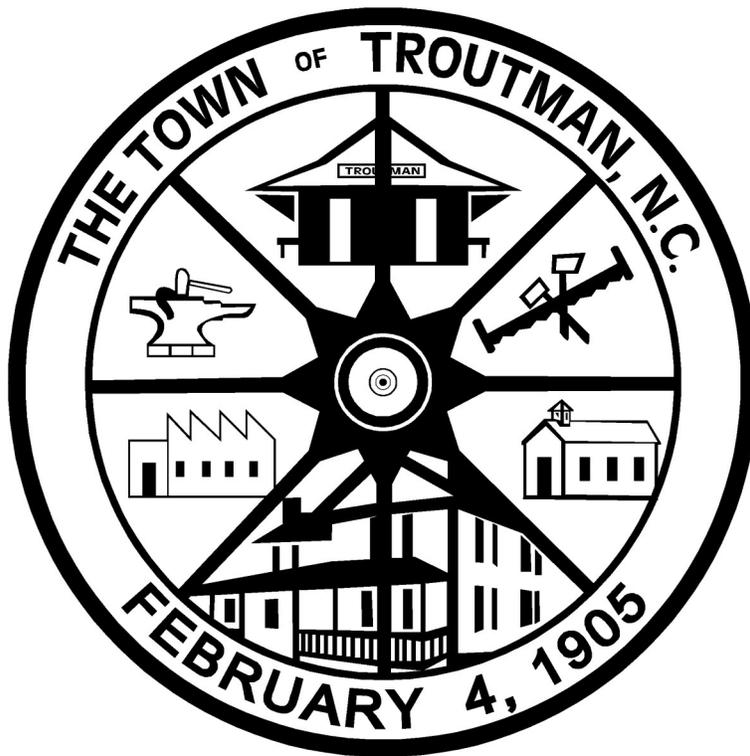


October 2016

Town of Troutman



New Customer Information Booklet

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SPECIAL POINTS OF INTEREST

- New website:
www.troutmannnc.gov
- 2016-2017 Leaf & limb Schedule now available. Hard copy can be picked up at Town Hall or print your own from our website
- **Water or Sewer Emergencies: Public Works after hours contact: 704-682-3835**

GET TO KNOW TROUTMAN...

TOWN MEETINGS

Agenda Briefing for

Town Council Meeting:

Monday prior to Town Council Meeting at 4 pm

Town Council Meeting:

Second Thursday of each month at 7:00 pm

Parks & Recreation

Committee: Third Monday of each month at 4 pm

Design Review Board:

Third Thursday of each month at 7:00 pm

Planning & Zoning

Board: Fourth Tuesday of each month at 7:00 pm

**All Town meetings are open to the public and are held at Town Hall in the Council Chambers unless noted otherwise. Any changes in regular day or time of meetings will be posted at Town Hall and the Town website.*

Welcome to the Town of Troutman. Within this packet you have Town and community information to help you get settled in. There are several ways to keep up-to-date with Troutman: visit one or all of our Facebook pages (listed on page 12) and stay connected by selecting "LIKE" on Town of Troutman; each month in your water bill we have a Newsletter called *The Whistle Stop* with community and Town information; in addition you can visit our website at www.troutmanncc.gov.

Town Council: Our Town Council Members consist of five members and the Town Mayor. Council members are Paul Bryant, Paul Henkel (Mayor Pro-tem), Judith Jablonski, James "Jim" Troutman, Sally Parker Williams, and Mayor Teross Young. The Town Council meet the second Thursday each month at Town Hall at 7:00 pm to discuss Town concerns. The Town Council meetings are open to the public.

Town Administration: The Town Hall staff consist of Justin Longino, Town Manager; Kimberly Davis, Town Clerk; Steve Shealy,

Finance Director; Erika Martin, Planning Director; Angela Hoover, Accounting Technician; Adam Lippard, Public Works Manager, and Danielle Upright, Customer Service Representative. Two part-time employees Park & Recreation Coordinator and Code Enforcement Officer.

Public Works Department: Under the direction of the Public Works Manager, Adam Lippard, Public Works Department has four employees to maintain the sewer, street and water repairs for the Town.

Troutman Police Dept.: The Troutman Police Department has twelve full-time and five part-time officers. Those members include Chief Matthew Selves, an Investigator, two K9 officers, two SROs, a Traffic officer, a Community Resources officer and Patrol officers.

In 2014 the State Demographer's Office estimated Troutman's current population to be 2,548. Troutman was established in 1905.



Office Hours

Monday– Friday
8:00 am— 5:00 pm

Troutman Town Hall

Physical Address:

400 North Eastway Drive
Troutman, NC 28166

Phone: 704-528-7600
Fax: 704-528-7605
Website: www.troutmanncc.gov
Email: info@troutmanncc.gov
Facebook: Town of Troutman

Mailing Address:

PO Box 26
Troutman, NC 28166

**Water or Sewer
Emergencies:
After Hours
704-682-3835**

To see more Town of Troutman information visit our website at www.troutmanncc.gov

SCOPE

The intent for these regulations is to provide uniform procedure, rates, and charges for utility service cut on, cut off, and other services provided to the customer.

