TOWN OF RIVER BEND

45 Shoreline Drive River Bend, NC 28562

T 252.638.3870 F 252.638.2580

www.riverbendnc.org



RIVER BEND TOWN COUNCIL PROPOSED AGENDA October 16, 2025 River Bend Town Hall – 45 Shoreline Drive 5:00 p.m.

Pledge: Sheffield

- 1. Call to Order (Mayor Bledsoe Presiding)
- 2. Invocation / Pledge
- 3. Recognition of New Residents
- 4. Additions/Deletions to Agenda
- Addresses to the Council NONE
- 6. 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.

- 7. Public Hearings NONE
- 8. 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 September 11, 2025 Work Council Meeting Minutes of September 18, 2025 Regular Council Meeting

- 9. 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:

- 10. CAC Councilwoman Benton
 - A. Official Town Spokesperson Role

- 11. Finance Councilman Leonard
 - A. Financial Report Finance Director
 - B. **VOTE** Water Resources Department Policy Manual Amendments / Deposits, Other
 - C. **VOTE** Notary Public Service Guidelines
- 12. Environment & Waterways Councilman Leonard
 - A. EWAB Report
- 13. Planning Board Councilman Sheffield
 - A. Planning Board Report
- 14. Public Safety Councilwoman Noonan
 - B. Community Watch
- 15. Parks & Recreation Councilman Weaver
 - A. Parks and Rec Report
 - B. Organic Garden Report
- 16. Adjournment

River Bend Town Council Work Session Minutes September 11, 2025 Town Hall 5:00 p.m.

Present Council Members: Mayor Mark Bledsoe

Lisa Benton
Brian Leonard
Kathy Noonan
Jeff Weaver
Buddy Sheffield

Town Manager:

Town Attorney:

Town Clerk:

Police Chief:

Delane Jackson

Trey Ferguson

Kristie Nobles

Sean Joll

Members of the Public Present: 3

CALL TO ORDER

Mayor Bledsoe called the meeting to order at 5:00 p.m. on Thursday, September 11, 2025, at the River Bend Town Hall with a quorum present.

At this time the Town Manager presented a video in remembrance of September 11, 2001, Patriots Day.

VOTE – Approval of Agenda

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

Discussion – Constitution Week Proclamation

The Town Manager stated that Donna Stebbins with the Daughters of the American Revolution will give a special presentation at the next Council meeting regarding Constitution Week and the Mayor will present the annual Constitution Week Proclamation.

Discussion – Budget Amendment

The Town Manager stated that since the pickleball court project had been withdrawn, a budget amendment is needed to move the allocated funding back to the original line items. He stated that the Council will need to vote on the amendment at the next meeting.

VOTE —2025 Paving Program Recommendation

The Manager stated that the town had received five bids for the 2025 Street Paving in River Bend. He stated that the bid from Onslow Grading and Paving was less than the other bids. He stated that the town's engineer recommends Onslow Grading and Paving.

Councilman Leonard motioned to award the street paving bid to Onslow Paving and Grading in the amount of \$139,748 as presented. The motion carried unanimously.

VOTE – Draft Personnel Policy Amendment

The Manager stated that the current Personnel Policy has a 60-day probationary period for new hires, and the proposed amended Personnel Policy has a 6-monthh probationary period, which

is standard practice in the area, other than law enforcement. He stated that this change would apply to all new employees and employees who are promoted within. He stated that the other amendment states that employees have to complete a year of employment to be eligible for a Cost-of-Living Allowance (COLA). Councilman Weaver stated that he understood the withholding the merit pay if an employee has not completed a year of employment, but he understood that the COLA is adjusting an employee's salary for cost of living and things of that nature. The Manager stated that the COLA does not have anything to do with the probationary period and Councilman Weaver stated that an employee must have one year of continuous fulltime service. The Manager stated that Councilman Weaver was correct, but if that wasn't the case an employee who has been employed a short time would get, he same COLA as an employee who has worked for years. He stated that this has been the practice for many years and adding this language will avoid any confusion. The Mayor stated that when someone is hired, they agree to the salary, and they are not ready for COLA at that point. The Manager agreed with the Mayor and stated that when someone is hired, they accept the position with the salary and step in writing and there is no guarantee there will be a COLA each year. He stated that depending on when they are hired, they may have to go through an entire budget year and part of the next year before it takes effect.

Councilman Weaver motioned to approve the amendments to Article IV, Section 4 and Article III, Section 7 of the Human Resources Policies and Procedures Manual as presented. The motion carried unanimously.

Discussion – July 4, 2026, Celebration Options

Councilman Leonard stated that July 4, 2026, is the 250th Anniversary of the founding of our country and he thinks that the town should do something more than the traditional events. He stated that there have been some discussions regarding fireworks, or a drone show but those seem to be very cost-prohibited. He stated that he would like the Council to discuss what they would like to do for the event. The Manager stated that he had been in contact with a fireworks "expert" and stated that there is a limited number of licensed display operators in the state and it may be hard to find one with a reasonable price based on the holiday and that it falls on a Saturday. He stated that he is open to holding the event on another day. Councilman Leonard stated that the Council needed to decide on a budget for the event before any of the specifics could be determined. Councilman Leonard suggested that the Council budget \$30,000 for the event. After a brief discussion the Council agreed. The Mayor reiterated that the budget would be \$30,000 for the July 4, 2026, event and the Manager stated that this event would be in lieu of the normal July 4th event. There were no objections.

REVIEW - Agenda for the September 18, 2025, Council Meeting

The Council reviewed the agenda for the September 18, 2025, Council Meeting.

CLOSED SESSION

Councilwoman Noonan motioned to go into Closed Session under NCSG §143-318.11(a)(3)(6). The Council entered Closed Session at 5:37 p.m.

OPEN SESSION

Councilwoman Noonan motioned to return to Open Session at 6:05 p.m. The motion carried unanimously.

VOTE – Town Managers Contract

Councilman Leonard motioned to approve the Town Manager's contract as presented with an expiration date of September 30, 2029. The motion carried unanimously.

ADJOURNMENT/RECESS

There being no further business, Councilman Sheffield moved to adjourn. The motion carried unanimously. The meeting was adjourned at 6:06 p.m.

Kristie J. Nobles, MMC, NCCMC Town Clerk

River Bend Town Council Regular Meeting Minutes September 18, 2025 Town Hall 5:00 p.m.

Present Council Members: Mayor Mark Bledsoe

Buddy Sheffield Brian Leonard Kathy Noonan Jeff Weaver

Absent Council Member: Lisa Benton

Town Manager:

Finance Director:

Police Chief:

Town Clerk:

Town Attorney:

Delane Jackson

Mandy Gilbert

Sean Joll

Kristie Nobles

David Baxter

Members of the Public Present: 8

CALL TO ORDER

Mayor Bledsoe called the meeting to order at 5:00 p.m. on Thursday, September 18, 2025, at the River Bend Town Hall with a quorum present, followed by invocation and the pledge of allegiance.

RECOGNITION OF NEW RESIDENTS

Pamela Powers and Joseph Lopes – introduced themselves and stated that they are from Massachusetts and moved to River Bend in May.

