TOWN OF RIVER BEND

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RIVER BEND TOWN COUNCIL PROPOSED AGENDA

Work Session Meeting
October 9, 2025
River Bend Town Hall – 45 Shoreline Drive
5:00 p.m.

- 1. **VOTE** Agenda: Additions / Deletions / Adoption
- 2. Discussion Water Resources Department Policy Manual Amendments / Deposit, Other Jackson
- 3. Discussion Notary Public Service Guidelines Jackson
- 4. Discussion July 4, 2026 Event Benton
- 5. Discussion Official Town Spokesperson Role Benton
- 6. Review Agenda Nobles
- 7. Closed Session NCGS§143-318.11(a)(3)
- 8. Adjournment

Pledge Next Week: Sheffield



Town of River Bend

Utility Billing Cycle &
Deposit Fee

October 9, 2025

Why have deposits?

The following is from the NC Utilities Commission (NCUC). FYI- The NCUC rules do not apply to River Bend. I just like its language about deposits.

CHAPTER 12. CUSTOMER DEPOSITS FOR UTILITY SERVICES: DISCONNECTING OF SERVICE. Rule R12-1 DECLARATION OF PUBLIC POLICY. The Utilities Commission, hereinafter referred to as the "Commission," declares that it is in the public interest that any utility requiring a deposit from its customer shall fairly and indiscriminately administer a reasonable policy reflected by written regulations, in accord with these rules, for the requirement of a deposit for connecting utility service, or for an existing customer to continue or to reconnect service. A cash deposit to establish, maintain or reestablish service shall be required only in compliance with these rules, and to avoid, to the extent practicable, the creation of a burden arising from uncollectible bills which would have to be borne ultimately by all the utility's ratepayers. Any utility requiring a deposit shall apply a deposit policy in accord with these rules in an equitable and nondiscriminatory manner to all applicants for service and to all customers throughout the service area without any different application in any part thereof, and such deposit policy shall be predicated upon the credit risk of the individual without regard to the area in which he lives.

Yearly Billing Schedule

JULY 2025	AUGUST 2025	SEPTEMBER 2025	OCTOBER 2025
1 -2 -3 -4 -5 -	1 2	1 -2 -3 -4 -5 -6 -	1 2 3 4
6 7 8 9 10 11 12	3 -4 -5 -6 -7 -8 -9	7 8 8 10 11 12 13	5 - 6 - 7 - 8 - 9 - 10 - 11 -
13 - 14 - 15 - 16 - 17 - 18 -	- 12 - 13 - 14 - 15 - 16	14 - 15 - 16 - 17 - 18 - 19	3 - 14 - 15 - 16 - 17 - 18 -
20 21 22 23 24 25	19 20 21 22 23	21 - 22 - 23 - 24 - 25 - 26	0 21 22 23 24 25
27 28 29 30 31	26 27 28 29 30	28 29 30	26 27 28 29 30 31
NOVEMBER 2025	DECEMBER 2026	JANUARY 2026	FEBRUARY 2026
	1 2 3 4 5 0	1 2 3	1 -2 -3 -4 -5 -6 -7 -
2 -3 -4 -5 -6 -7 -8	7 8 9 10 11 12 13	4 5 8 7 8 9 10	8 9 10 11 12 13 14
9 10 11 12 13 14	Q 16 17 18 19 20 1	11 12 13 14 15 16	6 17 18 19 20 21
16 17 18 19 20 21	- 23 - 24 - 25 - 26 - 27 -	18 19 20 21 22 23	2 24 25 26 27 28
23 24 25 26 27 28 29	28 29 30 31 -	25 26 27 28 29 30 31 -	1000 000
30 MARCH 2026	APRIL 2026	MAY 2026	JUNE 2026
1 -2 -2 -4 -6 -6 -7 -	8 M T W T F 8	8 M T W T P 8	1 -2 -3 -4 -6 -6
n n 10 11 12 12 14 -	a - a - 7 - 8 - 9 - 10 - 11 -	3 4 5 6 7 8 6	7 8 9 10 11 12 13
15 16 17 18 19 20 F	1 14 15 18 17 18	10 11 12 13 14 15	5 - 18 - 17 - 18 - 19 - 20
22 23 24 25 26 27		17 18 19 20 21 22	2 23 24 25 26 27
29 - 30 - 31 -	26 27 28 29 30 -	24 25 26 27 28 29 30 -	28 28 30 -
Charles and the second		n -	

