Town of Montreat
Board of Commissioners Meeting – Public Forum
May 9, 2024 – 6:30 p.m.
Town Hall

I. Call to Order
   • Welcome
   • Moment of Silence

II. Agenda Adoption

III. Public Comments

IV. Adjournment
I. Call to Order
   • Pledge of Allegiance
   • Moment of Silence

II. Agenda Adoption

III. Mayor’s Communications

IV. Consent Agenda
   A. Meeting Minutes Adoption
   • April 11th Public Forum Meeting Minutes
   • April 11th Town Council Meeting Minutes

All items on the Consent Agenda are considered routine, to be enacted by one motion with the adoption of the agenda and without discussion. If a member of the governing body requests discussion of an item, it will be removed from the Consent Agenda and considered separately.

VI. Town Manager’s Communications
   • Consent Agenda Review
   • Other Items

VII. Administrative Reports
   • Administration
   • Planning and Zoning
   • Police
   • Public Works and Water
   • Sanitation
   • Streets
   • Finance – pending --
   • April Building Permit Information

VIII. Public Comment

Public comments will be heard during this period for any and all items.
IX. Old Business

X. New Business

A. Engagement Agreement with Allen, Stahl + Kilbourne
   • Presenter: Savannah Parrish
   • See Agenda Materials on pages 20-28
   • Suggested Motion: Move to appoint Derek Allen of Allen Stahl + Kilbourne as the Town Attorney for the Town of Montreat effective May 1, 2024

B. BOC Rules of Procedure
   • Presenter: Savannah Parrish
   • See Agenda Materials on pages: 29-45
   • Suggested Motion: Move to approve/deny the amended BOC Rules of Procedure which will go into effect July 1, 2024

C. Utility Billing Policy & Procedures
   • Presenter: Savannah Parrish
   • See Agenda Materials on pages: 46-61
   • Suggested Motion: Move to approve/deny the Utility Billing Policy & Procedures which will go into effect June 1, 2024

D. Internal Controls/Cash Management Policy
   • Presenter: Rachel Eddings
   • See Agenda Materials on pages: 62-73
   • Suggested Motion: Move to approve/deny the Internal Controls/Cash Management Policy as presented/amended which will go into effect June 1, 2024

E. National Public Works Week Proclamation
   • Presenter: Savannah Parrish
   • See Agenda Materials on page: 74
   • Suggested Motion: Move to approve/deny the National Public Works Week Proclamation as presented/amended

F. Montreat Tomorrow Comprehensive Plan Implementation Tracker (Updated)
   • Presenter: None/Information Only
   • See Agenda Material on pages: 75-77
G. Planning & Zoning Commission Memorandum on Request for Funding Allocation for Traffic Study
- Presenters: Kayla DiCristina (if needed) and P&Z Commission Members (if needed)
- See Agenda Materials on pages: 78-79
- Suggested Motion: Move to allocate/not allocate up to $5,000 in the 2024-2025 Fiscal Year Budget for a traffic study with a focus on Assembly Drive

XI. Public Comment

Public comments will be heard during this period for any and all items.

XII. Commissioner Communications

XIII. Dates to Remember

- Budget Workshop, Friday May 10th at 2:00 p.m. in Town Hall with Zoom options
- Open Space Conservation Committee Meeting, Tuesday May 14th at 3:30 p.m. in Town Hall
- Board of Adjustment, Thursday May 23rd at 5:00 p.m. in Town Hall with Zoom options
- Town Offices Closed in observance of Memorial Day Holiday, Monday May 27th. Sanitation services will resume on Tuesday, May 28th.
- Tree Board, Tuesday May 28th at 9:30 a.m. in Town Hall with Zoom options
- Landcare, Wednesday June 5th at 9:00 a.m. in Town Hall with Zoom options
- Hillside Development Ordinance Subcommittee, June 5th at 9:00 a.m. in Town Hall
- Tree Board, Tuesday June 25th at 9:30 a.m. in Town Hall with Zoom options
- Board of Adjustment, Thursday June 27th at 5:00 p.m. in Town Hall with Zoom options

XIV. Adjournment
Town of Montreat
Board of Commissioners
Public Forum Meeting Minutes
April 11, 2024 – 6:30 p.m.
Town Hall

Board members present:
Mayor Tim Helms
Commissioner Jane Alexander
Commissioner Tom Widmer
Mayor Pro Tem Mason Blake
Commissioner Kitty Fouche

Board members absent:
Commissioner Grant Dasher

Town staff present:
Savannah Parrish, Town Manager
Angie Murphy, Town Clerk

Approximately three members of the public were present. Mayor Tim Helms called the meeting to order at 6:30 p.m. and led the group in a moment of silence.

Agenda Approval

Commissioner Kitty Fouche moved to adopt the agenda as presented. Commissioner Jane Alexander seconded, and the motion carried 4/0.

Public Forum

Jean Norris of 192 Mississippi Road, on behalf of Landcare and Flat Creek Crossing, gave a brief update on the Pigeon River Fund Grant proposal. The grant was submitted in the amount of $34,065 to potentially start work above and below the actual trail. A decision has not been made yet but there have been multiple communications with the program director. There was mention of a site visit and additional photographs were added to the application. Ms. Norris advised that work was being completed on another grant application as well.

Mayor Helms asked the Commission, as well as Town Staff, to consider changing the hours of the Public Forum and asked for everyone to think about some ideas.

Adjournment

Commissioner Tom Widmer moved to adjourn the meeting. Mayor Pro Tem Mason Blake seconded, and the motion carried 4/0. The meeting was adjourned at 6:45 p.m.
Board members present: Mayor Tim Helms
Mayor Pro Tem Mason Blake
Commissioner Kitty Fouche
Commissioner Tom Widmer
Commissioner Jane Alexander

Board members absent: Commissioner Grant Dasher

Town staff present: Savannah Parrish, Town Manager
Angie Murphy, Town Clerk
David Arrant, Patrol Chief
Barry Creasman, Public Works Director
Rachel Eddings, Finance Officer

Approximately five members of the public were present at Town Hall and several more were watching via Zoom. Mayor Tim Helms called the meeting to order at 7:00 p.m. and led the group in the pledge of allegiance and a moment of silence.

**Agenda Adoption**

Commissioner Kitty Fouche moved to adopt the agenda as presented. Mayor Pro Tem Mason Blake seconded, and the motion carried 4/0.

**Mayor's Communications**

Mayor Tim Helms announced that he recently attended the NC Board of Transportation meeting which was held in Asheville where he met with our government representatives. Mayor Helms also attended the Town and State Annual Dinner which was held in Hickory where he had another opportunity to meet and talk with representatives. Mayor Helms also took a moment to remember the Montreators that we lost last month: Dick Ray, Margaret Neale, Bonnie Parker and Dr. Donaldson Woods.

**Meeting Minutes Adoption**

- March 14th Public Forum Meeting Minutes
- March 14th Town Council Meeting Minutes
- March 22nd Special Meeting Minutes – Budget Workshop

**Town Manager's Communications**
Town Manager Savannah Parrish advised that on April 10th Officer Olivia Pressley took the oath of office and was sworn in as the newest Montreat Police Officer. Ms. Parrish advised that Officer Pressley will be starting in mid-May. Ms. Parrish also mentioned the new online customer service portal for utility water billing which has a lot of handy features!

**Administrative Reports**

- Administration – This report was given in written format.
- Finance – This report was given in written format.
- Planning & Zoning – This report was given in written format.
- Police – This report was given in written format.
- Public Works and Water – This report was given in written format.
- Sanitation – This report was given in written format.
- Streets – This report was given in written format.
- March Building Permits – This report was given in written format.

**Public Comment**

Martha Campbell of 149 Maryland Place stated her support in providing a living wage for all Town of Montreat employees. Mrs. Campbell also expressed her support for a cost of living (COLA) raise for employees as well.

**Old Business**

A. Proposal to Provide Legal Services: Ms. Parrish stated that the law firm of Allen Stahl + Kilbourne had submitted a proposal to provide legal services for the Town of Montreat. The proposal includes a flat $2,500 monthly fee. Ms. Parrish and Mayor Pro Tem Blake recently met with Mr. Allen who, after discussions, agreed to cover all Board of Adjustment meetings along with the Town Council meetings. Mr. Allen advised that his firm primarily handles local government and land use issues. Mr. Allen also advised that his firm is currently working for the Town of Montreat on a particular litigation matter. Mr. Allen advised that the scope of services had been amended to include the things that are necessary with the running of a Town. Extraordinary items such as litigation, ordinance revision and appeals, to name a few, are not included. Ms. Parrish feels that this proposal is very fair and comprehensive. Mayor Pro Tem Mason Blake moved to approve the Proposal for Legal Services subject to final text on representation letter and agreement, as well as the Board of Commissioners being satisfied with the annual anticipated legal costs at the next meeting. Commissioner Jane Alexander seconded, and the motion carried 4/0.

**New Business**
A. Utility Billing Policy & Procedures (Discussion Only): Ms. Parrish advised that this document was for discussion only and it was also an opportunity to allow the public to review the draft policy. Ms. Parrish requested the Commissioners to review the proposed policy document and send in questions and comments to her prior to the next meeting. Ms. Parrish also advised that it is standard procedure to have a policy like this in place to protect both the Town and the citizens.

B. Earth Day Proclamation: Ms. Parrish read the Earth Day Proclamation aloud which proclaimed April 22nd as Earth Day in Montreat. Commissioner Kitty Fouche moved to approve the Earth Day Proclamation as presented. Commissioner Tom Widmer seconded, and the motion carried 4/0.

C. 55th Annual Municipal Clerks Week Proclamation: Ms. Parrish read the 55th Annual Municipal Clerk Week Proclamation aloud which proclaimed May 5th – 11th as Municipal Town Clerks Week in Montreat. Mayor Pro Tem Mason Blake moved to approve the Municipal Clerks Week Proclamation as presented. Commissioner Kitty Fouche seconded, and the motion carried 4/0.

D. Arbor Day Proclamation: Mayor Tim Helms read the Arbor Day Proclamation aloud which proclaimed May 4th as Arbor Day in Montreat. Commissioner Jane Alexander moved to approve the Arbor Day proclamation as presented. Commissioner Tom Widmer seconded, and the motion carried 4/0.

Public Comment

Martha Campbell of 149 Maryland Place, on behalf of her neighbors, expressed her concerns about a construction project in process on Maryland Place. Mrs. Campbell is concerned for environmental reasons such as runoff and unsecured trash. Mrs. Campbell advised that construction has been intermittent to the point that the homeowner put up a camera system to see if people are there. Mrs. Campbell asked for some additional oversight on this issue.

Commissioner Communications

Commissioner Kitty Fouche expressed her concern about the Montreat Stewards “Stop the Lodge” signs and the red bows that have been up in Town for a number of years. Commissioner Fouche feels that the signs are divisive and embarrassing and requested that homeowners remove the signs and bows enabling Montreat to return to its natural beauty.

Dates to Remember

- Board of Adjustment – Board Training, April 17th at 11:00 a.m. in Town Hall
• Bearwise/Montreat Presbyterian Church: “Know Your 3 B’s-Bears, Behavior and Biology” with Ashley Hobbs. Wednesday April 17th at 4:00 p.m. in Town Hall. Refreshments at 3:45 p.m.
• Tree Board, Tuesday April 23rd at 9:30 a.m. in Town Hall with Zoom options
• Hillside Development Ordinance Subcommittee, April 24th at 9:00 a.m. in Town Hall
• Planning & Zoning Commission, Thursday April 25th at 10:30 a.m. in Town Hall with Zoom options
• Board of Adjustment, Thursday April 25th at 5:00 p.m. in Town Hall with Zoom options
• Landcare, Wednesday May 1st at 9:00 a.m. in Town Hall with Zoom Options
• Native Plant Sale & Arbor Day Celebration, May 4th 9:00 a.m. to 2:00 p.m. at Moore Center Field
• May Town Council Meeting, May 9th at 7:00 p.m. in Town Hall with Zoom Options. Public Forum to begin at 6:30 p.m.
• Open Space Conservation Committee Meeting, Tuesday May 14th at 3:30 p.m. in Town Hall
• Tree Board, Tuesday May 28th at 9:30 a.m. in Town Hall with Zoom options

**Adjournment**

Commissioner Tom Widmer moved to adjourn the meeting. Mayor Pro Tem Mason Blake seconded, and the motion carried 4/0. The meeting was adjourned.

_________________________________
Tim Helms, Mayor

_________________________________
Angie Murphy, Town Clerk
ADMINISTRATIVE REPORTS:
ADMINISTRATION

Town Administration report for the month of April 2024

<table>
<thead>
<tr>
<th>Monthly Statistics</th>
<th>2023</th>
<th>2024</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Meetings</td>
<td>8</td>
<td>11</td>
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<tr>
<td>Inter-Organizational/Intergovernmental Meetings</td>
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<tr>
<td>Agendas Prepared</td>
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<td>8</td>
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<tr>
<td>Minutes Transcribed</td>
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<td>4</td>
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<tr>
<td>Resolutions Drafted</td>
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<td>2</td>
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<tr>
<td>Public Records Requests Processed</td>
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<td>4</td>
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<td>Water Bills Processed and Mailed</td>
<td>681</td>
<td>686</td>
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<td>Water Bills Processed and Emailed</td>
<td>NA</td>
<td>11</td>
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<tr>
<td>Leak Adjustments</td>
<td>2</td>
<td>pending</td>
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<tr>
<td>New Water Accounts Established</td>
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<td>2</td>
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<td>Professional Development Hours</td>
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<td>27</td>
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<td>Sunshine List Messages</td>
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<td>20</td>
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<tr>
<td>Website Posts</td>
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<td>20</td>
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<tr>
<td>Social Media Posts</td>
<td>25</td>
<td>20</td>
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<tr>
<td>Workers Compensation Claims</td>
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Upcoming Events and Schedule Changes

Comments
N/A

Staff Communications
0
## ADMINISTRATIVE REPORTS:
### BUILDINGS AND INSPECTIONS

Buildings and Inspections report for the month of **April 2024**

<table>
<thead>
<tr>
<th>Monthly Statistics</th>
<th>2023</th>
<th>2024</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building Permits Issued</td>
<td>8</td>
<td>11</td>
</tr>
<tr>
<td>Pending Building Permits</td>
<td>0</td>
<td>0</td>
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<tr>
<td>Building Inspections Performed</td>
<td>24</td>
<td>30</td>
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<tr>
<td>Stop Work Orders Issued</td>
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<td>0</td>
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<tr>
<td>Defective Building Posted</td>
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<tr>
<td>Denied Building Permits</td>
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<tr>
<td>Fire Inspections Performed</td>
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<td>0</td>
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<tr>
<td>Fire Re-Inspections Performed</td>
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<tr>
<td>Fire Permits Issued</td>
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### Comments