VOTE – Addition to the Agenda

Councilman Weaver motioned to amend the agenda by adding Flood Resiliency Action Plan as item 12(C). The motion carried unanimously.

VOTE – Approval of Agenda

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

SPECIAL PRESENTATIONS

- A. Mayor Bledsoe presented the annual Constitution Week Proclamation
- B. Donna Steebins with the Daughters of the American Revolution gave a presentation on the history of the Constitution of the United States and information on the local Richard Dobb Speight Unit.

PUBLIC COMMENTS

Victoria Stuppy – 298 Shoreline Drive – Addressed the Council in opposition of the town spending \$30,000 on the July 4, 2026, event.

CONSENT AGENDA

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

A. Approve:

Minutes of August 14, 2025, Work Council Meeting Minutes of August 21, 2025, Regular Council Meeting

TOWN MANAGER'S REPORT

The Manager reviewed the town's leaf and limb ordinance, stating that there have been some ongoing violations. He urged residents to review the ordinance and rules that are on the leaf and limb schedule and please follow them to avoid being fined.

Chief Joll reviewed the monthly statistics for the police department. He stated that National Night Out is on October 7, 2026, 5:00 p.m. – 8:00 p.m.

ADMINISTRATIVE REPORTS

FINANCE – Councilman Leonard

Financial Report – Finance Director, Mandy Gilbert, presented the financial statement for the month of August to the Council. She stated the total of the Town's Cash and Investments as of August 31, 2025, were \$2,584,049 and Ad Valorem Tax Collections for FY25-26 were \$2,147 and Vehicle Ad Valorem Tax Collections were \$12,435.

VOTE- Budget Amendment 25-B-03

The Manager stated that the presented budget amendment will reverse Budget Amendment 25-B-02 that was for the pickleball court construction. He stated that the Council voted to withdraw the project due to no communication with the contractor and rejected all other bids.

Councilman Leonard motioned to approve Budget Amendment 25-B-03 as presented. (see attached)

VOTE- Accept Easement and Authorize Drainage Project

The Manager stated that he and the Town Attorney had been in negotiations with the Plantation Landing HOA for an easement which would give the town authority to make drainage improvements that will affect Mulberry. He stated that the Council would need to accept the easement to begin the drainage improvements.

Councilman Leonard motioned to accept the easement as presented and to authorize the Town Manager to proceed with the drainage project on Mulberry as recommended by the engineer.

DISCUSSION – July 4th, 2026, Festivities

Councilman Leonard stated that he has no plan in place for the town's July 4, 2026, activities and he would like the town to recognize the significance of the event since it is the 250th anniversary of the United States. He stated that the Council agreed to a budget of \$30,000 during the work session but they do not have to spend that amount. He stated that Council also needs to decide what date the town will hold the event. After discussion among the Council, they agreed to proceed with the usual type event on July 3, 2026, and have the annual parade and event with some upgrades that are within the town's normal budget of \$5,000.

PARKS & RECREATION – Councilman Weaver

Councilman Weaver stated that the Parks and Recreation Advisory Board met on September 3 at 6:30 p.m. and have several upcoming events, including the Annual Community Yard Sale, Bingo, and a Fall Festival. He stated that the board is in need of members and volunteers.

RIVER BEND COMMUNITY ORGANIC GARDEN

Councilman Weaver gave the following report from the September meeting:

Garden activity slowed as harvest quantities decreased, and some members went on vacation. 149 work hours were recorded for August. The fall and winter planting plan is complete. The garden will be operational all winter. The next meeting is scheduled for Monday, October 6th at 1:30 pm in the Municipal building. Guests are always welcome at meetings and in the garden.

VOTE – Flood Resiliency Action Plan

The Manager stated the Flood Resiliency Action Plan presented would earn the town five additional points on the Phase II Wastewater Treatment Plant grant application that is due by September 30, which is prior to the Councils next meeting.

Councilman Weaver motioned to adopt the Flood Resiliency Action Plan as presented. The motion carried unanimously. (see attached)

ADJOURNMENT

There being no further business, Councilman Sheffield moved to adjourn. The motion carried unanimously. The meeting adjourned at 5:41 p.m.

Kristie J. Nobles, MMC Town Clerk



TOWN OF RIVER BEND BUDGET ORDINANCE AMENDMENT 25-B-03 FISCAL YEAR 2025 - 2026

BE IT ORDAINED by the Council of the Town of River Bend, North Carolina that the 2025-2026 Budget Ordinance as last amended on July 17, 2025, be amended as follows:

Si	ım	m	ary

General Fund	2,707,895
General Capital Reserve Fund	154,144
Law Enforcement Separation Allowance Fund	540
Water Fund	712,800
Water Capital Reserve Fund	25,000
Sewer Fund	788,550
Sewer Capital Reserve Fund	26,000
Total	4,414,929

Section 1. General Fund

Anticipated Revenues

5	
AD VALOREM Taxes 2025-2026	1,153,846
AD VALOREM Tax-Motor Vehicle	140,000
Vehicle Registration Fee	30,800
Animal Licenses	1,500
Sales Tax 1% Article 39	225,177
Sales Tax 1/2% Article 40	132,451
Sales Tax 1/2% Article 42	112,435
Sales Tax Article 44	16,436
Sales Tax Hold Harmless Distribution	125,643
Solid Waste Disposal Tax	2,200
Powell Bill Allocation	109,000
Beer and Wine Tax	13,490
Video Programming Sales Tax	45,303
Utilities Franchise Tax	135,931
Telecommunications Sales Tax	6,530
Court Refunds	500
Zoning Permits	5,000
Miscellaneous	9,000
Interest- Powell Bill Investments	5
Interest-General Fund Investments	45,859
Contributions	900
Wildwood Storage Rents	18,144
Rents & Concessions	18,000
Sales Tax	11,365
Sale of Capital Assets	12,000
Transfer From Capital Reserve Fund	130,500
Appropriated Fund Balance	205,880
Total	2,707,895

Section 1.	General Fund (continued)	
Authorized Expen	ditures	
•	Governing Body	81,200
	Administration	348,725
	Finance	161,290
	Tax Listing	19,500
	Legal Services	44,000
	Elections	0
	Police	839,700
	Public Buildings	75,125
	Emergency Services	5,370
	Animal Control	27,820
	Street Maintenance	317,675
	Public Works	290,325
	Leaf & Limb and Solid Waste	76,725
	Stormwater Management	88,300
	Wetlands and Waterways	3,025
	Planning & Zoning	62,415
	Recreation & Special Events	14,200
	Parks & Community Appearance	76,000
	Contingency	25,156
	Transfer To General Capital Reserve Fund	151,344
	Transfer To L.E.S.A. Fund	0
	Total	2,707,895
Section 2.	General Capital Reserve Fund	
Anticipated Reve		
	Contributions from General Fund	151,344
	Interest Revenue	2,800
	Appropriated Fund Balance	0
	Total	154,144
Authorized Exper		
	Transfer to General Fund	130,500
	Future Procurement _	23,644
	Total	154,144
Section 3.	Law Enforcement Separation Allowance Fund	
Anticipated Reve	nues:	
	itributions from General Fund	0
	rest Revenue	540
	Total	540
Authorized Exper	nditures.	
•	aration Allowance	0
•	ure LEOSSA Payments	540
ruu	Total	540
	rotat	340