Billing Cycle

2025	JULY						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	Ш
		1	2	3	4	5	
6	7	8	9	10	11	12	
13	14	15	16	17	18	19	
20	21	22	23	24	25	26	
27	28	29	30	31			

2025	2025 AUGUST									
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY				
					1	2				
3	4	5	6	7	8	9				
10	11	12	13	14	15	16				
17	18	19	20	21	22	23				
24	25	26	27	28	29	30				
31										

Period of

Usage

2025	2025 SEPTEMBER									
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY				
	1	2	3	4	5	6				
7	8	9	10	11	12	13				
14	15	16	17	18	19	20				
21	22	23	24	25	26	27				
28	29	30								

September 5 - Bill Mailed

October 6 - Payment Due Date

Note-water still being used during September

2025	2025 OCTOBER									
SUNDAY	MONDAY TUESDAY WEDNESDAY THURSDAY FRIDAY SATURDAY									
			1	2	3	4				
5	6	7	8	9	10	11				
12	13	14	15	16	17	18				
19	20	21	22	23	24	25				
26	27	28	29	30	31					

October 6- Due Date for services used in July-August

October 6- 10% Late Fee Assessed

October 7- 2nd Notice Sent With Due Date October 20

October 20- Last Day to Pay

October 20- \$70 Non-Payment Fee Assessed

October 22- Service Disconnected

Note- water still being used in October until 22nd

Billing Scenario for Base Fee W&S Customer

2025	2025 JULY								
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY			
		1	2	3	4	5			
6	7		9		11	12			
13	14	L	39.	42	_	19			
20	21	22	23	24	25	26			
27	28	29	30	31					

2025	2025 AUGUST								
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY			
					1	2			
3	4	5	6	7	8	9			
10	11	\$3	9.4	12	5	16			
17	18	y O		_	<u>}</u>	23			
24	25	26	27	28	29	30			
31									

Base Rate For 2 months=

\$78.84

2025 SEPTEMBER								
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY		
	1	2	3	4	5	6		
7	8		10		12	13		
14	15	\$3	9.4	42		20		
21	22	23	24	25	26	27		
28	29	30						

Base Rate For 1 month=

\$39.42

2025	2025 OCTOBER									
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY				
			1	2	3	4				
5	6		ľ		10	11				
12	13	\$2	7.9	98		18				
19	20	21	22	23	24	25				
26	27	28	29	30	31					

10% Late fee = Non-payment Fee= October Bill @ 71% of Base=

\$70.00 <u>\$27.98</u>

\$7.88

Total Exposure for Town=
(Oct. 21 =113 full days since July 1)

\$224.12

The scenario we just discussed was the actual July-August data for the base fee for water and sewer (W&S) customers only. It represents the lowest possible billing amount. Therefore, it also represents the lowest possible exposure to the town. For that July-August billing cycle, we sent 968 W&S bills. Of those, only 51 or 5% were billed at the minimum. So, the actual exposure for that billing cycle, was much more than shown on the previous slide. That is typically the case. For that same billing cycle, the average bill was \$149.81. That average bill amount is consistent through the year. When you apply the other fees associated with disconnection, the total exposure to the town at the time of disconnection for the average W&S customer is \$362.87, as is shown on the next slide.

