



**TOWN OF RIVER BEND**

**45 Shoreline Drive  
River Bend, NC 28562**

**T 252.638.3870**

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**[www.riverbendnc.org](http://www.riverbendnc.org)**

**RIVER BEND TOWN COUNCIL  
PROPOSED AGENDA  
Special Meeting  
March 19, 2026  
River Bend Town Hall – 45 Shoreline Drive  
4:00 p.m.**

1. Call to Order- Mayor
2. Opening Comments- Town Manager
3. Presentation- River's & Associates
4. Public Hearing - Conducted by Mayor
5. Council Comments
6. Closing Remarks- Town Manager
7. Adjournment



**RIVER BEND TOWN COUNCIL  
PROPOSED AGENDA  
March 19, 2026  
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
5. 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 February 12, 2026 Work Council Meeting  
Minutes of February 19, 2026 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
  - B. **VOTE** – Independence Day Celebration Plan

11. Environment & Waterways – Councilman Leonard
  - A. EWAB Report
  
12. Planning Board – Councilman Sheffield
  - A. Planning Board Report
  - B. **VOTE** – Draft Comprehensive Plan Update & Public Hearing Date
  
13. Public Safety – Councilwoman Noonan
  - A. Community Watch
  
14. Parks & Recreation – Councilman Weaver
  - A. Parks and Rec Report
  - B. Organic Garden Report
  
15. Finance – Councilman Leonard
  - A. Financial Report - Finance Director
  - B. **VOTE** – Craven County Metropolitan Planning Organization Memorandum of Understanding
  
16. Mayor's Report
  - A. Arbor Day Proclamation
  
17. Adjournment

**River Bend Town Council  
Work Session Minutes  
February 12, 2026  
Town Hall  
5:00 p.m.**

Present Council Members: Mayor Mark Bledsoe  
Buddy Sheffield  
Lisa Benton  
Brian Leonard  
Kathy Noonan

Absent Council Member: Jeff Weaver

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

Members of the Public Present: 5

**CALL TO ORDER**

Mayor Bledsoe called the meeting to order at 5:00 p.m. on Thursday, February 12, 2026, at the River Bend Town Hall with a quorum present.

**VOTE – Addition to the Agenda**

*Councilwoman Noonan motioned to amend the agenda by adding EWAB membership as item #12. The motion carried unanimously.*

**VOTE – Approval of Agenda**

*Councilwoman Noonan motioned to accept the agenda as amended. The motion carried unanimously.*

**VOTE – CAC Appointment**

Councilwoman Benton stated that the CAC met on January 21 and recommends that the Council appoint Steve Sarg to the advisory board.

*Councilwoman Benton motioned to appoint Steven Sarg to the Community Appearance Commission with a term beginning on February 12, 2026, and ending on June 30, 2026. The motion carried unanimously.*

**VOTE – Parks and Recreation Appointment**

Councilwoman Noonan stated that the Parks and Recreation Advisory Board met on February 4 and recommends that the Council appoint Kay Thomson to the advisory board.

*Councilwoman Noonan motioned to appoint Kay Thomson to the Parks and Recreation Advisory Board with a term beginning on February 12, 2026, and ending on June 30, 2027. The motion carried unanimously.*

**VOTE – Surplus Property Resolution for Vehicle**

The Manager stated that there is a 2004 Hawke Trailer in the public works fleet that has been replaced with a new trailer last year. He recommended that the Council declare the trailer as surplus, which would allow the trailer to be auctioned in the normal process on GovDeals.

*Councilman Leonard motioned to approve the Surplus Property Resolution as presented. The motion carried unanimously. (see attached)*

**Discussion – Building Use Policy Amendment**

Due to Councilman Weaver's absence the Mayor called on the Town Manager. Manager Jackson stated that the amended building use policy was included in the agenda package. He stated that the suggested changes from the last Council meeting are included. He asked the Council for directions on implementing the policy with the current building reservations on file. After a brief discussion among the Council, it was agreed that all ongoing reoccurring reservations would have until April 1 to bring their deposit to the proposed \$250 deposit. The Manager stated that the proposed amended policy would be voted on at the next Council meeting.

**Discussion – Animal Control Ordinance Amendment**

The Town Manager stated that the current animal control ordinance lacks adequate language regarding vicious animals. He stated that he has been communicating with the town's attorney and police chief to modify the town's ordinance to address vicious animals. He stated that he wanted to make the Council aware that the ordinance is currently being amended and will be presented to the Council in the near future for its consideration.

**Discussion – Water Resources Policy Manual – Penny Policy**

The Finance Director stated that the US Mint has suspended production of the penny and at some point, the town may not be able to give back the exact change based on being out of pennies. This amended policy will allow a customer to have a balance up to \$1 and not incur any additional fees. The Town Manager stated that the amended policy will be voted on at the next Council meeting.

**VOTE – Fiscal Year 2026-2027 Council Priorities**

Councilman Sheffield stated that one of the proposed 26-27 Council Priorities does not reflect the Council's current situation. After a brief discussion among the Council, it was agreed that the priority would read as "Continue to provide safe drinking water and quality treatment of wastewater by diligently maintaining current systems, prudent fiscal management and prioritizing efforts to build new systems."

*Councilman Sheffield motioned to adopt the FY2026-2027 Mayor and Council Priorities as amended. The motion carried unanimously.*

**VOTE – 250<sup>th</sup> Anniversary Banners**

The Town Manager presented a quote for 250<sup>th</sup> Anniversary of America banners to be displayed around town.

*Councilman Leonard motioned to use discretionary funds from the Governing Body department to purchase 250<sup>th</sup> Anniversary Banners as presented. The motion carried unanimously.*

**Discussion – Snow Removal Plan**

The Town Manager stated that the Town's current Snow Removal Plan has not been updated in 16 years. He presented the current plan with revisions that he and Brandon Mills, Public Works Director, recommended. After a discussion among Council, the Town Manager and Town Attorney it was agreed that the language regarding secondary streets would be revised to reflect that "snow removal efforts may expand to secondary street after primary streets have been cleared". The Town Manager stated that the amended plan will be voted on at the next Council meeting.

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**REVIEW – Agenda for the February 19, 2026, Council Meeting**

The Council reviewed the agenda for the February 19, 2026, Council Meeting.

**VOTE – EWAB Membership**

Councilman Leonard stated that EWAB has submitted a recommendation for removal of member Ray Jaklitsh, whom they have had no contact or communication with for months.

*Councilman Leonard motioned to remove Ray Jaklitsh from the EWAB immediately. 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 5:41 p.m.

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Kristie J. Nobles, MMC, NCCMC  
Town Clerk

## Resolution Declaring Surplus Property and Authorizing Sale of General Fund Equipment

**WHEREAS**, the Town of River Bend desires to dispose of certain surplus property of the Town;

**NOW, THEREFORE, BE IT RESOLVED** by the Town Council of the Town of River Bend that:

1. The following described property is hereby declared to be surplus to the needs of the Town:

**2004 Hawke Dump Trailer  
VIN: 4BATS10164M021700**

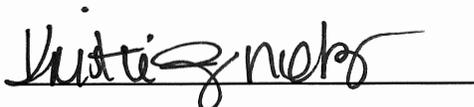
2. The Town Manager is authorized and directed to receive, on behalf of the Town Council, bids for the purchase of the property described above and shall establish a time and date by which all bids must be received. He is also authorized to employ the action method he deems most advantageous to the Town.

3. The Town Clerk shall cause a notice of this sale to be posted on the town's webpage and on the town's bulletin board. The Town shall retain the right to reject any and all bids.

**Adopted this 12<sup>th</sup> day of February, 2026**

  
Mark Bledsoe  
Mayor

Attest:

  
Kristie J. Nobles, MMC, Town Clerk

**River Bend Town Council  
Regular Meeting Minutes  
February 19, 2026  
Town Hall  
5:00 p.m.**

Present Council Members: Mayor Pro Tempore Buddy Sheffield  
Brian Leonard  
Kathy Noonan  
Lisa Benton  
Jeff Weaver

Absent Council Member: Mayor Mark Bledsoe

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

Members of the Public Present: 4

**CALL TO ORDER**

Mayor Pro Tem Sheffield called the meeting to order at 5:00 p.m. on Thursday, February 19, 2026, at the River Bend Town Hall with a quorum present, followed by invocation and the pledge of allegiance.

**VOTE – Approval of Agenda**

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

**PUBLIC COMMENTS**

Richard Taylor – 298 Shoreline - Addressed the Council with concerns on the language in the proposed Emergency Snow Removal Plan. He stated concern over the use of the word “may” related to clearing secondary streets.

**CONSENT AGENDA**

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

A. Approve:

*Minutes of January 8, 2026 Work Council Meeting  
Minutes of January 15, 2026 Regular Council Meeting  
Minutes of January 20, 2026 Special Council Meeting*

**TOWN MANAGER’S REPORT**

The Manager gave the following updates:

- There was an updated water quality public notice published on February 17 indicating that the town has made some advances on the treatment process, and the process has produced good results with the manganese levels being below the targeted level.
- The developers for Kirkland Creek have submitted a revised preliminary plat, and it is on the agenda for the Planning Board for their March 5 meeting.

- The Town has received the Tree City Award for the 17<sup>th</sup> year. He expressed gratitude to CAC.
- The contractor for Phase I of the wastewater treatment plant rehabilitation project has submitted their first invoice.
- The town has been awarded \$3,000,000 in grant money and \$10,000,244 in principal forgiveness for Phase II of the wastewater treatment plant rehabilitation project.
- The town has been awarded \$1,610,000 in grant money from North Carolina Division of Emergency Management for a water well.

Councilman Weaver asked the Town Manager if he knew an estimated amount of grants and principal forgiveness loans the town has been awarded, and the manager stated an estimated amount of 32 million. Councilman Weaver thanked the town manager for fighting for these grants and following through on the process to secure them.

## **ADMINISTRATIVE REPORTS**

### **ENVIRONMENTAL & WATERWAYS – Councilman Leonard**

Councilman Leonard provided the following report from the February meeting.

EWAB met on February 9th, 2026. Chairman Hall called the meeting to order at 7:00 PM. There was a quorum of members present. There were no visitors. The minutes for the November 3rd, 2025, meeting were approved. Old Business: Update for Mulberry drainage project. Arbor Day events with CAC and Scouts. March 21 from 9-12. Tee shirts for EWAB members. New Business: Question about possible sinkhole at 717 Plantation, Councilman Leonard will check with town manager if it's a town issue. Chairman Hall provided Councilman Leonard with a letter concerning a member who hasn't attended meetings for many months recommending his removal. There is now a vacancy on EWAB. Question about vegetation in the storm drainage pond by the entrance to River Bend at the traffic light on US 17. Councilman Leonard gave a council update and answered members questions. Volunteer Hours: 8 The next meeting will be on March 2nd, 2026, at 7 PM location TBD due to primary elections being held in the normal meeting location. The public is welcome to attend. The meeting adjourned at 7:34 PM

### **PUBLIC SAFETY – Councilwoman Noonan**

Councilwoman Noonan stated that Community Watch met on Wednesday, February 18 and there are 859 volunteer hours recorded this year. She stated that the Fire Department is currently holding a fundraiser for the reflective address signs that make addresses easily found and the next meeting is on June 17 at 6:00 pm.

### **VOTE – Emergency Snow Removal Plan Amendment**

The Town Manager stated that the proposed amended Emergency Snow Removal Plan was included in the agenda package. There was a brief discussion among Council regarding the use of the words "shall" and "may".

*Councilwoman Noonan motioned approve the Emergency Snow Removal Plan Amendment as presented. The motion carried unanimously. (see attached)*

### **PARKS & RECREATION – Councilman Weaver**

Councilman Weaver gave the following report:

He stated that an Easter Egg Hunt is scheduled for March 29 from 1 to 3 PM. Given the success of last year's turnout, it will again be held at the River Bend Country Club. He also stated that P&R is also planning a Spring Festival in April, a Family Movie in the Park Night and various

events in May in conjunction with Mental Health Month. A new member has been appointed but still have three openings. Please consider joining or volunteering to help with events that bring this community together.

### **RIVER BEND COMMUNITY ORGANIC GARDEN**

Councilman Weaver gave the following report:

Some years the weather is not conducive to having a winter garden. This year is one of them. The swap-a-plant area is being cleared so the project can begin in the spring. The third annual spring plant sale is scheduled for Saturday, April 25 with a rain date a week later. The March 9 meeting will be a Special Meeting. The regular date was not available due to the set-up for the primary. The meeting will start at 1:30 pm. Guests are always welcome at the meetings and in the garden.

### **VOTE – Building Use Policy Amendment**

*Councilman Weaver motioned to approve the Building Use Policy Amendment as presented, with April 1<sup>st</sup> as the effective date for current on-file deposits to be brought up to the new amount. The motion carried unanimously. (see attached)*

### **FINANCE – Councilman Leonard**

Financial Report – Finance Director, Mandy Gilbert, presented the financial statement for the month of January to the Council. She stated the total of the Town's Cash and Investments as of January 31, 2026, were \$2,951,542 and Ad Valorem Tax Collections for FY25-26 were \$907,907 and Vehicle Ad Valorem Tax Collections were \$63,855.

### **VOTE – Water Resources Policy Manual Amendment**

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

### **VOTE – Fiscal Year 25-26 Audit Contract**

*Councilman Leonard motioned to approve the FY25-26 Audit Contract with Thompson, Price, Scott, Adams & Co. as presented. The motion carried unanimously. (see attached)*

### **COMMUNITY APPEARANCE COMMISSION – Councilwoman Benton**

Councilwoman Benton gave the following report:

The Community Appearance Commission met on January 21st at Town Hall. The Commission welcomed Steve Sarg, who attended the meeting and introduced himself to the committee. A motion was made and unanimously approved to nominate Mr. Sarg to serve on the CAC. The Commission reviewed and approved the November meeting minutes and then moved into planning for 2026 projects, programs, and events. Under ongoing beautification projects, the Commission discussed enhancements to the Sidewalk Gardens, Raised Bed Garden, and Veteran's Memorial Garden. An additional planting area has been identified between Town Hall and the outdoor restrooms, and the Commission is coordinating with staff on potential improvements. The Commission is also working to streamline the Festive Award program documentation and to develop a CAC logo. Following the holiday season, the Commission assessed the Christmas globes, coordinated needed repairs, and organized supplies into the newly assigned storage space. The Commission would also like to recognize Public Works for their excellent support with installation and removal. Looking ahead to 2026 events, Arbor Day is scheduled for March 21, 2026. The Scout troop plans to participate again, and EWAB has expressed interest in partnering for a pond and waterway cleanup effort. The Commission has begun planning for both the Fall and Christmas Festive Award programs, including potential adjustments to improve Christmas tour logistics and overall guest experience. A Crab Pot Christmas Globe workshop is tentatively scheduled for November 14, 2026. The Commission

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continues to track volunteer hours and appreciates the dedication of its members in supporting River Bend's beautification efforts.

At this time Mayor Pro Tempore Sheffield expressed gratitude to the Town Manager for all his efforts in obtaining grants for the town. He also thanked the Public Works staff for the quick removal of snow during the recent snow storm.

**ADJOURNMENT**

There being no further business, *Councilman Weaver moved to adjourn. The motion carried unanimously.* The meeting adjourned at 5:43 p.m.

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Kristie J. Nobles, MMC  
Town Clerk

## **TOWN OF RIVER BEND EMERGENCY SNOW REMOVAL PLAN**

**BACKGROUND:** Snow events in this area of North Carolina are not frequent and as a result, the town's snow removal equipment is limited. Significant investment in snow removal equipment by the town is not justified.

**PLAN:** The town's emergency snow removal plan will be implemented whenever a snowfall of more than three inches is forecast for this area by the National Weather Service office in Newport or at such time as necessary. The decision to implement shall be made after discussion involving the Town Manager, the Police Chief and the Public Works Director. The Mayor and Council will be notified when the plan has been implemented.

The plan has the following elements:

1) The Public Works Director will make appropriate equipment and personnel available to perform snow removal on designated town streets. No snow removal will be provided by the town on private streets and/or private property.

2) Streets to be plowed are the streets designated on the accompanying map. For the purpose of this plan, they are referred to as the "primary" streets. All other streets shall be considered "secondary" streets. By accomplishing snow removal on the primary streets, the risk of vehicular accidents will be significantly reduced and general access will be provided to the public and emergency vehicles to all areas of town.

3) The major intersections or bridges in Town will receive additional pre-treatment when snow and/or ice is forecast. The Police Chief will recommend such areas.

4) If the snow fall amount exceeds the three-inch criteria mentioned in the plan above, snow removal efforts may expand to secondary streets after primary streets have been cleared. Generally, any expansion of removal efforts will be done to accommodate the free movement of emergency vehicles.

5) If deemed necessary, private vendors may be contracted to assist in snow removal activities.

See accompanying map with primary streets designated.

Adopted     2-16-2000  
Amended    2-18-2010  
              2-19-2026

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FEBRUARY 19, 2026

GRAPHIC SCALE 1" = 600'

NO.	DESCRIPTION	BY	DATE
1	REVISION #1	JKA	2-19-2026

**LEGEND**  
 Primary Street to be Cleared  
 Corporate Limits  
 Street Name

**C1**  
 24021

EMERGENCY SNOW REMOVAL PLAN  
 TOWN OF RIVER BEND  
 CRAVEN COUNTY, NORTH CAROLINA  
 STREET CLEARING PLAN

AVOLIS ENGINEERING, P.A.  
 P.O. BOX 15564  
 NEW BERN, NC 28561  
 PH.(252) 633-0068, FAX (252) 633-6507

LICENSE NO. C0706  
 PROJECT NO. 24021  
 SCALE: AS NOTED  
 DRAWN BY: MSP  
 CHECKED BY: JKA  
 DATE:



## **TOWN OF RIVER BEND BUILDING USE POLICY**

As a service to the community, the town's meeting rooms may be made available on an equitable basis for the lawful activities of groups or individuals. Approval by the town to use its facilities does not constitute official endorsement of the event nor of the beliefs, viewpoints, policies or affiliation of its sponsors. The meeting rooms shall not be used for any purpose that is not a permitted use in the town's zoning regulations.

**(I) WHO MAY USE THE MEETING ROOM/FACILITY.** The town's meeting rooms may be reserved for activities by the following. These are examples and it is not an all-inclusive list.

- a. Individuals
- b. Groups officially affiliated with the Town of River Bend
- c. Other agencies that are affiliated with local, state or federal governments
- d. Legally established organizations, non-profits and civic groups such as Boy Scouts of America, Girl Scouts of the USA, Lions Club, Rotary Club, Shriners, etc.
- e. Private organizations such as homeowner's associations, political party organizations and other private groups

The person who signs the meeting room request form will be recognized as the sponsor of the event and shall be the person who is responsible for compliance with this policy.

**(II) HOURS.** The hours the Meeting Room may be used are:

Monday through Friday	8:30 a.m. to 10:00 p.m.
Saturday	8:30 a.m. to 10:00 p.m.
Sunday	11:00 a.m. to 7:00 p.m.

**(III) RESERVATIONS.** Requests for the use of the room must be submitted to the town during normal town office hours. A request for use of the building must be submitted on a completed Meeting Room Use Form (TRB Form #51). All applicable fees/rent shall be paid in advance of the use. Reservations are not official until confirmed by the town. Adult supervision and responsibility are required for events involving children/minors. For the purpose of this policy, "children" or "minors" shall be defined as any individual under the age of eighteen (18) years. The sponsor is required to notify the town immediately of any cancellations. Rental fees are non-refundable if a cancellation notice is not confirmed by the town within 72 hours prior to the date of the event. Official meetings of the town government and its boards and commissions or other government agencies have first priority and take precedence over all other activities, including previously reserved events. Any conflict in scheduling shall be resolved in the town's favor. Non-town affiliated groups/individuals are prohibited from reserving the room/facility on a long-term basis, which is defined as: more than once per week or any usage during more than twelve consecutive months. All recurring reservations must be renewed each calendar year on a first-come basis.

- a. The town reserves the right to assign/change room reservations, based on the number of attendees at the function, when rooms are being used simultaneously.
- b. Use of the kitchen will be granted by reservation only. No town supplies may be used without permission.
- c. Rental fees are assessed per room. If you reserve multiple rooms, you are charged per room.

d. The Municipal Building is the primary location for all meetings. The large meeting room in Town Hall is available for usage but only in very limited circumstances.

**(IV) RESPONSIBILITIES OF THE SPONSOR.** Activities must begin and end in a timely manner to allow for setup, cleanup and restoration of the room within the time allotted. Without prior approval from the town, this means that you cannot access the room prior to the start-time of your reservation and you must exit the building by the end-time of your reservation. The sponsor is responsible for setting up the room for the use for which it is intended and for cleaning and restoring it to its original configuration upon completion of the meeting. The sponsor is responsible for disposal of any/all trash generated during the function. The sponsor assumes all responsibility for any damage caused to town’s facilities and equipment during their usage of the facility. Any damage must be reported immediately to the town. If the meeting begins or ends outside of normal town office hours, the sponsor is responsible for arranging opening and closing, including locking the building once all participants have vacated the building. This can be done by notifying the police officer on-duty by calling 252-638-1108.

**(V) PROHIBITIONS.**

- a. Smoking of any kind (tobacco or e-cigarettes)
- b. Open flames of any kind, except those specifically designed for and used to warm prepared food pans, such as those typically used by caterers
- c. Alcoholic beverages
- d. Cooking (does not include simply warming foods that are cooked elsewhere)
- e. Animals
- f. Any unlawful activity
- g. Painting\*\*
- h. Attaching anything to any painted surface or door except by use of painters tape.

*\*\* the painting prohibition does not apply to official town organizations and/or events*

Events that include the serving of food/drinks are allowed. However, any foods that require cooking shall be cooked elsewhere prior to being used in the town’s facilities. Activities that involve more than normal wear and tear on the meeting room facility, generate excessive noise or are disruptive to the conduct of town business may not be permitted.

**(VI) RENTAL FEES.**

Rooms in the facility may be rented in either partial-day (up to 4 hours) or full-day (more than 4 hours) increments only. It is not available for rent by-the-hour.

Day	Available Hours	Fee
Monday – Friday	8:30 a.m. – 10:00 p.m. (13.5 hours)	\$135
Saturday	8:30 a.m. – 10:00 p.m. (13.5 hours)	\$135
Sunday	11:00 a.m. – 7:00 p.m. (8 hours)	\$80
Partial-day (≤ 4 hours)	Any day	\$50

\$ 20.00\* fee for kitchen use

*\*Uses that are eligible for room use exemption are exempt from kitchen use fee*

a. Meetings organized by the Town of River Bend, its advisory boards, town-sponsored organizations or town authorized meetings of other local, state or federal governments are exempt from rental fees and deposit. Local chapters, that serve the Craven County area, of legally established organizations, non-profits, and civic groups such as Boys Scouts of America, Girls Scouts of the USA, Lions Club, Rotary Club, Shriners, etc. may also be exempted from rental fees. Groups such as these may be considered for exemption from the rental fees by requesting a waiver from the Town Manager, using the form provided by the Town.

b. In addition to the exemption examples stated in VI (a), any meeting/function/activity that is fully open to the public, allows full public participation and does not require an attendee to be a member of the group, pay an admission fee, own property to be eligible to participate or vote or assesses any type of participation/membership dues or fees may be eligible for exemption from the rental fee, but not the deposit.

c. Any meetings/function/activity that is not eligible for exemption based on VI (a)(b) and restricts public attendance and/or participation based on membership, ownership, assessment of fees or in any other manner, or is a private function, is not exempt from the rental fees.

