



**RIVER BEND TOWN COUNCIL
AGENDA
Regular Meeting
October 20, 2022
River Bend Town Hall
7:00 p.m.**

Pledge: Sheffield

1. CALL TO ORDER (Mayor Kirkland Presiding)
2. RECOGNITION OF NEW RESIDENTS
3. ADDITIONS/DELETIONS TO AGENDA
4. ADDRESSES TO THE COUNCIL
5. PUBLIC HEARINGS
6. CONSENT AGENDA

All items listed under this section are considered routine by the Council and will be enacted by one motion in the form listed below. There will be no separate discussion of these items. If discussion is desired, that item will be removed from the Consent Agenda and will be considered separately.

A. Approve:

*Minutes of the September 8, 2022 Work Session
Minutes of the September 15, 2022 Regular Council Meeting
Minutes of the September 27, 2022 Special Meeting*

7. TOWN MANAGER'S REPORT – Delane Jackson

Activity Reports

- A. **Monthly Police Report** by Chief Joll
- B. **Monthly Water Resources Report** by Director of Public Works Mills
- C. **Monthly Work Order Report** by Director of Public Works Mills
- D. **Monthly Zoning Report** by Assistant Zoning Administrator McCollum

ADMINISTRATIVE REPORTS:

8. Parks & Recreation/CAC – Councilwoman Barbara Maurer
 - A. Parks and Rec Report
 - B. CAC Report
 - C. Organic Garden Report
 - D. Library Report
9. Finance – Councilman Irving Van Slyke, Jr.
 - A. Financial Report - Finance Director
 - B. **VOTE** - Water Resources Policy Manual Amendment
10. Environment and Waterways – Councilman Brian Leonard
 - A. EWAB Report

11. Planning Board – Councilman Buddy Sheffield
A. Board of Adjustment Report

12. Public Safety – Councilman Don Fogle
A. Community Watch
B. CERT

13. MAYOR'S REPORT – Mayor Kirkland

14. PUBLIC COMMENT

The public comment period is set aside for members of the public to offer comments to the Council. It is the time for the Council to listen to the public. It is not a Question & Answer session between the public and the Council or Staff. All comments will be directed to the Council. Each speaker may speak for up to 3 minutes. A member of staff will serve as timekeeper. A sign-up sheet is posted by the meeting room door and will be collected prior to the start of the Public Comment Period. Speakers will be called on by the Mayor in the order that they signed up. In order to provide for the maintenance of order and decorum, the Council has adopted a policy for this section of the meeting. A copy of the policy is posted by the door for your review. Please follow the policy. If you have a specific question for staff, you are encouraged to contact the Town Manager or the appropriate Department Head at another time.

15. ADJOURNMENT

**River Bend Town Council
Work Session Minutes
September 8, 2022
Town Hall
5:00 p.m.**

Present Council Members:

Mayor John Kirkland
Don Fogle
Brian Leonard
Barbara Maurer
Buddy Sheffield
Bud Van Slyke

Town Manager: Delane Jackson
Town Clerk: Kristie Nobles
Police Chief: Sean Joll
Town Attorney: Dave Baxter

Members of the Public Present: 5

CALL TO ORDER

Mayor Kirkland called the meeting to order at 5:00 p.m. on Thursday, September 8, 2022 at the River Bend Town Hall with a quorum present.

ADDITIONS/DELETIONS TO AGENDA

Vote – Addition to Agenda – Councilman Fogle moved to add Live Streaming Council Meetings between item 10 and 11 on the agenda. The motion carried unanimously.

VOTE – Approval of Agenda

Councilman Sheffield motioned to accept the agenda as modified. The motion carried unanimously.

PUBLIC HEARING – CDBG APPLICATION

Councilman Van Slyke moved to open the Public Hearing to discuss the CDBG application. The motion carried unanimously.

Town Manager Delane Jackson then invited anyone who wished to address the CDBG application to step to the podium to be heard.

With no one stepping forward, Councilman Van Slyke moved to close the Public Hearing. The motion carried unanimously.

The Manager stated that the Town is required to have two public hearings and the second public hearing is scheduled for September 15, 2022.

Discussion – Sign Ordinance Amendment

The Manager stated that the Planning Board has been reviewing the Town's sign ordinance and has approved the revision that is included in the agenda package, sending it to the Council for review. The Manager stated that the major change to the ordinance was regarding political signs. Councilman Leonard asked if allowing offsite signage was addressed in the presented ordinance and the Manager stated that it was not. He stated that the Council had discussed this and he did not know a way to allow offsite signs for a single business. Councilman Sheffield asked if there was a way to allow offsite signs for businesses who are located on a dead end street. The Town Attorney stated that he felt the main issue is that the offsite sign would not be on the business

owner's property. The Manager stated that the amended ordinance would be on the agenda for adoption at the following regular Council meeting.

Discussion – Constitution Week Proclamation

The Mayor stated that this is an annual proclamation recognizing Constitution Week that we send to the National Society Daughters of the American Revolution (NSDAR). He stated that the proclamation would be read at the regular meeting on September 15.

Discussion – Designated Authorized Official for Water System Grant Application

The Manager stated that the state of North Carolina has revised the rules to apply for the Fall grant cycle, stated that the state has limited award of funds to distressed communities. He stated that unless you are on the distressed unit list you would not be awarded funding. He stated that the Town of River Bend is not a distressed unit. He stated that applying for the water system grant is at no cost of the Town and he and the engineer felt that the Town should apply for the grant with the hope that the Town would somehow be funded anyway.

VOTE – Designated Authorized Official for Water System Grant Application

Councilman Leonard motioned to approve the grant application resolution as presented. The motion carried unanimously.

Discussion – Special Meeting

The Manager stated that the engineer is currently compiling the cost estimate for the Water System Grant Application, and when that is completed, the Manager can complete the application. The Manager stated once that cost estimate is completed the Council would need to meet to approve some details of the application.

VOTE – Special Meeting

Councilman Sheffield motioned to schedule a special meeting on September 27, 2022 at 3:00 p.m. at Town Hall. The motion carried unanimously.

Discussion - Budget Amendment

The Manager stated there is a draft budget amendment in the agenda package that includes transferring funds to cover the COLA increase approved by the Council and includes the funding of the part time project manager.

Discussion – Interlocal Agreement for Water Systems

The Manager stated that the interlocal agreement for water systems is included in the agenda package. He stated that this is a component of the Water Systems Grant application, which would get the Town 10 points.

Discussion – Water Resources Department Policy Manual Amendment

The Manager stated the Water Resources Department Policy Manual Amendment, included in the agenda package, allows any developer to apply for allocation from the Town's water and sewer system. He stated if the application were approved, the Town would reserve the amount of water and sewer allocations for that development for three years initially. The Manager also stated that there are some minor changes that also need to be made and those would be included in the amendment at the Regular Council Meeting.

Discussion – Water Conservation Rate Schedule

The Manager presented a chart with the current water rate schedule, displaying normal residential usage in the Town. He stated that the base fee is \$15.24 and residents are then charged for each one thousand gallons of usage. He stated to earn points on the Water System Grant Application the Town would need to adopt a conservation incentive rate structure. Councilman Fogle suggested that the Council increase the 20,001 plus gallons rate in the proposal to \$4.55 per gallon. The Council agreed to the rate increase on 20,001 plus gallons rate.

Discussion – Live Stream Council Meetings

Councilman Fogle stated that at the last regular council meeting it was asked during the public comment section, that the Town consider live streaming all council meetings. Councilman Fogle stated that he would like to hear from the Manager regarding the pros and cons, expenses and get Council input on live streaming. The Manager stated that he was approached about this topic within the past few hours. He stated that C-TV10 records the regular council meetings and he is paid through the North Carolina PEG Funding. The Town of River Bend does not fund the recordings at all. He stated that there are many scenarios that could impact the live recordings provided by any vendor. Councilman Sheffield stated that he would like the Town to look into live streaming. The Town Attorney stated he has many clients who live stream their meetings but there is an equipment investment that would need to be made. He stated that there are numerous cameras that would be placed throughout the room facing different directions; also provide a microphone system that can be linked to the live stream. The Manager stated that he would contact a client of the Town Attorney to get information and bring it back before the Council with a cost estimate.

REVIEW – Agenda for the September 15, 2022 Council Meeting

The Council reviewed the agenda for the September 15, 2022 Council Meeting.

ADJOURNMENT/RECESS

There being no further business, Councilman Sheffield moved to adjourn. The motion carried unanimously. The meeting adjourned at 6:12 p.m.

Kristie Nobles
Town Clerk

**River Bend Town Council
Regular Meeting Minutes
September 15, 2022
Town Hall
7:00 p.m.**

Present Council Members: Mayor John Kirkland
Buddy Sheffield
Don Fogle
Barbara Maurer
Bud Van Slyke
Absent Council Member: Brian Leonard

Town Manager: Delane Jackson
Finance Director: Mandy Gilbert
Police Chief: Sean Joll
Town Clerk: Kristie Nobles

Members of the Public Present: 10

CALL TO ORDER

Mayor Kirkland called the meeting to order at 7:00 p.m. on Thursday, September 15, 2022 in the River Bend Town Hall with a quorum present.

VOTE – Approval of Agenda

Councilman Sheffield motioned to accept the agenda as amended. The motion carried unanimously.

PUBLIC HEARING – PROPOSED AMENDMENT TO CHAPTER 15.02 OF THE TOWN'S ZONING ORDINANCE

Councilman Sheffield moved to open the Public Hearing to discuss the Proposed Amendment to Chapter 15.02 of the Town's Zoning Ordinance related to signs. The motion carried unanimously.

Councilman Sheffield then invited anyone who wished to address the Proposed Amendment to step to the podium to be heard.

With no one stepping forward, Councilman Sheffield moved to close the Public Hearing. The motion carried unanimously.

PUBLIC HEARING – CDBG APPLICATION

Councilman Van Slyke moved to open the Public Hearing to discuss the CDBG application. The motion carried unanimously.

Town Manager Delane Jackson then invited anyone who wished to address the CDBG application to step to the podium to be heard.

With no one stepping forward, Councilman Van Slyke moved to close the Public Hearing. The motion carried unanimously.

The Manager stated that the Town is required to have two public hearings and this completes that requirement.

CONSENT AGENDA

The Mayor presented the Council with the Consent Agenda. Councilman Sheffield **moved to approve the Consent Agenda as presented.** The motion carried unanimously. Within this motion the following items were approved:

A. Approve:

Minutes of the August 11, 2022 Work Session

Minutes of the August 18, 2022 Regular Council Meeting

TOWN MANAGER'S REPORT

The Manager stated that the Town may not have enough eligible applicants to apply for the CDBG (Community Development Block Grant). He stated he is meeting with Ben Jones from The Adams Company on Friday. He also stated if there were not enough eligible applicants, the Town would not be submitting an application.

The Manager stated that the bid opening for the construction of the new Public Works Facility was earlier today with only three bids submitted. He stated that the lowest bid was over \$1.7 million dollars. He stated he would talk to the low bidder and the engineer regarding cost saving items for the project. He also stated that he would like to add this item to the special meeting on September 27, 2022 to discuss options and funding.

Police Chief Joll stated that the National Night Out 2022 is scheduled for October 4, 2022 at 5:30 p.m. with food trucks, live music, and surrounding police departments along with K-9 demonstrations.

ADMINISTRATIVE REPORTS

FINANCE – Councilman Van Slyke

Financial Report – Finance Director, Mandy Gilbert presented to the Council the financial statement for the month of August. She stated the total of the Town's Cash and Investments as of August 31, 2022 are \$4,123,697 and Ad valorem tax collections for FY22-23 were \$97 and Vehicle Ad valorem tax collections were \$8,812.

Councilman Van Slyke stated that Budget Amendment 22-B-03 was included in the agenda package and discussed at the previous Council meeting.

VOTE – Budget Amendment 22-B-03

Councilman Van Slyke motioned to approve Budget Amendment 22-B-03 as presented. The motion carried unanimously. (see attached)

ENVIRONMENTAL AND WATERWAYS ADVISORY BOARD – Councilman Leonard

Councilman Leonard presented the following report.

EWAB met on September 5th at 7PM in the municipal building in the small conference room. There was a quorum of members. Councilwoman Maurer gave a council update. Old business: Discussion about the ongoing Alligator weed problem in the canals and Trent River areas. New business: The culvert under 309 Lochbridge seems to be blocked up. Next meeting will be on October 3rd 2022 at 7 PM in the municipal building in the small conference room.

VOTE – Water Resources Department Policy Manual Amendment

Councilman Leonard motioned to approve the Water Resources Department Policy Manual Amendment as presented. The motion carried unanimously. (see attached)

PLANNING BOARD – Councilman Sheffield

Councilman Sheffield presented the following report.

The regular meeting of the Planning Board was held on September 1st at 6:00pm in the Community Building. A quorum was present, as were several citizens. Chairman Lippert called the meeting to order and welcomed the guests. The usual reports were given. Visitors were invited to speak. Comments were mostly about short term rentals. There were arguments on both sides of the issue. The board then spoke about the subject at length. No decision was made to forward the matter to the town council at this point. The board then took up an application for construction of a rental facility on Highway 17 adjacent to Guy C. Lee. The site would also include an automotive shop, which requires a special use permit. The applicants were on hand to provide site plans and information. The board discussed the application at length. Members then voted to recommend the matter of the special use permit to the Board of Adjustment with certain stipulations, among them a specific plan showing exactly what would be included in the automotive shop, how waste oil would be handled, etc. The board then took up the issue of conditional zoning. All seemed in agreement that the process of amending town ordinances to allow for such zoning should be started. Manager Jackson, who was beaming with pride at his son having graduated from basic training, suggested that it would take more than one additional planning board meeting before the matter was ready to send to the town council. The meeting was adjourned. The next meeting is set for October 6th. As always all citizens are welcome to attend.

VOTE – Sign Ordinance Amendment

Councilman Sheffield motioned to approve the Sign Ordinance Amendment as presented. The motion carried unanimously. (see attached)

PUBLIC SAFETY – Councilman Fogle

Councilman Fogle presented the following reports.

CERT

The August CERT meeting was canceled. The next CERT meeting is scheduled for Wednesday, September 28, 2022, starting at 7:00 pm in the Municipal Building. Check the Town calendar for schedule updates. CERT is always looking for new members. Contact Chief Joll or Mary Holihan for more information.

COMMUNITY WATCH

Community Watch will meet again on Wednesday, October 19, 2022. Community Watch is always looking for new members. Be a part of the solution. Contact Chief Joll or Egon Lippert for more information.

VOTE – Interlocal Agreement for Water System

Councilman Fogle motioned to approve the Interlocal Agreement for Water System as presented. The motion carried unanimously. (see attached)

PARKS & RECREATION/CAC – Councilwoman Maurer

Councilwoman Maurer presented the following reports.

River Bend Community Organic Garden (RBCOG)

There was no meeting in September. Garden volunteers worked 1300 hours from January to August 31st. Donations to Interfaith Refugee Ministries totaled approximately 14% of the total garden harvest. The next meeting will be held on October 3 at 1:30 pm. All are welcome.

Red Caboose Library (RCL)

The board met on Sept. 1. Discussion covered the lack of participation in the recent program, future plans, adding hours one night a week, and pursuing a permanent location somewhere in River Bend. Their bank account is decreasing. They noted they did not receive any proceeds from the recent community picnic. The next meeting is scheduled for October 6.

Community Appearance Commission (CAC)

CAC is scheduled to meet on Sept 21. The next meeting is scheduled for November 16 at 4 pm. CAC has two vacancies.

Parks & Recreation

Parks and Recreation met on September 7. Prospective member Paul Rathbun attended as did two other residents. Fall activities begin with a workshop by the Tea Lady scheduled for September 17 and a Trivia Night on September 21. In October, P&R will provide water and popcorn for the River Bend Police Department's National Night Out. The annual Community Yard Sale Day is scheduled for Saturday, October 22nd. Trunk or Treat will be held on Saturday, October 29. Future events will be announced when the dates are closer. The next meeting is scheduled for October 5. VOTE: P&R recommends the Council vote to appoint Paul Rathbun to the board.

All meetings are open to the public and anyone is welcome to attend.

Councilwoman Maurer presented a PowerPoint presentation titled "Proud of our Volunteers". She gave a description of each of the Advisory Boards and what the volunteers contribute to the Town.

VOTE – Advisory Board Appointment - Rathbun

Councilwoman Maurer motioned to appoint Paul Rathbun to the Parks & Recreation Advisory Board for a term beginning September 15, 2022 and expiring June 30, 2024. The motion carried unanimously.

VOTE – Water Conservation Rate Structure

Councilwoman Maurer motioned to approve the Schedule of Rates as presented. The motion carried unanimously. (see attached)

MAYOR'S REPORT

The Mayor presented the Constitution Week Proclamation and the Fire Prevention Week Proclamation.

The Mayor presented the following report.

The Town council in 2002 unanimously voted to hold a referendum proposing to petition the NC General Assembly to change the Town's Charter to recognize the form of governance as Council/Manager. This referendum was approved by the Town vote about two for to one against. The Council selected Mr. Eric Pearson as the first Manager. Eric served for 2 years. The Council next selected Mr. Randy Beeman as the second Manager and he served for 3 years in that position. The next Manager was Mr. Drew Havens and he served in the position for seven years. The Town's present Manager is Mr. Delane Jackson who has served 8 years to date. The total years with the Council/Manager form of Town Government is 20 years. I served on the Council that opted to conduct the referendum to change the form of governance. I have been privileged to have been mayor and to have served with the four Managers named above. They all served the Town well and each departure was to accept a position with more responsibility. In Drew Haven's case he went to the Town of Apex with a population of 30,000+. The Council and Mayor Findley in 2002 recognized that River Bend needed this change if it was going to reach a future status worthy of its potential. Clearly the Mayor and Council possessed a sense of vision in making this move. Each of the Managers named above likewise exercised vision and built a solid foundation the succeeding Managers have built upon. The new residents inherit the Town that they have joined recently. Long term residents can easily recognize the positive progress that has taken place while the Town has operated under the Council/Manager form of governance. I believe that the word "vision" best describes the motivation of all the individuals who have served as elected members of Council and also the hired Manager working with the Council. The result

of this effort is the attractive community that we call River Bend today. Each of the four Managers and the members of Council serving during those 20 years has contributed to the River Bend we can take pride in today. The present Council and Manager Jackson carry forward the strong sense of vision that will continue to make visionary progress.

PUBLIC COMMENT

No public comments at this time.

CLOSED SESSION

Councilman Sheffield moved to go into a Closed Session under NCSG §143-318.11(a)(3). The Council entered Closed Session at 7:59 p.m.

OPEN SESSION

Councilman Sheffield moved to return to Open Session at 8:17 p.m. The motion carried unanimously.

ADJOURNMENT/RECESS

There being no further business, Councilman Sheffield moved to adjourn. The motion carried unanimously. The meeting adjourned at 8:18 p.m.

Kristie J. Nobles
Town Clerk



**TOWN OF RIVER BEND
BUDGET ORDINANCE AMENDMENT 22-B-03
FISCAL YEAR 2022 - 2023**

BE IT ORDAINED by the Council of the Town of River Bend, North Carolina that the 2022-2023 Budget Ordinance as last amended on August 18, 2022, be amended as follows:

Summary

General Fund	2,273,469
General Capital Reserve Fund	99,847
Law Enforcement Separation Allowance Fund	13,525
Water Fund	606,725
Water Capital Reserve Fund	172
Sewer Fund	682,525
Sewer Capital Reserve Fund	8
Total	<u>3,676,271</u>

Section 1.