Billing Scenario for Average W&S Customer

Ī	2025 JULY								
	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY		
			1	2	3	4	5		
	6	7		ľ	10	11	12		
	13	14	\$	74 .	90		19		
	20	21	22	23	24	25	26		
	27	28	29	30	31				

2025	2025 AUGUST								
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY			
					1	2			
3	4	5	6	7	8	9			
10	11	\$7	4.9	90	5	16			
17	18	γ 		<u> </u>	2	23			
24	25	26	27	28	29	30			
31									

Average Bill For 2 months=

\$149.81

2025	2025 SEPTEMBER									
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY				
	1	2	3	4	5	6				
7	8				12	13				
14	15	\$1	4.	90		20				
21	22	23	24	25	26	27				
28	29	30								

Average Bill For 1 month= \$74.90

2025	осто	BER				
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1	2	3	4
5	6	ľ	ľ	9	10	11
12	13	\$5	3.	18		18
19	20	21	22	23	24	25
26	27	28	29	30	31	

10% Late fee = Non-payment Fee= October Bill @ 71% of avg. =

\$14.98 \$70.00 \$53.18

Total Exposure for Town= (Oct. 21 =113 full days since July 1) \$362.87

Billing Scenario for Average Water Only Customer

2025	JULY	,				
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1	2	3	4	5
6	7		9	10	11	12
13	14	L	30.	12		19
20	21	22	23	24	25	26
27	28	29	30	31		

2025	AUGL	JST				
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
					1	2
3	4	5	6	7	8	9
10	11	\$3	0.1	12	5	16
17	18)			<u>}</u>	23
24	25	26	27	28	29	30
31						

Average Bill For 2 months=

\$60.24

2025	SEPT	EMBE	₹			
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1	2	3	4	5	6
7	8				12	13
14	15	\$ 3	0.	12		20
21	22	23	24	25	26	27
28	29	30				

Average Bill For 1 month=

\$30.12

\$ 6.02

\$70.00

\$21.38

2025	осто	BER				
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1	2	3	4
5	6		ľ	9	10	11
12	13	\$2	1.3	38		18
19	20	21	22	23	24	25
26	27	28	29	30	31	

10% Late fee = Non-payment Fee= October Bill @ 71% of avg.=

\$187.76

Total Exposure for Town=
(Oct. 21 =113 full days since July 1)

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Proposed Deposit Fees

Service	Current Deposit	Current Deposit	Current Deposit	Proposed Deposit	Proposed Deposit
Level	Tenant	Owner with no SSN	Owner with SSN	Amount with SSN	Amount without SSN
Water Only	\$50	\$50	\$0	\$200	\$250
Water and Sewer	\$150	\$150	\$0	\$300	\$350

In addition to changing the deposit amount, I also recommend that we change the deposit language in our policy to apply to every new customer and to every existing customer if they are disconnected due to non-payment. Currently, a customer who is also the homeowner is not required to pay a deposit, if they provide a SSN. If they do not provide a SSN, a deposit is required. A tenant is required to pay a deposit regardless of SSN. Currently, we have about 700 accounts without a deposit on hand to cover those accounts. In those cases, we are at 100% exposure.

The new deposit fees would not impact any existing customer, as long as their service is not disconnected for non-payment. However, if an existing customer does have their service disconnected for non-payment, they will be required to bring their deposit up to the proposed amount.

Historical Utility Collections Data

	FY22-23	FY23-24	FY24-25
Water Accts Receivables	81,264.18	82,007.41	86,582.28
Sewer Accts Receivables	60,789.70	61,561.84	63,168.47
	142,053.88	143,569.25	149,750.75
Total AR % to Revenue	11.77%	12.11%	12.84%
Total Collected	88.23%	87.89%	87.16%

On average, over the past 3 fiscal years, we have not collected (lost) an average of 12.24% of billings, which translates into an average of \$145,124 per year of lost revenue.

Failure of everyone to pay, increases the costs for those who do pay. Increasing our collection rate benefits the whole system. The recommended changes herein will not guarantee a 100% collection rate, but they will greatly reduce the likelihood of loss to the town's enterprise systems. The only loss will be those who do not pay and do not have enough deposit to cover the outstanding bill. The results of this change will be easy to measure in the future.



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=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).

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. 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

- 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.

