CITY OF SALEM

DEPARTMENT OF PUBLIC WORKS

ADMINISTRATIVE RULE

CHAPTER 109

DIVISION 800-3

WATER CURTAILMENT

1.1 Purpose

The Water Curtailment Plan outlines proactive measures the City may take to reduce demand and to find alternative supplies during water supply shortages. The intent of water curtailment planning is to minimize the impacts of water supply shortages, which may result from incidents such as: prolonged drought, mechanical or electrical equipment failure in the system, unanticipated catastrophic events (flooding, landslides, earthquakes and contamination), or events not under control of the City (e.g., localized or area-wide power outages and intentional malevolent acts).

1.2 Authority and Enforcement

When the City approaches curtailment-initiating conditions, the Curtailment Action Team (CAT) convenes to assess the significance of the conditions and the need for curtailment. The CAT makes recommendations regarding curtailment implementation, including the curtailment level, duration of curtailment, and appropriate curtailment measures. These recommendations are provided to the Director of Public Works, who is authorized to implement the curtailment plan. Measures within the plan may be applied to the entire system, or only to specific water-use sectors or geographic areas that are affected by any water supply shortage. All plan provisions remain in effect until the Director terminates the curtailment measure(s). The Director has the authority to enforce the plan and may suspend water service to any customer that fails to abide by its provisions. The Director will consult with the City Manager before implementing certain actions, as noted in the following section.

1.3 Curtailment Levels

(a) **Level 1: Alert.** When a Level 1 Alert is activated, as defined by the conditions in Table 1, retail and wholesale customers are notified of a potential water supply shortage. If conditions persist, customers may be asked to voluntarily reduce their water use. Notifications are made using various media methods as indicated below. Potential curtailment measures include:

(1) Utilize the City website and water quality hotlines to disseminate information about potential water shortage issues.

(2) Activate the Curtailment Action Team (CAT).

(3) Develop messages for water conservation and media outreach materials including press releases and website information.
(4) Provide conservation brochures at key City offices.
(5) Begin preparations for possible operational changes to supplement water supply.
(6) Encourage customers to use water wisely. Provide messages through television, local news, the conservation and water quality hotlines, website, radio, social media, and town meetings, as needed.

(b) **Level 2: Voluntary Curtailment.** Activation of Level 2 Voluntary Curtailment escalates notification messages from a potential shortage to an actual shortage, although the messages continue to focus on voluntary measures for customers. City water customers are notified of voluntary curtailment measures using various media methods as indicated below. Wholesale customers, top water users, critical water customers, City Council members, and the Oregon Water/Wastewater Agency Response Network (OrWARN) are also notified. Potential curtailment measures include:

(1) Update the City of Salem website, and water conservation and water quality hotlines to notify customers of voluntary curtailment and to disseminate water conservation information.
(2) Coordinate with various media sources to provide current information on the water supply shortage; deliver media releases to appropriate media sources.
(3) Remind water customers of Salem's water waste ordinance, as detailed in SRC 72.240.
(4) Reduce watering at City facilities and/or parks as determined by the City Manager.
(5) Discontinue operating City decorative fountains that do not recirculate water.
(6) Reduce operating hours of the City's splash fountains.
(7) Limit City hydrant and water line flushing to essential needs for safety and human health.
(8) Prohibit City-staff from washing sidewalks, walkways, streets, driveways, parking lots, or other hard surfaces except where necessary for public health or safety.
(9) Discontinue washing City vehicles.
(10) Restrict using City-supplied water for street sweeping.
(11) Activate available backup water supplies.
(12) Request that City water customers voluntarily reduce outdoor water uses such as lawn watering, car washing, patio cleaning, etc.

(c) **Level 3: Mandatory Curtailment.** Implementation of a Level 3 Mandatory Curtailment indicates a critical water supply shortage. The Director has the authority to activate mandatory restrictions. City water customers are notified of mandatory curtailment requirements using all major media sources and are updated regularly. Wholesale customers, top water users, critical water customers, City Council members, and OrWARN are also notified, and the City's Emergency Operations Center is prepared for activation. Potential curtailment measures include:

(1) Provide updates on the status of the water situation to the media daily until the Level 3 alert is canceled.

(2) Update the City website, including the water quality and water conservation hotlines, with current water situation updates.

(3) Remind water customers of Salem's regulation that prohibits water waste.

(4) Further reduce/restrict watering City facilities and/or parks as determined by the City Manager.

(5) Discontinue operating all City decorative and splash fountains.

(6) Restrict City hydrant and water line flushing to emergency use only.

(7) Restrict City Fire Department training exercises to those that do not use water.

(8) Enact mandatory restrictions on all lawn watering and other non-essential water uses.

(9) Prohibit use of City-supplied water to wash sidewalks, walkways, streets, driveways, parking lots, or other hard surfaces except where necessary for public health or safety.

(10) Prohibit use of City-supplied water to wash vehicles and boats.

(11) Prohibit use of City-supplied water for cleaning, filling, or maintaining levels in decorative fountains.

(12) Prohibit use of City-supplied water to fill swimming pools or other pools.

(13) Prohibit use of City-supplied water on all golf courses, except as needed to keep greens and tee boxes alive.

(d) **Level 4: Severe Curtailment.** Implementation of a Level 4 Severe Curtailment also indicates a critical water supply shortage and activates mandatory restrictions to limit water use to only essential uses. City water customers are notified using all major media sources. Wholesale customers, top water users, critical water customers, and City Council members are also notified. Wholesale customers are asked to comply with curtailment measures. The Emergency Operations Center is activated if determined necessary by the City Manager. Potential curtailment measures include:

(1) Provide updates on the status of the water situation to the media daily until the Level 4 alert is canceled.

(2) Update the City website, and water quality and water conservation hotlines with current water situation updates.

(3) Notify customers regarding Salem's waste water ordinance. Prohibit all non-essential water use according to SRC 72.250. Violators may be cited and water service may be interrupted for repeat violations per SRC 72.260.

(4) Restrict all uses of City -supplied water to essential uses only, such as consumption, maintaining human health, and fire-fighting. Prohibit all non-essential uses and enforce under the City's ordinances.

(5) Restrict all uses of City -supplied water to essential uses only, such as consumption, maintaining human health, and fire-fighting. Prohibit all non-essential uses and enforce under the City's water waste ordinance.

(6) Restrict water usage by large industrial and institutional customers, except for fire protection and other critical functions as determined by the City Manager.

Table 1. Curtailment Levels 1 through 4

Curtailment Stages	Initiating Conditions: If minimum available storage is below 85 million gallons and there is a:
Level 1: Alert	• Rolling five day average when supply is 90% to 95% of demand
Level 2: Voluntary Curtailment	• Rolling five day average when supply is 80% to 89% of demand
Level 3: Mandatory Curtailment	• Rolling five day average when supply is 70% to 79% of demand
Level 4: Severe Curtailment	• Rolling five day average when supply is below 69% of demand