General Fund

Anticipated Revenues

AD VALOREM Taxes 2022-2023	721,710
AD VALOREM Tax-Motor Vehicle	92,300
Animal Licenses	2,000
Sales Tax 1% Article 39	177,124
Sales Tax 1/2% Article 40	102,899
Sales Tax 1/2% Article 42	88,586
Sales Tax Article 44	11,613
Sales Tax Hold Harmless Distribution	99,000
Solid Waste Disposal Tax	2,200
Powell Bill Allocation	91,000
Beer and Wine Tax	13,225
Video Programming Sales Tax	50,743
Utilities Franchise Tax	108,963
Telecommunications Sales Tax	8,140
Court Refunds	500
Zoning Permits	5,000
Federal Grant (Byrne Justice Assistance Grant)	22,170
State Grant (Golden LEAF Foundation Grant)	250,000
Miscellaneous	10,000
Interest- Powell Bill Investments	50
Interest-General Fund Investments	500
Contributions	421
Wildwood Storage Rents	18,144
Rents & Concessions	18,000
Sale of Fixed Assets	15,000
Transfer From Capital Reserve Fund	72,787
Appropriated Fund Balance	<u>291,394</u>
Total	<u>2,273,469</u>

Section 1. **General Fund (continued)**

Authorized Expenditures

Governing Body	30,400
Administration	296,800
Finance	133,800
Tax Listing	11,600
Legal Services	24,000
Elections	1,000
Police	664,443
Public Buildings	102,300
Emergency Services	3,700
Animal Control	14,600
Street Maintenance	193,000
Public Works	177,500
Leaf & Limb and Solid Waste	51,000
Stormwater Management	311,395
Wetlands and Waterways	2,900
Planning & Zoning	54,800
Recreation & Special Events	7,600
Parks & Community Appearance	101,200
Contingency	17,931
Transfer To General Capital Reserve Fund	60,000
Transfer To L.E.S.A. Fund	13,500
Total	<u>2,273,469</u>

Section 2. **General Capital Reserve Fund**

Anticipated Revenues

Contributions from General Fund	60,000
Interest Revenue	60
Appropriated Fund Balance	<u>39,787</u>
Total	<u>99,847</u>

Authorized Expenditures

Transfer to General Fund	72,787
Future Procurement	<u>27,060</u>
	<u>99,847</u>

Section 3. **Law Enforcement Separation Allowance Fund**

Anticipated Revenues:

Contributions from General Fund	13,500
Interest Revenue	<u>25</u>
Total	<u>13,525</u>

Authorized Expenditures:

Separation Allowance	0
Future LEOSSA Payments	<u>13,525</u>
Total	<u>13,525</u>

Section 4. **Water Fund**

Anticipated Revenues

Utility Usage Charges, Classes 1 & 2	209,332
Utility Usage Charges, Classes 3 & 4	10,525
Utility Usage Charges, Class 5	13,183
Utility Usage Charges, Class 8	3,519
Utility Customer Base Charges	277,253
Hydrant Availability Fee	20,130
Taps & Connections Fees	1,250
Nonpayment Fees	10,500
Late payment Fees	7,707
Interest Revenue	435
Sale of Capital Asset	0
Appropriated Fund Balance	52,890
Total	606,725

Authorized Expenditures

Administration & Finance [1]	479,225
Operations and Maintenance	124,000
Transfer To Fund Balance for Capital Outlay	3,500
Transfer To Water Capital Reserve Fund	0
Total	606,725

[1] Portion of department for bond debt service: 146,416

Section 5. Water Capital Reserve Fund

Anticipated Revenues

Contributions From Water Operations Fund	0
Interest Revenue	172
Total	172

Authorized Expenditures

Future Expansion & Debt Service 172

Section 6. **Sewer Fund**

Anticipated Revenues:

Utility Usage Charges, Classes 1 & 2	257,727
Utility Usage Charges, Classes 3 & 4	23,194
Utility Usage Charges, Class 5	29,053
Utility Usage Charges, Class 8	6,836
Utility Customer Base Charges	294,601
Taps & Connection Fees	1,250
Late payment Fees	7,948
Interest Revenue	703
Sale of Capital Asset	0
Appropriated Fund Balance	61,213
Total	<u>682,525</u>

Authorized Expenditures:

Administration & Finance [2]	468,025
Operations and Maintenance	211,000
Transfer to Fund Balance for Capital Outlay	3,500
Transfer to Sewer Capital Reserve Fund	0
Total	<u>682,525</u>

[2] Portion of department for bond debt service: 126,434

Section 7. **Sewer Capital Reserve**

Anticipated Revenues:

Contributions From Sewer Operations Fund	0
Interest Revenue	8
Total	<u>8</u>

Authorized Expenditures:

Future Expansion & Debt Service	8
---------------------------------	---

Section 8. **Levy of Taxes**

There is hereby levied a tax at the rate of twenty-six cents (\$0.26) per one hundred dollars (\$100) valuation of property as listed for taxes as of January 1, 2022, for the purpose of raising the revenue listed as "Ad Valorem Taxes 2022-2023" in the General Fund Section 1 of this ordinance. This rate is based on a valuation of \$278,500,000 for purposes of taxation of real and personal property with an estimated rate of collection of 99.67%. The estimated collection rate is based on the fiscal year 2020-2021 collection rate of 99.67% by Craven County who has been contracted to collect real and personal property taxes for the Town of River Bend. Also included is a valuation of \$35,500,000 for purposes of taxation of motor vehicles with a collection rate of 100% by the North Carolina Vehicle Tax System.

Section 9. **Fees and Charges**

There is hereby established, for Fiscal Year 2022-2023, various fees and charges as contained in Attachment A of this document.

Section 10. **Special Authorization of the Budget Officer**

- A. The Budget Officer shall be authorized to reallocate any appropriations within departments.
- B. The Budget Officer shall be authorized to execute interfund and interdepartmental transfers in emergency situations. Notification of all such transfers shall be made to the Town Council at its next meeting following the transfer.
- C. The Budget Officer shall be authorized to execute interdepartmental transfers in the same fund, including contingency appropriations, not to exceed \$5,000. Notification of all such transfers shall be made to the Town Council at its next meeting following the transfer.

Section 11. **Classification and Pay Plan**

Cost of Living Adjustment (COLA) for all Town employees shall be 5.0% and shall begin the first payroll in the new fiscal year. The Town Manager is hereby authorized to grant merit increases to Town employees, when earned, per the approved Pay Plan.

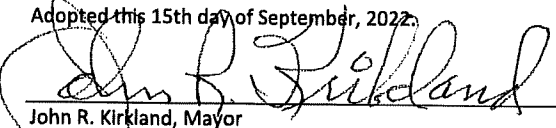
Section 12. **Utilization of the Budget Ordinance**

This ordinance shall be the basis of the financial plan for the Town of River Bend municipal government during the 2022-2023 fiscal year. The Budget Officer shall administer the Annual Operating Budget and shall ensure the operating staff and officials are provided with guidance and sufficient details to implement their appropriate portion of the budget.

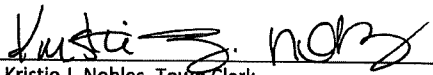
Section 13. **Copies of this Budget Ordinance**

Copies of this Budget Ordinance shall be furnished to the Clerk, Town Council, Budget Officer and Finance Officer to be kept on file by them for their direction in the disbursement of funds.

Adopted this 15th day of September, 2022.


John R. Kirkland, Mayor

Attest:


Kristie J. Nobles, Town Clerk

Water Resources Department Policy Manual

Section 3. - Establishing Service

A. Connecting to the System

New customers who want to connect or are required by Town Ordinance (15.01.101 and 15.02.066) to connect to the water and sewer systems may apply for the desired services as follows:

1. New customers may apply for service where the necessary water distribution and sewer collection pipes exist beneath or adjacent to streets abutting the property. Such new customers will be required to complete a Service Application acknowledging responsibility for payment of bills, pay the Initial Connection (Tap) Fee, and pay, if applicable, the Capital Investment Fee (CIF) charge set forth in the Rate Schedule, or Class 7 Customers may request water service to property where an Early Bird Special payment was made.

2. If service is requested where the necessary water distribution and sewer collection pipes DO NOT exist beneath or adjacent to streets abutting the property the owner/developer of said property shall be responsible for the cost of extending service to the property.

3. The Town owns and operates a potable water system (WS) and waste water treatment plant (WWTP). The WS produces, treats and distributes potable water to users. The WWTP receives, processes and treats raw sewer conveyed to it from the town's sewer collection system and then discharges it to the receiving stream. Both of these systems are licensed and regulated by the State of North Carolina. Both the WS and the WWTP have limited capacity. An application for water and/or sewer service must be submitted to the Town and approved by the Town prior to any new water and/or sewer customer being connected to the Town's systems.

Once the application is submitted to the town, the Public Works Director will review the application and determine if the Town's system(s) have the capability and capacity to provide the requested service. The Public Works Director will consider what impact approving the service request will have on the operation, performance and/or reserve capacity of the Town's systems. The permit limits, system capabilities, and the state's formula for estimating flow and use, along with any other data relative to the operation of the systems, may be used as a guide in making this determination. No service or line extension shall be connected to the Town's system without approval by the Town's Public Works Director. Additionally, when an extension of either system is requested, the customer may be required to submit additional data to indicate the amount of use associated with the proposed application. Extensions that will be connected of the Town's systems may be subject to approval by the State of North Carolina. If extensions are required, the customer shall provide all data necessary to complete the state application process and pay all costs associated with submitting the application. The applicant shall also pay for any engineering review that the Town requires in order to consider the application.

Any application for service that will require a single or multiple service connections (such as a residential subdivision, business development, planned development, industrial or commercial operation, etc.) wherein such services are estimated to utilize more than 20% of the Town's reserve water production capacity or reserve sewer treatment capacity must also be approved by the Town Manager. Any application for service that is estimated to utilize more than 35% of the

Water Resources Department Policy Manual

Town's reserve capacity of either system must be approved by the Town Council. If the system that is being requested to be used is operating at 80% or more of its permitted capacity at the time of application, or if approval of the application would result in the system reaching at least 80% of its permitted capacity, no service shall be connected to the Town's system without approval of the Town Council. The Town reserves the right to limit the total number of water and/or sewer service connections made to the Town's system as a part of any multi-lot development. The number of permitted connections will be determined by the Town Council.

If connections are limited by the town based on estimated current flow data and/or current reserve capacity and either of those variables change in the future, then the applicant may apply for additional services or extensions based on actual flows and/or changes in reserve capacity. However, no application for additional services may be submitted for a previously approved project within 6 months following completion of the approved project. This 6 month waiting period will be used to establish data on actual flows of the completed project.

Any permitted project not started within 180 days of permit issuance may be subject to revocation and required to re-apply. Any project that requires allocation of water or sewer reserve capacity which is not completed within 3 years of issuance of the permit, shall forfeit any connections and reserves allocated to them for the unfinished portion of the project. The applicant may, within 6 months prior to expiration of the 3 year term, request an extension of no more than 1 year to complete the project. If after the expiration of the 3 year term or any extension thereof, the project is not completed, the applicant may submit a new request for enough allocation to complete the unfinished portion of the project. For example, if a project was originally approved for 200 sewer connections to serve 200 homes and was allocated 72,000 gallons per day of sewer use, and after 3 years, only 100 homes have been constructed, then the applicant, having only completed 50% of the project, would forfeit 50% of the originally approved sewer connections (100 connections) and 50% of the originally approved sewer allocation (36,000 gallons per day).

For the purpose of determining the Town's reserve capacity, the average daily usage of the applicable system, as published in the Town's monthly financial report, for the immediate 12-month period prior to submission of the application, will be compared to the Town's permitted capacity to determine reserve capacity (example: permitted capacity of system minus previous 12-month average daily use = reserve capacity).

AN ORDINANCE TO AMEND THE CODE OF ORDINANCES OF THE TOWN OF RIVER BEND

BE IT ORDAINED by the Town Council of the Town of River Bend that the Town Code of Ordinances, Title XV, Zoning, Chapter 15.02, Signs, be amended as follows:

§ 15.02.095 DEFINITIONS.

For the purpose of this chapter, the following definitions shall apply unless the context clearly indicates or requires a different meaning.

ADVERTISING SIGN. A sign which directs attention to a business, commodity, service or entertainment conducted, sold or offered:

- (1) Only elsewhere than upon the premises where the sign is displayed; or
- (2) Is as a minor and incidental activity upon the premises where the sign is displayed.

BUSINESS SIGN. A sign which directs attention to a business or profession located upon the premises where the sign is displayed, to type of products sold, manufactured, or assembled, and/or to service or entertainment offered on the premises, but not a sign pertaining to the preceding if the activity is only minor or incidental to the principal use of the premises.

FREESTANDING SIGN. A sign that:

- (1) Is permanent; and
- (2) Is attached to, erected on, or supported by some structure such as a pole, mast, or frame that is not itself an integral part of a building or other structure having a principal function other than the support of a sign.

NON-CONFORMING SIGN. A sign that, on the effective date of this chapter, does not conform to 1 or more of the regulations set forth in this chapter.

OFF-PREMISES SIGN. A sign that draws attention to or communicates information about a business, service, commodity, accommodation, attraction or other activity that is conducted, sold or offered at a location other than the premises on which the sign is located. The structure on which an advertising sign is displayed of type commonly known as billboard is also an advertising sign.

SHINGLE SIGN. A small signboard hanging or protruding so that both sides are visible, which has no dimension more than 2 feet which is no larger in area than 3 square feet. A SHINGLE SIGN may be mounted as a wall sign so that only 1 side is visible.

SIGN. Any surface, fabric or device bearing lettered, pictorial or sculptured matter designed to convey information visually and exposed to public view; or any structure designed to carry the above visual information.

TEMPORARY SIGN.

- (1) A sign located in a non-residential zoning district that:

2022-ORD-04

- (a) Is used in connection with a circumstance, situation or event that is designed, intended or expected to be completed within 15 days after the erection of the sign; or
 - (b) Is intended to remain on the location where it is erected or placed for a period of not more than 2 days following the completion of the event; or
 - (c) Is displayed on a premises only during normal operating hours and then removed from that location; and
 - (d) Is not affixed to any building or structure.
- (2) If a sign display area is permanent, but the message displayed is subject to periodic changes, that sign shall not be regarded as temporary.

WALL SIGN. A sign attached or erected against the wall of a building or structure, only 1 side of which is visible.

YARD SALE SIGNS. Signs advertising a yard sale on private property.

§ 15.02.096 SIGN PERMIT REQUIRED.

- A. Except as otherwise provided in §§ 15.02.097 and 15.02.098, no sign may be erected, moved, enlarged or substantially altered except in accordance with the provisions of this subchapter.
- B. Signs not exempted under the provisions referenced in division (A) above may be erected, moved, enlarged or substantially altered only in accordance with a sign permit issued by the Zoning Administrator.
 - 1. Sign permit applications and sign permits shall be governed by the same provisions of this chapter applicable to zoning permits.
 - 2.
 - a) In the case of a lot occupied or intended to be occupied by multiple business enterprises (e.g. a shopping center), sign permits shall be issued in the name of the property owner rather than in the name of the individual business, and it shall be the responsibility of the owner to allocate among the tenants the permissible maximum sign surface area that has been approved by the Zoning Administrator.
 - b) Upon application by the owner, the Zoning Administrator must approve a master sign plan that allocates permissible sign surface area to the various buildings or businesses within the development according to an agreed-upon formula, and thereafter sign permits may be issued to individual tenants by the Zoning Administrator or his designee only in accordance with the allocation contained in the master sign plan. In the event an owner is unwilling or unable to devise a master sign plan, the plan shall be developed by the Zoning Administrator using building frontage as a calculation for total sign area.

Penalty, see § 1.01.999

§ 15.02.097 SIGNS EXEMPT FROM REGULATION.

The following signs are exempt from regulation under this subchapter except for the regulations embodied in § 15.02.107:

- A. Signs not exceeding 2 square feet in area that are customarily associated with residential use and that are not of a commercial nature, such as signs giving property identification names or numbers or names of occupants, signs on mailboxes or paper tubes and signs posted on private

property related to private parking or warning the public against trespassing or danger from animals.

- B. Signs erected by or on behalf of or pursuant to the authorization of a governmental body, including legal notices, identification and informational signs and traffic, directional or regulatory signs.
- C. Official signs of an informational nature erected by public utilities.
- D. Flags, pennants or insignia of any governmental or nonprofit organization when not displayed in connection with a commercial promotion or as an advertising device.
- E. Signs directing and guiding traffic on private property that do not exceed 2 square feet each and that bear no advertising information.
- F. Signs painted on or otherwise permanently attached to currently licensed motor vehicles that are not primarily used as signs.

§ 15.02.098 CERTAIN SIGNS; PERMIT EXEMPTIONS AND ADDITIONAL REGULATIONS.

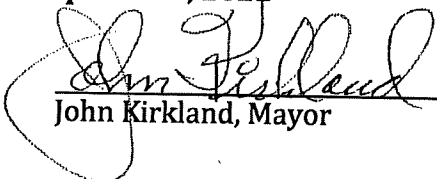
- A. The following types of signs are permitted without a sign permit. However, these signs shall conform to the requirements set forth below as well as all other applicable requirements of this subchapter except those contained in § 15.02.101 and 15.02.103.
 - 1. Real estate signs. Signs containing the message that the real estate on which the sign is located (including buildings) is for sale, lease or rent, together with information identifying the owner or agent. Real estate signs advertising residential properties shall not exceed 4 square feet in area and shall not be illuminated. Real estate signs advertising commercial property shall not exceed 32 square feet in area and shall not be illuminated. All real estate signs shall be removed within 10 days of sale, lease or rental. Only 1 real estate sign is permitted for each property with the exception of properties abutting waterways or the golf course, which may have 2 signs.
 - 2. Construction site identification signs. These signs may identify the project, the owner or the developer, architect, engineer, contractor, and subcontractors and funding sources and may contain related information. Not more than 1 sign may be erected per site and may not exceed 32 square feet in area. These signs may be erected no more than 30 days prior to the issuance of a building permit, and shall be removed within 10 days after the issuance of the final occupancy permit.
 - 3. Yard sale signs. Yard sale signs shall not exceed 4 square feet in area and may be erected only 2 days prior to the event. The signs shall be removed immediately at the conclusion of the event for which the sign was posted. The signs must be self-supporting and may not be attached in any manner to utility poles, traffic sign posts or any other structure, including specifically but not limited to any sign maintained by the town. Notwithstanding contrary provisions of this subchapter, signs regulated by this section may be placed within street rights of way or public property provided that the signs are removed within the time limits prescribed by this section and are not placed in any area adjacent to any residential property of any type unless permission is received from the occupant.
 - 4. Other signs. Any other type of sign that is not related to a business function or activity.

2022-ORD-04

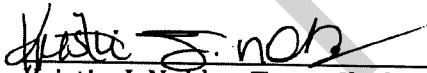
- B. Except for directional, warning, or regulatory signs, the number of signs allowed pursuant to § 15.02.098 on any one parcel of land shall not exceed two (2). However, this limitation shall not be in effect forty-five (45) days prior to the beginning date of "one-stop" early voting in Craven County and the ten (10) days following the date of any election; and
 - C. Such a sign shall not exceed four (4) square feet in area per sign face or be placed more than forty-two (42) inches in height above the ground; and
 - D. These type signs cannot be located on public property, except within a street right-of-way as described herein, unless approved by the Town Council or its designee. Within a street right-of-way, no sign shall be located less than 15 feet from the edge of the pavement. In some cases, this 15 feet set-back may be within the street right-of-way. Additionally, only the owner/occupant of the private property adjacent to the street right-of-way may erect a sign within the street right-of-way adjacent to their property or on their property. For example, Resident A cannot place a sign in front of or on Resident B's property, including the street right-of-way, without the permission of Resident B; and
 - E. The property occupant or, in the case of an unoccupied property, the property owner, shall be responsible for violations contained therein.
 - F. Signs used in connection with local or special events of interest to the residents of the town may be erected upon approval from the Zoning Administrator who will review the reason for the sign, proposed location and size. These signs shall be erected no sooner than 10 calendar days prior to the event and removed within 2 calendar days after the close of the event. These signs shall not be in place for a period exceeding 30 calendar days.
- Penalty, see § 1.01.999

This Ordinance shall be in full force and effect upon its adoption

Adopted this the 15th day of September, 2022


John Kirkland, Mayor

ATTEST:


Kristie J. Nobles, Town Clerk

NORTH CAROLINA

CRAVEN COUNTY

**INTERLOCAL AGREEMENT
FOR EMERGENCY WATER SUPPLY**

THIS INTERLOCAL AGREEMENT FOR EMERGENCY WATER SUPPLY ("Agreement"), made and entered as of the date this Agreement is signed by the last party to execute the same, by and between **CITY OF NEW BERN**, a body politic and municipal corporation of the State of North Carolina ("City"); and the **TOWN OF RIVER BEND**, a body politic and municipal corporation of the State of North Carolina ("Town"), is for emergency water service between City and the Town, as described hereinafter.

WITNESSETH:

THAT WHEREAS, the parties to this Agreement are both organized and established under the laws of the State of North Carolina, and have the legal authority to operate municipal water supply distribution systems; and,

WHEREAS, this Agreement is made pursuant to the authority granted by N.C.G.S. § 160A-461; and,

WHEREAS, both parties to this Agreement own and operate separate municipal water supply distribution systems, with capacities currently capable of serving the present customers of their respective systems; and,

WHEREAS, the municipal public water distribution systems owned and operated by the City and the Town are both located in proximity to each other at an existing eight inch diameter water main near the corner of East Church Street and US Highway 17 ("Site"); and,

WHEREAS, City has sufficient excess capacity within its current water supply distribution systems to provide water supply to Town during temporary emergencies; and,

WHEREAS, sufficient hydraulic engineering analyses have been performed to determine that water from the City water system can flow into the Town's water system at the Site without adverse consequences to the respective systems; and,

WHEREAS, the purpose of this Agreement is to establish a method of an exchange of water supply from City to Town on a temporary emergency interconnection basis; and,

WHEREAS, the City and the Town acknowledge that this Agreement is in the best interests of their respective systems and customers, and further the public welfare and safety.

