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 17th 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 1st 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 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.

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.

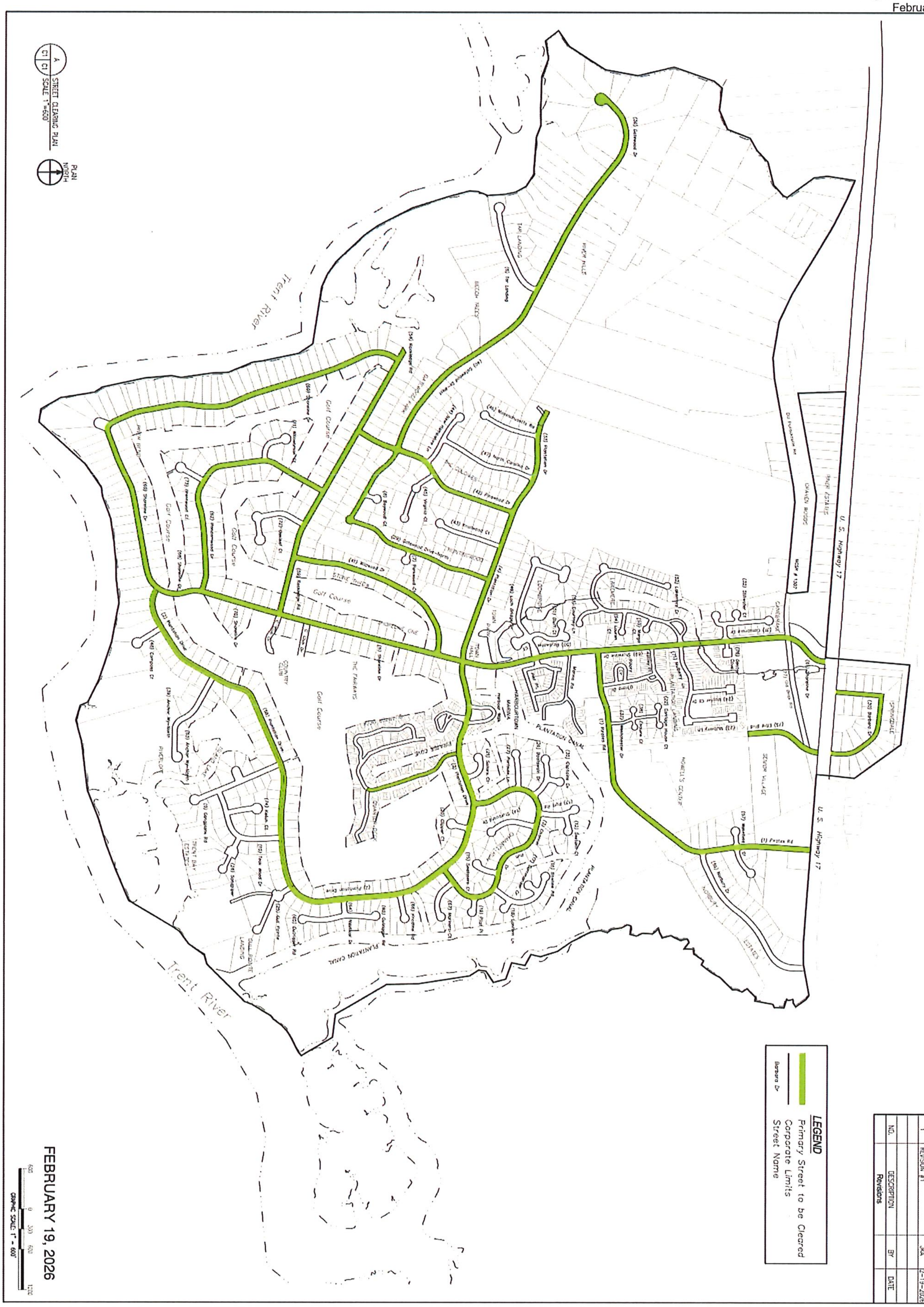
3) The major intersections or bridges in Town will receive additional pre-treatment when snow and/or ice is forecast. The Police Chief will recommend such areas.

