

CRAB ORCHARD UTILITY DISTRICT WATER SHORTAGE AND EMERGENCY POLICY

POLICY STATEMENT

1. The utility cannot and does not guarantee either a sufficient supply or an adequate or uniform pressure, and shall not be liable for any damages or loss resulting from an inadequate or interrupted supply, from any pressure variations, or for damages from the resumption of service when such conditions are not due to willful fault or neglect on its part.

2. The utility may disconnect service to any customer who fails to abide by restrictions placed on utility services during times of shortages or emergencies, as follows:

Level one service restrictions:

1. Non essential uses:
 - a) Commercial and industrial use in excess of seventy percent (70%) of the amount used during the corresponding billing period for the previous year;
 - b) Washing sidewalks, driveways, parking areas, tennis courts, patios, decks or other exterior surfaces by either commercial, industrial or residential customers;
 - c) Filling or re-filling of pools or ponds;
 - d) Non Commercial washing of privately owned motor vehicles, trailers or boats;
 - e) Watering of lawns, flower gardens and ball fields;
 - f) Watering of any portion of a golf course;
 - g) Use of water for dust control or construction compaction.

Level 2 Service Restrictions:

4. Non-essential uses (in addition to level 1)

- a) Watering of trees, shrubs or other plants, except by commercial nurseries, in which case item (c) below will apply;
- b) Use of commercial vehicle washing facility;
- c) Any non-residential use in excess of fifty percent (50%) of the amount used by the customer during the corresponding billing period for the previous year. If the customer's previous year billing does not accurately reflect the current year's usage or if the customer did not have utility service last year, the governing board or its designee shall compute a reasonable estimate of what such a bill would be and deduct 50% to correspond to the level of restriction imposed on similar users;
- d) Water served for drinking purposes at restaurants or other public or non-public eating establishments unless such water is specifically requested by the patron or customer;
- e) Only the utility governing board may terminate a water shortage emergency declared by the governing board;
- f) The board may modify or extend the provisions of the water shortage emergency actions at any board meeting, if circumstances require it.

CRAB ORCHARD UTILITY DISTRICT

Conservation of Utility

A Resolution of the Utility Authorizing and setting Forth Guidelines for the Declaration of a Utility service Emergency:

WHEREAS, it is necessary to impose certain restrictions on utility use because of shortages, outages or other service cut-backs and interruptions which can occur for various reasons; and

WHEREAS, it is necessary to have a plan for implementation of measures which restrict the non-essential use of service during such emergencies for the greater public benefit; and

WHEREAS, such implementation procedures must be of a form which can be enacted fairly and quickly to preserve the health and general welfare of utility customers;

NOW, THEREFORE, BE IT RESOLVED BY THE CRAB ORCHARD UTILITY DISTRICT, AS FOLLOWS:

1. No service furnished by the utility shall be used for non-essential uses.
2. Leaks shall be repaired immediately upon discovery.
3. The governing board or their designee is hereby authorized to declare a utility emergency in the event of shortages or interruptions as detailed above.
4. Upon the declaration of an emergency, the board or its designee shall notify the media and furnish information concerning the following:
 - a. Reason for the restricted usage;
 - b. Actions required of customers;
 - c. Estimated duration of restricted use period.
5. Utility personnel shall investigate any report of non-compliance
6. If customer non-compliance is found to exist, the customer shall be notified by phone, door-hanger or other means, and should the customer fail or refuse to immediately comply with the restrictions, service shall be cut off by utility personnel.

7. Any customer whose service is disconnected because of a failure to comply with the requirements of a declared emergency shall have the right, after the first such disconnection, to have service reinstated upon payment to the utility of the customary reconnection charge and upon execution of a written statement that the customer will comply with the requirements of the declared emergency.

8. If service is disconnected because of a subsequent failure to comply, such customer shall have the right to reinstatement of service only after approval of the governing board and subject to such terms and conditions as the board shall impose.

This resolution shall take effect from and after its adoption, the general welfare of the Crab Orchard Utility District requiring it.

Adopted _____

Board President

Board Secretary

ADOPTION DATE _____

EFFECTIVE DATE _____