NOW, THEREFORE, in consideration of the respective rights, powers, duties and obligations hereinafter set forth to be performed by the parties, they do mutually agree as follow:

1. In the event of an emergency as described hereafter, City shall furnish to the Town water in an amount not to exceed 100,000 gallons per day, and at a rate not to exceed 500 gallons per minute, at the Site. Such water shall be potable treated water meeting applicable purity standards of North Carolina Rules Governing Public Water Systems, North Carolina Administrative Code Title 15A, Subchapter 18C Water Supplies as promulgated by the North Carolina Drinking Water Act (or as may be later amended or recodified). Said water will be furnished by City at a reasonable constant pressure calculated at the point of delivery at the Site.

2. Town hereby agrees to design, install and operate, all at its sole cost and expense, potable water lines from its water system to the point of delivery at the Site, including a master meter and backflow equipment as approved by City and its Engineer. The maintenance of the metering and backflow equipment shall be the sole responsibility of Town. Town shall calibrate such metering equipment whenever requested by City but no more frequently than once every twelve (12) months. A meter registering not more than 2% above or below the test results shall be deemed accurate. If the meter fails to register for any period of time, the parties shall use their best efforts to determine and agree as to the amount believed to have been delivered to Town during such period. The metering equipment shall be read monthly on the final day of the month by both City and Town, during periods when water is being supplied to the Town, by the City.

3. The parties shall choose and retain their respective consulting engineering firm to design and permit all required pipelines and meter system at any portion of the Site owned by it for its improvements. Prior to construction, the parties shall both review and approve, if acceptable, the construction drawings. The parties shall also be responsible for their own respective administrative and legal costs of contract review and approval, and for easement acquisition, if any is needed.

4. City shall own and be responsible for the operation and maintenance of all distribution system facilities located on the City's side of the interconnection point. Town shall own and be responsible for the operation and maintenance of all distribution system facilities located on the Town's side of the interconnection point. The master meter and backflow devices shall be owned by Town of River Bend.

5. The interconnected water systems of the City and the Town will be separated by closed double-check water valves. Under the terms and conditions of this Agreement, these water valves may be opened in a sequence such that the Town may receive water from the City for specified periods using the procedures described hereafter. These specified periods shall only be during temporary water outages in all or part of the Town's water distribution system or other such conditions mutually deemed emergencies by the City and Town utility directors. For the purpose of this Agreement, temporary water outages and emergencies shall include, but are not be limited to, severed or damaged water main(s), a planned water outage, unplanned water outage, or a water supply shortage. Each party recognizes that due to the length and size of the water transmission main that interconnects the City's and the Town's water distribution systems and the infrequent usage of water transmitted through this pipeline per this Agreement, that the initial water quality transmitted when water usage is first activated may be poor and may require flushing from the system by the Town in order to fully meet the potable water requirements.

6. The City shall charge the Town for all water consumed at the published "Inside City Limits" rate, as such fee is set and amended from time to time by the Board of Aldermen of the City of New Bern.

7. City shall bill Town within ten (10) days of the end of each month. Bills shall be paid within 30 calendar days of receipt of the billing statement. Disagreements regarding amounts being billed and regarding the functioning of the meters used to measure the amount of water furnished and received shall be resolved pursuant to Paragraph 13 below if the utility directors of the parties fail to resolve the dispute within 30 days after a request and demand for resolution is delivered.

8. The parties shall each designate in writing a person or persons to administer requests for water under this Agreement. Once designated, such person(s) may make and receive requests orally. The designated representatives are responsible for communicating

with the other party and coordinating operational actions necessary for the water to be transferred. The parties shall notify the other at least 48 hours in advance of any planned temporary water outage permitted under this Agreement. The parties shall also immediately notify the other at the conclusion of a temporary water service event. The parties agree to provide updated emergency contact information for the designated contacts such as cell phone and email addresses.

9. The parties acknowledge and agree that City will normally be using chloramines as its residual disinfectant and agrees to notify Town in writing, in advance of any temporary or permanent switch to use other disinfection residuals or other significant water treatment process or system-wide operation change.

10. City reserves the right to deny emergency water service to the Town for failure to comply with the conditions of this Agreement. City reserves the right to deny emergency water service to the Town in the event that water cannot be practicably furnished to the Town without negatively impacting City, as determined in the reasonable but sole opinion of the City. Such circumstances include but are not limited to periods of water shortage, periods when insufficient water exists to meet the requests of City's customers, emergencies of the City, or periods when depletion of water reserves could endanger City's ability to provide for its customers' needs. In no event shall City be liable for failure to provide water hereunder.

11. The parties agree not to charge each other water capacity "reserve" or "allocation" charges or any charges other than the consumption charges and billing charges as described herein.

12. Except as otherwise provided herein, this Agreement shall expire twenty (20) years from the date this Agreement is signed by the last party executing the same. This Agreement may be extended or modified only by written consent of the parties.

13. In the event of a dispute involving this Agreement, including but not limited to billing disputes, equipment problems, water quality problems, a substantial breach of the terms of this Agreement, or failure to resolve other issues necessary for the continued effective function of the water systems of each party that is not cured by the breaching party, within 30 days after notice, the parties shall have any remedy available to them at law.

14. City shall, as soon as practicable, notify Town of any emergency or condition which may affect the quality of water that may be delivered to Town.

15. If a greater pressure than the normally available pressure at the point of delivery is required by Town, the cost of providing such greater pressure shall be borne by Town.

16. Termination for Any Reason. Either party may terminate this Agreement upon one hundred eighty (180) days written notice to the other party upon a determination by the terminating party that it is not in the best interest of such party to continue this Agreement. This provision does not limit the remedies available under Paragraph 13, and termination may occur earlier pursuant thereto.

17. Indemnification. City shall not be liable to Town, to an end user, to an intermediary, or to any person, firm, corporation, municipality, or other water consumer for failure to supply a sufficient quantity or quality of water under this agreement or from failure to comply with any State or Federal standards relating to drinking water. Notwithstanding the references to third parties in this Agreement, City shall not be liable to those parties for any obligations within this Agreement and shall not be obligated to enforce any requirements imposed by this agreement or by any independent agreement with third parties. A party receiving water as a buyer or as an end user under this Agreement ("the indemnifying party") shall indemnify City and its officials, agents, and employees from and against all claims, judgments, costs, damages, fines, penalties, interest, and expenses (including but not limited to attorney's fees) imposed against such seller that arise from or in connection with the indemnifying party's receipt or non-receipt of water pursuant to this Agreement.

18. Regulatory Compliance. Town shall be responsible for securing any necessary Federal or State approvals and for compliance with any applicable Federal or State regulations relating to the transfer of water under this Agreement.

19. It is specifically agreed by both parties hereto, as part of the consideration of the signing of this document, that they, their agents, officials, employees, or servants will not discriminate in any manner on the basis of race, color, creed, sexual orientation, or national origin with reference to the subject matter of this agreement, no matter how remote.

20. Miscellaneous.

A. Entire Agreement; Modification. This Agreement supersedes all prior agreements and constitutes the entire agreement between the parties hereto with regard to the subject matter hereof. It may not be amended or modified except by an instrument executed by all parties.

B. Severability. If any of the provisions of this Agreement shall be held by a court of competent jurisdiction to be unconstitutional or unenforceable, the decision of such court shall not affect or impair any of the remaining provisions of this Agreement, and the parties shall, to the extent they deem to be appropriate, take such actions as are necessary to correct any such unconstitutional or unenforceable provision. It is hereby declared to be the intent of the parties to this Agreement that this Agreement would have been approved and executed had such an unconstitutional or unenforceable provision been excluded therefrom.

C. Binding Effect. This Agreement shall be binding upon and inure to the benefit of the parties hereto and their respective legal representatives, successors, and assigns.

D. Assignment. Except as may otherwise be expressly provided herein, no party may transfer or assign any right, obligation, or liability arising hereunder without the other party's prior written consent. Any such assignment or attempted assignment shall be null and void.

E. Covenant of Further Assurances. The parties agree that from and after the date of execution of this Agreement, each upon the request of the other take such actions as may be reasonably required to carry out the purpose and intent of this Agreement.

F. Governing Law; Exclusive Venue. All matters relating to this Agreement shall be governed by the laws of the State of North Carolina, without regard to its choice of law provisions, and exclusive venue for any action relating to this agreement shall be Craven County.

G. No Joint Venture. This Agreement shall not be construed to create a joint agency, venture or partnership, as the parties are independent political subdivisions of the State of North Carolina.

H. Headings. Headings in this Agreement are for convenience and reference only and shall not be used to interpret or construe its provisions.

I. Multiple Originals. This Agreement may be executed in duplicate multiple originals, each of which shall be deemed an original but all of which together shall constitute one and the same instrument.

J. Consideration. The consideration for the execution of this Agreement is the agreement among the parties affixing their signatures hereto to agree to the matters and things set forth herein.

IN TESTIMONY WHEREOF, CITY OF NEW BERN has caused this instrument to be executed in its name by its Mayor, attested by the Clerk to Board of Aldermen, and its seal to be hereunto affixed all by order of said Board duly given; and,

IN TESTIMONY WHEREOF, TOWN OF RIVER BEND has caused this instrument to be executed in its name by its Mayor, attested by the Town Clerk, and its seal to be hereunto affixed all by order of its Town Council duly given.

CITY OF NEW BERN

-City Seal-

Jeffrey T. Odham, Mayor

Date: _____

ATTEST:

Brenda Blanco, Clerk

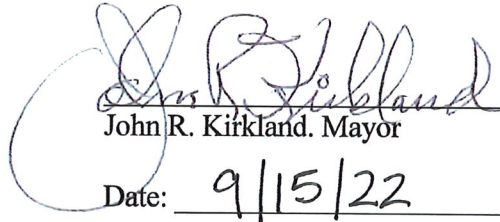
THIS INSTRUMENT has been pre-audited in the manner required by the Local Government Budget and Fiscal Control Act as amended.

Date: _____


New Bern, Finance Officer



TOWN OF RIVER BEND

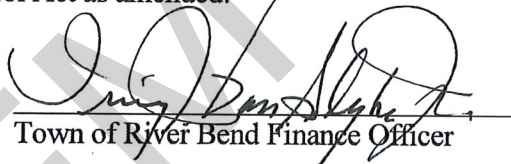

John R. Kirkland, Mayor
Date: 9/15/22

ATTEST:


Kristie J. Nobles, Town Clerk

THIS INSTRUMENT has been pre-audited in the manner required by the Local Government Budget and Fiscal Control Act as amended.

Date: 9/15/22


Town of River Bend Finance Officer

**Town of River Bend
Schedule of Rates for Water Resources Department**

Effective September 15, 2022

Water and Sewer - Rates and Fees

	<u>Water</u>	<u>Sewer</u>
Class 1 and 2 – Residential⁽¹⁾		
Customer Base Charge per month ⁽²⁾	15.24	24.18
Usage per 1,000 gallons	-	9.30
Usage 0-4,000 gallons	4.22	-
Usage 4001-20,000 gallons	4.50	-
Usage 20,001+	4.55	-
Initial Connection (Tap) charge ⁽³⁾	1,250.00	1,250.00
Nonpayment Fee	70.00	-
Class 3 and 4 - Commercial		
Customer Base Charge per month ⁽²⁾	88.32	141.99
Usage per 1,000 gallons	4.22	9.30
Initial Connection (Tap) charge ⁽³⁾	3,500.00	1,250.00
Nonpayment Fee	100.00	-
Class 5 - Industrial		
Customer Base Charge per month ⁽²⁾	276.24	444.93
Usage per 1,000 gallons	4.22	9.30
Initial Connection (Tap) charge ⁽³⁾	5,000.00	1,250.00
Nonpayment Fee	200.00	-
Class 6 - Early Bird (No longer available)		
Class 7 - Fire Hydrant Charge		
Availability Charge per year	\$183.00	
Class 8 - 1" Water Service		
Customer Base Charge per month ⁽²⁾	30.90	49.43
Usage per 1,000 gallons	4.22	9.30
Initial Connection (Tap) charge ⁽³⁾	1,500.00	1,250.00
Nonpayment Fee	100.00	-
Class 9 – Vacant/Out of Use Non-residential Property		
Customer Base Charge per month ⁽²⁾	15.24	24.18
Usage per 1,000 gallons	4.22	9.30
Nonpayment Fee	70.00	-
 Initial Connection (Tap) charges are based upon the size of the meter and charged as shown in the appropriate Class above.		
Class 10 – Vacant Residences – Amended 02/19/15		
Customer Base Charge per month ⁽²⁾	15.24	-
Nonpayment fee	70.00	-

**River Bend Town Council
Special Meeting Minutes
September 27, 2022
Town Hall
3:00 p.m.**

Present Council Members: Mayor John Kirkland
Buddy Sheffield
Don Fogle
Barbara Maurer
Bud Van Slyke
Brian Leonard

Town Manager: Delane Jackson
Town Clerk: Kristie Nobles

Members of the Public Present: 4

CALL TO ORDER

Mayor Kirkland called the meeting to order at 3:00 p.m. on Tuesday, September 27, 2022 in the River Bend Town Hall with a quorum present.

VOTE – Approval of Agenda

Councilwoman Maurer motioned to accept the agenda as presented. The motion carried unanimously.

Discussion – Funding for and award of bid for the construction of a new Public Works Facility

The Manager presented a PowerPoint presentation on the new Public Works Facility bids and stated this presentation was included in the agenda package. He stated that the lowest bid that was received was from Bruin Builders in the amount of \$1,719,596 for the construction of a new Public Works Facility. He also explained and discussed the two bid alternates, which are a storage shelter and a mezzanine. He presented options A, B, C, and D that include various scopes of work, with option "D" including the full scope of work. (see attached slide).

The Manager presented a slide with suggested funding options, which includes utilizing funding from the general, water, and sewer funds since this building would serve Water, Sewer and Public Works activities. He stated funding from the General Fund would not exceed \$825,878 and water and sewer funding would come from reserves in those funds. He stated that water funding would not exceed \$515,879 and sewer funding would not exceed \$515,879. The amount of funding required from each fund depends on which option is approved. The Manager also presented a slide with many other options. He told the Council one option was to do nothing and let the excess funds be used to build the fund balance. (see attached slide).

The Manager stated that the Town has received a grant in the amount of \$964,378 for the construction. Councilman Sheffield stated that he had requested bids from several out of state contractors for the steel building and the quotes were lower than the bid from Bruin Builders. He stated that he recommends that the Council request additional bids from contractors who specialize in steel buildings. The Manager stated that the quotes that Councilman Sheffield had received were for the steel building only and the bid from Bruin Builders includes everything from site prep to the construction of the steel building for the project.

VOTE – Funding for and award of bid for the construction of a new Public Works Facility

Councilman Fogle motioned to approve the award for the bid of construction of the Public Works Facility to Bruin Builders for option D in the amount of \$1,719,596 as presented. The motion passed with 3 ayes (Fogle, Van Slyke, Leonard) and 2 nays (Sheffield, Maurer).

Discussion – Funding for Public Works Facility

The Manager reviewed the Public Works Capital Project Fund Ordinance Amendment #1 with the dollar amounts that coordinate with the motion from Councilman Fogle's motion to approve the bid award in the amount of \$1,719,596. The Manager stated that the Sewer Capital Fund Amendment and the Water Capital Fund Amendment would need to be amended for the construction of the Public Works facility. He stated that the original amendments were approved in 2006 and the proposed amendments would allow the funds to be used for expansion of the system, the advance payment of the bonds and capital projects.

VOTE – Sewer Capital Fund Amendment

Councilman Fogle motioned to approve the Sewer Capital Fund Amendment as presented. The motion carried unanimously. (see attached)

VOTE – Water Capital Fund Amendment

Councilman Fogle motioned to approve the Water Capital Fund Amendment as presented. The motion carried unanimously. (see attached)

VOTE – Public Works Capital Project Fund Ordinance Amendment #1

Councilman Fogle motioned to approve the Public Works Capital Project Fund Ordinance Amendment #1 as presented. The motion carried unanimously. (see attached)

The Manager stated with the contingencies the total for the project is \$1,996,136 and the Town has received around \$900,000 in grant funding, essentially the Town will pay for half of the project from the reserve account. Councilman Fogle stated that when the Municipal Building was built the cost was nearly the same and the Town's rates were not increased to cover the funding.

Councilman Fogle asked the Manager what options were available for the existing Public Works building. The Manager stated that the North Carolina Department of Emergency Management has a program to remove buildings that are located within the flood plain. The Manager stated that he has submitted the application and if it is approved the Town will be paid around \$350,000 for the value of the building and the amount to demolish the building. Councilwoman Maurer asked Councilman Fogle what he would suggest the Town do with those funds and Councilman Fogle stated he would suggest using those funds to offset the cost of the new Public Works Facility.

Discussion – Water Fund Capital Improvement Plan Resolution

The Manager stated that the engineer has estimated that the water system improvement project would cost \$9,393,000. The Manager stated that this project has been added to the Capital Improvement Plan. He also stated that if the grant funding is not approved the project will not be funded and the Town has no obligation to follow through with the project.

VOTE – Water Fund Capital Improvement Plan Resolution

Councilman Leonard motioned to approve the Water Fund Capital Improvement Plan Resolution as presented. The motion carried unanimously. (see attached)

Discussion – Preconstruction Grant Application

The Manager stated that there are two Grant Applications included in the agenda package. He stated that he needs direction from the Council as to how much funding the Council would like to apply for. He stated that the amount of funding for the Drinking Water Construction Project Grant is a lot less than previous grants he has applied for. He stated that the maximum they can apply

for is \$5,000,000 and the Council agreed that the application should be for \$5,000,000. The Manager stated the maximum they could apply for on the Preconstruction Planning Grant is \$400,000 and the Council agreed that the application should be for \$400,000.

VOTE – Preconstruction Grant Application

Councilman Leonard motioned to approve the Preconstruction Grant Application as presented. The motion carried unanimously.

Discussion – Candidates Night

Councilman Sheffield stated the he wanted to schedule a candidate's night for all the Council candidates and has learned that there is a candidate's night already planned by another group. He stated that he would suggest using the Town's website to advertise the event and to allow the Town Hall to be used to collect questions for the candidates to answer. He recommended that the top four most frequently asked questions be sent to the candidates for them to answer. He also stated that there would be a moderator who is an intermediary person to determine the questions to be asked. Councilwoman Maurer stated that she spoke with Jon Segal and he is the person that was selected by the organizers to be the moderator. She also stated that she would suggest that the candidates receive the questions before the candidates' night. She also stated she would like to have the answers published.

VOTE – Candidates Night

Councilman Sheffield motioned to approve the use of the Town's website to gather questions from citizens for candidate's night on October 19, 2022, to be collected by the Town and directed to the moderator by October 14, 2022. The motion carried unanimously.

VOTE – Candidates Night

Councilwoman Maurer motioned to suggest to the organizers that the questions be given to all candidates in advance, giving them an opportunity to respond in advance and submit answers to the moderator; also that all candidates written answers will be published in various electronic ways. The motion carried unanimously.

ADJOURNMENT/RECESS

There being no further business, Councilman Sheffield moved to adjourn. The motion carried unanimously. The meeting adjourned at 4:55 p.m.

Kristie Nobles
Town Clerk

The lowest base bid exceeds our original construction funding amount for the entire project by \$545,008 (not including contingencies) which are typically 10% of construction costs. What can we do?

Some Possible Options

1. Scale back scope of project. The next few slides show 4 different construction options. There could be more ways to scale back scope.
2. Cancel the project and keep the PW where it is.
3. Cancel the project and use what funds we have to upgrade the existing facility.
4. Leave the funding we have in General Fund and don't use it on anything and it will simply be added to Fund Balance.
5. Pause the project and see if prices go down in the future.
6. Re-bid the project and see if we get better pricing.
7. Look for other grant funds to make up the difference.
8. Look into other funding options such as a loan.
9. Cancel the project and fund some other project in the General Fund.
10. Other possible options ????????

The next few slides discuss the 4 options mentioned in #1 above combined with option mentioned in # 8 above.