**Staff Communications**
## ADMINISTRATIVE REPORTS: STREETS

Streets Department report for the month of April 2024

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<tr>
<th>Monthly Statistics</th>
<th>2023</th>
<th>2024</th>
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<tbody>
<tr>
<td>Miles of Road Maintained</td>
<td>15.46</td>
<td>15.46</td>
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<tr>
<td>Miles of New Road Constructed</td>
<td>0</td>
<td>0</td>
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<tr>
<td>Public Trees Removed</td>
<td>0</td>
<td>8</td>
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<tr>
<td>Sand Applied to Roads (tons)</td>
<td>0</td>
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<tr>
<td>Ice Melt Applied to Roads (pounds)</td>
<td>0</td>
<td>0</td>
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<tr>
<td>Monthly Fuel Costs</td>
<td>$241.5</td>
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<tr>
<td>Road Closures</td>
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<td>7</td>
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Comments

0
## Monthly Statistics

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<tr>
<th>Category</th>
<th>2023</th>
<th>2024</th>
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<tbody>
<tr>
<td>Mileage</td>
<td>2,303</td>
<td>2,411</td>
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<tr>
<td>Dispatched Calls</td>
<td>17</td>
<td>18</td>
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<tr>
<td>Officer-Initiated Calls</td>
<td>702</td>
<td>686</td>
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<td>Fire Assistance Calls</td>
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<tr>
<td>EMS Assistance Calls</td>
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<tr>
<td>Motorist/Other Assistance Calls</td>
<td>7</td>
<td>13</td>
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<tr>
<td>Traffic Stops</td>
<td>29</td>
<td>22</td>
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<tr>
<td>Parking Issues</td>
<td>4</td>
<td>3</td>
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<tr>
<td>Burglar Alarm Responses</td>
<td>0</td>
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<tr>
<td>Residential/Building Checks</td>
<td>522</td>
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<td>Ordinance Violations</td>
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<td>Law Enforcement Agency Assistance Calls</td>
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<tr>
<td>Animal Control Calls</td>
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<td>4</td>
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<tr>
<td>Breaking &amp; Entering Calls</td>
<td>0</td>
<td>3</td>
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<tr>
<td>Suspicious Person Investigations</td>
<td>4</td>
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<td>Suspicious Vehicle Investigations</td>
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<td>9</td>
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<tr>
<td>Disturbance Calls</td>
<td>5</td>
<td>3</td>
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<tr>
<td>Accident Responses</td>
<td>3</td>
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<tr>
<td>Auxiliary Hours Worked (Regular)</td>
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<td>24</td>
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<tr>
<td>Auxiliary Hours Worked (Additional)</td>
<td>12</td>
<td>168</td>
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<tr>
<td>Truck Turns at Gate</td>
<td>5</td>
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<tr>
<td>MPD Fuel Cost</td>
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<td>Professional Development Hours</td>
<td>32</td>
<td>24</td>
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<td>Town Service</td>
<td>649</td>
<td>570</td>
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<td>MRA Service</td>
<td>246</td>
<td>238</td>
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<tr>
<td>College Service</td>
<td>5</td>
<td>15</td>
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### Comments

A reminder,
## ADMINISTRATIVE REPORTS:
### WATER AND PUBLIC WORKS

Water and Public Works report for the month of April 2024

<table>
<thead>
<tr>
<th>Monthly Statistics</th>
<th>2023</th>
<th>2024</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls for Service</td>
<td>27</td>
<td>22</td>
</tr>
<tr>
<td>Water Leaks Repaired</td>
<td>0</td>
<td>1</td>
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<tr>
<td>New Water Lines Installed</td>
<td>0</td>
<td>0</td>
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<tr>
<td>Water Meters Read</td>
<td>674</td>
<td>679</td>
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<tr>
<td>Water Meter Replacements</td>
<td>0</td>
<td>5</td>
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<tr>
<td>Gallons of Water Produced</td>
<td>2860567</td>
<td>3,669,426</td>
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<tr>
<td>Monthly Fuel Costs</td>
<td>$526.67</td>
<td>487</td>
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<tr>
<td>Hours Pumped (11 wells combined)</td>
<td>1994</td>
<td>1,960</td>
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</table>

**Comments**

0
ADMINISTRATIVE REPORTS:
SANITATION

Sanitation Department report for the month of April 2024

<table>
<thead>
<tr>
<th>Monthly Statistics</th>
<th>2023</th>
<th>2024</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tons of Curbside Trash Collected</td>
<td>20.7</td>
<td>16.79</td>
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<tr>
<td>Pay-As-You-Throw Trash Bags Collected</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Tons of Curbside Recycling Collected</td>
<td>3.24</td>
<td>3.94</td>
</tr>
<tr>
<td>Pay-As-You-Throw Recycling Bags Collected</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Cardboard Recycling Collected</td>
<td>0.65</td>
<td>N/A</td>
</tr>
<tr>
<td>Unique Curbside Sanitation Stops</td>
<td>1790</td>
<td>2,100</td>
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<tr>
<td>Bagged Leave Pickup</td>
<td>239</td>
<td>171</td>
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<tr>
<td>Brush Pickup (cubic yards)</td>
<td>4 Loads</td>
<td>4 Loads</td>
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<tr>
<td>Hauling Fees</td>
<td>$2523.7</td>
<td>$3,514.40</td>
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<tr>
<td>Dumpster Rental Fees</td>
<td>$460.26</td>
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<td>Sanitation Fuel</td>
<td>$235.75</td>
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No
### ADMINISTRATIVE REPORTS:
#### ZONING ADMINISTRATION

Zoning Administration report for the month of **March 2024**

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<thead>
<tr>
<th>Monthly Statistics</th>
<th>2023</th>
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</thead>
<tbody>
<tr>
<td>Approved Zoning Permits</td>
<td>1</td>
<td>0</td>
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<tr>
<td>Denied Zoning Permits</td>
<td>0</td>
<td>0</td>
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<tr>
<td>Pending Zoning Permits</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Variance/Interpretation Granted</td>
<td>1</td>
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<tr>
<td>Conditional Use Permits Granted</td>
<td>0</td>
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<tr>
<td>Permit Extensions Granted</td>
<td>0</td>
<td>0</td>
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<tr>
<td>Sign Permits Issued</td>
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<td>0</td>
</tr>
<tr>
<td>Notices of Violation</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

**Comments**

0
# April Permit Information

<table>
<thead>
<tr>
<th>Permit #</th>
<th>Date</th>
<th>Name</th>
<th>Property Address</th>
<th>Permit Type</th>
<th>Project Description</th>
<th>Zoning Approval</th>
<th>Cost</th>
<th>PIN</th>
<th>Contractors</th>
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</thead>
<tbody>
<tr>
<td>5993</td>
<td>4/3/2024</td>
<td>Karen Jordan</td>
<td>390 Oklahoma Rd</td>
<td>Building</td>
<td>repair retaining wall</td>
<td>no</td>
<td>$7,000</td>
<td></td>
<td>James Russell</td>
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<tr>
<td>5994</td>
<td>4/10/2024</td>
<td>Dowd Montreat, LLC</td>
<td>325 NC Terrace</td>
<td>Demo</td>
<td>main structure/ancillary</td>
<td>no</td>
<td></td>
<td></td>
<td>Brock Builders Inc</td>
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<tr>
<td>5995</td>
<td>4/11/2024</td>
<td>Joseph Richey</td>
<td>308 NC Terrace</td>
<td>elec/mech</td>
<td>hvac c/o</td>
<td>no</td>
<td></td>
<td></td>
<td>Gentry Service Group</td>
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<tr>
<td>5996</td>
<td>4/11/2024</td>
<td>Dylan Kirby</td>
<td>525 Greybeard Trail</td>
<td>elec/mech</td>
<td>2 ton hpco</td>
<td>no</td>
<td></td>
<td></td>
<td>Gentry Service Group</td>
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<td>5997</td>
<td>4/12/2024</td>
<td>Todd Hutchings</td>
<td>371 Oklahoma Rd</td>
<td>grading</td>
<td>clear property, bmp</td>
<td>yes</td>
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<td>Elevate Grading Company LLC</td>
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<td>5998</td>
<td>4/22/2024</td>
<td>Dan &amp; Phyllis Moore</td>
<td>318 Chapman Rd</td>
<td>Building</td>
<td>resid reno</td>
<td>no</td>
<td>$85,000</td>
<td></td>
<td>Owner</td>
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<td>5999</td>
<td>4/23/2024</td>
<td>Harry T. Jones III (ETAL)</td>
<td>314 NC Terrace</td>
<td>Building</td>
<td>resid repairs</td>
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<td>$106,000</td>
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<td>Include?</td>
<td>Amount</td>
<td>Firm</td>
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<tr>
<td>6000</td>
<td>4/23/2024</td>
<td>Rabt Partners LLC (Spencer)</td>
<td>217 NC Terrace Building repairs no $29,500 Todds Home Improvement s</td>
<td></td>
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<td>6001</td>
<td>4/25/2024</td>
<td>Dowd Montreat, LLC</td>
<td>325 NC Terrace elec/mech t pole no Brock Builders Inc</td>
<td></td>
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<tr>
<td>6002</td>
<td>4/29/2024</td>
<td>Roby Price</td>
<td>343 Lookout Rd plumbing replace water line no TP Howards Plumbing</td>
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<td>6003</td>
<td>4/29/2024</td>
<td>David Dubard</td>
<td>155 Virginia Rd elec/mech hpc no White &amp; Williams</td>
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ENGAGEMENT AGREEMENT

Client/Matter

TOWN OF MONTREAT / GENERAL REPRESENTATION

Attorney

DEREK J. ALLEN

Scope

General matters pertaining to Town of Montreat business during the period from May 1, 2024 through April 30, 2025. ("General Town Matters")

Nature and Scope of Representation

Allen Stahl + Kilbourne (the “Firm”, “we”, “us”, “our”) agrees to provide the Town of Montreat (the “Town”, “you”, “Client”) with legal advice and representation in connection with General Town Matters. The term “General Town Matters” as used herein includes representation of the Town in connection with matters (excluding litigation matters) related to the administration, operations, and governance of the Town. Without limiting the generality of the foregoing, such representation shall include without limitation: (i) advice and counsel to the Town concerning federal, state, and other applicable governmental laws, ordinances, rules, regulations, and programs, (ii) advice and counsel to the Town concerning the Town’s Code of General Ordinances, the Town’s Zoning Ordinance and other ordinances not included in the Code of General Ordinances, the Town’s Comprehensive Plan, written Town policies, and other Town organizational, operational and governance documents, (iii) advice and counsel to the Town on matters related to property rights, (iv) advice and counsel to the Town on matters related to zoning and all other land use regulations, (v) advice and counsel to the Town on matters related to the Town’s governance, operations, business, and affairs, (vi) attending the twelve (12) regular monthly meetings of the Town Council, (vii) attending up to twelve (12) meetings each year collectively of the Town Planning and Zoning Commission and the Town Board of Adjustment (with the specific meetings of such bodies to be attended by the Firm being specified by the Zoning Administrator or Town Manager), and (viii) transactional representation of the Town in connection with its operations, business, and affairs. The term “General
“Town Matters” does not include litigation (including without limitation the current litigation filed in connection with the special use permit granted by the Town’s Board of Zoning Adjustment to the Mountain Retreat Association), administrative appeals, appeals to North Carolina appellate courts, substantial ordinance drafting, or bond and other public financing related matters. If a conflict arises between the Board of Adjustment (or, the Planning and Zoning Commission) and the Town on any matter, the Firm will continue to represent the Town only, and the Board of Adjustment (or, the Planning and Zoning Commission) will have to obtain separate counsel. If the Firm determines that continued representation of the Town in such a matter is prohibited by law or the North Carolina Rules of Professional Conduct, then the Firm reserves the right to also decline to represent the Town. In any event, the existence of a conflict on such a matter shall not affect the Firm’s continued representation of the Town with General Town Matters.

**Primary Contact**

Our objective is to provide high quality legal services to our clients at a fair and reasonable cost. The attorney-client relationship is one of mutual trust and confidence. If you have any questions at all concerning the terms of this engagement, regarding our ongoing handling of this legal matter, or about any issue relating to any statement of account that is unclear or appears to be unsatisfactory, we invite your inquiries. I will be the primary attorney handling this matter. I will be available to you for conferences and meetings upon your request, and you may contact the office at any time with questions or concerns. Other attorneys and professionals from the Firm may also contact you regarding your matter.

1. **PAYMENT OF FEES AND EXPENSES**

   **A. Fees:**
   
   (1) General Town Matters: The Town agrees to pay the Firm a flat fee of thirty thousand dollars ($30,000.00), payable monthly in the sum of two thousand five hundred dollars ($2,500.00), for the General Town Matters representation.

   (2) Other Representation: For any services rendered outside the scope of the General Town Matters representation, the Town agrees to pay the Firm in accordance with the Firm’s current hourly billing rates for paralegals and attorneys with a 20% discount. However, in no event shall the Town pay the firm more than three hundred and fifty dollars ($350.00) per hour for services rendered outside the scope of the General Matters Representation per the enclosed rate sheet.

   **B. Out-of-Pocket Disbursements and Other Expenses:** The Town will be responsible for all out-of-pocket disbursements and certain other expenses and service charges, including such items as document processing and administrative requirements, filing fees, mailing and delivery costs, subpoena costs, photographs,
depositions, court reporter costs, travel costs outside of Buncombe County, expert witnesses, costs of mediation or arbitration and any other out-of-pocket expenses in the investigation, litigation or completion of this matter. Any and all outgoing wire transfers will incur a seventy-five-dollar ($75.00) wire fee charge which will be included on your monthly statement.

The Town may be required to pay substantial disbursements (e.g., court reporter costs, mediation or arbitration costs, expert witness costs) in advance, or to pay them directly to the outside vendor. In the event that costs and expenses are advanced by us, any payment made by or received from you will first be used to pay outstanding disbursements and expenses.

While it is impossible to predict all costs (out-of-pocket disbursements and certain other expenses) that might be incurred during our representation of you, there are two expenses that are required in all lawsuits. The first is filing fees, which are paid to all courts contemporaneously with the filing of a lawsuit or appeal. The North Carolina State Courts require additional filing fees of twenty dollars ($20.00) for the filing of any request for hearing. Second, mediation is mandatory in nearly every lawsuit filed. The costs for a mediator are paid on an hourly basis and are due at the time of mediation (usually around $500-800). We will attempt to inform you of the estimated amount of those expenses prior to mediation. In any event, you are responsible for paying those costs directly to the mediator on the day of mediation. If you do not bring funds to pay the mediator, we have the right to postpone the mediation and withdraw from representation.

C. Security Deposit and Trust Account:

Amount of Security Deposit: WAIVED

Any security deposit received from you is placed in the Firm’s general trust account where it will be held through the period of representation. These funds will not be used to pay for fees and expenses during representation, unless you fail to pay any outstanding balance within thirty (30) days of the date of the invoice (“Past Due Balance”). Client agrees that the Security Deposit may be used by the Firm to pay outstanding Past Due Balances without any further authorization from the Client. Upon completion of the representation any unused portion of the security deposit will be returned to you at the conclusion of our representation. According to the rules of the North Carolina State Bar, any interest earned on these funds will not be received by you or by the Firm but will be paid directly by the depository institution to the IOLTA fund, administered by the North Carolina State Bar to fund legal aid. In the event that a change in the nature of the representation renders this security deposit insufficient to secure the out-of-pocket expenses and/or legal services to be performed, this Firm reserves the right to require an additional deposit from you in an amount to cover the unanticipated additional costs and fees or to withdraw from representation.
representation if such payment is not made.