Section 4.	Water Fund	
Anticipated Reve	enues	
	Utility Usage Charges, Classes 1 & 2	200,120
	Utility Usage Charges, Classes 3 & 4	18,239
	Utility Usage Charges, Class 5	12,854
	Utility Usage Charges, Class 8	4,933
	Utility Customer Base Charges	283,169
	Hydrant Availability Fee	17,934
	Taps & Connections Fees	1,250
	Nonpayment Fees	10,500
	Late payment Fees	7,790
	Interest Revenue	15,060
	Sales Tax	4,300
	Sale of Capital Asset	0
	Transfer from Capital Reserve Fund	25,000
	Appropriated Fund Balance	111,651
•	Total	712,800
Authorized Expe	nditures	
	Administration & Finance [1]	530,625
	Operations and Maintenance	161,675
	Transfer To Fund Balance for Capital Outlay	0
	Transfer To Water Capital Reserve Fund	20,500
	Total	712,800
	[1] Portion of department for bond debt service:	133,671
Section 5.	Water Capital Reserve Fund	
Anticipated Reve	enues	
	Contributions From Water Operations Fund	20,500
	Interest Revenue	350
	Appropriated Fund Balance	4,150
	Total	25,000
Authorized Expe	nditures	
	Transfer to Water Operations Fund	25,000
	Future Expansion & Debt Service	0
	Total	25,000

Section 6.	Sewer Fund	
Anticipated Rever	nues:	
•	Utility Usage Charges, Classes 1 & 2	255,040
	Utility Usage Charges, Classes 3 & 4	39,981
	Utility Usage Charges, Class 5	28,328
	Utility Usage Charges, Class 8	10,146
	Utility Customer Base Charges	298,921
	Taps & Connection Fees	1,250
	Late payment Fees	8,222
	Interest Revenue	23,006
	Sales Tax	4,050
	Sale of Capital Asset	0
	Transfer from Sewer Capital Reserve	25,000
	Appropriated Fund Balance	94,606
	Total	788,550
Authorized Expen	ditures:	
	Administration & Finance [2]	533,650
	Operations and Maintenance	229,400
	Transfer to Fund Balance for Capital Outlay	0
	Transfer to Sewer Capital Reserve Fund	25,500
	Total	788,550
	[2] Portion of department for bond debt service:	115,429
Section 7.	Sewer Capital Reserve	
Anticipated Reve	nues:	
	Contributions From Sewer Operations Fund	25,500
	Interest Revenue	500
	Total	26,000
Authorized Expen	nditures:	
	Transfer to Sewer Operations Fund	25,000
	Future Expansion & Debt Service	1,000
	Total	26,000

Section 8. Levy of Taxes

There is hereby levied a tax at the rate of twenty-eight cents (\$0.28) per one hundred dollars (\$100) valuation of property as listed for taxes as of January 1, 2025, for the purpose of raising the revenue listed as "Ad Valorem Taxes 2025-2026" in the General Fund Section 1 of this ordinance. This rate is based on a valuation of \$413,245,000 for purposes of taxation of real and personal property with an estimated rate of collection of 99.72%. The estimated collection rate is based on the fiscal year 2023-2024 collection rate of 99.72% 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 \$50,000,000 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 2025-2026, 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 2.8% 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 2025-2026 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 18th day of September, 2025.

Mark Bledsoe, Mayor

Kristia I Nobles Town Clark MMC NCCMC

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TOWN OF RIVER BEND

45 Shoreline Drive River Bend, NC 28562

T 252.638.3870 F 252.638.2580 www.riverbendnc.org

PUBLIC NOTICE

Date: October 7, 2025

For some time, the Town of River Bend has experienced sporadic instances of discolored water. That is attributed to the high levels of naturally occurring iron and manganese in the ground water that we pump from the Castle Hayne Aquifer. We have a treatment system in place to remove manganese and iron from the ground water before it is distributed to our customers for use. Our system works much like water treatment systems that some individuals have in their homes. Our system is licensed, monitored and inspected by the State of North Carolina's Public Water Supply (PWS) Section and is operated by licensed personnel. Our system is just larger than a home-sized unit and our filter material is a product called Birm. It is specifically designed to remove iron and manganese.

Several months ago, we spent nearly \$60,000 to replace all of the Birm in our treatment system. Shortly after doing so, we noticed reduced concentrations of both iron and manganese in our distribution system. That is the result that we expected.

Then, in June we noticed a slow increase in the levels of manganese. The other components of our water have remained consistent and at the expected levels. We tweaked our treatment process and increased our backwashing of the Birm in an effort to correct the issue. That did not work. The increased levels of manganese persisted. We believe the Birm media became fouled. We are not sure how that happened. In July and August we treated our new Birm, as directed by the manufacturer. That worked great. The manganese levels dropped dramatically at all 3 wells.

Now, fast forward to September and we are again experiencing an incremental increase to our manganese levels at all 3 wells. Again, we do not know what is causing the increase. To date, this is not a system-wide issue. Some of you may not have noticed any issues. We want you to know that while your water may be discolored, it is not a health hazard. According to the PWS, "Manganese is part of the National Secondary Drinking Water Regulations that may cause cosmetic effects (black to brown color, black staining, bitter metallic taste) in drinking water but is not considered a health threat."

Please be aware that our staff is working with multiple resources, including the State of North Carolina, engineers, testing labs, our Birm supplier, and water industry experts to try and resolve this cosmetic problem as soon as possible. We do not want any of our customers to ever experience discolored water and we apologize for any inconvenience this may cause you. The Mayor and Council members are also water customers. Town Hall and all town facilities are also connected to the same water system. We are all in this together. If you do experience discolored water, we recommend that you flush your water for a while. Typically, it clears up after a few minutes of flushing. We will keep you informed of our efforts and progress.



