



## MEMORANDUM

**TO:** Mayor and Town Board of Aldermen  
**FROM:** Robert W. Hites Jr.  
**DATE:** 1/11/22  
**SUBJECT:** 2022 Annual Retreat- April 6<sup>th</sup>, 7<sup>th</sup> 2022.

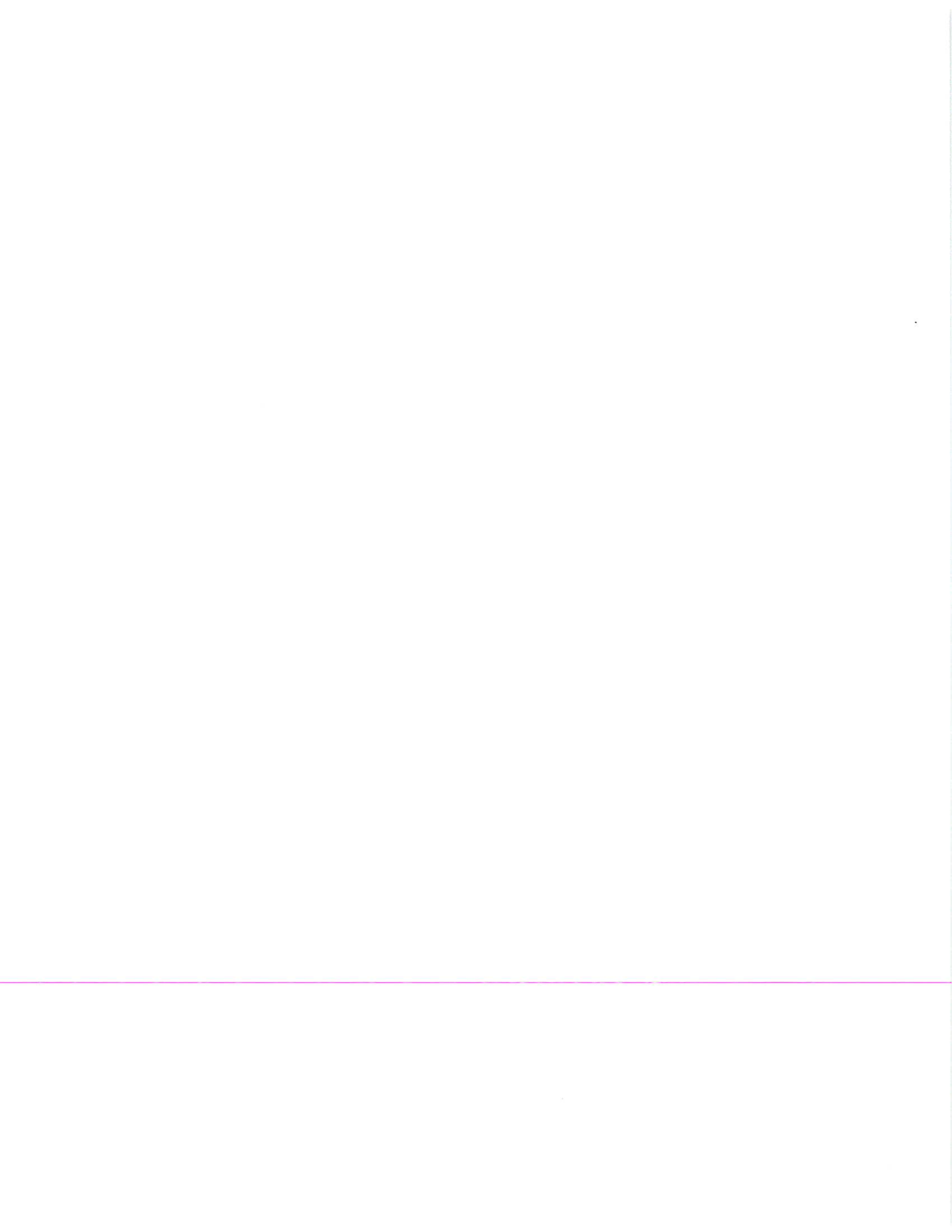
I am attaching a proposed agenda for your consideration as well as Misty Hagood's Financial Report and materials that several Board members have sent to back-up their presentation of their goals.

I propose that we move directly into the Board member's presentations of goals while we are fresh.