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
- 5. 45th day following the bill date. The nonpayment fee will be charged to any customer whose bill is unpaid at 4:00 p.m. on the 45th day following the bill date. The fee and past due balance must be paid in full before service is reconnected.
- 7. No service will be reconnected between the hours of 4:00 p.m. and 7:00 a.m.
- 8. A charge, as noted in the Section 7.D. of these policies, will be imposed against any customer who reconnects the customer's own meter.

B. Meter Reading

Customer water meters are read bi-monthly and the water consumption is calculated accordingly. Should meter reading data be unavailable for any reason, an estimated

consumption for the billing period based on prior billing data may be used. Any adjustments resulting from subsequent more accurate data will be made part of the next bill.

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

C. Application of Payments and Payment Options

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

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

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

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

On-line or by Phone: The Town accepts payments by credit cards, debit cards, and electronic checks through *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 not excuse late payment of bills.</u>

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.
- 2. The customer may apply for relief from the scheduled charges according to the following rules:
 - a. The customer must apply for relief within fifteen (15) days of the date of the bill in question.
 - b. The Public Works Director must certify that leakage actually occurred. Customers requesting an adjustment are encouraged to document evidence of a leak in a specific location and its repair, such as pictures, receipts from plumbers or other type documentation. This documentation can be used by the town to determine if an adjustment is appropriate.

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

Sewer Usage relief = Sewer Rate x (X-Y)

Where:

X = Gallons billed for the period in question:

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

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

C. Damage to Plants and Shrubs

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

TOWN OF RIVER BEND NOTARY SERVICE POLICY

I. <u>OBJECTIVE</u>

To establish a policy and procedures for providing Notary Services to the residents of River Bend.

II. PROCEDURE

A. Notary Service Availability

Notary Services will be provided to residents by appointment only. The Clerk shall establish a schedule of at least two days a week when notary services will be available to the residents. Further, the Clerk shall schedule at least two hours on each of the designated days to schedule appointments for notary services.

B. Cost of Notary Services

Each resident shall be provided with one signature free of charge per visit. All subsequent signatures shall be charged at the current rate set by the North Carolina Office of the Secretary of State. All checks for Notary Services shall be made payable to the Town of River Bend and shall be accounted under Miscellaneous Fees.

III. INTERPRETATION

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

Adopted this 19th day of April, 2006.

	John Kirkland, Mayor
	001111111111111111111111111111111111111
TEST:	



TOWN OF RIVER BEND | 45 Shoreline Drive River Bend, NC 28562

TO: Residents of River Bend

FROM: Council Member Jeff Weaver

DATE: 7/18/2025

RE: Clarification Regarding Pickleball Court Funding and Water System Upgrades

Following the Town Council's recent vote to approve funding for a new pickleball court, there have been public statements made that have caused confusion and concern. I want to provide you with clear, accurate information regarding both the pickleball court project and the ongoing efforts to improve our water system.

1. Recreation Projects Are Not Funded from the Water System Budget

The pickleball court project was funded using the Council Discretionary Fund and a portion of the Capital Improvement Plan, which is entirely separate from the Water Enterprise Fund. By law, money collected through your water bills must be used only for water-related operations and infrastructure. It cannot legally be used for parks, recreation, or other general town projects.

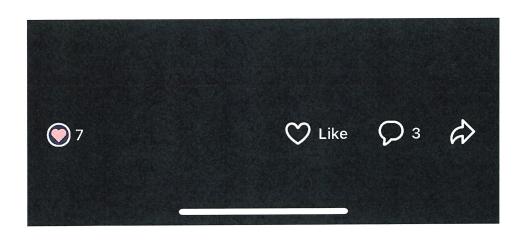
The funds approved for the pickleball court are not interchangeable with utility funds. To suggest otherwise is simply false and creates unnecessary confusion.

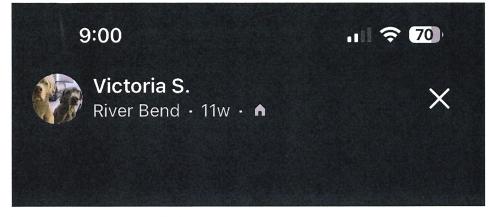
2. We Are Making Real Progress on Water Quality — Every Day

Yes, if construction on a new water treatment facility began today, it could take approximately four years before water from that facility comes out of the tap. But it is disingenuous to suggest that nothing is being done in the meantime.