APPLICATION FOR SERVICE:

New service connection – Any association, corporation, firm, partnership, or person(s) requesting utility service must come to the office in person with valid picture identification, execute an application of agreement for purchase of utility services (Attachment A) and pay a water/sewer deposit (see Schedule of Fees) prior to using any town supplied utility service.

• Any association, corporation, firm, partnership, or person(s) purchasing or receiving utility services from the Town of Troutman, by accepting such service, agrees to be bound by the applicable schedule of rates and fees, all pertinent regulations as may be amended from time to time. Failure on the part of the customer to comply with the Town ordinances or these utility regulations as adopted and amended from time to time shall subject the customer to discontinuances of service.

Renters must bring a renter's receipt or lease, signed by the owner of the rented property. (*Renter's receipt must clearly state the location and name of the renter.*)

A deposit is required for each connection whether it is for residential or business use. A deposit can be signed over to another member of a customer's immediate family if the customer moves out, and member of his/her immediate family continues to live in the residence.

Any prior past due bill will be due at the time any new water service is requested.

Deposits transfer when a customer has service transferred from one location to another within the system. Transfers of service will only occur when outstanding balances are paid. A form to request transfer of service must be completed. (Attachment B)

Sewer will be charged at the current rate to every water meter connection inside town limits where the property is located within 150 feet of the Town's sewer line. As of January 1, 2010, the town will not grant sewer only connections within town limits.

BILLING AND DUE DATES: The Operations and Maintenance Department Employees complete meter readings by the 15th of the month. The billing period is from the 15th of one month to the 15th of the next month. Due to weekends and holidays the date will at times vary. Notices of accounts due are mailed by the 1st of each month, and due on or before the 10th of the month, a late fee of 10% will be added to the account if not paid by the 15th of each month. A disconnect notice will be sent on the 16th, if the bill is not paid in full by the 25th, then service will be disconnected on the 26th. Failure to receive such notice shall not excuse the customer from paying any bill when due. If service has been discontinued, the customer must pay the outstanding bill, plus a reconnect fee before service will be reinstated. (Late fee and reconnect fee are listed on the Schedule of Fees)

PAYMENTS: Payments for utility services are payable at Town Hall.

Cash, checks, credit cards and debit cards are accepted as payment of the water/sewer bill. Accounts can be set up for automatic debit if desired. Payment can be made in person, by mail, or credit card payment can be processed over the telephone. In addition for payments, the Town offers a night drop box located by the drive up window at Town Hall. No third-party checks are accepted. Checks are to be payable to: Town of Troutman.

Payment on utility bills will be applied to outstanding balance in the following order: (1) Penalty on arrears; (2) required deposits; (3) sewer arrears; (4) water arrears; (5) sewer –current bill; (6) water –current bill.

Once the disconnection list has been generated and released to the Operations and Maintenance Department, the customer must pay the bill in full, plus the reconnect fee to have a service reconnected.

Payment Extensions: Extensions will only be granted under extreme circumstances. Extensions must be approved by the Town Manager and will not be granted in excess of two (2) months in a twelve month cycle. Once a customer is sent a disconnection notice, they are required to pay their bill in full. If they want to pay a portion of their bill, we will accept that portion; however, the customer will remain on the disconnection list and will have their service turned off unless the remainder of their bill is paid prior to the disconnection date. Extensions must be requested a minimum of three (3) days before the disconnection date of the 25th of the month. Holds must be requested between the 16th and the 22nd and will not be granted after the 22nd. Extensions will not extend more than five (5) days past the 25th of the month.

Returned Checks: When a check presented in payment for a water bill is returned from the bank on which the check is drawn the bill shall be deemed unpaid and the amount will be added back to the customer's account. In addition, a check fee of \$25 will be added to the account. If the returned check is payment for an account past due, utility services will be disconnected until account is paid in full. After two returned checks an account will be set to a "cash only" payment status.

ADJUSTMENTS:

When meters are installed to measure the utility services used by the Town's customers, all charges for utilities used, except certain minimum charges, shall be calculated from the readings of such meters. However, if it should clearly appear that the meter has failed to perform its function and has not correctly registered the amount of utilities used, or if the meter has been bypassed, the amount of utilities used shall be estimated upon the average of the customer's preceding twelve (12) accurate bills, adjusted by known changes in amount of consumption of utilities.

Adjustments for high water/sewer bills only occur on the determination of a leak by the Troutman Public Works Department employees or private plumbing company. Adjustments are not given until leaks are repaired and proof of repair is determined. Adjustments are on the sewer only and are adjusted to the average sewer bill. A maximum of two months adjustments are allowed. All adjustments must be approved by the Town Manager or his designee.