## **(VII) DEPOSIT.**

Any event, activity or group not exempted in VI (a) requires the pre-payment of a \$250 deposit. The deposit may be fully returned to the sponsor following an inspection by the town, provided that the facility was not damaged during the event and all building use rules were followed. Any damages caused during the event, as solely determined by town, shall be assessed to the sponsor and deducted from the deposit. If the damages exceed the amount of the deposit, the sponsor shall be responsible for any additional payment necessary to repair the damages to the town's satisfaction. Failure to pay for any damages shall result in legal action against the sponsor and possible prohibition of future use of the facility by the sponsor/individual/group.

ADOPTED: 12-21-94.  
AMENDED: 12-20-00  
12-19-01  
8-19-21  
4-20-23  
2-19-26



# **Water Resources Department Policy Manual**

TOWN OF RIVER BEND, NORTH CAROLINA

Item 8

Originally adopted 7/1/12

Last Amended 2/19/26

Last Updated (fee schedule only) 7/1/25

Water Resources Department Policy Manual

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## Water Resources Department Policy Manual

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

### **Section 1 - River Bend Water Resources Department**

#### **A. Establishment**

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

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

#### **B. Authority**

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

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

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

#### **C. Office and Service Hours**

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

The office is open from 8 a.m. to 4 p.m. Monday through Friday. Routine and regular service work will be performed from 7 a.m. to 4 p.m. Monday through Friday and 7 a.m. to 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.

## Water Resources Department Policy Manual

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.

## Water Resources Department Policy Manual

### 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

## Water Resources Department Policy Manual

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.

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### Water Resources Department Policy Manual

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.

## Water Resources Department Policy Manual

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.

## Water Resources Department Policy Manual

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).

## Water Resources Department Policy Manual

### **B. Service to Existing Connections**

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

### **C. Service to Commercial and Industrial Accounts**

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

### **D. Time and Place of Application**

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

### **E. Time of Connection**

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

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

### **F. Out-of-Town Connection Requests**

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

### **G. Temporary Turn-on and Turn-off at Permanent Premises**

The Department shall assess an additional fee (refer to the fee schedule) to be paid for the

## Water Resources Department Policy Manual

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

### Water Resources Department Policy Manual

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 Level	Utility Deposit Amount with SSN	Utility Deposit 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.

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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 10<sup>th</sup> 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 30<sup>th</sup> 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 45<sup>th</sup> 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 45<sup>th</sup> 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.

## Water Resources Department Policy Manual

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.
7. Due to the unavailability of the proper coins to make exact payment or change, the customer or town may elect for an account to carry an outstanding balance of up to \$1 without incurring additional fees.

### **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

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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](http://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.

## Water Resources Department Policy Manual

### 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. **Failure to receive a bill sent by mail will not excuse late payment of bills.**

### H. Transfer of Existing Customer to New River Bend Location

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

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

### I. 1998 Water System Expansion

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

Class 7 Fire Hydrant charges are included in the Rate Schedule and are payable each July

## Water Resources Department Policy Manual

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.

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### **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.

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- 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

## Water Resources Department Policy Manual

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:

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

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*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.

### **D. Tampering With Water and Sewer System Equipment**

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

### **E. Damage to Department Equipment**

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

### **F. After Hours Service Calls**

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

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### **G. Swimming Pool Filling**

Upon request, swimming pools may be filled once per fiscal year (July 1-June 30) without the customer having to pay a sewer usage charge on the water used to fill the pool. This is known as a “pool adjustment” and is only available for River Bend sewer customers. Pool adjustments do not include routine maintenance and season-opening fills. Pool adjustments are for the initial filling of new pools or for re-filling a pool after it has been drained for maintenance/repair. The amount of a pool adjustment will be calculated in either of three ways: (1) Where calculations showing the pool’s normal functional water capacity are available from a pool construction/maintenance contractor (in 1,000 gallons) the customer shall provide such documentation with the request for a pool adjustment, or (2) Where the customer utilizes a department-owned meter to record the total gallons used for filling the pool, or (3) When the customer agrees to accept a gallons used amount as determined by Town staff. In the absence of a mutually-agreed upon amount, between the town and the customer, no pool adjustment will be made under this method. For option 2, a limited number of meters, equipped with “garden hose” fittings are available by contacting the Department. Customers who use these meters will be asked to sign a form accepting responsibility for damage to the meter or other appurtenant equipment and relieving the Town of any liability resulting from the customer’s use of the meter. No request for a pool adjustment will be approved, under this method until the meter is returned in working order and the Department verifies the usage. Pool adjustments will be applied to the next bill cycle after the request is approved. The sewer use rate in effect at the time of the filling will be used to calculate the pool adjustment. To be considered, a request for a pool adjustment must be submitted to the Department within 15 days of the pool filling. The Town reserves the right to reject any request for a pool adjustment when the amount of gallons claimed to be used is determined to be unreasonable by Town staff.

### **H. Irrigation Water Meters**

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

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

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

## Water Resources Department Policy Manual

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

### I. Vacant Residences

1. Temporary Interruption - In an effort to reduce the likelihood of water leaks for our customers, the Department will turn off water service at the water meter for any customer at the customer's request when the customer will be out of town for thirty (30) days or more. The Department will restore service within twenty (24) hours of notification when the customer returns, at no charge. The customer must, however, arrange to pay the monthly base charge on the monthly billings during the customer's absence. This section is intended to accommodate residents who plan to be away from their residence for a finite amount of time and plan to continue to use the town's utility service upon their return.
2. Permanent Interruption - Similarly, the Department will turn water off to a vacated property at the request of the customer. However, the owner of the property must arrange to pay the monthly base charge on the monthly billings for the time the property is not served by an active user account. In instances of a vacated property, where the owner has requested the water to be turned off, the owner will be charged the base charge for water only and shall become a Class 10 customer. This section is intended to accommodate owners that do not anticipate that their property will be occupied again during their ownership and therefore not serviced by an active user account. In the event that an owner initiates a Class 10 account for the vacated property then requests to return it to an active user account, the owner will be required to pay a reactivation fee. The reactivation fee shall be equal to the then current base rate for sewer and shall be charged for every month that the property was billed as a Class 10 account. Accounts that are activated by the 15<sup>th</sup> of the month will not be charged for that month. Accounts activated after the 15<sup>th</sup> of the month will be charged for a full month.

### J. Bad Check Processing

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

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

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

Any customer account with two checks returned will be restricted to cash, money order, debit or credit card when making all future payments. Checks received in payment on such

## Water Resources Department Policy Manual

flagged accounts will not be accepted and will be returned to the customer.

### **K. Debt Collection**

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

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

*Originally Adopted on 7/1/12.*

*Amended On:*

<i>3/22/13</i>	<i>4/17/14</i>	<i>7/17/14</i>	<i>1/15/15</i>	<i>2/19/15</i>	<i>2/25/16</i>
<i>4/25/18</i>	<i>10/20/22</i>	<i>2/16/23</i>	<i>9/14/23</i>	<i>10/16/25</i>	<i>2/19/26</i>

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### Section 8 – Relevant Town Ordinances

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

#### **§ 5.01.002 Rates**

- (A) *Rate hearing.* Before it establishes or revises a schedule of water and sewer rates, fees, charges, or penalties, the Town Council shall hold a public hearing on the matter. A notice of the hearing shall be given at least once in a newspaper having general circulation in the area, and not less than 7 days before the public hearing. The hearing may, but need not, be held concurrent with the public hearing on the proposed budget ordinance.
- (B) *Objective of rate making.* In order to pay debt service on loans made to the town on behalf of the water and sewer systems, rates will be established to be paid by the systems users in amounts sufficient to pay the principal and interest on the debt and all operating, maintenance and upgrading costs and maintain system reserves.  
(Prior Code, Ch. 13, Art. I, § 3)

#### **§ 5.01.003 Use of Water and Sewer Funds**

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

#### **§ 5.01.004 Cost Accounting**

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

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specified in state statutes.  
(Prior Code, Ch. 13, Art. I, § 5)

### **§ 5.01.005 Budget Preparation**

The Budget Officer, with the assistance of the Water Resources Department Head and Department Superintendent, shall prepare the annual water resources budget for submission to the Town Council for approval.

(Prior Code, Ch. 13, Art. I, § 6)

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

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

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

- (A) The preliminary subdivision plat must be accompanied by satisfactory evidence as to the proposed method and system of water supply and sanitary sewage collection and disposal.
- (B) Water supply systems shall be connected to the town's water system and shall be approved by the town's Water Resources Department as to the size of mains, points of connection to the town's water supply system, turn off valves and loops in the system. At the time of approval, the Water Resources Department shall provide the developer with a list of impact costs to ensure the adequate supply of water to the subdivision. These costs shall be paid for by the developer.
- (C) Water supply systems shall be further approved by the Water Resources Department and the Fire Department as to location of hydrants and size of mains feeding the hydrants.
- (D) Wastewater systems shall be connected to the town's wastewater system and shall be approved by the Town's Water Resources Department as to the proper flow, number of lift stations required, emergency pumping facilities and points of connection to the town's wastewater system. At the time of approval, the Water Resources Department shall provide the developer with a list of impact costs to ensure the adequate flow of wastewater from the subdivision to the treatment facility. These costs shall be paid for by the developer.
- (E) On site wastewater treatment systems may be permitted if there will not be a town wastewater system available within 90 days, as approved by Craven County Health Department. The developer shall install the infrastructure for wastewater collection, including individual property taps, even though they are not connected to the central system.

Penalty, see § 1.01.999

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### § 15.02.066 Water Supply and Sewage Disposal

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

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**Appendix – Service and Information  
Forms****Town of River Bend  
Schedule of Rates for Water Resources****Department Effective July 1, 2025****Water and Sewer - Rates and Fees**

	<b><u>Water</u></b>	<b><u>Sewer</u></b>
<b>Class 1 and 2 – Residential<sup>(1)</sup></b>		
Customer Base Charge per month <sup>(2)</sup>	15.24	24.18
Usage per 1,000 gallons	-	9.30
Usage 0-4,000 gallons	4.22	-
Usage 4001-20,000 gallons	4.50	-
Usage 20,001+	4.55	-
Initial Connection (Tap) charge <sup>(3)</sup>	1,250.00	1,250.00
Nonpayment Fee	70.00	-
<b>Class 3 and 4 - Commercial</b>		
Customer Base Charge per month <sup>(2)</sup>	88.32	141.99
Usage per 1,000 gallons	4.22	9.30
Initial Connection (Tap) charge <sup>(3)</sup>	3,500.00	1,250.00
Nonpayment Fee	100.00	-
<b>Class 5 - Industrial</b>		
Customer Base Charge per month <sup>(2)</sup>	276.24	444.93
Usage per 1,000 gallons	4.22	9.30
Initial Connection (Tap) charge <sup>(3)</sup>	5,000.00	1,250.00
Nonpayment Fee	200.00	-
<b>Class 6 - Early Bird (No longer available) Class 7 - Fire Hydrant Charge</b>		
Availability Charge per year	\$183.00	
<b>Class 8 - 1" Water Service</b>		
Customer Base Charge per month <sup>(2)</sup>	30.90	49.43
Usage per 1,000 gallons	4.22	9.30
Initial Connection (Tap) charge <sup>(3)</sup>	1,500.00	1,250.00
Nonpayment Fee	100.00	-
<b>– Vacant/Out of Use Non-residential Property</b>		
<b>Class 9</b>		
Customer Base Charge per month <sup>(2)</sup>	15.24	24.18
Usage per 1,000 gallons	4.22	9.30
Nonpayment Fee	70.00	-

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

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**Water and Sewer - Rates and Fees**

	<b><u>Water</u></b>	<b><u>Sewer</u></b>
<b>Class 10 – Vacant Residences</b>		
Customer Base Charge per month <sup>(2)</sup>	15.24	-
Nonpayment fee	70.00	-

**Special Charges**

<b>Service Call - 2 hour minimum</b>	\$35 per hour - signed by customer to initiate work outside of scheduled work hours of 7:00 a.m. - 4:00 p.m. weekdays and 7:00 a.m. – 2:00 p.m. weekends
<b>Meter Testing Charge</b>	\$25 - no charge if meter defective
<b>Returned Check Processing Charge</b>	\$25, as allowed by G.S. §25-3-506
<b>Late Payment Charge</b>	10% of amount overdue per month or part of month beginning 30 days after billing date.
<b>Irrigation Meter<sup>5</sup></b>	Actual cost of irrigation meter and fittings
<b>Irrigation Connection Inspection</b>	\$20

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

<sup>(2)</sup>Base charges do not include any usage.

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

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

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**TOWN OF RIVER BEND**  
45 Shoreline Drive, River Bend, NC  
28562-8970 Phone (252)638-3540 Fax  
(252)638-2580

[waterresources@riverbendnc.org](mailto:waterresources@riverbendnc.org) \* [www.riverbendnc.org](http://www.riverbendnc.org)

**SERVICE APPLICATION FOR TENANT**

**Customer Information:** \_\_\_\_\_ **Service Start Date:** \_\_\_\_\_

Services Address: \_\_\_\_\_

Customer Name: \_\_\_\_\_

Customer SSN: \_\_\_\_\_ Date of Birth: \_\_\_\_\_ Verified

**Note:** Disclosure of your social security number is voluntary. We are authorized to collect this information because we are extending credit for service and it will only be used for collection of debts owed to the Town. Election not to provide a valid social security number will subject the customer to a higher deposit.

Customer Driver's License \_\_\_\_\_ Verified

Contact Information: Please indicate the contact number(s) and/or email address you would like the Town to use:

Home \_\_\_\_\_ Work \_\_\_\_\_ Cell \_\_\_\_\_

Email Address \_\_\_\_\_

You agree, in order for us to service your account or to collect any amounts you may owe, we may contact you by telephone at any telephone number associated with your account, including wireless telephone numbers, which could result in charges to you. We may also contact you by sending text messages or e-mails, using any e-mail address you provide to us. Methods of contact may include using pre-recorded/artificial voice messages and/or use of an automatic dialing device, as applicable.

**Billing Information:**

Address: \_\_\_\_\_

Manager/Landlord Name: \_\_\_\_\_

Address: \_\_\_\_\_

All information above must be complete in order to establish a Water Resources account. The customer is responsible for all charges pertaining to the account.

I hereby certify that the above information is true to the best of my knowledge. I have received a copy of the the Policy Manual pertaining to the Water Resources Department. I have also received a copy of the rates currently in effect.

\_\_\_\_\_  
Signature Date

Service Request # _____	Deposit Amount _____	Attach Receipt <input type="checkbox"/>
Customer # _____	Comments _____	

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**TOWN OF RIVER BEND**  
45 Shoreline Drive, River Bend, NC 28562-8970  
Phone (252)638-3540 Fax (252)638-2580

[waterresources@riverbendnc.org](mailto:waterresources@riverbendnc.org)\* [www.riverbendnc.org](http://www.riverbendnc.org)

**SERVICE APPLICATION FOR OWNER**

**Customer Information:**

**Service Start Date:** \_\_\_\_\_

Services Address: \_\_\_\_\_

Customer Name: \_\_\_\_\_

Customer SSN: \_\_\_\_\_ Date of Birth: \_\_\_\_\_ Verified

**Note:** Disclosure of your social security number is voluntary. We are authorized to collect this information because we are extending credit for service and it will only be used for collection of debts owed to the Town. Election not to provide a valid social security number will subject the customer to a higher deposit.

Customer Driver's License \_\_\_\_\_ Verified

Contact Information: Please indicate the contact number(s) and/or email address you would like the Town to use:

Home \_\_\_\_\_ Work \_\_\_\_\_ Cell \_\_\_\_\_

Email Address \_\_\_\_\_

You agree, in order for us to service your account or to collect any amounts you may owe, we may contact you by telephone at any telephone number associated with your account, including wireless telephone numbers, which could result in charges to you. We may also contact you by sending text messages or e-mails, using any e-mail address you provide to us. Methods of contact may include using pre-recorded/artificial voice messages and/or use of an automatic dialing device, as applicable.

**Billing Information:**

Address: \_\_\_\_\_

Will the property be rented to tenants? \_\_\_\_\_ If yes, will you be using a property manager to manage the property? If so, please provide the contact information for the property manager.

Property Manager's Name \_\_\_\_\_ Telephone Number \_\_\_\_\_

Address: \_\_\_\_\_

All information above must be complete in order to establish a Water Resources account. I agree to notify the Town of any changes in ownership or tenancy and will be responsible for the minimum monthly fees and consumption charges billed for water and/or sewer usage when service is not in the name of a tenant or until service in my name has been terminated.

I hereby certify that the above information is true to the best of my knowledge. I have received a copy of the Policy Manual pertaining to the Water Resources Department. I have also received a copy of the rates currently in effect. I also understand failure to receive a bill or failure of the delivery of payment does not exempt you from payment responsibility or from being charged any late fees.

\_\_\_\_\_  
Signature Date

Service Request # _____	Deposit Amount _____	Attach Receipt <input type="checkbox"/>
Customer # _____	Comments _____	

Water Resources Department Policy Manual

**TOWN OF RIVER BEND**



45 Shoreline Drive, River Bend, NC 28562-8970

Phone (252)638-3540 Fax (252)638-2580

waterresources@riverbendnc.org

www.riverbendnc.org

**THIRD PARTY NOTIFICATION**  
**APPLICATION**

Account # \_\_\_\_\_

Service Address \_\_\_\_\_

Third Party Name \_\_\_\_\_ SSN Last 4 Digits \_\_\_\_\_

Third Party Mailing Address \_\_\_\_\_

Third Party Phone \_\_\_\_\_  
(Home) (Cell) (Work)

Third Party Relationship \_\_\_\_\_ Relative \_\_\_\_\_ Property Manager \_\_\_\_\_ Other \_\_\_\_\_  
\_\_\_\_\_  
(Description)

As the owner of the above-referenced property, I hereby authorize mailing of duplicate bills and delinquency notices to this third party. I also permit disclosure of the following information to the third party (drawn a line through and initial any types of disclosure which are denied):

Amounts due or paid on this  
account Services that are billed on  
this account Consumption

This authorization for utility account disclosure shall be in effect until rescinded by the property owner. I understand that I may revoke this consent at any time by providing written notification to the Water Resources Department. Such revocation will become effective upon receipt of an email or written notice to the Water Resources Department, 45 Shoreline Drive, River Bend, NC 28562.

\_\_\_\_\_  
Signature Date

\_\_\_\_\_  
Print Name Title

# Additional Payment Options Available to Pay Your Utility Bill

Of course, you can still pay as you have in the past, but we think some will find these methods convenient and easy to use. Only cash and check payments are accepted at Town Hall.

## On-line or by Telephone

The Town of River Bend has established a relationship with ACI Payments, Inc., a third party company that provides customers with the ability to make payments, such as water/sewer bills, online or over the phone using a credit card, debit card, or bank draft.

In just a few minutes, using their secure website or interactive voice response phone system, you can make your payment. Their web based service provides you a record of your payment, and the phone system a confirmation number. When using this payment method, you will be charged, by ACI payments, a separate convenience fee. These fees will show up as a separate charge on your credit card or bank statement.

If you want to use this service, you can visit their website at [www.officialpayments.com](http://www.officialpayments.com) or call 1-800-272-9829 to use their phone payment option with your credit card or "PIN-less" debit card. You will need to provide your nine digit account number and River Bend's "jurisdiction number:" **3963**

[www.officialpayments.com](http://www.officialpayments.com)

1-800-272-9829

ACI PAYMENTS, INC.



## Direct Bank Draft

You can have the payment for your water/sewer bill drafted directly from your bank account each billing cycle. If you elect to take advantage of this service, and complete an Enrollment Form, your account will be automatically drafted on the due date shown on your water bill. No stamps, no trips to the Town Hall, no missed payments. **Best of all, it's free.**

Enrollment is simple! Just fill out an Enrollment Form and drop it off, or mail it to the Water Resources Office with a voided check or deposit slip for the account you want us to draft.

*A few tips to keep in mind:*

- If you think there is an error on your bill, contact the Water Resources Office immediately so that differences can be resolved before the due date.
- High bills due to leaks or excess consumption may be deducted from your bank account before any adjustments are approved and posted to your account.
- It is very important that you notify the Water Resources Office at least 30 days before the water billing date of any changes in bank information or if you would like to cancel this service.



Town of River Bend Water Resources  
Department 45 Shoreline Drive •  
River Bend, NC 28562  
P: 252.638.3540 • F: 252.638.2580  
[www.riverbendnc.org](http://www.riverbendnc.org)

## Water Resources Department Policy Manual

### Water and/or Sewer Billing

### Electronic Funds Transfer – Enrollment Form

#### Customer Information

(Please type or print clearly)

Customer Name: \_\_\_\_\_

Service Address: \_\_\_\_\_

Mailing Address (if different): \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Utility Bill Account Number: \_\_\_\_\_

All utility bill payments for the above listed customer will be paid via direct draft from the account listed below. Any changes to or termination of this Authorization must be made in writing and received by the Town not less than thirty (30) days before the desired effective date of such change or termination. If the bank account is closed, notification must be made immediately to the Town.

#### Bank Information

Bank Name (as shown on your check/deposit slip): \_\_\_\_\_

Bank Address: \_\_\_\_\_ City/State/Zip: \_\_\_\_\_ Bank Phone  
Number: \_\_\_\_\_

Bank Routing Number: \_\_\_\_\_ Bank Account Number: \_\_\_\_\_

***A voided check must be attached to this form***  
*You may want to verify, with your bank, the correct "electronic transfer routing number" for your account.*

#### Authorization

I hereby authorize the Town of River Bend to collect any utility bills I owe by drafting payments from my account at the financial institution stated above. Further, I authorize the Bank to accept and to draft entries indicated by the Town from my account. In the event the Town drafts funds erroneously from my account, I authorize the Town to credit my account for an amount not to exceed the original amount of the erroneous draft, and I agree to hold the Town harmless for any other charges to my account that may occur as a result of such error. This authorization is to remain in full force and effect until the Town has received notice, in writing, of its termination.

Any transaction rejected by the bank for any reason other than bank error will be treated as a returned check and charged a \$25.00 fee.

\_\_\_\_\_  
Signature of Customer (as accepted by your bank)

\_\_\_\_\_  
Date

The	Governing Board
of	Primary Government Unit Town of River Bend
and	Discretely Presented Component Unit (DPCU) (if applicable) NA

*Primary Government Unit, together with DPCU (if applicable), hereinafter referred to as Governmental Unit(s)*

and	Auditor Name Thompson, Price, Scott, Adams & Co., P.A.
	Auditor Address 4024 Oleander Dr., Suite 103, Wilmington, NC 28403

*Hereinafter referred to as Auditor*

for	Fiscal Year Ending 06/30/26	Date Audit Will Be Submitted to LGC 12/31/26
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*Must be within six months of FYE*

hereby agree as follows:

1. The Auditor shall audit all statements and disclosures required by "U.S. Auditing Standards – AICPA (Clarified)," referred to as generally accepted auditing standards (GAAS) and additional required legal statements and disclosures of all funds and/or divisions of the Governmental Unit(s). The non-major combining, and individual fund statements and schedules shall be subjected to the auditing procedures applied in the audit of the basic financial statements and an opinion shall be rendered in relation to (as applicable) the governmental activities, the business-type activities, the aggregate DPCUs, each major governmental and enterprise fund, and the aggregate remaining fund information (non-major government and enterprise funds, the internal service fund type, and the fiduciary fund types). Budgetary comparison information shall be prepared in accordance with applicable GASB standards. Budget-to-actual comparisons at the level of the legally adopted budget ordinance shall be presented as required supplementary information and shall not be included in the basic financial statements. Any other budgetary comparison information shall be presented only as supplementary information for funds required to be budgeted under NCGS Chapter 159, Article 3.