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



C1 24021	EMERGENCY SNOW REMOVAL PLAN TOWN OF RIVER BEND CRAVEN COUNTY, NORTH CAROLIN 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. C-0706	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.

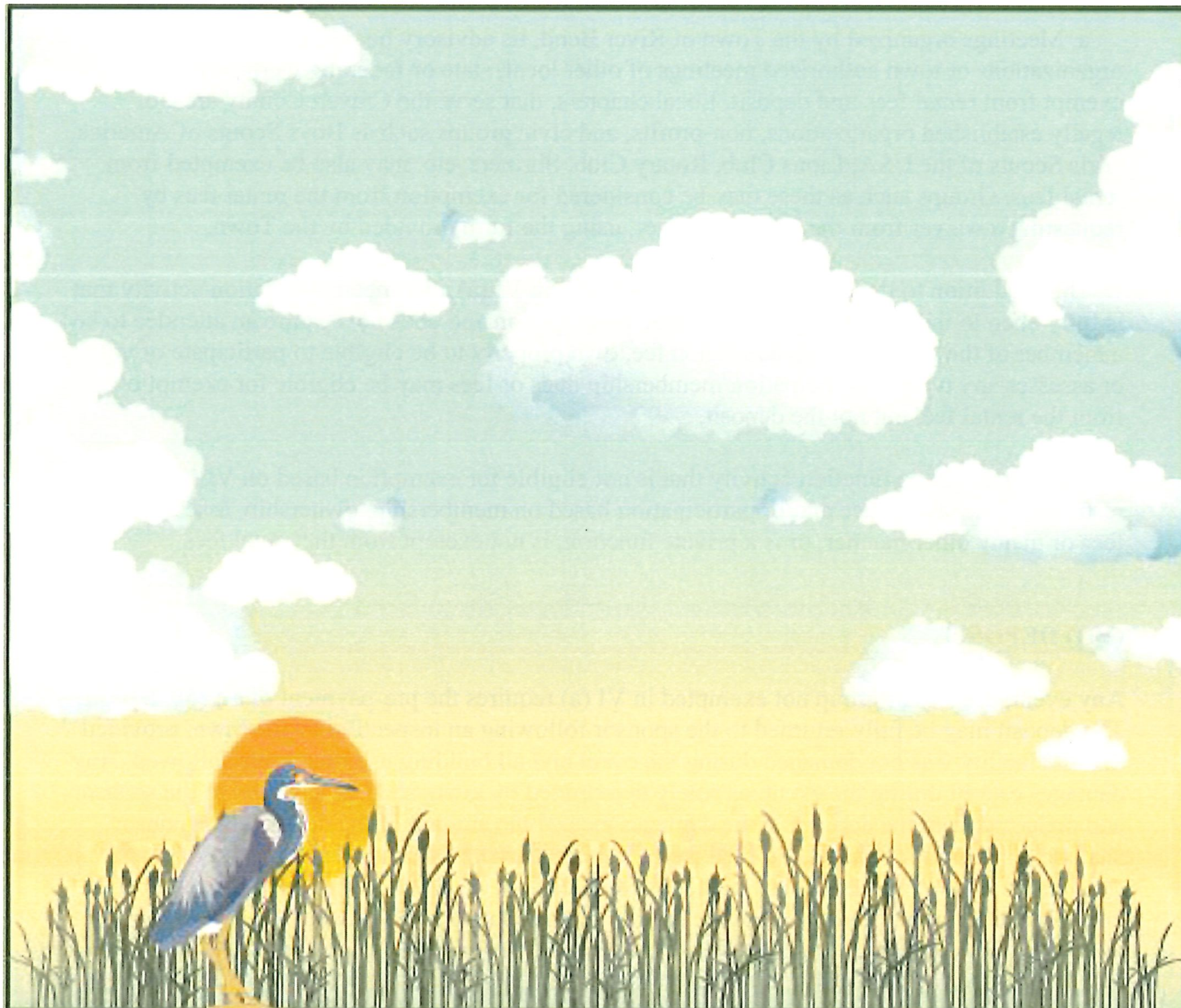
b. In addition to the exemption examples stated in VI (a), any meeting/function/activity that is fully open to the public, allows full public participation and does not require an attendee to be a member of the group, pay an admission fee, own property to be eligible to participate or vote or assesses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

Table of Contents

Section 1 - River Bend Water Resources Department

Section 2 - Rights and Responsibilities

Section 3. - Establishing Service

Section 4 - Rates and Fees

Section 5 - Billing for Service

Section 6 – Discontinuing Service

Section 7 - Operational Policies

Section 8 – Relevant Town Ordinances

Appendix – Service and Information Forms

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.