REFUNDS FOR WATER/SEWER:

The Town of Troutman will adjust/refund up to a maximum of six (6) months payments on water and sewer fees that were paid in error, regardless of fault. The Town Manager must approve the adjustment/refund before the account is adjusted or the refund issued. **This adjustment/refund will be made only after thorough review and a determination is made that an error did occur with the charges.*

TERMINATION OF SERVICE:

REQUESTED DISCONTINUANCE OF SERVICE:

To have service disconnected, customer must come to the office with valid identification and sign water disconnection form. (Attachment C) Deposit is refundable upon full payment of any current and/or past due balance. A customer moving and failing to notify the town officials shall forfeit his/her deposit until such time he/she requests service be discontinued and customer has no outstanding balances.

INVOLUNTARY DISCONTINUANCE OF SERVICE:

The Town may discontinue utility service for one (1) or more of the following reasons: On termination of service to a customer, his/her meter box shall be locked.

- The failure of a customer to pay bills for utility service within the time provided by the Town policy.
- Failure of a customer to make a deposit to guarantee payment of charges for utility services, or to increase deposit when required in accordance with Town policy.
- Failure of a customer to make a deposit to guarantee

payment of charges for utility services, or to increase deposit when required in accordance with Town policy.

- Whenever the Town, in its opinion, has reasonable cause to believe that the customer is receiving utility service without paying therefore, or that its meter or other apparatus have in any manner been tampered with or a customer is unable to pay the entire arrears amount at once, the Town may, at its option, enter into a contractual agreement with the customer, setting up a schedule of payments to eliminate the arrears. If, at any time, the customer fails to meet the provisions of the contract, it shall be considered null and void, and the customer shall be deemed in arrears and the service shall be discontinued, unless the entire amount of arrears is paid at once.
- Whenever, in the Town's opinion, the condition of the customer's equipment, plumbing, or appliances are either unsafe or unsuitable for receiving utility service or is potential safety or health hazard to the Town's property or personnel or to the public, or when the customer's use of utilities or equipment interferes with or may be detrimental to the Town's utility system or to the supply of utilities by the Town to any other customer.
- The failure of the customer to ensure that all electrical equipment and plumbing beyond the metering point is installed according to applicable codes and maintained in a safe condition.
- Where utility service is being furnished over or through a line which is not owned or leased by the Town, whenever in its opinion such line is either not in a safe and suitable condition or is inadequate to receive water or discharge water.
- Whenever the customer has denied an authorized Town representative access to the Town's meters or other apparatus installed on the customer's premises. • Whenever in the opinion of the Town it is necessary to prevent fraud upon the Town.

Whenever a customer is in violation of any provision of these regulations or Town ordinance relating to water and sewer services.

When a customer has discontinued utility services with the Town, either involuntary or voluntary, the deposit shall be applied to the final bill. After 30 days, any remaining balance is due to the Town Hall, with proper notification; the balance remaining will be subject to the Debt Set-off program and may be garnished from future NC state income tax refunds.

REINSTATEMENT OF SERVICES:

Whenever it becomes necessary for the Town to discontinue the utility service for any of the reasons listed

in above paragraphs, reinstatement only after payment of: (1) all bills for service then due, except as provided by Town policy, (2) any deposit required by Town policy, (3) a reconnection fee (See Schedule of Fees).

SERVICE DISCONTINUED AT ALL LOCATIONS – EXCEPTION

If a customer is receiving service at more than one location, service at any or all locations may be discontinued if bills for service at any one or more locations are not paid within the time as specified by Town policy herein; provided, however, that the residential services shall not be discontinued for nonpayment of bills for other classes of service.

CUSTOMER RIGHTS PRIOR TO DISCONTINUANCE OF SERVICE

It is the policy of the Town to discontinue utility service to customers by reason of nonpayment of bills only after notice and meaningful opportunity to be heard on disputed bills.

If any customer disputes the accuracy of his/her bill, they have the right to a hearing in which they may be represented in person in or by any other person of his/her choosing and may present, orally or in writing, his/her complaint and intentions.

Any customer desiring a hearing may contact the Town Manager at Town Hall, Troutman, North Carolina, telephone 704-528-7600. The Town Manager, or his designee, has the authority to make final determination of a customer's complaint and the authority to order that customer's service not be discontinued.

TAMPERING:

If meters are tampered with in any way, the Troutman Police Department will be notified immediately, Operations & Maintenance Department will then remove the meter and lock off utility services to the location and a tampering fee of \$100 will be charged to the customer plus any utility usage. Utility Services will not be reinstated until tampering fee and the account is paid in full.

Any one found guilty of tampering with a water meter can be prosecuted under General Statute 14-151.1- Tampering with Utility Services. It states: (a) Any person violating any of the provisions of this section shall be guilty of a Class 1 misdemeanor.

(b) Whoever is found in a civil action to have violated any provision hereof shall be liable to the electric, gas or water supplier in triple the amount of losses and damages sustained or five hundred dollars (\$500.00),

whichever is greater.

DIVERSION OF USE

Customers shall not divert water from the premises to which it is delivered, nor shall any customer allow another to divert sewage so as to allow sewage other than the customer's to enter the Town's system from the customer's premises.