Construction & Funding Options

			A	B	C	D
			Base Bid	Base plus Alt. #1 (shed)	Base plus Alt. #2 (mezz)	Base plus #1 & #2
Funding Source		Amount (as of 8-31-22)		\$218,710	\$130,000	
			\$1,370,886	\$1,589,596	\$1,500,886	\$1,719,596
1. ARPA Grant (supplanted)	\$825,878	→	\$548,354	\$635,838	\$600,354	\$687,838
2. Sewer Capital Reserve	\$11,301	→	\$11,301	\$11,301	\$11,301	\$11,301
3. Water Capital Reserve	\$245,849	→	\$245,849	\$245,849	\$245,849	\$245,849
4. Sewer Fund	\$1,041,606	→	\$399,965	\$465,578	\$438,965	\$504,578
5. Water Fund	\$672,517	→	\$165,417	\$231,030	\$204,417	\$270,030
TOTAL FUNDING			\$1,370,886	\$1,589,596	\$1,500,886	\$1,719,596
Allocation						
General Fund	40%	→	\$548,354	\$635,838	\$600,354	\$687,838
Sewer Fund	30%	→	\$411,266	\$476,879	\$450,266	\$515,879
Water Fund	30%	→	\$411,266	\$476,879	\$450,266	\$515,879
Balance After Allocation						
ARPA		→	\$277,524	\$190,040	\$225,524	\$138,040
Sewer Capital Reserve			\$0	\$0	\$0	\$0
Water Capital Reserve			\$0	\$0	\$0	\$0
Sewer Fund			\$641,641	\$576,028	\$602,641	\$537,028
Water Fund			\$507,100	\$441,487	\$468,100	\$402,487

Possible
source for
contingency
funding

RESOLUTION TO AMEND THE SEWER CAPITAL RESERVE FUND

WHEREAS, the Town of River Bend ("Town") has previously assessed a Capital Investment Fee to all new sewer service subscribers; and

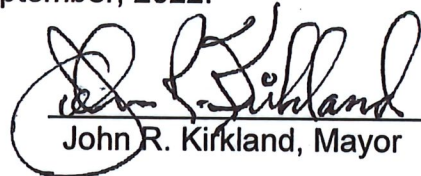
WHEREAS, the primary purpose of this Capital Investment Fee was to provide funds for expansion of sewer service to residents; and

WHEREAS, due to a change in the law regarding Capital Investment Fees, the town no longer assesses a Capital Investment Fee, but may resolve to do so later,

NOW BE IT THEREFORE RESOLVED:

1. That any future Capital Investment Fees received by the Town for new sewer service shall be deposited into the Sewer Capital Reserve Fund.
2. Expenditures from the Capital Reserve Fund shall be by majority vote of the Council only and shall be restricted to expansion of the sewer system, sewer capital projects or as advanced payment on any Sewer Bonds.
3. At no time shall funds from the Sewer Capital Reserve Fund be used for General Operations or Maintenance of the Sewer Systems without future action by the Council.

Approved this 27th day of September, 2022.


John R. Kirkland, Mayor

ATTEST:


Kristie J. Nobles, Town Clerk

[SEAL]



2022-RES-07

RESOLUTION TO AMEND THE WATER CAPITAL RESERVE FUND

WHEREAS, the Town of River Bend ("Town") has previously assessed a Capital Investment Fee to all new water service subscribers and a Hydrant Fee to residents for whom hydrant service is available; and

WHEREAS, the primary purpose of this Capital Investment Fee and the Hydrant Fee was to provide funds for expansion of water service to residents, and

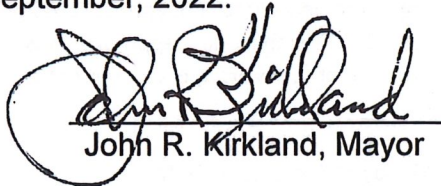
WHEREAS, due to a change in the law regarding Capital Investment Fees, the town no longer assesses a Capital Investment Fee, but may resolve to do so later, and

WHEREAS, the town now allocates hydrants fees as revenue in the Water Fund,

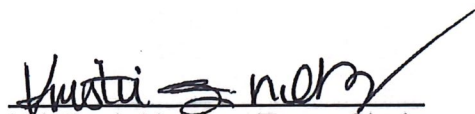
NOW BE IT THEREFORE RESOLVED:

1. That any future Capital Investment Fees received by the Town for new water service shall be deposited into the Water Capital Reserve Fund.
2. Hydrant Fees received by the Town for hydrant availability shall be recognized as revenue for the operation and maintenance of Water Fund activities.
4. Expenditures from the Capital Reserve Fund shall be by majority vote of the Council only and shall be restricted to expansion of the water system, water capital projects or as advanced payment on any Water Bonds.
5. At no time shall funds from the Water Capital Reserve Fund be used for General Operations or Maintenance of the Water System without future action by the Council.

Approved this 27th day of September, 2022.


John R. Kirkland, Mayor

ATTEST:


Kristie J. Nobles, Town Clerk

[SEAL]





TOWN OF RIVER BEND
PUBLIC WORKS CAPITAL PROJECTS FUND ORDINANCE AMENDMENT #1

BE IT ORDAINED by the Council of the Town of River Bend, North Carolina, that the Public Works Capital Projects Fund Ordinance be amended as follows:

Section 1. The following amounts are hereby appropriated for the operation of a Town Capital Projects Fund for the construction of a Public Works Building:

CAPITAL PROJECTS FUND

Revenues:

Operating Transfer from General Fund	964,378
Operating Transfer from Sewer Capital Reserve Fund	11,265
Operating Transfer from Water Capital Reserve Fund	245,088
Operating Transfer from Sewer Fund	504,614
Operating Transfer from Water Fund	270,791
	<hr/>
	1,996,136

Expenditures:

Architectural Services	71,500
Land Acquisition	60,000
Legal Services	2,000
Miscellaneous	5,000
Construction	1,719,596
Contingency	138,040
	<hr/>
	1,996,136

Section 2. It is estimated that revenues in the amounts indicated in the foregoing schedule will be available to support the foregoing appropriations.

Section 3. The Finance Officer is hereby authorized to maintain an appropriate Fund Chart of Accounts.

Section 4. Copies of this Ordinance shall be furnished to the Clerk, Town Council, Budget Officer and Finance Officer to be kept on file by them for their direction in the disbursement of funds.

Section 5. The capital projects funds are appropriated pursuant to section 13.2 of Chapter 159 of the General Statutes of North Carolina; therefore, appropriations do not lapse at the end of the fiscal year and are available for the duration of the project, estimated to be eighteen months, unless subsequently amended by Council action.

Adopted this 27th day of September, 2022.


John R. Kirkland, Mayor

Attest:


Kristie J. Nobles, Town Clerk



Resolution Adopting Capital Improvement Plan

WHEREAS, the Town of River Bend operates a public drinking water system; and

WHEREAS, the Town recognizes the value to plan for the long-range capital needs and costs of said system;


NOW, THEREFORE, BE IT RESOLVED by the Town Council of the Town of River Bend that Capital Improvement Plan 23-33, which covers FY 22-23 through FY 32-33 is hereby approved presented.

Adopted this 27th day of September, 2022



John R. Kirkland
Mayor

Attest:



Kristie J. Nobles



NOTICE OF CONSTRUCTION PROJECT

In February 2021, the Town received a grant from the State of North Carolina to replace all of the existing water meters in the town's system. Since that time, the town has been working through the engineering, design and bidding process. That part of the project has been completed. Core & Main was awarded the project. Now, it's time to begin the fieldwork. The fieldwork is scheduled to begin on October 31, 2022 and should be completed by February 2023. During the project, contractors will be visiting each water meter. Don't be alarmed if you see someone working at your meter. Their vehicles will be identified with a sign that says VEPO Metering and it will have the town seal on it.

The project will consist of replacing every water meter in town (approx. 1,500), installing new radio repeaters and antennas on the two water tanks and providing a new base station, receiver and computer software. Our current meters are automated radio meters but they are old. The new meters will also be automated radio meters but they will incorporate the latest technology and features. The completion of this project will benefit the town and its water customers for decades to come.

This project will not be your typical construction project with heavy equipment, digging and road closures. Most of the work will be done by hand and will take place inside of the meter box in each customer's yards. The existing meter will be removed from the meter box and a new meter will be installed. For a typical meter, it should take less than 45 minutes to complete the change-out. However, during the change-out, the water service for that particular customer will be interrupted. The water service will not be shut off on a street-wide or neighborhood-wide level. The activity at your house will have no impact on your neighbors and vice versa.

Once your new meter has been installed, a door hanger will be left at your home. It will have instructions for you to follow. After installation, you will need to open a faucet in your home and flush your line. Using an outside spigot is the ideal method to flush a line but it is perfectly fine to use an inside faucet. Flushing for 1 minute should be adequate to flush your line.



RIVER BEND POLICE DEPARTMENT



MONTHLY ACTIVITY REPORT

2022

	ACTIVITIES	2022	2022	2022	% of Total Calls	% Change Last 2 Mos.
		July	August	September		
1	ALARMS / 911 UNKNOWN / DISTURBANCE / SHOTS FIRED	22	8	4	0.17%	-50.00%
2	ANIMAL COMPLAINTS	5	9	6	0.25%	-33.00%
3	ARRESTS	1	5	4	0.17%	-20.00%
4	ASSAULTS / ALL OTHER VIOLENT CRIME	0	4	2	0.08%	-50.00%
5	ASSIST CITIZENS / LOCK OUT / QUALITY OF LIFE ISSUES	9	11	16	0.68%	45.00%
6	ASSIST EMS / FD / FIRST RESPONDERS / MED ASSIST	23	20	33	1.40%	65.00%
7	ASSIST MOTORISTS / FOOT PATROLS / ALL OTHER	55	106	121	5.12%	14.00%
8	ASSIST OTHER AGENCIES	0	0	2	0.08%	0.00%
9	B & E BUSINESS / RESIDENCE / VEHICLE	0	1	0	0.00%	-100.00%
10	CRIM. SUMM. / SUBPOENAS / WARRANTS / CIVIL COMPLAINT	2	3	3	0.13%	0.00%
11	DOMESTICS	5	2	0	0.00%	-100.00%
12	FIRES / ALARM	2	2	2	0.08%	0.00%
13	IDENTITY THEFT / FRAUD	0	4	1	0.04%	-75.00%
14	INVOLUNTARY COMMITMENTS	1	3	1	0.04%	-67.00%
15	JUVENILE COMPLAINTS	0	0	1	0.04%	0.00%
16	LARCENIES	1	0	0	0.00%	0.00%
17	LITTERING	2	0	0	0.00%	0.00%
18	LOUD MUSIC / NOISE COMPLAINTS	1	1	0	0.00%	-100.00%
19	DEATH / MISSING PERSON / RUNAWAY / SUICIDE(A)	1	1	2	0.08%	100.00%
20	PROPERTY DAMAGE / VANDALISM	2	1	0	0.00%	-100.00%
21	RESIDENTIAL / BUSINESS CHECKS / COMMUNITY WATCH	854	1791	1,922	81.41%	7.00%
22	ROADWAY DEBRIS / OBSTRUCTIONS	0	0	0	0.00%	0.00%
23	ROBBERIES	0	0	0	0.00%	0.00%
24	SOLICITING VIOLATIONS	0	0	0	0.00%	0.00%
25	SUSPICIOUS PERSONS / VEHICLES / FIELD INTERVIEW	19	14	12	0.51%	-14.00%
26	TOWN ORDINANCE CITATIONS	1	2	0	0.00%	-100.00%
27	TOWN ORDINANCE VIOLATIONS	5	4	1	0.04%	-75.00%
28	TRAFFIC ACCIDENTS	2	4	2	0.08%	-50.00%
29	TRAFFIC STOPS	92	176	194	8.22%	10.00%
30	TRAFFIC COMPLAINTS-RADAR	4	11	8	0.34%	-27.00%
31	DWI	1	0	2	0.08%	0.00%
32	CHECKPOINTS	1	1	0	0.00%	-100.00%
33	DRUG VIOLATIONS	1	6	3	0.13%	-50.00%
34	WELFARE CHECKS	8	4	3	0.13%	-25.00%
35	CASE ASSIST / PW / VEHICLE MAINTENANCE / MEETING	5	4	2	0.08%	-50.00%
36	CASE FOLLOW UPS / SPECIAL OPERATION / TRAINING	5	7	13	0.55%	86.00%
37	TRESPASSING	1	3	1	0.04%	-67.00%
38	OVERDOSE	1	0	0	0.00%	0.00%
39	TOTAL	1132	2208	2361	100.00%	7.00%

Traffic Violations

67 State Citations
67 Total State Charges
- State Warnings
3 Town Citations
- Town Warnings

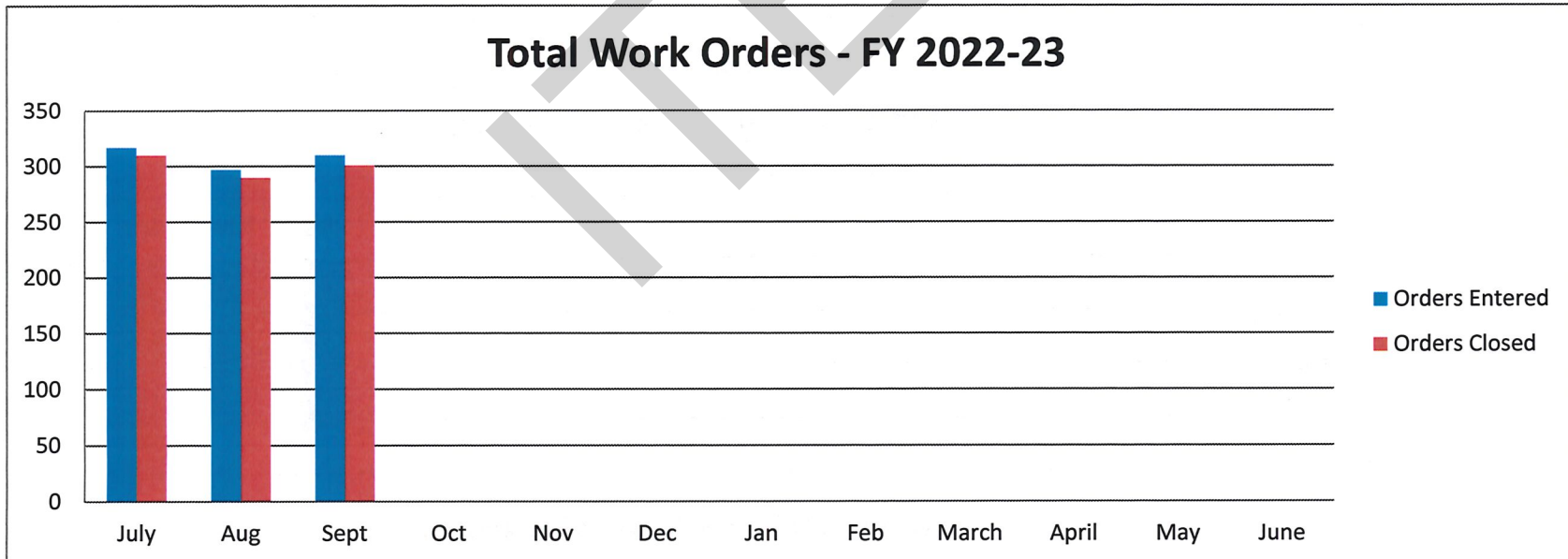
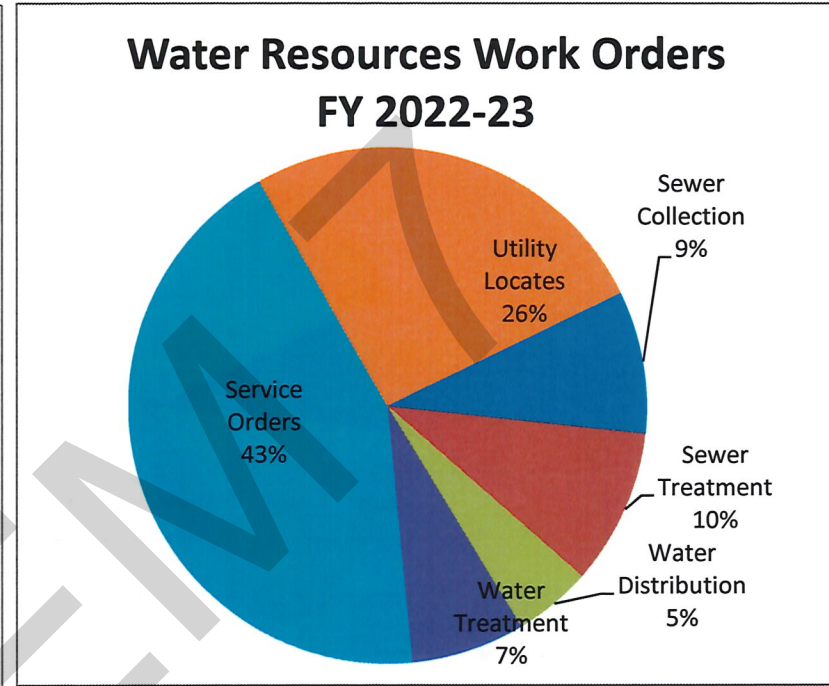
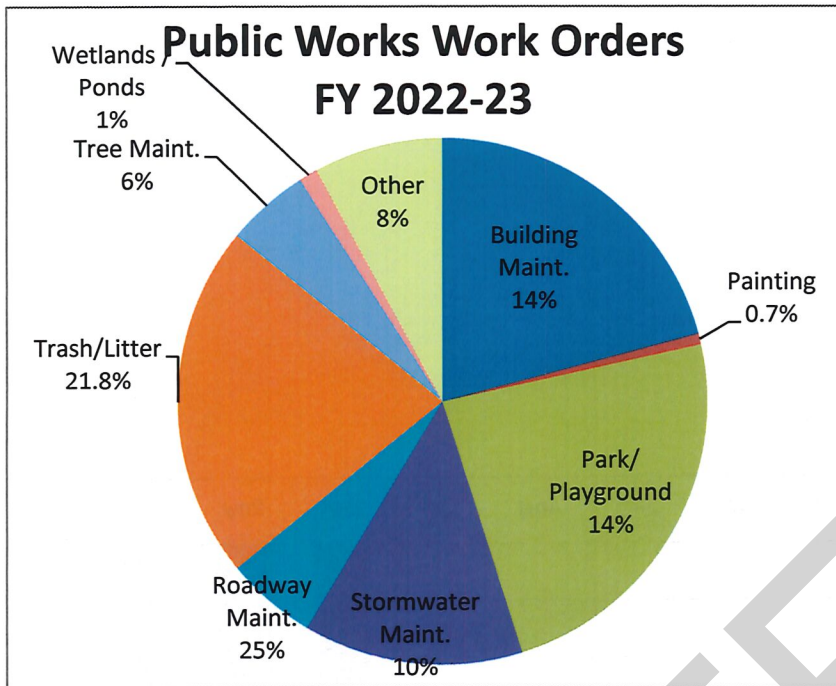
Community Watch Checks

125 100 Pirates
140 100 Plantation
109 200 Lakemere
135 200 Rockledge

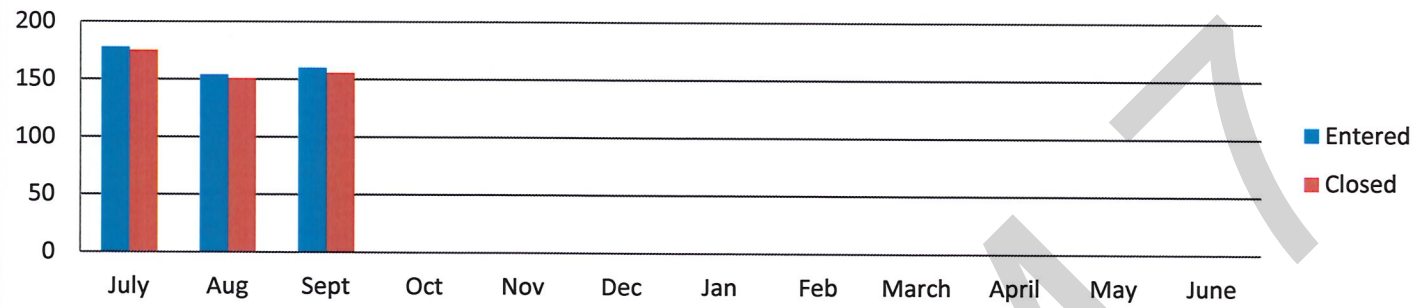
Phone Calls Answered (638-1108)

225 Incoming Calls

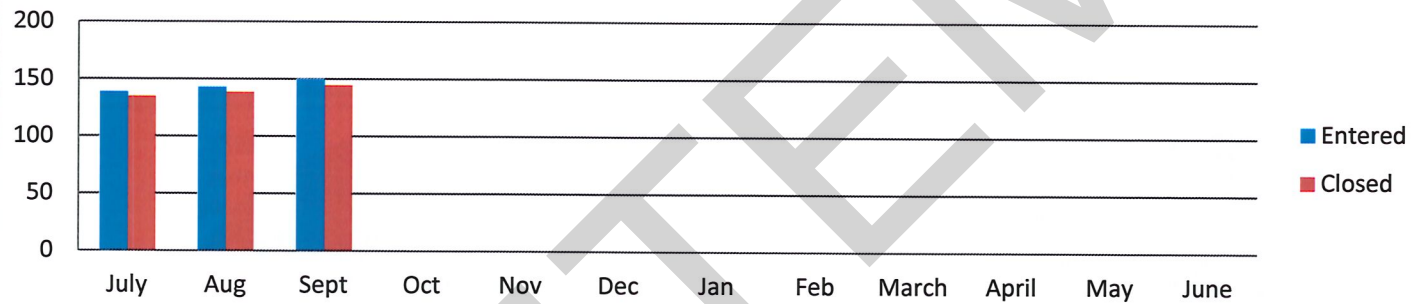
[illegible]



Water Resources - Work Orders



Public Works - Work Orders





TOWN OF RIVER BEND

45 Shoreline Drive
River Bend, NC 28562

T 252.638.3870
F 252.638.2580

www.riverbendnc.org

September 2022 Monthly Report Brandon Mills, Director of Public Works

Public Works has continued trimming/clearing brush around town from around roadway signs. This is something we do on a routine basis. We want to make sure all signs are visible, and are legible to read. Several signs have had to be cleaned or replaced. If you see town employees out along the roadway working please slow down when driving around them. During our inspection of our storm water piping system before Hurricane Ian, we found two drainage discharge pipes that were clogged with pine straw. We were able to clear these lines with our sewer jetting equipment to make sure they were clear and able to drain properly.