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

D. Continuity of Service

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

E. Scope

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

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

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

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

F. Application of Policies

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

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

G. Customer Request for Policies

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

H. Privacy

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

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

Section 2 - Rights and Responsibilities

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

A. Customer Responsibility

1. To establish credit in one of these ways:
   a. Provide proof of ownership of the property to which service will be provided.
   b. Pay a utility deposit in accordance with the policies herein described.

2. Allow Water Resources Department personnel unobstructed access to property to set up and maintain service.

3. Pay bills by the Due Date shown on each bi-monthly bill. The customer must notify the Town before the normal due date if (a) a bill has not been received or (b) questions concerning the amount of the bill (either too much or too little). **Failure to receive a bill or failure of the delivery of payment does not exempt the customer from payment responsibility or from being charged any late penalties**.

4. Notify the Water Resources Office, through an application form, of the identity of other persons (i.e. relatives or power of attorney) a customer would like to receive duplicate billing, notice of service interruption for nonpayment of bills, or other information.

5. Notify the Water Resources Office if there is someone in the household who is either chronically or seriously ill, disabled, or on a life support system. This may require verification from a doctor that the utility is necessary to sustain life. The customer has the responsibility to carefully handle the customer's account so that service will not be interrupted for failure to pay. With the medical alert designation, the Water

Resources Office will make a good faith effort to make personal contact with the customer or member of the customer's household before service is terminated.

6. Notify the Water Resources Office of questions or complaints about service.

7. Be aware of and provide unobstructed access to property owned by the Town at the customer's home/business and safeguard it.

8. Install, maintain, and repair plumbing in the home/business that conforms to all applicable laws, rules, and regulations. If the Town deems the property cannot receive service in a safe manner, service will not be connected until the problems are remedied.

9. The Town provides utility service for the sole use and convenience of the premises under contract. The customer will ensure that utility service is not given or resold to anyone, including a neighbor. Violation of this policy will be cause for immediate disconnection of service. (See Section 5 – Discontinuing Service)

10. The customer is responsible for ensuring that the Town has accurate address, billing and contact information for the customer. If any such information changes after the original application, the customer must notify the Town of the changes.

11. In the event of a payment issue involving a bank or third party, the customer is responsible for addressing/resolving any payment/banking issues with the banking institution or payment vendor that they utilize. An error by the bank or vendor does not exempt the customer from any fees. The Town does not negotiate with banks or vendors on behalf of a customer. A late payment made by a bank or vendor will be recognized as a late payment from the customer. If a fee has been assessed due a banking/vendor error, the customer should seek relief or reimbursement for any fee from the bank/vendor, not the Town.

B. Customer Rights

1. A customer has a right to request that the customer's deposit be refunded, if made, when the customer discontinues service from the Town.

2. The customer has a right to request, free of charge, historic billing and usage information. If a utility department employee cannot find any reason for usage changes, the customer may request one free meter test. The customer has a right to the results of this test.

3. The customer has a right to request a review of any complaint according to the Town's grievance procedure.

C. Municipal Responsibility

1. Refund the customer's deposit if conditions are met.

2. Give written notice on a regular bill and a separate second notice at least 7 days before service is interrupted for failure to pay. The notice will explain the reason for disconnection, when service will be eligible for disconnection, and explain how the customer can avoid service interruption. The notice will respect a customer's right to privacy regarding publication of debt.

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

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

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

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

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

8. Provide water usage and conservation information.

D. Municipality Rights

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

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

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

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

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

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

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

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

Section 3. - Establishing Service

A. Connecting to the System

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

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

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

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

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

The applicant shall also pay for any engineering review that the Town requires in order to consider the application.