2. At a minimum, the Auditor shall conduct the audit and render the report in accordance with GAAS. If the Governmental Unit expended \$100,000 or more in combined Federal and State financial assistance during the reporting period, the Auditor shall perform the audit in accordance with *Generally Accepted Government Auditing Standards (GAGAS)*. The Governmental Unit is subject to federal single audit requirements in accordance with Title 2 US Code of Federal Regulations Part 200 *Uniform Administration Requirements, Cost Principles, and Audit Requirements for Federal Awards, Subpart F (Uniform Guidance)* and the State Single Audit Implementation Act. Currently the threshold is \$1,000,000 for federal and state single audits, or such other threshold as applicable for the fiscal year under audit. This audit and all associated audit documentation may be subject to review by federal and State agencies in accordance with federal and State laws, including the staff of the Office of State Auditor (OSA) and the Local Government Commission (LGC). If the audit requires a federal single audit in accordance with the Uniform Guidance (§200.501) the Auditor and Governmental Unit(s) should discuss, in advance of the execution of this contract, the responsibility for submission of the audit and the accompanying data collection form (form SF-FAC) to the Federal Audit Clearinghouse as required under the Uniform Guidance (§200.512) to ensure proper submission.

If the audit and Auditor communication are found in this review to be substandard, the results of the review may be forwarded to the North Carolina State Board of CPA Examiners (NC State Board).

3. If an entity is determined to be a component of another government as defined by the group audit standards, the entity's auditor shall make a good faith effort to comply in a timely manner with the requests of the group auditor in accordance with AU-6 §600.41 - §600.42.

4. This contract contemplates an unmodified opinion being rendered. If during the process of conducting the audit, the Auditor determines that it will not be possible to render an unmodified opinion on the financial statements of the unit, the Auditor shall contact the LGC Staff to discuss the circumstances leading to that conclusion as soon as is practical and before the final report is issued. The audit shall include such tests of the accounting records and such other auditing procedures as are considered by the Auditor to be necessary in the circumstances. Any limitations or restrictions in scope which would lead to a qualification should be fully explained in an attachment to this contract.

5. If this audit engagement is subject to the standards for audit as defined in *Government Auditing Standards* (2018 revision or subsequent revisions, as applicable) issued by the Comptroller General of the United States, then by accepting this engagement, the Auditor warrants that he or she has met the requirements for a peer review and continuing education as specified in *Government Auditing Standards*. The Auditor agrees to provide a copy of the most recent peer review report to the Governmental Unit(s) and to the Secretary of the LGC prior to the execution of an audit contract. Subsequent submissions of the report are required only upon report expiration or upon the Auditor's receipt of an updated peer review report. If the audit firm receives a peer review rating other than pass, the Auditor shall not contract with the Governmental Unit(s) without first contacting the Secretary of the LGC for a peer review analysis that may result in additional contractual requirements.

If the audit engagement is not subject to *Government Auditing Standards* or if financial statements are not prepared in accordance with U.S. generally accepted accounting principles (GAAP) and fail to include all disclosures required by GAAP, the Auditor shall provide an explanation as to why in an attachment to this contract or in an amendment.

6. It is agreed that time is of the essence in this contract. All audits are to be performed, and the report of audit submitted to LGC Staff, within six months of fiscal year end. At the time of the execution of this contract, if the parties know that the anticipated submission date of the audit exceeds six months after fiscal year end, a written explanation shall be provided to the Secretary of the LGC on this contract form (see the space provided on Page 7). If it becomes necessary to amend the audit fee or the date that the audit report will be submitted to the LGC, an amended contract along with a written explanation of the change shall be submitted to the Secretary of the LGC for approval.

7. It is agreed that GAAS include a review of the Governmental Unit's (Units') systems of internal control and accounting as they relate to accountability of funds and adherence to budget and law requirements applicable thereto; that the Auditor shall make a written report, which may or may not be a part of the written report of audit, to the Governing Board setting forth the Auditor's findings, together with his or her recommendations for improvement. That written report shall include all matters determined to be "significant deficiencies and material weaknesses" in accordance with AU-C §265 "Communicating Internal Control Related Matters Identified in an Audit" of GAAS. The Auditor shall file a copy of that report with the Secretary of the LGC.

For GAAS or *Government Auditing Standards* audits, if an Auditor issues an AU-C §260 report, "Auditor's Communication With Those Charged With Governance," commonly referred to as a "Governance Letter," LGC staff does not require the report to be submitted unless the Auditor cites significant findings or issues from the audit, as defined in AU-C §260 paragraphs 12 - 14. This would include issues such as difficulties encountered during the audit, significant or unusual transactions, uncorrected misstatements, matters that are difficult or contentious for which the Auditor consulted outside the engagement team and, in the Auditor's judgment, are significant and relevant to those charged with governance, and other findings or issues that the Auditor believes are significant and relevant. If matters identified during the audit were required to be reported as described in AU-C §260 paragraphs 12 - 14 and were communicated in a method other than an AU-C §260 letter, the written documentation must be submitted.

8. All local government and public authority contracts for audit or audit-related work require the approval of the Secretary of the LGC. This includes annual or special audits, agreed upon procedures related to internal controls, bookkeeping or other assistance necessary to prepare the Governmental Unit's records for audit, financial statement preparation, any finance-related investigations, or any other audit-related work in the State of North Carolina. Approval is also required for the Alternative Compliance Examination Engagement for auditing the Coronavirus State and Local Fiscal Recovery Funds expenditures as allowed by US Treasury. Approval is not required on audit contracts and invoices for system improvements and similar services of a non-auditing nature.

9. Invoices for services rendered under these contracts shall not be paid by the Governmental Unit(s) until the invoice has been approved by the Secretary of the LGC. This also includes any progress billings [G.S. 159-34 and 115C-447]. All invoices for audit work shall be submitted in PDF format to the Secretary of the LGC for approval. The invoice marked 'approved' with approval date shall be returned to the Auditor to present to the Governmental Unit(s) for payment. This paragraph is not applicable to contracts for audits of hospitals.

10. In consideration of the satisfactory performance of the provisions of this contract, the Governmental Unit(s) shall pay to the Auditor, upon approval by the Secretary of the LGC if required, the fee, which includes any costs the Auditor may incur from work paper or peer reviews or any other quality assurance program required by third parties (federal and state grantor and oversight agencies or other organizations) as required under the Federal Single Audit Act and the State Single Audit Act. This does not include fees for any pre-issuance reviews that may be required by the North Carolina Association of Certified Public Accountants (NCACPA) Peer Review Committee or North Carolina State Board of CPA Examiners (see Paragraph 13).

11. If the Governmental Unit(s) has/have outstanding revenue bonds, the Auditor shall submit to LGC Staff, either in the notes to the audited financial statements or as a separate report, a calculation demonstrating compliance with the revenue bond rate covenant. Additionally, the Auditor shall submit to LGC Staff simultaneously with the Governmental Unit's (Units') audited financial statements any other bond compliance statements or additional reports required by the authorizing bond documents, unless otherwise specified in the bond documents.

12. After completing the audit, the Auditor shall submit to the Governing Board a written report of audit. This report shall include, but not be limited to, the following information: (a) Management's Discussion and Analysis, (b) the financial statements and notes of the Governmental Unit(s) and all of its component units prepared in accordance with GAAP, (c) supplementary information requested by the Governmental Unit(s) or required for full disclosure under the law, and (d) the Auditor's opinion on the material presented. The Auditor shall furnish the required number of copies of the report of audit to the Governing Board upon completion.

13. If the audit firm is required by the Secretary of the Local Government Commission to obtain a pre-issuance review or take corrective action as a result of peer review findings or quality control deficiencies, such corrective action shall be consistent with the authority and requirements of the North Carolina State Board of Certified Public Accountant Examiners, the AICPA Peer Review Program, and established Local Government Commission practice, including the use of report addenda or other remedial measures, as appropriate.

14. In accordance with G.S. 159-34, the Finance Officer of the Unit is responsible for filing the audited financial statements with the Secretary of the Local Government Commission.

The Auditor may upload the audit report and related documents through the LGC's electronic submission system; however, submission shall not be deemed complete until the Finance Officer has reviewed and certified the submission.

The Auditor, Finance Officer, other Unit staff member designated by the Finance Officer, or a third party approved by the Unit may enter all Data Input Report information except the information on the "transmittal doc info" tab. The "transmittal doc info" tab must be completed by the Auditor.

The Finance Officer shall review, approve, and certify the accuracy and completeness of the Data Input Report (DIR) in the LGC's LOGOS system prior to LGC review, regardless of whether the DIR is prepared by the Auditor or the Unit.

Finance Officer certification is required for any corrected or revised submissions.

Finance Officer certification of the DIR shall be completed in a timely manner following notification that the DIR is ready for review and within time frames prescribed by the LGC. Failure to complete certification in a timely manner may result in the audit being considered late due to unit action rather than auditor performance

The Auditor shall conduct the audit in accordance with generally accepted auditing standards and shall ensure that the financial statements are prepared in accordance with generally accepted accounting principles as of the fiscal year end. Budget-to-actual comparisons at the level of the legally adopted budget ordinance shall be presented in required supplementary information, separate from the basic financial statements, and shall not be included in the audit opinion. The Auditor shall confirm that such information reconciles to the financial statements and is consistent with applicable accounting guidance and any LGC reporting requirements.

The Finance Officer shall certify in a timely manner that all data inputted in LOGOS used for preparation of the financial statements and required supplementary information is complete and accurate.

For audits of units other than hospitals, the audit report should be submitted when (or prior to) submitting the final invoice for services rendered. The report of audit, as filed with the Secretary of the LGC, becomes a matter of public record for inspection, review and copy in the offices of the LGC by any interested parties. Any subsequent revisions to these reports shall be sent to the Secretary of the LGC. These audited financial statements, excluding the Auditors' opinion, may be used in the preparation of official statements for debt offerings by municipal bond rating services to fulfill secondary market disclosure requirements of the Securities and Exchange Commission and for other lawful purposes of the Governmental Unit(s) without requiring consent of the Auditor. If the LGC Staff determines that corrections need to be made to the Governmental Unit's (Units') financial statements and/or the compliance section, those corrections shall be provided within three business days of notification unless another deadline is agreed to by LGC Staff.

15. Should circumstances disclosed by the audit call for a more detailed investigation by the Auditor than necessary under ordinary circumstances, the Auditor shall inform the Governing Board in writing of the need for such additional investigation and the additional compensation required therefore. Upon approval by the Secretary of the LGC, this contract may be modified or amended to include the increased time, compensation, or both as may be agreed upon by the Governing Board and the Auditor.

16. If an approved contract needs to be modified or amended for any reason, the change shall be made in writing and preaudited if the change includes a change in audit fee (preaudit requirement does not apply to hospitals). This amended contract shall be completed in full, including a written explanation of the change, signed and dated by all original parties to the contract. It shall then be submitted to the Secretary of the LGC for approval. No change to the audit contract shall be effective unless approved by the Secretary of the LGC.

17. A copy of the engagement letter, issued by the Auditor and signed by both the Auditor and the Governmental Unit(s), shall be attached to this contract, and except for fees, work, and terms not related to audit services, shall be incorporated by reference as if fully set forth herein as part of this contract. In case of conflict between the terms of the engagement letter and the terms of this contract, the terms of this contract shall take precedence. Engagement letter terms that conflict with the contract are deemed to be void unless the conflicting terms of this contract are specifically deleted in Paragraph 30 of this contract. Engagement letters containing indemnification clauses shall not be accepted by LGC Staff.

18. Special provisions should be limited. Please list any special provisions in an attachment.

19. A separate contract should not be made for each division to be audited or report to be submitted. If a DPCU is subject to the audit requirements detailed in The Local Government Budget and Fiscal Control Act and a separate audit report is issued, a separate audit contract is required. If a separate report is not to be issued and the DPCU is included in the primary government audit, the DPCU shall be named along with the primary government on this audit contract. DPCU Board approval date, signatures from the DPCU Board chairman and Finance Officer also shall be included on this contract.

20. The contract shall be executed, preaudited (preaudit requirement does not apply to hospitals) and physically signed by all parties including Governmental Unit(s) and the Auditor, then submitted in PDF format to the Secretary of the LGC.

21. The contract is not valid until it is approved by the Secretary of the LGC. The staff of the LGC shall notify the Governmental Unit and Auditor of contract approval by email. The audit should not be started before the contract is approved.

22. Retention of Client Records: Auditors are subject to the NC State Board of CPA Examiners' Retention of Client Records Rule 21 NCAC 08N .0305 as it relates to the provision of audit and other attest services, as well as non-attest services. Clients and former clients should be familiar with the requirements of this rule prior to requesting the return of records.

23. This contract may be terminated at any time by mutual consent and agreement of the Governmental Unit(s) and the Auditor, provided that (a) the consent to terminate is in writing and signed by both parties, (b) the parties have agreed on the fee amount which shall be paid to the Auditor (if applicable), and (c) no termination shall be effective until approved in writing by the Secretary of the LGC.

24. The Governmental Unit's (Units') failure or forbearance to enforce, or waiver of, any right or an event of breach or default on one occasion or instance shall not constitute the waiver of such right, breach or default on any subsequent occasion or instance.

25. There are no other agreements between the parties hereto and no other agreements relative hereto that shall be enforceable unless entered into in accordance with the procedure set out herein and approved by the Secretary of the LGC.

26. E-Verify. The Auditor shall comply with the requirements of NCGS Chapter 64 Article 2. Further, if the Auditor utilizes any subcontractor(s), Auditor shall require such subcontractor(s) to comply with the requirements of NCGS Chapter 64, Article 2.

27. For all non-attest services, the Auditor shall adhere to the independence rules of the AICPA Professional Code of Conduct and *Government Auditing Standards, 2018 or 2024 Revision* (as applicable). Preparing financial statements in their entirety shall be deemed a "significant threat" requiring the Auditor to apply safeguards sufficient to reduce the threat to an acceptable level. If the Auditor cannot reduce the threats to an acceptable level, the Auditor cannot complete the audit. If the Auditor is able to reduce the threats to an acceptable level, the documentation of this determination, including the safeguards applied, must be included in the audit workpapers.

All non-attest service(s) being performed by the Auditor that are necessary to perform the audit must be identified and included in this contract. The Governmental Unit shall designate an individual with the suitable skills, knowledge, and/or experience (SKE) necessary to oversee the services and accept responsibility for the results of the services performed. If the Auditor is able to identify an individual with the appropriate SKE, the Auditor must document and include in the audit workpapers how the Auditor reached that conclusion. If the Auditor determines that an individual with the appropriate SKE cannot be identified, the Auditor cannot perform both the non-attest service(s) and the audit. See "Fees for Audit Services" page of this contract to disclose the person identified as having the appropriate SKE for the Governmental Unit.

28. **Applicable to audits with fiscal year ends of June 30, 2021 and later.** The Auditor shall present the audited financial statements including any compliance reports to the Government Unit's Governing Board or audit committee in an official meeting in open session as soon as the audited financial statements are available but not later than 45 days after the submission of the audit report to the Secretary of the LGC. The Auditor's presentation to the Governing Board or audit committee shall include:

- a) the description of each finding, including all material weaknesses and significant deficiencies, as found by the Auditor, and any other issues related to the internal controls or fiscal health of the Government Unit as disclosed in the management letter, the Single Audit or Yellow Book reports, or any other communications from the Auditor regarding internal controls as required by current auditing standards;
- b) the status of the prior year audit findings;
- c) the values of Financial Performance Indicators based on information presented in the audited financial statements; and
- d) notification to the Governing Board that the Governing Board shall develop a "Response to the Auditor's Findings, Recommendations, and Fiscal Matters," if required under Rule 20 NCAC 03 .0508.

29. Information based on the audited financial statements shall be submitted to the Secretary of the LGC through the LGC's LOGOS system, including completion of the Data Input Report (DIR). Submission is not complete and shall not be accepted by the LGC until the Finance Officer has reviewed and certified the DIR in accordance with Paragraph 14 of this contract.

30. All of the above paragraphs are understood and shall apply to this contract, except the following numbered paragraphs shall be deleted (See Paragraph 17 for clarification).

31. The process for submitting contracts, audit reports and invoices is subject to change. Auditors and Units should use the submission process and instructions in effect at the time of submission. Refer to the N.C. Department of State Treasurer website at <https://www.nctreasurer.com/state-and-local-government-finance-division/local-government-commission/submitting-your-audit>.

32. All communications regarding audit contract requests for modification or official approvals will be sent to the email addresses provided on the signature pages that follow.

33. **Applicable to audits with fiscal year ends of June 30, 2025, and later.** The Unit authorizes the LGC to grant access to the LGC's LOGOS system, including the Data Input Report (DIR), to employees of the contracted audit firm who are associated with and acting on behalf of the firm for purposes of performing audit and reporting services under this contract. Such access shall be limited to the scope necessary to perform contracted services and shall not relieve the Auditor or the Unit of their respective responsibilities under this contract.

34. Changes or edits to the text of this contract form are not permitted, except for the Secretary's authority to revise or update this contract form pursuant to LGC Rule 20 NCAC 03. 0502.

**For contracts with an anticipated audit submission date exceeding six months after fiscal year end, please use this space to explain the reason for the late submission, as required by Paragraph 6 of this contract form:**

**FEES FOR AUDIT SERVICES**

1. For all non-attest services, the Auditor shall adhere to the independence rules of the AICPA Professional Code of Conduct (as applicable) and *Government Auditing Standards, 2018 Revision*. Refer to Paragraph 27 of this contract for specific requirements. The following information must be provided by the Auditor; contracts presented to the LGC without this information will not be approved.

Financial statements were prepared by:  Auditor  Governmental Unit  Third Party

If applicable: The individual at the Governmental Unit designated to have the suitable skills, knowledge, and/or experience (SKE) necessary to oversee the non-attest services and accept responsibility for the results of these services:

Name:	Title and Unit / Company:	Email Address:
Mandy Gilbert	Finance Officer/River Bend	finance@riverbendnc.org

OR Not Applicable  (Identification of SKE Individual on the LGC-205 Contract is not applicable for GAAS-only audits or audits with FYEs prior to June 30, 2020.)

2. Fees may not be included in this contract for work performed on Annual Financial Information Reports (AFIRs), Form 990s, or other services not associated with audit fees and costs. Such fees may be included in the engagement letter but may not be included in this contract or in any invoices requiring approval of the LGC. See Paragraphs 8 and 13 for details on other allowable and excluded fees.

3. The audit fee information included in the table below for both the Primary Government Fees and the DPCU Fees (if applicable) should be reported as a specific dollar amount of audit fees for the year under this contract. If any language other than an amount is included here, the contract will be returned to the audit firm for correction.

4. Prior to the submission of the completed audited financial report and applicable compliance reports subject to this contract, or to an amendment to this contract (if required) the Auditor may submit interim invoices for approval for services rendered under this contract to the Secretary of the LGC, not to exceed 75% of the billings for the Unit's last annual audit that was submitted to the Secretary of the LGC. All invoices for services rendered in an audit engagement as defined in Rule 20 NCAC .0503 shall be submitted to the Secretary of the LGC for approval before any payment is made. Payment before approval is a violation of law. (This paragraph not applicable to contracts and invoices associated with audits of hospitals).

<b>Primary Government Unit</b>	Town of River Bend
Audit Fee (financial and compliance if applicable)	\$ 20,000
Fee per Major Program (if not included above)	\$ 3000.00 if applicable
<b>Additional Fees Not Included Above (if applicable):</b>	
Financial Statement Preparation (incl. notes and RSI)	\$
All Other Non-Attest Services	\$
<b>TOTAL AMOUNT NOT TO EXCEED</b>	<b>\$ 29,000</b>

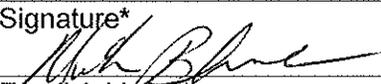
<b>Discretely Presented Component Unit</b>	NA
Audit Fee (financial and compliance if applicable)	\$
Fee per Major Program (if not included above)	\$
<b>Additional Fees Not Included Above (if applicable):</b>	
Financial Statement Preparation (incl. notes and RSI)	\$
All Other Non-Attest Services	\$
<b>TOTAL AMOUNT NOT TO EXCEED</b>	\$

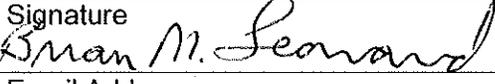
SIGNATURE PAGE

AUDIT FIRM

Audit Firm* Thompson, Price, Scott, Adams & Co., P.A.	
Authorized Firm Representative (typed or printed)* Gregory S Adams, CPA	Signature*
Date*	Email Address* gadams@tpsacpas.com

GOVERNMENTAL UNIT

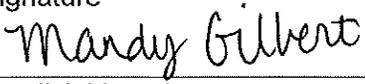
Governmental Unit* Town of River Bend	
Date Governing Board Approved Audit Contract* (Enter date in box to right)	02/19/2026
Mayor/Chairperson (typed or printed)* Mark Bledsoe, Mayor	Signature* 
Date 02/23/2026	Email Address* mbledsoe@riverbendnc.org

Chair of Audit Committee (typed or printed, or "NA") Brian Leonard	Signature 
Date 02/19/2026	Email Address bleonard@riverbendnc.org

GOVERNMENTAL UNIT – PREAUDIT CERTIFICATE

Required by G.S. 159-28(a1) or G.S. 115C-441(a1). Not applicable to hospital contracts.

*This instrument has been preaudited in the manner required by The Local Government Budget and Fiscal Control Act or by The School Budget and Fiscal Control Act.*

Sum Obligated by This Transaction:	\$ 29,000
Primary Governmental Unit Finance Officer* (typed or printed) Mandy Gilbert, Finance Officer	Signature* 
Date of Preaudit Certificate* 02/19/2026	Email Address* finance@riverbendnc.org

**CONTRACT TO AUDIT ACCOUNTS**

**SIGNATURE PAGE – DPCU  
 (complete only if applicable)**

**DISCRETELY PRESENTED COMPONENT UNIT**

DPCU*	
NA	
Date DPCU Governing Board Approved Audit Contract* (Enter date in box to right)	
DPCU Chairperson (typed or printed)*	Signature*
Date*	Email Address*

Chair of Audit Committee (typed or printed, or "NA")	Signature
Date	Email Address

**DPCU – PREAUDIT CERTIFICATE**

Required by G.S. 159-28(a1) or G.S. 115C-441(a1). Not applicable to hospital contracts.

*This instrument has been preaudited in the manner required by The Local Government Budget and Fiscal Control Act or by The School Budget and Fiscal Control Act.*

Sum Obligated by this Transaction:	\$
DPCU Finance Officer (typed or printed)*	Signature*
Date of Preaudit Certificate*	Email Address*

Remember to print this form, and obtain all required signatures prior to submission.