You hereby authorize the Firm, without any further authorization required, to disburse the funds in trust to pay any Past Due Balances and to pay any balance owed upon the conclusion of the representation. You also authorize the firm to endorse and deposit into our Trust Account any and all funds for you during the course of representation in the Matter received by the Firm.

D. Billing: Normally, we will prepare and send statements monthly. Payment will be due upon receipt. It is also expressly understood that payment of our fees, expenses, and costs is in no way contingent on the ultimate outcome of the matter. Statements outstanding more than thirty (30) days from the date of the invoice will be assessed a late charge at the rate reflected on the statements. The Town is also responsible for any chargeback incurred by the Firm after The Town makes a credit card payment to the Firm. If payment is not received in a timely manner, we may suspend our services, notify you of our suspension, and proceed to withdraw from representation. Should the retainer not fully cover our final statement, The Town will be responsible for paying any final balance due and owing within fifteen (15) days of receipt of our final statement. Should our final statement be less than a retainer, we will refund the balance to The Town. The Town agrees to review each statement promptly and advise me in writing of any questions with regard to the statement within fifteen (15) days of receipt of such statement. Upon receipt of your concerns, I will attempt to resolve any such questions. If no questions are raised by you within the fifteen (15) daytime period, you will be deemed to have accepted the statement as presented and have agreed to pay the statement in full.

E. Fee Disputes: In the event of any dispute arising between you and the Firm over unpaid fees and/or expenses, you understand and are hereby expressly notified in this Agreement of the existence of the North Carolina State Bar’s fee dispute resolution program. Client may request resolution of any dispute by contacting the fee dispute coordinator at the North Carolina State Bar. If necessary, our billing supervisor can provide details regarding the fee dispute resolution program and petition to be used in requesting resolution. Participation by an attorney in fee dispute resolution proceedings is mandatory when requested by a client.

2. TERMINATION OF REPRESENTATION

A. Termination by You: You may terminate your relationship with the Firm at any time for any reason whatsoever. Should you terminate your relationship with the Firm, you shall still be obligated for payment of our fees for services rendered and expenses advanced by the Firm on your behalf prior to any such termination.

B. Termination by the Firm: We do not anticipate that we will terminate our relationship with you, but certain specific circumstances may compel the Firm to
terminate our relationship with you. The Firm therefore reserves the right to terminate the representation at any time without giving a reason to you. Subject to applicable rules of professional conduct governing attorneys, such reasons for termination include but are not limited to the following: The Client insist on a course of action the Firm believes is adverse to Client’s interests; Client and the Firm disagree on any aspect of this engagement; investigation and research by the Firm indicates that facts are not as represented by Client; payment is not received within sixty (60) days of the date of a statement; an unanticipated conflict of interest arises; or for other appropriate reasons. You agree not to contest our withdrawal from any court proceeding under such circumstances and provide a limited waiver of the attorney client privilege necessary for us to inform the court of the reasons for a motion to withdraw. We will give you reasonable notice prior to termination and withdrawal from representation.

C. Post-Engagement Matters: You are engaging the Firm to provide legal services in connection with a specific matter. After completion of the engagement, there may be changes in applicable laws or regulations, or new legislation or court decisions, which could have an impact upon you and your future rights and liabilities, or the matter for which we are engaged. You understand and agree that you are not engaging the Firm to monitor new legislation or court decisions, or changes in laws or regulations, that occur after we have completed the engagement described above, and you agree that we are not responsible for advising you of any such new legislation or court decisions, or changes in laws or regulations.

3. NATURE OF REPRESENTATION

You are employing the Firm rather than any particular individual. Even though a primary attorney is assigned to the matter, the Client should be aware that other partners, attorneys, paralegals, or experts from outside of the Firm may be called upon as necessary so that the best possible services can be provided. We will assemble the team of professionals and paraprofessionals best suited to each client to serve the Client’s specific needs and requirements at each stage of the representation. Sometimes these professionals and paraprofessionals will reside outside of North Carolina or the United States and Client specifically consents to the use of these professionals and paraprofessionals.

Client acknowledges that we use a wide variety of technological tools, including “cloud computing.” We will utilize all technological tools in accordance with the Attorneys’ professional judgment and will take reasonable care to minimize the risks of inadvertent disclosure of confidential information and to protect the security of your information and your files. You consent to this use.

Even though you have delegated certain levels of authority to act on your behalf, there will be times when we will not be able to proceed without your full and
sometimes written consent, such as when negotiating settlement offers or when conflicts of interest arise. Please notify us of any plans for extended travel or if any changes are made to your contact information. Failure to respond to requests for contact or to timely notify us of changes in contact information shall be grounds for termination of this Agreement and withdrawal from representation.

4. GENERAL WAIVER OF CONFLICTS

You are aware that the Firm represents many other companies and individuals. You agree that we may continue to represent or may undertake in the future to represent existing or new clients in any matter that is not substantially related to our work for you, even if the interests of such clients in those other matters may be directly or indirectly adverse to your interests. We agree, however, that the prospective consent to conflicting representation contained in the preceding sentence shall not apply in any instance where, as a result of our representation of you, we have obtained proprietary or other confidential information of a non-public nature, that, if known to such other client, could be used in any such other matter by such other clients to your material disadvantage. You are aware that, in similar fee agreements with our other clients, we have asked for similar agreements to preserve our ability to represent you.

5. FILE RETENTION AND DESTRUCTION POLICY

The original file belongs to you. The Firm primarily uses electronic files to efficiently represent our clients. In most cases no paper file is created and original documents, except for Deeds, Wills, Notes and the like, are scanned and destroyed. Please let us know immediately if you wish to preserve any documents in tangible form. You specifically authorize us to maintain your file in electronic form only and authorize destruction of any tangible documents which are maintained in electronic form. You further authorize offsite secure storage of the file in tangible or electronic form and authorize any return of your file through electronic storage media rather than tangible form. Any closed electronic file will be retained in accordance with the applicable rules of professional conduct.

Your file will be kept confidential in accordance with the applicable rules of professional conduct at all times. We will maintain your file in accordance with the Attorney professional judgment and will take reasonable care to minimize the risks of inadvertent disclosure of confidential information and to protect the security of your information and documents.

6. NO GUARANTEE; GENERAL PROVISIONS

It is agreed and understood that the Firm makes no guarantees to you as to the success or the final outcome for the services rendered under this Agreement, and, that any
representations made by Attorneys regarding duration, costs and final outcomes are mere estimates.

This Engagement Agreement signed by both parties constitutes a final written expression of all the terms of this Agreement and is a complete and exclusive statement of those terms. This Agreement supersedes and replaces any prior Agreement entered into by you and the Firm.

The terms “Client,” “Attorneys”, “Firm”, “We”, “You”, “Your”, or “Our” shall be either singular or plural as appropriate under the circumstances.

If you have read, understood and are in agreement with the terms of the Engagement Agreement as outlined above, sign and return the original of this document to us. We cannot begin to represent you until we have received the signed confirmation of our Engagement Agreement.
Client hereby acknowledges that Client has read and received a copy of this Agreement. The foregoing Agreement accurately states the terms of Engagement with the Firm to represent you in connection with the matter and under the circumstances described above, including your waiver of any existing conflicts and waiver of future conflicts.

Preaudit Certification

By signing below, I certify that this instrument has been preaudited in the manner required by the Local Government Budget and Fiscal Control Act.

By: ______________________________
    Rachel Eddings, Town Finance Officer

Read and agreed to this the ____ day of ___________ 2024.

ALLEN STAHL & KILBOURNE, PLLC

By: ______________________________
    Derek J. Allen

TOWN OF MONTREAT

By: ______________________________
    Savannah Parrish

WIRE FRAUD NOTICE: Due to the increase in wire fraud in North Carolina and elsewhere, Allen Stahl & Kilbourne has partnered with CertifID to protect all wire transfers from fraud. Do NOT trust any wiring information unless it comes through CertifID. WE WILL NEVER CHANGE OUR WIRING INSTRUCTIONS, SHARE THEM IN AN EMAIL OR PROVIDE THEM OVER THE PHONE. PLEASE CONTACT MORIAH AT 828-412-4020 TO PROCESS ALL WIRES THROUGH CERTIFID. If you receive wiring instructions for a different bank, branch location, account name or account number, they should be presumed fraudulent. Do not send any funds and contact our office immediately. Failure to follow this procedure endangers your funds.
**Client Contact Information:**

Street Address: ____________________________________________
City, State: ____________________ Zip: ____________
Phone: (H) ____________ (W) ____________ (C) ____________
Opt-in to text message notifications:  □ Yes  □ No
Email: ________________________________

**Invoices shall be directed to:**

Name: ________________________________________________
Street Address: _________________________________________
City, State: ____________________ Zip: ____________
Email: ________________________________
Rule 1. Regular Meetings

The Board shall hold a regular meeting on the second Thursday of each month and said meeting shall begin at 6:00 p.m. Each regular meeting shall be preceded by a public forum which shall be held at 5:30 p.m. During months when a Public Hearing is scheduled, the regular meeting will begin with the Public Hearing.

Rule 2. Special, Emergency and Recessed (or Adjourned) Meetings

A. Special Meetings. The Mayor, Mayor Pro Tem, or any two members of the Board may at any time call a special meeting of the Board of Commissioners by signing a written notice stating the time and place of the meeting and the subject(s) to be considered. At least 48 hours before a special meeting is called in this manner, written notice of the meeting shall be (1) delivered to the Mayor and each Board member or left at his or her usual dwelling place; (2) posted on the Board’s principal bulletin board in the Town Services Office and for information on the bulletin board in the Post Office; and (3) mailed or delivered to each newspaper, wire service, radio station, television station and person who has filed a written request for notice with the Town Clerk. Only those items of business specified in the notice may be transacted at a special meeting called in this manner, unless all members are present or those who are not present have signed a written waiver. Even in such a case, the Board shall only discuss or transact items not specified in the notice if it determines in good faith at the meeting that it essential to discuss or act on the item immediately.

A special meeting may also be called or scheduled by vote of the Board in open session during another duly-called meeting. The motion or resolution calling or scheduling the special meeting shall specify its time, place and purpose. At least 48 hours before a special meeting called in this manner, notice of the time, place and purpose of the meeting shall be (1) posted on the Board’s principal bulletin board in the Town Services Office and for information on the bulletin board in the Post Office; and (2) mailed or delivered to each newspaper, wire service, radio station, television station and person who has filed a written request for notice with the Town Clerk. Such notice shall also be mailed or delivered at least 48 hours before the meeting to each Board member not present at the meeting at which the special meeting was called or scheduled, and to the Mayor if he or she was not present at that meeting. Only those items of business specified in the notice may be transacted at a special meeting called in this manner, unless all members are present or those who are not present have signed a written waiver. Even in such a case, the Board shall only discuss or transact items not specified in the notice if it determines in good faith at the meeting that it essential to discuss or act on the item immediately.
B. **Emergency Meetings.** Emergency meetings of the Board of Commissioners may be called only because of generally unexpected circumstances that require immediate consideration by the Board. Only business connected with the emergency may be considered at an emergency meeting. Once of the following two procedures must be followed to call an emergency meeting of the Board:

1. The Mayor, Mayor Pro Tem, or any two members of the Board may at any time call an emergency meeting by signing a written notice stating the time and place of the meeting and the subject(s) to be considered. The notice shall be delivered to the Mayor and each Board member or left at their usual dwelling place at least six hours before the meeting.

2. An emergency meeting may be held at any time when the Mayor and all members of the Board are present and consent thereto, or when those not present have signed a written waiver of notice provisions. Notice of an emergency meeting under (1) or (2) shall be given to each local newspaper, local radio station and local television station that has filed a written emergency meeting notice request including their telephone number(s) with the Town Clerk. This notice shall be given either by telephone or by the same method used to notify the Mayor and Board members and shall be given at the expense of the party notified.

C. **Recessed or Adjourned Meetings.** A properly called regular, special or emergency meeting may be recessed or adjourned to a time and place certain by a procedural motion made and adopted in open session during the regular, special or emergency meeting. The motion shall state the time and place where the meeting will reconvene. No further notice need be given of a recessed or adjourned session of a properly called regular, special or emergency meeting.

**Rule 3. Organizational Meeting**

On the second Thursday in December following a general election in which municipal officials are elected, the Board shall meet for the newly elected members to subscribe to the oath of Office as the first item of New Business. As the second item of New Business, the Board shall elect a Mayor Pro Tem from among its members. The organizational meeting shall not be held before the municipal election results are officially determined, certified and published in accordance with Subchapter IX of Chapter 163 of the North Carolina General Statutes.

**Rule 4. Agenda**
I. Regular Meetings

A. The Town Clerk shall prepare a proposed agenda for each meeting. A request to have an item of business placed on the agenda for a regular meeting must be received in writing by the Town Clerk no later than the Friday before the first Thursday of each month.

B. The Deputy Town Clerk shall perform the duties of clerk when the Town Clerk is absent.

C. Any Board member, by a timely request, may have an item placed on the proposed agenda.

D. The Town Clerk shall prepare the agenda packet to the Board. The packet shall include, for each item of business placed on it, as much background information on the subject as is available and feasible to reproduce. A copy of all the proposed ordinances shall be attached to the agenda. Each Commissioner shall receive a copy of the agenda packet by the Tuesday morning preceding the Meeting of the Board. The agenda packet shall also be available for public inspection and distribution or copying when it is distributed to the Board members. The cost for copying shall be in accordance with the current Fee Schedule.

1. The Board may add items to the proposed agenda of a special meeting only if it determines in good faith at the meeting that it is essential to discuss or act on the item immediately.

2. The Board may designate certain agenda items “for discussion and possible action.” Such designation means that the Board intends to discuss the general subject area of that agenda item before making any motion concerning that item.

E. Consent Agenda Prior to approval of the Consent Agenda, any Commissioner may have an item moved from the Consent Agenda to New Business for discussion. Prior to the approval of the Consent Agenda, the Mayor will ask if any member of the public has questions regarding items on the Consent Agenda; however, items can only be moved from the Consent Agenda at the request of the Mayor or a Commissioner.

F. The Town Clerk will maintain a mailing list of interested parties who wish to receive a copy of the agenda regularly, and will mail or e-mail a copy of the agenda to those individuals on the mailing list but will not mail copies of the accompanying materials.
G. **Open Meetings Requirement.** The Board may not deliberate, vote or otherwise take action on any matter by reference to a letter, number or other designation, or other secret device or method, with the intention of making it impossible for person attending a meeting of the Board to understand what is being deliberated, voted, or acted on.

H. Resolutions, ordinances, motions and prepared statements must be in written form. Copies shall be provided for each Commissioner, the Mayor, the Town Administrator, the Town Clerk, the media packet and the public packet.

