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# Water System Management Plan Town of Oak Ridge Water System

## NCDEQ– DWR - PWS Town of Oak Ridge Guilford County, NC

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## List of Appendices

### Appendix A: Rules and Regulations

- Town of Oak Ridge Water System – Water System Rules and Regulations (dated:)
- Town of Oak Ridge – Code of Ordinances
  - Water System Ordinance
  - Development Ordinance
  - Town of Oak Ridge - Water Conservation Plan (dated:)

### Appendix B: Water System Operating Agreement

- Town of Oak Ridge Contract for Operations, Management, and Maintenance Services (as approved:)
- Town of Oak Ridge Contract for Billing and Customer Service Operations (as approved: )

### Appendix C: WSMP Certification

- WSMP Certification of Town of Oak Ridge Water System

### Appendix D: Town of Oak Ridge Jurisdictional Limits

- Town of Oak Ridge limits as of date:

### Appendix E: List of Water Systems and Maps of Service Areas

- Town of Oak Ridge Water Systems

## Water System Management Plan Town of Oak Ridge

### NCDENR – DEH - PWS Town of Oak Ridge Water System Guilford County, NC

#### 1.0 Organization Details

##### A. Description / chart of organizational structure for management of water system

- *Name:* Town of Oak Ridge Water System (PWS ID: No PWS ID assigned yet as it is a new water system)
- *Governing Body:* Oak Ridge Town Council
- *Hierarchy:* Diagram of management levels with responsibilities provided below.

**Town Council** – The Oak Ridge Town Council (ORTC) is responsible for the policy decisions for the Town of Oak Ridge Water System. The Council consists of five (5) members, elected by the citizens of Oak Ridge, each serving 4-year terms. The elected Council sets town policies that protect and enhance community interests and establish long-range development plans. The Council through the town manager is responsible for town personnel, which include establishing employment positions that the manager would fill. The Council through the town manager maintains compliance with all labor laws as they relate to personnel decisions and policies. The Council establishes the water system’s annual budget and water rates. The Council regularly meets on the first Thursday of each month. Meetings are held in the Council Chambers, Oak Ridge Town Hall, 8315 Linville Road, Oak Ridge NC.

**Water Advisory Committee**- The Water Advisory Committee is responsible for advising the Town Council on all policy decisions for the Town of Oak Ridge Water System, including the water system’s annual budget and water rates. The Water Advisory Committee consists of five Oak Ridge residents with relevant experience appointed by the Town Council. The committee also includes up to four non-voting members appointed by the Mayor, including a Town Council liaison, a Finance Committee liaison, town engineer, and a specialist in local water issues if needed.

**Town Manager** – The Oak Ridge Town Manager is responsible for the oversight of the Town’s day-to-day operations and carries out the policies established by the elected Council.

**Utility Director**- The Envirolink Area Manager is designated as the Water System Utility Director.

***Envirolink Inc.: Operation, Maintenance and Management***– The Town has hired Envirolink to provide operation, maintenance and management services. This agreement includes full-service OM&M services including but not limited to: providing an Operator In-Responsible Charge (ORC) for the water system, water system staffing and 24-hour/7-days per week emergency on-call services.

***Water System ORC (and support staff)***– The Operator in Responsible Charge (ORC) will be responsible for daily operation of the water system. The ORC will ensure full compliance with all local, State, and Federal laws, including, but not limited to, State of North Carolina laws, EPA, DEQ and OSHA, SARA, RCRA, DOT, and all other applicable rules and regulations. The ORC will identify problems, determine root causes, and make corrections to solve identified problems. The ORC will keep the manager informed of current information, will understand and enforce all rules and policies, as applicable to the water system, will maintain labor relations, public relations, vendor relations, and regulatory relations and will be responsible for making budget and personnel recommendations related to operation, maintenance and management of the water system to the manager and water committee.

***Customer Service and Utility Billing*** – Envirolink will be responsible for: maintaining water billing records; creating and distributing monthly water bills; receiving bill payments and handling system finances; helping maintain positive customer relations. Envirolink’s customer service department will be responsible for monthly reports to the Town Manager and Finance Director for reports to the ORTC.

***Additional Support Staff*** – Envirolink will employ full-time, part-time staff and consultants, and contractors consistent with the needs of the system. Some contract labor/on-call contractor, as needed also will be retained in the event of major line breaks. Staff will operate under the direction of the Utility Director and ORC who will report directly to the Town Manager. Staff will assist with day-to-day operation and maintenance of the water system in accordance with the water system policies, as well as all applicable state and federal regulations.

