert	Mandatory	All Non-Essential Uses	• Non-Essential uses are prohibited • Water users are encouraged to reduce socially or economically essential uses	110%	Yes	10%
3	Water Shortage Warning	Mandatory	• All Non-Essential Uses • Socially or Economically Essential Uses	• Non-Essential uses are prohibited •Water users are encouraged to reduce Socially or Economically essential uses and prohibit the following specific Socially or Economical essential water uses; filling or refilling of non-community benefiting swimming pools; irrigating between 9am and 7pm to maintain survival; testing/training purposes requiring water; • Significant Commercial and Industrial water customers required to submit a water conservation plan.	120%	Yes	20%
4	Water Shortage Emergency	Mandatory	• Non-Essential Uses of Potable Water • Socially or Economically Essential Uses • Essential Uses	• Non-Essential uses are prohibited • All Socially or Economically Essential uses are prohibited • Firefighting is the only allowable outdoor water use. • Customers are only permitted to use water at the minimum required for protection of public health and welfare • Water Rationing to protect public health and critical services may occur at the discretion of the City Manager	130%	Yes	30%

*Rate Surcharge must be adopted by City Council