

WATER CONSERVATION NOTICE

Please Read Carefully—Effective Wed May 20, 2026

We have just received notification from our main water supplier that they will be performing much needed maintenance on one of their larger water storage tanks. This maintenance could take through the beginning of October 2026, but hopefully it will go faster than expected.

Our Water Conservation Plan follows this letter. It will be posted to our website at www.marburywater.com as well. This is a required form by the Alabama Department of Environmental Management and the Environmental Protection Agency for us to follow in drought situations or times of decreased water such as this. Unfortunately, at this time, we have both occurring.

We draw approximately 500,000 – 900,000 gallons per day from this supplier and this will roughly be cut in half. Therefore, at this time, we must implement Phase 3 of our conservation plan. The breakdown of this phase is as follows:

Prohibited Uses Applicable to All Customers

- a. There shall be no hose washing/pressure washing of sidewalks, walkways, driveways, parking areas, homes, vehicles of any kind. Only flammable or other dangerous substances may be disposed of by direct hose flushing for the benefit of public health and safety.
- b. No water shall be used to clean, fill or maintain levels in swimming pools, spas, or decorative fountains unless such water is part of a recycling system.
- c. No eating establishments, hotels, or other public places where food is sold, served, or offered for sale, shall serve drinking water to any customer unless expressly requested by the customer.
- d. No lawn, landscape, or other turf areas shall be watered or irrigated using water from the System.

Uses Available to Customers

- a. For the everyday use of drinking, washing dishes/clothes, cooking, bathing, watering animals
- b. Small vegetable garden/flower watering will be established on certain days/times according to management and the Board of Directors for an allotted number of hours per day. This phase will allot 1 day per week on a certain day for 2 hours on that day.

Beginning the week of May 18, 2026, we are designating every Tuesday from 9-11 a.m. OR 10-12 p.m. for homes with even number addresses. Odd number address will be every Wednesday from 9-11 a.m. OR 10-12 p.m. (please NOT both times) This will hopefully allow us to get through our peak demand times each day. We understand this will be a huge inconvenience for everyone, but this is maintenance that must be done. If we are lucky enough to get rain, put out buckets or barrels to catch rain and help water vegetation.

Please review the water conservation tips on the back of this letter to help think of ways to save.

WATER CONSERVATION FOR THE HOME AND YARD

1. **Check faucets and pipes for leaks:** A small drip from a worn faucet washer can waste 20 gallons of water per day. Larger leaks can waste hundreds of gallons.
2. **Don't use the toilet as an ashtray or wastebasket:** Every time you flush a cigarette butt, facial tissue or other small bit of trash, 5-7 gallons of water is wasted.
3. **Check your toilets for leaks:** Put a little food coloring in your toilet tank. If, without flushing, the color begins to appear in the bowl within 30 minutes, you have a leak that should be repaired immediately. Most replacement parts are inexpensive and easy to install.
4. **Use your water meter to check for hidden water leaks:** Read the water meter before and after a two-hour period when no water is being used. If the meter does not read the same, there is a leak on the customer side.
5. **Install water-saving shower head and low-flow faucet aerators:** Inexpensive water-saving low-flow shower heads or restrictors are easy for the homeowner to install. Also, long, hot showers can use 5-10 gallons every unneeded minute. Limit your showers to the time it takes to soap up, wash down and rinse off.
6. **Insulate your water pipes:** It's easy and inexpensive to insulate your water pipes with pre-slit foam pipe insulation. You'll get hot water faster plus avoid wasting water while it heats up.
7. **Take shorter showers:** One way to cut down on water use is to turn off the shower after soaping up, then turn it back on to rinse. A four-minute shower uses approximately 20-40 gallons of water.
8. **Turn off the water after you wet your toothbrush:** There is no need to keep the water running while brushing your teeth. Just wet your brush and fill a glass for mouth rinsing.
9. **Rinse your razor in the sink:** Fill the sink with a few inches of warm water. This will rinse your razor just as well as running water, with far less waste.
10. **Use your dishwasher and clothes washer for only full loads:** Automatic dishwashers and clothes washers should be fully loaded for optimum water conservation.
11. **When washing dishes by hand, don't leave the water running for rinsing.**
12. **Don't let the water run while you clean fruits or vegetables.**
13. **Plant drought-resistant lawns, shrubs and plants.**
14. **Put a layer of mulch around trees and plants:** Mulch will slow evaporation of moisture while discouraging weed growth. Adding 2-4" of organic material such as compost or bark mulch will increase the ability of the soil to retain moisture.
15. **Water in earlier or later parts of the day; avoid watering when it's windy:** Early and late watering reduce water loss due to evaporation. Try not to water when it's windy--wind can blow water off target and speed evaporation.
16. **When it rains, catch it:** when we are lucky enough to get rain, put out rain barrels or buckets to catch rainwater to water your plants and gardens. Your plants will love you for it.