I. Any attachment to the minutes shall be approved by a vote of the Commissioners.

J. In the event of a divided vote, each side may furnish a signed explanation of its position within seven days of no greater than 100 words in length. This document may be attached as an appendix if approved at the next regularly scheduled meeting of the Board.

II. **Special, Emergency and Workshop Meetings**

A. The Town Clerk shall prepare a proposed agenda for each meeting.

B. The Town Clerk shall prepare the agenda packet to the Board. The packet shall include, for each item of business placed on it, as much background information on the subject as is available and feasible to reproduce. Each Board member shall receive a copy of the agenda packet. The agenda packet shall also be available for public inspection and distribution of copying when it is distributed to the Board members. The cost of copying shall be determined in accordance with the current Fee Schedule.

1. Items may be added to the agenda in the following ways. The Board may, by majority vote, add an item that requires immediate action that is not on the agenda. Written copies of particular documents connected with the items shall be made available at the meeting to all Board members.

2. The Board may, by majority vote, add items to or subtract items from the proposed agenda, except that (a) the Board may not subtract items stated in the notice of a special meeting called by the Mayor, Mayor Pro Tem or two Board members, unless those calling the meeting consent to the deletion; (b) the Board may not add items to the proposed agenda stated in the notice of special meeting called by the Mayor, Mayor Pro Tem or two Board members, unless all members are present, or those who are absent sign a written waiver of notice; and (c) only business connected with the emergency may be considered at an emergency meeting.
3. The Board may add items to the proposed agenda of a special meeting only if it determines in good faith at the meeting that it is essential to discuss or act on the item immediately.

C. The Board may designate certain agenda items “for discussion and possible action.” Such designation means that the Board intends to discuss the general subject area of that agenda item before making any motion concerning that item.

D. The Town Clerk will maintain a mailing list of interested parties who wish to receive a copy of the agenda regularly, and will mail or e-mail a copy of the agenda to those individuals on the mailing list but will not mail copies of the accompanying materials.

E. **Open Meetings Requirement.** The Board may not deliberate, vote or otherwise take action on any matter by reference to a letter, number or other designation, or other secret device or method, with the intention of making it impossible for person attending a meeting of the Board to understand what is being deliberated, voted, or acted on.

F. Resolutions, ordinances, motions and prepared statements must be in written form. Copies shall be provided for each Commissioner, the Mayor, the Town Administrator, the Town Clerk, the media packet and the public packet.

G. Any attachment to the minutes shall be approved by a vote of the Commissioners.

H. In the event of a divided vote, each side may furnish a signed explanation of its position within seven days of no greater than 100 words in length. This document may be attached as an appendix if approved at the next regularly scheduled meeting of the Board.

**Rule 5. Public Address to the Board**

A. Any individual or group who wishes to have an item of business placed on the agenda for the agenda or regular meeting of the Board shall make a written request to the Town Clerk. The Board shall determine at the meeting whether it will hear the individual or group. The time limit for any individual or representative of a group addressing the Board shall be three minutes, unless a majority of the Board agrees to additional time. Public comments will be heard at the end of the meeting for items not on the agenda.
B. Commissioners are not expected to comment on matters brought to the Board during this time, but to delay action or comment until the Town staff has had an opportunity to research the subject matter and report any necessary and relevant information to all Board members.

Rule 6. Public Comments

A. Public comments will be heard at the beginning and ending of the meeting for any and all items. Any individual speaking during the public comment period shall address the entire Board and any polling of the Commissioners is inappropriate for public comment.

B. The time limit for any individual or representative of a group addressing the Board shall be three minutes, unless a majority of the Board agrees to additional time.

C. Commissioners are not expected to comment on matters brought to the Board during this time, but to delay action or comment until the Town staff has had an opportunity to research the subject matter and report any necessary and relevant information to all Board members.

Rule 7. Order of Business

II. Regular Meeting

A. Items shall be placed on the agenda according to the “Order of Business.” The Order of Business for each regular meeting shall be as follows:

- Welcome
- Pledge of Allegiance and Invocation
- Discussion and Adoption of Agenda
- Public Hearings (as needed or required by law)
- Presentations to Council (as needed)
- Mayor’s Communications
• Consent Agenda
• Town Administrator’s Communications
• Administrative Reports
• Public Comment
• Old Business
• New Business
• Public Comment
• Commissioner Communications
• Closed Session (as permitted by law) – optional
• Return to open session and adjourn or continue

B. However, by general consent of the Board, items may be considered out of this order. No item during the Town Administrator’s report shall be given that requires a vote at that time, unless the Board has added said item to the agenda.

C. Board approval to follow the meeting agenda automatically approves the Consent Agenda and approval of the minutes.

D. Any attachment to the minutes must be approved by a vote of the Commissioners.

E. The meeting shall generally be limited to one and one-half hours.

Rule 8. Office of the Mayor

A. The Mayor shall preside at the meetings of the Board. A member must be recognized by the Mayor in order to address the Board. The Mayor shall have the following powers:

1. To rule any motions in or out of order, including the right to rule out of order any motion patently offered for obstructive or dilatory purposes;

2. To determine whether a speaker has gone beyond reasonable standards of courtesy in his remarks and to entertain and rule on objections from other members on this ground;

3. To call a brief recess at any time;

4. To adjourn in an emergency;

5. To vote to break a tie vote of the Commissioners.
B. The Town Attorney, Town Clerk or Deputy Town Clerk or his or her designee shall act as parliamentarian.

Rule 9. Office of the Mayor Pro Tem

The Mayor Pro Tem shall be entitled to vote on all matters and shall be considered a Board member for all purposes, including the determination of a quorum. In the Mayor’s absence, the Board may confer on the Mayor Pro Tem any of the Mayor’s powers and duties. If the Mayor should become physically or mentally unable to perform the duties of his or her office, the Board may by unanimous vote declare that the Mayor is incapacitated and confer any of the Mayor’s powers and duties on the Mayor Pro Tem. When the Mayor declares that he or she is no longer incapacitated and a majority of the Board concurs, the Mayor shall resume the exercise of his or her powers and duties. If both the Mayor and Mayor Pro Tem are absent from the meeting, the Board may elect from among its members a temporary Chair to preside at the meeting.

Rule 10. When the Presiding Officer is in Active Debate

If the Mayor or other presiding officer becomes actively engaged in debate on a particular proposal, he or she shall designate another Board member to preside over the debate. The Mayor or other presiding officer shall resume presiding as soon as action on the matter is concluded.

Rule 11. Action by the Board

A. The Board shall proceed by motion. Any member may make a motion.

B. All motions require a second.

C. A member may make only one motion at a time.

D. A substantive motion is out of order while another substantive motion is pending.

E. A motion shall be adopted by a majority of the votes cast, a quorum being present, unless otherwise required by these rules or the laws of North Carolina.

F. The Mayor shall state the motion and the open the floor to debate on it. The Mayor shall preside over the debate according to these general principles:

1. The member who makes the motion is entitled to speak first;
2. A member who has not spoken on the issues shall be recognized before someone who has already spoken;

3. To the extent possible, the debate shall alternate between opponents and proponents of the measure.

Rule 12. One Motion at a Time

A member may make only one motion at a time.

Rule 13. Substantive Motions

A substantive motion is out of order while another substantive motion is pending.

Rule 14. Adoption by Majority Vote

A motion shall be adopted by a majority of the votes cast, a quorum being present, unless otherwise required by these rules or the laws of North Carolina. A majority is more than half.

Rule 15. Voting by Written Ballot

The Board may choose by majority vote to use written ballots in voting on a motion. Such ballots shall be signed, and the minutes of the Board shall show the vote of each member voting. The ballots shall be available for public inspection in the Town Clerk’s office immediately following the meeting at which the vote took place and until the minutes of that meeting are approved, at which time the ballots may be destroyed.

Rule 16. Debate

The Mayor shall state the motion and then open the floor to debate on it. The Mayor shall preside over the debate according to the following general principles:

A. The maker of the motion is entitled to speak first;

B. A member who has not spoken on the issues shall be recognized before someone who has already spoken;

C. To the extent possible, the debate shall alternate between opponents and proponents of the measure.

Rule 17. Ratification of Actions
To the extent permitted by law, the Board may ratify actions taken on its behalf but without its prior approval. A motion to ratify is a substantive motion.

**Rule 18. Procedural Motions**

In addition to substantive proposals, the following procedural motions, and no others, shall be in order. All motions require a second before the motion can be discussed. Unless otherwise noted, each motion is debatable, may be amended and requires a majority vote for adoption.

In order of priority (if applicable), the procedural motions are:

**Motion 1. To Appeal a Procedural Ruling of the Presiding Officer.** A decision of the presiding officer ruling a motion in or out of order, determining whether a speaker has gone beyond reasonable standards of courtesy in his or her remarks, or entertaining and answering a question or parliamentary law or procedure may be appealed to the Board, as specified in Rule 8. This appeal is in order immediately after such a decision is announced and at no other time. The member making the motion need not be recognized by the presiding officer and the motion, if timely made, may not be ruled out of order.

**Motion 2. To Adjourn.** The motion may be made at any time by a member of the Board and requires a majority vote.

**Motion 3. To Take a Brief Recess.**

**Motion 4. Call to Follow the Agenda.** The motion must be made at the first reasonable opportunity or it is waived.

**Motion 5. To Suspend the Rules.** The Board may not suspend provisions of the rules that state requirements imposed by law on the Board. For adoption, the motion requires a vote equal to two-thirds of the actual membership of the Board, excluding the Mayor, unless he or she may vote in all cases, and any vacant seats.

**Motion 6. To Go Into Closed Session.** The Board may go into closed session for one or more of the permissible purposes listed in N.C.G.S. §143-318.11(a). The motion to go into closed session shall cite one or more of these purposes and shall be adopted at an open meeting. A motion based on N.C.G.S. §143-318.11(a) shall also state the name or citation of the law that renders the information to be discussed privileged or confidential. A motion based on N.C.G.S. §143-318.11(a) shall identify the parties in each existing lawsuit concerning which the Board expects to receive advice during the closed session, if in fact such advice is to be received.

**Motion 7. To Leave Closed Session.**
Motion 8. **To Divide a Complex Motion and Consider It By Paragraph.** This motion is in order whenever a member wishes to consider and vote on subparts of a complex motion separately.

Motion 9. **To Defer Consideration.** The Board may defer a substantive motion for later consideration at an unspecified time. A substantive motion whose consideration has been deferred expires 100 days thereafter unless a motion to revive consideration is adopted. If consideration of a motion has been deferred, a new motion with the same effect cannot be introduced while the deferred motion remained pending (has not expired). A member who wishes to revisit the matter during that time must take action to revive consideration of the original motion, or else move to suspend the rules.

Motion 10. **Call of the Previous Question.** The motion is not in order until there have been at least 20 minutes of debate, and every member of the Board has had at least once opportunity to speak.

Motion 11. **To Postpone to a Certain Time or Day.** In consideration of a motion that has been postponed, a new motion with the same effect cannot be introduced while the postponed matter remains pending. A person who wishes to revisit the matter must either wait until the specified time or move to suspend the rules.

Motion 12. **To Refer to a Committee or Board.** The Board of Commissioners may vote to refer a substantive motion to a committee for its study and recommendations. Sixty days after a motion has been referred to a committee or board, the introducer of the substantive motion may compel consideration of the measure by the Board of Commissioners, whether or not the committee has reported the matter back to the Board.

Motion 13. **To Amend.** An amendment to a motion must be pertinent to the subject matter of the motion. An amendment is improper if adoption of the motion with that amendment would have the same effect as rejection of the original motion. A proposal to substitute completely different wording for a motion or amendment shall be treated as a motion to amend. A motion may be amended, and that amendment may be amended but no further amendments may be made until the last-offered amendment is disposed of by vote. Any amendment to a proposed ordinance, policy, resolution or order shall be reduced to writing.

Motion 14. **To Revive Consideration.** The motion is in order at any time within 100 days after a vote to defer consideration of it. A substantive motion on which consideration had been deferred expires 100 days after the deferral, unless a motion to revive consideration is adopted.

Motion 15. **To Reconsider.** The motion to reconsider must be made by a member who voted with the prevailing side (the majority side except in the case of a tie, in which case the “noes”
prevail) and at the meeting during which the original vote was taken, including an continuation of that meeting through recess or adjournment to a time and place certain. The motion cannot interrupt deliberation of a pending matter, but is in order at any time before final adjournment of the meeting.

Motion 16. To Rescind or Repeal. The Board may vote to rescind actions it has previously taken or repeal item it has previously adopted. The motion is not in order if rescission or repeal of an item is forbidden by law.

Motion 17. To Prevent Reconsideration for Six Months. The motion shall be in order immediately following the defeat of a substantive motion and at no other time. For approval, the motion requires a vote equal to two-thirds of the actual membership of the Board excluding the Mayor, unless he or she may vote in all cases, and vacant seats. If adopted, the restriction imposed by the motion remains in effect for six months or until the next organizational meeting of the Board, whichever occurs first.

Rule 19. Renewal of a Motion

A motion that is defeated may be renewed at any subsequent meeting unless a motion to prevent reconsideration has been adopted.

Rule 20. Withdrawal of a Motion

A motion may be withdrawn by the introducer at any time before a vote.

Rule 21. Duty to Vote

Every member must vote unless excused by the remaining members according to law. A member who wishes to be excused from voting shall so inform the presiding officer, who shall take a vote of the remaining members. No member shall be excused from voting except upon matters involving the consideration of his or her own financial interest or official conduct. In all other cases, a failure to vote by a member who is physically present in the meeting room or who has withdrawn without being excused by a majority vote of the remaining members present shall be recorded as an affirmative vote.

Rule 22. Introduction of Ordinances

A proposed ordinance shall be deemed introduced on the date the subject matter is first voted on by the Board. N.C.G.S. §160A-75 provides that an ordinance may not be finally adopted at the meeting at which is introduced except by at least a two-thirds vote of the actual membership of
Board, excluding vacant seats and not including the Mayor unless he or she has the right to vote on all questions before the Board.

Rule 23. Adoption of Ordinances and Approval of Contracts

A. An affirmative vote equal to a majority of all the members of the Board not excused from voting on the question at issue (including the Mayor’s vote in case of an equal division) shall be required to adopt an ordinance, to take any action that has the effect of an ordinance, or to make, ratify or authorize any contract on behalf to the Town. Authority to execute contracts and change orders valued at $5000 or less shall be delegated to the Town Administrator. In addition, no ordinance or action that has the effect of an ordinance may be finally adopted on the date of its introduction except by an affirmative vote of at least two-thirds of the actual membership of the Board, excluding vacant seats and not including the Mayor. No ordinance shall be adopted unless it has been reduced to writing before a vote on its adoption is taken.

B. An affirmative vote equal to three-fourths of all the members of the Board of Commissioners shall be required for an ordinance making a change in a zoning regulation, restriction or boundary to become effective, if a valid protest petition is received in accordance with the requirements set out in N.C.G.S. §160A-385(a) and N.C.G.S. §160A-386. This rule shall not apply in those cases excepted by N.C.G.S. §160A-385(a).