We are actively working every day to provide the best water product possible using our existing system. This includes:

· Flushing and valve replacement programs,





- · System monitoring and maintenance,
- · And significant engineering and planning efforts already underway.

Furthermore, millions of dollars in grant funding have already been secured to build a modern water treatment facility. The total project is estimated at nearly \$20 million, and we are intentionally waiting on a few final grant applications in hopes of completing the project at zero cost to residents.

Put simply: we're doing everything we can to prevent your water bill from going up.

Yes, we could move forward today and fill the remaining gap with loans, but why would we take on debt when we're close to fully funding the project through grants?

These efforts take time, patience, and fiscal discipline, all of which we're exercising on your behalf.

3. The Pickleball Court Project Is Responsible and Community-Driven

This project was not rushed or frivolous. It was the product of:

- · Multiple public discussions,
- · The completion of engineered plans,
- And data from a Parks & Recreation survey, where pickleball ranked as one of the top requested amenities.

The \$85,000 in funding came from a combination of two sources:

- Approximately \$40,000 from the Parks & Recreation Capital Improvement Plan (CIP) line,
- · The remaining \$45,000 from the Council Discretionary Fund.

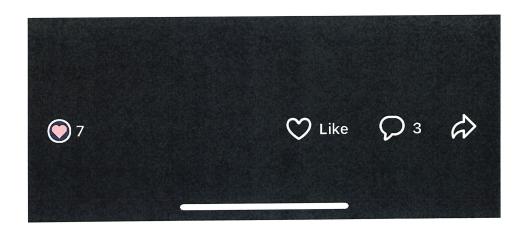
None of these funds are tied to water utility revenues, and they were specifically intended for general government or recreation projects. This is a strategic, modest investment in quality of life that does not impact utility operations or delay infrastructure improvements.

Residents deserve honest information from their elected officials. Making misleading comparisons between unrelated funding sources does a disservice to the public conversation. We are capable of both improving our infrastructure and investing in the well-being of our community.

If you have questions, I'm always available to explain where your tax dollars are going, with facts, not politics.

- Jeff Weaver

Council Member - Town of River Bend



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 DRAFT 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. CAC Report
- 11. Finance Councilman Leonard
 - A. Financial Report Finance Director

ITEM 6

- 12. Environment & Waterways Councilman Leonard A. EWAB Report
- 13. Planning Board Councilman Sheffield
 - A. Planning Board Report
- 14. Public Safety Councilwoman NoonanB. Community Watch
- 15. Parks & Recreation Councilman Weaver
 - A. Parks and Rec Report
 - B. Organic Garden Report
- 16. Mayor's Report
- 17. Adjournment

North Carolina law allows public bodies, such as the River Bend Town Council, to meet in closed session to discuss certain topics. However, prior to going into closed session, the Council must announce the closed session and the topic for which the closed session is being called and that must be done while the Council is in open session. This requirement allows the public to know in general what the closed session is concerning. The closed session must also be adjourned in open session. For the purpose of this guide, open session simply means in view of the public and closed session simply means it private. The topics that may be discussed in closed session are listed below and are numbered 1 through 10. Most of the time, the Council knows in advance that a closed session is needed and the General Statute citation which identifies the purpose of the closed session is included on the agenda. However, that is not always the case. The need for a closed session may arise without enough warning to publish the citation on the agenda. The law does not require advanced noticed of a closed session. In any case, planned or not, the Council will state the appropriate citation. The citation will always begin with 143-318.11(a). The numbers that follow in parenthesis will identify the particular closed session topic. For example: The citation 143-318.11(a)(3)(5) will allow the Council to consult with an attorney (#3) and to discuss the acquisition of real property (#5).

§ 143-318.11. Closed sessions.