Water conservation comes naturally when everyone in the family is aware of its importance, and parents take the time to teach children some of the simple water-saving methods around the home which can make a big difference. On a daily basis, the average household uses approximately 350 gallons of water per day. By using water conservation methods, you could potentially save around 125 gallons of water per day. Together we can do this!

EMERGENCY WATER CONSERVATION PLAN
FOR
MARBURY WATER SYSTEM



SCOPE: There is hereby established an Emergency Water Conservation Plan to be placed in effect fully, or any part thereof, when needed, as determined by management, with the approval of the Marbury Water System (MWS)/(the System) Board of Directors.

DECLARATION OF POLICY: It is hereby declared that, because the conditions prevailing in the MWS are from which the System obtains water supply, the general welfare requires that:

1. the water resources available to the System be put to a maximum beneficial use to the extent to which they are capable
2. the waste or unreasonable use or unreasonable method of use of water be prevented
3. the conservation of such water is to be exercised with a view to the reasonable and beneficial use thereof in the interest of the customers of the System and for the public welfare

DECLARATION OF URGENCY: The MWS hereby finds and declares that there exists within its System, a water shortage emergency condition and that, as a result, there is an urgent necessity to take action through the exercise of its policies to protect the public peace, health, and safety of this System from a public disaster or calamity, to take effect immediately upon publication of this Ordinance.

DECLARATION OF PURPOSE: The purpose of this written plan is to provide a mandatory water conservation plan to minimize the effect of a shortage of water to customers of the system and to adopt provisions that will significantly reduce the consumption of water required for the customers of the system while reducing the hardship of the System and the general public to the greatest extent possible.

DEFINITIONS:

- a. Water Board: the Board of Directors of the Marbury Water System
- b. System/MWS: the Marbury Water System
- c. Section: a section of a chapter unless some other ordinance or statute is specifically mentioned
- d. Customer: any person, persons, associations, corporation or governmental agency supplied or entitled to be supplied with the water service by the System
- e. Officer: every person designated as an official or acting on behalf of the Marbury Water System
- f. Process Water: water used to manufacture, alter, convert, clean, heat or cool a product, or the equipment used for such purpose; water used for plan and equipment washing and for transporting the raw materials and products, and water used to grow trees and plants for sale or installation

AUTHORIZATION: The various officers, boards, departments, bureaus and agencies of the System are hereby authorized authorized and directed to immediately implement the applicable provisions of this Chapter upon the effective date hereof.

APPLICATION: The provisions of this chapter shall apply to all customers and property served by the System wherever situated, and shall also apply to all property and facilities owned, maintained, operated or under the jurisdiction of the various officers, boards, departments and bureaus or agencies of the System.

WATER CONSERVATION PHASES

PHASE I

Prohibited Uses Applicable to All Customers

- e. There shall be no hose washing/pressure washing of sidewalks, walkways, driveways, parking areas, homes, vehicles of any kind. Only flammable or other dangerous substances may be disposed of by direct hose flushing for the benefit of public health and safety.
- f. No water shall be used to clean, fill or maintain levels in swimming pools, spas, or decorative fountains unless such water is part of a recycling system.
- g. No eating establishments, hotels, or other public place where food is sold, served, or offered for sale, shall serve drinking water to any customer unless expressly requested by the customer.
- h. No lawn, landscape, or other turf areas shall be watered or irrigated using water from the System.