RIVER BEND POLICE DEPARTMENT



MONTHLY ACTIVITY REPORT

	202	5				
	ACTIVITIES	2025	2025	2025	% of Total Calls	% Change
		July	Aug	Sept	0.700/	Last 2 Mos.
	ALARMS / 911 UNKNOWN / DISTURBANCE / SHOTS FIRED (0)	9	7	7	0.53%	0.00%
	ANIMAL COMPLAINTS	0	3	5	0.38%	67.00%
	ARRESTS	3	5	0	0.00%	-100.00%
	ASSAULTS / ALL OTHER VIOLENT CRIME	5	4	1	0.08%	-75.00%
	ASSIST CITIZENS / LOCK OUT / QUALITY OF LIFE ISSUES	25	20	30	2.26%	50.00%
	ASSIST EMS / FD / FIRST RESPONDERS / MED ASSIST	34	24	29	2.19%	21.00%
7	ASSIST MOTORISTS / FOOT PATROLS / ALL OTHER	27	22	40	3.02%	82.00%
8	ASSIST OTHER AGENCIES	3	2	3	0.23%	50.00%
9	B & E BUSINESS / RESIDENCE / VEHICLE	2	0	0	0.00%	0.00%
10	CRIM. SUMM. / SUBPOENAS / WARRANTS / CIVIL COMPLAINT	4	3	8	0.60%	167.00%
11	DOMESTICS	1	4	3	0.23%	-25.00%
12	FIRES / ALARM	5	1	4	0.30%	300.00%
13	IDENTITY THEFT / FRAUD	3	0	3	0.23%	0.00%
14	INVOLUNTARY COMMITMENTS	1	0	1	0.08%	0.00%
15 .	JUVENILE COMPLAINTS	1	0	1	0.08%	0.00%
16	LARCENIES	1	0	0	0.00%	0.00%
17	LITTERING	1	0	0	0.00%	0.00%
18	LOUD MUSIC / NOISE COMPLAINTS	2	1	1	0.08%	0.00%
19	DEATH / MISSING PERSON / RUNAWAY / SUICIDE(A)	2	2	2	0.15%	0.00%
20	PROPERTY DAMAGE / VANDALISM	2	1	0	0.00%	-100.00%
21	RESIDENTIAL / BUSINESS CHECKS / COMMUNITY WATCH	1,064	1,098	1,081	81.52%	-2.00%
22	ROADWAY DEBRIS / OBSTRUCTIONS	1	0	0	0.00%	0.00%
23	ROBBERIES	0	0	0	0.00%	0.00%
24	SOLICITING VIOLATIONS	3	1	0	0.00%	-100.00%
25	SUSPICIOUS PERSONS / VEHICLES / FIELD INTERVIEW	12	18	8	0.60%	-56.00%
26	TOWN ORDINANCE CITATIONS	1	0	1	0.08%	0.00%
27	TOWN ORDINANCE VIOLATIONS	2	3	1	0.08%	-67.00%
28	TRAFFIC ACCIDENTS	1	4	2	0.15%	-50.00%
29	TRAFFIC STOPS	101	71	67	5.05%	-6.00%
30	TRAFFIC COMPLAINTS-RADAR	8	8	2	0.15%	-75.00%
31	DWI	0	0	1	0.08%	0.00%
32	CHECKPOINTS	0	2	1	0.08%	-50.00%
	DRUG VIOLATIONS	1	2	1	0.08%	-50.00%
	WELFARE CHECKS	3	3	6	0.45%	100.00%
	CASE ASSIST / PW / VEHICLE MAINTENANCE / MEETING	2	2	5	0.38%	150.00%
	CASE FOLLOW UPS / SPECIAL OPERATION / TRAINING	17	9	12	0.90%	33.00%
	TRESPASSING	2	2	0	0.00%	-100.00%
	OVERDOSE	1	0	0	0.00%	0.00%
CONTRACTOR OF THE PARTY OF	TOTAL	1325	1322	1326	100.00%	0.00%

Traffic Violations

29 State Citations

36 Total State Charges

State Warnings

2 Town Citations

Community Watch Checks

59 100 Pirates

64 100 Plantation

62 200 Lakemere

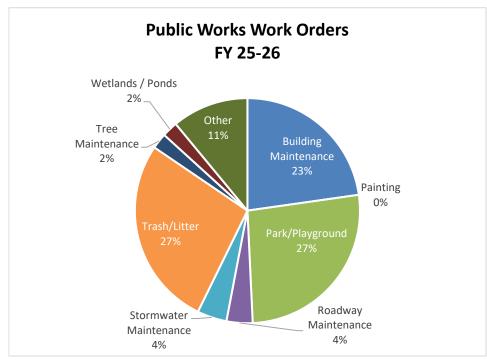
71 200 Rockledge

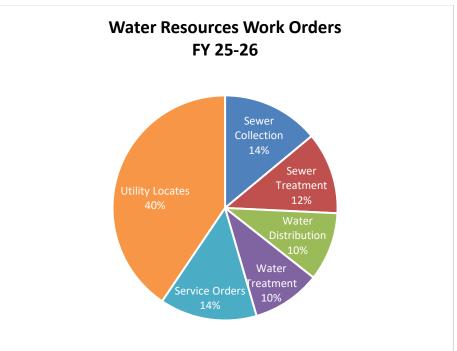
Town Warnings 54 Piner Estates

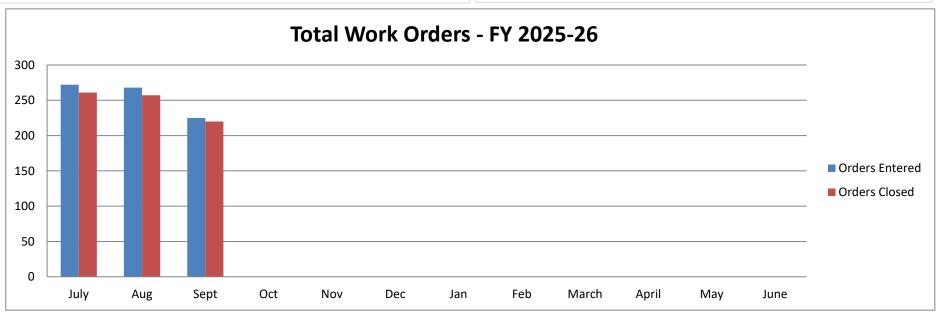
The data being presented in this report is a representation of the orginal call as it was dispatched.

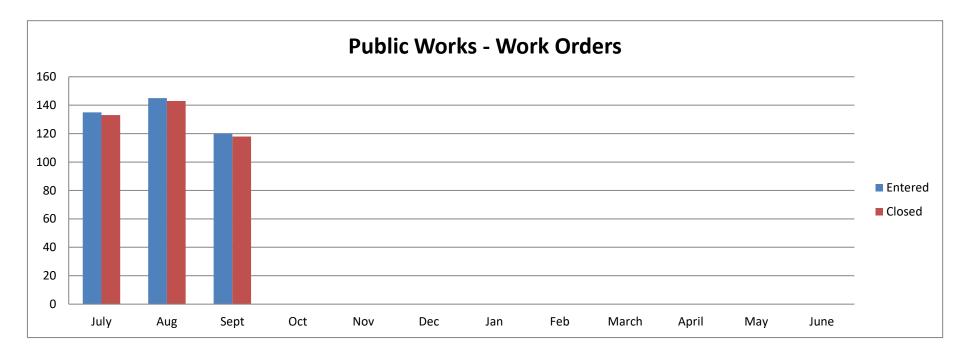
Phone Calls Answered (638-1108)

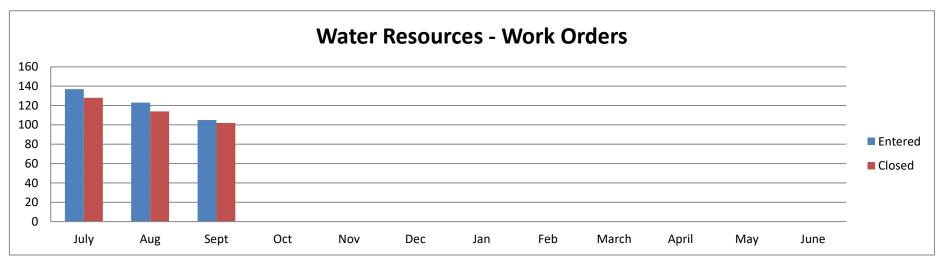
189 Incoming Calls











Town of River Bend FY 2025-2026 Work Order Report



Public Works

													YTD	Pending
Orders Entered	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June		
Building Maintenance	30	31	30										91	0
Painting	0	0	0										0	0
Park/Playground	34	39	33										106	1
Roadway Maintenance	7	5	3										15	0
Stormwater Maintenance	5	7	5										17	0
Trash/Litter	38	39	32										109	0
Tree Maintenance	5	2	2										9	0
Wetlands / Ponds	2	. 5	2										9	1
Other	14	17	13										44	0
TOTAL	135	145	120	0	0	0	0	0	0	0	0	0	400	2
Orders Closed	133	143	118										394	