DISCLAIMER OF LIABILITY: CUSTOMER RESPONSIBILITY

For the purpose of liability, the point of delivery shall be the point where the Town's lines cross the boundary of the customer's. The Town shall not be liable to the customer or any of his agents, or employees or to any person whomsoever for any loss, damage, or injury to person or property resulting from said utility service or its use after it leaves said point of delivery, all risk thereof being assumed by the customer, except when caused by exclusive negligence or willful acts of employees of the Town.

SECOND METERS/SPRINKLERS:

A customer may have a second meter for non-sewer use. To be eligible for a second, the customer must have a meter for their household/business use that would include all sewer use. The second meter would be strictly for non-sewer use.

Examples: Sprinkler/Irrigation Systems, Businesses using water as a product to be sold.

WATER SOLD FOR SWIMMING POOLS:

Property owners with permanent* swimming pools and are on the Town of Troutman water system will be eligible for an annual fill-up adjustment when filled with water through the meter. Adjustments will not be made for continuous refilling after initial fill-up. Adjustments will not be made for continuous refilling after initial fill-up. Residents are required to call prior to filling swimming pools or no adjustment will be made. An Operations and Maintenance personnel will be sent to read the meter prior to filling and the again after completion. The billing clerk will adjust the sewer charge for the water used to fill the pool. Water will be charged at the regular water rate.

No swimming pools can be filled from hydrants without prior approval by the Town Manager.

**Permanent can be either above ground or below ground swimming pools. Above ground pool must be permanent with a minimum depth of three feet and include a filtration system.*

PREVENTING WASTEWATER OVERFLOWS

NEVER

- Never put oils, liquid or solid greases, fatty meat, or other food scraps down a drain – even if you use a motorized garbage disposal.
- Never flush paper towels, cotton swabs, matchsticks, or similar items.
- Never use hot water to melt grease so it will go down the drain easier.
- Never flush any of the items listed above down a toilet.

ALWAYS

- Always keep grease out of wash water by scraping dishes before washing.
- Always remove solidified grease from kitchen utensils, equipment, wares and food preparation areas with scrapers or paper towels. Dispose of scrapings and towels in trash cans.
- Always allow hot liquid grease to solidify and dispose of properly.
- Always place all food scraps in trash collection containers.
- Always recycle restaurant grease by using contract rendering services and have grease traps cleaned and serviced frequently.

REPORT

- Report trucks discharging liquids or other substances into open municipal sewer manholes.
- Report acts of vandalism on manholes, sewer lines, lift stations, hydrants and other structures.
- Report illegal dumping of toxic, corrosive, or flammable substances into manholes, drains, or toilets.

CROSS-CONNECTION, BACKFLOW AND BACK-SIPHONAGE CONTROL

Section 1: Intent, purpose and control.

It is the intent of this article to recognize that there are varying degrees of hazard to potable water within the water main and water supply systems. It is also the intent to apply the principle that the degree of protection should be commensurate with the degree of hazard.

The purpose of this article is to:

- Protect the public potable water supply of the town against actual or potential cross-connections, backflow, and back-siphonage by isolating within the premises of private property contamination or pollution that has occurred or may occur because of some undiscovered or unauthorized cross-connection on the premises of private property;
- Eliminate cross-connections, backflow and back-siphonage of any other source of water or process water used for any purpose whatsoever which
- May jeopardize the safety of the public potable water supply of the town;
- Establish a cross-connection, backflow and back-siphonage control program.
- Cross-connection, backflow and back-siphonage control require cooperation between the town and the consumer. The responsibilities and duties of each shall be as set forth in this policy and other applicable regulations.

Section 2: Definitions. *See website for more detail*

Section 3: Responsibilities of town, residential consumer, commercial consumer; enforcement.

- The town is primarily responsible for the prevention of contamination and pollution of the public water system. Such responsibility begins at the point of origin of the public water distributing system, and ends at the service connection to the consumer's water system. In addition, the town shall exercise reasonable vigilance to ensure that the consumer has taken the proper steps to protect the public potable water system. When it is determined that a backflow prevention device is required for the protection of the public system of the town, the town shall install an approved backflow prevention device at each service connection for residential users.
- The commercial consumer has the prime responsibility of preventing contaminants and pollutants from entering his potable water system or the public water system at his service connection. The town will require the commercial/ industrial consumers to install, operate, and maintain an approved backflow prevention device at the service connection, as directed by the town. Tests, maintenance and repairs of backflow prevention devices shall be made by the town at the consumer's expense. **A certification of testing and/or maintenance shall be submitted annually to the town.**
- Enforcement of this section shall be administered by the public works director utilizing the staff of the water/sewer maintenance and inspections division.

