

Post Wood MUD's Drought Management Policy and Plan

PROGRAM	LONG TERM	CONDITION I
1. TRIGGER CONDITIONS	Permanent conservation measures put into place to protect our most valuable resource. The goal is to avoid the need to implement drought condition restrictions.	Water use from District's well is @ 70% of capacity for 3 consecutive days or when NHCRWA initiates their phase 1. In addition, the Board can invoke these conditions based on problems in the distribution system, water quality, or any other criteria the Board believes is prudent.
2. NOTIFICATION	Notification of water restrictions in times of drought or emergency situations in MUD newsletter.	Restriction Signs posted at all entrances to District.
EDUCATION / COMMUNICATIONS		
Welcome Package (distributed to new customers)	New customers receive water step rates and conservation tips.	New customers receive water step rates and conservation tips.
High Users (Top 20% of residential water users and commercial customers who use 40% or more over their base.)	Hand out or mail to high users or those customers requesting information: brochures on conservation, water leak detection, and toilet leak tablets.	Hand out or mail to high users or those customers requesting information: brochures on conservation, water leak detection, and toilet leak tablets.
4. CONSERVATION RATES	Conservation rates established Sept. 1994 increased step prices in 1999. Top residential step is \$4.50 at 23,001 gals. Goal is for customers to be aware of their water usage & practice conservation .	Conservation rates established Sept. 1994 increased step prices in 1999. Top residential step is \$4.50 at 23,001 gals. Goal is for customers to be aware of their water usage & practice conservation .
5. WATER ACCOUNTABILITY Goal: 95% plus	Monitor no consumption list & replace meter when appropriate. Continual residential meter replacement at 1.8 million gallons. Master meter and commercial meter test & recalibrate annually.	Monitor no consumption list & replace meter when appropriate. Continual residential meter replacement at 1.8 million gallons. Master meter and commercial meter test & recalibrate annually.
Leak Repair Goals	<i>Tap line leaks (minor leaks)</i> : investigated & repairs made w/in 7 work days. <i>Main line breaks</i> : water cut off w/in 1 hr. of notification & repairs made w/in 6 hrs.	<i>Tap line leaks (minor leaks)</i> : investigated & repairs made w/in 7 work days. <i>Main line breaks</i> : water cut off w/in 1 hr. of notification & repairs made w/in 6 hrs.
6. RESTRICTIONS & TARGETS		
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TARGETS	Goal is an overall gpcd of 75 or less - currently avg. is 74-82. Goal is a residential winter gpcd of 50 - currently avg. is 52-56 gpcd.	Goal is an overall gpcd of 75 or less - currently avg. is 74-82. Goal is a residential winter gpcd of 50 - currently avg. is 52-56 gpcd.
OUTDOOR WATER USE		
Residentialoutdoor watering	Educate proper watering of lawns, plants and trees. Encourage use of mulch & drought tolerant plantings. Reinforce with conservation rates.	Voluntary: Max 2 x wk, only between 8 pm - 10 am Sect 1, 3, Glen, Oaks, & Green on Wed. & Sat. Sect. 4 & Sunbury on Thurs. & Sun.
Commercialoutdoor watering	Encourage proper watering and outdoor use with conservation rates.	Voluntary: Max 2 x wk, only between 8 pm - 10 am
Car Washing	Educate and encourage the using of sprayers & buckets when washing vehicle. Commercial car wash must always recycle water.	Encourage: Non-commercial car washing be done with a sprayer &/or bucket. Commercial car wash must always recycle water.
Pools, Spas, Fountains, & Ponds	Educate & encourage recirculation of water and good pool management with conservation rates.	Encourage: No filling of pools, spas, fountains, or ponds but topping off is OK. Fountains must be recirculating - not using additional water.
INDOOR WATER USE		
Toilets	Low flow & toilet displacement device information included with welcome pkg. & periodically distributed. Show both water and dollar savings.	May distribute leak detection tablets, information on low flow toilets, repairing leaking toilets and new low flow toilets.
Showers, Sink Aerators Clothes, & Dish Washers	Educate the water savings w/ low flow aerators and good usage methods. Sponsor the "Learning to be Water Wise & Energy Efficient" program so 5th graders receives low flow fixtures for their home.	May educate the water savings w/ low flow aerators and good usage methods. Sponsor the "Learning to be Water Wise & Energy Efficient" program so 5th graders receives low flow fixtures for their home.
CUSTOMER LEAKS	Encourage quick repairs of leaks w/ conservation rates. Provide brochures & toilet tablets. Require visible customer leaks to be repaired.	Encourage quick repairs of leaks w/conservation rates. Provide brochures & toilet tablets. Require visible customer leaks to be repaired.
7. PENALTIES		
	LONG TERM	CONDITION I
Courtesy Warning (observed or reported by non-district individual)	Conservation rates are designed to make all customers aware of their water usage monthly. The goal is to encourage customers to voluntarily use water wisely.	Conservation rates are designed to make all customers aware of their water usage monthly. The goal is to encourage customers to voluntarily use water wisely.
First Warning (must be observed by operator, Director, or District Representative)		
2nd Violation (must be observed by operator, Director, or District Representative)		
Final Citation (must be observed by operator, Director, or District Representative)		