**PRINT**



# RIVER BEND POLICE DEPARTMENT



## MONTHLY ACTIVITY REPORT

2026

	ACTIVITIES	2025	2026	2026	% of Total Calls	% Change Last 2 Mos.
		Dec	January	February		
1	ALARMS / 911 UNKNOWN / DISTURBANCE / SHOTS FIRED (0)	9	5	4	0.31%	-20.00%
2	ANIMAL COMPLAINTS	2	8	5	0.39%	-38.00%
3	ARRESTS	5	0	0	0.00%	0.00%
4	ASSAULTS / ALL OTHER VIOLENT CRIME	0	1	2	0.15%	100.00%
5	ASSIST CITIZENS / LOCK OUT / QUALITY OF LIFE ISSUES	29	22	40	3.09%	82.00%
6	ASSIST EMS / FD / FIRST RESPONDERS / MED ASSIST	43	41	27	2.09%	-34.00%
7	ASSIST MOTORISTS / FOOT PATROLS / ALL OTHER	12	17	15	1.16%	-12.00%
8	ASSIST OTHER AGENCIES	9	3	2	0.15%	-33.00%
9	B & E BUSINESS / RESIDENCE / VEHICLE	0	1	1	0.08%	0.00%
10	CRIM. SUMM. / SUBPOENAS / WARRANTS / CIVIL COMPLAINT	6	1	10	0.77%	900.00%
11	DOMESTICS	3	0	0	0.00%	0.00%
12	FIRES / ALARM	2	2	2	0.15%	0.00%
13	IDENTITY THEFT / FRAUD	3	2	1	0.08%	-50.00%
14	INVOLUNTARY COMMITMENTS	0	1	1	0.08%	0.00%
15	JUVENILE COMPLAINTS	0	2	0	0.00%	-100.00%
16	LARCENIES	1	1	0	0.00%	-100.00%
17	LITTERING	0	0	0	0.00%	0.00%
18	LOUD MUSIC / NOISE COMPLAINTS	4	2	0	0.00%	-100.00%
19	DEATH / MISSING PERSON / RUNAWAY / SUICIDE(A)	0	2	1	0.08%	-50.00%
20	PROPERTY DAMAGE / VANDALISM	2	0	0	0.00%	0.00%
21	RESIDENTIAL / BUSINESS CHECKS / COMMUNITY WATCH	1,167	1,243	1,102	85.23%	-11.00%
22	ROADWAY DEBRIS / OBSTRUCTIONS	0	0	0	0.00%	0.00%
23	ROBBERIES	0	0	0	0.00%	0.00%
24	SOLICITING VIOLATIONS	0	1	0	0.00%	-100.00%
25	SUSPICIOUS PERSONS / VEHICLES / FIELD INTERVIEW	19	10	10	0.77%	0.00%
26	TOWN ORDINANCE CITATIONS	0	0	0	0.00%	0.00%
27	TOWN ORDINANCE VIOLATIONS	3	1	1	0.08%	0.00%
28	TRAFFIC ACCIDENTS	2	3	7	0.54%	133.00%
29	TRAFFIC STOPS	34	16	37	2.86%	131.00%
30	TRAFFIC COMPLAINTS-RADAR	6	3	7	0.54%	133.00%
31	DWI	1	0	0	0.00%	0.00%
32	CHECKPOINTS	2	0	0	0.00%	0.00%
33	DRUG VIOLATIONS	2	1	0	0.00%	-100.00%
34	WELFARE CHECKS	12	6	4	0.31%	-33.00%
35	CASE ASSIST / PW / VEHICLE MAINTENANCE / MEETING	5	5	6	0.46%	20.00%
36	CASE FOLLOW UPS / SPECIAL OPERATION / TRAINING	7	15	8	0.62%	-47.00%
37	TRESPASSING	0	3	0	0.00%	-100.00%
38	OVERDOSE	1	1	0	0.00%	-100.00%
39	<b>TOTAL</b>	<b>1391</b>	<b>1419</b>	<b>1293</b>	<b>100.00%</b>	<b>-9.00%</b>

Traffic Violations

- 7 State Citations
- 11 Total State Charges
- State Warnings
- Town Citations
- Town Warnings

Community Watch Checks

- 52 100 Pirates
- 65 100 Plantation
- 54 200 Lakemere
- 57 200 Rockledge
- 52 Piner Estates

Phone Calls Answered (638-1108)

174 Incoming Calls

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



**TOWN OF RIVER BEND**

45 Shoreline Drive  
River Bend, NC 28562

T 252.638.3870  
F 252.638.2580

[www.riverbendnc.org](http://www.riverbendnc.org)

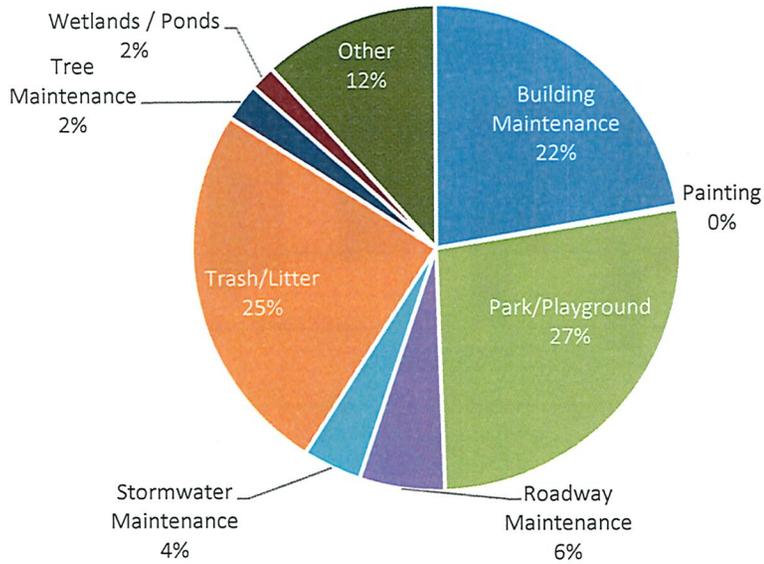
**February 2026 Monthly Report  
Brandon Mills, Director of Public Works**

During this month, the PW department performed several maintenance activities to improve the safety and appearance of town infrastructure. Staff cleaned multiple street signs throughout town to improve visibility for motorists. Some signs still require our attention, and we intend to clean them as soon as possible. Public Works also conducted a camera inspection of a storm drain line to determine if there was any structural damage to the pipe. After inspection, no damage was found. In a separate storm water maintenance activity, a storm drain with a cracked joint was identified and successfully repaired by department staff. Additionally, PW crews repaired several fence railings located around the town's parks to ensure they remain in good condition.

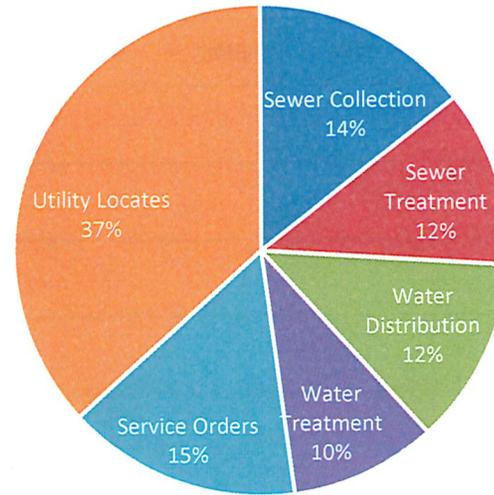
Water Resources remained busy with routine operation and maintenance of the town's water and sewer systems. During the month, staff repaired a water main and reconnected a fire hydrant that had been temporarily abandoned. We also installed an additional valve on this section of water main. This improvement will allow staff to isolate smaller areas of the system during emergencies or future repairs. Reducing the number of customers affected by service interruptions in this area of town. On the Wastewater side our crew removed and service to lift stations pumps that had become clogged with rags, debris, and other materials. The pumps were quickly cleaned and returned to service. Due to the prompt response by our staff, no sanitary sewer overflows occurred.

If you have any questions concerning the Water Resources/Public Works Department, please call us at 252-638-3540, Monday-Friday, 8am-4pm. After-hours water and sewer emergencies can be reported by paging the towns on-call duty operator at 252-464-4328. 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 ext 1, and they will get in contact with the on-call utility systems operator.

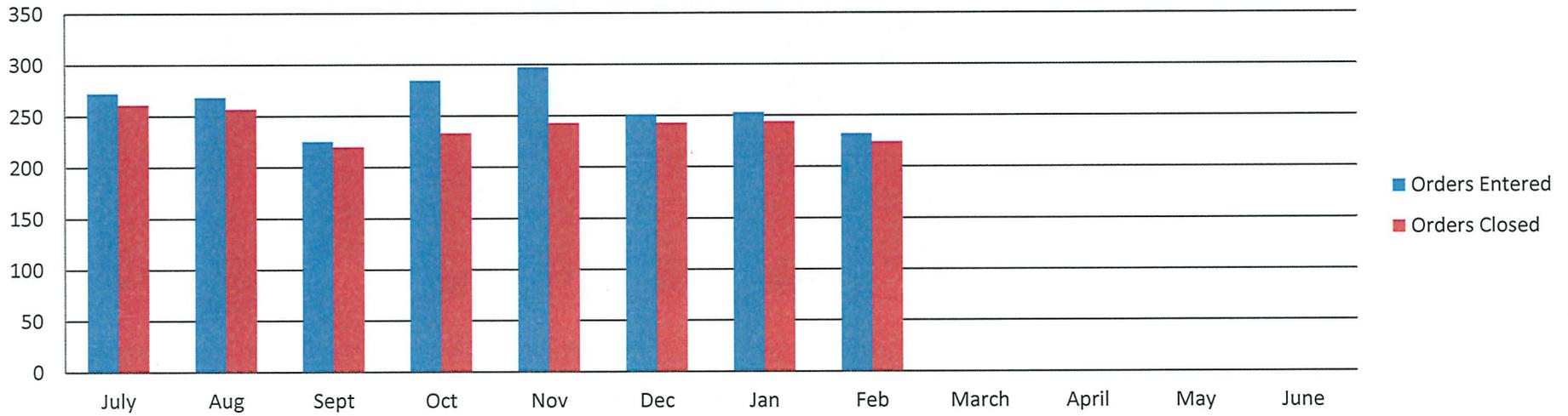
**Public Works Work Orders  
FY 25-26**



**Water Resources Work Orders  
FY 25-26**

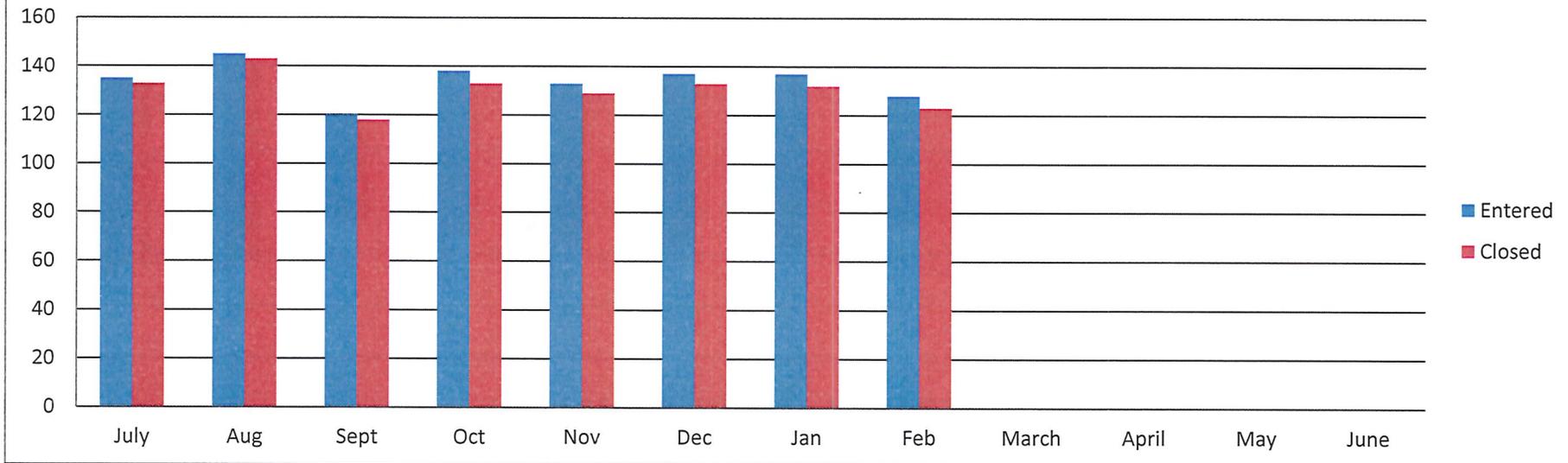


**Total Work Orders - FY 2025-26**

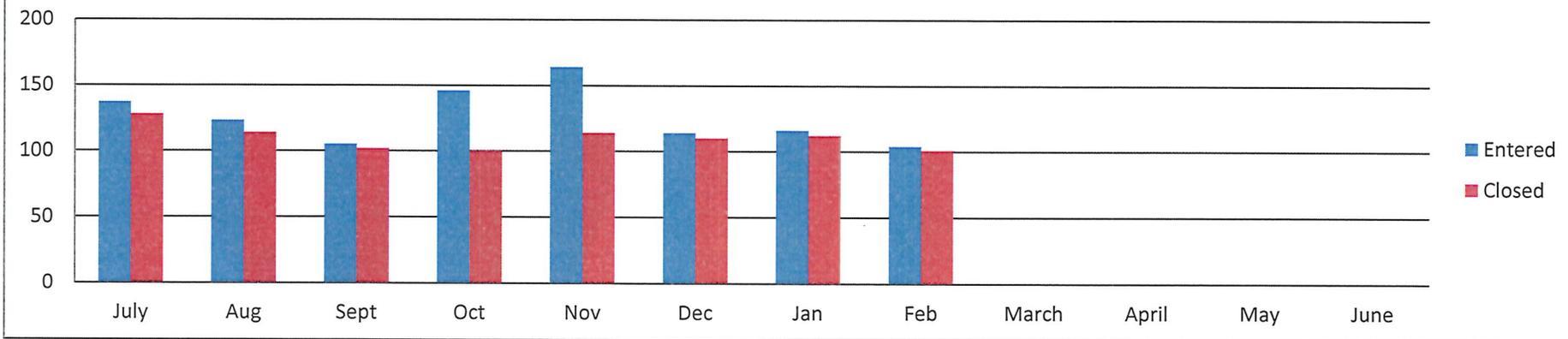


Item 9

### Public Works - Work Orders



### Water Resources - Work Orders



Town of River Bend  
FY 2025-2026  
Work Order Report



**Public Works**

Orders Entered	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	YTD	Pending
Building Maintenance	30	31	30	31	30	31	29	27					239	1
Painting	0	0	0	0	1	1	0	0					2	0
Park/Playground	34	39	33	42	36	35	37	34					290	1
Roadway Maintenance	7	5	3	6	8	9	11	12					61	0
Stormwater Maintenance	5	7	5	3	4	6	7	5					42	1
Trash/Litter	38	39	32	35	33	32	31	28					268	0
Tree Maintenance	5	2	2	3	2	4	5	4					27	0
Wetlands / Ponds	2	5	2	2	1	2	1	3					18	2
Other	14	17	13	16	18	17	16	15					126	0
<b>TOTAL</b>	<b>135</b>	<b>145</b>	<b>120</b>	<b>138</b>	<b>133</b>	<b>137</b>	<b>137</b>	<b>128</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1073</b>	<b>5</b>
Orders Closed	133	143	118	133	129	133	132	123					1044	

**Water Resources**

Orders Entered	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	YTD	Pending
Sewer Collection	15	20	16	20	18	20	19	17					145	1
Sewer Treatment	17	16	10	12	14	16	17	15					117	0
Water Distribution	12	9	15	19	20	17	18	14					124	0
Water Treatment	11	14	11	9	11	13	15	13					97	1
Service Orders	17	19	15	19	22	19	23	21					155	0
Utility Locates	65	45	38	67	79	29	24	24					371	1
<b>TOTAL</b>	<b>137</b>	<b>123</b>	<b>105</b>	<b>146</b>	<b>164</b>	<b>114</b>	<b>116</b>	<b>104</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1009</b>	<b>3</b>
Orders Closed	128	114	102	100	114	110	112	101					881	

TOTAL	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	YTD
Orders Entered	272	268	225	284	297	251	253	232	0	0	0	0	2082
Orders Closed	261	257	220	233	243	243	244	224	0	0	0	0	1925



## MONTHLY ZONING REPORT

MONTH February YEAR 2026

Activity	Monthly	YTD Total
Permit Applications Received	2	45
Permits Issued	2	45
Fees Collected	206.00	3106.98
Violations Noted During Weekly Patrol	13	125
Complaints Received From Citizens	1	5
Notice Of Violations Initiated *see details below	6	61
Remedial Actions Taken By Town	0	1

Detail Summary		
Address	Violation	Date Cited
7A Mulberry	Debris	11-Feb
92 Ashley Place	State of disrepair	25-Feb
112 Portside	Trailer	25-Feb
112 Starboard	Trailer	25-Feb
508 Plantation	Boat	25-Feb
103 Knotline	Boat	25-Feb

**Excerpts from Previous Meeting Minutes Related to Independence Day**

**River Bend Town Council  
Work Session Minutes  
September 11, 2025**

**Discussion – July 4, 2026, Celebration Options**

Councilman Leonard stated that July 4, 2026, is the 250<sup>th</sup> 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 4<sup>th</sup> event. There were no objections.

**River Bend Town Council  
Regular Meeting Minutes  
September 18, 2025**

**PUBLIC COMMENTS**

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

**DISCUSSION – July 4<sup>th</sup>, 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 250<sup>th</sup> 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.

**River Bend Town Council  
Work Session Minutes  
October 9, 2025**

**Discussion – July 4, 2026, Event**

Councilwoman Benton stated that she wanted to discuss the July 4, 2026, event since she was absent at the prior meeting where this event was discussed. She stated that she understands that the event has been scheduled for July 3 and it would be the normal traditional Town of River Bend event. The Mayor confirmed that. She stated that based on the event from the previous year she is concerned about spending money on an event that may have a very low turnout. She stated that even though July 3 is a federal holiday, there will still be a lot of people working, which will affect the attendance. She suggested that the town use the money elsewhere and not hold the event. Councilman Leonard stated that he would like to make the event special and invite all the previous council members and recognize them. Councilman Sheffield stated that he felt the event should be held after 5:00 p.m. Councilwoman Benton agreed. The Town Manager stated he advocates for the town staff and if it is held at the regular time in the morning, the staff can be done with the event by midafternoon, but if it is held at 5:00 p.m., the staff will be working on Friday night. He stated that this is a Council event and that staff is aware that this event is included in their job regardless of what time the event is held. Councilwoman Benton stated that she wished there was a way that the event could take place and the staff not be involved, maybe with just volunteers. Councilwoman Noonan stated that she had an idea of doing the normal event in the morning and then maybe a movie in the evening. Councilwoman Benton stated that there is still some time to determine the details of this event.

**EWAB March 2nd, 2026**

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

There was a quorum of members present.

There were no visitors.

The minutes for the February  
9th, 2026, meeting were approved.

**Old Business:**

Update for Mulberry drainage project.

Arbor Day events with CAC and Scouts. March 21 from 9-12.

Tee shirts for EWAB members.

sinkhole at 717 Plantation.

**New Business:**

There are two vacancies on EWAB.

Councilman Leonard gave a council update and answered members questions.

**Volunteer Hours: 9**

The next meeting will be on April 6th, 2026, at 7 PM in the small conference room in the municipal building.

The public is welcome to attend.

The meeting adjourned at 7:24 PM

River Bend Planning Board Report March 2026

The meeting was held on October 5<sup>th</sup> at 6 pm in the Municipal building. Chairman Lippert called the meeting to order and welcomed several guests. He recognized new board member Richard Taylor

The usual reports were given. Councilman Sheffield made an error in stating that the town has been given a grant for a test well. The grant is actually for one of the two main wells in the new water system.

There was no public comment.

Under old business the board was shown a presentation of the latest preliminary plat from Ellis Development for the property on Old Pollocksville road known as Kirkland Creek. Two representatives from Ellis were on hand to take questions, of which there were many. Most changes to the plat were in the area of wastewater runoff. The Ellis engineer agreed to meet with the president and citizens of Lakemere to explain the new system. No vote of approval was made at this time.

The board then commented on the new draft of the town's Comprehensive Plan. There was much discussion. The draft was approved as presented. The vote was not unanimous.

Under new business, two representatives from Harmoni Towers were on hand to answer questions about a special use permit they have applied for to construct a cell phone tower in a vacant lot between Old Pollocksville road and Highway 17 near Guy C. Lee lumber. The permit application will be taken up by the Board of Adjustment. The Planning board can make recommendations for specific stipulations for that permit. The board members asked questions. It was ultimately decided to table any action on the permit until the April meeting. No meeting has been set for the Board of Adjustment to rule on the permit.

The meeting was adjourned. The next meeting is scheduled for April 2<sup>nd</sup>. The public is invited to attend.

# Town of River Bend

## COMPREHENSIVE LAND USE PLAN

2026

DRAFT



## **Acknowledgements**

We would like to thank the following members of the Town of River Bend community for their input and participation on the Comprehensive Plan. Your insights and expertise helped guide this plan.

### **Planning Board**

Egon Lippert, Chair

Robert Kohn, Vice-Chair

Keith Boulware

Bernard Bush, Extra-Territorial Jurisdiction Representative

Linda Cummings

Kathleen Fleming

Richard Taylor

Buddy Sheffield, Town Council Liaison

### **Staff**

Delane Jackson, Town Manager

Allison McCollum, Assistant Zoning Administrator

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# Introduction

## Why Plan Our Town?

The purpose of the *Town of River Bend – Comprehensive Land Use Plan* (hereinafter referred to as “Town Plan”) is to provide information and perspective used to plan and prioritize actions to support a resilient, self-sustaining community. The Town Plan must outline goals and strategies to perpetuate and improve upon the livability and desirability of the Town of River Bend. The Town Plan should encourage growth opportunities, while maintaining the character and resources essential to River Bend. Information within the Town Plan should serve as the basis for future development decisions.

---

*River Bend – On the river, around the bend.*

---

## About Town Planning

Long term planning for the future of a community is vitally important. The Comprehensive Plan is one of two key documents that the Town develops and uses to plan, finance, and implement projects and programs. Our Capital Improvement Plan estimates the costs for specific projects and finances them over a 5-year period. The Comprehensive Plan is structured to provide an overview of a community’s existing conditions and features. The main function of the plan is to serve as a guide to a community’s future development policy. The goals of a comprehensive land use plan are to:

- » develop a long-term vision,
- » address what should be maintained or changed to achieve that vision,
- » identify future land uses in an overall community-wide context,
- » identify and prioritize needed future infrastructure improvement aimed at supporting the vision, and
- » provide implementation guidance as to the private and public investment strategies to realize the vision.

Planning is an ongoing process! Part of the process is monitoring the plan’s progress as a fluid document that should be regularly updated to reflect changing conditions.

## Official State Policy

The State of North Carolina requires local governments in NC General Statute 160D, effective January 1, 2021, to adopt a plan to be eligible for certain funding, powers, and authority. The plan is to be used as an assurance to the public that local decisions are made with a perspective on the future implications of pending decisions, and to affirm that public accountability and fiscal responsibility are considered as part of the decision-making process.

Decisions made about public spending and growth can often appear centered around individuals involved and how they may benefit. When governing board decisions adhere to an adopted plan, those individual interests are balanced with others affected by the outcome of decisions, which include citizens, property owners, and businesses.

