

**STANDARD PROCEDURES
OF
THE WASHINGTON SUBURBAN SANITARY COMMISSION**

ORIGINATOR John P. Corless Division Head, Water Operations	DEPT. & NUMBER WOD 90-01	APPROVED BY/DATE <i>Richard G. Hocevar</i> Richard G. Hocevar General Manager	EFFECTIVE DATE May 1, 1990	PAGE 1 OF 8
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SUBJECT

Emergency Water Use Restrictions for the Montgomery County High and Dependent Zones

Purpose: This procedure describes the various levels of water use restrictions which may be put in effect in the Montgomery County High and dependent zones during periods of high demand which would otherwise jeopardize the safety of customers in the zone due to unavailability of adequate supply capacity. This procedure defines the affected area and describes the mechanism for determining when use restrictions should be put into effect. It also delineates how the restrictions are to be implemented.

Affected Area: This procedure affects all WSSC Montgomery County customers located north of a boundary extending from the Montgomery-Prince George's County line, west along Randolph Road, to Montrose Road, to Falls Road, to Glen Road, to Travilah Road, to the Potomac River. (This area is illustrated on the map in Appendix E.)

Background: During the summer of 1988, peak flows pumped into the Montgomery County High Zone exceeded the safe pumping capacity of the three source pumping stations that supply the zone. Safe pumping capacity is defined as the total capacity of a pumping station with its largest pump left in reserve. Leaving the largest pump in reserve is normal practice in the industry to protect the service area supply in the event of a mechanical problem with an in-service pumping unit.

A number of WSSC projects have been programmed to relieve this situation. These include the new Potomac plant high zone pumping station, the Patuxent plant high zone station and transmission mains, the Colesville main zone supply line, and added storage.

For safety purposes, until these projects can be completed, temporary emergency water use restrictions must be imposed during periods of high water demand. (Typically in the summer months, but may be as early as May, and as late as September.)

Authority: WSSD law, Art. 29, §9-101, authorizes WSSC to limit or regulate the use and supply of water service in any area on a temporary basis if deemed necessary.

Restriction Levels:

This procedure includes three levels of water use restrictions which will be implemented dependent upon the degree of supply shortfall in the system.

Level I Restrictions: This is the lowest level of use restriction and primarily depends upon voluntary customer participation to reduce water use during the high demand periods of the day. Specific water restriction guidelines are included in Appendix A. This level is designed to reduce peak hour demand on the water system by smoothing (flattening) the daily variation of system demand. Level I will be initiated when daily average demand exceeds 95% of safe pumping capacity. Part of the implementation process will include notification to the public that there may be further water restriction. It is estimated that this restriction level will reduce peak demand by 15%, with minimal reduction in average daily flows.

Level II Restrictions: This second level will be implemented when Level I restrictions become inadequate to maintain water usage low enough to protect public safety. It is expected this level of restriction will reduce peak consumption by 30%. Level II will be initiated when average demand exceeds 100% of safe pumping capacity. Specific restrictions are included in Appendix B.

Level III Restrictions: If Level II restrictions are not sufficient to meet supply flow minimums, Level III restrictions will be implemented. Level III will be initiated when the 100% safe pumping capacity has been exceeded for five days. In addition to the Level II restrictions, this level includes the shut down of water service to government, school, and large industrial users located in the affected area. A list of these users will be maintained by the Bureau of Administration. It is expected this level of restriction will reduce peak consumption by 35-40%.

Notification: Two mechanisms will be used to notify customers when restrictions have been implemented or changed:

1. A news release will be issued at the time of implementation or any status change in restriction conditions, and literature including Appendix A & B will be made available at County libraries, in the affected area, by PAO. An example news release is found in Appendix C.
2. The Operations emergency "info line" will be used to provide customers with a recorded message indicating the current status of water restrictions.