Section 4: Regulations. *See website for more detail*

Section 5: Industrial plants and facilities. *See website for more detail*

Section 6: Cross-connection with source other than town. *See website for more detail*

Ordinance 05-13: See our website to view in full at www.troutmannnc.gov

IMPORTANT CONTACT INFORMATION

Water/Sewer:

Troutman Water Dept.
PO Box 26
400 N. Eastway Drive
Troutman, NC 28166
PH: 704-528-7600

**Water/Sewer Emergencies:
After Hours: 704-682-3835**

Electricity:

Duke Power Company
PH: 800-777-9898

Garbage/Recycling:

Benfield Sanitation Services
282 Scotts Creek Road
Statesville, NC 28625
PH: 704-872-2668

County Garbage:

Iredell County Solid Waste
Facilities
Statesville: 704-878-5430

Transfer Stations:

Central: 704-876-2666
 Mooresville: 704-663-5314
 West Iredell: 704-832-2316

Local Telephone:

AT&T PH: 888-757-6500

Gas:

Public Service Co of NC
PH: 877-776-2427

Cable/Internet:

Time Warner Cable
PH: 877-566-4892

Dept. Motor Vehicles Driver's License

Mooresville: 704-664-3344
Statesville: 704-878-4220

Vehicle & License Plates:

Mooresville: 704-663-5472
Statesville: 704-873-3185

Employment Security Commission

Mooresville: 704-664-4225
Statesville: 704-878-4241

Chamber Of Commerce

Mooresville: 704-664-3898
Statesville: 704-873-2892

NC One Call Center

Before you DIG— 811
or PH: 800-632-4949

United States Post Office:

Troutman Post Office
189 Wagner Street
Troutman, NC 28166
PH: 704-528-4431

Barium Springs Post Office

2625 Shelton Avenue
Barium Springs, NC 28010
PH: 704-872-4836

J. Hoyt Hayes Memorial Library

215 West Church Street
Troutman, NC 28166
PH: (704) 528-2682

Iredell-Statesville Schools

Administrative Offices:

549 N Race Street
Statesville, NC 28677
PH: (704) 872-8931

Troutman Elementary School

220 South Main Street
Troutman, NC 28166
PH: (704) 528-4526

Troutman Middle School

305 Ruple Street
Troutman, NC 28166
PH: (704) 528-5137

South Iredell High School

299 Old Mountain Road
Statesville, NC 28677
PH: (704) 528-4536

FOR EMERGENCIES: CALL 911

NON-EMERGENCY NUMBERS

Troutman Police Dept.

400 N. Eastway Drive
PO Box 26
Troutman, NC 28166
PH: 704-528-7610
Fax: 704-528-7605

Iredell County Sherriff Dept.

230 N. Tradd Street
PO Box 287
Statesville, NC 28687
PH: 704-878-3180

Troutman Fire Dept.

125 N. Main Street
Troutman, NC 28166
PH: 704-528-4576

TROUTMAN POLICE DEPARTMENT

Need to report a Crime:

- *Want to be anonymous?* Visit the Town of Troutman website at www.troutmannnc.gov
- By email: pdmail@troutmannnc.gov
- Call the Troutman Police Department—704-528-7610
- Visit Troutman Town Hall & Troutman Police Dept. at 400 North Eastway Dr., Troutman

Need a copy of a report:

- Visit the Town of Troutman website at www.troutmannnc.gov
****Reports are \$8 online**
- Visit Troutman Town Hall & Troutman Police Dept. at 400 North Eastway Dr., Troutman. Monday—Friday; 8 am—5pm
****Reports picked up at Town all are \$3.00.**

HOLIDAY CLOSINGS

If the pick up schedule has to be adjusted due to the holiday we will place a notice in the newsletter and on our website at

www.troutmannnc.gov

BENFIELD SANITATION CLOSSES FOR THE FOLLOWING HOLIDAYS:

GOOD FRIDAY

MEMORIAL DAY

INDEPENDENCE DAY

LABOR DAY

THANKSGIVING DAY

CHRISTMAS DAY

NEW YEARS DAY

RECYCLING DO'S & DON'TS

Yes — Cardboard

Yes — Aluminum Cans

Yes — Plastic Marked (#1-7)

Yes — Tin & Steel Cans

Yes — Glass jars & bottles

Yes — Newspaper, Magazines, Catalogs, Junk mail, Phone books, Etc.

NO — Garbage, Yard Waste, Dishes, Hazardous Materials, Mirrors, Electronics, Cups, & other plastic containers.

- Recycling containers must be within 8-feet of the curb the night before your scheduled pick up day.
- All Items must be within the container or the container will **NOT** be emptied.
- It must also have a minimum of 6-feet clearance all around the container when you place it at the curb.

GARBAGE COLLECTION

Garbage collection is for in town residents. Benfield Sanitation collects the trash once a week. **They will only collect household trash and must be in the container provided.** No construction or landscape debris. Each address is assigned one trash container; if an additional container is needed it can be added to your water/sewer bill for an additional monthly fee. Call Town Hall for details at 704-528-7600. Street listing for pick pick-up day is on page 9.

Items that can be picked up at an additional charge to customer:

*Carpet Padding

*Construction Debris

*Yard Waste

*Small Furniture

*Mattresses

*No Appliances

In order for these items to be picked up you will need to contact Benfield Sanitation at 704-872-2668.

RECYCLING COLLECTION

Recycling collection is for in town residents. Benfield Sanitation collects recycling on Wednesdays **except** for Parkwood at Falls Cove, Falls Park, & Twinn Coves. Your pick up day is based on your garbage pick up day.