## Statutory Reference

*Town of River Bend – Comprehensive Land Use Plan* shall serve as the adopted plan pursuant to §N.C.G.S. 160D in the planning and regulation of development.

# About River Bend

## Vision Statement

The Town of River Bend strives to be a strong community that values its history and neighborhood feel while embracing growth to become a vibrant place that offers a variety of quality opportunities for residents of all ages to live and actively participate in our community.

## Town History

The area now known as the Town of River Bend began as a robust tobacco plantation of 1,200 acres owned by the Odd Fellows – a fraternal group of black tenant farmers collectively working and farming together. During the recession of 1914, this group sold the land to the W.S. Clark Company – a leading supplier and farm supplies and general merchandise at the time. In 1964, Frank Efird moved to New Bern, established the Efird Company, and began looking for large tracts of land to develop with single-family homes. As small tenant farming was declining, the Clark family sold the Odd Fellow farm to the Efird Company in October 1967 for \$486,000.

The first family moved to what was then known as River Bend Plantation in July 1969. As demand for more housing, and new housing options increased, new sections of River Bend Plantation were developed. As the population grew, the need for community services also grew. The still active Rhems Volunteer Fire Department was established entirely by residents, completing all the necessary paperwork, raising money for the original construction, and performing manual labor during the construction.

In 1977, after much discussion, several community members met to discuss the possibility of incorporating River Bend Plantation into a town. The initial vote resulted in the residents deciding against incorporation. The idea was revived in 1980, and this time, with a vote of 298 residents in favor versus 224 opposed, the project to incorporate moved forward. In 1981, the Town of River Bend was officially incorporated and held a festival celebrating the event on July 25, 1981.

Since incorporating, the Town has continued to evolve. In 1986 the Town acquired the land that currently houses the Town Hall and adjacent park. Over the years, additional parks and municipal buildings have been added – most recently a new building that houses meeting spaces for community events and our police department, and a new building for our Public Works department. The Town manages and operates its own water and sewer system. Community volunteers operate and manage the Red Caboose Library and an active Community Watch organization.

In 2001, the Town transitioned to a Council-Manager form of government. A Town Manager was hired to oversee the day-to-day operations of the Town, including supervising the staff, developing and administering the annual budget, and performing a variety of other tasks to carry out the vision of the elected Council.

Through tireless efforts of the residents of the Town, the Town Council, the Advisory Boards, and the Town staff, the Town of River Bend has evolved from a small, residential neighborhood to a dynamic community which offers unique business opportunities while still maintaining a neighborhood feeling.

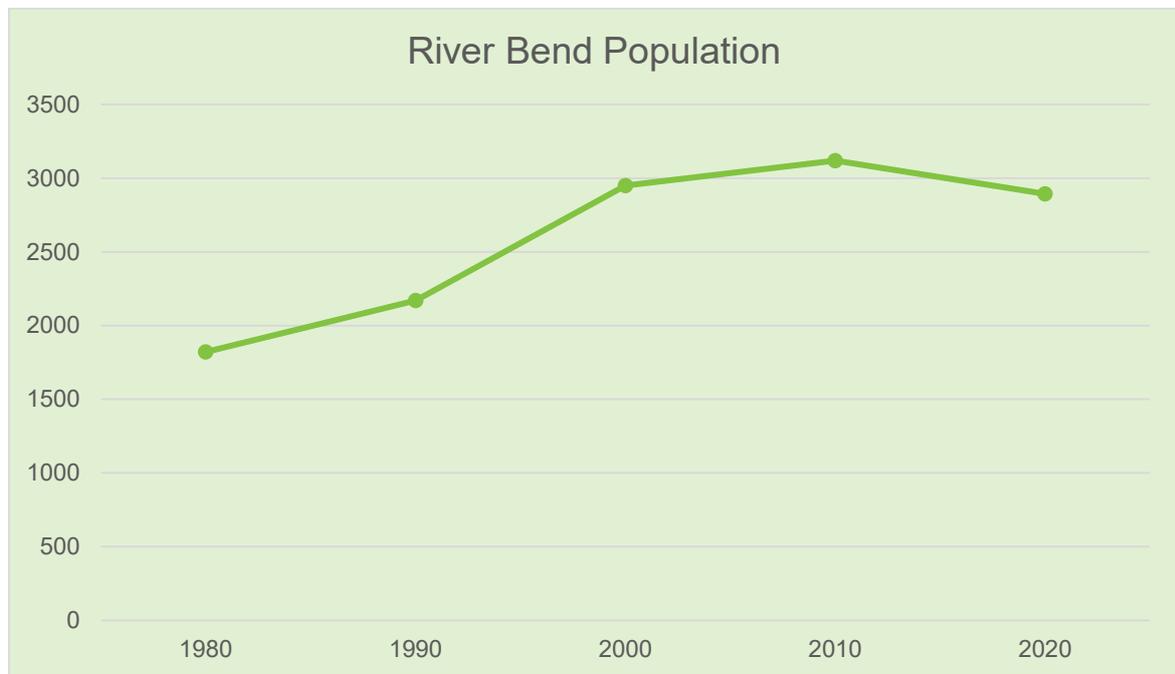
# Community Profile

## Population

### Historic Population Growth

Geographic Area	1980	1990	2000	2010	2020
River Bend	1,821	2,170	2,949	3,119	2,894
Craven County	71,285	82,131	91,954	104,180	100,646
North Carolina	5,896,178	6,664,016	8,081,614	9,574,586	10,449,445

### Historic Population Growth Rates (US Census Bureau)



### Population Projections

Geographic Area	2020	2030	2040	2050	2060
Craven County	100,646	103,334	103,336	103,335	103,335
North Carolina	10,449,445	11,743,841	12,966,080	14,170,486	15,369,596

### Population Projections (NC Office of State Budget & Management)

## Age/Sex/Race/Education

Median age is the age that divides the total age frequency into two equal parts (e.g., half of individuals are older than the median age and half are younger). It is a good indicator to gauge whether a population is getting older. In 2023, the median age of all people in the Town of River Bend was 52.5, about 35% higher than the median age in both Craven County and North Carolina.

Median Age by Sex	Town of River Bend	Craven County	North Carolina
Total Population	52.5	39.0	39.4
Male	53.3	35.5	37.8
Female	51.9	42.7	41.0

### S0101 – Age & Sex (US Census Bureau)

The Town of River Bend skews older – particularly compared with Craven County and North Carolina – with most citizens falling into the 40+ age category.

Population by Age Range	Town of River Bend		Craven County		North Carolina	
	Number	Percent	Number	Percent	Number	Percent
Total Population	2,896		102,391		10,835,491	
0 to 9 years	111	3.8%	11,488	11.2%	1,235,975	11.4%
10 to 19 years	253	8.7%	13,393	13.1%	1,388,048	12.8%
20 to 29 years	242	8.4%	13,538	13.2%	1,424,474	13.1%
30 to 39 years	287	9.9%	13,938	13.6%	1,445,930	13.3%
40 to 49 years	470	16.2%	10,041	9.8%	1,355,073	12.5%
50 to 59 years	420	14.5%	10,587	10.3%	1,375,569	12.7%
60 to 69 years	499	17.2%	14,881	14.5%	1,319,960	12.2%
70 to 79 years	434	15.0%	10,050	9.8%	891,828	8.2%
80 years and over	180	6.2%	4,475	4.4%	398,634	3.7%

### S0101 – Age & Sex (US Census Bureau)

In 2023, 55.8% of River Bend residents were women, which was markedly higher than both Craven County and North Carolina.

Population by Sex	Town of River Bend		Craven County		North Carolina	
	Number	Percent	Number	Percent	Number	Percent
Total Population	2,896		102,391		10,835,491	
Male	1,280	44.2%	51,272	50.1%	5,312,054	49.0%
Female	1,616	55.8%	51,119	49.9%	5,523,437	51.0%

### S0101 – Age & Sex (US Census Bureau)

In the Town of River Bend, for people reporting one race alone, 83.7% were White; 12.6% were Black or African American; and 0.5% were some other race. An estimated 3.1% of people in River Bend reported two or more races.

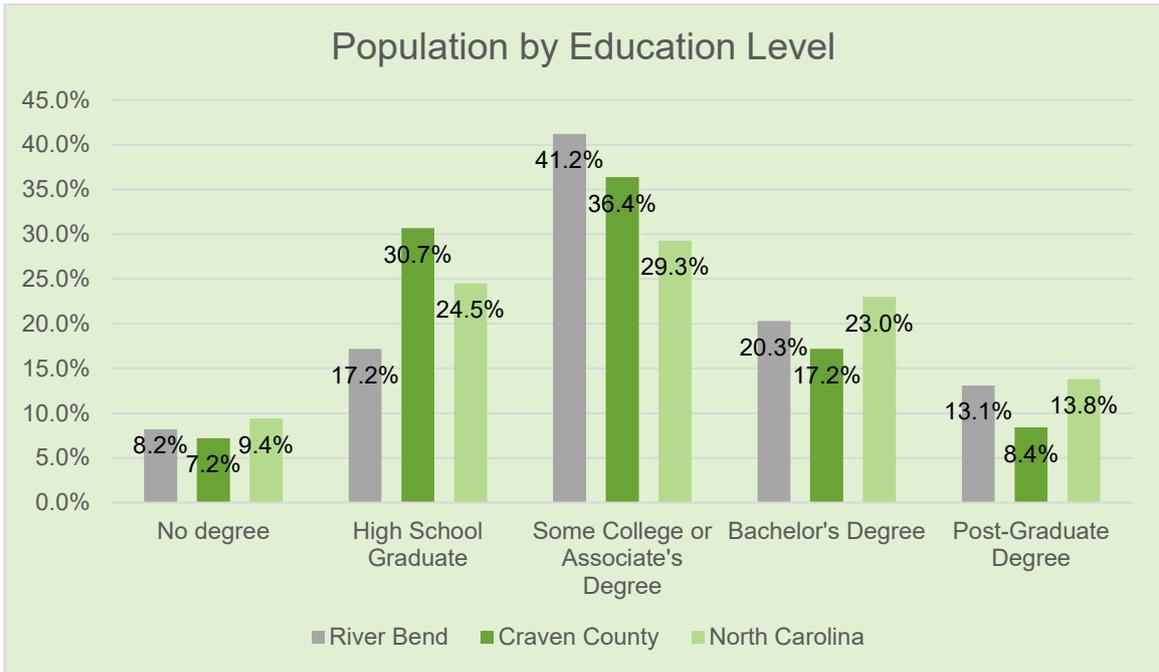
<b>Race &amp; Hispanic or Latino Origin</b>	<b>Town of River Bend</b>	<b>Craven County</b>	<b>North Carolina</b>
Total Population	2896	102,391	10,835,491
White	83.7%	65.2%	61.4%
Black or African American	12.6%	17.6%	20.1%
American Indian and Alaska Native	0.4%	0.0%	1.0%
Asian	0.0%	3.1%	3.3%
Native Hawaiian and Other Pacific Islander	0.1%	0.0%	0.0%
Some other race	0.0%	3.9%	5.7%
Two or more races	3.1%	10.0%	8.3%
Hispanic or Latino origin (of any race)	3.3%	7.8%	11.4%
White alone, not Hispanic or Latino	80.4%	63.8%	59.8%

#### S0601 – Selected Characteristics (US Census Bureau)

Almost 92% of River Bend residents have a high school degree or higher. Over 33% have a Bachelor's degree or higher.

<b>Educational Attainment</b>	<b>Town of River Bend</b>		<b>Craven County</b>		<b>North Carolina</b>	
	<i>Number</i>	<i>Percent</i>	<i>Number</i>	<i>Percent</i>	<i>Number</i>	<i>Percent</i>
Population 25 years and over	2,348		70,552		7,487,552	
Less than high school graduate	192	8.2%	5,054	7.2%	705,856	9.4%
High school graduate	405	17.2%	21,685	30.7%	1,831,714	24.5%
Some college or associate's degree	967	41.2%	25,709	36.4%	2,195,061	29.3%
Bachelor's degree	477	20.3%	12,168	17.2%	1,718,641	23.0%
Graduate or professional degree	307	13.1%	5,936	8.4%	1,036,280	13.8%

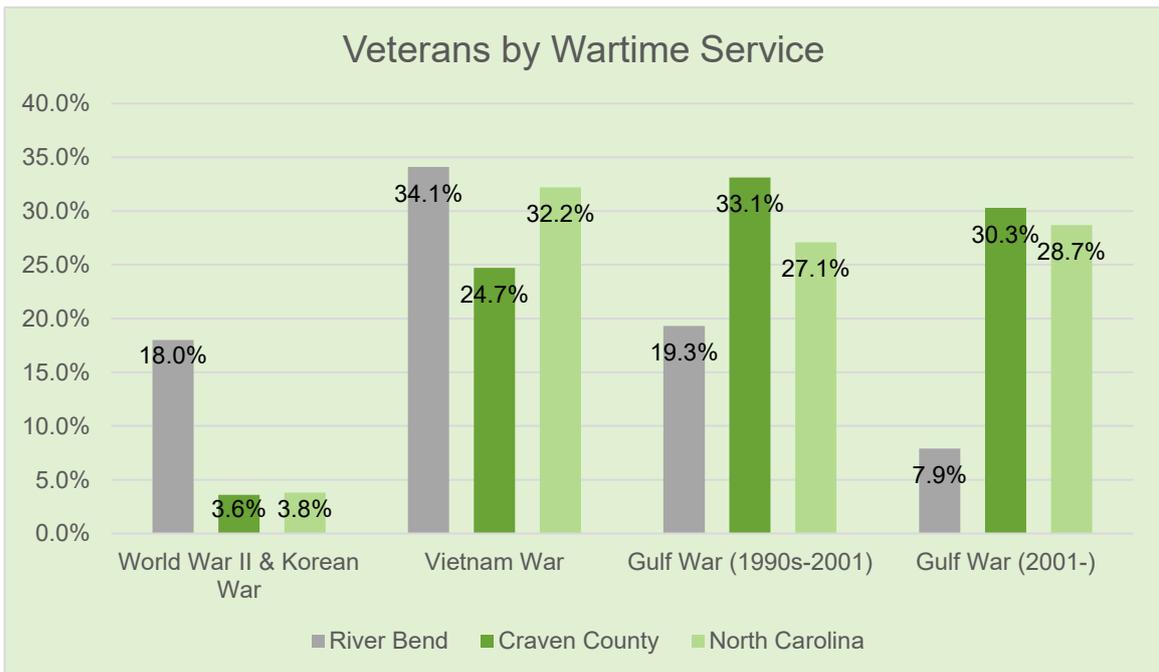
#### S1501 – Educational Attainment (US Census Bureau)



S1501 – Educational Attainment (US Census Bureau)

### Veterans & Military

In 2022, 14.3% of River Bend's population had veteran status; River Bend had 378 total veterans – 294 males and 84 females. A higher share of Craven County's population had veteran status (15.7%); Craven County had 11,506 total veterans – 9,752 males and 1,754 females. River Bend had a significantly higher share of veterans who served in World War II and/or the Korean War (18.0%) than both Craven County (3.6%) and North Carolina (3.8%), and a much lower share of veterans who served in the most recent Gulf War (7.9%) compared to Craven County (30.3%) and North Carolina (28.7%).



S2101 – Veteran Status (US Census Bureau)

**Household Characteristics**

In 2023, the Town of River Bend had 1,345 total households and 875 family households (65.1%). River Bend had an average household size of 2.05 persons, slightly lower than Craven County’s average household size of 2.39 persons and North Carolina’s average household size of 2.40 persons.

Household Size	Town of River Bend	Craven County	North Carolina
Total Households	1,345	41,100	4,392,669
1-Person Household	28.1%	29.7%	29.1%
2-Person Household	50.2%	36.1%	36.2%
3-Person Household	15.6%	16.8%	15.4%
4-or-More-Person Household	6.1%	17.3%	19.3%

**S2501 – Occupancy Characteristics (US Census Bureau)**

Among persons 15 years of age and older, 63.5% of males and 54.0% of females are currently married, which is higher than the percentages in both Craven County and North Carolina. Consequently, the population of persons who have never married in River Bend is lower when compared to Craven County and North Carolina.

Marital Status	Town of River Bend		Craven County		North Carolina	
	Males	Females	Males	Females	Males	Females
Population 15 years and over	1,215	1,481	41,461	43,187	4,329,463	4,611,456
Now Married	63.5%	54.0%	47.9%	45.6%	51.6%	47.0%
Widowed	1.2%	14.6%	4.0%	9.1%	2.8%	8.6%
Divorced	15.1%	9.7%	8.4%	12.6%	8.8%	11.9%
Separated	0.0%	0.0%	1.1%	2.7%	1.6%	2.2%
Never Married	20.2%	19.9%	37.7%	28.7%	35.2%	30.2%

**S1201 – Marital Status (US Census Bureau)**

## Occupancy & Housing Costs

Vacancy Status	Town of River Bend	Craven County	North Carolina
Total Housing Units	1,627	48,300	4,979,177
Vacant Housing Units	282	7,200	586,508
For Rent	30.1%	12.2%	17.4%
Rented, Unoccupied	0.0%	3.6%	4.0%
For Sale	0.0%	4.5%	6.0%
Sold, Unoccupied	0.0%	4.7%	3.2%
Seasonal/Occasional Use	25.5%	19.7%	32.5%
Other Vacant	44.3%	37.7%	36.6%

### B25004 – Vacancy Status (US Census Bureau)

In 2023, the median value of owner-occupied housing units in the Town of River Bend was \$233,700, which is slightly higher than that of Craven County (\$229,500). Most homes in River Bend fall within the \$200,000-\$299,999 value range.

Value	Town of River Bend	Craven County	North Carolina
Owner-Occupied Housing Units	1,188	28,487	2,913,467
Under \$100,000	3.4%	20.3%	12.2%
\$100,000 - \$149,999	11.7%	8.0%	7.0%
\$150,000 - \$199,999	23.7%	12.4%	9.5%
\$200,000 - \$299,999	37.1%	26.6%	19.9%
\$300,000 - \$499,999	19.2%	21.6%	29.5%
\$500,000 - \$999,999	5.0%	10.1%	18.4%
\$1,000,000 or More	0.0%	1.1%	3.6%

### DP04 – Selected Housing Characteristics (US Census Bureau)

Homeowners with and without mortgages have ongoing monthly costs. The selected costs used for these estimates include payments for mortgages or other debts on the property, real estate taxes, insurance, utilities, and other related costs. The median Selected Monthly Owner Costs (SMOC) in the Town of River Bend were slightly below the median costs in both Craven County and North Carolina.

Selected Monthly Owner Costs (SMOC)	Town of River Bend	Craven County	North Carolina
Housing Units with a Mortgage	680	14,291	1,785,195
Less than \$500	0.0%	0.0%	1.2%
\$500 - \$999	7.9%	16.9%	16.1%
\$1,000 - \$1,499	68.1%	39.0%	28.7%

\$1,500 - \$1,999	14.7%	23.6%	22.7%
\$2,000 - \$2,499	4.0%	8.5%	14.0%
\$2,500 - \$2,999	2.9%	8.1%	7.1%
\$3,000 or More	2.4%	3.8%	10.1%
Median SMOC	\$1,332	\$1,424	\$1,578

DP04 – Selected Housing Characteristics (US Census Bureau)

**Economic Characteristics**

In 2023, the per capita income in the Town of River Bend was \$38,496 and the median household income was \$68,314. In Craven County both the per capita income (\$36,111) and median household income (\$59,399) were lower than the Town of River Bend. However, Craven County had a higher percentage of households in the \$150,000+ range (11.9%) compared to the Town of River Bend (9.8%).

Household Income	Town of River Bend	Craven County	North Carolina
Total Households	1,345	41,100	4,392,669
Less than \$10,000	3.4%	6.5%	5.2%
\$10,000 - \$14,999	0.0%	4.4%	3.6%
\$15,000 - \$24,999	5.7%	9.7%	7.0%
\$25,000 - \$34,999	11.7%	7.8%	7.5%
\$35,000 - \$49,999	13.2%	13.8%	11.9%
\$50,000 - \$74,999	21.9%	17.2%	17.5%
\$75,000 - \$99,999	7.9%	11.8%	13.0%
\$100,000 - \$149,999	26.3%	17.0%	16.5%
\$150,000 - \$199,999	5.0%	5.3%	7.9%
\$200,000 or More	4.8%	6.6%	9.7%
Median Income	\$68,314	\$59,399	\$70,804
Mean Income	\$82,947	\$86,508	\$98,139

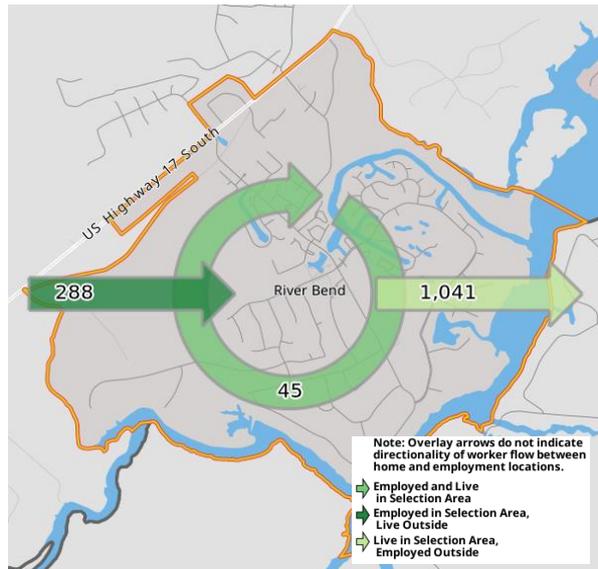
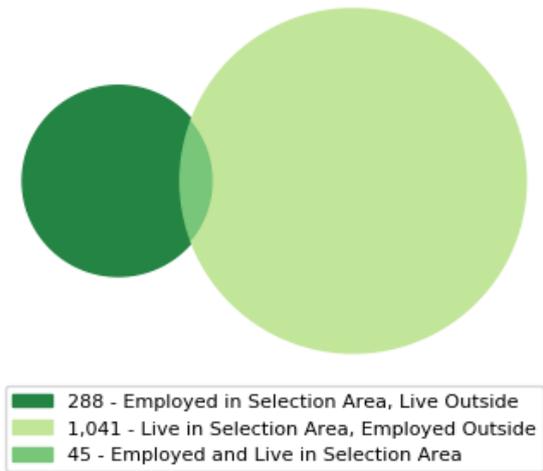
S1901 & B19301 – Income in the Past 12 Months (US Census Bureau)

Only 4.1% of River Bend residents are also employed within the Town of River Bend. 95.9% of residents are employed outside of the Town of River Bend. In Craven County, a significantly higher share of its residents are also employed in Craven County (48.9%); 51.1% of residents live within the county, but are employed elsewhere.

Inflow/Outflow Job Counts (All Jobs)	Town of River Bend		Craven County	
	Count	Share	Count	Share
Net Job Inflow (+) or Outflow (-)	-753		-4,394	
Living in the Area	1,086	100.0%	38,453	100.0%
Living & Employed in the Area	45	4.1%	18,786	48.9%
Living in the Area, Employed Outside	1,041	95.9%	19,667	51.1%
Employed in the Area	333	100%	34,059	100.0%
Employed & Living in the Area	45	13.5%	18,786	55.2%
Employed in the Area, Living Outside	288	86.5%	15,273	44.8%

### Town of River Bend

Inflow/Outflow Job Counts in 2022  
All Workers



LEHD, OnTheMap (US Census Bureau)

# Town Vision

River Bend is a dynamic and uniquely located waterfront and golfing community well prepared to benefit from the area's historical and natural resources. By protecting its assets and actively fostering a diverse multi-aged population, the River Bend community will continue to be a safe, attractive place to live and will be competitively positioned to participate in the broader area's economic and population growth.