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

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

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

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

B. Service to Existing Connections

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

C. Service to Commercial and Industrial Accounts

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

D. Time and Place of Application

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

E. Time of Connection

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

Water customers who request connection or reconnection of water service shall have a representative present in the residence when service is established to ascertain that damage is not being caused by water in the resident's water system as the connection is 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 expense of turning on and off utilities maintained for less than 30 days at a permanent premises.

H. Estate Account

The Department may request legal documentation from the executor or the person responsible for administrating an estate. The account will then be set up in the estate's name. It is the responsibility of the executor or other person administrating the estate to notify the Department of any changes in account status. The deposit requirement for the account will have to be reviewed as a new account.

I. Customer Responsibility for Piping

Each customer is responsible for the installation, care, maintenance and repair of water and sewer piping on his property. The Town is not responsible for any piping between the customer's home/building and the service meter. Typically, the line of demarcation for where the customer's responsibilities and property ownership begins is marked by the placement of utility fixtures such as fire hydrants, utility poles, meter boxes, utility pedestals and utility transformers, etc. The customer is responsible for obtaining any permits, approvals and inspections. Installation is governed by the Craven County Building Codes and inspection of such new water and sewer piping is done by the Craven County Inspection Department. All piping shall be maintained in accordance with the applicable building code. Failure to do so may subject the service to disconnection until the piping is in compliance with the applicable building code. Sharing services between buildings on different properties, except for condominiums and group residences, is not permitted.

J. Prior Debts

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

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

K. Deposits

The Town may not make the provision of a social security number (SSN) mandatory for service. However, election not to provide a valid social security number will subject the customer to an increased deposit amount as described below. Service will be denied to any person who is in debt to the department for current or past service until such debt is paid in full, including any fees and/or penalties.

Deposits must be paid in cash or by credit card (through a third-party provider). Deposit funds will be held by the Town and will be returned, without interest, in accordance with the policies herein described.

Service 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.

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

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

B. Rate Setting

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

Section 5 - Billing for Service

A. Billing Cycle

1. Bi-monthly bills are mailed out no later than the 10th day of the billing month – January, March, May, July, September and November (odd-numbered months).

2. A bill is past due if not paid by 4:00 p.m. on the 30th day following the bill date. A 10% late payment fee will be assessed on all past due accounts, and a second notice including the late payment fee will be mailed the following day.

3. No third notice will be mailed. The Department may attempt a call using our automated notification system to a phone number provided by the customer alerting the customer as to the planned date of disconnection. Disconnections will only be made Monday through Thursday in order to give customers the opportunity to make payment and have service reconnected before a weekend.

4. Service is scheduled to be discontinued if payment is not received by 4:00 p.m. on the 45th day following the bill date. The nonpayment fee will be charged to any customer whose bill is unpaid at 4:00 p.m. on the 45th day following the bill date. The fee and past due balance must be paid in full before service is reconnected.

5. No service will be reconnected between the hours of 4:00 p.m. and 7:00 a.m.

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

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. <u>ACI Payments, Inc. will charge a separate convenience fee for credit card payments</u> <u>and</u> <u>E-Check payments</u>. Please note, ACI Payments, Inc. will

charge a return fee for returned E-Check payments. These fees will show up as a separate charge on your credit card or bank statement. Visit their web site at www.officialpayments.com or call 1-800-272-9829 to use their phone payment option with your credit card or "PIN-less" debit card. To properly process your payment, you will need to provide your River Bend nine digit account number and River Bend's unique "jurisdiction number" which is **3963**.

D. Billing Adjustments

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

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

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

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

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

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

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

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

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

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

E. Service Changes

Customer service changes are of three kinds: (1) Service Connection where Department pipes, shutoff valve and water meter and/or sewer connection, if applicable, are initially installed at the customer property, (2) Service Disconnection where the installed water meter is taken out of service by the Department, and (3) Service Reconnection where a water meter is restored to service in previously used Department piping. Provision of sewer service coincides with the status of the associated water meter. Changes in service are authorized by written application of the customer or his agent to the Department. Charges for service changes are as set in the Rate Schedule.