- **If your garbage day is Monday or Wednesday you are a Blue Week**
- **If your garbage day is Tuesday or Thursday you are a Green Week.**
- **Parkwood at Falls Cove, Falls Park & Twinn Coves pick up schedule is on the Blue Week but is picked up on Thursday of that week.**

Holidays: Benfield Sanitation will run a day behind schedule when a holiday falls Monday—Thursday. Any changes to pick up date will be listed on our website at www.troutmannnc.gov or in your newsletter.

Each address is assigned one recycling container; if an additional container is needed it can be added to your water/sewer bill for an additional monthly fee. Call Town Hall for details at 704-528-7600.

THINGS TO KNOW...

Town of Troutman: Code of Ordinance

Section 20-21 Precollection Practices

(C) Receptacles for garbage and trash may be placed at the curb on the night before the scheduled pickup. Rollout containers and other receptacles must be removed from the curb by 8:00 a.m. on the day after they are collected. It is the responsibility of the householder to pick up loose debris around the collection area.

Leaf & Limb Collection is provided to in-town customers. A schedule is available on our website or a hard copy can be picked up from Town Hall.

MONDAY GARBAGE PICK UP—**BLUE** RECYCLING

Aberdeen Dr.	Gibson Street	Powell Street	Winter Flake
Autumn Frost	Goodman Rd	Quail Haven	Zion Wesley Road
April Showers Ln	Harris Street	Ruffin Loop	
Barium Lane	Hemi Drive	Rumple Street	
Barium Seasons	Klutz Street	S. Main Street	
Brown Street	Lake Circle	Summer Breeze Court	
Calvin Street	Legend Lane	Starks Drive	
Cedar Lane	Leon Street	Talley Street	
Covey Lane	Lytton Street	Thomas St	
Elder Lane	Massey Street	Wagner St	
Elliot Drive	Mills Ave.	Wesley Street	
Era Street	N. Main Street	West Ave.	
Garden Street	Pine Grove Lane.	W. Church St	
Georgie St	Pinewood St		

IREDELL COUNTY SOLID WASTE FACILITIES

Solid Waste Facilities contact information:

See page 7

Below is the standard Holiday Listing for the Iredell County Solid Waste Facilities.

News Years Day: All facilities will be CLOSED.

Martian Luther King Day: All facilities will be OPEN.

Good Friday: Friday, – All facilities will be CLOSED.

Memorial Day: All facilities will be OPEN.

Independence Day: All facilities will be CLOSED.

Labor Day: All facilities will be CLOSED.

Veterans Day: All facilities will be OPEN.

Thanksgiving Day: All facilities will be CLOSED.

Christmas: December 24 & 25: All facilities will be CLOSED.

*** Indicates all streets in the Subdivision**

MONDAY GARBAGE PICK UP—**GREEN** RECYCLING

Old Mountain Road (100 Block)

TUESDAY GARBAGE PICK UP—**GREEN** RECYCLING

Alexis Lane	Eastway Drive	Patterson St	Wellington Dr
Addison Place	Field Drive	Perry Road	(500 Block) West Avenue West
Avon Ave.	Gilchrist Road	Piccadilly Lane	Winchester Road
Barndale Dr	Iredell Ave.	Plum Drive	Winecoff St
Bleinheim Ct.	Jacob' Woods	Princess Loop	York Road
Briarcliff Road	Johnson St	Queensbury Rd	*Sutter's Mill
Brooks Street	Morgan Street	Scroggs St	
Byers Road	Murdock Road	Rimmer Farm Rd	
Buckingham Ct	New Street	Sherrills Court	
Cedar Street	North Ave	Sikeston Ct.	
Downing Street	Old Murdock Rd	Stratford Rd	
E Church St	Paddington Ct.	Valleybrook Lane	

THURSDAY GARBAGE PICK UP—**GREEN** RECYCLING

Old Mountain Road (200 Block)

WEDNESDAY GARBAGE PICK UP—**BLUE WEDNESDAY** RECYCLING

*Streamwood at Falls Cove

WEDNESDAY GARBAGE PICK UP—**BLUE THURSDAY** RECYCLING

*Parkwood at Falls Cove

*Falls Park

*Twinn Coves

TOWN OF TROUTMAN—FEE SCHEDULE

ADMINISTRATION:

Police Report:	\$ 3.00
Large Map:	\$ 10.00
Zoning Map:	\$ 3.00
Copies: (per page)	\$ 0.10
Fax: (per page)	\$ 1.00
Water Meters: 3/4"	\$ 300.00
Water Meters: 1"	\$ 315.00
Water Meters: 2"	\$ 636.00
Convenience Fee	\$ 3.00
Peddler's License:	\$ 25.00
Transient License:	\$ 50.00
Mobile Food Vendor:	\$ 100.00*

*Free 5 day initial visit; then 45 days for fee above with application

WATER & SEWER FEES:

Water & Sewer Deposits

Homeowners	Renter
Inside \$50.00	Inside \$100.00
Outside \$100.00	Outside \$200.00

Industrial/Commercial

Property owner	\$300.00
Non-property owner	\$300.00
Backflow Inspection	\$75.00

Tap Fees

3/4" Water	\$1250.00
1" Water	\$1500.00
2" Water	\$2500.00
3/4" Sewer Tap	\$1500.00

Each additional inch of service increase rate.

