

MUNICIPAL SERVICES COMMISSION

CITY OF NEW CASTLE, DELAWARE 19720-0208

P.O. BOX 208

www.newcastlemsc.com

Office: 302 323-2330 Utility Building: 302-323-2333 Fax: 302-323-2337

Water Conservation Plan

Introduction

Water Supply Planning is an important component of the Municipal Services Commissions overall operation. The least expensive method of supplying good quality water and to assure adequate supply for the future is through wisely managing and carefully utilizing the supplies we already have.

Water conservation cannot be imposed upon people but must be voluntarily and willingly accepted as a shared responsibility between the MSC and our Customers. Only when our Customers embrace and practice a conservation ethic and adopt water conservation as a part of their lifestyle can the MSC succeed in meeting our supply goals. The MSC's Water Conservation Plan is a partnership between our Customers and the MSC to exercise proper stewardship over our water supply future.

The MSC Customer base is represented by direct and indirect water users. Direct water users such as homeowners derive benefit from their water conservation practices resulting in reduced bills for service. Indirect water users such as multi-family settings, commercial, or industrial workplaces derive no benefit from water conservation and often experience economic detachment or a disconnection between water consumption and the value of water used (or wasted) since they do not receive a bill for their own use. Since water conservation does not offer indirect users a visible economic benefit, the MSC's plan is based upon benefiting our direct use customers and the owners of the facilities of our indirect water customers.

Water Conservation Plan

The goal of the Municipal Services Commission is to provide cost effective, adequate, and reliable supplies of high quality water to our Customers. To assure an adequate supply of water is available the MSC encourages all Customers to conserve water. Water conservation is an important component of resource planning which provides options and flexibility to the MSC when evaluating our water system for upgrades and improvements.

The MSC has informational pamphlets available at the main office for public education and encourages parents to talk to and educate their children about water conservation. It is easier to start conservative water using practices and habits than to break wasteful ones.

The MSC offers assistance to Customers where feasible in trouble shooting possible water leaks within their property. Modern test equipment is utilized by the MSC to test and ensure the accuracy of our water meters following American Water Works Association (AWWA) Standards. Meter testing is available to MSC customers upon their request. Please refer to the MSC Tariff for additional information pertaining to water meter testing.

Conservation Rates

The MSC has adopted Conservation Rates in accordance with Delaware Law, Title 26, Public Utilities, Chapter 14, Self-Sufficient Water Supply. The MSC Conservation Rate is based upon a seasonal rate structure imposing an increased unit price for water supply consumed during the months of July, August, and September.

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MSC Drought Conservation Plan

In response to the drought conditions experienced by the Tri- State area during the years 1995, 1999, 2000, and the Drought of Record during 2002, legislation was passed by the elected Governor appointing a Water Coordinator and Water Supply Coordinating Council (WSCC) to secure new water supplies to meet peak demands during future droughts. The WSCC was due to sunset on January 2010 however, legislation was proposed and passed to extend the life to January 2016.

The MSC will follow the Northern Delaware Drought Advisory Guidelines and Three Phase Drought Operating Plan which will provide early warning to Delaware Water Utilities and Residence with a recommended level of conservation associated with each Phase of a drought. Drought Indicators are listed in the Advisory Guidelines with thresholds for each of the Three Phases as defined.

Three Phase Drought Operating Plan			
Phase	Drought Watch	Drought Warning	Drought Emergency
Drought Status	Potential	Imminent	Emergency
Water Restrictions	Voluntary	Voluntary	Mandatory

Conservation Practices

Leaks

Make sure your home or business is leak free. Known or unknown water leaks are the largest water wasters. Customers can use their water meter to detect leaks in their systems.

Test 1 - Turn off all water fixtures and appliances, and make sure no one is using water. On top the water meter there is a small red star shaped leak detector. If the dial is moving there is a possible leak somewhere in the system. The most common leaking appliance is a toilet. To test for a leaking toilet put several drops of food coloring into the toilet tank and do not flush for 30 minutes. If the colored water appears in the toilet bowl during the test there is a leak which should be repaired immediately.

Test 2 – At the end of the day when all water use has ended, read the water meter and record the reading. In the morning before any water consumption occurs, take another meter reading and record it. Subtract the first reading from the second reading to determine how much water, if any, was used during the night. Taking into consideration bathroom usage throughout the late evening and early morning, if you suspect a leak, check all of your plumbing fixtures and appliances for leaks and have repairs completed as soon as possible.

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Recycle

Reuse clean household water. Collect the water wasted while waiting for hot water to reach your faucet or shower head and use it to water your plants, garden, or general cleaning. Insulate your hot water pipes. This will help to get hot water faster to your fixtures avoiding waiting.

Kitchen

Keep a pitcher of drinking water in the refrigerator instead of letting the faucet run until the water becomes cold.

If you have an older kitchen, consider buying a new Energy Star certified dishwasher which will conserve water and energy.

Fill the dishwasher completely before running it. This will conserve on both water and energy.

Bathroom

Take shorter showers (five minutes or less) and install low flow shower heads.

Take a shallow bath instead of a shower and use less water by closing the drain first adjusting water temperature as you fill the tub.

If you have an older home, check to see if you have high efficiency toilets (HET). If you do not, consider installing them as they use less than 1.3 gallons of water per flush.

Do not use your toilet as a waste basket and install a water displacement device in older toilets.

Turn off water while shaving or brushing your teeth. Partially fill the sink to rinse the razor while shaving.

Laundry Room

If you have an older washer, consider buying a new Energy Star certified washer which will conserve water and energy.

Only wash full loads of laundry or adjust the water level setting on your machine for smaller loads.

Wash all items in cold water to conserve energy and presoak heavily soiled items.

Outdoors

Utilize water wisely. Watering should only be done during the cooler hours of the day, usually between 7:00pm and 10:00am to limit evaporation. Water less frequently and do not over water. Established lawns and shrubs require approximately 1 inch per week to stay healthy.

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Outdoors (Continued)

When mowing, set your mower height high and leave the clippings on the lawn to help retain moisture and protect grass roots from the sun.

Include low water plantings in your landscaping scheme and group plants with similar water needs together.

Wash your car on the grass. Use soap and water from a bucket and a hose with a nozzle which automatically shuts off when not rinsing.

Use a broom to sweep your driveway and sidewalks clean instead of using water to wash them clean.

Place mulch around plants, trees, and flower beds to help soils retain their moisture content longer. When planting trees and plants, form holding basins around their roots to prevent water from running off.

Conservation Summary

Through the voluntary conservation efforts of the MSC and our Customers, we can work together to ensure a safe, adequate, and reliable supply of water is available for the future.