Water Resources

													YTD	Pending
Orders Entered	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June		
Sewer Collection	15	20	16										51	3
Sewer Treatment	17	16	10										43	0
Water Distribution	12	9	15										36	0
Water Treatment	11	14	11				·						36	0
Service Orders	17	19	15										51	4
Utility Locates	65	45	38										148	2
TOTAL	137	123	105	0	0	0	0	0	0	0	0	0	365	9
Orders Closed	128	114	102										344	

TOTAL	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	YTD
Orders Entered	272	268	225	0	0	0	0	0	0	0	0	0	765
Orders Closed	261	257	220	0	0	0	0	0	0	0	0	0	738



TOWN OF RIVER BEND

45 Shoreline Drive River Bend, NC 28562

T 252.638.3870 F 252.638.2580

www.riverbendnc.org

September 2025 Monthly Report James Jones, Public Works

During the month of September, Public works has been busy with the normal lawncare and trimming. A large fallen tree was removed from the right-of-way in Lochbridge. The weir, located in the Town Hall pond, was cleaned of debris and vegetation. This will allow for better water movement over the weir. Several channel markers that were damaged or missing have been replaced this month by Public Works. Work on the new pet and waste stations for our parks is also still in progress. Due to rain and the opening of the Lakemere flood gate, the packing seal to stop leaking was reinstalled.

Water and sewer repaired eighteen damaged radios/meters that were not transmitting signal. They are all working properly at the present time. Repairs were made to the skimmer arm/motor/ and chain for the wastewater treatment plant. The skimmer arm is highly important for the wastewater treatment plant clarifier to function properly. Water and sewer also installed a new backwash meter at Well #3. This meter is responsible for recording our backwash totals for Well #3/ Backwash #2. One chemical feed pump was rebuilt with a repair kit and is pumping properly now.

If you have any questions concerning the Water Resources/Public Works Department, please call us at 252-638-3540, Monday-Friday, 8am-4pm. After hour's water and sewer, emergencies can be reported by dialing the Town Hall at 252-638-3870. You will be instructed to 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 252-638-1108, and they will get in contact with the on-call utility systems operator.



MONTHLY ZONING REPORT

MONTH September YEAR

2025

Activity	Monthly	YTD Total
Permit Applications Received	9	27
Permits Issued	9	27
Fees Collected	852.00	1980.98
Violations Noted During Weekly Patrol	12	49
Complaints Received From Citizens	1	1
Notice Of Violations Initiated	9	28
*see details below		
Remedial Actions Taken By Town	0	1

	Detail Summary									
Address	Violation	Date Cited								
113 Norbury	Debris	3-Sep								
102 Gatewood	Car in grass	10-Sep								
405 Plantation	Trailer	10-Sep								
309 Plantation	Trailer	10-Sep								
101 Plantation	Trailer	10-Sep								
308 Barbara	Cars in grass; junk vehicles	24-Sep								
210 Rockledge	Car in grass; boat in driveway	24-Sep								
304 North Carolina	Grass	24-Sep								
46 Shoreline Drive	Unpermitted animals	29-Sep								
304.000 Ling Selfs self-sched sees 738-984444 MARKEN van 19 Honoleen Beschouw plantinger in controller Association										

TOWN ORDINANCE

MAYOR

§ 3.01.020 OATH.

The Mayor, before entering upon the duties of his or her office; shall take and subscribe before some person lawfully entitled to administer oaths, an oath of affirmation to support the Constitution of the United States and the Constitution of the state and the laws made pursuant thereto and to faithfully perform the duties of his or her office, which oath or affirmation shall be entered upon the minutes of the Council subscribed as provided in this section, attested by the officer administering the oath, and further shall be filed with the Town Clerk.

(Prior Code, Ch. 2, Art. II)

§ 3.01.021 DUTIES.

The Mayor shall be the chief executive of the town and shall perform the following duties:

- A. Attend and preside over all meetings of the Town Council;
- B. Sign all contracts, resolutions, franchises, ordinances and other documents authorized by the Council;
- C. May appoint members of special ad hoc committees that fall within the area of the Mayor's responsibilities and outline their duties, subject to the consent of the Council;
- D. Make recommendations to the Council from time to time concerning the affairs of the town;
- E. Represent the town at ceremonies and other official occasions; and
- F. Perform other duties and functions as authorized by the Council, the General Statutes of North Carolina or by the Town Charter.

STATE LAW

§ 160A-67. General powers of mayor and council.

Except as otherwise provided by law, the government and general management of the city shall be vested in the council. The powers and duties of the mayor shall be such as are conferred upon him by law, together with such other powers and duties as may be conferred upon him by the council pursuant to law. The mayor shall be recognized as the official head of the city for the purpose of service of civil process, and for all ceremonial purposes. (1971, c. 698, s. 1.)

§ 160A-148. Powers and duties of manager.

- (a) The manager shall be the chief administrator of the city. The manager shall be responsible to the council for administering all municipal affairs placed in the manager's charge by the council, and shall have the following powers and duties:
 - (1) He shall appoint and suspend or remove all city officers and employees not elected by the people, and whose appointment or removal is not otherwise provided for by law, except the city attorney, in accordance with such general personnel rules, regulations, policies, or ordinances as the council may adopt.
 - (2) He shall direct and supervise the administration of all departments, offices, and agencies of the city, subject to the general direction and control of the council, except as otherwise provided by law.
 - (3) He shall attend all meetings of the council and recommend any measures that he deems expedient.
 - (4) He shall see that all laws of the State, the city charter, and the ordinances, resolutions, and regulations of the council are faithfully executed within the city.
 - (5) He shall prepare and submit the annual budget and capital program to the council.
 - (6) He shall annually submit to the council and make available to the public a complete report on the finances and administrative activities of the city as of the end of the fiscal year.
 - (7) He shall make any other reports that the council may require concerning the operations of city departments, offices, and agencies subject to his direction and control.
 - (8) He shall perform any other duties that may be required or authorized by the council.
 - (9) The manager shall receive a minimum of six clock hours of education upon the occurrence, or within six months of the occurrence, of any of the following:
 - a. The Local Government Commission is exercising its authority under Article 10 of Chapter 159 of the General Statutes with respect to the city.
 - b. The city has received a unit letter from the Local Government Commission due to a deficiency in complying with Chapter 159 of the General Statutes.
 - c. The city has an internal control material weakness or significant deficiency in the most recently completed financial audit.
 - d. The city is included on the most recently published Unit Assistance List issued by the Department of State Treasurer.
- (b) The education shall incorporate fiscal management and the requirements of Chapter 159 of the General Statutes. The education may be provided by the Local Government Commission, the School of Government at the University of North Carolina, the North Carolina Community College System, the North Carolina League of Municipalities, the North Carolina Association of County Commissioners, or other qualified sources at the choice of the governing board and upon the prior approval of the Local Government Commission. The clerk to the governing board shall maintain a record verifying receipt of the education by the manager and shall provide this information, upon request, to the Secretary of the Local Government Commission. (1969, c. 629, s. 2; 1971, c. 698, s. 1; 1973, c. 426, s. 22; 2021-124, s. 5.)