Water Resources has been cleaning the Towns waste water collection system piping. Ten percent of our system piping has to be cleaned annually. We generally clean over fifteen percent. This cleaning is done with our sewer jet and degreasing solution. The purpose of cleaning these lines is to limit odor problems, as well as inspecting our piping for potential problems. We have also smoked out several areas of the collections system, and will continue to do so as time allows. The purpose of smoking the collection system piping is to look for inflow (storm water) / infiltration (ground water) problems throughout the system, which could cause hydraulic overloading of the system. We found several broken cleanouts where storm water was entering our collection system. Our staff repaired these broken cleanouts.

If you have any questions concerning the Water Resources/Public Works Department, please call us at 638-3540, Monday-Friday, 8am-4pm. After hour's water and sewer, emergencies can be reported by dialing the Town Hall at 638-3870. You will be instructed to the dial "9" and follow the directions to contact the on call duty operator. You will then be asked to enter your phone number at the sound of the tone. After entering your phone number, the automated system will inform you that your page has been sent. Please, be patient and our utility systems operator will return your call. If you do not receive a call back within ten minutes, please notify the Police Department at 638-1108, and they will get in contact with the on-call utility systems operator.



MONTHLY ZONING REPORT

MONTH **September** YEAR **2022**

Activity	Monthly	YTD Total
Permit Applications Received	10	23
Permits Issued	10	23
Fees Collected	1211.60	3402.00
Violations Noted During Weekly Patrol	4	24
Complaints Received From Citizens	1	2
Notice Of Violations Initiated *see details below	4	25
Remedial Actions Taken By Town	0	0

Detail Summary		
Address	Violation	Date Cited
50 Shoreline	Overgrowth obstruction traffic views	13-Sep
116 Sailors	State of disrepair	22-Sep
324 Barbara	Junk car	28-Sep
111 Stillwater	Trailer	28-Sep

Liaison Report for Council Meeting – 10/20/22

All meetings are open to the public and anyone is welcome to attend.

Parks & Recreation

Parks and Recreation met on October 5. They addressed a long agenda filled with the many details involved in presenting their activities. The Tea Seminar and Trivia Night were both popular and received requests for repeats. Member discussed offering trivia night's monthly beginning in January. The Night Out free refreshment table was busy from opening to about 7:30. Meet and Greet at River Brew saw a lot of traffic and many residents met with Council candidates while enjoying food and drinks served by Erika and her staff of volunteers.

Upcoming events include the October 22 Community-wide yard sale day with the Red Caboose Library Book Sale and the Garden Club bake sale. Maps will be available at River Brew on Friday and at the Municipal Building on Saturday morning. Trunk or Treat will be held on Saturday, October 29 from 4-6 pm in the Municipal Building parking lot.

November events will start with two Christmas globe light workshops, in conjunction with CAC, on 11/9 and 11/12. A Veteran's Day recognition will be held on November 11 from 3-5 pm at Town Hall. All Veterans and their family members are invited. The annual Thanksgiving Bingo is scheduled for 11/22 from 1 to 4 pm in the Municipal Building. Prizes will be Thanksgiving themed. Pre-register to reserve a seat. This usually fills up early. You will hear more about Christmas events next month. Watch for flyers in the coming weeks.

In addition to offering events, P&R is working on some new ideas for our recreation area and a variety of new activities, many involving partnerships with other groups and agencies. Stay tuned.

The next meeting is November 2.

Community Appearance Commission (CAC)

The CAC did not meet in October but they were busy. After months of planning that go back to fall 2021, the CAC launched their yard of the month and festive yards awards program with Halloween. Anyone may nominate a home they find eye-catching. Nomination forms can be found on the town's website. The Christmas light globes workshops was already reported. The third big project is a review of the vegetation along the Plantation median. A detailed report should be ready in January.

There are two vacancies but one may soon be filled. The next meeting is scheduled for November 16.

River Bend Community Organic Garden (RBCOG)

RBCOG met on October 3. Garden volunteers worked almost 1500 hours 1/1 to 9/30. Over 2050 pounds of vegetables have been harvested since the spring. Interfaith Refugee Ministries received 250 pounds of crops raised for them. Interfaith plans to submit an article about RBCOG to their national publication. It was a disappointing year for monarchs but the bees are doing well. The NBHS Green Team returned for their tenth year. Fourteen students attended the first session. One garden volunteer is working to install solar power to the greenhouse.

The next meeting will be held on Nov 7 at 1:30 pm. All are welcome.

Red Caboose Library (RCL)

The board met on Oct 13. They reported they have a few new volunteers and patrons. They have added evening hours on Tuesday nights. The Banned Book Display was well received. Once again the children's open house was not well attended but several adults enjoyed it. Halloween candy will be available for trick or treaters. The library will hold a book sale in the Municipal Building on Community Yard Sale Day. A permanent home and finances continue to be concerns. Linda noted that all donations at the Community Picnic were to go to the library but they have not received anything. She will try to contact them again.

The next meeting is scheduled for Nov 3.

Town of River Bend



Monthly Financial Report

Printed 10/14/2022

This monthly report is provided as an oversight/management tool for the Town Council of the Town of River Bend. For ease of reporting, and in order to be consistent with the categories used in the annual budget process, this report summarizes the revenue and expenses in each of the three operational areas of the Town. Anyone interested in more detail, or further explanation of the contents of this report, is encouraged to contact Finance Officer Irving J. "Bud" Van Slyke, Jr. or Finance Director Mandy Gilbert.

Notes

The cash balances shown on page one are the amount of cash in each specific accounting fund. These funds are deposited in separate investment accounts. Pooled cash accounts used for operating funds but accounted for, in our internal systems, as individual accounts. Interest attributable to each account is allocated based upon the total rate of return of the account(s).

The FY Budget columns represents the original and current budget. As the fiscal year goes on and unforeseen expenses or revenues occur, we need to adjust the budget. The Council does this by formal amendment during a Council meeting. *Asterisked lines represent those budget items that have been amended since adoption.

The acronym CIF used in this report is our Capital Improvement Fund(s) for water and wastewater. These funds are, by resolution of the Town Council, reserved for expenses related to expansion of these systems, or retirement of debt. The Water CIF receives revenue in the form of annual Hydrant Fee payments.

Because this is an annual budget, it is important to note that many lines shown in this report will vary, some significantly, from month to month, and in different times of the year. In many instances, capital payments for current fiscal year projects are made early in the fiscal year and the majority of our ad valorem tax receipts occur in the middle of the fiscal year. This is another reason to maintain an adequate fund balance.

Town of River Bend Financial Dashboard



Visit our web site <http://www.riverbendnc.org/finance.html> to view the Financial Dashboard. These dashboards are designed to give the user a quick overview of the status of revenues and expenditures in each of the Town's three major funds as reported in the Monthly Financial Report.

[illegible]

Town of River Bend
Financial Report
Fiscal Year 2022 - 2023



General Fund

Revenue	Fiscal Year Budget		July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	FY to Date	
	Original	Current													Total	% Budget
1 Ad Valorem Taxes	721,710	721,710	-	97	34,611										34,707.54	4.8%
2 Ad Valorem Taxes - Vehicle	92,300	92,300	-	8,812	18										8,829.64	9.6%
3 Animal Licenses	2,000	2,000	100	70	100										270.00	13.5%
4 Local Gov't Sales Tax	380,222	380,222	37,988	35,382	37,856										111,225.48	29.3%
5 Hold Harmless Distribution	99,000	99,000	9,266	9,205	10,114										28,586.33	28.9%
6 Solid Waste Disposal Tax	2,200	2,200	-	505	-										505.34	23.0%
7 Powell Bill Fund Appropriation	-	-	-	-	-										-	0.0%
8 Powell Bill Allocation	91,000	91,000	-	-	45,742										45,741.81	50.3%
9 Beer & Wine Tax	13,225	13,225	-	-	-										-	0.0%
10 Video Programming Tax	50,743	50,743	-	-	12,883										12,883.24	25.4%
11 Utilities Franchise Tax	108,963	108,963	-	-	23,003										23,003.44	21.1%
12 Telecommunications Tax	8,140	8,140	-	-	1,844										1,844.13	22.7%
13 Court Cost Fees	500	500	23	45	14										81.00	16.2%
14 Zoning Permits	5,000	5,000	343	1,420	1,840										3,602.00	72.0%
15 Federal Grants*	-	22,170	-	-	-										-	0.0%
16 State Grants*	-	250,000	-	-	-										-	0.0%
17 Federal Disaster Assistance	-	-	-	-	-										-	0.0%
18 State Disaster Assistance	-	-	-	-	-										-	0.0%
19 Miscellaneous	10,000	10,000	1,010	1,866	1,500										4,375.78	43.8%
20 Insurance Settlements	-	-	-	1,693	-										1,693.11	#DIV/0!
21 Interest - Powell Bill	50	50	-	-	0										0.03	0.1%
22 Interest - Investments	500	500	1,336	1,628	1,764										4,727.34	945.5%
23 Contributions	421	421	1,035	0	-										1,035.12	245.9%
24 Wildwood Storage Rents	18,144	18,144	1,577	1,680	1,724										4,981.81	27.5%
25 Rents & Concessions	18,000	18,000	1,860	1,840	2,020										5,720.00	31.8%
26 Sale of Capital Assets	15,000	15,000	-	-	-										-	0.0%
27 Sales Tax Refund Revenue	-	-	-	-	-										-	0.0%
28 Trans. from Capital Reserve*	33,000	72,787	33,000	-	-										33,000.00	45.3%
29 Trans. from ARPA Fund	-	-	-	482,189	-										482,189.23	#DIV/0!
30 Trans. from L.E.S.A. Fund	-	-	-	-	-										-	0.0%
31 Appropriated Fund Balance*	200,813	291,394	-	-	-										-	0.0%
Total	1,870,931	2,273,469	87,537	546,432	175,033	-	-	-	-	-	-	-	-	-	809,002.37	35.6%

*Astericked lines represent those budget items that have been amended since Original Budget adoption.

#DIV/0! indicates revenue was received, but not budgeted for this line item.

Town of River Bend
Financial Report
Fiscal Year 2022 - 2023



General Fund

Expenditures	Fiscal Year Budget		July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	FY to Date	
	Original	Current													Total	% Exp
1 Governing Body	30,400	30,400	7,666	-783	4,505										11,388	37.5%
2 Administration*	279,600	296,800	35,532	25,566	23,908										85,007	28.6%
3 Finance*	119,000	133,800	10,647	8,468	8,340										27,455	20.5%
4 Tax Listing	11,600	11,600	-	306	346										652	5.6%
5 Legal Services	24,000	24,000	1,624	3,293	3,198										8,115	33.8%
6 Elections	1,000	1,000	-	-	-										-	0.0%
7 Public Buildings	102,300	102,300	7,882	10,383	6,711										24,976	24.4%
8 Police*	587,200	664,443	66,342	46,934	41,054										154,330	23.2%
9 Emergency Management	3,700	3,700	365	1,954	15										2,334	63.1%
10 Animal Control	14,600	14,600	1,662	921	929										3,512	24.1%
11 Street Maintenance	193,000	193,000	4,202	7,023	2,342										13,568	7.0%
12 Public Works	177,500	177,500	17,299	8,631	10,944										36,874	20.8%
13 Leaf & Limb, Solid Waste	51,000	51,000	4,034	332	4,066										8,432	16.5%
14 Stormwater Management*	43,100	311,395	2,444	3,576	3,778										9,798	3.1%
15 Waterways & Wetlands	2,900	2,900	-	-	33										33	1.1%
16 Planning & Zoning*	51,300	54,800	5,812	3,882	3,537										13,231	24.1%
17 Recreation & Special Events	7,600	7,600	1,121	179	262										1,561	20.5%
18 Parks*	79,700	101,200	2,930	25,332	2,943										31,205	30.8%
19 Transfers	73,500	73,500	73,500	482,189	-										555,689	756.0%
20 Contingency	17,931	17,931	-	-	-										-	0.0%
Total	1,870,931	2,273,469	243,064	628,185	116,910	-	-	-	-	-	-	-	-	-	988,159	43.5%

Capital / Debt (included above)	Fiscal Year Budget		July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	FY to Date	
	Original	Current													Total	% Exp
1 Capital Outlay*	172,500	228,035	-	22,975	-										22,975	10.1%
2 Debt Service - Principle	-	-	-	-	-										-	0.0%
3 Debt Service - Interest	-	-	-	-	-										-	0.0%

*Astericked lines represent those budget departments that have been amended since Original Budget adoption.

Water Fund



Revenue	Fiscal Year Budget		July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	FY to Date	
	Original	Current													Total	% Col
1 Base Charge	277,253	277,253	45,982	334	46,351										92,668	33.4%
2 Consumption	236,560	236,560	47,061	232	46,915										94,208	39.8%
3 Other, incl. transfers	19,892	19,892	849	4,437	1,316										6,601	33.2%
4 Hydrant Fee	20,130	20,130	20,130	-	-										20,130	100.0%
5 Appropriated Fund Bal.*	40,665	323,681	-	-	-										-	0.0%
Total	594,500	877,516	114,022	5,003	94,582	-	-	-	-	-	-	-	-	-	213,607	24.3%

Expenses	Fiscal Year Budget		July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	FY to Date	
	Original	Current													Total	% Exp
1 Admin & Finance*	467,000	479,225	46,918	22,831	21,859										91,607	19.1%
2 Supply & Treatment	75,000	75,000	868	2,691	3,505										7,065	9.4%
3 Distribution	49,000	49,000	30,702	671	784										32,156	65.6%
4 Transfers / Contingency*	3,500	274,291	-	-	270,791										270,791	98.7%
Total	594,500	877,516	78,488	26,193	296,938	-	-	-	-	-	-	-	-	-	401,619	45.8%

Capital (included above)	Fiscal Year Budget		July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	FY to Date	
	Original	Current													Total	% Exp
1 Capital Outlay*	13,000	16,825	-	-	-										-	0.0%

Cash Balances

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
1 Water Fund	711,452	757,072	491,466									
2 Water Capital Reserve Fund (CIF)	245,404	245,849	1,213									

Water Produced		FY20-21		July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	FY to Date	
			Limit														
1	Total Gallons			8,488,000	8,573,000	8,445,000										25,506,000	
2	Average daily gallons		925,000*	273,806	276,548	281,500										277,285	

* This is the permitted daily limit.



Sewer Fund

Revenue		Fiscal Year Budget		July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	FY to Date	
		Original	Current													Total	% Col
1	Base Charge	294,601	294,601	48,732	397	49,236										98,364	33.4%
2	Consumption	316,810	316,810	61,798	634	64,216										126,648	40.0%
3	Other, incl. transfers	9,901	9,901	1,314	3,079	1,998										6,391	64.5%
4	Appropriated Fund Bal.*	48,188	565,827	-	-	-										0	0.0%
Total		669,500	1,187,139	111,844	4,109	115,450	-	-	-	-	-	-	-	-	-	231,403	19.5%

Expenses		Fiscal Year Budget		July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	FY to Date	
		Original	Current													Total	% Exp
1	Admin & Finance*	455,000	468,025	44,707	23,332	22,600										90,640	19.4%
2	Collection	75,000	75,000	5,399	1,055	15,499										21,952	29.3%
3	Treatment	136,000	136,000	10,840	7,305	3,434										21,579	15.9%
4	Transfers / Contingency*	3,500	508,114	-	-	504,614										504,614	99.3%
Total		669,500	1,187,139	60,946	31,693	546,147	-	-	-	-	-	-	-	-	-	638,786	53.8%

Capital (included above)		Fiscal Year Budget		July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	FY to Date	
		Original	Current													Total	% Exp
1	Capital Outlay*	42,000	45,825	-	-	13,870										13,870	30.3%

Cash Balances		July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
1	Sewer Fund	1,092,813	1,125,729	631,562									
2	Sewer Capital Reserve Fund (CIF)	11,280	11,301	57									

Wastewater Treated		July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	FY to Date	
		Limit													
1	Total Gallons		3,694,000	3,156,000	3,180,000									10,030,000	
2	Average daily gallons	330,000*	119,161	101,806	106,000									108,989	

* This is the permitted daily limit.



Water Resources Department Policy Manual

TOWN OF RIVER BEND, NORTH CAROLINA

Green= delete

Yellow=add

ITEM 9

Table of Contents

Section 1 - River Bend Water Resources Department

A. Establishment.....	3
B. Authority	3
C. Office and Service Hours.....	3
D. Continuity of Service	4
E. Scope.....	4
F. Application of Policies.....	4
G. Customer Request for Policies.....	4
H. Privacy	5

Section 2 - Rights and Responsibilities

A. Customer Responsibility	5
B. Customer Rights	6
C. Municipal Responsibility	6
D. Municipality's Rights	7

Section 3. - Establishing Service

A. Connecting to the System	7
B. Service to Existing Connections	8
C. Service to Commercial and Industrial Accounts	8
D. Time and Place of Application	8
E. Time of Connection	8
F. Out-of-Town Connection Requests	8
G. Temporary Turn-on at Permanent Dwellings	9
H. Estate Account	9
I. Customer Responsibility for Piping.....	9
J. Prior Debts	9
K. Deposits.....	10
L. Future Deposits	10
M. Refunding of Deposits	10

Section 4 - Rates and Fees

A. Customer Classes	10
B. Rate Setting.....	11

Section 5 - Billing for Service

A. Billing Cycle	11
B. Meter Reading.....	12
C. Application of Payments and Payment Options	12
D. Billing Adjustments	13
E. Service Changes.....	14

Water Resources Department Policy Manual

F. Billing Changes.....	14
G. Address Changes.....	14
H. Transfer of Existing Customer To New River Bend Location	14
I. 1998 Water System Expansion	14
J. Class 7 Customers Transferring To Class 1 or 2	15

Section 6 – Discontinuing Service

A. Closing a Utility Account	15
B. Forced Closing of a Utility Account.....	15
C. Termination of Service	15
D. Customer’s Rights Prior to Discontinuance of Service	16
E. Involuntary Discontinuance of Service.....	16
F. Disconnection for Prior Debts	17
G. Reconnections	17

Section 7 - Operational Policies

A. Meter Testing	18
B. Responsibility for Leakage	18
C. Damage to Plants and Shrubs	19
D. Tampering With Water and Sewer System Equipment	19
E. Damage to Department Equipment.....	19
F. After Hours Service Calls	19
G. Swimming Pool Filling	19
H. Irrigation Water Meters.....	20
I. Vacant Residences	20
J. Bad Check Processing.....	21
K. Debt Collection	21

Section 8 – Relevant Town Ordinances

§ 5.01.002 Rates.....	21
§ 5.01.003 Use of Water and Sewer Funds.....	22
§ 5.01.004 Cost Accounting.....	22
§ 5.01.005 Budget Preparation.....	22
§ 5.01.007 Connection to Water Supply and/or Sewage Disposal Systems	23
§ 15.01.101 Water and Sewerage Systems (<i>from the subdivision ordinance</i>).....	23
§ 15.02.066 Water Supply and Sewage Disposal	23

Appendix – Service and Information Forms

Current Rate Schedule	25
Service Application for Tenant.....	27
Service Application for Owner	28
Third Party Notification Application	29
Direct Bank Draft and Official Payments	30
Bank Draft Enrollment Form	31

Water Resources Department Policy Manual

The policies and procedures contained in this document are intended to define the relationship between the customer of water and/or wastewater services and the Town of River Bend. These policies are, by delivery to a customer, made part of the contract for service entered into by the customer. By contracting for service, the customer acknowledges the applicability of these policies and procedures and agrees to abide by them.