Rule 24. Adoption of the Budget Ordinance

A. Notwithstanding the provisions of any general law or local act:

1. Any action taken with respect to the adoption of the Budget Ordinance may be taken at any regular, recessed or special meeting of the Board by a simple majority of those present and voting, a quorum being present.

2. No action taken with respect to the adoption or amendment of the Budget Ordinance need be published or is subject to any other procedural requirement governing the adoption of ordinance or resolutions by the Board other than those requires by North Carolina General Statutes.

3. The adoption and amendment of the Budget ordinance and the levy of taxes in the Budget ordinance are not subject to the provisions of any Town Charter or local act concerning initiative or referendum.

Rule 25. Closed Sessions
The Board may hold Closed Sessions as provided by law. The Board shall only commence a Closed Session after a motion to go into Closed Session has been made and adopted during an open meeting. The motion shall state the purpose of the Closed Session and must be approved by a majority vote of those Board members present and voting. The Board shall terminate the Closed Session by a majority vote. Only those actions authorized by statute may be taken in Closed Session. A motion to adjourn or recess shall not be in order during a Closed Session.

Rule 26. Quorum

A majority of the membership of the Board shall constitute a quorum. The number required for a quorum shall not be affected by vacancies. A majority is more than half. A member who has withdrawn from a meeting without being excused by majority vote of the remaining members present shall be counted as present for purposes of determining whether or not a quorum is present.

Rule 27. Public Hearings

Public hearings required by law, or deemed advisable by the Board, shall be organized by a special order and adopted by a majority vote setting forth the subject, date, place and time of the hearing as well as any rules regarding the length of time allotted for each speaker and any other pertinent matters. The special order is adopted by majority vote. Its specifications may include, but are not limited to, rules fixing the maximum time allotted to each speaker; providing for the determination of spokespersons for groups or persons supporting or opposing the same positions; providing for the selection of delegates from groups of persons supporting or opposing the same positions when the number of persons wishing to attend the hearing exceeds the capacity of the hall (so long as arrangements are made, in the case of hearings subject to the Open Meetings Law, for those excluded from the hall to listen to the hearing); and providing for the maintenance of order and decorum in the conduct of the hearing.

All notice and other requirements of the Open Meetings law applicable to board meetings shall also apply to public hearings at which a majority of the Board is present; such a hearing is considered to be part of a regular or special meeting of the Board. These requirements also apply to hearings conducted by appointed committees of board members, if a majority of the committee is present. A public hearing for which any required notices have been given may be continued to a time and place certain without further advertisement. The requirements of Rule 2(C) shall be followed in continuing a hearing at which a majority of the Board, or of a board committee (as applicable) is present.
At the appointed time, the Mayor or presiding officer shall call the hearing to order and then preside over it. When the allotted time expires or when no one who has not yet spoken wishes to do so, the Mayor or presiding officer shall declare the hearing closed.

The regular meeting begins with a public hearing during those months when a public hearing is scheduled as announced during the prior month’s meeting.

During those months when a public hearing is scheduled as announced during the prior month’s meeting, the Board’s regular meeting will begin with that public hearing. The moderator may restrict or elect not to hear comments of a repetitious nature or place a time limit on individual remarks. The Second Reading and Third Reading will not usually take place during the same meeting as the public hearing.

Rule 28. Quorum of Public Hearings

A quorum of the Board shall be required at all public hearings required by State law. If a quorum is not present at such a hearing, the hearing shall be continued until the next regular meeting without further advertisement.

Rule 29. Minutes

A. Full and accurate minutes of Board proceedings, including Closed Sessions, shall be kept. The Board shall also keep a general account of any Closed Session so that a person not in attendance would have a reasonable understanding of what transpired. These minutes and general accounts shall be open to inspection by the public, except as otherwise provided in this rule. The exact wording of each motion and the results of each vote shall be recorded in these minutes, and on the request of any Board member, the “ayes” and “noes” upon any question shall be taken. Members’ and other persons’ comments may be included in the minutes if the Board approves.

B. Closed Session minutes will be kept as required by law. Minutes of Closed Sessions shall be sealed and withheld from public inspection so long as public inspection would frustrate the purpose of the Closed Session. The minutes may be unsealed either by Board action or by action of an agent of the Board such as the Town Attorney, if and when the Closed Session’s purpose would no longer be frustrated by making these records public.

Rule 30. Appointments
A. The Board may consider and make appointments to other bodies, including its own committees, if any, only in open session. The Board may not consider or fill a vacancy among its own membership except in open session.

B. Rather than proceeding by motion, the Board shall use the following procedure to make appointments to various other boards and offices:

- The Mayor shall open the floor for nominations, whereupon the names of possible appointees may be put forward by Board members.
- The names submitted shall be debated.
- When the debate ends, the Mayor shall call the roll of the Board members, and each member shall cast his or her vote.

If more than one appointee is to be selected, then each Board member shall have as many votes as there are slots to be filled. The votes from a majority of the Board members voting shall be required for appointment. A Board member may cast all of his or her votes or fewer than all of them, but he or she shall not cast more than one vote for a single candidate.

Rule 31. Committees and Boards

A. Establishment and Appointment. The Board may establish and appoint members for such temporary and standing Town committees and boards as are needed to help carry out the work of Town government. Any specific provisions of law relating to the particular committees and boards shall be followed.

B. Open Meetings Law. The requirements of the Open Meetings Law shall apply to all elected or appointed authorities, boards, commissions, councils or other bodies of the Town that are composed of two or more members and that exercise or are authorized to exercise legislative, policy-making, quasi-judicial, administrative or advisory functions. However, the Law’s requirements shall not apply solely to a meeting of the Town’s professional staff.

Rule 32. Amendment of the Rules

These rules may be amended at any regular meeting or at any properly called special meeting that includes amendment(s) of the Rules as one of the stated purposes of the meeting, so long as the amendment is consistent with the Town Charter, general law, and generally accepted principles of parliamentary procedure. Adoption of an amendment shall require an affirmative
vote equal or greater than two-thirds of all the actual membership of the Board, excluding any vacant seats and not including the Mayor.

Rule 33. References

A. Suggested Rules of Procedure for a City Council, third edition by A. Fleming Bell, II is the source for these rules of procedure.

B. To the extent not provided for in these rules and to the extent that the reference does not conflict with the spirit of these rules, the Board shall refer to Robert’s Rules of Order for unresolved procedural questions.

Effective Date

This document shall become effective upon its adoption.
Introduction

The policies and procedures contained in this document are intended to define the relationship between the customer of utility services and the Town of Montreat (the “Town”). These policies are available to all customers and made part of the contract for service entered into by all customers. By contracting for service, the customer acknowledges the applicability of these policies and procedures and agrees to abide by them.

Authority

The enactment of these utility policies and procedures 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’s Utility Billing Specialist to ensure this policy manual is revised in accordance with Town Council action.

The Metropolitan Sewerage District (MSD) owns and maintains all sewer lines. The Town of Montreat is a billing agent for MSD; all fees collected for sewer line maintenance and sewer access fees are paid from the Town of Montreat to MSD.

Office and Service Hours

The Town Hall is located at 1210 Montreat Road and is open from 8 a.m. to 5 p.m. Monday through Friday. Routine and regular service work will be performed from 8 a.m. to 5 p.m. Monday through Thursday except for Town holidays. Service work for unusual conditions may be arranged at other times upon customer request and may require an additional fee.

A 24-hour drop box is available for customer payments at the Town Hall. Payments made after 10:00 am at the drop box are posted the next business day.

Privacy

Our service agreement requests that the potential customer provide their social security number in accordance with North Carolina General Statute §132-1.10. We request this number to verify identity, check credit worthiness, protect sensitive account information, and collect delinquent balances. There is no statutory or other authority requiring any customer to provide a social security number. However, when customer billing data is requested, the social security number or Tax ID Number will be used to verify identity prior to any information being given out by staff. Staff members can request other verifying information to protect the Town and Town customers against fraud.

Customer billing data is not considered public information. The Town will make prudent efforts to ensure that customer information, including billing data, is safeguarded against unauthorized use.
Water System

Ownership: The Town’s water system (the “Water System”) is owned, maintained, and operated by the Town. The Water System includes the water sources and water supply, and all property constituting lines, facilities, equipment and appurtenances between the water source and a connection for each premises served or potentially served by the Water System (“Premises”). Such lines, facilities, equipment, and appurtenances include, without limitation, all valves, pumps, pipes, mains, service lines, meters, conduits, tanks, receptacles, and fixtures utilized to produce, treat, transport, store or account for water intended for public consumption. It is prohibited for any unauthorized person to turn water on or off at the meter or to otherwise tamper with any water meter. Any tampering violations will result in the imposition of a meter tampering fine in the amount specified in the then current Town of Montreat Fee Schedule (the “Fee Schedule”).

Location: Except as provided in subsection (c.) below, all meters and taps shall be located either (i) within the boundaries of the Premises served by the meter and the tap, (ii) or within a public right-of-way or utilities easement adjacent to the Premises. The Public Works Director is hereby given the authority to approve the location of water meters and taps beyond the boundaries of the Premises served in the following circumstances:

a. Service to one (1) existing commercial or residential property where there is no available water line immediately adjacent to the Premises which can provide an additional service tap under the State regulations (“serviceable line”); or

b. Service up to a maximum of four (4) proposed new subdivided single-family residential lots when there is no serviceable line immediately adjacent to the Premises, provided the same property owner has not claimed another exception within 1000 feet of this location within the past five years, and provided the master property being subdivided into the proposed new lots has not been subdivided from a larger tract within the past five years. All necessary easements for constructing and maintaining the private service lines [first mention of private service lines – is the owner required to construct at the owner’s expense?] must be depicted on the subject subdivision plat(s). Each building shall have separate water and wastewater connections.

c. The exception for the location of a water meter contained in this subsection is subject to the customer executing a contract with the Town, which is binding on the customer’s heirs, successors and/or assigns and recorded at the Buncombe County Register of Deeds’ Office (“Register of Deeds”), containing the following requirements and conditions:

i. The customer shall obtain and record with the Register of Deeds an easement agreement with each property owner through which their private water line traverses prior to the installation of the line;
ii. The customer shall obtain a perpetual encroachment agreement with the appropriate public agency controlling any public right-of-way over or under which the private water line traverses prior to the installation of the line;

iii. The owner shall bear all cost and responsibility to connect to a new meter on or adjacent to the Premises if a serviceable line becomes available to the Premises in the future as determined by the Public Works Director in his or her sole discretion.

Removal by the Town: The Town reserves the right to maintain, remove, replace, test, and otherwise exercise control over any meters for causes deemed justifiable by the Public Works Director in his or her sole discretion.

Damage: The customer shall be financially responsible for any damage to, or loss of, the meter at his or her Premises caused by vandalism, malicious mischief, theft, hot water, tampering or casualty other than ordinary wear and tear. When a meter is damaged as a result of any cause other than ordinary wear and tear, the customer shall bear the entire expense of removing, repairing, resetting and replacing the meter. Furthermore, in addition to paying actual damage, if any, the customer may also be required to pay a penalty in accordance with the Fee Schedule if it is determined that the damage to or loss of the meter was the result of the intentional, willful, or grossly negligent act of the customer.

The Town of Montreat owns the water meters.

A. Establishing Service. All owners of Premises connected to the Water System are required to have an active account. Owners of Premises must apply with proper documentation to the Utility Billing Specialist to establish a customer account. Any owner that does not set up an account within a timely manner shall be required to pay for all charges from the time of connection to the most recent billing period prior to opening an account.

a. Application. A completed application for service must be received and reviewed for completeness by the Utility Billing Specialist or Town Clerk prior to either (i) installation of new service, or (ii) releasing responsibility of prior customer if the Premises has been sold or transferred to a new owner or leased to a new tenant. The Town’s provision of water service is conditioned on satisfaction of all previously owed (and still legally collectible) utility debts to the Town with respect to the applicable Premises.

i. As part of the application process, the Town requires that the applicant provide a valid government issued photo identification document (driver’s license, passport, state identification card, military identification card, etc.), along with a social security
number. A new application must be submitted for every connection regardless of either prior connections to the Premises or the customer having prior accounts for water service.

ii. Property owners may be required to show documentation of ownership prior to utility service connection. Property owners may have utilities connected at more than one premises, provided all accounts remain in good standing with the Town. Any delinquency of payment for utility services at any premises may prevent a property owner from establishing a new account for service at a different premises. Property owners with rental property may have service automatically revert to them when a tenant requests services to be discontinued in the tenant’s name by completing a Revert-To-Owner Contract for each metered location/account (see subsection iv). This may allow the owner to avoid having to apply for service with each tenant change.

iii. Occupants who are not property owners applying for a utility account for Premises shall provide the Town with a copy of the lease/rental/occupancy agreement for the applicable Premises. If a lease/rental/occupancy agreement cannot be provided, the application for utility services may be denied. The non-property owner’s utility account maybe set up in the name or names specified in the lease/rental/occupancy agreement. In the event any person named in the lease has any outstanding utility debt with the Town, that debt shall be paid in full prior to service connection. As authorized by North Carolina General Statute 62-159.1, a county or municipality may suspend or disconnect public enterprise services to a customer because of a past-due and unpaid balance incurred by another person who resides with the customer after services have been provided to the customer’s household.

The owners of multi-unit residential property shall provide the Town with verification of ownership and also a list of all units by street address and unit number, if applicable. Each metered location is a different account. Such owners shall also provide the Town with a list of authorized agents who act on their behalf (e.g., site managers, real estate agents). A federal identification number or social security number may be requested for access to account information and use in the collection of any delinquencies owed to the Town. Multi-unit residential properties may have account responsibility automatically revert to the owner when a tenant requests for services to be discontinued in their name by completing a Revert-To-Owner Contract for each metered
location/account (see subsection iv). The owners or agents of multi-unit residential properties may have utilities connected at more than one location if all accounts remain in good standing with the Town. Any prior delinquency for utility services at any location may prevent an owner from establishing new service until past due amounts are paid.

iv. Revert-To-Owner Contracts for Continuous Utility Service shall provide property owners and managers with the ability to maintain continuous utility service while a rental unit is vacant.