## A Vision for the Future Looking Ahead

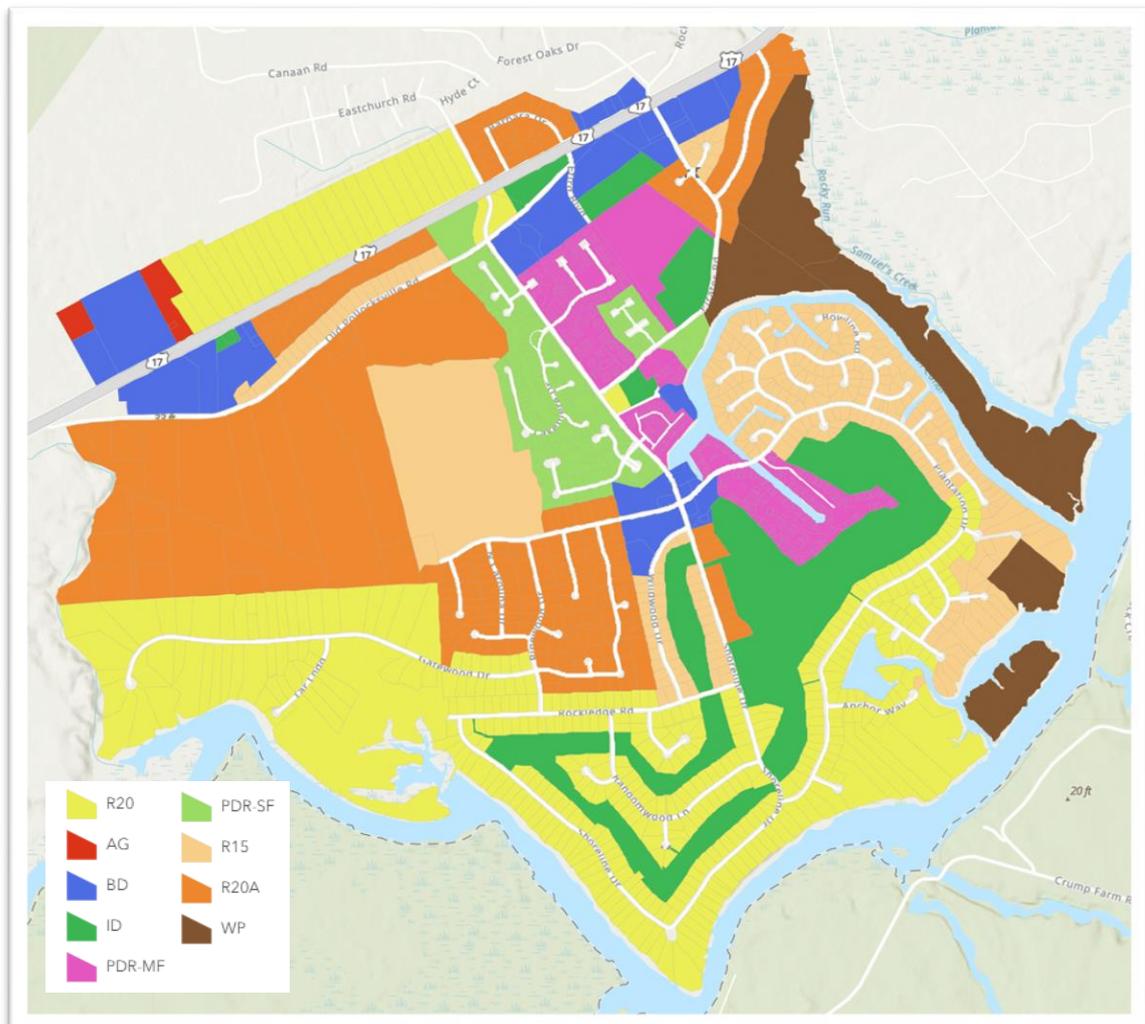
- » **Dynamic waterfront location** – The Town wants to take advantage of its unique location to encourage growth that fully utilizes the waterfront. A public kayak launch is available; considerations for a public boat launch should be made.
- » **A diverse multi-aged population** – The demographics of the Town have changed over the years. While it still trends to an older population, efforts should be made to encourage younger people and families to move to River Bend.
- » **Safe place to live** – The River Bend Police Department provides 24-hour coverage, seven days a week to provide timely response to emergency calls and practice proactive community policing. Our police force is continually looking for ways to improve to keep our citizens safe.
- » **Economic and population growth** – Our business district is relatively small but has seen some growth within recent years. The Town looks to encourage further business development and also new residential developments in the undeveloped areas of Town.

# Land Use Patterns & Community Resources

To better plan for the future of the River Bend community, it is important to understand the existing features of the area, including the existing land use and environmental constraints.

## Existing Land Use & Development

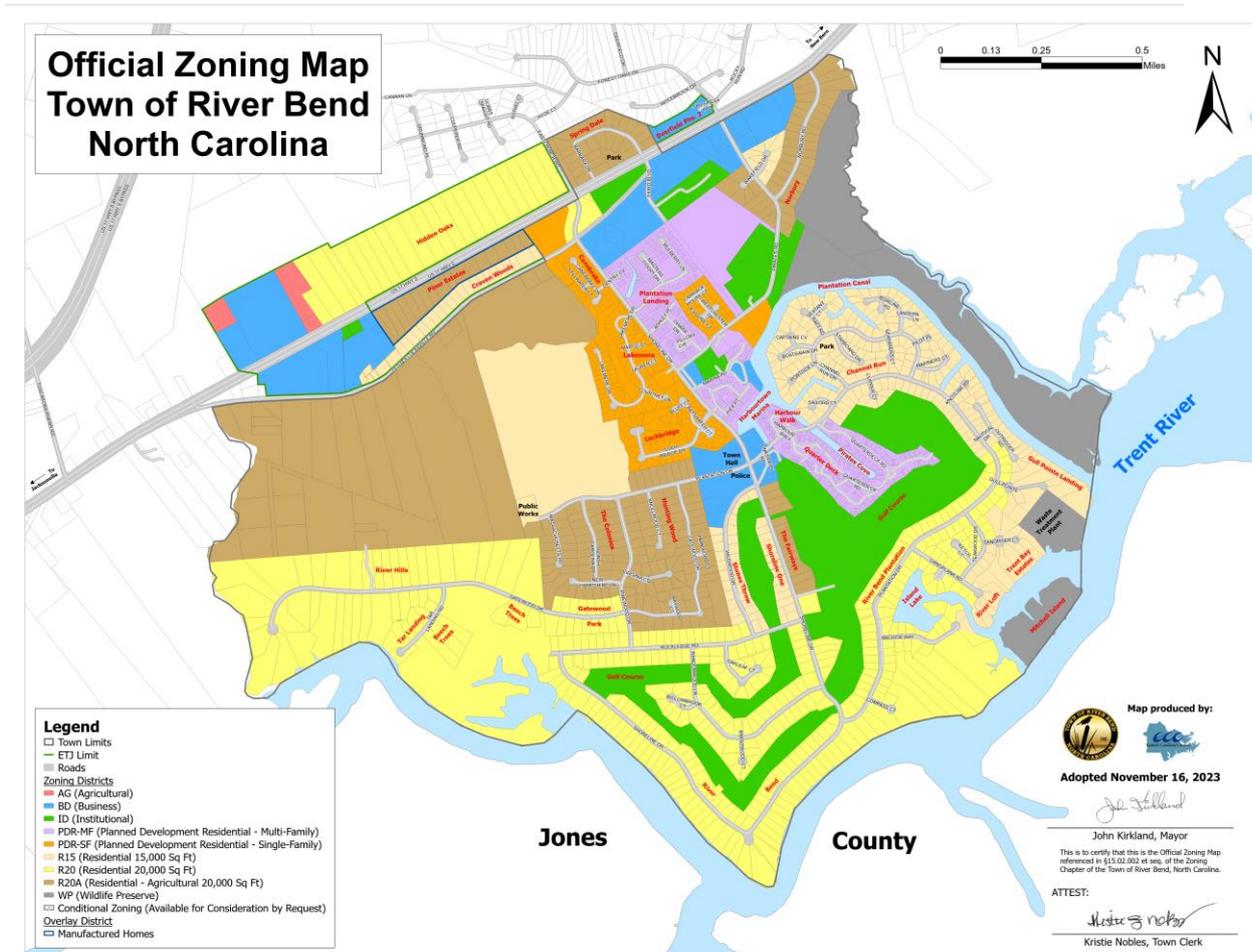
The Town of River Bend began as a residential development centered around an 18-hole golf course, 36-stall riding academy, and a marina. The first family moved into the new development in July 1969. Since then, there have been many residential subdivisions developed with a variety of housing options and a slow, but significant, increase in commercial and institutional development. The Town of River Bend remains primarily a residential community, and the majority of the undeveloped parcels are currently zoned for residential uses.



## Current Zoning (Map)

The following zoning classifications are contained within the Town of River Bend (both within the town limits and the ETJ):

- » AG (Agricultural) – designated as prime farmland
- » BD (Business) – commercial development for retail, office space, etc.
- » ID (Institutional) – established for churches, private clubs, academic facilities, health-related facilities, etc.
- » PDR-MF (Planned Development Residential – Multi-Family) – residential district with 1 and 2 story attached condominiums, apartments, and townhouses with no more than 4 dwelling units in a single building; no more than 6.5 dwellings per acre of land
- » PDR-SF (Planned Development Residential – Single-Family) – residential district for single-family detached dwellings; no more than 4 dwellings per acre of land
- » R15 (Residential) – residential district for single-family detached dwellings; minimum lot size of 15,000 square feet
- » R20 (Residential) – residential district for single-family detached dwellings; minimum lot size of 20,000 square feet
- » R20A (Residential/Agricultural) – designated for both agricultural and residential uses; minimum lot size of 20,000 square feet
- » WP (Wildlife Preserve) – established to protect the wetland habitat



## Current Land Use

These estimates include both property within the town limits and within the extra-territorial jurisdiction.

Land Use Category	Acres	Percentage	Subset
Agricultural	110	6.9%	
Commercial <sup>1</sup>	104	6.5%	
Civic	25		1.6%
Institutional <sup>2</sup>	166	10.4%	
Golf Course	141		8.8%
Residential <sup>3</sup>	1133	70.9%	
Undeveloped/Forested	368		23%
Wildlife Preserve	85	5.3%	
Total	1598 <sup>4</sup>	100%	33.4%

To clarify, the 'residential' category contains 1133 acres total, which represents 70.9% of the Town's land area. Within the residential category, there are 368 acres that are undeveloped and/or forested lands. Thus, that subset of the 'residential' category alone represents 23% of the Town's land area. The same logic applies to the golf course in relation to the 'institutional' category and the civic areas in relation to the 'commercial' category.

<sup>1</sup> Includes 'Civic' category.

<sup>2</sup> Includes 'Golf Course' category.

<sup>3</sup> Includes 'Undeveloped/Forested' category.

<sup>4</sup> Does not include subset areas.

## Community Facilities & Public Infrastructure

### Transportation & Traffic

The roadway network in the Town of River Bend primarily consists of secondary and local roads that connect with the main highway at the entrance of town. US Highway 17.

The Town of River Bend Police Department maintains a Traffic Unit to provide motor vehicle law enforcement combined with educational initiatives and accurate crash scene investigations to enhance the Town's quality of transportation. The team maintains close working relationships with other Town departments, the North Carolina Department of Transportation, and the Governor's Highway Safety Program.

### Parks & Recreation

The Town of River Bend has several recreational amenities for the enjoyment of residents of all ages.

- » Two playgrounds, one near Town Hall, and the other in the Springdale subdivision.
- » A skateboard park near Town Hall
- » A basketball court on Wildwood Drive near Public Works
- » A volleyball court on Town Commons
- » Two large "recreation" fields – Town Commons and Ritter Field - include a walking trail and fitness trail
- » A smaller "recreation" field at the corner of Starboard Drive/Channel Run Drive
- » Kayak / Canoe Launch to the Trent River
- » A dog park adjacent to the skateboard park

We also have a small picnic shelter (with restrooms), a gazebo in Town Hall Park, and two docks overlooking Town Hall pond.

## Natural Resources & Environmental Protection

### Water

Our water system withdraws from the Castle Hayne Aquifer through three wells with a combined capacity of 925,000 gallons per day. Two elevated storage tanks with a total capacity of 400,000 gallons ensure a consistent supply and adequate pressure throughout the system.

The water in the Castle Hayne Aquifer, while plentiful, requires treatment to remove iron and manganese. Using pH adjustment, pressure filters and adding chlorine, our operators ensure that clean water is ready for our customers to use.

Water is transmitted to nearly 1500 households through 19 miles of pipe ranging in size from 2 to 8 inches in diameter. In addition to providing water for consumption, our system also stands ready in the event of fire. There are 108 hydrants located throughout the system to give the fire department ample access to water for their work.

The Town of River Bend owns and operates a Wastewater Treatment and Collection system serving approximately 950 households and businesses. Wastewater is collected from our customers and transmitted via approximately 11 miles of gravity and force main pipes. Eight lift stations pressurize portions of the system, so the waste is efficiently moved to our treatment facility on Gull Pointe Drive.

For a three-bedroom home, the state standard for waste treatment usage is 330 gallons per day (110 gallons per bedroom). In theory, that would translate to 313,500 gallons per day of usage for

us. By that standard, we should be using 95% of our permitted capacity. In reality, on average, we only use about 36% of our permitted capacity.

The North Carolina Department of Water Quality (DWQ) administers federal and state regulations designed to protect the quality of the receiving waters. Part of this administration is the issuance of permits for treatment facilities like the one we have here in River Bend. Our treatment plant has a permitted capacity of 330,000 gallons per day and discharges treated effluent to the Trent River. We take weekly samples of our effluent to test chemical and nutrient content to ensure our plant is operating effectively and we are within the limits established by DWQ.

The Town holds three discharge permits, one for the main wastewater plant, and the other two to discharge backwash for our water treatment filters.



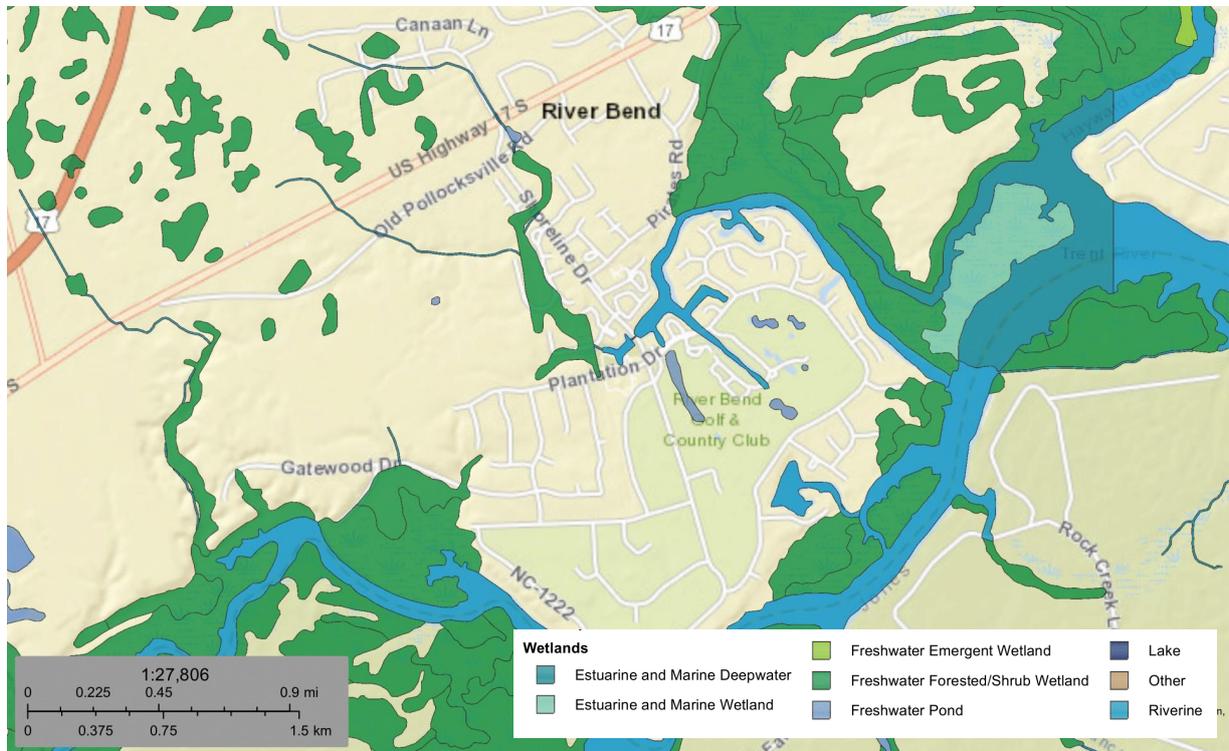
### Neuse River Basin (Map)

#### Wetlands

The wetlands within the Town of River Bend primarily fall into one of two categories:

- » Riverine – The Riverine System includes all wetlands and deepwater habitats contained within a channel, with two exceptions: (1) wetlands dominated by trees, shrubs, persistent emergents, emergent mosses, or lichens, and (2) habitats with water containing ocean-derived salts of 0.5 ppt or greater. The riverine areas within the Town of River Bend are also contained within the tidal subsystem – the gradient is low and water velocity fluctuates under tidal influence.
- » Freshwater Forested/Shrub Wetland – The Palustrine System includes all nontidal wetlands dominated by trees, shrubs, persistent emergents, emergent mosses or lichens, and all such wetlands that occur in tidal areas where salinity due to ocean-derived salts is below 0.5 ppt. It also includes wetlands lacking such vegetation, but with all of the following four characteristics: (1) area less than 8 ha (20 acres); (2) active wave-formed or bedrock shoreline features lacking;

(3) water depth in the deepest part of basin less than 2.5 m (8.2 ft) at low water; and (4) salinity due to ocean-derived salts less than 0.5 ppt. It is also characterized by woody vegetation that is 6 meters tall or taller, majority deciduous, and semi permanently flooded.

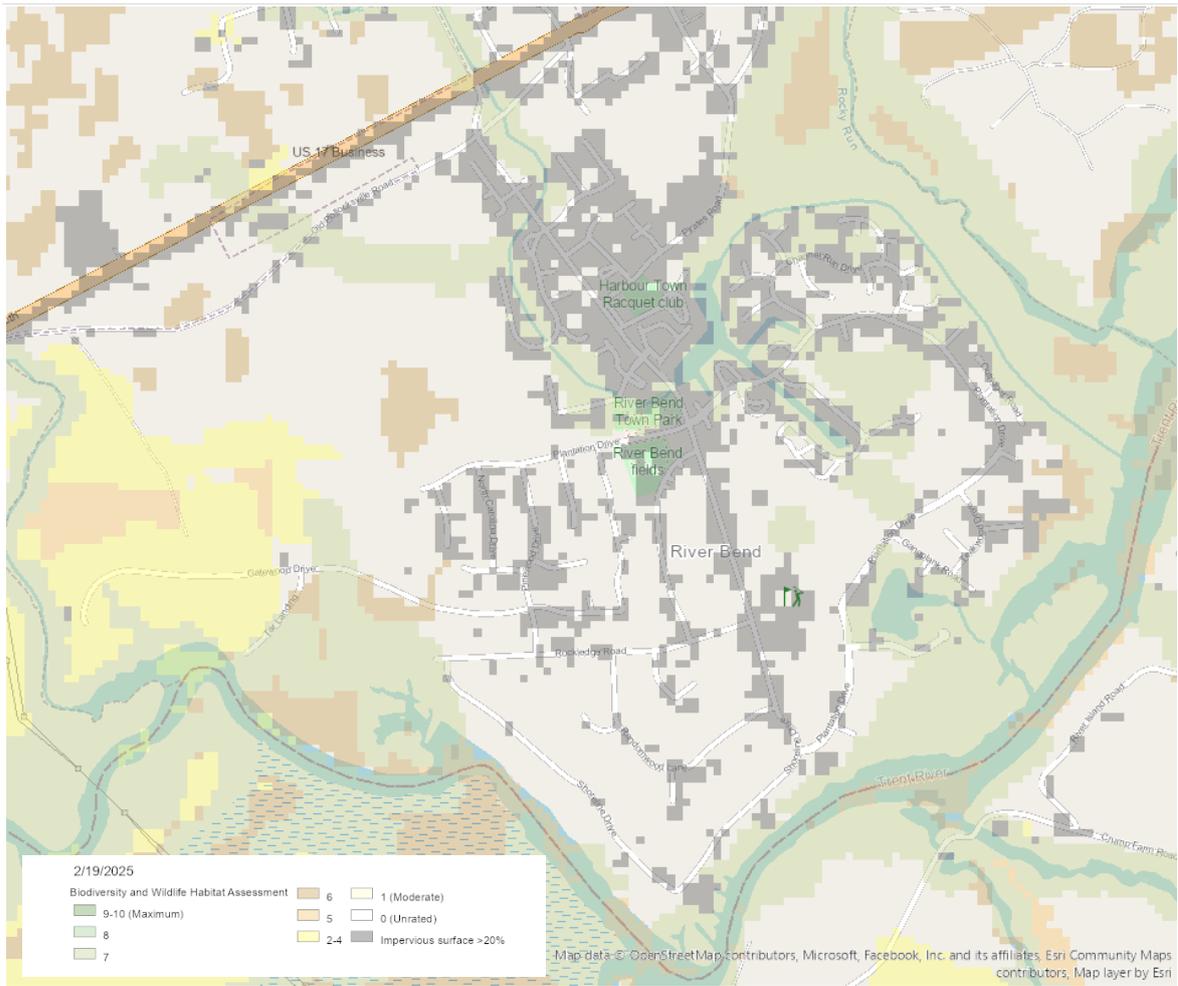


Wetlands (Map)

### Biodiversity & Wildlife Habitats

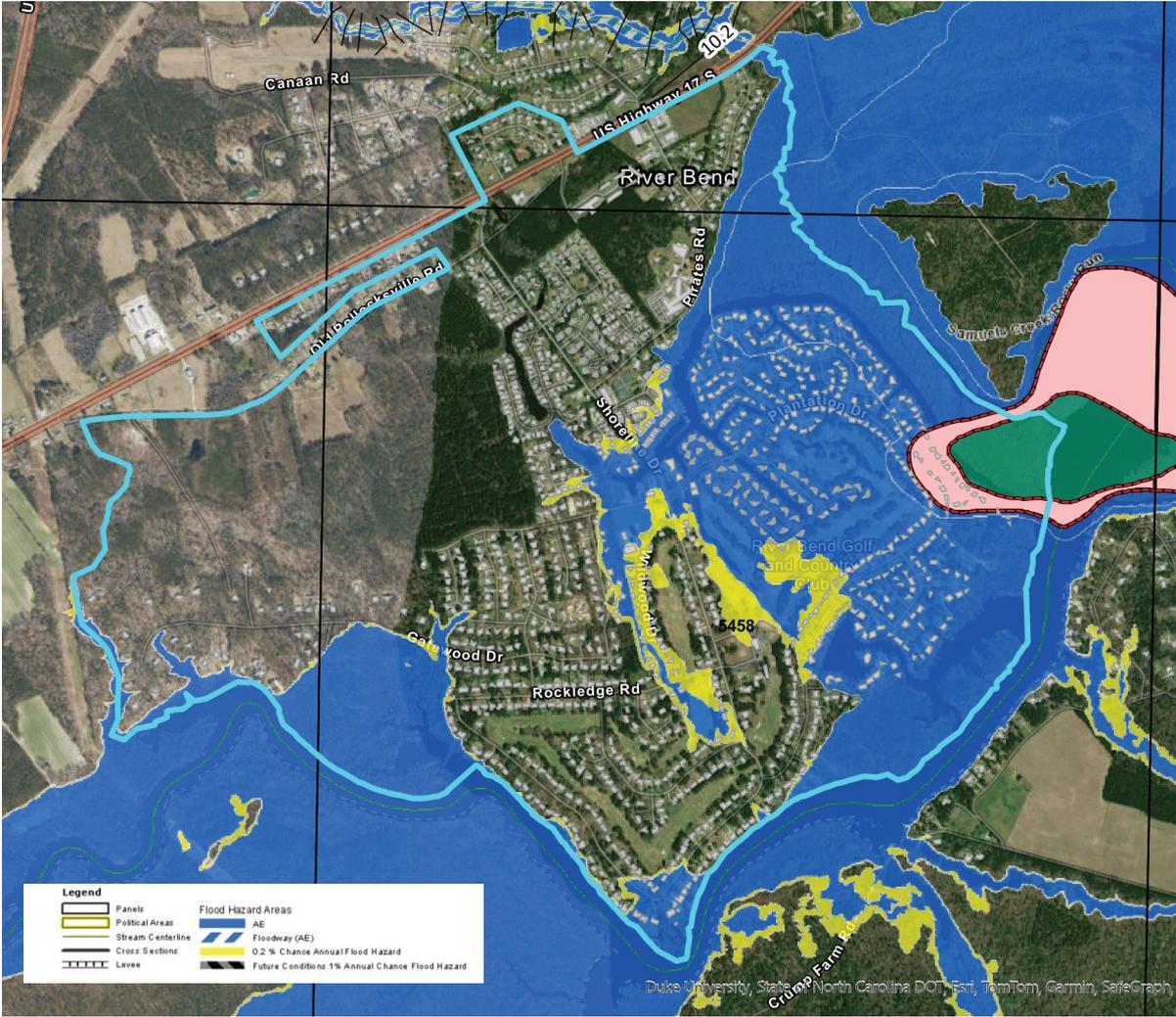
Riverine habitats are important for several wildlife species, especially to herpetofauna that utilize aquatic habitats during part of all of their life cycle, and to a variety of common mammals that are semi-aquatic and/or that have an aquatic food base (e.g., beavers, river otters, certain bats).