Section 1 - River Bend Water Resources Department

A. Establishment

The Town of River Bend (Town) owns and operates water and wastewater utilities in accordance with applicable State and Federal regulatory requirements and under permits issued by the State of North Carolina. These rules and regulations, as amended from time to time, are adopted by the Town Council of the Town to govern the relationship between the Town and its water and sewer customers.

The Water Resources Department (hereinafter referred to as Department) is operated as a Town Department as authorized in Title V of the Town Code of the Town of River Bend. Operational authority of the Department rests with the Town Manager while the Council retains governing authority of the utilities. The terms Department and Town may be used interchangeably in this document.

B. Authority

The enactment of standard utility policies requires the approval of the Town Council. As fee schedules, rates and other specific policies are updated; it will be the responsibility of the Town Manager or designee to make sure the policy manual is revised.

The Town Manager is authorized as the hearing or grievance officer for customers. As such, the Manager is authorized to hear concerns and complaints, settle disagreements, and reconnect any customer disconnected for nonpayment or other reason while the concern is investigated, if that official deems necessary. Hearings are addressed in Section 6, Discontinuing Service.

All grievances should be heard and addressed by the Town Manager prior to an item appearing before the Town Council.

C. Office and Service Hours

The Town of River Bend Water Resources Office is located in the Town Hall at 45 Shoreline Drive.

The office is open from 8 a.m. to 4 p.m. Monday through Friday. Routine and regular service work will be performed from 7 a.m. to 4 p.m. Monday through Friday and 7 a.m. to 3 2 p.m. Saturday and Sunday, except for municipal holidays. Service work for unusual conditions may be arranged at other times upon request at a pre-arranged fee.

A 24-hour drop box is available for customer's convenience in the parking lot of Town Hall.

Water Resources Department Policy Manual

Payments made at the drop box after 4 p.m. are posted the next business day.

Emergency restoration work is performed 24 hours a day, seven days a week. Please call us at 638-3540 for emergency service. For after hours emergencies, please call 252-464-4328 and enter your call back phone number when prompted. If you do not hear back from the on-call operator within 15 minutes, call the River Bend Police non-emergency number at 638-1108 (or select option 1 when you call the town's main number at 638-3870).

D. Continuity of Service

All reasonable efforts are made to assure continuity of services to customers. Notice is given by posting signs, by mass calling using the Town's emergency notification system, or by personal contact of predicable interruptions to services resulting from systems maintenance operations or repairs. The Department may suspend water and sewer services as a result of accidents requiring major repairs, loss of the water supply, public health emergencies, at the direction of the courts or public authorities or as a result of strikes, riots, war, fire, flood or other disasters.

E. Scope

This Manual is not meant to be all-inclusive but offers direction and guidance for the Town Manager and employees of the Town.

The intent of these policies is to provide the customer, and the employees of the Town a helpful guide with uniform procedures for providing utility service. The Town desires to treat its citizens in a fair and nondiscriminatory manner while recognizing that each customer has distinct needs and requirements.

Employees of the Town have been empowered and well-trained to use these policies to deliver high quality service to customers. Employees are expected to deal with each decision with empathy and understanding, listening carefully to the needs and requirements of individual customers. Ultimately, the Town Manager is the final authority on these policies. However, every customer has the right to appeal any decision before the Town Council.

These policies are not meant as a substitute for personal initiative on the part of employees. It will serve as a guide for reasonable response to customer needs while meeting the requirements of good business practices on the part of the Town.

F. Application of Policies

These policies apply to every customer or applicant for utility service and they may be revised, amended, supplemented, or otherwise changed from time to time by action of the Town Council. Customers are encouraged to seek answers to any questions by calling the Water Resources Office.

Although the Town uses its good faith effort to see that utilities are delivered safely, the Town is not responsible for any damage caused by turning on or off utility services.

G. Customer Request for Policies

Customers may obtain a copy of the Town's policies at the Department's office or on the Town's website. Customers may also request a verbal explanation of the Department's policies.

H. Privacy

Our application/agreement requests that the potential customer provide their social security number. We request this number to verify identity, perform a credit check and collect delinquent balances once a customer vacates a property. There is no statutory or other authority requiring any customer to provide a social security number.

Customer billing data is not considered public information. The Town will ensure that customer information, including billing data, is adequately safeguarded against unauthorized use as required by Section 18.01 of the River Bend Code of Ordinances.

Section 2 - Rights and Responsibilities

The customer and the Town have unique rights and responsibilities in connection with utility service. These responsibilities and rights are detailed throughout this Manual, some of which are summarized here.

A. Customer Responsibility

1. To establish credit in one of these ways:
 - a. Provide proof of ownership of the property to which service will be provided.
 - b. Pay a utility deposit in accordance with the policies herein described.
2. Allow Water Resources Department personnel unobstructed access to property to set up and maintain service.
3. Pay bills by the Due Date shown on each bi-monthly bill. The customer must notify the Town before the normal due date if (a) a bill has not been received or (b) questions concerning the amount of the bill (either too much or too little). **Failure to receive a bill or failure of the delivery of payment does not exempt the customer from payment responsibility or from being charged any late penalties.**
4. Notify the Water Resources Office, through an application form, of the identity of other persons (i.e. relatives or power of attorney) a customer would like to receive duplicate billing, notice of service interruption for nonpayment of bills, or other information.
5. Notify the Water Resources Office if there is someone in the household who is either chronically or seriously ill, disabled, or on a life support system. This may require verification from a doctor that the utility is necessary to sustain life. The customer has the responsibility to carefully handle the customer's account so that service will not be interrupted for failure to pay. With the medical alert designation, the Water Resources Office will make a good faith effort to make personal contact with the customer or member of the customer's household before service is terminated.

Water Resources Department Policy Manual

6. Notify the Water Resources Office of questions or complaints about service.
7. Be aware of and provide unobstructed access to property owned by the Town at the customer's home/business and safeguard it.
8. Install, maintain, and repair plumbing in the home/business that conforms to all applicable laws, rules, and regulations. If the Town deems the property cannot receive service in a safe manner, service will not be connected until the problems are remedied.
9. The Town provides utility service for the sole use and convenience of the premises under contract. The customer will ensure that utility service is not given or resold to anyone, including a neighbor. Violation of this policy will be cause for immediate disconnection of service. (See Section 5 – Discontinuing Service)
10. The customer is responsible for ensuring that the Town has accurate address, billing and contact information for the customer. If any such information changes after the original application, the customer must notify the Town of the changes.
11. In the event of a payment issue involving a bank or third party, the customer is responsible for addressing/resolving any payment/banking issues with the banking institution or payment vendor that they utilize. An error by the bank or vendor does not exempt the customer from any fees. The Town does not negotiate with banks or vendors on behalf of a customer. A late payment made by a bank or vendor will be recognized as a late payment from the customer. If a fee has been assessed due a banking/vendor error, the customer should seek relief or reimbursement for any fee from the bank/vendor, not the Town.

B. Customer Rights

1. A customer has a right to request that the customer's deposit be refunded, if made, when the customer discontinues service from the Town, or becomes the owner of the property.
2. The customer has a right to request, free of charge, historic billing and usage information. If a utility department employee cannot find any reason for usage changes, the customer may request one free meter test. The customer has a right to the results of this test.
3. The customer has a right to request a review of any complaint according to the Town's grievance procedure.

C. Municipal Responsibility

1. Refund the customer's deposit if conditions are met.
2. Give written notice on a regular bill and a separate second notice at least 7 days before service is interrupted for failure to pay. The notice will explain the reason for disconnection, when service

Water Resources Department Policy Manual

will be eligible for disconnection, and explain how the customer can avoid service interruption. The notice will respect a customer's right to privacy regarding publication of debt.

3. Do not disconnect for nonpayment during extreme weather conditions, as determined by Town Manager or their designee.

Amended 01/15/15

4. Do not disconnect for nonpayment on a Friday, or on a weekend, or on a municipal holiday.

Amended 01/15/15

5. Provide and explain rate schedules, how meters are read, and other additional, reasonable information.

6. Respond to questions or complaints from customers. The Town may not agree with the complaint but pledges prompt, courteous, and honest answers.

7. Provide historic billing and usage information when requested by the customer.

8. Provide water usage and conservation information.

D. Municipality Rights

1. Obtain unobstructed access to the Department's equipment and utility facilities. If unobstructed access is not permitted, then services will not be connected until free access is available.

2. To require proof of residency in the form of rent receipts or lease agreements, etc. prior to the establishment of service. Service will not be established if any member of the household has an outstanding account with the Town.

3. To receive notice of changes in address, status of utility service, or problems with utility service.

4. To receive timely payment for services delivered to customers.

5. The appropriate department of the Town is allowed to take action in court or as otherwise permitted by law regarding equipment tampering or financial delinquencies.

6. The Town may disconnect services and remove its apparatus from the premise for violation of any Department regulations; i.e., nonpayment of any portion of a bill regardless of the service which the bill or portion thereof represents, or false information on the application of services. (See Section 6 – Discontinuing Service)

7. The Department requires that charges for all services presented on the bill be paid in full prior to the reconnection of services to a location. This will include additional fees such as, but not

limited to, nonpayment fees and/or deposits.

8. The Town is not responsible for any damage caused by turning on or turning off utility services.

Section 3. - Establishing Service

A. Connecting to the System

New customers who want to connect or are required by Town Ordinance (15.01.101 and 15.02.066) to connect to the water and sewer systems may apply for the desired services as follows:

1. New customers may apply for service where the necessary water distribution and sewer collection pipes exist beneath or adjacent to streets abutting the property. Such new customers will be required to complete a Service Application acknowledging responsibility for payment of bills, pay the Initial Connection (Tap) Fee, and pay, if applicable, the Capital Investment Fee (CIF) charge set forth in the Rate Schedule, or Class 7 Customers may request water service to property where an Early Bird Special payment was made.

2. If service is requested where the necessary water distribution and sewer collection pipes DO NOT exist beneath or adjacent to streets abutting the property the owner/developer of said property shall be responsible for the cost of extending service to the property.

3. The Town owns and operates a potable water system (WS) and waste water treatment plant (WWTP). The WS produces, treats and distributes potable water to users. The WWTP receives, processes and treats raw sewer conveyed to it from the town's sewer collection system and then discharges it to the receiving stream. Both of these systems are licensed and regulated by the State of North Carolina. Both the WS and the WWTP have limited capacity. An application for water and/or sewer service must be submitted to the Town and approved by the Town prior to any new water and/or sewer customer being connected to the Town's systems.

Once the application is submitted to the town, the Public Works Director will review the application and determine if the Town's system(s) have the capability and capacity to provide the requested service. The Public Works Director will consider what impact approving the service request will have on the operation, performance and/or reserve capacity of the Town's systems. The permit limits, system capabilities, and the state's formula for estimating flow and use, along with any other data relative to the operation of the systems, may be used as a guide in making this determination. No service or line extension shall be connected to the Town's system without approval by the Town's Public Works Director. Additionally, when an extension of either system is requested, the customer may be required to submit additional data to indicate the amount of use associated with the proposed application. Extensions that will be connected of the Town's systems may be subject to approval by the State of North Carolina. If extensions are required, the customer shall provide all data necessary to complete the state application process and pay all costs associated with submitting the application. The applicant shall also pay for any engineering review that the Town requires in order to consider the application.

Any application for service that will require a single or multiple service connections (such as a

Water Resources Department Policy Manual

residential subdivision, business development, planned development, industrial or commercial operation, etc.) wherein such services are estimated to utilize more than 20% of the Town's reserve water production capacity or reserve sewer treatment capacity must also be approved by the Town Manager. Any application for service that is estimated to utilize more than 35% of the Town's reserve capacity of either system must be approved by the Town Council. If the system that is being requested to be used is operating at 80% or more of its permitted capacity at the time of application, or if approval of the application would result in the system reaching at least 80% of its permitted capacity, no service shall be connected to the Town's system without approval of the Town Council. The Town reserves the right to limit the total number of water and/or sewer service connections made to the Town's system as a part of any multi-lot development. The number of permitted connections will be determined by the Town Council.

If connections are limited by the town based on estimated current flow data and/or current reserve capacity and either of those variables change in the future, then the applicant may apply for additional services or extensions based on actual flows and/or changes in reserve capacity. However, no application for additional services may be submitted for a previously approved project within 6 months following completion of the approved project. This 6 month waiting period will be used to establish data on actual flows of the completed project.

Any permitted project not started within 180 days of permit issuance may be subject to revocation and required to re-apply. Any project that requires allocation of water or sewer reserve capacity which is not completed within 3 years of issuance of the permit, shall forfeit any connections and reserves allocated to them for the unfinished portion of the project. The applicant may, within 6 months prior to expiration of the 3 year term, request an extension of no more than 1 year to complete the project. If after the expiration of the 3 year term or any extension thereof, the project is not completed, the applicant may submit a new request for enough allocation to complete the unfinished portion of the project. For example, if a project was originally approved for 200 sewer connections to serve 200 homes and was allocated 72,000 gallons per day of sewer use, and after 3 years, only 100 homes have been constructed, then the applicant, having only completed 50% of the project, would forfeit 50% of the originally approved sewer connections (100 connections) and 50% of the originally approved sewer allocation (36,000 gallons per day).

For the purpose of determining the Town's reserve capacity, the average daily usage of the applicable system, as published in the Town's monthly financial report, for the immediate 12-month period prior to submission of the application, will be compared to the Town's permitted capacity to determine reserve capacity (example: permitted capacity of system minus previous 12-month average daily use = reserve capacity).

B. Service to Existing Connections

Service may be provided to existing connections upon the completion of a Service Application available at the Department's office or on the Town's website. This application form may be submitted in person, via mail, or via facsimile. However, in order to verify identity, a government issued identification document (driver's license, passport, state identification card, military identification card, etc.) is required to be presented in person.

C. Service to Commercial and Industrial Accounts

Accounts established for non-residential service will require a Federal Tax ID number and a signature by a duly authorized representative of a business entity. For a business not operated by a recognized legal entity the account will be listed in the name of a responsible person (owner, manager, etc.). That person accepts the personal responsibility for payment of the account and must notify the Department of any changes in ownership.

D. Time and Place of Application

Customers may request utility service at the River Bend Town Hall during regular business hours (M-F 8:00 a.m. – 4:00 p.m.).

E. Time of Connection

The Department will strive to meet each customer's needs for connection of service. Normal connection will be made in a timely manner during regular work hours. The Department reserves the right to inspect the premises prior to connection to determine if utility service can be received at the premise in a safe manner.

Water customers who request connection or reconnection of water service shall have a representative present in the residence when service is established to ascertain that damage is not being caused by water in the resident's water system as the connection is re-established. The Town shall not have liability in such instances.

F. Out-of-Town Connection Requests

If a customer wants to obtain service prior to arrival in the Town, the Department may provide the requested service and mail, fax, or email a Service Application and Water Resources Policies Manual to the customer. Mailed information shall include acknowledgment of the establishment of service and an application for services for the customer to sign. However, in order to verify identity, a government issued identification document (driver's license, passport, state identification card, military identification card, etc.) is required to be presented in person. The customer should also be notified of any required deposit and fees and should pay those fees within 10 days or the service will be discontinued and the account closed.

G. Temporary Turn-on and Turn-off at Permanent Dwellings Premises

The Department may request shall assess an additional fee (refer to the fee schedule) to be paid for the expense of turning on and off utilities maintained for less than 30 days at a permanent premises. The purpose of this fee is to recover costs for turn-on and turn-offs.

H. Estate Account

The Department may request legal documentation from the executor or the person responsible for administering an estate. The account will then be set up in the estate's name. It is the responsibility

of the executor or other person administrating the estate to notify the Department of any changes in account status. The deposit requirement for the account will have to be reviewed as a new account.

I. Customer Responsibility for Piping

Each customer is responsible for water and sewer piping on his property. The customer is responsible for obtaining any permits, approvals and inspections. Installation is governed by the Craven County Building Codes and inspection of such new water and sewer piping is done by the Craven County Inspection Department. Sharing services between buildings on different properties, except for condominiums and group residences, is not permitted.

J. Prior Debts

The Department will refuse to furnish new service to an applicant who is indebted to the Town for service previously furnished at any address in the Town. Also, service will not be established if any member of the household has an outstanding account with the Town. The Town may require proof of residency in the form of rent receipts or lease agreements, etc., prior to the establishment of service.

The Department will also refuse service to an applicant requesting service at an address where the owner of those premises is delinquent in paying the account at that address. If however, the delinquent customer is not the owner of the premises to which the services were delivered; payment of the delinquent account may not be required before providing services at the request of a new and different tenant or occupant of the premises. This restriction will be subject to some interpretation if more than one tenant is occupying premises and such tenants attempt to request, receive and not pay for service. In such event the "new and different tenant or occupant" requirement may not be met.

The property owner will be required to be the contracting utility customer after 2 defaults on utility fee payments at a rental property. A payment default is when a utility customer is indebted to the Town after all deposits and payments are applied in the established timeframe.

K. Deposits

The Town may not make the provision of a social security number (SSN) mandatory for service. However, election not to provide a valid social security number will subject the customer to a deposit as described below for non-owner occupied addresses equal to three (3) months of the applicable base rate(s) before service is established. No deposit is required for owner occupied addresses, that do provide a SSN. However service will be denied to any person who is in debt to the department for current or past service until such debt is paid, including any fees and/or penalties.

For addresses that are not non-owner occupied, a deposit equal to \$150 (water & sewer) or \$50 (water only) will be collected before service is established. Deposits must be paid in cash or by credit card through a third party provider. Deposit funds will be held by the Town and will be returned, without interest, in accordance with the policies herein described.

Amended 07/17/14 & 04/25/18

L. Future Deposits

Any customer whose service is involuntarily terminated for nonpayment, meter tampering, or other reasons more than once twice in any twelve month period will be required to pay a deposit, as specified in Section 3 (K) the above paragraphs, prior to reconnection of service. This includes all customer accounts, including owner occupied addresses. Any customer that submits more than one check which is returned as not paid for any reason shall be required to pay a deposit on that account within 5 days of being notified or that service may be disconnected.

M. Refunding of Deposits

A deposit will be refunded promptly and automatically when service is voluntarily discontinued and all bills are paid. All outstanding amounts on the final bill will be deducted from the deposit amount. Refunds for less than \$3.00 will not be issued. The deposit will not be refunded if the customer has another account with a past due balance. The remaining credit on the account will be transferred to another account with a balance.

Section 4 - Rates and Fees

A. Customer Classes

There are ten customer classes for billing purposes as follows:

Class 1 - Connected to a 5/8" (typical domestic service) water meter and to the sewage collection system. Includes condominiums and group residences with a single common meter and a single bill instead of individual customers' bills.

Class 2 - Connected to a 5/8" (typical domestic service) water meter with no sewer connection.

Class 3 - Connected to a 2" water meter and to the sewage collection system.

Class 4 - Connected to a 2" water meter with no sewer connection.

Class 5 - Connected to a 4" water meter and to the sewage collection system.

Class 6 - Has a 5/8" water service installed at property line during system expansion - Converts to Class 2 when used.

Class 7 - (Hydrant Fee) Town residents within 1,000 feet of a fire hydrant who are not water service customers.

Class 8 - Connected to a 1" water meter with or without sewer collection system.

Class 9 - Connected to a water meter greater than 5/8" (typical domestic service), with or without sewer connection, where the use served is vacant or otherwise out of use. In order to qualify for this Class, the property must be vacant or otherwise out of use, the customer must use less than 2,000 gallons per two month billing cycle, and must request, in writing to the Water Resources Department, to be changed to this Class. If more than 2,000 gallons are used in a subsequent two month billing cycle, the customer shall automatically revert to the Class appropriate for the connection served.

Class 10 – Connected to a 5/8” (typical domestic service) water meter and to the sewage collection system, where the use served will be permanently vacant. This class is intended to accommodate owners that do not anticipate that their property will be occupied again during their ownership and therefore not serviced by an active user account. In the event that an owner requests to return to an active user account, the owner will be required to pay a reactivation fee. See Section 7, Item I (Vacant Residences) for more information.