Implementation: These restrictions will be implemented by direction of the General Manager. The counties will be notified through the General Manager's Office. Notification, within WSSC, will be coordinated

by the Water Operations Division. When any restrictions are implemented, WSSC will immediately discontinue all routine flushing and large meter testing in the affected area. Maintenance Services will upgrade response priority for all reported leaks in the affected area. Meter Maintenance will individually notify major fire hydrant meter users likely to be working in the affected area. When Level III restrictions are implemented, affected large users will be notified by direct phone call from the Customer Services Division.

When possible, implementation of restrictions should be progressive in nature (i.e., Level I, to Level II, to Level III, to Level II, to Level I). Due to the variability of factors influencing water use, a restriction level, once implemented, will generally not be downgraded for a 14 day period.

The Water Operations Division is responsible for tracking water demand in the affected area and notifying the General Manager when allowable limits have been exceeded. Once the General Manager has initiated or changed a restriction level, the Water Operations Division will be responsible for coordinating all necessary notifications as depicted in Appendix D.

Levels I or II will generally be downgraded after 14 days if both the demand has dropped below the initiation level and long range weather forecasts call for diminished water demand. Fourteen days is intended only as a guide; the period will be appropriately adjusted up or down depending upon actual conditions. Level III will be downgraded at the discretion of the General Manager.

Distribution List:

MASTER VOLUME LIST:

General Manager's Office
Human Resources Division
Internal Audit Office
Secretary's Office

OUTSIDE DISTRIBUTION:

Montgomery County Office
of Emergency Preparedness
Prince George's County Office
of Emergency Preparedness
Montgomery County Office of
Environmental Protection
Prince George's County Office
of Environmental Resources

OTHER DISTRIBUTION:

General Counsel
Office of Management Services
Office of Budget and Financial Planning
Department of Engineering
Department of Maintenance and Operations
Department of Finance and Administration
Bureau of Planning and Design
Bureau of Maintenance
Bureau of Supply and Resource Control
Bureau of Operations
Bureau of Finance and Administration
Bureau of Administration
Office of Security Services
Planning and Engineering Division
Systems Maintenance Division
Maintenance Services Division
Public Affairs Office
Customer Services Division
Meter Maintenance Section

Appendix A

Level I Restrictions

- A. Restrict the use of hoses, sprinklers, or other means for sprinkling or watering of shrubbery, trees, lawns, grass, plants, vines, gardens, vegetables, flowers, or any other vegetation. The restriction will be based on address with the last digit in the address being the key (e.g., on odd days of the month, i.e., 1st, 3rd, 23rd, those with the last digit being odd may water).
- B. Restrict the use of water for washing automobiles, trucks, trailers, trailer-houses, or any other type of mobile equipment, except where automatic car washing equipment is employed and a recirculating system is used, which reuses at least 50% of the water. Restriction, again, depends on odd/even street address.
- C. Except for make-up (e.g., compensation for evaporation and/or spillage), swimming or wading pools are only to be filled or refilled by tank trucks supplied with water from outside the restricted area.
- D. Restaurants, drive-ins, fast food, and miscellaneous eating facilities:
1. Discontinue all dish washing. (Paper service could be used in lieu of glassware.)
 2. Discontinue use of garbage disposal.
 3. Reduce floor washing in customer area. Sweep only and damp mop.
- E. Discontinue operation of all water-demanding amenities such as ornamental fountains, waterfalls, and reflecting ponds.
- F. Prohibit the washing of streets, driveways, parking lots, service station aprons, apartments, sidewalks, exterior of homes, office buildings or other outdoor surfaces. The use of buckets of water for such purposes is permitted.
- G. The use of water from fire hydrants is prohibited for any purpose other than fire extinguishing or water interconnection, except for essential static or residual fire plan tests.
- H. Washing machines to be loaded to full capacity when used. Businesses such as, but not limited to, beauty salons, barber shops, and car washes that wash linens in on-premises washing machines are to load to full capacity and at minimum wash cycle.