1. A contract, including a listing of all Premises (service addresses), must be completed, and submitted by the owner(s) or property manager(s).
2. By signing the contract, the owner(s) or manager(s) agree to be responsible for utility services and related costs between the time service to outgoing tenants is terminated and service to incoming tenants is initiated, including base charges.
3. Service shall automatically and without notice to the owner or manager revert to the owner or manager upon notification by a tenant to discontinue service in their name.
4. If service is discontinued by the Town due to non-payment or interference with normal service (e.g., meter tampering), the town will notify the owner/manager to discuss course of action, service may or may not automatically revert to the owner.

v. Once service has been terminated for non-payment or interference with normal service has occurred, service at the Premises may be reinstated only if:

1. Payment in full is received for all unpaid amounts (including fines) due to the Town; or
2. Proof is provided to the Town of Montreat that the non-paying tenant no longer occupies the Premises.

vi. Owner(s), property manager(s) and tenants may be denied service if they are delinquent at any utility service location until balance due including all fees charged by the Town are paid in full.

vii. An authorization form to release utility billing information may be completed in order to give additional persons access to account information for the purpose of payment and balance requests.
viii. Whenever an application is made for service to Premises with respect to which there is a dispute as to the ownership or the right to occupy the Premises, the Town may at its option and in its sole discretion:

1. Treat the applicant in actual possession of the Premises as being entitled to such service, irrespective of the rights or claims of the other person; or
2. Withhold service pending a judicial or other written settlement of the dispute satisfactory to the Town.

b. **Reasons for Denial of Service.** Applications for utility service may be denied for any one of the following reasons:

i. A lease/rental/occupant agreement cannot be provided for the subject Premises.

ii. The validity of the lease/rental/occupant agreement for the subject Premises is in question and the property owner cannot be reached.

iii. The account applicant does not provide verifiable or valid identification.

iv. Any other reason set forth in this policy that entitles the Town to deny an application for utility service.

c. **Voluntary Disconnection of Service.** Service may be voluntarily discontinued by a customer as follows:

i. *Temporary.* In the event a customer will not occupy a residence for an extended period and requests water to be turned off at the meter, utility base charges shall be billed during this time.

ii. *Termination of Service.* The holder of a utility account is responsible for completing and returning a disconnection request form at least 2 business days before the requested service end date. Failure to notify the Town of needed utility disconnection could result in additional usage charges and billing fees, for which the account holder will be responsible.

d. **Removal of Meter.** In the event a residence is demolished, condemned, or vacated by court order, the customer/property owner or legal representative may request that the meter on the property be removed at the currently approved charge per the Fee Schedule. Town approved documentation must be received before meter services may be removed. If the meter is removed, and service discontinued, the base charges for water and sewer access may not be applied to the account after the date of removal. However, if the meter is not removed, and service is not
disconnected the base charges for water and sewer access continue on a monthly basis. If the customer resumes using utility services, the Town retains the right to bill for past services not to exceed two years.

e. **Meter Tampering.** The Town does not allow for any unauthorized person to (i) open a meter box to interfere, alter, tamper with or bypass a meter which has been installed for the purpose of measuring the use of water, or (ii) knowingly use either water passing through any such tampered meter or water bypassing a meter provided by the Town for the purpose of measuring and registering the quantity of water consumed. Any meter or service entrance facility found to have been altered, tampered with or bypassed in a manner that would cause such meter to inaccurately measure and register the water consumed, or which would cause the water to be diverted from the recording apparatus of the meter, shall be prima facie evidence of intent to violate and of the violation of this section by the person in whose name such meter is installed, or the person or persons so using or receiving the benefits of such unmetered, unregistered or diverted water. Any person not authorized by the Town to operate valves on the Water System who tampers with or alters a meter or causes a meter to be bypassed shall be charged with tampering, per North Carolina General Statute 14-151.1 and may be charged with any other applicable violation of law.

i. Any person violating any of the foregoing meter tampering paragraph provisions may be liable to the Town for any losses and shall also be charged for the cost to repair and or replace any damages sustained. A fine may be charged per occurrence per the most recently approved Fee Schedule. First Occurrence - notification and fine. If the first occurrence of tampering is determined to be a deliberate attempt to bypass and/or cause a malfunction of the meter through intentional damage, action will be escalated to #2 - notification, fine and any additional civil or criminal charges the Town may elect to pursue, including recovery for water loss and damage to Town property

1. All subsequent Occurrences - notification, fine and any additional civil or criminal charges the Town may elect to pursue, including recovery for water loss and damage to Town property.

ii. If water is turned on illegally after disconnection due to nonpayment of a utility bill, the Town shall be entitled to remove the water meter for the applicable Premises, which will result in the additional charges of meter removal fee. Reestablishing services will result in
f. **Waste of water.** Failure to repair utility services within 60 days from first notification, high usage bill or detection by the Town or property owner may result in the Town disconnecting utility service until the leak has been repaired. Approved documentation of the repair must be submitted for approval by the Town before services may be restored.

g. **Utility Billing Procedures.** The Utility Billing Specialist bills for water and sewer services in accordance with the procedures provided below and as directed by the Town Manager.

h. **Billing**
   i. Bills shall be prepared monthly and are mailed as close as practicable to 15 days before the date when due.

   ii. Payment in full of all bills is due by the 28th day of each month.

   iii. Payment may be made in person by check, money order, monthly bank ACH draft, one-time credit card, or in cash. Payments may be made online by one-time credit card payment or by setting up monthly credit card draft payments through the Town of Montreat’s municipal payments portal, a link to which may be found on the website.

   iv. If payment is not received and recorded by the 28th day of the month at 5 PM, a late penalty will be added to the customer’s account in accordance with the most recently approved Fee Schedule.

   v. If payment is not received by the 35th day after the due date before 5 pm, the customer’s account shall be subject to disconnection. In any case in which utility service has been terminated due to failure to pay or noncompliance with these policies, utility service will not be reinstated until the entire account balance, including any fees or
charges due in connection with termination of service or otherwise, is paid in full.

vi. Water meters must be accessible to the Town personnel to ensure that Premises can be serviced properly. It is the property owner /account holder’s responsibility to trim, cut back or remove any bushes, trees, plants, sod, or other objects that may cover or obstruct a water meter. Failure to do so may result in inaccurate billing for which the account holder will be responsible.

vii. If a bill is returned to the Town by the post office or email as undeliverable, the Utility Billing Specialist shall make all reasonable efforts to obtain a forwarding address and correct the address in the utility records. In the event the bill becomes delinquent, the Utility Billing Specialist shall follow the normal collection efforts. Customers are responsible for all billings regardless of whether they receive a monthly bill.

viii. Payments may be applied to customer accounts in the following order: fines, fees, or miscellaneous charges first, water service charges next, and sewer service charges last.

ix. It is the responsibility of the property owner, account holder or authorized designee to advise the Town as to whom and to what address bills are to be sent (e.g., to a new owner or to a renter). Change of Address Forms, Water Service Transfer Applications and New Owner Service Transfer Applications are available at the Town Hall or on the Town’s website to advise the Town of any changes that are necessary or appropriate to update an account. Only an account holder or authorized party can request changes to billing information and status.

tax. If the Town has overcharged or undercharged a customer for service, the Town may correct this error subject to the following procedures:

1. If the Town has overcharged a customer for service, the Town may credit the customer’s account, without interest, for the excess amount and notify the customer by letter. A credit to a customer’s account is subject to the following limitations:
   • If the time period over which the mistake occurred can be determined, the Town should credit or refund the excess amount charged to the account for that entire interval, provided that such time period shall not exceed the statute of limitations as set forth in the N.C. General Statutes.
• If the time frame of the problem cannot be determined, the Town shall credit or refund the excess amount charged for the previous 12 months.
• If an overcharged customer owes a past due balance to the Town, the Town will deduct that past due amount from any refund or credit due to the customer.
• If the Town has undercharged a customer for service, the Town may collect the additional amount due the Town by billing the account. A payment plan or other payment options may be extended to a customer for repayment of charges billed from prior billing periods. If a customer receives notice of undercharging and does not contact the Town to make payment arrangement for such amount by the subsequent due date, the account may be disconnected for nonpayment in accordance with this policy.
• 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 Town shall collect the entire undercharged amount in a lump sum and seek such other rights and remedies as are permitted by law.

b. Returned payments.
   i. Payments returned due to insufficient funds, closed accounts or other issues not related to a Town error will be charged a fee according to the current Fee Schedule. If the return was due to Town error, the fee will be waived. If payment and subsequent fees are not received by the 45th day from the due date of original bill – see section a. subsection v. under Utility Billing Procedures.
   
   ii. Customers may lose the ability to use checking and other payment methods for two years if a payment has been returned due to insufficient funds, closed accounts, or other issue not related to a Town error two times in a 12-month period.

   iii. Customers who do not make good on any returned payment and applicable fees may be considered to have not made any payment and may be subject to procedures for late charges and disconnection of service. See section a. subsection v. under Utility Billing Procedures
iv. The Utility Billing Specialist may also send a letter notifying the customer of these events and request replacement funds or alternative payment arrangements.

v. Payment return fees may be added to the account and must be paid with other past due charges to continue utility service.

vi. Returned payments made by a customer to avoid disconnection on an account will be subject to immediate disconnection. All fees and account balances including a reconnection fee and returned check fee must be paid before service is reconnected.

c. **Collection of Past Due Utility Charges.**

i. *Accounts 30 days past due.* A courtesy notification may be mailed when a bill is 30 days past due. If payment is not received by 5 pm on the 45th day, the account may then be disconnected.

ii. *Disconnected Accounts over 90 days.* If payment is not received within 90 days after the date when due, the Town may take one or more (including all) of the following actions, as a method of securing payment:

   1. The Town may send the name, address, and balance due to the Town’s collection agency or NC Debt Setoff Program.
   2. The terms of the nonpayment may be communicated to any or all nationally recognized credit reporting agencies.
   3. Customer may be denied future access to utility services until all charges and fees on the account are paid in full.
   4. Remaining balances on terminated accounts may be transferred to a customer’s active utility account for collection of charges due. These charges may be subject to the disconnection policy and may cause the active account to be disconnected for nonpayment.

d. **Extended Payment Option.** Payment plans may only be available for past due balances related to leaks or accounts that are back billed for previously unbilled usage or for unusually high utility bills. Payment plans may be made for up to six months with approval the Town Manager. Accounts that have past due charges related to regular monthly billing will not be eligible for payment plans. The Utility Billing Specialist will review the account to establish a payment plan for the customer. The customer must sign a payment plan form specifying the terms of the payment plan. Customer must continue to pay regular monthly charges plus a portion of the payment plan bill(s). If a customer has any returned, missed, or
delinquent payments on the account, the payment plan may be voided, and the balance will be due immediately. If a customer defaults on a payment plan, they will not be eligible for another payment plan for 12 months from the date of the delinquency.

e. **Deceased Account Holder/ Estate Account.** Upon the death of an account holder, a New Owner Service Transfer Application or New Water Service Application must be completed to transfer an account into the responsible party's name within 45 days. The Town may request legal documentation including, but not limited to, death certificates, wills, or other legal documents to process the utility billing change request. If the Town receives notice or determines that an account holder is deceased, notification of account closure may be mailed to the address in the Town’s account records. The letter may set forth a date in which a New Owner Service Transfer Application must be received to continue services at the location of the deceased account holder. An Application for Water Services must be filled out and the application process must be completed in accordance with this policy.

An account may be transferred into the ownership of an estate. A New Owner Service Transfer Application is required, and the Town may request legal documentation from the executor or the person responsible for administrating an estate. It is the responsibility of the executor or other person administrating the estate to notify the Town of any changes in account status. The Town may allow an account to remain in the name of an estate for a period of 4 months from the date of notification. It is the executor or administrator of the estate’s responsibility to either disconnect or transfer ownership of the account into the name of the responsible person before this date. If an application has not been processed to transfer ownership of the account in the timeframe specified, services may be disconnected without further notice.

i. **Consideration of Credits and Refunds.**

a. **Refunds.** No refunds of less than $5.00 may be made on a customer’s account.

b. **Credits.**

i. **Filling Swimming Pools.** The Town does NOT allow adjustments for filling pools or spas. Customers may contact Metropolitan Sewerage District to apply for a credit or obtain separate irrigation meter to fill pools or spas which may not charge for sewer usage.
ii. **Leak Adjustments.** The customer is responsible for leaks in the piping on his/her property on his/her side of the water meter and will be charged for water and/or sewer based on water use as indicated on the meter. This is defined as the point at which the customer’s plumbing connects either directly to the meter box or the customer shut off valve connects directly to the meter box. The Town does not repair leaks on the customer’s side of the water meter. The Town may, but shall not be obligated to, allow credit for utility charges resulting from leaks on the customer’s side of the meter in accordance with the following procedures:

1. Credit may be extended to the customer’s account/property only once every 12-month billing period upon Town Manager or Designee approval.
2. The customer must submit a completed Leak Adjustment form within 60 days of leak detection either by the Town or the customer.
3. The customer must provide the Town with an invoice from a licensed plumber for repairing the leak(s). This must be accompanied by a statement confirming that a leak (or multiple leaks) had been repaired, and a description describing where the leak(s) occurred.
4. A customer may make their own repairs. If a customer makes their own repairs, all receipts for parts and pictures of the leak site prior to repair and after completion are required to be sent to the Town for approval.
5. Leak adjustments may be calculated based on, and may not exceed, 75% of all water usage above normal average monthly consumption. Average monthly consumption is based on the twelve-month average before the month showing excessive use. If previous consumption is less than twelve previous months, the Town may require additional months of normal usage before adjustment calculation can be processed.
6. Leaks that are of the nature that they do not hit the sewer system, such as underground lines, pipes within walls or water heaters, the sewer charges may be adjusted to the monthly average and water adjustment will be at the 75% above monthly average.
7. If the Utility Billing Specialist cannot determine the cause or reason for a requested billing adjustment, then the Town Manager may approve an adjustment to a customer’s bill in such amounts deemed reasonable under all circumstances, but not less than a charge based on a customer’s normal
water usage. A “Benefit of the Doubt Adjustment” is limited to one adjustment over the lifetime of the account holder. This adjustment does not require proof of repair but does require usage to return to normal.

8. No credit will be applied to the account until water usage returns to normal.

9. To be eligible for the relief provided by this section C policy, the customer’s usage must exceed 50% of their average bill.

10. Customers are responsible for paying at least the average bill during the leak adjustment process. The customer shall remain subject to all current and applicable collection processes, procedures, and fees, including and not limited to disconnection of services if the minimum of the customer’s average bill is not paid during this time.

The Metropolitan Sewerage District (MSD) owns and maintains all sewer lines. The Town of Montreat is a billing agent for MSD; all fees collected for sewer line maintenance and sewer access fees are paid from the Town of Montreat to MSD.

j. Billing and Fee Adjustments.

1. If the customer has a good payment history, the fees and penalties associated with non-payment may be waived one time per 24-month period.

2. An appeal of the decision to not adjust an account will require a written request for consideration and must include any pertinent information related to the circumstances surrounding the adjustment request. The appeal will be reviewed by the Town Manager first. If not resolved, the appeal will then be reviewed by the Board of Commissioners.

3. Except as set forth in the policy, accounts will be adjusted only when an error occurs in a customer’s account that is not caused by or related to any act or omission of the customer.

4. If a meter measuring a customer’s water usage is determined to be inaccurate by the Town water department, then the adjustment period (not to exceed two (2) years), the Town Manager may waive additional fees over the average fees that were or should have been charged during this time. If the corrected usage is less than the average fee charged, then the customer’s account will be credited with the adjustment (not to exceed two (2) years).
ii. **Extenuating circumstances do arise sometimes.** The Town Manager or his/her designee has the authority to waive late fees, reconnect fees and other fees related to non-payment. Each situation will be judged on its own merits. Fee waivers may be allowable under certain circumstances including but not limited to sickness, death, and other legitimate reasons.
1. Receipts
   1.1. Collection of Revenue
      1.1.1. Property Taxes
         The Town of Montreat shall contract with the Buncombe County Tax
         Department for the administration of property tax collections on its behalf.