Amended 07/17/14 & 02/19/15

B. Rate Setting

The Town Council reviews rates each year during the budget process. Using a professionally designed rate model, the Council examines current and future needs (including adequate reserves) of the systems in order to establish rates that are adequate to meet these needs. The rates are included in a Fee Schedule adopted annually with the Budget Ordinance and sets forth the charges to be used for customer billing purposes.

Section 5 - Billing for Service

A. Billing Cycle

1. Bi-monthly bills are mailed out no later than the 10th day of the billing month – January, March, May, July, September and November (odd-numbered months).
2. A bill is past due if not paid by 4:00 p.m. on the 30th day following the bill date. A 10% late payment fee will be assessed on all past due accounts, and a second notice including the late payment fee will be mailed the following day. The late payment fee shall be waived upon request from a customer who has been a customer for at least 12 billing cycles, and made all payments for service on time for the past 12 billing cycles (24 months) and had no instances of attempting a transaction with insufficient funds within the same time period. This waiver shall only be applied if the remaining balance is paid in full prior to the date service is scheduled to be disconnected for nonpayment.

Amended 03/22/13

3. No third notice will be mailed. The Department may attempt a call using our automated notification system to a phone number provided by the customer alerting the customer as to the planned date of disconnection. Disconnections will only be made Monday through Thursday in order to give customers the opportunity to make payment and have service reconnected before a weekend.
4. Service is scheduled to be discontinued if payment is not received by 4:00 p.m. on the 45th day following the bill date. The nonpayment fee will be charged to any customer whose bill is unpaid at 4:00 p.m. on the 45th day following the bill date. The fee and past due balance must be paid in full before service is reconnected.
7. No service will be reconnected between the hours of 4:00 p.m. and 7:00 a.m.

8. A charge, as noted in the Section 7.D. of these policies, will be imposed against any customer who reconnects the customer's own meter.

B. Meter Reading

Customer water meters are read bi-monthly and the water consumption is calculated accordingly. Should meter reading data be unavailable for any reason, an estimated consumption for the billing period based on prior billing data may be used. Any adjustments resulting from subsequent more accurate data will be made part of the next bill.

The Department utilizes state of the art water meter reading (radio read) technology that does not require a meter reader to read each individual meter. However, the technology is dependent upon the customer maintaining the area of the meter box serving the property in a manner that keeps it unobstructed by shrubs, grass, weeds, mulch, dirt, or other similar materials. Similarly, vehicles may not be parked over the water meter. If a "radio read" meter fails to transmit reading data, an operator will visit the location. If the failure to transmit is due to customer (or their agent) obstruction or due to damage caused by a customer (or agent), notice will be given to the customer, and a fee to recover repair costs shall be invoiced and applied to the customer's account.

C. Application of Payments and Payment Options

Partial payment of balances due on a customer's account shall be applied in the following order:

1. Charges and fees – such as, but not limited to, late payment penalties, nonpayment fees, and charges resulting from damage to Department equipment and/or property.
2. Sewer service charges (if applicable)
3. Water service charges

Payment Drop-Box: A drop-box is located in the center island of the Town Hall parking lot for check and money order payments. Cash payments are receipted in Town Hall during regular business hours, Monday – Friday, 8:00 a.m. to 4:00 p.m. Any payments placed in the drop-box after 4pm will be posted the next business day.

Direct Bank Draft: Customers can have their bill drafted directly from their bank account each billing cycle. A completed Enrollment Form along with a voided check is required to sign up for this service.

On-line or by Phone: The Town accepts payments by credit cards, debit cards, and electronic checks through **Official Payments ACI Payments, Inc.**, a third party company. Payments may be made through Official Payments by using their secure web site or interactive voice response phone system. Their web based service provides a record of payment, and the phone system a confirmation number. **Official Payments ACI Payments, Inc.** will charge a separate convenience fee of **\$4.95 5.50** for credit card payments and \$2.50 for E-Check payments. Please note, **Official Payments ACI Payments, Inc.** will charge a return fee of **\$5.95** for returned E-Check payments. These fees will show up as a separate charge on your credit card or bank statement. Visit their web site at www.officialpayments.com or call 1-800-272-9829 to use their phone payment option with your credit card or "PIN-less" debit card. **To properly process your payment**, you will need to provide your **River Bend** nine digit account number and River Bend's **unique** "jurisdiction number" **which is 3963**.

D. Billing Adjustments

If the Department has overcharged or undercharged a customer for service, the Department will correct this error subject to the following procedures:

1. If the Department has overcharged a customer for service, the Department will, at the Department's option, refund to the customer or credit the customer's account, without interest, the excess amount, subject to the following limitations:

A. If the time period over which the mistake occurred can be determined, the Department should credit or refund the excess amount charged the account for that entire interval, provided that such time period shall not exceed two (2) years.

B. If the time frame of the problem cannot be determined, the Department should refund the excess amount charged during the previous 12 months.

C. If the exact amount of excess charge cannot be determined, the Department should estimate the amount due.

D. If an overcharged customer owes a past due balance to the Department, the Department may deduct that past due amount from any refund or credit due the customer.

E. If an overcharged customer owes the Department on another account, the Department will apply the credit to that past due account.

2. If the Department has undercharged a customer for service, the Department will collect the additional amount due the Department in installments over the same amount of time as the undercharge. However, in no instance shall the time period for which the undercharge is calculated and time period for collection, exceed three (3) years.

If the period of time over which the undercharge occurred cannot be determined, the Department will **collect calculate** the undercharged amount **during based on** the 12 months of **activity** before the undercharge was discovered **or by using historical meter readings**. If the exact amount of the undercharge cannot be determined, the Department will estimate the amount due.

3. If an undercharge has occurred because of tampering or bypassing a meter or because of other fraudulent or willfully misleading action of the customer, the Department shall collect the entire undercharged amount in a lump sum and seek such other rights and remedies as are permitted by law.

E. Service Changes

Customer service changes are of three kinds: (1) Service Connection where Department pipes, shutoff valve and water meter and/or sewer connection, if applicable, are initially installed at the customer property, (2) Service Disconnection where the installed water meter is taken out of

Water Resources Department Policy Manual

service by the Department, and (3) Service Reconnection where a water meter is restored to service in previously used Department piping. Provision of sewer service coincides with the status of the associated water meter. Changes in service are authorized by written application of the customer or his agent to the Department. Charges for service changes are as set in the Rate Schedule.

F. Billing Changes

It is the responsibility of the property owner or designee to advise the Department to whom, and to what address, bills are to be sent (i.e. new owner or renter). Billing change forms acknowledging legal responsibility for the payment of bills are available from the Department.

G. Address Changes

Customers must advise the Department of any change in the address to which bills are to be mailed. There is no charge for such changes. **Failure to receive a bill sent by mail will not excuse late payment of bills.**

H. Transfer of Existing Customer To New River Bend Location

If an existing Department customer moves from one River Bend residence to another River Bend residence, base charges will be pro-rated to the date of the service change and consumption charges will be billed based upon actual closing and initial meter reading. Customers may transfer service from one location to another as long as any bills are not past due. The remaining amount owed and any fees from a previous service may be transferred to the new account.

If the customer has an account that is past due, the customer will have to pay that amount before the account can be transferred. The deposit from the previous account will be transferred and an additional deposit may be required depending on the services provided.

I. 1998 Water System Expansion

In 1998 the water system was extended to the parts of the Town not being served at that time. Class 6 was set up where potential customers paid a reduced Early Bird water service connection fee giving them or subsequent owners of the property the right to connect to the water system at no additional charge. Class 7 was set up for residents who are not Department customers as a way to pay off the debt service incurred in providing fire hydrants to serve their homes.

Class 7 Fire Hydrant charges are included in the Rate Schedule and are payable each July at the beginning of the fiscal year.

J. Class 7 Customers Transferring To Class 1 or 2

Class 7 customers who elect to become Class 1 or 2 water service customers will have any paid up Class 7 Fire Hydrant Availability Charge monies credited to their new Class 1 or 2 account for each full or partial month of the Town's fiscal year.

Section 6 – Discontinuing Service

A. Closing a Utility Account

After an account has been closed by either customer request or demand of the Department, all funds (including deposits, refunds, and overcharge credits) will be applied first against amounts owed the Department on the closed account. Remaining funds will then be used against any amounts owed on any other accounts the customer may have with the Department. This includes any joint accounts the customer may have with the Department. When those accounts have been cleared, a check for the remaining money will be issued to the customer for any net credit over \$3.00.

B. Forced Closing of a Utility Account

Within 15 days after termination of utility service, the account will be closed. All fees and credits are then added to the balance and a "final" bill will be issued to the customer. Any balance owed to the Department will remain a receivable until paid.

All legal means of collection for a delinquent account in arrears will be taken, even if the account is not in "closed" status.

C. Termination of Service

1. **Requesting Discontinuance of Service:** Any customer requesting discontinuance of service will inform the Department's employee of the location, date service is to be disconnected and the forwarding mailing address for the final bill. Due to privacy issues, the account holder must be the one to request the termination of service. In the event that the account holder has become incapacitated or deceased, legal documentation must be provided that the person requesting termination of service is an authorized representative of the customer.
2. **Disconnection Scheduling:** Under normal conditions, disconnection from the Town's utility system will be performed the same day if the request is received prior to 2:00 p.m. A request received after 2:00 p.m. will be normally fulfilled the next working day.
3. **Final Bill:** A customer's final bill will be mailed in a timely manner to encourage collection and customer understanding. Base charges will be pro-rated to the day of disconnection and billed along with consumption charges and any other amounts due.

D. Customer's Rights Prior to Discontinuance of Service

1. **Reasonable Opportunity:** The Department will discontinue utility service to customers for nonpayment only after giving the customer a reasonable opportunity to question the accuracy of the bill. Reasonable opportunity is defined as the period of time from the issuance of the bill until the date of potential disconnection as described in Section 4.

Water Resources Department Policy Manual

2. Disputed Bill: If a customer disputes the accuracy of the customer's bill, the customer shall:
 - a. First contact the Department's office for clarification.
 - b. If the customer, after this conversation, still disputes the bill, the customer has the right to file a written appeal to the Town Manager. This appeal should include the reason for the dispute and any evidence proving the inaccuracy of the bill.
 - c. Written appeals must be made within 15 days of the mailing date of the bill.
 - d. The Town Manager will review the appeal and send a written reply within a reasonable amount of time to the address shown in the billing system, noting the decision regarding the appeal and any substantiation for the decision.
 - e. If the customer remains unsatisfied with the resolution of their dispute, they may make an appeal to the Town Council for a hearing on the dispute.
 - f. A request for a hearing before the Town Council shall be made in writing at least four business days before the scheduled Town Council Work Session. Hearings will only be conducted at duly advertised Town Council Work Sessions, and NOT at the regular Town Council Meeting.
3. Exceptions: Under special circumstances, the Department may choose not to interrupt service during extreme weather or when the meter serves an elderly, handicapped or critically ill person, or a person on life support equipment about whom the Department has prior written notice.
4. No Disconnection: Disconnections for nonpayment will only be made Monday through Thursday in order to give customers the opportunity to make payment and have service reconnected before a weekend.

Amended 01/15/15

5. Hearing: The Department will discontinue utility service for nonpayment only after notice has been given and the customer has had the opportunity to be heard on disputed bills or waived their right to dispute by failing to timely make an appeal.

E. Involuntary Discontinuance of Service

1. The Department may discontinue utility service for any one of the following reasons:
 - a. Failure of the customer to pay bills for utility service as required in by these policies.
 - b. Failure of the customer to pay deposits as required in the Section 3, (Establishing Service), of this policy.
 - c. Upon discovery of meter tampering including by-passing the meter or altering its function. The account holder is responsible for any meter tampering.

Water Resources Department Policy Manual

- d. Failure of the customer to permit municipal employees access to their meters at all reasonable hours. Locked gates, loose dogs, parking cars over meters, etc., are considered to be a denial of access.
 - e. Use of service for unlawful reasons.
 - f. Discovery of a condition which is determined to be hazardous or unsafe.
 - g. Reselling water.
 - h. Violation of any of the Department's other utility service policies and procedures, as they may change from time to time.
2. A notice for disconnection must include a clear explanation of the reasons for the termination, a statement that cutoff is imminent and the date it will occur; a statement advising the customer of the availability of a hearing with the right to contest the bill and the disconnection; the address, phone number, and office hours of the customer service employee to contact regarding the payment, the hearing, and the dispute.

F. Disconnection for Prior Debts

The Department can disconnect customers with prior debts only if:

- 1. The current services are in the name of the customer(s) with the prior debt. The Department will not allow any customer to continue service if there is any outstanding debt due to the Department either by an agreement signed by the customer or by another person who is currently or previously been a member of the household or who resides at the service address.
- 2. The customer has been delinquent for 10 days and the Department has notified the customer of their intent to disconnect and has given the customer reasonable time to respond.

G. Reconnections

When it becomes necessary for the Department to discontinue services for any of the reasons listed in this Section, service will be restored after payment of (1) all past due bills due the Department, (2) any deposit as required, (3) any material and labor cost incurred by the Department, according to the Fee Schedule, and (4) all fees and charges required by this policy.

Section 7 - Operational Policies

A. Meter Testing

Customers may request that the Department test their water meters for accuracy once at no cost to them. If they request a meter test more frequently, there will be a charge assessed as set in the

Rate Schedule unless the meter reads high by more than five percent (5%). If a customer believes his meter reading is inaccurate, the current bill shall be paid. Any adjustment will be made in the next billing period.

B. Responsibility for Leakage

The Department is responsible for correcting leaks in the streets and up to the water meter. The customer is responsible for leakage in the piping on his property on his side of the water meter and will be charged for water based on water use as indicated on the meter.

In cases where the Director of Public Works determines that excess charges have occurred as a result of a leaking water line on the customer's side of the water meter and the leaking water did not enter the wastewater treatment system, the Town will adjust the customer's bill for sewer service (if a subscriber to this service) by substituting using actual usage if available through the Town's radio read software or an average usage based on previous usage.

1. The adjustment will be the difference between the billed usage and the actual usage if available through the Town's radio read software or the average for the prior twelve (12) months or since inception of the customer's sewer service, whichever is less.

2. This adjustment may only be made one time per customer within any fiscal year period.

2. The customer may apply for relief from the scheduled charges according to the following rules:

- a. The customer must apply for relief within fifteen (15) days of the date of the bill in question.

- b. The Director of Public Works must certify that leakage actually occurred. Customers requesting an adjustment are encouraged to document evidence of a leak in a specific location and its repair, such as pictures, receipts from plumbers or other type documentation. This documentation can be used by the town to determine if an adjustment is appropriate.

Upon certification of the Director of Public Works, relief shall be granted in an adjusted bill for the period in question according to the following formula:

$$\text{Sewer Usage relief} = \text{Sewer Rate} \times (\text{X} - \text{Y})$$

Where:

X = Gallons billed for the period in question:

Y = Gallons as calculated by 1) actual usage if available through the Town's radio read software, or 2) average usage based on previous usage

Customers who disagree with the Director of Public Works' decision may appeal to the Town Manager in writing within fourteen (14) days of the date of the Director's decision. The Town

Manager will issue a final decision within fourteen (14) days of receipt of the appeal.

Amended 04/17/14

C. Damage to Plants and Shrubs

The Department is not responsible for damage to plants and shrubs which may be dug up or cut/trimmed in the course of work on the underground piping system or other apparatus located beyond a customer's property line or within a utility easement. A reasonable effort will be made to minimize or repair any resulting damage. The customer is responsible to ensure that the water meter is not obstructed by plantings, mulch, grass, or any other means. If the Town must, in the opinion of the **Public Works Director Superintendent**, relocate a meter due to obstruction by landscaping, or other obstructions, the owner of the property will be charged for labor and materials to complete the necessary work.

D. Tampering With Water and Sewer System Equipment

In accordance with North Carolina General Statutes 14-151.1, unauthorized persons found tampering with Town water meters or other water and sewer system piping or equipment can be fined up to \$500.00 plus triple the amount of any losses or damages sustained for each tampering incident. The Town may also discontinue service in accordance with these policies.

E. Damage to Department Equipment

Any damage caused by the customer, property owner, or their agent(s) to the Department's equipment or property serving a customer shall be the responsibility of the customer. The Department shall make necessary repairs and charge the customer for materials and labor to effect said repairs. Such damage includes, but is not limited to, damage from mowing, vehicles, landscaping, or excavation.

F. After Hours Service Calls

A charge will be made for service calls made by Department personnel outside their normal working hours of 7:00 a.m. to 4:00 p.m. on weekdays and 7:00 a.m. to **2 3:00** p.m. on weekends, that are initiated by customers or their agents. The hourly rates for such services are included in the Rate Schedule. Each request must be documented on a Department Service Request Invoice by the customer acknowledging responsibility for charges that may accrue.

G. Swimming Pool Filling

Swimming pools may be filled once a year without the customer having to pay a sewer usage charge on the water used to fill the pool. This does not include routine maintenance and season opening fills. The forgiven sewer usage charge (if a subscriber to this service) will appear as a credit on a subsequent billing. How much sewer usage will be forgiven will be calculated in either of two ways: (1) Where calculations showing the pool's normal functional water capacity are available from a pool construction contractor (in 1,000 gallons) the customer shall bring or mail such documentation with the request for abatement of the sewer charge, or (2) Where the customer

utilizes a department-owned meter to record the total usage for filling the pool. A limited number of meters, equipped with “garden hose” fittings are available by contacting the Department. Customers who use these meters will be asked to sign a form accepting responsibility for damage to the meter or other appurtenant equipment and relieving the Town of any liability resulting from the customers use of the meter. No request for abatement will be approved, under this method, until the meter is returned in working order and the Department verifies the usage. Abated sewer charges will be applied to the next bill cycle after the request for abatement is received and approved.

H. Irrigation Water Meters

All new in-ground irrigation systems, served by the Town’s water system are required, by Town Ordinance (15.2.126) to have a separate irrigation water meter. Similarly, any other utility customer of the town in good standing may request the town to install and operate a town-approved irrigation meter at any property owned by such customer, to which the town provides utility services, for currently installed irrigation systems.

Prior to the installation of a new in-ground irrigation system to be connected to the Town’s water system, or connection of an existing system to the Town’s system, the customer shall request the Department to install and operate a town-approved irrigation meter. The customer is responsible for connecting their system to the customer side of the meter and for allowing inspection of all connections by Department staff prior to burial of piping and turn on of the meter.

All irrigation meters, meter boxes, pipes and other equipment furnished or used by the town in installing any such irrigation meter shall be and remain the property of the town. Prior to installation of any such irrigation meter, the customer shall pay to the town all charges specified in the schedule of fees established (and as modified from time-to-time) by the Town Council for this service.

Prior to installation of any irrigation meter pursuant to this section, any new water customer shall also pay to the town a Capital Investment Fee (CIF) as described in Section 3.B.

I. Vacant Residences

1. Temporary Interruption - In an effort to reduce the likelihood of water leaks for our customers, the Department will turn off water service at the water meter for any customer at the customer’s request when the customer will be out of town for thirty (30) days or more. The Department will restore service within twenty (24) hours of notification when the customer returns, at no charge. The customer must, however, arrange to pay the monthly base charge on the monthly billings during the customer’s absence. This section is intended to accommodate residents who plan to be away from their residence for a finite amount of time and plan to continue to use the town’s utility service upon their return.

2. Permanent Interruption - Similarly, the Department will turn water off to a vacated property at the request of the customer. However, the owner of the property must arrange to pay the monthly base charge on the monthly billings for the time the property is not served by an active user account. In instances of a vacated property, where the owner has requested the water to be turned

off, the owner will be charged the base charge for water only and shall become a Class 10 customer. This section is intended to accommodate owners that do not anticipate that their property will be occupied again during their ownership and therefore not serviced by an active user account. In the event that an owner initiates a Class 10 account for the vacated property then requests to return it to an active user account, the owner will be required to pay a reactivation fee. The reactivation fee shall be equal to the then current base rate for sewer and shall be charged for every month that the property was billed as a Class 10 account. Accounts that are activated by the 15th of the month will not be charged for that month. Accounts activated after the 15th of the month will be charged for a full month.

Amended 02/19/15

J. Bad Check Processing

Charges, as set forth in North Carolina General Statutes (23-5-506 and 6-21.3), are made for each check or automatic draft returned by a bank because of insufficient funds in the account, or any other reason the bank refuses the check or draft.

The customer shall have five (5) days after notice is mailed indicating that the check is not good, to present cash, bank certified check, or money order for the full amount of the bill, plus the charge noted above (NC GS 6-21.3).

The existing due dates for avoiding late payment and nonpayment fees on unpaid bills will remain in effect while bad checks are being made good. Therefore, even though the time for making the check good has not expired, the application of late fees and/or termination of service may occur.