Uses Available to Customers

- a. For the everyday use of drinking, washing dishes/clothes, cooking, bathing, watering animals
- b. Small vegetable garden/flower watering will be established on certain days/times according to management and the Board of Directors for an allotted number of hours per day. This phase will allot 3 days per week on certain days for 2 hours on each of those days. Notification of the days/times will be given to the customers.

PHASE II

Prohibited Uses Applicable to All Customers

- a. Same as “a-d” under Phase I

Uses Available to Customers

- a. For the everyday use of drinking, washing dishes/clothes, cooking, bathing, watering animals
- b. Small vegetable garden/flower watering will be established on certain days/times according to management and the Board of Directors for an allotted number of hours per day. This phase will allot 2 days per week on certain days for 2 hours on each of those days. Notification of the days/times will be given to the customers.

PHASE III

Prohibited Uses Applicable to All Customers

- c. Same as “a-d” under Phase I

Uses Available to Customers

- d. For the everyday use of drinking, washing dishes/clothes, cooking, bathing, watering animals
- e. Small vegetable garden/flower watering will be established on certain days/times according to management and the Board of Directors for an allotted number of hours per day. This phase will allot 1 day per week on a certain day for 2 hours on that day. Notification of this day/time will be given to the customers.

PHASE IV

Prohibited Uses Applicable to All Customers

- a. Same as “a-d” under Phase I

Uses Available to Customers

- b. For the everyday use of drinking, washing dishes/clothes, cooking, bathing, watering animals
- c. Small vegetable garden/flower watering will be established on certain days/times according to management and the Board of Directors for an allotted number of hours per day. This phase will allot 1

days per week on a certain day for 1 hour on that day. Notification of this day/time will be given to the customers.

PHASE V

Prohibited Uses Applicable to All Customers

- a. Same as “a-d” under Phase I

Uses Available to Customers

- b. For the everyday use of drinking, washing dishes/clothes, cooking, bathing, watering animals
- c. This phase is the most critical. Garden/flower watering will be strictly prohibited at any time.

CONSERVATION PHASE IMPLEMENTATION

PHASE CHANGE INITIATION

The System shall monitor and evaluate the projected supply and demand for water by its customers, on a daily basis, and shall recommend to the Board the extent of the conservation required by the customers of the System in order for the System to prudently plan for and supply water to its customers. The Board of Directors shall, in turn, recommend the appropriate phase of water conservation to be implemented. Thereafter, the Board of Directors may order that the appropriate phase of water conservation be implemented in accordance with the applicable provisions of this document. Said order shall be made public by notification of customer’s email, social media, postings at local businesses, information section of the monthly bill, and company website and will become effective immediately upon such publication.

FAILURE TO COMPLY

Penalties: It shall be unlawful for any customer of the System to fail to comply with any of the provisions of this document. The penalties shall be as follows:

- a. *1st Violation:* for any customer of the Marbury Water System for any of the prohibited uses stated in Phases 1-5, the System shall issue a written notice by letter or door hanger through means of hand delivery or email. We will make an attempt to speak directly with the customer and have them turn off the water for the violation seen. If the customer is not at home, we will turn the water off at the meter. It will be the customer’s responsibility to turn the water back on at the meter when they arrive home. If a Field Technician must come out to turn the water back on, there will be a \$150 service charge imposed. MWS will not be responsible for any appliance in the home that has issues due to water loss. Said notice shall contain the violation and, in letter form, a statement of the possible penalties for each violation and a statement informing the customer of his/her right to a hearing on the violation.
- b. *2nd Violation:* for any customer of the Marbury Water System for any of the prohibited uses stated in Phases 1-5, the System will turn off the customer’s water at the meter and issue a \$250 fine to the customer’s account.
- c. *Subsequent Violations:* for any customer of the Marbury Water System for any of the prohibited uses stated in Phases 1-5, the System shall discontinue water service to that customer by means of turning off and locking the water meter at the premises at which the violation occurs. The charge for reconnection will be a \$500 fine that must be paid up front before water will be restored.
- d. *Home Builders/Developers:* for ANY violation, at anytime (1st violation or more) listed in Phases 1-5 especially for the intent of watering sod, the water meter will be immediately turned off and locked up and a \$1,000 fine imposed for 1st offense, \$2,000-2nd offense, \$3,000-3rd offense.