**B. For those directly involved, a synopsis of their roles and responsibilities**

- The roles and responsibilities for those directly involved with the water system are described just above in the response to **Question 1.A.**

**C. Copies of contracts for systems not managed by owners**

- Copy of contract for *Contract Operation, Management, and Maintenance Provider*
- Copy of contract for *Contract Service Provider*

**2.0 Ownership**

**A. Identify legal structure of ownership (partnership, municipality, etc.)**

- The Town of Oak Ridge has established a water utility enterprise fund for the purpose of providing potable water to citizens of the Town.
- The Town of Oak Ridge is governed by the Oak Ridge Town Council.
- The Town of Oak Ridge is a North Carolina municipal corporation, chartered by the North Carolina General Assembly. The Town has general taxing authority and all other powers delegated to municipal corporations under North Carolina statutory law.

**B. Provide complete address of (1) owner and (2) location of system**

- Town of Oak Ridge
  - *Street Address:* 8315 Linville Road, Oak Ridge NC 27310
  - *Contact Phone:* 336-644-7009
  - *Contact E-mail:* bbruce@oakridgenc.com
  - *Web Sites:* www.oakridgenc.com
  - *Water System Location Address:* Mailing is the same as above. Physical location of the Water System will be through the town limits of Oak Ridge as described in [Appendix D](#).

**C. State whether or not there are any legal orders that will affect control**

- *Encumbrances:* None.
- *Trust indentures:* None.
- *Bankruptcy decrees:* None.
- *Legal orders:* None.
- *Other items that may limit the owner's control over the system:* None.

**D. Describe legal authority (ownership, easements) allowing operation**

- The Town of Oak Ridge is a North Carolina municipal corporation, chartered by the North Carolina General Assembly pursuant to the North Carolina Constitution and pursuant to Chapter 160A of the North Carolina General Statutes.
- All future developments equal to or greater than 30 lots will be constructed in accordance with applicable development standards under the Town Development and

Water ordinances, and ownership thereof will be transferred by developers to the Town.

### 3.0 Management Qualifications

#### A. Describe the qualifications and training of owners and operators of system

- Operation of the System shall be provided by Envirolink. Envirolink will provide licensed operators that will meet or exceed the required qualifications and licensing of NCDEQ and USEPA for the operation of a public water supply system.
- Envirolink will also provide upper-level management staff experienced in the operation of public water systems.

#### B. Names, ID #s, penalties / violations (if any) of other owned or operated systems

- Not Applicable

### 4.0 Management Training – describe plans to keep management current with regulatory requirements

- All professional memberships will be voluntary; however, employees are encouraged to become involved in professional societies and to take advantage of the educational and networking opportunities available through such organizations.
- Envirolink will provide and maintain appropriately certified and licensed operators on site to operate and manage the water system for day-to-day operations.

### 5.0 Policies – provide information on the following:

#### A. Cross connection control –

- **Appendix A** provides the Town of Oak Ridge water utility ordinances which include:
  - *Section 46-26(b)(8)*: All cross-connections between any type of water supply and the system are prohibited. Discovery of any cross-connection shall result in the immediate disconnection of the affected water supply account(s), pending severance of the cross-connection by the person(s) responsible therefor and/or the owner of the premises.
- **Appendix A** also includes the Town of Oak Ridge Water System Rules and Regulations, Water Rule 13: Cross-Connections and Pollution of Supply.
- **Appendix A** also includes Town of Oak Ridge's Water Conservation Plan
- Town of Oak Ridge Water System Rules are included in **Appendix A**.

#### B. Customer information, complaints, public education

- The Town of Oak Ridge water utility will be a new water system. It currently does not have a published Consumer Confidence Report; however, the water supply information that the facilities will provide to their customers will contain the following:

- Consumer Confidence Reports;
- Water Rules ([Appendix A](#)); and
- Required Public Education and Information relating to the water system once the system is placed into operation.
- On the Town of Oak Ridge website a link will be included to provide for the not-yet-posted awards received and Consumer Confidence Reports.
- Town of Oak Ridge – Local Water Supply Plan – To be provided once the system is placed into operation.
  - The Town of Oak Ridge, through its management provider, will prepare its own Consumer Confidence Report (CCR) in one of the three accepted formats as specified in the NCDEQ-PWS document entitled “*Consumer Confidence Report Guidance Document for Community Water Systems*”.
  - These CCRs and CCR certifications will be provided, when completed, to NCDEQ – DWR – Public Water Supply Section, as directed.
- The Town of Oak Ridge *Water Conservation Plan* already is included in [Appendix A](#). At a later date, once operational, the Town water system may decide to publish an informational brochure for distribution to its customers to outline information regarding water conservation.

#### **C. Budget development and rate structure**

- As a new water system, the Town of Oak Ridge water utility budget development will be determined based upon the projected impending expenses and revenues of the fund. Expenses include, but are not limited to: Debt Service, O, M&M Costs, Customer Service and Billing Costs (meter reading, billing, account management, customer service, etc.), other operating and maintenance expenses, and Capital/Debt Service Reserves. Water user rates and fees will be set in using a cost of service methodology. The anticipated average monthly residential water bill will be \$55 to \$65 per month. Budgets and rate structure will be set and adopted by the Town of Oak Ridge Town Council.
- The Town is establishing a Capital Reserve Fund to provide for the capital needs of the water utility. Surplus revenue generated from user charges for water services will be placed into a water capital reserve fund. The sole purpose of the fund is to pay for improvements and other acquisitions for the water utility.