G.S. 160A-148 Page 1

Town of River Bend



Monthly Financial Report

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 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.

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.



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.

Fund Cash Balances



Cash Balances	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
1 General Fund*	1,221,105	1,132,475	1,014,174									
2 Powell Bill			53,973									
3 General Capital Reserve	132,025	132,499	172,993									
4 Stormwater AIA Project												
5 Law Enforcement Separation Allowance	54,227	54,421	54,608									
6 Water Fund*	475,047	481,484	468,755									
7 Water Capital Reserve Fund	17,835	17,899	17,961									
8 Water AIA Grant Project	<u>-</u>		-								Marie Control	
9 Water Treatment Plant Capital Project	(1,966)	(1,966)	(1,966)									
10 Water Treatment Improvement Project	(5,000)											
11 Sewer Fund*	750,598	742,479	731,266									
12 Sewer Capital Reserve Fund	26,757	26,853	26,945									
13 Sewer AIA Grant Project	250	250	250									
14 WWTP Capital Projects Fund	8,574	(2,346)	(2,346)									
Total Cash and Investments	2,679,452	2,584,049	2,536,611	0	0	0	0	0	0	0	0	(
Truist Cash Accounts	276,447	282,691	303,143	0	0	0	0	0	0	0	0	(

^{*}These operating funds have equity in the Truist pooled accounts.

In order to obtain more favorable interest rates, the Town deposits funds in the North Carolina Capital Management Trust. We move funds between our cash accounts and these investment accounts to accommodate cash flow for our payables and as revenues are received in order to maintain an adequate amount of cash for operational needs while attempting to minimize bank fees and maximize interest revenue. Based upon historical cash flow and current encumbrances, our staff anticipates the level of cash needed to meet our obligations without having to make an inordinate number of transfers between accounts.

On the table above, the term cash includes those funds we hold in accounts in our designated banking institution (currently Truist). We have two accounts with Truist, a Money Market account that pays a competitive rate of interest, and an operating (checking) account from and to which we make all regular payments and deposits.

The table below shows the balances of each fund account we have in NCCMT at the end of the month. The chart to the right shows how our funds are apportioned between operating cash and investments.



Investments in NCCMT	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
1 General Fund	1,126,013	1,009,781	927,089									
2 Powell Bill	-	-	-									
3 Capital Reserve (General Fund)	132,025	132,499	172,993					TO BE SEED OF THE	有益于其外在 有			
4 Law Enforcement Separation Allowance	54,227	54,422	54,608									
5 Water Fund	381,941	399,318	385,066									
6 Water Capital Reserve Fund	17,835	17,899	17,961									
7 Sewer Fund	664,206	660,586	648,806									
8 Sewer Capital Reserve Fund	26,757	26,853	26,945									
Total Investments	2,403,005	2,301,358	2,233,468	0	C	0	0	0	0	0	0	

General Fund



_																	
Revenue	Fiscal Ye	ar Budget	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	FY to Date		PY
	Original	Current													Total	% Budget	% Budget
1 Ad Valorem Taxes	1,153,846	1,153,846	-	2,147	97,193										99,341	8.6%	9.7%
2 Ad Valorem Taxes - Vehicle	140,000	140,000	-	12,435	10,848										23,283	16.6%	23.7%
3 Vehicle Registration Fee	30,800	30,800	-	310	1,030										1,340	4.4%	0.0%
4 Animal Licenses	1,500	1,500	90	20	80										190	12.7%	8.0%
5 Local Gov't Sales Tax	486,499	486,499	45,824	45,166	46,943										137,934	28.4%	29.9%
6 Hold Harmless Distribution	125,643	125,643	11,712	11,632	12,470						(CASAS)				35,814	28.5%	29.3%
7 Solid Waste Disposal Tax	2,200	2,200	-	527	-										527	24.0%	24.6%
8 Powell Bill Fund Appropriation	-	-	-	2000	-										= 1	0.0%	0.0%
9 Powell Bill Allocation	109,000	109,000	-	-	53,973										53,973	49.5%	54.0%
10 Beer & Wine Tax	13,490	13,490	-	-	-											0.0%	0.0%
11 Video Programming Tax	45,303	45,303		-	10,371										10,371	22.9%	24.1%
12 Utilities Franchise Tax	135,931	135,931	-	-	27,993										27,993	20.6%	22.1%
13 Telecommunications Tax	6,530	6,530	-	-	1,696										1,696	26.0%	24.8%
14 Court Cost Fees	500	500	23	32	41										95	18.9%	27.9%
15 Zoning Permits	5,000	5,000	96	1,033	772				· ·						1,901	38.0%	12.9%
16 Federal Grants	-	-	12,317	-	-										12,317	#DIV/0!	26.5%
17 Federal Grants - BVP Program	-	-	-	-	-										-	0.0%	0.0%
18 State Grants	-			2	-										<u>-</u>	0.0%	0.0%
19 Federal Disaster Assistance	-	-	-	-	-										-	0.0%	0.0%
20 State Disaster Assistance	-	-	- () () () - (-	-										<u>-</u>	0.0%	0.0%
21 Miscellaneous	9,000	9,000	1,086	20	166										1,272	14.1%	9.4%
22 Insurance Settlements	-	- 1	Marketine -	-	-		State State of								- 10 m	0.0%	0.0%
23 Interest - Powell Bill	5	5	-	-	0										0	0.6%	0.1%
24 Interest - Investments	45,859	45,859	4,233	3,768	3,308										11,310	24.7%	31.0%
25 Contributions	900	900	476	-	100										576	64.0%	73.3%
26 Wildwood Storage Rents	18,144	18,144	1,631	1,637	1,543				2991723263						4,811	26.5%	26.9%
27 Rents & Concessions	18,000	18,000	1,880	1,640	1,760										5,280	29.3%	29.9%
28 Sale of Capital Assets	12,000	12,000	-	-	-			(Alberta							- 10 m	0.0%	0.0%
29 Sales Tax Refund Revenue*	-	11,365	-	-	-										-	0.0%	0.0%
30 Trans. from Capital Reserve*	130,500	130,500	170,500	1999 - Y-	(40,000)	BEVE CAR	1988					William Profession			130,500	100.0%	100.0%
31 Trans. from L.E.S.A. Fund	-	-	-	-	-										-	0.0%	0.0%
32 Appropriated Fund Balance*	201,350	205,880	-	900 B 0 B 0 =	-					MALOW IN					19 A (Fall () = // ()	0.0%	0.0%
Total	2,692,000	2,707,895	249,867	80,368	230,287	0	0	0	0	0	0	0	0	0	560,522	20.7%	19.7%

^{*}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.

