
Water System Management Plan Town of Oak Ridge Water System

NCDENR – DEH - 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: Water System Map

- Town of Oak Ridge - Water System as of date:

Water System Management Plan Town of Oak Ridge

NCDEQ – 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 establishes long-range development plans. The Council through the town manager is responsible for Town personnel, which includes establishing employment positions that the manager fills. 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..

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 .

Contract Operation & Maintenance Provider – As a new water system the Town of Oak Ridge has not previously operated its own water system. The Town is in the process of negotiating an O&M contract to provide full service Contract Operation and Maintenance services. The O&M contract will include full service O&M Services including but not limited to: providing an Operator In-Responsible Charge (ORC) for the Distribution System, water system staffing, and 24-hour/7-days-per-week emergency on-call services.

Water System ORC (and staff) – ORC will:

- be responsible for overall management and daily operation of the water system, including the water distribution system.
- ensure full compliance with all local, state, and federal laws, including, but not limited to, the statutory, administrative, and regulatory law of the State of North Carolina , EPA, DEQ and OSHA, SARA, RCRA, DOT, and all other applicable laws, rules, and regulations.
- identify problems, determine root causes, and make corrections to solve identified problems affecting the water system.
- keep the Town informed of current information.
- acquire a comprehensive knowledge of and enforce all laws, rules, regulations, and policies applicable to the water system.
- maintain labor relations, public relations, vendor relations, and regulatory relations.

Contract Service Provider – Contract Service Provider 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.

Contract Service Provider also will be responsible for monthly reports to the Town Manager and Town Finance Director for reports to the ORTC.

Water System Staff – The Contract Service Provider will employ full- and part-time staff and consultants, 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 ORC and Management of the Contract Provider 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 Town's 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 has negotiated the purchase of certain existing water distribution facilities.
- 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 is generally described as (Also, please see [Appendix D](#) for Water System map.)

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

- *Encumbrances:* No.
- *Trust indentures:* No.
- *Bankruptcy decrees:* No.
- *Legal orders:* No.
- *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.
- The Town has acquired certain water distribution systems described above.
- 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 a contract service provider. The service provider shall provide licensed operators meeting or exceeding the required qualifications and licensing of NCDENR and USEPA for the operation of a public water supply system.
- The service providers also shall 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.

- The Contract Service Agreement shall mandate that the Provider shall provide and maintain appropriately certified and licensed operators on site to operate and manage the water system's 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 Town 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 Consumer Confidence Reports submitted by the Town of Oak Ridge.
- Town of Oak Ridge – Local Water Supply Plan – To be provided once the system is placed into operation.
 - The Town of Oak Ridge will prepare its own Consumer Confidence Report (CCR) in one of the three accepted formats as specified in the NCDENR-DEH-PWS document entitled “*Consumer Confidence Report Guidance Document for Community Water Systems*”.
 - These CCRs will be provided, when completed, to NCDEQ – DEH – 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 water utility budget development will be determined based upon the estimated expenses and revenues of the fund. Expenses include, but are not limited to: Debt Service, O, M&M Contract Costs, Service Provider 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 accordance with estimated expenses. It is anticipated that rates will be set after bids for the project have been received. Based on the Town's financial model, the anticipated average monthly residential water bill will be \$45 to \$50 per month. Budgets and rate structure will be set and adopted by the Town of Oak Ridge Town Council.
- The Town will establish 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 to obtain additional information regarding treatment and water quality.
- During regular business hours, customers will be able to contact the Town or its Contract Service Provider to report emergencies. The Contract Service Provider will handle problems and work with customers to address problems. After hours emergencies are processed through the Contract Service Provider's emergency phone numbers and with an optional emergency number at the Town. During water outages, the Town, and its Contract Service Provider, will work diligently to restore water service in the shortest time possible. If there is an outage that affects a large area, then the Town and Contract Service Provider jointly or separately 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: Water Conservation Plan under development.

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 departmental 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, the Contract Service

Provider 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 Town will comply with all state and federal monitoring, reporting, and record keeping requirements.
- The Contract Service Provider/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. The Contract Service Provider/ORC will be responsible for maintaining daily monitoring records.

B. Describe the procedures for keeping and compiling records

- The Contract Service Provider/ORC is responsible for operation and maintenance activities for the water system. The Contract Service Provider/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. The Contract Service Provider/ORC, coordinating with the contract laboratory, will collect the samples for analysis. Additionally, the Contract Service Provider/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 the Contract Service Provider/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. This will not include the Applicant Certification (showing that the O&M and Emergency Management Plan are complete) with the WSMP. The Town will 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](#).