#### **D. Response and notification in the case of violations**

- Information regarding water quality will be provided to customers annually through the Consumer Confidence Report (CCR). Customers will be able to contact the Town of Oak Ridge or Envirolink to obtain additional information regarding treatment and water quality.
- During regular business hours, customers will be able to contact Envirolink to report emergencies. Envirolink will handle problems and work with customers to address problems. After hours emergencies are processed through the

Envirolink's emergency phone numbers and with an optional emergency number at the Town of Oak Ridge. During water outages, the Town and Envirolink will work diligently to restore water service in the shortest time possible. If there is an outage that impacts a large area, then the Town and Envirolink will notify the media to ensure that Town customers are made aware of the problems as well as the steps that are being taken to restore the service.

The Town will develop a Water Conservation Plan to include the following:

- During conditions of *extreme drought*, all employees shall reduce departmental water use by 25% with other prohibitions specified for irrigation, washing vehicles, washing streets, filling ornamental fountains and pools, flushing sewer lines, using fire hydrants except for fire protection, supplying tap water at restaurants, partial loads in washing machines and dishwashers, etc.
- During conditions of *exceptional drought*, all employees shall reduce departmental water use by 50% with minimizing non-essential water use to the maximum extent possible plus prohibitions on irrigation, washing vehicles except for health and safety reasons, washing streets, operating ornamental fountains and pools, flushing sewer lines except to meet health and safety standards, supplying tap water at restaurants, partial loads in washing machines and dishwashers, maintaining swimming pools.
- A copy of these policies is provided in [Appendix A](#).
- Once the Town Water Conservation Plan operational, it is likely that the Town will establish formalized regulations for how the Town will function during periods of water shortage. Following typical water shortage guidelines for many municipal water systems, it is likely that the Town would utilize various phases of water conservation. The first phase likely would consist of asking customers to voluntarily reduce their water consumption. The second phase would limit the water that can be used to water lawns and would prohibit car washing and pool filling. The third phase would restrict all non-essential water usage. All water shortage measures shall be initiated by the Town of Oak Ridge.
  - The decision to begin and elevate stages of water conservation would be made by the Mayor (or alternate responsible position) with input and direction from the Envirolink. The public would be notified of conservation actions and emergencies through the local media (radio, newspapers, and television). The system's customers would be provided with updates regarding emergency conditions throughout the duration of the emergency situation. Once emergency conditions have been rectified, then customers would be notified through local media.
- In the event of water quality problems requiring public notice, such as boil water orders, the Town of Oak Ridge and Envirolink will release information and



instructions through the local media outlets (radio, newspaper, television). Public notice and updated information will continue to be distributed until the health risks are removed.

**E. Customer connection, disconnection, billing, and collection**

- Water Rules regarding customer connection, disconnection, billing, and collection are provided in the following:
  - **Appendix A** - Rules and Regulations

**F. Safety procedures**

- All employees will follow safety policies and procedures designated by the Town policies. Since these policies and procedures cannot anticipate all events or incidents which an employee may encounter, Envirolink will be responsible for informing employees of specific hazards that from time to time may occur.

**6.0 System Monitoring, Reporting and Record Keeping**

**A. Summarize the system monitoring and reporting requirements**

- The water system will comply with all state and federal monitoring, reporting, and record keeping requirements.
- The Envirolink and ORC will be responsible for maintaining all laboratory data on samples analyzed by the contract laboratory and reporting / record keeping of all laboratory data received from the contract laboratory. Envirolink and ORC will be responsible for maintaining daily monitoring records.

**B. Describe the procedures for keeping and compiling records**

- Envirolink & ORC are responsible for operation and maintenance activities for the water system(s). Envirolink and ORC establishes daily monitoring requirements to ensure system compliance. Daily, weekly, and monthly samples will be collected and analyzed from designated points in the water system. Envirolink and ORC, coordinating with the contract laboratory, will collect the samples for analysis. Additionally, Envirolink and ORC coordinates all system flushing activities for quality control. Daily monitoring includes reading designated bulk water meters in the system to monitor daily water usage. Chlorine and pH samples are taken daily, analyzed and recorded on the meter reading report. Samples will be taken for bacteriological analysis and reported to the appropriate agency by Envirolink and ORC.

**7.0 Financial Plans to be Submitted**

**A. Local governments**

**I. Projects incurring debt need LGC approval of debt issue**

WSMP Certification will be included. Do not include the Applicant Certification (showing that the O&M and Emergency Management Plan are complete) with the WSMP. Submit the Applicant Certification for each project after receiving the Authorization to Construct in order to obtain Final Approval.

- The signed WSMP Certification form is included in [Appendix C](#).

Draft Example