General Fund



Expenditures	Fiscal Yea	ar Budget	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	FY to Date		PY
	Original	Current													Total	% Exp	% Exp
1 Governing Body*	79,200	81,200	7,544	(851)	4,406				323869						11,099	13.7%	15.9%
2 Administration*	348,000	348,725	52,209	20,375	37,388										109,971	31.5%	26.9%
3 Finance*	156,500	161,290	15,791	15,786	16,695										48,272	29.9%	23.4%
4 Tax Listing	19,500	19,500	-	309	1,236	_									1,545	7.9%	10.4%
5 Legal Services	44,000	44,000	-	3,839	2,496										6,335	14.4%	11.0%
6 Elections	-	-	-	-	-										-	0.0%	0.0%
7 Public Buildings*	74,500	75,125	3,611	6,074	4,587										14,273	19.0%	26.4%
8 Police*	836,200	839,700	77,312	59,867	126,529										263,708	31.4%	25.5%
9 Emergency Management*	5,100	5,370	975	16	16									5 10 10 10 10	1,007	18.8%	36.8%
10 Animal Control*	27,800	27,820	2,662	1,364	2,487										6,512	23.4%	27.1%
11 Street Maintenance*	317,000	317,675	6,739	3,410	5,969										16,118	5.1%	10.8%
12 Public Works*	289,000	290,325	20,750	17,454	70,851										109,055	37.6%	24.7%
13 Leaf & Limb, Solid Waste*	76,700	76,725	7,780	508	8,266									THE REAL PROPERTY.	16,554	21.6%	17.8%
14 Stormwater Management*	88,000	88,300	7,343	2,046	3,582										12,970	14.7%	14.5%
15 Waterways & Wetlands*	2,900	3,025	124	564	481										1,169	38.7%	2.1%
16 Planning & Zoning*	62,000	62,415	6,079	5,251	7,180										18,511	29.7%	22.0%
17 Recreation & Special Events*	13,500	14,200	704	81	197										981	6.9%	12.5%
18 Parks*	75,600	76,000	5,599	3,957	5,661										15,217	20.0%	17.6%
19 Transfers	151,344	151,344	151,344	- 1	- T										151,344	100.0%	100.0%
20 Contingency	25,156	25,156	-	-	-										-	0.0%	0.0%
Total	2,692,000	2,707,895	366,566	140,051	298,024	0	0	0	0	0	0	0	0	0	804,642	29.7%	25.0%

Capital / Debt	Fiscal Ye	ear Budget	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	FY to Date	
(included above)	Original	Current													Total	% Exp
1 Capital Outlay*	355,350	355,350	2787 <u>-</u> 17		98,400			Mark 1995	BARTER TO LEA	TO SERVER					98,400	27.7%
2 Debt Service - Principle	-	-	-	-	-	1									-	0.0%
3 Debt Service - Interest			-	1000 July - 1000												0.0%

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

Water Fund



Revenue	Fiscal Ye	ar Budget	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	FY to Date	
	Original	Current													Total	% Col
Base Charge	283,169	283,169	46,760	180	39,481										86,421	30.5%
Consumption	236,146	236,146	39,667	120	41,375										81,162	34.4%
Other, incl. transfers*	59,600	63,900	26,442	5,626	1,459										33,527	52.5%
Hydrant Fee	17,934	17,934	18,117	(166)	-										17,951	100.1%
Appropriated Fund Bal.	111,651	111,651	-)	-	-											0.0%
Total	708,500	712,800	130,986	5,760	82,316	0	0	0	0	0	0	0	0	0	219,061	30.7%

PY
% Col
33.4%
37.7%
41.1%
99.2%
0.0%
32.3%

Expenses	Fiscal Yea	ar Budget	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	FY to Date	
	Original	Current													Total	% Exp
Admin & Finance*	530,000	530,625	50,800	33,856	27,991										112,647	21.2%
Supply & Treatment*	74,000	76,500	15,994	9,839	3,333										29,165	38.1%
Distribution*	84,000	85,175	31,041	5,130	5,734										41,906	49.2%
Transfers / Contingency	20,500	20,500	20,500	-	-										20,500	100.0%
Total	708,500	712,800	118,335	48,825	37,058	0	0	0	0	0	0	0	0	0	204,218	28.7%

Capital	Fiscal Ye	ar Budget	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	FY to Date	
(included above)	Original	Current			*										Total	% Exp
Capital Outlay	30,100	30,100	-	5,050											5,050	16.8%

Cash Balances

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
Water Fund	475,047	481,484	468,755									0
Water Capital Reserve Fund	17,835	17,899	17,961									0

Water Produced		July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	FY to Date	
	Limit														
Total Gallons		6,176,000	7,173,000	6,597,000										19,946,000	
Average daily gallons	925,000*	199,226	231,387	219,900	0	0	0	0	0	0	0	0	0	216,838	

^{*} This is the permitted daily limit.

Sewer Fund



Revenue	Fiscal Ye	ar Budget	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	FY to Date		PY
	Original	Current													Total	% Col	% Col
Base Charge	298,921	298,921	49,197	377	49,430										99,005	33.1%	33.3%
Consumption	333,495	333,495	52,907	(10)	55,085										107,982	32.4%	35.4%
Other, incl. transfers*	57,478	61,528	27,427	5,116	2,221										34,763	56.5%	52.5%
Appropriated Fund Bal.	94,606	94,606	-	-											-	0.0%	0.0%
Total	784,500	788,550	129,531	5,483	106,736	0	0	0	0	0	0	0	0	0	241,750	30.7%	31.6%

Expenses	Fiscal Year Budget		Fiscal Year Budget		Fiscal Year Budget		July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	FY to Date		PY
	Original	Current													Total	% Exp	% Exp				
Admin & Finance*	533,000	533,650	55,818	37,648	27,768										121,234	22.7%	21.1%				
Collection*	87,000	88,100	2,296	13,442	10,062										25,800	29.3%	17.3%				
Treatment*	139,000	141,300	21,740	7,948	6,714										36,402	25.8%	17.7%				
Transfers / Contingency	25,500	25,500	25,500	-	-										25,500	100.0%	100.0%				
Total	784,500	788,550	105,354	59,038	44,545	0	0	0	0	0	0	0	0	0	208,936	26.5%	22.9%				

Capital	Fiscal Year Budget		Fiscal Year Budget		July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	FY to Date	
(included above)	Original	Current													Total	% Exp		
Capital Outlay	30,100	30,100	-	5,050	- The Control of the										5,050	16.8%		

Cash Balances

_		July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
Sewer Fund		750,598	742,479	731,266									0
S	Sewer Capital Reserve Fund	26,757	26,853	26,945									0

Wastewater		July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	FY to Date	
Treated	Limit														,
Total Gallons .		3,038,000	4,127,000	4,006,000										11,171,000	
Average daily gallons	330,000*	98,000	133,129	133,533	0	0	0	0	0	0	0	0	0	121,554	-

^{*} This is the permitted daily limit.



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 Yellow=Add Grey/Blue=Delete

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 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. 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).

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

D. Continuity of Service

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

- 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 wastewater 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.
- 4. 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 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 reestablished. 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 Premises

The Department 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.