The Neuse River Basin, in which the Town of River Bend lies, is home to a variety of species – some rare – including the Neuse River waterdog, an aquatic salamander that is found nowhere else in the world outside the Neuse and Tar-Pamlico river basins.



## Biodiversity Map

# Floodplain



Floodplain Area Map

# Community Vision & Future Planning

## Land Use Goals

In order to provide more detailed guidance to Town leaders as they consider future land use decisions, this Plan identifies a series of goals and objectives for specific topic areas. Goals are statements that identify what should happen, and objectives are statements that identify actions or methods to achieve the goals. Each goal will typically have several objectives related to it.

<p>Preserve and celebrate small-town charm, scale, and community roots</p>	<p>Proactively use regulatory mechanisms such as nuisance, minimum housing, zoning, and junk vehicle ordinances to ensure continued maintenance and upkeep of properties, including the use of condemnation when appropriate.</p>
	<p>Maintain the Town Hall and Municipal Building as the center of the community’s civic life through the continued siting of public buildings, parks, and other civic institutions.</p>
<p>Coordinated, intentional, and well-planned growth and development</p>	<p>Discourage development that would disrupt the integrity and cohesiveness of existing neighborhoods.</p>
	<p>Promote development patterns that allow safe and convenient access between residential areas and shopping, services, community amenities, recreation, and public facilities.</p>
	<p>Encourage future development to occur within the existing town limits, or in designated growth areas with access to existing water and sewer services, and other community facilities; encourage infill development.</p>
	<p>Plan for continued growth and development that improves the quality of life within the Town of River Bend—growth that improves the community rather than growth for growth’s sake.</p>
	<p>Continued pursuit of plans and funding that would lead to the construction of an additional road connecting the southern half of River Bend with Old Pollocksville Road to create an alternate egress and access route.</p>
	<p>Encourage adherence to the Town's Special Flood Hazard Area Development guidelines either by limiting development in high risk areas or by ensuring that proper flood prevention and reduction methods are followed.</p>

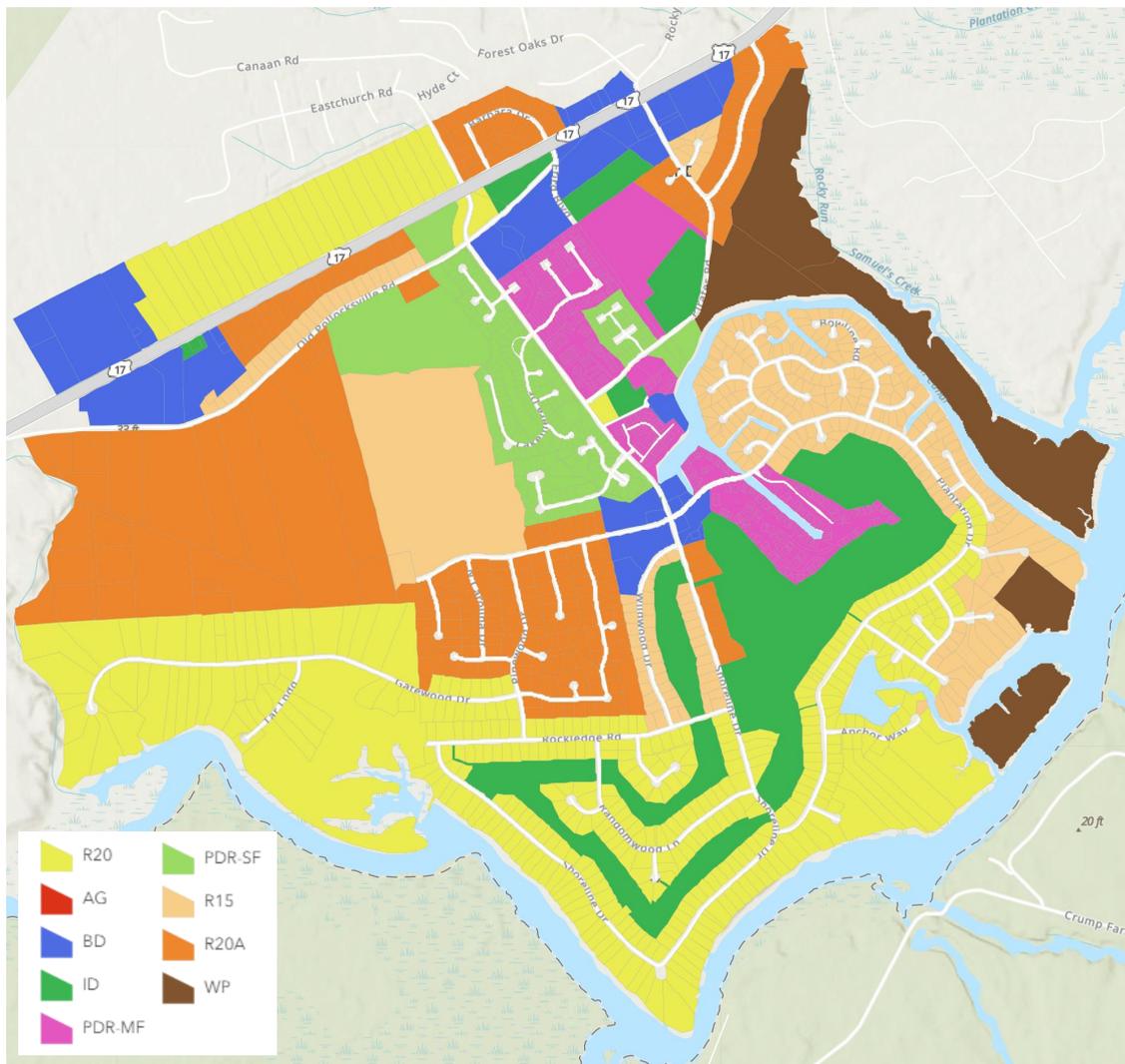
Protection of open space and critical natural features	Encourage and promote the preservation of significant open spaces, wetlands, floodplains, and stream corridors in their natural condition.
	Limit and/or mitigate the negative impacts of development on the environment.
	Balance the need to conserve land while allowing purposeful, quality development in strategic locations to meet the needs of River Bend residents, visitors, and businesses.
Support for business development	Ensure that commercial and industrial development is appropriately buffered from neighboring land uses through buffer and screening requirements.
	Encourage non-residential development that is aesthetically pleasing and meets the market and economic development needs of the community; promote emerging green industries when possible.
High-quality parks and recreational facilities that are accessible to all	Ensure parks, greenways, bicycle and pedestrian facilities, and community centers/facilities are located conveniently throughout the Town and connected to each other and the surrounding neighborhoods in a way that ensures broad access.
	Provide both passive and active recreational opportunities for River Bend residents by protecting natural resources that have recreational, environmental, or aesthetic value.
Regulations that are consistent with the Town's vision	Amend ordinances as needed to address changes in physical, social, or environmental circumstances that make existing regulations unnecessary, outdated, or obsolete; or to accommodate new uses or situations that arise and are not clearly covered by existing ordinances.
	Modify ordinances to be more understandable and user-friendly when possible.

## Future Land Use

In crafting a vision for the future development patterns of the Town of River Bend, this plan aims to provide a framework this is both descriptive and flexible – descriptive enough to provide the Town’s decision makers with clear information on the intended vision, but flexible enough to allow decision makers latitude in the interpretation of the vision.

The Future Land Use Map found in this chapter should not be interpreted as a regulatory document, such as a zoning map. Instead, it should be viewed as general guidance to help the Town’s decision makers make clear, informed decisions in support of an agreed-upon vision.

As a general guide, most growth is anticipated to occur in and around the existing northwest quadrant of town, as well as limited development in the US Highway 17 corridor.



# Conclusion

Achievement of these goals and objectives will require major effort on the part of the Town Council, the Planning Board, the Board of Adjustment and citizens in the planning area. Existing ordinances and land use control tools and enforcement of these controls are the most efficient method of implementing the Land Use Plan. The zoning ordinance is the most effective tool for implementation as it is concerned with land use, intensity, and placement of buildings. Other tools currently in force in the planning area are building codes and subdivision regulations. These tools, when properly enforced, will ensure implementation of the Land Use Plan.

As the population of Craven County grows, the Town of River Bend needs to be prepared to meet the growth demands. As this growth continues to impact the community, it will be incredibly important for the Town's decision makers to intentionally implement the vision outlined in this plan—a vibrant, active community with a charming hometown character that complements its natural environment, reflects its cultural heritage, and is connected to the larger region.



**Monthly Report to Council – 3/6/26**

**February Activity**

The winter crops did not survive the snow and cold. The garden was checked periodically.

Spring activity will commence in March.

The third annual spring plant sale is scheduled for Saturday, April 25 from 9am-1pm with a rain date a week later.

The next meeting is scheduled for April 6 at 1:30 pm. Guests are always welcome at the meetings and in the garden.

bjm-3/6/26

# 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

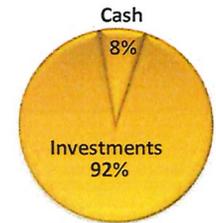
Cash Balances	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
1 General Fund*	1,221,105	1,132,475	1,014,174	999,297	1,003,329	1,470,689	1,489,427	1,594,104				
2 Powell Bill	-	-	53,973	53,973	53,973	-	-	-				
3 General Capital Reserve	132,025	132,499	172,993	173,588	174,146	174,700	175,236	175,718				
4 Stormwater AIA Project	-	-	-	-	-	(102,000)	-	-				
5 Law Enforcement Separation Allowance	54,227	54,421	54,608	54,796	54,972	55,147	55,316	55,468				
6 Water Fund*	475,047	481,484	468,755	494,395	478,738	495,978	483,608	518,273				
7 Water Capital Reserve Fund	17,835	17,899	17,961	18,022	18,080	18,138	18,194	18,244				
8 Water AIA Grant Project	-	-	-	-	-	-	-	-				
9 Water Treatment Plant Capital Project	(1,966)	(1,966)	(1,966)	(1,966)	(1,966)	(1,966)	(56,506)	(56,506)				
10 Water Treatment Improvement Project	(5,000)	-	-	-	-	-	-	-				
11 Sewer Fund*	750,598	742,479	731,266	771,984	760,493	778,490	763,106	803,168				
12 Sewer Capital Reserve Fund	26,757	26,853	26,945	27,038	27,125	27,211	27,295	27,370				
13 Sewer AIA Grant Project	250	250	250	250	250	250	250	250				
14 WWTP Capital Projects Fund	8,574	(2,346)	(2,346)	(2,346)	(2,346)	(2,346)	(4,383)	(2,473)				
<b>Total Cash and Investments</b>	<b>2,679,452</b>	<b>2,584,049</b>	<b>2,536,611</b>	<b>2,589,032</b>	<b>2,566,794</b>	<b>2,914,291</b>	<b>2,951,542</b>	<b>3,133,615</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Truist Cash Accounts</b>	<b>276,447</b>	<b>282,691</b>	<b>303,143</b>	<b>347,872</b>	<b>318,436</b>	<b>279,787</b>	<b>308,951</b>	<b>244,190</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

\*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	875,636	899,963	1,258,543	1,349,510	1,515,760				
2 Powell Bill	-	-	-	-	-	-	-	-				
3 Capital Reserve (General Fund)	132,025	132,499	172,993	173,588	174,146	174,700	175,236	175,718				
4 Law Enforcement Separation Allowance	54,227	54,422	54,608	54,796	54,972	55,147	55,316	55,469				
5 Water Fund	381,941	399,318	385,066	407,950	395,751	410,204	341,383	377,835				
6 Water Capital Reserve Fund	17,835	17,899	17,961	18,022	18,080	18,138	18,194	18,244				
7 Sewer Fund	664,206	660,586	648,806	684,129	678,321	690,561	675,656	719,030				
8 Sewer Capital Reserve Fund	26,757	26,853	26,945	27,038	27,125	27,211	27,295	27,370				
<b>Total Investments</b>	<b>2,403,005</b>	<b>2,301,358</b>	<b>2,233,468</b>	<b>2,241,160</b>	<b>2,248,358</b>	<b>2,634,504</b>	<b>2,642,591</b>	<b>2,889,425</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Town of River Bend  
Financial Report  
Fiscal Year 2025 - 2026



General Fund

Revenue	Fiscal Year Budget		July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	FY to Date		PY
	Original	Current													Total	% Budget	
1 Ad Valorem Taxes	1,153,846	1,153,846	-	2,147	97,193	40,866	59,412	579,696	128,593	194,056					1,101,962	95.5%	96.4%
2 Ad Valorem Taxes - Vehicle	140,000	140,000	-	12,435	10,848	9,867	12,533	8,183	9,988	10,406					74,261	53.0%	67.5%
3 Vehicle Registration Fee	30,800	30,800	-	310	1,030	1,280	2,490	2,040	2,630	2,480					12,260	39.8%	0.0%
4 Animal Licenses	1,500	1,500	90	20	80	70	80	20	560	460					1,380	92.0%	95.3%
5 Local Gov't Sales Tax	486,499	486,499	45,824	45,166	46,943	44,434	39,905	46,529	42,647	43,057					354,505	72.9%	75.8%
6 Hold Harmless Distribution	125,643	125,643	11,712	11,632	12,470	12,033	12,921	11,102	12,225	12,608					96,704	77.0%	80.6%
7 Solid Waste Disposal Tax	2,200	2,200	-	527	-	-	578	-	-	619					1,724	78.4%	75.7%
8 Powell Bill Fund Appropriation	-	-	-	-	-	-	-	-	-	-					-	0.0%	0.0%
9 Powell Bill Allocation	109,000	109,000	-	-	53,973	-	-	53,973	-	-					107,945	99.0%	108.0%
10 Beer & Wine Tax	13,490	13,490	-	-	-	-	-	-	-	-					-	0.0%	0.0%
11 Video Programming Tax	45,303	45,303	-	-	10,371	-	-	10,551	-	-					20,922	46.2%	50.2%
12 Utilities Franchise Tax	135,931	135,931	-	-	27,993	-	-	35,131	-	-					63,123	46.4%	54.3%
13 Telecommunications Tax	6,530	6,530	-	-	1,696	-	-	1,917	-	-					3,612	55.3%	52.8%
14 Court Cost Fees	500	500	23	32	41	18	41	50	66	42					310	62.0%	60.6%
15 Zoning Permits	5,000	5,000	96	1,033	772	228	232	144	301	451					3,257	65.1%	54.5%
16 Federal Grants	-	-	12,317	-	-	-	-	-	-	-					12,317	#DIV/0!	26.5%
17 Federal Grants - BVP Program	-	-	-	-	-	-	-	-	-	-					-	0.0%	0.0%
18 State Grants	-	-	-	-	-	-	-	-	-	-					-	0.0%	0.0%
19 Federal Disaster Assistance	-	-	-	-	-	-	-	-	-	-					-	0.0%	0.0%
20 State Disaster Assistance	-	-	-	-	-	-	-	-	-	-					-	0.0%	0.0%
21 Miscellaneous	9,000	9,000	1,086	20	166	2,003	755	180	890	60					5,160	57.3%	37.7%
22 Insurance Settlements	-	-	-	-	-	-	-	-	-	-					-	0.0%	#DIV/0!
23 Interest - Powell Bill	5	5	-	-	0	0	0	0	-	-					1	23.0%	6.5%
24 Interest - Investments	45,859	45,859	4,233	3,768	3,308	3,048	2,827	3,081	3,967	3,750					27,984	61.0%	76.0%
25 Contributions	900	900	476	-	100	-	-	(100)	-	-					476	52.9%	74.3%
26 Wildwood Storage Rents	18,144	18,144	1,631	1,637	1,543	1,575	1,583	1,586	1,679	1,603					12,837	70.7%	71.6%
27 Rents & Concessions	18,000	18,000	1,880	1,640	1,760	1,900	1,900	1,920	2,120	1,970					15,090	83.8%	81.9%
28 Sale of Capital Assets	12,000	12,000	-	-	-	-	-	-	-	3,550					3,550	29.6%	0.0%
29 Sales Tax Refund Revenue*	-	11,365	-	-	-	-	-	-	-	-					-	0.0%	0.0%
30 Trans. from Capital Reserve*	130,500	130,500	170,500	-	(40,000)	-	-	-	-	-					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	-	-	-	-	-	-	-	-					-	0.0%	0.0%
<b>Total</b>	<b>2,692,000</b>	<b>2,707,895</b>	<b>249,867</b>	<b>80,368</b>	<b>230,287</b>	<b>117,322</b>	<b>135,257</b>	<b>756,001</b>	<b>205,666</b>	<b>275,112</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2,049,881</b>	<b>75.7%</b>	<b>73.3%</b>

\*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 Year Budget		July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	FY to Date		PY
	Original	Current													Total	% Exp	
	1 Governing Body*	79,200	81,200	7,544	(851)	4,406	(876)	(333)	5,062	(835)	4,292					18,409	22.7%
2 Administration*	348,000	348,725	52,209	20,375	37,388	23,092	20,348	46,124	20,761	20,354					240,651	69.0%	67.4%
3 Finance*	156,500	161,290	15,791	15,786	16,695	15,325	9,988	11,069	12,217	9,985					106,856	66.3%	64.5%
4 Tax Listing	19,500	19,500	-	309	1,236	663	916	4,716	2,932	2,241					13,013	66.7%	75.8%
5 Legal Services	44,000	44,000	890	3,869	2,446	523	407	1,125	3,108	1,491					13,858	31.5%	29.5%
6 Elections	-	-	-	-	-	-	-	-	-	-					-	0.0%	81.8%
7 Public Buildings*	74,500	75,125	3,611	6,074	4,587	4,894	3,361	5,108	4,942	4,773					37,351	49.7%	61.6%
8 Police*	836,200	839,700	76,787	59,867	126,529	57,891	57,625	61,473	72,894	54,705					567,771	67.6%	67.9%
9 Emergency Management*	5,100	5,370	975	16	16	16	16	16	616	16					1,687	31.4%	68.2%
10 Animal Control*	27,800	27,820	2,662	1,364	2,487	1,957	2,038	2,259	2,109	1,982					16,857	60.6%	57.6%
11 Street Maintenance*	317,000	317,675	6,739	3,410	5,969	5,141	5,443	132,646	35,854	36,930					232,132	73.1%	20.7%
12 Public Works*	289,000	290,325	20,750	17,454	70,851	20,976	20,126	19,659	19,753	20,566					210,136	72.4%	63.7%
13 Leaf & Limb, Solid Waste*	76,700	76,725	7,780	508	9,238	254	11,626	10,207	214	214					40,042	52.2%	71.4%
14 Stormwater Management*	88,000	88,300	7,343	2,046	3,582	2,936	3,057	3,389	3,187	3,573					29,112	33.0%	51.1%
15 Waterways & Wetlands*	2,900	3,025	124	564	481	14	-	-	-	-					1,183	39.1%	12.9%
16 Planning & Zoning*	62,000	62,415	6,079	5,251	7,180	4,031	3,967	10,232	6,657	4,269					47,666	76.4%	59.0%
17 Recreation & Special Events*	13,500	14,200	704	81	197	1,069	-	1,133	-	31					3,215	22.6%	24.3%
18 Parks*	75,600	76,000	5,599	3,957	5,730	4,073	4,853	6,426	4,291	3,741					38,670	50.9%	43.2%
19 Transfers	151,344	151,344	151,344	-	-	-	-	-	-	-					151,344	100.0%	100.0%
20 Contingency	25,156	25,156	-	-	-	-	-	-	-	-					-	0.0%	0.0%
<b>Total</b>	<b>2,692,000</b>	<b>2,707,895</b>	<b>366,931</b>	<b>140,081</b>	<b>299,016</b>	<b>141,977</b>	<b>143,438</b>	<b>320,644</b>	<b>188,703</b>	<b>169,161</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,769,952</b>	<b>65.4%</b>	<b>60.2%</b>

Capital / Debt (included above)	Fiscal Year Budget		July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	FY to Date	
	Original	Current													Total	% Exp
1 Capital Outlay*	355,350	355,350	-	-	98,400	-	-	119,698	22,995	836					241,929	68.1%
2 Debt Service - Principle	-	-	-	-	-	-	-	-	-	-					-	0.0%
3 Debt Service - Interest	-	-	-	-	-	-	-	-	-	-					-	0.0%

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



**Water Fund**

Revenue	Fiscal Year Budget		July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	FY to Date	%	PY
	Original	Current															
	Base Charge	283,169	283,169	46,760	180	39,481	295	46,738	210	47,064	231					180,958	63.9%
Consumption	236,146	236,146	39,667	120	41,375	340	39,095	76	38,823	30					159,526	67.6%	71.3%
Other, incl. transfers*	59,600	63,900	26,442	5,626	1,459	4,679	2,552	3,918	1,274	3,610					49,561	77.6%	156.6%
Hydrant Fee	17,934	17,934	18,117	(166)	-	-	-	-	-	-					17,951	100.1%	97.0%
Appropriated Fund Bal.	111,651	111,651	-	-	-	-	-	-	-	-					-	0.0%	0.0%
<b>Total</b>	<b>708,500</b>	<b>712,800</b>	<b>130,986</b>	<b>5,760</b>	<b>82,316</b>	<b>5,314</b>	<b>88,385</b>	<b>4,204</b>	<b>87,161</b>	<b>3,871</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>407,995</b>	<b>57.2%</b>	<b>57.7%</b>

Expenses	Fiscal Year Budget		July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	FY to Date	%	PY
	Original	Current															
	Admin & Finance*	530,000	530,625	50,800	33,856	28,016	26,516	29,828	39,973	28,968	28,277					266,233	50.2%
Supply & Treatment*	74,000	76,500	15,994	9,839	5,433	16,145	3,015	10,532	6,538	3,034					70,530	92.2%	66.5%
Distribution*	84,000	85,175	31,041	5,130	5,734	248	6,251	235	142	973					49,754	58.4%	60.7%
Transfers / Contingency	20,500	20,500	20,500	-	-	-	-	-	-	-					20,500	100.0%	100.0%
<b>Total</b>	<b>708,500</b>	<b>712,800</b>	<b>118,335</b>	<b>48,825</b>	<b>39,183</b>	<b>42,909</b>	<b>39,093</b>	<b>50,740</b>	<b>35,648</b>	<b>32,284</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>407,017</b>	<b>57.1%</b>	<b>56.2%</b>

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

Cash Balances		July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
Water Fund		475,047	481,484	468,755	494,395	478,738	495,978	483,608	518,273				0
Water Capital Reserve Fund		17,835	17,899	17,961	18,022	18,080	18,138	18,194	18,244				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	6,696,000	5,802,000	6,119,000	6,223,000	5,751,000					50,537,000
Average daily gallons	925,000*	199,226	231,387	219,900	216,000	193,400	197,387	200,742	205,393	0	0	0	0	207,929

\* This is the permitted daily limit.