WATER & SEWER RATES:

In Town

Water	\$ 7.72 per 1000 gallons
Sewer	\$10.73 per 1000 gallons

Out of Town

Water	\$15.44 per 1000 gallons
Sewer	\$21.46 per 1000 gallons

Bulk water

\$0.02 gallon	\$20.00 minimum
\$0.01 gallon for single haul	5000 gallons or more

AVAILABILITY FEES:

3/4" Water per unit	\$2000.00
3/4" Sewer per unit	\$3000.00
1" Water per unit	\$2250.00
1" Sewer per unit	\$3250.00
2" Water per unit	\$2500.00
2" Sewer per unit	\$3500.00

Each additional inch of service increase \$1000 per utility.

Fire Service Availability: \$0.50/sq. ft of commercial or industrial sprinkled space.

ZONING:

Driveway Permits:	\$ 5.00
Zoning Permits	\$ 45.00
Sign Permit	\$ 25.00
UDO:	\$ 20.00
Comp. Land Use Plan	\$ 25.00
Conditional Use Permit	\$ 350.00
Rezoning Application:	\$ 350.00
Board of Adjustment Fee	\$ 250.00
UDO Amendment	\$ 250.00
Subdivision. Special Exception	\$ 250.00
Minor Plat—Preliminary	\$ 100.00 *
Major Plat—Preliminary	\$ 125.00+\$5/lot *
Major Plat—Final	\$ 100.00 *
Exception Plat	\$ 50.00
Non-Residential Site Plan	\$ 300.00
Zoning Verification Letter	\$ 25.00
Engineering Review	\$ 80.00/hour

*Fees doubled if submission is after published deadline for meeting dates.

Nuisance Abatement Fee: \$ 150.00/first hour, \$ 75.00 each additional hour for mowing, refuse removal, etc.

Fee in Lieu of Sidewalk Construction

Applicable in limited circumstances and in conformance with the Town's Unified Development Ordinance. Payment shall be in an amount equal to the estimated cost of construction of the required sidewalk, which would include the cost of all materials, labor and engineering as determined by a quote approved by the Town's Engineer.

RENTAL FEES: Troutman ESC Park, Troutman Depot or Council Chambers.

Minimum of two hours which includes a non-refundable administrative fee. Cleaning deposit is refundable if site is cleaned. Rates based on Town residency.

	<u>In Town</u>	<u>Non-Town</u>
Administrative Fee	\$ 10.00	\$ 20.00
Cleaning Deposit	\$ 50.00	\$ 50.00
Hourly rate	\$ 05.00	\$ 10.00
Relocate Picnic tables	\$ 15.00	\$ 15.00
Designate (10) Parking spaces	\$ 5.00	\$ 5.00
Additional Garbage bins (each)	\$ 2.00	\$ 2.00

ORDINANCE REGULATING DANGEROUS, INJURIOUS, AND UNHEALTHY MATTER ON STREETS OR SIDEWALKS

Sec. 22-1. Unlawful obstruction of water flow.

It shall be unlawful for any person to obstruct, or cause to be obstructed, the free flow of water in, over, along, upon or through any gutter or drainage way or ditch in any street or other public way in the town by depositing trash, refuse or other matter therein. (Ord. No. 3-89, § 1, 6-1-1989)

Sec. 22-2. Unlawful deposit of materials in public ways.

It shall also be unlawful for any person to throw, spill, place, deposit in or upon any street, highway, alley, sidewalk, park or other public place any dirt, filth, shells, garbage, vegetables, dead carcasses, sewage-slops, excrement, compost, ashes, soot, tin cans, glass, bottles, nails, tacks, wires, rags, waste paper, leaves, brush, weeds, grass, hay, excelsior, shavings, barrels, crates, boxes, litter, or loose combustible material, materials subject to be carried by the wind, oils, greases or other liquids, or substances likely to injure any person, animal, or vehicle, or unwholesome, noisome or putrescible matter of any kind. (Ord. No. 3-89, § 2, 6-1-1989)

Sec. 22-3. Penalty for violation of section 22-1 or 22-2.