We would like to limit the use of pads and easels as much as possible to save time. Jesse and I have set up a format to display your goals and action items on the screen. As you make comments, add goals and action items Jesse will act as our "scribe" and type them directly onto the screen. Most of the day will be dedicated to presenting and discussing the goals. The Department Heads who are involved in the areas involving goals have helped define the action items and will aide in the explanation of goals. Alderman Sutton has to leave to meet with the Governor and his staff at 2:00 (work related) so I have substituted Misty's presentation of our financial position and other housekeeping items to the late afternoon of the first day.

We will resume our goal setting session at 1:30 on Thursday with a wrap-up of the goal presentation and begin discussing the goals that you consider most important in the short and long run. The staff will seek your guidance on action items that you would like to have included in the upcoming budget. You may choose a long-term goal of constructing a fire station that would involve budgeting for the first phase of a new fire station in July and completing it in 2024.

Our hope is to end the day with a list of goals established in order of priority and a short- and long-term plan to achieve those goals. At the beginning of each subsequent retreat, we will review our goals, discuss our progress toward the goals and seek any changes you wish to make.



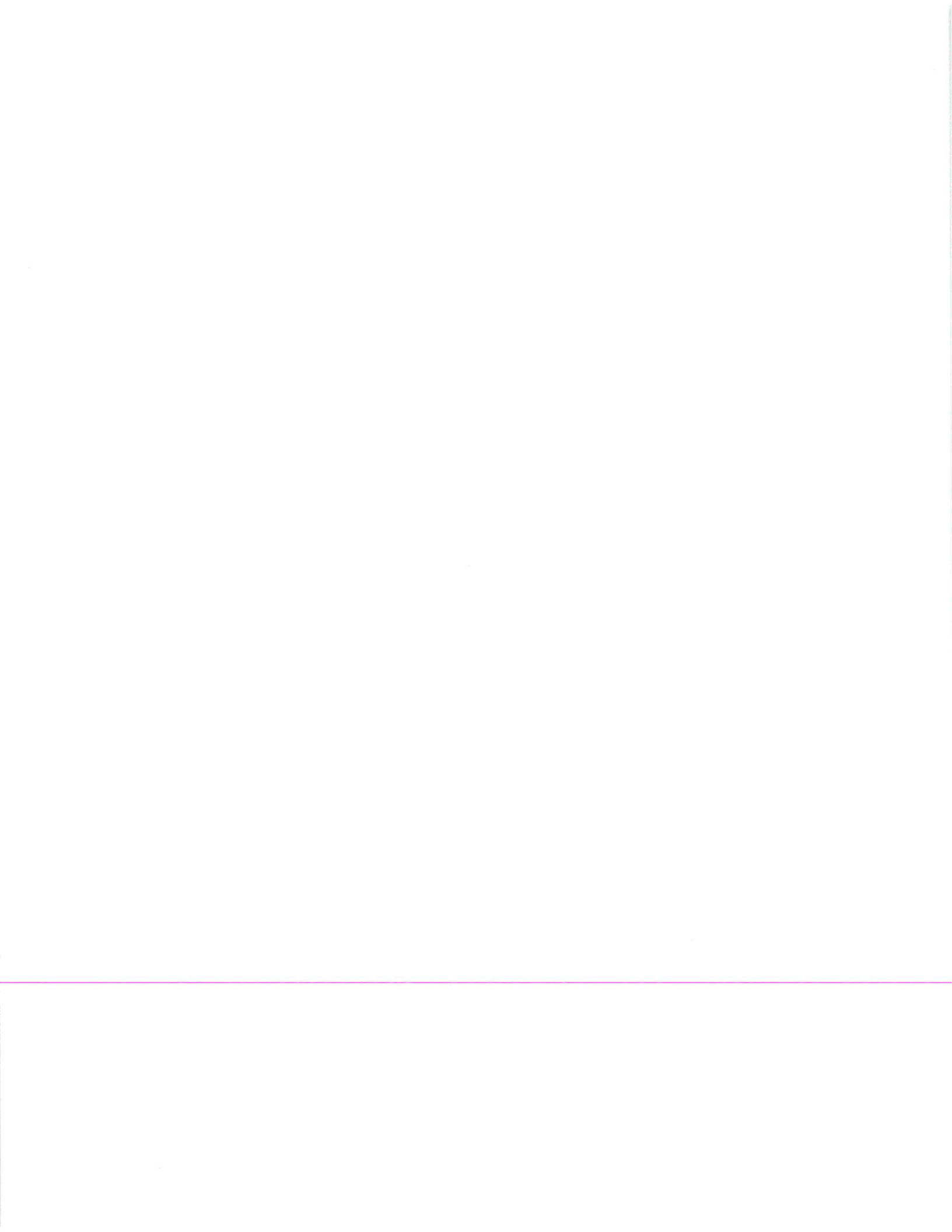
# Board of Aldermen Retreat Agenda

APRIL 6<sup>TH</sup>, 7<sup>TH</sup>, 2022

- |  |                |          |
|--|----------------|----------|
| 1. Call to Order<br>Introductory Comments  | Mayor Caldwell | 8:30 AM  |
| 2. Discussion of Ground Rules for Retreat  | Rob Hites      | 8:40 AM  |
| 3. Introduction to Goal Setting:   | Rob Hites      | 9:00 AM  |
| Review of Structure of Exercise  |                |          |
| <ul style="list-style-type: none"><li>• Statement of Long-Term Goals by Alderman</li><li>• Explanation of resources needed to fulfill Goals</li><li>• Discussion of short-term projects vs long term</li><li>• Discussion of Timeline for achieving goals</li><li>• Rating List of Goals 1-5 to determine priorities</li></ul> |                |          |
| 4. <b>BREAK</b>  |                | 10:30 AM |