      1.1.2. Intergovernmental Revenues
         All required application forms, reports, and other documents required for
         the collection of revenues to which the Town of Montreat is legally entitled
         from Federal, State, or other local units of government shall be filed on a
         timely and accurate basis.

      1.1.3. Permits & Fees
         Charges for Building or Zoning Permits, Water Taps, etc. shall be assessed
         and collected upon application and prior to performance of any related
         service.

      1.1.4. Charges for Services & Fines
         All charges for water, sanitation, public safety, or other services and all fines
         will be assessed in accordance with an adopted rate schedule or negotiated
         contract. All charges for services will be calculated and billed on a monthly
         basis. Water meters shall always be read by non-financial employees; meter
         reading route assignments shall be rotated at least annually. All fines shall be
         assessed when cited for a violation.

      1.1.4.1. Past Due Balances
         Charges for Services and Fines that are more than 30 days past due shall
         be assessed a past due fee equal to five one-half of one percent (5%) of
         the balance due on each successive billing cycle.

      1.1.4.2. Past Due Notifications
A letter requesting payment shall be sent to all accounts more than sixty days past due. Should an account become more than ninety days past due, a second letter shall be sent by Certified Mail requesting immediate payment, and notifying the customer that service shall be discontinued if payment is not received within fifteen days following receipt of said letter.

1.1.4.3. Settlement Plans
The Town Administrator or Finance Officer is hereby authorized to negotiate a reasonable payment plan with any customer with a past-due account.

1.1.4.4. Service Discontinuation & Collection For Past-Due Accounts
The Town Manager or designee is hereby authorized to proceed with discontinuation of service for any customer whose account is more than forty-five (45) ninety days past due, who has been duly notified per 1.1.4.2 above, and has declined to avail themselves of the opportunity to negotiate a settlement plan per 1.1.4.3 above. Resumption of service shall not occur until said customer has paid their past due balance in full, plus any reconnection fees assessed per the adopted fee schedule. The Town Manager or designee is also hereby authorized to utilize any legal recourse available to collect said past due balances.

1.1.4.5. Billing Disputes and Adjustments
A dispute between the Town and a customer may sometimes occur as to whether or not a billed service was or was not fully delivered as billed, e.g. sanitation pick-ups. It also occasionally happens in the event that a customer is billed for an abnormally high and feels that the amount of consumption may be potentially erroneous amount of the customer shall call the Utility Billing Specialist to request an inquiry. In all such cases, The Town’s Senior Water Operator shall investigate the functionality of the meter and perform a manual meter reading. Undertake an investigation in an attempt to verify the level of billable service that actually was delivered to the customer. Should it be
determined that the meter has malfunctioned or an error was made on the part of the Town, the customer’s account will be credited by an appropriate adjustment. See Town of Montreat’s Utility Billing Policy.

1.1.4.5.1. Water & Sewer Leak Adjustments

See Town of Montreat’s Utility Billing Policy
In the case of water & sewer service, if no error is discovered in the Town’s meter readings then it is possible that the abnormal consumption is due to a leak on the customer’s premises. It is the responsibility of each customer to maintain the integrity of their water supply piping from their side of the meter, and to promptly inspect their system for leaks should they receive an abnormally high bill. If an abnormally high level of usage can be attributed to a leak on the customer’s side, and if the customer can document that the source of the leak has been identified and repaired, then the Town Administrator or Finance Officer is hereby authorized to make an adjustment to the customer’s account. Said adjustment shall be made for one episode per year, and shall be based upon the customer’s average usage for the past twelve months; in the case of water, said adjustment shall be based upon no more than twenty-five percent (25%) above the annual average bill; in the case of sewer, said adjustment shall be based upon the average annual bill.

1.1.4.5.2. Appeal

Should the customer dispute the Town’s findings, the customer shall have the right to appeal their dispute to the Board of Commissioners.

1.1.5. Sale of Assets

No real property or fixed assets owned by the Town of Montreat shall be disposed of without the prior authorization of the Board of Commissioners except by the Town Manager of fixed assets deemed to be valued at $5000.00 or less, as permitted by Resolution #08-04-0002 and in accordance with relevant North Carolina statutes. No property duly authorized for disposal shall be released from the Town’s possession prior to the receipt of payment in full from the acquiring person or entity.
1.2. Methods of Collection

1.2.1. Cash
While payment in cash is not the preferred method for discharging obligations due to the Town of Montreat, as legal tender such must be accepted.

1.2.2. Check or Money Order
Payment of obligations to the Town of Montreat by personal check, cashier’s check, or money order will normally be acceptable. Should a personal check be returned for insufficient funds, the Town of Montreat will assess a charge on the payee’s account equal to the amount charged the Town, or the amount indicated on the current approved fee rate schedule, whichever is higher. The Finance Officer is hereby authorized to disallow payment by personal check from any person whose personal checks are repeatedly returned for insufficient funds.

1.2.3. Electronic Drafts
Payment of water bills by electronic draft shall be allowed and encouraged. Written and signed authorization from the customer must be received to set the customer up for electronic bank draft payment. Credit Card payments of one-time or monthly credit card draft can be set up on the Town of Montreat’s Municipal Online Payments site. (see Town of Montreat’s website) The Town Manager Administrator or Finance Officer is hereby authorized to suspend a customer’s participation in the electronic draft program if problems are encountered in processing the customer’s payments.

1.3. Handling Cash Receipts

1.3.1. Daily Collection & Opening of Mail
To maintain proper internal controls and safeguards, a person other than the Finance Officer shall normally be responsible for collecting and opening all incoming mail. The Utility Billing Specialist handles all incoming mail and posts payments to the financial software, while the Town Clerk provides backup of this process.

1.3.2. Endorsement of Checks
CASH MANAGEMENT POLICY

All checks should be immediately endorsed upon receipt. A standard endorsement stamp shall be maintained at the Town Offices for this purpose. The Town Clerk completes all banking activities.

1.3.3. Receipt of Cash Payments
A person other than the Finance Officer should receive all cash payments. A receipt from a pre-numbered receipt book should be issued for each cash payment received. All cash received is posted and deposited daily by the Town Clerk. Checks or cash received prior to the processing of the next daily deposit should be stored in a secure, locked fire safe.

1.3.4. Storage of Un-Deposited Checks and Cash
Checks or cash received prior to the processing of the next daily deposit should be stored in a secure, locked fire safe.

1.3.5. Frequency and Time of Deposit
Deposits of received cash and checks shall normally be made on a daily basis. Should the amount of cash and checks collected be less than two hundred fifty dollars ($250), the Finance Officer may at his/her discretion defer the deposit until the next business day, provided that no moneys received shall remain un-deposited for more than three business days. Furthermore, all received cash and checks must be deposited on the last day of the month, regardless of amount. Every reasonable effort should be made to complete the preparation of the daily deposit and to deliver it to the Town’s bank prior to that bank’s daily deposit deadline. A person other than the Finance Officer should normally be responsible for transporting the daily deposit to the bank. The Town Clerk handles all bank deposits.

1.3.6. Documentary Evidences of Payment
Water bills shall be of a two-part design, and customers shall be encouraged to include the return stub with their payment. For water payments received unaccompanied by a return stub, a blank stub will be created recording the account and amount paid. For all other types of payments received, a check stub or other documentation of the source, reason, and amount of payment shall be retained with daily collection form.
1.3.7. Reconciliation of Monies Deposited with Documentary Evidences of Payment
The total of all monies to be deposited shall be verified by Excel spreadsheet and daily collection form. An adding machine tape shall also be run for all water bill stubs or other documentary evidences of payment. Each tape shall be run in duplicate, and all totals on Excel spreadsheet, daily collection form, and cashiering entry in the financial software must match.

1.3.8. Daily Collection Report
A Daily Collection Report form shall be prepared for each deposit to allocate amounts received to appropriate account numbers. The total indicated on the Daily Collection Report must match the adding machine tapes per 1.3.7 above. Excel spreadsheet and cashiering entry in the financial software.

1.3.9. Filing of Daily Deposit Documents
Each Daily Collection Report, along with all related copies of receipts, adding machine tapes, deposit slips, and other documentary evidences of payments, shall be filed by month with the Town’s bank reconciliations accounting records.

1.3.10. Recording of Deposits in Cashiering Module in Financial Software to Cash Receivable Journal
Deposits shall be posted to the Town’s financial software in the cashiering module daily. Accounts Receivable and Cash Receivable Journals promptly, or at least weekly at the latest. The Town Manager signs off if the same person that prepared the deposit is also posting these transactions, then Town Administrator or another designated employee should verify and sign off on the cash receivable journal posting.

2. Bank Accounts
2.1. Central Depository Account
The Town of Montreat shall operate with a single depository account, which shall serve as the central depository for all moneys received, and serving all accounting funds maintained by the Town. The central depository account shall be an
interest-bearing money market account. No checks shall be printed or issued against the central depository account, and the bank shall be instructed to reject any and all withdrawals and transfers from the central depository account other than authorized transfers to other accounts held by the Town at the same bank.

2.2. Allocation of Interest Earned
Interest earned on balances held in the central depository account shall be credited to each accounting fund proportionate to the amounts due to each fund, per G.S. 159-30(e).

2.3. Disbursement Account(s)
The Town shall maintain a general at least one disbursement account at the same bank at which the central depository account is maintained. The Town may, at the discretion of the Town Administrator and Finance Officer, maintain separate disbursement accounts for payroll and for non-payroll disbursements. Said disbursement account(s) shall be operated on an imprest basis, maintaining no balance in excess of that required to cover outstanding checks and electronic disbursements that have been issued against said account(s). Procedures shall be maintained to assure that sufficient funds are transferred into the disbursement account(s) to cover disbursements as they are presented for payment.

2.3.1. Positive Pay
The Town Administrator and Finance Officer shall implement a “Positive Pay” system. The Town’s bank shall be provided with an electronic record of all authorized disbursements, and the bank shall be instructed to only honor those disbursements presented for payment that have been so pre-authorized.

2.4. Collateralization
All bank accounts must be properly collateralized in accordance with G.S. 159-31(b).

2.5. Reconciliation
All bank accounts shall be reconciled monthly following the receipt of the bank statement. Reconciliation statements shall be made available to the Town Administrator and to the Board of Commissioners for examination and review and will verify receipt and approval with signature.
3. Investment & Cash Flow Management
   3.1. Cash Flow Forecasting
   The Town shall maintain a forecast of anticipated revenues, disbursements, and cash balances for the next twelve months, updated monthly. Care should be taken to assure that adequate balances are maintained in the central depository account to cover all of the Town’s upcoming obligations. The Finance Officer shall promptly notify the Board of Commissioners should exceptional circumstances threaten the Town’s ability to retain sufficient central depository account balances to cover upcoming obligations.

   3.2. Investment of Surplus or Idle Funds
   Cash in excess of the amounts forecasted to be needed to cover upcoming obligations may and should be invested to earn superior rates of interest income for the Town.

   3.3. Investment Instruments
   All investment instruments utilized by the Town must comply with relevant North Carolina Statutes, including collateralization requirements. The investment of surplus funds in savings accounts, certificates of deposit, or money market deposit accounts with the same bank with which the central depository account is maintained is hereby authorized if such practice will enable the Town to secure more favorable terms of service from said bank. Investment of surplus funds in the North Carolina Capital Management Trust or in obligations of the U.S. Government or its sponsored institutions is hereby authorized. Investments in other instruments permitted by North Carolina Statute shall not be made without the prior approval of the Board of Commissioners.

   3.4. Segregation of Invested Cash by Fund
   With the exception of the central depository account, cash from different accounting funds shall not be co-mingled; separate investment accounts shall be used for the investment of surplus cash from each fund.

   3.5. Designated, Reserved or Restricted Accounts
   The Board of Commissioners may, at its discretion, authorize the further segregation of surplus cash into investment accounts that have been designated or reserved in behalf of specific purposes. However, the Board of Commissioners
shall retain the right to revise or revoke said designations or reservations and render the invested cash available for other purposes. On the other hand, unspent cash received from external funding sources and subject to restrictions as to use shall be maintained in segregated investment accounts and may not be reallocated without the express approval of the external funding source.

3.6. Maturity of Investments
Investment instruments utilized by the Town shall not exceed a maturity term of one year without the prior authorization of the Board of Commissioners.

3.7. Reconciliation of Investment Accounts
Each investment account shall be reconciled monthly. Said reconciliations shall be made available for examination by the Town Manager Administrator and the Board of Commissioners.

4. Disbursements
4.1. Justification of Disbursement
No disbursement shall be made absent documentary justification (e.g., invoices, statements of account, etc.) establishing the legality and appropriateness of the disbursement. Payment shall be only from original invoices or other justifying documents, not from photocopies. Said justification documents shall be presented with checks for signature.

4.1.1. Documentary Justification – Payroll
The Town Manager Administrator shall maintain a personnel file for each person on the Town’s payroll, documenting that person’s authorization for hiring, salary history, hours authorized to work, tax withholding forms, payroll deduction authorizations, etc. A time sheet shall be submitted and approved by signature for each employee for each time period.

4.2. Budgetary Appropriation Covering Disbursement
In compliance with G.S. 159-28, no disbursement shall be made unless a sufficient budgetary appropriation exists to cover the disbursement.

4.3. Authorization of Disbursement
No disbursement shall be made except by written authorization by the Town Manager Administrator, or by the Mayor in the Town Manager’s Administrator’s
absence. Said authorization shall be presented with checks for signature. In the case of payroll, a time sheet with a signed approval shall constitute authorization for payment.

4.4. Timeliness of Disbursement
The Town shall endeavor to discharge its obligations prior to their due date if at all possible, to avoid the incurring of past due charges.

4.5. Method of Disbursement
The Town will normally pay by check. Electronic direct deposit of payroll is hereby authorized. Payment of obligations by wire transfer may only be done with the prior approval of the Board of Commissioners or a designated member.

4.5.1. Purchasing Cards
The Town Clerk Administrator is hereby authorized to obtain purchasing cards to be used for small purchases. Purchasing cards shall be issued only to authorized employees. All purchase receipts shall be turned in to the Town Clerk Finance Officer promptly, and all purchase card statements shall be promptly reconciled against purchase receipts.

4.6. Ordering and Securing Checks
All checks shall be pre-printed on bank safety paper with sequential numbers. Payroll and non-payroll checks shall be distinguished by different colors. The supply of unused checks shall be controlled and safeguarded in a locked cabinet. A duplicate, non-negotiable copy of each check issued shall be printed and maintained on file in sequential order. Voided checks shall not be thrown away; voided checks shall be stamped “VOID” and filed in a separate file with all other processed check copies. Blank checks shall be destroyed only in the case of unused checks being rendered unusable due to a change in bank account number; under such circumstance, the unusable blank checks shall be destroyed securely by shredder. The use of preprinted and pre-numbered check blanks as stubs for direct deposit transactions is hereby authorized.