- (a) Permitted Purposes. It is the policy of this State that closed sessions shall be held only when required to permit a public body to act in the public interest as permitted in this section. A public body may hold a closed session and exclude the public only when a closed session is required:
 - (1) To prevent the disclosure of information that is privileged or confidential pursuant to the law of this State or of the United States, or not considered a public record within the meaning of Chapter 132 of the General Statutes.
 - (2) To prevent the premature disclosure of an honorary degree, scholarship, prize, or similar award.
 - (3) To consult with an attorney employed or retained by the public body in order to preserve the attorney-client privilege between the attorney and the public body, which privilege is hereby acknowledged. General policy matters may not be discussed in a closed session and nothing herein shall be construed to permit a public body to close a meeting that otherwise would be open merely because an attorney employed or retained by the public body is a participant. The public body may consider and give instructions to an attorney concerning the handling or settlement of a claim, judicial action, mediation, arbitration, or administrative procedure. If the public body has approved or considered a settlement, other than a malpractice settlement by or on behalf of a hospital, in closed session, the terms of that settlement shall be reported to the public body and entered into its minutes as soon as possible within a reasonable time after the settlement is concluded.
 - (4) To discuss matters relating to the location or expansion of industries or other businesses in the area served by the public body, including agreement on a tentative list of economic development incentives that may be offered by the public body in negotiations, or to discuss matters relating to military installation closure or realignment. Any action approving the signing of an economic development contract or commitment, or the action authorizing the payment of economic development expenditures, shall be taken in an open session.
 - (5) To establish, or to instruct the public body's staff or negotiating agents

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- concerning the position to be taken by or on behalf of the public body in negotiating (i) the price and other material terms of a contract or proposed contract for the acquisition of real property by purchase, option, exchange, or lease; or (ii) the amount of compensation and other material terms of an employment contract or proposed employment contract.
- (6) To consider the qualifications, competence, performance, character, fitness, conditions of appointment, or conditions of initial employment of an individual public officer or employee or prospective public officer or employee; or to hear or investigate a complaint, charge, or grievance by or against an individual public officer or employee. General personnel policy issues may not be considered in a closed session. A public body may not consider the qualifications, competence, performance, character, fitness, appointment, or removal of a member of the public body or another body and may not consider or fill a vacancy among its own membership except in an open meeting. Final action making an appointment or discharge or removal by a public body having final authority for the appointment or discharge or removal shall be taken in an open meeting.
- (7) To plan, conduct, or hear reports concerning investigations of alleged criminal misconduct.
- (8) To formulate plans by a local board of education relating to emergency response to incidents of school violence or to formulate and adopt the school safety components of school improvement plans by a local board of education or a school improvement team.
- (9) To discuss and take action regarding plans to protect public safety as it relates to existing or potential terrorist activity and to receive briefings by staff members, legal counsel, or law enforcement or emergency service officials concerning actions taken or to be taken to respond to such activity.
- (10) To view a recording released pursuant to G.S. 132-1.4A.
- (b) Repealed by Session Laws 1991, c. 694, s. 4.
- (c) Calling a Closed Session. A public body may hold a closed session only upon a motion duly made and adopted at an open meeting. Every motion to close a meeting shall cite one or more of the permissible purposes listed in subsection (a) of this section. A motion based on subdivision (a)(1) of this section shall also state the name or citation of the law that renders the information to be discussed privileged or confidential. A motion based on subdivision (a)(3) of this section shall identify the parties in each existing lawsuit concerning which the public body expects to receive advice during the closed session.
- (d) Repealed by Session Laws 1993 (Reg. Sess., 1994), c. 570, s. 2. (1979, c. 655, s. 1; 1981, c. 831; 1985 (Reg. Sess., 1986), c. 932, s. 5; 1991, c. 694, ss. 3, 4; 1993 (Reg. Sess., 1994), c. 570, s. 2; 1995, c. 509, s. 84; 1997-222, s. 2; 1997-290, s. 2; 2001-500, s. 2; 2003-180, s. 2; 2013-360, s. 8.41(b); 2014-79, s. 9(a); 2016-88, s. 3.)

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