F. Billing Changes

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

G. Address Changes

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

H. Transfer of Existing Customer to New River Bend Location

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

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

I. 1998 Water System Expansion

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

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

J. Class 7 Customers Transferring To Class 1 or 2

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

Section 6 – Discontinuing Service

A. Closing a Utility Account

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

B. Forced Closing of a Utility Account

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

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

C. Termination of Service

1. Requesting Discontinuance of Service: Any customer requesting discontinuance of service will inform the Department's employee of the location, date service is to be disconnected and the forwarding mailing address for the final bill. Due to privacy issues, the account holder must be the one to request the termination of service. In the event that the account holder has become incapacitated or deceased, legal documentation must be provided that the person requesting termination of service is an authorized representative of the customer.

2. Disconnection Scheduling: Under normal conditions, disconnection from the Town's utility system will be performed the same day if the request is received prior to 2:00 p.m. A request received after 2:00 p.m. will be normally fulfilled the next working day.

3. Final Bill: A customer's final bill will be mailed in a timely manner to encourage collection and customer understanding. Base charges will be pro-rated to the day of disconnection and billed along with consumption charges and any other amounts due.

D. Customer's Rights Prior to Discontinuance of Service

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

2. Disputed Bill: If a customer disputes the accuracy of the customer's bill, the customer shall:

   a. First contact the Department's office for clarification.

   b. If the customer, after this conversation, still disputes the bill, the customer has the right to file a written appeal to the Town Manager. This appeal should include the reason for the dispute and any evidence proving the inaccuracy of the bill.

   c. Written appeals must be made within 15 days of the mailing date of the bill.

   d. The Town Manager will review the appeal and send a written reply within a reasonable amount of time to the address shown in the billing system, noting the decision regarding the appeal and any substantiation for the decision.

   e. If the customer remains unsatisfied with the resolution of their dispute, they may make an appeal to the Town Council for a hearing on the dispute.

   f. A request for a hearing before the Town Council shall be made in writing at least four business days before the scheduled Town Council Work Session. Hearings will only be conducted at duly advertised Town Council Work Sessions, and NOT at the regular Town Council Meeting.

3. Exceptions: Under special circumstances, the Department may choose not to interrupt service during extreme weather or when the meter serves an elderly, handicapped or critically ill person, or a person on life support equipment about whom the Department has prior written notice.

4. No Disconnection: Disconnections for nonpayment will only be made Monday through Thursday in order to give customers the opportunity to make payment and have service reconnected before a weekend.

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

E. Involuntary Discontinuance of Service

1. The Department may discontinue utility service for any one of the following reasons:

   a. Failure of the customer to pay bills for utility service as required in by these policies.

b. Failure of the customer to pay deposits as required in the Section 3, (Establishing Service), of this policy.

c. Upon discovery of meter tampering including bypassing the meter or altering its function. The account holder is responsible for the payment of all fees associated with repairs made by the town for any damages that are a result of meter tampering.

d. Failure of the customer to permit municipal employees access to their meters at all reasonable hours. Locked gates, loose dogs, parking cars over meters, etc., are considered to be a denial of access.

e. Use of service for unlawful reasons.

f. Discovery of a condition which is determined to be hazardous or unsafe.

g. Reselling water.

h. Violation of any of the Department's other utility service policies and procedures, as they may change from time to time.

2. A notice for disconnection must include a clear explanation of the reasons for the termination, a statement that cutoff is imminent and the date it will occur; a statement advising the customer of the availability of a hearing with the right to contest the bill and the disconnection; the address, phone number, and office hours of the customer service employee to contact regarding the payment, the hearing, and the dispute.

F. Disconnection for Prior Debts

The Department can disconnect customers with prior debts only if:

1. The current services are in the name of the customer(s) with the prior debt. The Department will not allow any customer to continue service if there is any outstanding debt due to the Department either by an agreement signed by the customer or by another person who is currently or previously been a member of the household or who resides at the service address.

2. The customer has been delinquent for 10 days and the Department has notified the customer of their intent to disconnect and has given the customer reasonable time to respond.