4.7. Signature of Checks
All checks shall be signed by two people, one of which will normally be the Mayor or another designated member of the Board of Commissioners, and the other of which will normally be the Town Manager or another designated Board of Commissioners member. Other employees (excepting the Finance Officer) may be authorized to sign checks under exceptional or emergency circumstances. Signature authorization cards shall be renewed with the central depository bank at least annually. Under no circumstances is a signature stamp to be used to sign checks; the procurement or possession of a signature stamp by any authorized signee is hereby prohibited. Under no circumstances shall a blank check be signed in advance, nor shall any check be made out to “CASH” and signed except for reimbursement of the Petty Cash fund.

4.8. Review and Approval of Direct Deposit
   The direct deposit file to be transmitted to the bank shall be reviewed and approved by the Town Manager or by the Mayor or another designated Board of Commissioners member prior to transmission.

4.9. Mailing or Distribution of Signed Checks
   Checks that have been signed shall not be returned to the Finance Officer after signing, but shall be sealed and mailed by a signee or their designee.

4.10. Filing of Supporting Documentation
   Once a check has been issued, signed, and distributed, all supporting and justifying documentation shall be stamped “PAID” and filed in alphabetical order.

4.11. Petty Cash
   The Town shall maintain a petty cash fund for urgent and incidental purchases not to exceed $250. All petty cash disbursements must be documented by a petty cash voucher and supporting documentation, and be approved by the Town Manager or Town Clerk. The Petty Cash Fund shall be reconciled and replenished on at least a quarterly basis. The Petty Cash fund shall be kept in a locked file cabinet.

5. Banking Relations
   5.1. Competitive Procurement of Banking Services
The Town shall procure its banking services and establish its banking relationship through a competitive Request for Proposals procurement process. Requests for Proposals for banking services shall be solicited from all banks with branches within a three-mile radius of the Town Offices that are also capable of collateralizing deposits per the list of approved institutions maintained by the N.C. Treasurer’s office. Said RFP process shall be repeated at least every five years.
2024 National Public Works Week

WHEREAS, public works professionals focus on infrastructure, facilities and services that are of vital importance to sustainable and resilient communities and to the public health, high quality of life and well-being of the people of the Town of Montreat; and

WHEREAS, these infrastructure, facilities and services could not be provided without the dedicated efforts of public works professionals, who are engineers, managers, and employees at all levels of government and the private sector, who are responsible for rebuilding, improving, and protecting our town’s transportation, water supply, water treatment and solid waste systems, public buildings, and other structures and facilities essential for our citizens; and

WHEREAS, it is in the public interest for the citizens, civic leaders and children in the Town of Montreat to gain knowledge of and to maintain an ongoing interest and understanding of the importance of public works and public works programs in their respective communities; and

WHEREAS, the year 2024 marks the 64th annual National Public Works Week sponsored by the American Public Works Association/Canadian Public Works Association.

NOW, THEREFORE BE IT PROCLAIMED, that I, Tim Helms, Mayor, and The Montreat Board of Commissioners do hereby designate the week May 19-25, 2024, as National Public Works Week. I urge all citizens to take a moment to pay tribute to our public works professionals, engineers, managers, and employees and to recognize the substantial contributions they make to protecting the health, safety, and quality of life in the Town of Montreat.

IN WITNESS WHEREOF, I have hereunto set my hand and caused the Seal of the Town of Montreat to be affixed.

ADOPTED this the 9th day of May 2024.

Tim Helms, Mayor

ATTEST:

Angie Murphy, Town Clerk
## VISION STATEMENT: ENVIRONMENT

Montreat will value and protect its tree canopy, streams, land, and natural beauty.

<table>
<thead>
<tr>
<th>#</th>
<th>OBJECTIVE</th>
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</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Create a local erosion and sediment control ordinance for grading permits and requirements for projects that currently are not covered by Buncombe County’s Erosion and Sediment Control Ordinances.</td>
<td>Short-Term</td>
<td>High</td>
<td>PZ</td>
<td>10/18/23 Assigned to Zoning Ordinance Subcommittee for review; 01/18/24 No action; 04/25/24 No action</td>
</tr>
<tr>
<td>4</td>
<td>Explore the adoption of additional stream protection ordinances.</td>
<td>Long-Term</td>
<td>Medium</td>
<td>PZ</td>
<td>10/18/23 Assigned to full Planning and Zoning Commission for review; 01/18/24 No action; 04/25/24 No action</td>
</tr>
<tr>
<td>6</td>
<td>Explore conservation easements as an avenue for land protection.</td>
<td>Short-Term</td>
<td>Medium</td>
<td>PZ &amp; OSC</td>
<td>10/18/23 Revisit and assign once stormwater management plan is approved by state; 01/18/24 No action; 04/25/24 No action</td>
</tr>
<tr>
<td>7</td>
<td>Implement the stormwater management plan as required and approved by Small MS4 NPDES Permit.</td>
<td>Long-Term</td>
<td>Medium</td>
<td>Town-wide</td>
<td>10/18/23 Revisit and assign stormwater portion of objective once stormwater management plan is approved by state. Flood risk mitigation portion of objective assigned to full Planning and Zoning Commission for review; 01/18/24 No action; 04/25/24 No action</td>
</tr>
<tr>
<td>9</td>
<td>Create a voluntary stormwater control measure and flood risk mitigation program with established goals that includes educational opportunities and outreach efforts.</td>
<td>Long-Term</td>
<td>Medium</td>
<td>PZ</td>
<td>10/18/23 Assigned to full Planning and Zoning Commission for review; 01/18/24 Assigned to Julie Schell to pursue with staff assistance, ZA gave presentation on viewsheds, full PZC voted to not make a recommendation on pursuing objective to the BOC at this time and to revisit this objective in January 2025.</td>
</tr>
<tr>
<td>10</td>
<td>Investigate implementing viewshed protection regulations in Montreat.</td>
<td>Short-Term</td>
<td>Medium</td>
<td>PZ</td>
<td>10/18/23 Assigned to full Planning and Zoning Commission for review; 02/07/24 HDO met (see minutes); 03/07/24 HDO met (see minutes); 04/24/24 HDO met (see minutes)</td>
</tr>
<tr>
<td>11</td>
<td>Examine the existing Hillside Development Ordinance and ensure that it is enforceable, practical, and sufficient for its purpose, with consideration to the responsibility placed on those building on property in Montreat.</td>
<td>Short-Term</td>
<td>High</td>
<td>PZ</td>
<td>10/18/23 Assigned to full Planning and Zoning Commission for review; 01/18/24 Assigned to Sally Stansill to pursue with staff assistance, 04/25/24 ZA &amp; SS shared current tracker status with PZC. PZC voted to pursue the implementation strategies as proposed by ZA &amp; SS.</td>
</tr>
<tr>
<td>12</td>
<td>Support and implement the goals and recommendations for the Town of Montreat in the Buncombe and Madison County Regional Hazard Mitigation Plan.</td>
<td>Short-Term</td>
<td>Medium</td>
<td>Town-wide</td>
<td></td>
</tr>
</tbody>
</table>

PZ = Planning & Zoning | OSC = Open Space Committee
## VISION STATEMENT: DEVELOPMENT

Montreat will be a community that respects buildings with historic value, encourages new development to consider the surrounding architecture, and strives for resilience in the face of a changing climate.

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<td>2</td>
<td>Investigate implementing a maximum lot coverage standard in the Montreat Zoning Ordinance to cap the percentage of a lot that can be developed</td>
<td>Short-Term</td>
<td>High</td>
<td>PZ</td>
<td>10/18/23 Assigned to full Planning and Zoning Commission for review; 01/18/24 Revised to assign to Zoning Ordinance Subcommittee for review; 04/25/24 No action</td>
</tr>
<tr>
<td>3</td>
<td>In cooperation with the Town, Montreat College, the Mountain Retreat Association, and local organizations, work to update and implement a wayfinding plan including educational signage.</td>
<td>Long-Term</td>
<td>High</td>
<td>PZ</td>
<td>10/18/23 Assigned to Sign Ordinance Subcommittee for review; 02/08/24 SSC met (see minutes); 03/06/24 SSC met (see minutes); 04/11/24 SSC met (see minutes); 04/25/24 SSC met (see minutes)</td>
</tr>
<tr>
<td>4</td>
<td>Preserve, protect, and enhance the character of Montreat by evaluating and improving existing allowable uses, densities, and dimensional regulations in each Zoning District</td>
<td>Short-Term</td>
<td>High</td>
<td>PZ</td>
<td>10/18/23 Assigned to Zoning Ordinance Subcommittee for review; 01/18/24 No action; 04/25/24 No action</td>
</tr>
<tr>
<td>5</td>
<td>Investigate development regulations per Zoning District for short-term rentals with consideration for existing short-term rentals and potential funding sources.</td>
<td>Short-Term</td>
<td>High</td>
<td>PZ</td>
<td>10/18/23 Assigned to full Planning and Zoning Commission for review; 01/18/24 Assigned to Bill Scheu to pursue with staff assistance; 04/25/24 PZC decided not to proceed with STR regulations at this time per conversations with BOC members. Will revisit if there is an update from state legislature.</td>
</tr>
<tr>
<td>6</td>
<td>Support current and new activities with local, regional, and state partners to educate the public about the value of historic properties and landmarks.</td>
<td>Long-Term</td>
<td>Medium</td>
<td>PZ</td>
<td>10/18/23 No action by Planning and Zoning Commission needed at this time. PZC will serve as a resource as needed for entities (like PHC) who work with historic preservation.</td>
</tr>
<tr>
<td>7</td>
<td>In the spirit of the long-term success of the Town of Montreat, and guided by the above vision statements and objectives, work collaboratively with citizens and the institutions of the Town, including, but not limited to, Montreat College and the Mountain Retreat Association, on any future development plans to support the vitality and future of the institutions and the Town.</td>
<td>Long-Term</td>
<td>High</td>
<td>PZ</td>
<td>10/18/23 No action by Planning and Zoning Commission needed at this time. PZC will discuss more details of how to proceed with this objective at the next regular meeting. Current strategy is to invite MRA &amp; Montreat College representatives to present plans to PZC; 01/18/24 No action; 04/25/24 No action</td>
</tr>
</tbody>
</table>

PZ = Planning & Zoning | OSC = Open Space Committee
# VISION STATEMENT: TRANSPORTATION

Montreat will be accessible for people as they age, safe for children and families, and calm for those driving, biking, and walking.

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<tr>
<td>1</td>
<td>Calm traffic and lower speeds by partnering with regional transportation agencies to conduct a study of feasible options. This may include, but is not limited to, investigating posting advanced warning signs near the Montreat Gate, seasonal speed tables, or additional stop signs.</td>
<td>Short-Term</td>
<td>Medium</td>
<td>Town-wide</td>
<td>10/18/23 No action by Planning and Zoning Commission needed at this time. PZC will serve as a resource as needed work conducted under this objective; 01/18/24 Staff prepare a memo to BOC requesting action on this objective, Sally Stansill to assist, draft memo for regular April PZC meeting; 04/25/24 Full PZC reviewed memo and voted to have the memo placed on May BOC agenda.</td>
</tr>
<tr>
<td>2</td>
<td>Periodically examine the availability and demand for parking in the Town of Montreat. Develop strategies as needed to address parking issues. Special consideration to seasonal parking needs should be included.</td>
<td>Long-Term</td>
<td>High</td>
<td>Town-wide</td>
<td>10/18/23 No action by Planning and Zoning Commission needed at this time. PZC will serve as a resource as needed work conducted under this objective; 01/18/24 No action; 04/25/24 No action.</td>
</tr>
<tr>
<td>3</td>
<td>Investigate developing a freight plan in partnership with local and regional partners. This plan may include, but is not limited to, designated truck routes, drop/off/delivery zones, and a permit system for overweight vehicles to be charged a fee.</td>
<td>Long-Term</td>
<td>Medium</td>
<td>Town-wide</td>
<td>10/18/23 No action by Planning and Zoning Commission needed at this time. PZC will serve as a resource as needed work conducted under this objective; 01/18/24 No action; 04/25/24 No action.</td>
</tr>
<tr>
<td>4</td>
<td>Update and implement the Town’s Bicycle, Pedestrian, and Greenways Master Plan.</td>
<td>Long-Term</td>
<td>Medium</td>
<td>Town-wide</td>
<td>10/18/23 No action by Planning and Zoning Commission needed at this time. PZC will serve as a resource as needed work conducted under this objective; 01/18/24 No action; 04/25/24 No action.</td>
</tr>
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PZ = Planning & Zoning | OSC = Open Space Committee
MEMORANDUM

TO: The Town of Montreat Board of Commissioners
CC: Savannah Parrish (Town Manager), Angela Murphy (Town Clerk)
FROM: Town of Montreat Planning and Zoning Commission, Kayla DiCristina (Zoning Administrator)
SUBJECT: Montreat Tomorrow Transportation Objective 1
DATE: May 9, 2024

On August 14, 2023, the Town of Montreat adopted Montreat Tomorrow as the Town’s Comprehensive Plan. The plan contained a set of objectives for the Town to accomplish to achieve a set of vision statements. The Town’s Planning and Zoning Commission began its process of implementing the objectives of Montreat Tomorrow at the beginning of 2024. To accomplish this work, individual Commission Members graciously offered their time to pursue specific objectives that they held an interest in. The first set of objectives the Commission focused on for implementation were those designated as “high priority” in the plan. However, one “medium priority” objective stood out as needing to be addressed with the “high priority” objectives.

The objectives in Montreat Tomorrow were broken into three categories each with its own vision statement: environment, development, and transportation. The vision for transportation in Montreat is that the Town be accessible for people as they age, safe for children and families, and calm for those driving, biking, and walking. Under this vision statement are five objectives. The first objective, which is the subject of this memo, directs the Town to calm traffic and lower speeds by conducting appropriate studies of the Town’s transportation network. To accomplish this recommendation, partnerships with regional transportation agencies should be considered. While Transportation Objective 1 was identified as a “medium priority”, this objective was of interest to the Commission Members. The Commission recommends that this objective be pursued during the upcoming fiscal year.
At the end of 2022, the Town's Zoning Administrator provided a memo to the Board of Commissioners about a grant opportunity through the French Broad River Metropolitan Planning Organization (FBRMPO), of which Montreat is a part of, for the Unified Planning Work Program (UPWP). This program provides funding for short-range planning activities, including smaller-scale traffic studies, within the FBRMPO's region. The Zoning Administrator recommended that the Town apply to the program for a traffic study limited to Assembly Drive for a total project cost of $25,000 with a cost match to the Town of $5,000. At the time, the Town declined to apply.

The Commission recommends that the Board of Commissioners pursue action related to this objective during the upcoming fiscal year. Should the Board of Commissioners agree to pursue this objective, the Commission recommends that the Town pursue a traffic study, with a focus on Assembly Drive, utilizing grant funding and partnerships with local entities. The Commission recommends that the Town provide up to $5,000 of the traffic study cost.