Any customer account with two checks returned will be restricted to cash, money order, debit or credit card when making all future payments. Checks received in payment on such flagged accounts will not be accepted and will be returned to the customer.

K. Debt Collection

The Town is authorized to collect delinquent public enterprise utility fees “by any remedy provided by law for collecting and enforcing private debts...” G.S. 160A-314(b).

The North Carolina Setoff Debt Collection Act (“Act”) provides an administrative procedure for the Town to collect amounts due for utility service from the state tax refunds of its customers. More information can be found at <http://www.ncsetoff.org>. The Town **may** also contract with a utility collection agency.

Section 8 – Relevant Town Ordinances

The following excerpts from the Town Code of Ordinances are also applicable:

§ 5.01.002 Rates

- (A) *Rate hearing.* Before it establishes or revises a schedule of water and sewer rates, fees, charges, or penalties, the Town Council shall hold a public hearing on the matter. A

Water Resources Department Policy Manual

notice of the hearing shall be given at least once in a newspaper having general circulation in the area, and not less than 7 days before the public hearing. The hearing may, but need not, be held concurrent with the public hearing on the proposed budget ordinance.

- (B) *Objective of rate making.* In order to pay debt service on loans made to the town on behalf of the water and sewer systems, rates will be established to be paid by the systems users in amounts sufficient to pay the principal and interest on the debt and all operating, maintenance and upgrading costs and maintain system reserves.
(Prior Code, Ch. 13, Art. I, § 3)

§ 5.01.003 Use of Water and Sewer Funds

As all water and sewer costs shall be borne by the users of the systems, none of the water and sewer funds or retained earnings of the water and sewer systems will be used by the town for any purpose other than to benefit the users of the respective systems.
(Prior Code, Ch. 13, Art. I, § 4)

§ 5.01.004 Cost Accounting

- (A) *Separation of water and sewer costs and revenues.* The Finance Officer shall maintain ledgers or accounts for the water and sewer systems which shall record in detail the assets, liabilities, equities, revenues and expenditures of the respective systems. Separate balance sheets and other financial statements shall be maintained for the water system and the sewer system. Water and sewer costs which are shared shall be allocated on a fair and equitable basis. Proposed allocations shall be presented with the annual budget and shall include the rationale and documentation in support of the recommendations.
- (B) *Financial operations.* The Finance Officer shall be responsible for the financial operations of the department including accounting, debt service, bill preparation and collection, payment of accounts payable, financial reports, payroll preparation, insurance, balance sheets, financial statements and other related financial data. The Finance Officer shall be responsible for contractual matters.
- (C) *Sharing of general and administrative costs.* General and administrative costs to be shared by the town's corporate body and the water and sewer systems include, but are not limited to, computer systems and related software, office equipment, maintenance equipment, facilities, communications systems and administrative and financial support. These costs shall be allocated on a fair and equitable basis and shall be reviewed annually.
- (D) *Annual audit.* All accounts, ledgers, purchase orders, invoices and all other records of the water and sewer systems including the allocation of general and administrative services and expenses shall be the subject of an annual audit as part of the audit of all of the town's accounts by independent qualified auditors who shall report to the Town Council. Audits shall be in accordance with enterprise fund criteria as specified in state statutes.
(Prior Code, Ch. 13, Art. I, § 5)

§ 5.01.005 Budget Preparation

The Budget Officer, with the assistance of the Water Resources Department Head and Department Superintendent, shall prepare the annual water resources budget for submission to the Town Council for approval.
(Prior Code, Ch. 13, Art. I, § 6)

§ 5.01.007 Connection to Water Supply and/or Sewage Disposal Systems

All new construction, in accordance with Section 15.02.066 of this Code, shall be connected to the water supply and/or sewer disposal system if available. All existing customers of the system(s) shall maintain connection to said system(s) as the sole means of supplying potable water to and/or wastewater removal from all improvements on the property. Private wells will only be permitted for non-potable water use, and no new private waste disposal systems will be permitted in areas where sewer service is available.

§ 15.01.101 Water and Sewerage Systems *(from the subdivision ordinance)*

(A) The preliminary subdivision plat must be accompanied by satisfactory evidence as to the proposed method and system of water supply and sanitary sewage collection and disposal.

(B) Water supply systems shall be connected to the town's water system and shall be approved by the town's Water Resources Department as to the size of mains, points of connection to the town's water supply system, turn off valves and loops in the system. At the time of approval, the Water Resources Department shall provide the developer with a list of impact costs to ensure the adequate supply of water to the subdivision. These costs shall be paid for by the developer.

(C) Water supply systems shall be further approved by the Water Resources Department and the Fire Department as to location of hydrants and size of mains feeding the hydrants.

(D) Wastewater systems shall be connected to the town's wastewater system and shall be approved by the Town's Water Resources Department as to the proper flow, number of lift stations required, emergency pumping facilities and points of connection to the town's wastewater system. At the time of approval, the Water Resources Department shall provide the developer with a list of impact costs to ensure the adequate flow of wastewater from the subdivision to the treatment facility. These costs shall be paid for by the developer.

(E) On site wastewater treatment systems may be permitted if there will not be a town wastewater system available within 90 days, as approved by Craven County Health Department. The developer shall install the infrastructure for wastewater collection, including individual property taps, even though they are not connected to the central system.
Penalty, see § 1.01.999

§ 15.02.066 Water Supply and Sewage Disposal

(A) *Approval.* Each application for an initial zoning permit or a special exception permit shall be accompanied with plans of the proposed method of water supply and sewage disposal. All new construction having available public and/or community water and/or sewage disposal systems upon payment of applicable tap-on and other user fees and charges shall provide for connection to the water systems and/or sewage disposal systems **and in accordance with Section 5.01.007 of this Code, remain connected to said system(s) as the sole means of supplying potable water to and/or wastewater removal from all improvements on the property.** No excavation for or construction of any building or use of land shall be commenced until approval of the Craven County Health Department is noted on the plans and an initial zoning permit is issued.

Appendix – Service and Information Forms

**Town of River Bend
Schedule of Rates for Water Resources Department**

Effective July 1, 2022

Water and Sewer - Rates and Fees

	<u>Water</u>	<u>Sewer</u>
Class 1 and 2 – Residential⁽¹⁾		
Customer Base Charge per month ⁽²⁾	15.24	24.18
Usage per 1,000 gallons	-	9.30
Usage 0-4,000 gallons	4.22	-
Usage 4001-20,000 gallons	4.50	-
Usage 20,001+	4.55	-
Initial Connection (Tap) charge ⁽³⁾	1,250.00	1,250.00
Nonpayment Fee	70.00	-
Class 3 and 4 - Commercial		
Customer Base Charge per month ⁽²⁾	88.32	141.99
Usage per 1,000 gallons	4.22	9.30
Initial Connection (Tap) charge ⁽³⁾	3,500.00	1,250.00
Nonpayment Fee	100.00	-
Class 5 - Industrial		
Customer Base Charge per month ⁽²⁾	276.24	444.93
Usage per 1,000 gallons	4.22	9.30
Initial Connection (Tap) charge ⁽³⁾	5,000.00	1,250.00
Nonpayment Fee	200.00	-
Class 6 - Early Bird (No longer available)		
Class 7 - Fire Hydrant Charge		
Availability Charge per year	\$183.00	
Class 8 - 1" Water Service		
Customer Base Charge per month ⁽²⁾	30.90	49.43
Usage per 1,000 gallons	4.22	9.30
Initial Connection (Tap) charge ⁽³⁾	1,500.00	1,250.00
Nonpayment Fee	100.00	-

Water Resources Department Policy Manual

Class 9 – Vacant/Out of Use Non-residential Property – Amended 07/17/14

Customer Base Charge per month ⁽²⁾	15.24	24.18
Usage per 1,000 gallons	4.22	9.30
Nonpayment Fee	70.00	-

Initial Connection (Tap) charges are based upon the size of the meter and charged as shown in the appropriate Class above.

Water and Sewer - Rates and Fees

Class 10 – Vacant Residences – Amended 02/19/15

	<u>Water</u>	<u>Sewer</u>
Customer Base Charge per month ⁽²⁾	15.24	-
Nonpayment fee	70.00	-

Special Charges

Service Call - 2 hour minimum	\$35 per hour - signed by customer to initiate work outside of scheduled work hours of 7:00 a.m. - 4:00 p.m. weekdays and 7:00 a.m. – 2:00 p.m. weekends
Meter Testing Charge	\$25 - no charge if meter defective
Returned Check Processing Charge	\$25, as allowed by G.S. §25-3-506
Late Payment Charge	10% of amount overdue per month or part of month beginning 30 days after billing date.
Irrigation Meter⁵	Actual cost of irrigation meter and fittings
Irrigation Connection Inspection	\$20
Temporary Turn-on or Turn-off	\$20

⁽¹⁾Residential customer deposit may apply. Please refer to Water Resources Department Policy Manual.

⁽²⁾Base charges do not include any usage.

⁽³⁾The published Initial Connection (Tap) charges are based on the historic River Bend average cost that has been experienced in making connections. There will be cases when, because of the local depth of the service main pipe to which the connection is to be made, or other site specific differences from the norm, the published connection fee will not cover the actual cost of the tap. When the Water Resources Superintendent encounters such conditions, he shall notify the applicant requesting the tap that the cost may exceed the published fee. In those cases a record of cost associated with the specific tap will be accounted for and if the total cost exceeds the published fee, then the applicant shall pay a fee equal to the actual cost.

⁽⁴⁾The necessary equipment will be provided to the resident at cost. The resident is responsible for installing the irrigation meter on the resident's side of the regular water meter. After installation, the work will be inspected by a Water Resources Department employee.

EWAB met on October 3rd 2022 at 7 PM in the small conference room in the Municipal building.
Chairman Ackiss called the meeting to order at 7 PM.

There was a quorum of members.

There were no visitors.

The minutes from the September 5th 2022 meeting were reviewed and approved.

Councilman Leonard gave a update on council activities.

Old business: 2020 NC state report on sea level raising and impacts on River Bend.

New business: no new business.

Next meeting November 7th 2022 at 7 PM in the small conference room at Municipal Building.

The public is welcome to all EWAB meetings.

NOTICE OF PUBLIC HEARING

The Board of Adjustment (BOA) of the Town of River Bend has received a request from Kelsey Rowe to obtain a special use permit to operate an automotive repair shop. The proposed site is located at 5350 south US 17 Highway, adjacent to Guy C Lee property, is zoned BD (Business), and identified by Craven County PIN: 8-205-27000. The request requires a quasi-judicial hearing, which is very similar to a court hearing. All testimony must be sworn and in person before the BOA. Comments called in and letters or written statements [such as petitions] cannot be entered into the record. Having first-hand testimony allows for cross-examination of all witnesses by the BOA and others in attendance. Testimony offered on the case should be from direct personal or professional knowledge, and focus on the ordinance-specified considerations of the BOA. The hearing will be held on October 27, 2022 at 6 p.m. at Town Hall, located at 45 Shoreline Drive, River Bend, NC. The application and maps may be reviewed at the Town of River Bend Zoning Department, 45 Shoreline Drive, between 8:00 AM and 4:00 PM, Monday through Friday or by visiting the town's website at www.riverbendnc.org and clicking on the "Special Use Application" tab.

See map below. The subject property is outlined in blue.



LIAISON REPORT FOR OCTOBER 20, 2022

CERT

The CERT team met on September 28, 2022 at 7:00 pm in the Municipal Building. Five people were present. Discussion centered around the need to update the resident's emergency contact list. A new form will be created. Distribution will be via utility bills assuming this is acceptable to the Town. CERT members can stuff the forms in the envelopes.

There was also a brief discussion about CERT participating in National Night Out on October 4, 2022.

The next CERT meeting is scheduled for Wednesday, October 26, 2022, starting at 7:00 pm in the Municipal Building. Check the Town calendar for schedule updates. CERT is always looking for new members. Contact Chief Joll or Mary Holihan for more information.

COMMUNITY WATCH

Community Watch will meet again on Wednesday, October 26, 2022 in the Municipal Building at 7:00 pm. This date is a week after previously scheduled due to the conflict with Candidates Night. Community Watch is always looking for new members. Contact Chief Joll or Egon Lippert for more information.

THE REAL CONDITION OF TOWN TRANSPARENCY

We are in a season when much is said about transparency in the conduct of River Bend Town business. Some of the statements present facts and other statements do not produce facts. I ask those who will read my October submission to read the attached document which Manager Jackson posted on the town's website titled, "Transparency and Our Web Page".

The heart of Manager Jackson's document is that the River Bend Web Page has copies of official documents that cover many aspects of the Town Council actions and it records how Council decisions were reached. The detail of material contained in the River Bend web page far exceeds what other municipalities post on their counterpart web pages.

It is apparent that most misinformation about Town official actions is spread by posting on the social media sites. It is also testimony that the fact that persons using the social media have access to a computer and could access the Town web page and read how the action in question was debated and acted on in open sessions by the Town Council.

I ask all who would desire to advance accurate information on actions taken by the Council to take time to look at the issue reported on the Town's web page. If this request is followed we will avoid much of the spread of misinformation.

I occasionally hear comments about transparency or the perceived lack of it in government. This article is dedicated to a discussion of facts about the Town of River Bend's ongoing efforts to be transparent. First, what does transparency mean? In a literal sense, it simply means - able to be seen through. *Dictionary.com/browse/transparency* says this about transparency - "It is perhaps most commonly used in a figurative way to refer to a state in which things are free from any attempt to hide something..."

If I were asked to specifically give one example of the Town of River Bend's effort to be transparent, I would simply point to our webpage as "Exhibit A." Our web page is full of information about the town. Following is a list of just some of the data you will find on our web page. It's available 24/7/365 from the privacy and comfort of your home, all with just a few keystrokes and a few clicks of your mouse.

- Many years of agendas, minutes and video recordings from previous town meetings. The town is not required to record its Council meetings.
- Council and staff contact information and a Council meeting schedule
- All town ordinances and many town policies, forms and permit applications
- Maps of all sorts and a town calendar of upcoming events
- Lots of information about each town department
- A list of job vacancies and bid opportunities
- Notice of any upcoming public hearings
- Many years of previous newsletters
- Information about Advisory Boards, what they do and how to apply including an application and minutes from past Advisory Board meetings
- Our Comprehensive Plan and lots of floodplain information
- All sorts of budget information, including our current budget and amendments thereto, past budgets, the budget message and all of the documents related to the development of the current budget, which occurred during the annual budget workshops. This includes the PowerPoint presentations that were presented during those workshops. Those workshops are open to the public and literally every single line item in all departments and the amount of funding for it are displayed on the big screen during those workshops.
- Financial Information galore, including our latest and past audit reports, and our award winning Annual Comprehensive Financial Report (ACFR). It includes 18 different tables of statistical data, many of which include 10 years of historical data, including data on fund balance, net position, bonded debt, property tax levy, tax rate, expenditures & revenues by function and even 10 years of data on how many tons of leaf and limb debris was collected, how many zoning permits were issued, how much water was treated, how much sewer was treated, how many miles of water lines, sewer lines and streets there are in town and even how many police arrests were made in town and for what. If you are interested, you can even find out how many fire hydrants and sewer lift stations there are in town and even more information. The first citizen that contacts me and correctly states the current number of fire hydrants in town, according to the latest ACFR, will receive a \$25 gift certificate for River Brew from me personally.
- Financial Dashboard, which is a user friendly tool that looks a lot like an instrument cluster in a vehicle, thus the name. It allows you to easily view the current financial data on 55 different budget related items in 55 different graphs/charts. This report is updated monthly.
- Monthly Finance Report, which contains up-to-date budget information on 101 separate budget items. This report is updated monthly and shows year-to-date data for the current fiscal year.

- Monthly Citizen Agenda Packet - This document is posted on our web page and included in the weekly e-news prior to the Council meetings. It is also printed and distributed at each regular monthly Council meeting. It contains departmental reports, the finance report, Council minutes, materials related to the items that are on the agenda for that particular meeting, advisory board reports and more. You can even see how many work orders the Public Works Department staff received and completed and it's broken down into 15 different areas. You can also see how many zoning permit applications were received and issued and the dollar amount of fees that were collected through that process. You can also see how many citizen complaints were received and how many zoning violation notices were issued. In the monthly Police Department report, you can see data for 38 different areas of police operations.
- Schedule of rates and fees, number of water and sewer customers
- A list of the Top 10 highest property taxpayers (Table 7, page 130 of 2021 ACFR)
- And lots more.....

These are just some, but not all, of the things that you will find on our web page. It's important to note that River Bend is not required to have a web page. No town in North Carolina is. For towns that do operate a web page, the law requires very few items to be posted on the web page. Some of those are: notices of public hearings, special meetings and bid opportunities. Almost all of the items listed above are NOT required to be published on our web page. The town does include them as a part of our effort to be transparent.

In addition to our web page, the Town also operates an e-news service. It is a weekly notice that is sent via email to subscribers. It contains lots of information about upcoming events and meetings and links to many of the items that are on our web page.

If there is any town related data/information that is in the public domain, which you need but cannot find on our web page, just call Town Hall and we will get it for you. However, please be aware that not all data is in the public domain. Some items like some personnel records, utility customer information and some attorney correspondence is not in the public domain. Also, we can only provide you with data that we have and in the format that we have it. For example, we cannot provide you with a report on how many kids aged 9-15 live in River Bend or how many registered voters live in River Bend because we do not maintain those records.

We also have an official bulletin board where we post information that is required by law. The bulletin board is located on the porch at Town Hall.

Our web page continues to grow. It is updated and expanded regularly. For example, I have recently been asked about the rules concerning closed session. Just this week, some information about that topic was added to our web page. Click [here](#) for the North Carolina law about that topic. Please visit our web page, surf around on it and if you have any suggestions for topics that need to be added, let us know.

The Town of River Bend goes well beyond the minimum requirements in regards to transparency.

Town of River Bend

Public Comment Policy

Overview- In 2005, the North Carolina General Assembly, through the passage of NCGS 160A-81.1, required that each municipality in North Carolina provide a period for public comment at least once per month at a regular meeting of the council. The General Assembly gave councils the authority to adopt rules governing the conduct of the public comment period. The Town of River Bend recognizes the importance of receiving comments from the public. The purpose of the public comment period is to give the public an opportunity to express their views, comments or opinions to the council. It is a time for the council to listen to the public. The following rules have been established to maintain order and decorum during the public comment period. Furthermore, these rules are designed to ensure fairness to each speaker by establishing rules in advance that will be applied equally to each speaker.

I. Public Comment Period

The public comment period shall be reserved as an item of business on the agenda for the council's regular session, which is currently held on the 3rd Thursday of each month. All comments to the council during the public comment period shall be subject to the following guidelines:

1. Prior to the start of the public comment period, persons wishing to address the council will register on a sign-up sheet stationed by the meeting room door. Prior to beginning the public comment period, the Mayor will collect the sign-up sheet and recognize speakers in the order that they registered. Speakers will address the council from the lectern and will be asked to provide their name and address for the record.
2. Each speaker shall be limited to a maximum time of three (3) minutes. Each speaker will only be allowed to speak once during the public comment period. A staff member shall serve as time keeper and will promptly announce when the speakers time has expired.
3. No time may be yielded or transferred from one speaker to another. In order to avoid repetition and delay, groups of people supporting the same position are encouraged to designate a spokesperson for the group.
4. The public comment period is not intended to require the council and/or any staff to answer any impromptu questions. The council will not take action on an item presented during the public comment session. Upon completion of the public comment session and when appropriate, the council may refer inquires made during the public comment session to the Town Manager or an appropriate staff member. If necessary, the item may be added to the agenda of a future meeting, thereby providing the staff an opportunity to research the item and provide data to the council for consideration and review.
5. Speakers will address comments to the entire council as a whole and not one individual member. Discussions between speakers and members of the audience will not be permitted during the public comment period.

6. Speakers who have prepared written remarks are encouraged to leave a copy of such remarks with the Town Clerk. Speakers who have materials that they want distributed to the council related to the item they plan to discuss during the public comment period, shall provide eight (8) copies of those documents to the Town Clerk prior to the start of the meeting. The Clerk shall distribute the copies to the Council, Attorney, and Town Manager and retain one copy for the record.

7. Speakers shall be courteous in their language and presentation. Profanity or other inappropriate language or gestures will not be tolerated.

8. In order to provide for the maintenance of order and decorum in the conduct of the meeting, the Mayor may declare "out-of-order" any person who fails to comply with this policy. The Mayor shall caution any such person to abide by the provisions of this policy. Refusal to do so shall be grounds for removal of the speaker from the meeting.

- Adopted June 18, 2015