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CONDITION 2	CONDITION 3	CONDITION 4
Water use from District's well is @ 70% of capacity for 3 consecutive days or when NHCRA initiates their phase 2. . In addition, the Board can invoke these conditions based on problems in the distribution system, water quality, or any other criteria the Board believes is prudent.	Water use from District's well is @ 80% of capacity for 3 consecutive days or when NHCRA initiates their phase 3. In addition, the Board can invoke these conditions based on problems in the distribution system, water quality, or any other criteria the Board believes is prudent.	Water use from District's well is @ 95% of capacity for 3 consecutive days or when NHCRA initiates their phase 4. In addition, the Board can invoke these conditions based on problems in the distribution system, water quality, or any other criteria the Board believes is prudent.
Restriction Signs posted at all entrances to District and Restriction Letter mailed to all customers separately or with monthly water bill.	Restriction Signs posted at all entrances to District and Restriction Letter mailed to all customers separately or with monthly water bill.	Restriction Signs posted at all entrances to District and Restriction Letter mailed to all customers separately or with monthly water bill.
EDUCATION / COMMUNICATIONS		
New customers also receive information on drought plan, restrictions, penalties, and current condition.	New customers also receive information on drought plan, restrictions, penalties, and current condition.	New customers both receive information explaining drought plan, restrictions, penalties, and current condition plus customer service rep. explains drought information.
Hand out or mail to high users or those customers requesting information: brochures on conservation, retrofit benefits, water leak detection, and toilet leak tablets.	Hand out or mail to high users or those customers requesting information: brochures on conservation, retrofit benefits, water leak detection, and toilet leak tablets.	Operator perform water audit for all willing high-end users. Operator to pay on-site visit to every commercial account using over their base.
Review rates for effectiveness. Compare current GPCD with base months and previous years.	Review & possible revise rates in light of current conditions & their effectiveness in encouraging conservation.	Review & possible revise rates in light of current conditions & their effectiveness in encouraging conservation.
Continue "Long Term" action plus conduct leak detection effort if and when water accountability dips below 95%.	Continue "Long Term" action plus conduct leak detection effort if and when water accountability dips below 95%..	Continue "Long Term" action plus conduct leak detection effort if and when water accountability dips below 95%.
Tap line leaks (minor leaks) : investigated & repairs made w/in 7 work days. Main line breaks : water cut off w/in 1 hr. of notification & repairs made w/in 6 hrs.	Tap line leaks (minor leaks) : investigated & repairs made w/in 5 work days. Main line breaks : water cut off w/in 1 hr. of notification & repairs made w/in 6 hrs.	Tap line leaks (minor leaks) : investigated & repairs made w/in 3 work days. Main line breaks : water cut off w/in 1 hr. of notification & repairs made w/in 6 hrs.
CONDITION 2	CONDITION 3	CONDITION 4
Calculate current summer to base residential water use and work to reduce it to 1.4 or less.	Calculate current summer to base residential water use and work to reduce it to 1.3 or less.	Calculate current summer to base residential water use and work to reduce it to 1.1 or less.
OUTDOOR WATER USE		
Mandatory: Max 2 x wk, only between 8 pm - 10 am Sect 1, 3, Glen, Oaks, & Green on Wed. & Sat. Sect. 4 & Sunbury on Thurs. & Sun.	Mandatory: Max 1 x wk, only between 8 pm - 10 am Sect 1, 3, Glen, Oaks, & Green on Wed. Sect. 4 & Sunbury on Thurs.	Mandatory: NO outdoor watering or any other outdoor water use, even for kids playing.