**Sewer Fund**

Revenue	Fiscal Year Budget		July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	FY to Date	Total	% Col	PY
	Original	Current																
Base Charge	298,921	298,921	49,197	377	49,430	445	49,030	176	49,641	292						198,588	66.4%	66.8%
Consumption	333,495	333,495	52,907	(10)	55,085	614	53,499	19	53,871	65						216,050	64.8%	68.5%
Other, incl. transfers*	57,478	61,528	27,427	5,116	2,221	4,029	2,192	3,563	2,095	5,427						52,070	84.6%	147.2%
Appropriated Fund Bal.	94,606	94,606	-	-	-	-	-	-	-	-						-	0.0%	0.0%
<b>Total</b>	<b>784,500</b>	<b>788,550</b>	<b>129,531</b>	<b>5,483</b>	<b>106,736</b>	<b>5,087</b>	<b>104,721</b>	<b>3,757</b>	<b>105,607</b>	<b>5,784</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>466,707</b>	<b>59.2%</b>	<b>64.2%</b>	

Expenses	Fiscal Year Budget		July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	FY to Date	Total	% Exp	PY
	Original	Current																
Admin & Finance*	533,000	533,650	55,818	37,648	27,793	27,532	29,635	47,547	30,072	29,431						285,476	53.5%	55.1%
Collection*	87,000	88,100	2,296	13,442	10,062	2,702	1,250	4,260	2,492	1,471						37,975	43.1%	40.9%
Treatment*	139,000	141,300	21,740	7,948	7,600	8,553	8,226	12,811	5,272	6,531						78,681	55.7%	56.4%
Transfers / Contingency	25,500	25,500	25,500	-	-	-	-	-	-	-						25,500	100.0%	83.3%
<b>Total</b>	<b>784,500</b>	<b>788,550</b>	<b>105,354</b>	<b>59,038</b>	<b>45,455</b>	<b>38,786</b>	<b>39,111</b>	<b>64,618</b>	<b>37,836</b>	<b>37,433</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>427,632</b>	<b>54.2%</b>	<b>55.4%</b>	

Capital (included above)	Fiscal Year Budget		July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	FY to Date	Total	% Exp
	Original	Current															
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
Sewer Fund	750,598	742,479	731,266	771,984	760,493	778,490	763,106	803,168				0
Sewer Capital Reserve Fund	26,757	26,853	26,945	27,038	27,125	27,211	27,295	27,370				0

Wastewater Treated	Limit	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	FY to Date
		Total Gallons	3,038,000	4,127,000	4,006,000	3,122,000	2,682,000	3,285,000	3,194,000	3,053,000				
Average daily gallons	330,000*	98,000	133,129	133,533	100,710	89,400	105,968	103,032	109,036	0	0	0	0	109,101

\* This is the permitted daily limit.

**MPO MEMORANDUM OF UNDERSTANDING  
FOR  
CONTINUING, COOPERATIVE AND COMPREHENSIVE TRANSPORTATION  
PLANNING**

Between

THE CITY OF HAVELOCK, CITY OF NEW BERN, TOWN OF BRIDGETON, TOWN OF  
COVE CITY, TOWN OF DOVER, TOWN OF RIVER BEND, TOWN OF TRENT WOODS,  
TOWN OF VANCEBORO, COUNTY OF CRAVEN, AND THE NORTH CAROLINA  
DEPARTMENT OF TRANSPORTATION (hereinafter collectively, "the parties"),  
IN COOPERATION WITH THE UNITED STATES DEPARTMENT OF TRANSPORTATION

WITNESSETH;

THAT WHEREAS, the parties desire to enter into a Memorandum of Understanding for Cooperative, Comprehensive, and Continuing Transportation Planning, regarding the Craven County Metropolitan Planning Organization (MPO); and

WHEREAS, each MPO is required to develop a Metropolitan Transportation Plan in cooperation with NCDOT and in accordance with 23 U.S.C., Section 134, and a Comprehensive Transportation Plan as per Chapter 136, Article 3A, Section 136-66.2(a) of the General Statutes of North Carolina, and any subsequent applicable amendments to these statutes and any implementing regulations; and

WHEREAS, these transportation plans, once adopted by the MPO and NCDOT, shall be the basis for future transportation improvements within the MPO.

NOW THEREFORE, the following Memorandum of Understanding is made:

**Section 1:** Establishment of Craven County MPO.

It is hereby agreed that the parties, in cooperation with the UNITED STATES DEPARTMENT OF TRANSPORTATION, will participate in a continuous planning process as related in the following paragraphs:

1. The area involved, the Craven County MPO Metropolitan Planning Area, will be the New Bern Urbanized Area as defined by the United States Department of Commerce, Bureau of the Census, including that area beyond the existing urbanized area boundary that is expected to become urban within a twenty-year planning period, which is herein defined as the entirety of Craven County. This area is hereinafter referred to as the Metropolitan Planning Area (MPA).

2. The MPA will be periodically reassessed and revised in the light of new developments and basic data projections.
3. Transportation planning will be a continuing, comprehensive, and cooperative process and all planning discussions will be reflective of and responsive to the programs of the NCDOT, and to the comprehensive plans for growth and development of the City of Havelock, City of New Bern, Town of Bridgeton, Town of Cove City, Town of Dover, Town of River Bend, Town of Trent Woods, Town of Vanceboro, and County of Craven.
4. The continuing transportation planning process will be in accordance with the intent, procedures, and programs of Title VI of the Civil Rights Act of 1964, as amended.
5. Transportation policy decisions within the planning area are the responsibility of the MPO in cooperation with the City of Havelock, City of New Bern, Town of Bridgeton, Town of Cove City, Town of Dover, Town of River Bend, Town of Trent Woods, Town of Vanceboro, and County of Craven and the NCDOT.
6. Transportation plans and programs and land use policies and programs, for the MPA, having regional impacts will be coordinated with MPOs and RPOs that share a boundary with the MPO, and other municipalities and counties in the region.

**Section 2:** Establishment of a Transportation Advisory Committee

A Craven County MPO Transportation Advisory Committee, hereinafter referred to as the TAC, is hereby established with the responsibility for serving as a forum for cooperative transportation planning decision making for the MPO. The TAC is the policy board of the MPO. By definition, in 23 U.S.C. §134(b)(2), the TAC is the MPO.

1. The TAC shall consist of representatives appointed by member Boards of Local Government and a member of the North Carolina Board of Transportation (BOT). Each member Board of Local Government and the BOT may also, at its sole discretion, appoint an alternate member to serve in the member's absence. The TAC representative and the alternate member appointed by Boards of Local Government must be an elected official of the appointing Board of Local Government.
2. Every voting TAC member and alternate shall comply with the State Government Ethics Act as per Chapter 138A of the NC General Statutes and the Ethics provisions of Chapter 136-200.2 of the NC General Statutes.
3. The TAC members shall have the responsibility for keeping their respective Boards of Local Government informed of the status and requirements of the transportation planning process; assisting in the dissemination and clarification of the decisions, inclinations, and

policies of the boards; and ensuring meaningful public participation in the transportation planning process.

4. The TAC, in cooperation with NCDOT, will be responsible for carrying out the provisions of 23 U.S.C. 134 and NC General Statutes, Chapter 136, including, but not limited to:
  - a. Review and approval of the MPO Unified Planning Work Program, which defines work tasks and responsibilities for the various agencies participating in the transportation planning process;
  - b. Review and approval of changes to the Urbanized Area Boundary and the Metropolitan Planning Area Boundary;
  - c. Review and approval of the MPO's Transportation Improvement Program (TIP) for multi-modal capital and operating expenditures and to ensure coordination between local and State capital and operating improvement programs;
  - d. Endorsement, review and approval of changes to the MPO's adopted Metropolitan Transportation Plan and Comprehensive Transportation Plan. As required by the North Carolina General Statutes Section 136-66.2(d), revisions to the Comprehensive Transportation Plan must be adopted by both the MPO and the NCDOT;
  - e. Review and approval of the Public Participation Plan to ensure the public is given ample opportunity to participate in the transportation planning process.
  - f. Endorsement, review and approval of changes to the Federal-Aid Functional Classification System and the New Bern adjusted urbanized area;
  - g. Establishment of goals and objectives for the transportation planning process;
  - h. Provide local input to North Carolina's transportation project prioritization process; and
  - i. Adoption of Bylaws for the purpose of establishing operating policies and procedures.
  - j. Any other NCDOT, State, and/or Federal required plans and/or documentation, including amendments or modifications to these documents
5. TAC Members will vote on matters pursuant to the authority granted by their respective governmental body. The voting membership of the TAC shall include: City of Havelock, City of New Bern, Town of Bridgeton, Town of Cove City, Town of Dover, Town of River Bend, Town of Trent Woods, Town of Vanceboro, and County of Craven and a NCDOT Board of Transportation Designee. Each member has equal vote weight.

<b>Governmental Body</b>	<b>Voting Status</b>	<b>Number of Votes</b>
City of Havelock	Yes	1
City of New Bern	Yes	1
Town of Bridgeton	Yes	1
Town of Cove City	Yes	1
Town of Dover	Yes	1
Town of River Bend	Yes	1
Town of Trent Woods	Yes	1
Town of Vanceboro	Yes	1
County of Craven	Yes	1
NCDOT Board of Transportation	Yes	1
<b>Total number of voting members</b>		<b>10</b>

Representatives from each of the following bodies will serve as non-voting members of the TAC:

<b>Organization</b>	<b>Voting Status</b>
Federal Highway Administration (FHWA) North Carolina Division	No

- On the basis of majority vote, the TAC may appoint a member of the Committee to act as Chairperson with the responsibility for coordination of the Committee’s activities. A staff member of the Craven County MPO will serve as Secretary to the Committee. A member of any local elected board may serve as an alternate to the designated TAC member for each member. The MPO staff shall be notified of changes in TAC members and TAC alternate members each year and/or as changes are made. As established in its Bylaws, the TAC may create subcommittees to assist it in carrying out its responsibilities. TAC will meet with the necessary regularity to ensure adequate performance of duties as described herein.

**Section 3:** Establishment of a Technical Coordinating Committee

**A Technical Coordinating Committee (TCC)** shall be established with the responsibility of general review, guidance, and coordination of the transportation planning process for the planning area and with the responsibility for making recommendations to the respective local and State governmental agencies and the TAC regarding any necessary actions relating to the continuing transportation planning process.

- The TCC shall be responsible for development, review and recommendation for approval by the TAC of the Unified Planning Work Program, Transportation Improvement

Program, Metropolitan Planning Area Boundary, Metropolitan Transportation Plan, Comprehensive Transportation Plan, Public Participation Plan, and any other NCDOT, State, and/or Federal required plans and/or documentation, including amendments or modifications to these documents.

2. Membership of the TCC shall include technical representatives from all local and State governmental agencies directly related to and concerned with the transportation planning process for the planning area. The TCC shall be comprised of the following members:

<b>TCC Member Organization</b>	<b>Voting Status</b>	<b>Number of Votes</b>
City of Havelock	Yes	1
City of New Bern	Yes	1
Town of Bridgeton	Yes	1
Town of Cove City	Yes	1
Town of Dover	Yes	1
Town of River Bend	Yes	1
Town of Trent Woods	Yes	1
Town of Vanceboro	Yes	1
County of Craven	Yes	1
Craven Area Rural Transit System (CARTS)	Yes	1
Coastal Carolina Regional Airport (EWN)	Yes	1
Down East Rural Planning Organization (DERPO)	Yes	1
Havelock Chamber of Commerce	Yes	1
New Bern Chamber of Commerce	Yes	1
Croatan National Forest	Yes	1
Division Engineer, North Carolina Department of Transportation	Yes	1
Division Planning Engineer, North Carolina Department of Transportation	Yes	1
Transportation Planning Division, North Carolina Department of Transportation	Yes	1
<b>Total number of voting members</b>		<b>18</b>

Representatives from each of the following bodies will serve as non-voting members of the Technical Coordinating Committee:

Organization	Voting Status
Integrated Mobility Division, North Carolina Department of Transportation	No
Other local, regional, State or Federal agencies impacting transportation in the planning area	No

3. The TCC shall meet when it is deemed appropriate and advisable but will meet with the necessary regularity to ensure adequate performance of duties as described herein. On the basis of majority vote of its membership, the TCC may appoint a member of the Committee to act as Chairperson with the responsibility of coordination of the Committee’s activities. On the basis of majority vote of its membership, the TCC may also appoint a Vice-Chair to lead meetings in the absence of the Chair. Membership to the TCC may be altered on the basis of a majority vote of its membership, provided all agencies with TAC membership are represented. TCC membership changes must be approved by TAC.

**Section 4:** MPO Meetings

The TAC and TCC, as well as any established subcommittees, are responsible for carrying out the provisions of North Carolina General Statute Chapter 143, Article 33C regarding open meetings, and Chapter 132 regarding public records. In addition:

1. A quorum is required for transactions of all business, including conducting meetings or hearings, participating in deliberations, or voting upon or otherwise transacting public business. A quorum consists of 51% of the members of the TAC or TCC, plus as many additional members as may be required to ensure that 51% of possible votes are present. Vacant seats will not count against the quorum.
2. Members or alternatives should be identified by name on the meeting attendance log.
3. Per NCGS 143-318.13, regarding TCC and/or TAC meetings that are held by use of conference telephone or other electronic means, the LPA shall provide a location and means whereby members of the public may listen to the meeting.
4. Electronic meetings and voting are allowed as long as proper public notice is given and meeting materials are available to the public upon request. Minutes of meetings at which remote participation occurs should reflect which members are physically present and which are not. They should also reflect when members are excused from voting or are excused to leave or rejoin the meeting, just as they would for members who are physically present.

5. Any member who does not attend two consecutive TAC/TCC meetings will not be included as part of the membership needed to obtain a quorum after the second meeting. Membership, however, is immediately reinstated by the presence of the most recently appointed member (or his alternate) at any future meeting.

**Section 5:** Lead Planning Agency Responsibility

Beginning July 1, 2026 the County of Craven shall serve as the Lead Planning Agency and will provide the staff of the MPO, including a Secretary to the TAC and the TCC. As such, Craven County staff will maintain the official records of the MPO and all state and federal reporting and budgetary requirements in cooperation with the NCDOT staff. The County of Craven will further assist in the transportation planning process by providing planning assistance, data and inventories in accordance with the Unified Planning Work Program. Additionally, the County of Craven shall coordinate zoning and subdivision approvals within its jurisdiction in accordance with the adopted Comprehensive Transportation Plan.

The County of Craven will be responsible for initially expending locally derived funds and seeking reimbursement from NCDOT in accordance with the respective funding source.

The County of Craven will be responsible for the following functions:

1. Providing a secretary for the TAC and the TCC
2. Arranging meetings and agenda
3. Maintaining minutes and records
4. Preparing a Prospectus and Unified Planning Work Program
5. Serving as custodian of all MPO plans and documents
6. Collecting from local governments minutes and resolutions that document transportation plan revisions, and submitting these for mutual adoption by the NCDOT
7. Monitoring the transportation planning process to ensure its execution is in accordance with the MPO goals and objectives
8. Performing other coordinating functions as assigned by the TAC as needed
9. Lead responsibility for structuring public involvement in the transportation planning process
10. Preparation of the PL Expenditure Report and other grant/fund management.

The NCDOT will assist in the transportation planning process by providing planning assistance, data and inventories in accordance with the Unified Planning Work Program. The Transportation Planning Division will designate a MPO Coordinator to serve as Staff liaison and participant in the Craven County MPO planning process.

**Section 6:** Cost Sharing

Activities of the MPO, as set forth in the annually adopted Unified Planning Work Program, are funded with Federal Planning funds distributed through the North Carolina Department of Transportation. These funds require a twenty percent (20%) local match. Local government members that are parties to the Memorandum of Understanding agree to fund the local match in an amount in direct proportion to their share of the total population contained in the total Craven County population. Population figures for determination of local match contribution shall be determined based on the most recent Federal Decennial Census. This funding share shall be invoiced on a regular basis by Craven County, acting as Lead Planning Agency, and as recipient of the Federal Planning funds distributed by the North Carolina Department of Transportation. Annual local match funds are non- refundable.

**Section 7:** Withdrawal from Craven County MPO

Parties to this Memorandum of Understanding may terminate their participation in the continuing transportation planning process by giving 90 days written notice to the other parties prior to the date of termination.

**Section 8:** Authorization

In witness whereof, the parties of this Memorandum of Understanding have been authorized by appropriate and proper resolutions to sign the same, the City of Havelock by its Mayor, the City of New Bern by its Mayor, The Town of Bridgeton by its Mayor, The Town of Cove City by its Mayor, The Town of Dover by its Mayor, The Town of River Bend by its Mayor, The Town of Trent Woods by its Mayor, The Town of Vanceboro by its Mayor, The County of Craven by its Chairman of the Board of Commissioners and the North Carolina Department of Transportation by the Secretary of Transportation. This Memorandum of Understanding becomes effective as of the last day signed. The following pages comprise the signature pages from each party to this Memorandum.

**RESOLUTION PASSED BY THE TOWN OF RIVER BEND**

THAT WHEREAS, it is recognized that a proper transportation system to support movement within and through the Craven County Metropolitan Planning Organization (MPO) urbanized area is highly desirable element of a comprehensive plan for the orderly growth and development of the area, and;

WHEREAS, there are a number of governmental jurisdictions within the Craven County MPO urbanized area which have been authorized with implementation and regulatory responsibilities for transportation by North Carolina General Statutes, and;

WHEREAS, it is desirable that coordinated, comprehensive and cooperative transportation planning processes be maintained in the Craven County MPO urbanized area to ensure that the transportation system is maintained on an efficient and economical basis commensurate with the public health, safety and welfare, and;

WHEREAS, a Memorandum of Understanding between the City of Havelock, City of New Bern, Town of Bridgeton, Town of Cove City, Town of Dover, Town of River Bend, Town of Trent Woods, Town of Vanceboro, County of Craven and the North Carolina Department of Transportation has been entered into that sets forth the responsibilities and working arrangements for maintaining a continuing, comprehensive and cooperative transportation planning process, and;

NOW, THEREFORE, BE IT RESOLVED BY THE TOWN OF RIVER BEND, NORTH CAROLINA:

That the Memorandum of Understanding between the City of Havelock, City of New Bern, Town of Bridgeton, Town of Cove City, Town of Dover, Town of River Bend, Town of Trent Woods, Town of Vanceboro, County of Craven and the North Carolina Department of Transportation be approved and that the Mayor and Town Clerk are hereby directed to enter into and execute the Memorandum of Understanding.

Adopted by the Town of River Bend in regular session this 19th day of March, 2026.

(Seal)

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Kristie J. Nobles  
Town Clerk, MMC

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Mark Bledsoe  
Mayor, Town of River Bend

## Mayors Report

The Town of River Bend, in partnership with the Sons of the American Revolution, Daughters of the American Revolution, and St. John's Lodge No. 3, will dedicate a Liberty Tree in River Bend Park on Thursday, March 26th at noon.

This tree will be part of the America 250 Liberty Tree Project, a nationwide initiative leading up to the 250th anniversary of the United States in 2026. The project seeks to plant trees as living symbols of freedom, historical remembrance, and community resilience. Inspired by the original Liberty Trees—gathering places for colonists during the American Revolution—these plantings honor the spirit of unity and resistance that helped shape the nation.

The River Bend Liberty Tree will be one of only three in North Carolina. Its dedication coincides with the 250th anniversary of the authorization of the 5th North Carolina Regiment on March 26, 1776. Organized in Wilmington, the regiment was composed of eight volunteer companies from the New Bern, Edenton, and Hillsborough districts and served in the Continental Army.

Now, 250 years later, the community will gather on March 26, 2026, alongside members of the SAR, DAR, and St. John's Lodge No. 3 to commemorate this historic milestone and celebrate the enduring spirit of liberty that continues to define our nation.



**TOWN OF RIVER BEND**

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[www.riverbendnc.org](http://www.riverbendnc.org)

## PROCLAMATION FOR ARBOR DAY

WHEREAS, in 1872, J. Sterling Morton proposed to the Nebraska Board of Agriculture that a special day be set aside for the planting of trees, and

WHEREAS, this holiday, called Arbor Day, was first observed with the planting of more than a million trees in Nebraska, and

WHEREAS, Arbor Day is now observed throughout the nation and the world, and

WHEREAS, trees can reduce the erosion of our precious topsoil by wind and water, cut heating and cooling costs, moderate the temperature, clean the air, produce life-giving oxygen, and provide habitat for wildlife, and

WHEREAS, trees are a renewable resource giving us paper, wood for our homes, fuel for our fires and countless other wood products, and

WHEREAS, trees in our town increase property values, enhance the economic vitality of business areas, and beautify our community, and

WHEREAS, trees, wherever they are planted, are a source of joy and spiritual renewal.

NOW, THEREFORE, I, Mark Bledsoe, Mayor of the Town of River Bend, do hereby proclaim March 20, 2026 as Arbor Day in the Town of River Bend, and I urge all citizens to celebrate Arbor Day and to support efforts to protect our trees and woodlands, and

FURTHER, I urge all citizens to plant trees to gladden the heart and promote the well-being of this and future generations.

HEREUNTO, I set my hand and cause the Seal of the Town of River Bend to be affixed this 19<sup>th</sup> day of March, 2026.

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Mark Bledsoe  
Mayor

Attest:

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Kristie J. Nobles, MMC, NCCMC  
Town Clerk