HEARING

Any customer against whom a penalty is levied, pursuant to this section, shall have a right to be heard before the Board of Directors and MWS management, on the merits of the alleged violation upon the written request of that customer to the MWS within 15 days of the date of the notification of the violation

RESERVATION OF RIGHT

The rights of the MWS hereunder shall be cumulative to any other right of the MWS to discontinue service. All monies collected by the System pursuant to any of the penalty provisions of this document shall be deposited in the System's Operating account as reimbursement for the System's costs and expenses of administering and enforcing this document.

RELIEF FROM COMPLIANCE

Administrative Relief: any customer who is dissatisfied with application of any of the provisions of this document as the same relates to him/her, may seek relief as set forth below:

The Marbury Water System shall have the power, upon the filing by a customer of an application for relief as herein provided, to take such steps as it deems reasonable and to set up such procedures as it considers necessary to resolve said application for relief prior to the submission of said application to the MWS Board of Directors.

In determining whether relief shall be granted, the Marbury Water System Board of Directors and management team shall take into consideration all relevant factors including but not limited to:

1. Whether any additional reduction or refusal in water service and consumption will result in customer's unemployment.
2. Whether additional members have been added to the customer's household
3. Changes in vacancy factors in multi-family housing
4. Adjustments to water use caused by emergency health and safety hazards
5. That water is necessary for reasons related to family illness or health

No relief shall be granted to any customer for any reason in the absence of a showing by the customer that he/she has achieved the maximum practical reduction in water consumption in his residential, commercial, industrial, agricultural, or governmental water consumption, as the cause may be, other than in the specific area in which relief is being sought.

No relief shall be granted to any customer who, when requested by the System, fails to provide the System with information whereby the service provided to him can be classified for the pursuant to the provisions of this document. No relief shall be granted to any customer who fails to file an application for relief within one (1) year of the date of the application of the provisions of this document from which he seeks relief.

Curtailed Relief Limitation: A customer may seek relief as herein provided from any application of the provisions of this document as they adversely affect him/her at any time after any of such provisions are in effect. During any subsequent phase, which may hereinafter be imposed, a customer committed the particular act or acts, or omitted to perform the particular act or acts, as alleged by the System.

Willful Misrepresentation: Notwithstanding any other provisions of law and in addition thereto, and not in lieu thereof, any willful misrepresentation of a material fact by any person to the Marbury Water System management team or the Board of Directors pursuant to this document for any customer, is unlawful. Willful misrepresentation can lead to criminal charges, which may result in fines and imprisonment. Fines can range from several hundred to thousands of dollars, depending on the specific circumstances and the court's decision.

GENERAL PROVISIONS

Enforcement: The System shall enforce the provisions of this document

Department to Give Effect to Legislative Intent: The System shall provide water to its customers in accordance with the provisions of this document, and in a manner reasonably calculated to effectuate the intent hereof.

Termination in Water Supplied: If any customer fails to comply with any provision of this document, the System may terminate the water provided to that customer. These provisions shall be applied in lieu of, or in addition to, any other penalties provided in this document, at the discretion of the System, and shall be applied without regard to the status or nature of the customer.

Public Health and Safety not to be Affected: Nothing contained in this document shall be construed to require the System to curtail the supply of water to any customer when, at the discretion of the Marbury Water System management and/or the Board of Directors, such water is required by that customer to maintain an adequate level for public health and safety.