Mandatory: Max 2 x wk, only between 8 pm - 10 am	Mandatory: Max 1 x wk, only between 8 pm - 10 am	Mandatory: NO outdoor watering or any other outdoor water use, even for kids playing.
Mandatory: Non-commercial car washing must be done with a sprayer &/or bucket. Commercial car wash must always recycle water.	Mandatory: Non-commercial car washing must be done with a sprayer &/or bucket. Commercial car wash must always recycle water.	Mandatory: No car washing permitted including commercial.
Mandatory: No filling of pools, spas, fountains, or ponds but topping off is OK. Fountains must be recirculating - not using additional water.	Mandatory: No filling of pools, spas, fountains, or ponds but topping off is OK. Fountains must be recirculating - not using additional water.	Mandatory: No filling pools, spas, fountains, &/or ponds. No topping off of pools or spas, including community pools.
INDOOR WATER USE		
May distribute leak detection tablets, information on low flow toilets, repairing leaking toilets and new low flow toilets.	May distribute information on displacement devices, repairing leaking toilets and new low flow toilets. Show both water and dollar savings.	
May distribute conservation material with water bill and mail outs.	Continue to encourage retrofit of faucets, shower heads, and toilets by communicating not only water savings but also dollar savings.	
Require visible customer leaks to be repaired. Noncompliance may result in termination of service.	Require visible customer leaks to be repaired. Noncompliance may result in termination of service.	
CONDITION 2	CONDITION 3	CONDITION 4
The suspected reported offender will be sent or given letter stating they have been observed violating restriction. A copy of restrictions & conservation recommendations will also be given or sent w/in a week.	The suspected reported offender will be sent or given letter stating they have been observed violating restriction. A copy of restrictions & conservation tips will also be given or sent w/in a week.	The suspected reported offender will be sent or given letter stating they have been observed violating restriction. A copy of restrictions & conservation recommendations will also be given or sent w/in a week.
Violations will be handled w/verbal or written warnings, (left on door) from the operator &/or Director. A copy of restrictions & conservation recommendations will also be given or sent w/in a week.	Violations will be handled w/verbal or written warnings, (left on door) from the operator &/or Director. A copy of restrictions & conservation recommendations will also be given or sent w/in a week.	Violations will be handled w/verbal or written warnings, (left on door) from the operator &/or a Director. A copy of restrictions & conservation recommendations will also be given or sent w/in a week.
Violators will be subject to a written citation &/or disconnection, including all disconnect penalties. Water conservation material will be given if requested.	Violators will be subject to a written citation &/or disconnection, including all disconnect penalties. Water conservation material will be given if requested.	Violators will be subject to a written citation &/or disconnection, including all disconnect penalties. Water conservation material will be given if requested.
Violator's water service will be disconnected. Water service will not be resumed until all penalties have been paid & the violator has signed a copy of the restrictions acknowledging full knowledge of said restrictions.	Violator's water service will be disconnected. Water service will not be resumed until all penalties have been paid & the violator has signed a copy of the restrictions acknowledging full knowledge of said restrictions.	Violator's water service will be disconnected. Service will not be resumed until all penalties have been paid & the violator has signed a copy of the restrictions acknowledging full knowledge of said restrictions.

CONDITIONS NOT NECESSARILY ADOPTED IN SEQUENTIAL ORDER

page 2 of 2

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