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Q&A - Water Restrictions

Posted on Tuesday July 23, 2024

Questions were received during the July 9, 2024 Council meeting.

If you have additional questions, please email them to [ASK THE VILLAGE COUNCIL](#).



Questions are as received, no edits

Question

Since 6/24, water restrictions have been in place due to wells “over pumping” to keep up with consumption demands. Wells were at 16 hours. What are the current pumping hours now that water restrictions have been put in place?

Answer

Pump run times vary based on consumption, taking into consideration parameters such as day of the week, dry spells, rain events, and the days following rain events. The recent production run times are between 9 and 17 hours per day.

Question

Continuing water restrictions is not a sustainable resolution for infrastructure problems. What is the long-term plan to resolve the current infrastructure issues?

Answer

We are going to have to agree to disagree on this question. Water restrictions are sustainable if customers cooperate and practice water conservation. Many communities use conservation as a means to maintain a reliable water system while implementing capital improvement programs to address the issues of water supply and production. The long-term plan is to add additional production by increasing the number of wells in our system and continue to explore the feasibility of inter connections with other water purveyors. As for the short-term plan, the plan is to maintain the existing wells and add additional wells, so as not to have service interruptions.

Question

What priority does the resolution for this issue have on the current Village agenda? Based on comments made at the 7/9 council meeting it sounded as if discussion for a long-term plan was just being added to the agenda. Why was a long-term resolution plan not already on the calendar?

Answer

The Village is in the process of bringing a new well online and is exploring additional sources of supply. The 2024/2025 budget also has a line item to rehabilitate an inactive well and bring it back online, if it is feasible. As for the long-range plan, please visit the Foxfire Village web site. There you will find the long-range plan and within it a section on water infrastructure. You may also find the answers you are seeking by reviewing the older long-range plans as they are updated every five years. Extensive time and effort by the citizens of Foxfire have gone into the preparation of these documents. You also may want to research the past council minutes.

Question

Providing updates to residents at council meetings is not time effective and allows the issue to run its course without resolution. Many times, the update is there is no update. When is a special meeting with the residents to be scheduled to review the proposed resolution plan options, costs associated with each and time frame to complete?

Answer

Probably the most effective means of communicating with residents are the open council meetings and work sessions. Updates and progress reports are given when there have been changes in the status of items brought before the council. An example would be the construction of the new well. Since the determination was made to increase the water supply, the status of progress has been brought up at numerous council meetings. All facets of the project were brought before the public, the early attempts at property acquisitions, the numerous unsuccessful test wells, the actual purchasing of the property, the contracting of the well and its cost, and now monthly updates of the actual construction process of bringing the well online. To my knowledge all funding of projects and programs has always been discussed in budget meetings and before approval, there is a public participation period.

Question

Is one of the long-term solutions to modify the pumps in place to those that are more effective? Again, hoping the due diligence is to look at multiple options to resolve and provide details to the residents.

Answer

The abrupt answer is no, there are no short- or long-term plans to modify the pumps. The pumps are designed to operate currently and, in the future, based on the optimal efficiency calculated and confirmed after drilling by the professional engineer and drilling contractor who installed the well. As long as the pumps are operating within the recommended range and the production rate hasn't dropped there is no reason to change or modify the pumps.

Question

What type of pumps do we have?

Answer

Submersible

Question

Do you do predictive maintenance? (vibration, oil samples. amperage etc)

Answer

Submersible pumps require less maintenance compared to other types of pumps, reducing the cost and time needed for upkeep. The pumps are water cooled and unlike line shaft vertical turbine pumps are not subject to vibration. Also, they are less prone to cavitation (the formation of bubbles in the fluid) because they are always submerged. This makes them more reliable and less likely to fail prematurely. Preventive maintenance is minimal on this style of pumps.

Question

Are restrictions based upon pump vender input?

Answer

The village pumps are operated in the recommended operating range, determined by the professional engineers who designed the pumps. The water shortage response plan lists the well operating conditions and the appropriate responses. This plan, required by the state of North Carolina Division of Water Resources must be prepared by a licensed engineer and submitted to the state.

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