H. Estate Account

The Department may request legal documentation from the executor or the person responsible for administrating 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 the installation, care, maintenance and repair of water and sewer piping on his property. The Town is not responsible for any piping between the customer's home/building and the service meter. Typically, the line of demarcation for where the customer's responsibilities and property ownership begins is marked by the placement of utility fixtures such as fire hydrants, utility poles, meter boxes, utility

pedestals and utility transformers, etc. 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. All piping shall be maintained in accordance with the applicable building code. Failure to do so may subject the service to disconnection until the piping is in compliance with the applicable building code. 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 two 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 an increased deposit amount as described below. for non-owner occupied addresses 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 in full, including any fees and/or penalties.

For addresses that are not 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.

Service	Utility Deposit	Utility Deposit
Level	Amount with SSN	Amount without SSN
Water Only	\$200	\$250
Water and Sewer	\$300	\$350

L. Future Deposits

Any customer whose service is involuntarily terminated for nonpayment, meter tampering, or other reasons more than once will be required to pay a deposit and/or bring their current deposit up to the amount, as specified in Section 3 (K), 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 and/or bring their current deposit up to the amount, as specified in Section 3 K, 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.

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.
- 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.
- 5. No service will be reconnected between the hours of 4:00 p.m. and 7:00 a.m.
- 6. 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 *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. ACI Payments, Inc. will charge a separate convenience fee for credit card payments and E-Check payments. Please note, ACI Payments, Inc. will charge a return

fee 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 calculate the undercharged amount 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 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. <u>Failure to receive a bill sent by mail will</u> 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 or previously had with the Department. This includes any joint accounts the customer may have/had 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.
- 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.
- 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 bypassing the meter or altering its function. The account holder is responsible for the payment of all fees associated with repairs made by the town for any damages that are a result of meter tampering.
 - 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 only after payment of all of the following which apply to the account: (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.



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

CLEAN

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 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. 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.
- 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.
- 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 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.
- 4. Do not disconnect for nonpayment on a Friday, on a weekend, or on a municipal holiday.
- 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 wastewater 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.
- 4. 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 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 reestablished. 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 Premises

The Department 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.

H. Estate Account

The Department may request legal documentation from the executor or the person responsible for administrating 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 the installation, care, maintenance and repair of water and sewer piping on his property. The Town is not responsible for any piping between the customer's home/building and the service meter. Typically, the line of demarcation for where the customer's responsibilities and property ownership begins is marked by the

placement of utility fixtures such as fire hydrants, utility poles, meter boxes, utility pedestals and utility transformers, etc. 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. All piping shall be maintained in accordance with the applicable building code. Failure to do so may subject the service to disconnection until the piping is in compliance with the applicable building code. 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.

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 an increased deposit amount as described below. Service will be denied to any person who is in debt to the department for current or past service until such debt is paid in full, including any fees and/or penalties.

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.

Service	Utility Deposit	Utility Deposit
Level	Amount with SSN	Amount without SSN
Water Only	\$200	\$250
Water and Sewer	\$300	\$350

L. Future Deposits

Any customer whose service is involuntarily terminated for nonpayment, meter tampering, or other reasons will be required to pay a deposit and/or bring their current deposit up to the amount, as specified in Section 3 (K), 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 and/or bring their current deposit up to the amount, as specified in Section 3 K, 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.

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.
- 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.
- 5. No service will be reconnected between the hours of 4:00 p.m. and 7:00 a.m.
- 6. 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 *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. ACI Payments, Inc. will charge a separate convenience fee for credit card payments and E-Check payments. Please note, ACI Payments, Inc. will charge a return

fee 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 calculate the undercharged amount 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 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. <u>Failure to receive a bill sent by mail will</u> 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 or previously had with the Department. This includes any joint accounts the customer may have/had 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.
- 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.
- 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 bypassing the meter or altering its function. The account holder is responsible for the payment of all fees associated with repairs made by the town for any damages that are a result of meter tampering.
 - 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 only after payment of all of the following which apply to the account: (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 Public Works Director 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.

TOWN OF RIVER BEND NOTARY SERVICE POLICY

I. <u>OBJECTIVE</u>

To establish a policy and procedures for providing Notary Services to the public.

II. PROCEDURE

A. Notary Service Availability

Notary services may be provided to the public, by town employees who are licensed as a Notary Public, at Town Hall during regular business hours.

B. Cost of Notary Services

All notary fees, as established by the North Carolina Office of the Secretary of State and assessed to the public, shall be paid directly to the Notary Public. An employee who provides such services to the public under the terms of this policy agrees to provide Notary service to the Town of River Bend government at no charge.

III. <u>INTERPRETATION</u>

Questions concerning interpretation or clarification of this procedure should be referred to the Town Manager.

Adopted this 16th day of October, 2025.

	Mark Bledsoe, Mayor
ATTEST:	
	_
Kristie Nobles, Clerk	

EWAB October 6th, 2025

Vice Chairman Ackiss called the meeting to order at 7:00 PM.

There was a quorum of members present.

There was no visitors.

The minutes for the August 2025 meeting were approved.

Old Business:

Fishing line recycling containers have been installed.

Discussion about having a canal clear up in conjunction with local Scouts, P&R, and CAC.

There is still one vacancy on EWAB.

New Business: No new business.

Councilman Leonard gave a council updated and answered members questions

Volunteer Hours: 15

The next meeting will be on November 3rd, 2025, at 7 PM in the small conference room in the municipal building.

The public is welcome to attend.

The meeting adjourned at 7:25 PM

River Bend Planning Board Report October 2025

The meeting was held on October 2 at 6 pm in the Municipal building. Chairman Lippert was absent, so the meeting was chaired by Vice Chairman Bob Kohn.

First item of business was the election of officers. Ms. McCollum took over the running of the meeting during the election process. Board members nominated Egon Lippert for chairman and he was elected unanimously. Bob Kohn was unanimously elected Vice Chairman and Allison McCollum was elected secretary.

The zoning report was given. Councilman Sheffield was not present, so no council report was given.

The next item of business was the town's fencing ordinance. After much discussion the board directed the town staff to draft an ordinance change to allow fences on corner properties facing the street other than the one the property's address is officially listed on.

Under new business the board discussed the updated draft of the town's Comprehensive plan. Assistant zoning manager McCollum brought to the board's attention a potential conflict in the language of the plan and the town ordinance that limits lot coverage to 24%. The board asked for a draft of the ordinance that would clarify this at the next meeting. Board members asked that the Comprehensive plan be shared with all other advisory boards to get their input before the new plan is adopted.

The next meeting is scheduled for Thursday, Nov. 6th at 6pm.

Aside from the meeting, Chairman Lippert has recently received a resignation from board member Jon Hall. All applications to fill the position will be provided to the council and action on a replacement is expected at the November council meeting.

River Bend Community Organic Garden (RBCOG)

Monthly Report for Council - 10/6/25

September Activity

The fall planting plan is complete. Workdays continue to be well attended and most days were filled on the daily schedule.

The harvest weight for September was 339 pounds. Harvest total to date is 2,736 pounds. This year Interfaith Refugee Ministries is on schedule to receive about 12% of the total garden harvest.

127 work and administrative hours were recorded for September. Year-to-date work hours are 1,171.

RBCOG will have a table at National Night Out on October 7th.

The next meeting is scheduled for Monday, November 3rd at 1:30 pm in the Municipal building. Guests are always welcome at the meetings and in the garden.

bjm-10/6/25