Appendix B

Level II Restrictions

In Level II, the following Level I restrictions have been expanded:

- A. Prohibit all use of hoses, sprinklers, or other means for sprinkling or watering of shrubbery, trees, lawns, grass, plants, vines, gardens, vegetables, flowers, or any other vegetation. The use of buckets of water for such vegetation is permitted.
- B. Prohibit all use of water for washing automobiles, trucks, trailers, trailer-houses, or any other type of mobile equipment, except where automatic car washing equipment is employed and a recirculating system is used, which reuses at least 50% of the water.
- C. Swimming or wading pools are only to be filled or refilled by tank trucks supplied with water from outside the restricted area. This includes make-up water.
- D. Restaurants, drive-ins, fast food, and miscellaneous eating facilities:
 1. Discontinue all dish washing. (Paper service could be used in lieu of china and glassware.)
 2. Discontinue use of garbage disposal.
 3. Reduce floor washing in customer area. Sweep only and damp mop.
 4. No water to be served except on request.

The following Level I restrictions remain unchanged in Level II:

- E. Discontinue operation of all water-demanding amenities such as ornamental fountains, waterfalls, and reflecting ponds.
- F. Prohibit the washing of streets, driveways, parking lots, service station aprons, apartments, sidewalks, exterior of homes, office buildings or other outdoor surfaces. The use of buckets of water for such purposes is permitted.
- G. The use of water from fire hydrants is prohibited for any purpose other than fire extinguishing or water interconnection, except for essential static or residual fire plan tests.
- H. Washing machines to be loaded to full capacity when used. Businesses such as, but not limited to, beauty salons, barber shops, and car washes that wash linens in on-premises washing machines are to load to full capacity and at minimum wash cycle.

Level II includes the following additional restrictions:

- I. As a goal, residents should (voluntarily) limit water consumption (one shower, one flush per person per day, one laundry per family every other day).
- J. Hotels, motels, inns and boarding houses:
 1. Change bed linen every other day except when there is a change of occupant.
 2. Shut off water supply to all public convenience ice cube making machines.
 3. Instruct maids to use buckets for bathroom cleaning.

Appendix C

Example - Press Release

FOR IMMEDIATE RELEASE
May 1, 1990
Contact: Public Affairs

WSSC Issues Emergency Water Restrictions For Parts Of Montgomery County
— Level I Restrictions —

Limited water supply brought on by heavy usage in the past few weeks has resulted in the Washington Suburban Sanitary Commission's issuance of water restrictions today for customers in parts of Montgomery County.

Residents located north of the Montgomery/Prince George's County line; west along Randolph Road to Montrose, Falls, Glen and Travilah Roads, to the Potomac river, will be affected.

WSSC requests customers living in these areas to employ the following emergency practices immediately:

- ♦ use of hoses and sprinklers should be restricted to odd days of the month for customers whose address ends with an odd number; similarly, even addresses are limited to even days;
- ♦ operation of all ornamental fountains, waterfalls, reflecting ponds and the like should cease;
- ♦ washing of vehicles and other mobile equipment is restricted to the same odd/even day rule, except for car washes which recycle at least 50% of their water;
- ♦ washing streets, driveways, parking lots, house exteriors and other outdoor surfaces is prohibited;
- ♦ swimming or wading pools should not be filled or refilled; make-up water is okay (Tank trucks may be used to bring water in from outside of the area.);
- ♦ fire hydrant use is prohibited for any purpose other than fire extinguishing;
- ♦ all business and residential washing machines should be loaded to capacity before use; and
- ♦ eating establishments should turn off dishwashing equipment and all water not required for food or drink preparation; discontinue use of garbage disposals; and sweep and damp mop floors in customer areas.

Today's announcement of water restrictions comes after high water usage required operation of area pumping stations very near the limit of their safe pumping capacity. WSSC has new pumping stations under construction, but until these projects are completed, restrictions must be imposed for safety purposes.