G. Reconnections

When it becomes necessary for the Department to discontinue services for any of the reasons listed in this Section, service will be restored only after payment of all of the following which apply to the account: (1) all past due bills due the Department, (2) any deposit as required, (3) any material and labor cost incurred by the Department, according to the Fee

Schedule, and (4) all fees and charges required by this policy.

Section 7 - Operational Policies

A. Meter Testing

Customers may request that the Department test their water meters for accuracy once at no cost to them. If they request a meter test more frequently, there will be a charge assessed as set in the Rate Schedule unless the meter reads high by more than five percent (5%). If

a customer believes his meter reading is inaccurate, the current bill shall be paid. Any adjustment will be made in the next billing period.

B. Responsibility for Leakage

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

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

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

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

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

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

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

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

Where:
X = Gallons billed for the period in question:
Y = Gallons as calculated by 1) actual usage if available through the Town's radio read software, or 2) average usage based on previous usage

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

C. Damage to Plants and Shrubs

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

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.

G. Swimming Pool Filling

Upon request, swimming pools may be filled once per fiscal year (July1-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 adjustments 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.

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

I. Vacant Residences

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

2. Permanent Interruption - Similarly, the Department will turn water off to a vacated property at the request of the customer. However, the owner of the property must arrange to pay the monthly base charge on the monthly billings for the time the property is not served by an active user account. In instances of a vacated property, where the owner has requested the water to be turned off, the owner will be charged the base charge for water only and shall become a Class 10 customer. This section is intended to accommodate owners that do not anticipate that their property will be occupied again during their ownership and therefore not serviced by an active user account. In the event that an owner initiates a Class 10 account for the vacated property then requests to return it to an active user account, the owner will be required to pay a reactivation fee. The reactivation fee shall be equal to the then current base rate for sewer and shall be charged for every month that the property was billed as a Class 10 account. Accounts that are activated by the 15th of the month will not be charged for that month. Accounts activated after the 15th of the month will be charged for a full month.

J. Bad Check Processing

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

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

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

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

K. Debt Collection

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

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

Originally Adopted on 7/1/12.

Amended On:

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

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

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

§ 5.01.005 Budget Preparation

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

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

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

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

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

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

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

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

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

Penalty, see § 1.01.999

§ 15.02.066 Water Supply and Sewage Disposal

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

Appendix – Service and Information Forms

Town of River Bend
Schedule of Rates for Water Resources

Department Effective July 1, 2025

Water and Sewer - Rates and Fees

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

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

Water and Sewer - Rates and Fees

	Water	Sewer
Class 10 – Vacant Residences		
Customer Base Charge per month(2)	15.24	-
Nonpayment fee	70.00	-

Special Charges

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

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

(2)Base charges do not include any usage.

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

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

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*

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 ☐

Customer # __________ Comments ______________________

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*

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 ☐

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 rela-tionship 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 web-site 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 ›e charged, by ACI payments, a separate convenience f ee. These f ees 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 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

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 ac-count 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 de- posit 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 con- sumption 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

Water and/or Sewer Billing

Electronic Funds Transfer – Enrollment Form

Completed forms should be mailed to or dropped off at the Water Resources Office.

Mailing address:
45 Shoreline Drive
River Bend, NC 28562

Please contact us at:
252-638-3540
with any questions.

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

LGC-205 Form A

CONTRACT TO AUDIT ACCOUNTS

Rev. 02/2026

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

	Fiscal Year Ending	Date Audit Will Be Submitted to LGC
for	06/30/26	12/31/26
		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, nd 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 niform 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 ecessary 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 Jnit(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 n 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 be 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).

Primary Government Unit	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
Additional Fees Not Included Above (if applicable):	
Financial Statement Preparation (incl. notes and RSI)	$
All Other Non-Attest Services	$
TOTAL AMOUNT NOT TO EXCEED	$ 29,000

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

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* Mark Bledsoe
Date 02/23/2026	Email Address* mbledsoe@riverbendnc.org

Chair of Audit Committee (typed or printed, or "NA") Brian Leonard	Signature Brian M. Leonard
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* Mandy Gilbert
Date of Preaudit Certificate* 02/19/2026	Email Address* finance@riverbendnc.org

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