Any violation of section 22-1 or 22-2 shall subject the offender to a warning letter sent by the town to the offender by U.S. first class mail for the first offense; and then to a civil penalty in the amount of \$15.00 for the second offense; \$25.00 for the third offense; \$50.00 for the fourth offense; \$100.00 for the fifth offense; \$200.00 for the sixth offense; and \$500.00 for the seventh offense to be recovered along with court costs by the town in a civil action in the nature of debt if the offender does not pay the penalty within a period of 72 hours after he or she has been cited for violation of said provisions. Citation shall be in writing signed by the town manager, the town's code enforcement officer, or the planning director, and shall be delivered or mailed to the offender either at the offender's residence or place of business or at the place where the violation occurred. Each day's continued violation shall be a separate and distinct offense. Any eighth offense shall constitute a misdemeanor, and such person upon conviction shall be punished in accordance with N.C.G.S. 14-4. (Ord. No. 3-89, § 3, 6-1-1989; Ord. No. 26-10, § 1, 9-9-2010)

To see more Town of Troutman Ordinances visit our website at www.troutmannnc.gov

ORDINANCE 10-11 DOG CONTROL (ADOPTED 14 APRIL 2011)

1. The Town of Troutman Code of Ordinances, Chapter 4, Article I, Section 4-2 shall be completely replaced and enacted as follows:

Sec. 4-2. Control of Dogs. (a) Dogs within the Town shall be under the direct control of their owners. (b) No dog shall be off of the property of the dog's owner, including within any public right of way that adjoins the property of the dog's owner, unless it is on a leash, under a direct attendant's control by use of a leash of not more than fifteen (15) feet in length. At no time shall any dog be allowed to run at large within the Town off of the dog owner's property or within any public right of way adjoining the dog owner's property. (c) This section shall be enforced by the Town Police Department.

2. Any violation of Sec. 4-2 shall subject the offender to a written warning by a police officer for the first offense and shall be given notice of the Town Ordinance; and then to a civil penalty in the amount of \$15.00 for the second offense; \$25.00 for the

third offense; \$50.00 for the fourth offense; \$100.00 for the fifth offense; \$200.00 for the sixth offense; \$500.00 for the seventh offense to be recovered along with Court costs by the Town in a civil action in the nature of debt, if the offender does not pay the penalty within a period of seventy-two (72) hours after the offender has been cited for violation of said provisions. These citations shall be in writing signed by the appropriate law enforcement officer and shall be delivered to the offender at the place where the violation occurred or mailed to the offender either at the offender's residence or place of business. Each violation shall be a separate and distinct offense. After the seventh subsequent offense, Iredell County Animal Control will be notified to pick up the dog. Any eighth offense shall constitute a misdemeanor and the offender, upon conviction, shall be punished in accordance with N.C.G.S. §14-4.



**At the Troutman ESC Park
at 338 North Avenue
April — September**
See our Town website,
Troutman Farmers Market
Facebook or Newsletter for
the weekly Special Events.

TUESDAYS & THURSDAYS
4:00 –7:00 PM

TROUTMAN ANNUAL EVENTS

Sprint into Spring 5K & Fun Run: 1st Saturday in March.

Golf Tournament for the Troutman ESC Park: 4th Saturday in April.

Troutman ESC Park Birthday party: May 13.

Troutman Independence Day Celebration: Saturday before the 4th of July.

National Night Out: 1st Tuesday in August.

Iredell County Fair: Labor day week

Treats & Trails: October 31

Free Drive-thru Live Nativity: 2nd weekend in December

Depot Tree Lighting: 1st Thursday in December

For more details see our website and check out our monthly newsletter *The Whistle Stop*.

TROUTMAN INDEPENDENCE DAY CELEBRATION



Parade: The Annual Troutman Independence Day Parade is held the Saturday before the 4th of July each year at 11 am. Everyone can come and enjoy an old fashion, small town parade. Help us celebrate our country's Independence by either viewing or participating in this totally free event with over 150 units in the parade. Applications to enter the parade can be found on the

Saturday, July 1, 2017

website or at Town Hall in January each year for the up coming parade. Cut off date for the applications will be announce on the website and is on the application. For more information see our website.



Fireworks: The Town of Troutman sponsors a fireworks display on the evening of the parade and festival. They will be set off from the Iredell County Fairgrounds at full dark

TROUTMAN ON FACEBOOK

Town of Troutman

Town of Troutman Planning

Town Of Troutman Public Works

Troutman Police Department

Troutman Farmers Market

Troutman Business Council

Sprint Into Spring: Troutman Parks & Rec 5K/10K

Town of Troutman Jingle Run & Lots of Fun

TOWN ELECTRONIC SIGN

The electronic sign located on the Richardson Greenway is for local non-profit organizational events. There is no charge for this service. The application form for the Town Sign can be acquired at Town Hall or an electronic form on our website at www.troutmannnc.gov

Events will only run 30 days prior to the event date and space is limited on the sign so it is one a first come basis. If you have any questions to if your event will qualify please contact our office at 704-528-7600.

THE WHISTLE STOP NEWSLETTER

The Town of Troutman has a monthly Newsletter that is mailed to each water customer in the monthly bill. This Newsletter "the Whistle Stop" has the upcoming Town meeting schedule, Leaf & Limb Schedule, Community Events, and Town Events.

Copies of all issues of the Newsletter can also be seen on the Town website, and hard copies are available at Town Hall.

Community submissions for the Newsletter: The deadline is the 15th of each month prior to the new issue. We cannot guarantee that all events will be able to be listed due to the limited space. Please be sure to provide contact information. Submit your entries to:

Email: info@troutmannnc.gov

US Mail: PO Box 26, Troutman NC 28166

Hand Delivery: Troutman Town Hall, 400 N. Eastway Drive, Troutman, NC 28166