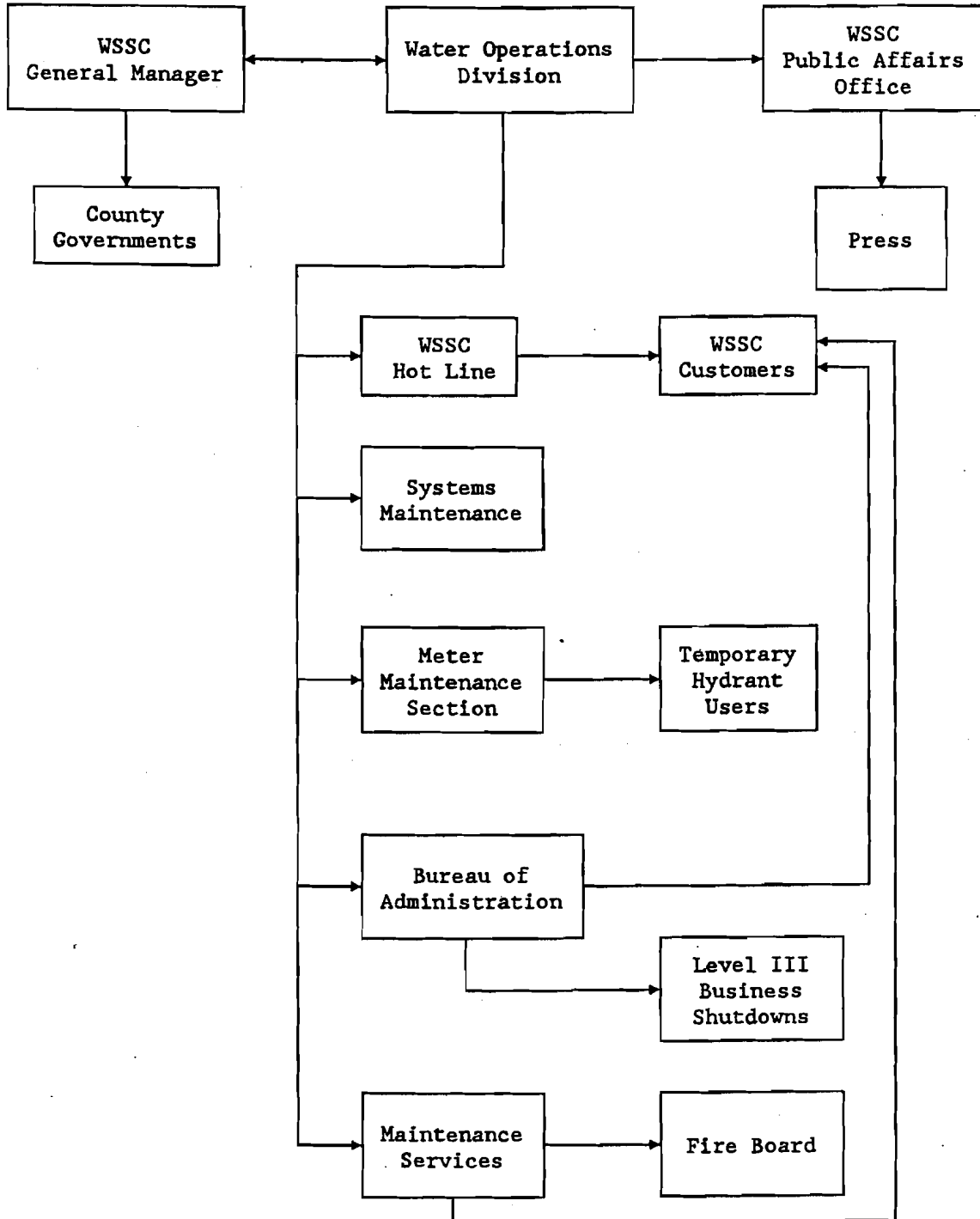
For more information contact the Public Affairs Office at 699-4172. Printed copies of the restrictions are available at County libraries in the affected area.

These Level I restrictions are expected to remain in effect for at least 14 days. If conditions worsen, more comprehensive Level II or III restrictions may be required. Changes in restriction level will be communicated through news releases. Additionally, during the emergency, customers can call 699-4406 to get a recorded update on the current restriction level.

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Appendix D

NOTIFICATION



Appendix E

The Montgomery County High Service Area