| 5. Discussion of Individual Goals: (Listed Alphabetically)<br>Goal: Explanation, Resources, Project Scope, Time- Line  |                | 10:45 AM |
| 6. <b>LUNCH</b>  |                | 12:30 PM |
| 7. Continue Discussion of Individual Goals   |                | 1:00 PM  |
| 8. Additional Goals not Included in submitted list   |                | 3:00 PM  |
| 9. Discussion of Finance Director's Report   |                | 3:45 PM  |
| 10. Wrap up of day's discussion  |                | 3:30 PM  |
| 11. Closing Comments   |                | 4:00 PM  |
| 12. Motion to Continue Meeting to 1:30 PM Friday, April 7 <sup>th</sup>  |                | 4:15 PM  |

## CONTINUED MEETING April 7th

- |   |         |
|---|---------|
| 1. Call to Order  | 1:30 PM |
| 2. Continuation of Goal Setting from Thursday   | 1:40 PM |
| 3. <b>BREAK</b>   |         |
| 3. Rating of Goals in Priority 1-5  | 1:40 PM |
| 4. Presentation of issues not discussed in Goal setting<br><i>Ex. Short term projects not related to long term goals.</i> | 3:00 pm |
| 5. Closing comments by Mayor and Board of Aldermen  | 4:00 pm |
| Adjourn   | 4:45 pm |



## **JON FEICHTER GOALS**

**GOAL: CONVERT MUNICIPAL BUILDINGS TO SOLAR GENERATED HEAT AND HOT WATER.**

**ACTION ITEMS:**

- *Select Consultant/Engineer to design and bid installation of Solar systems in Recreation Center, New Fire Station #2, Town Hall, etc. Conversion will save the Town money in the long run and mitigate the harmful effects of Climate Change.*

**GOAL: TRANSITION TO SMART ELECTRIC METERING**

**ACTION ITEMS:**

- *Request Proposals from "Smart Electric Meter" providers , evaluate them with the help of a metering consultant.*
- *Determine the cost of conversion to "Smart Meters".*
- *Refrain from installing additional radio read meters*
- *Install only "smart meters" on new developments*
- *Determine the funding opportunities for Town wide conversion*
- *Serious issues with fluctuating billing cycles and frequent turnover in staff require that the Town turn to fully electronic electric meter reading.*

**GOAL: PROVIDE OPTION FOR "BUDGET BILLING".**

**ACTION ITEMS:**

- *Develop a "Budget Billing" program ASAP where the Town determines a monthly average bill for customers. The problems with meter reading and billing in the recent past have created unnecessary hardship for some of our customers, particularly those on fixed incomes.*
- *Contact MUNIS and other Electri-cities to determine the best way to set up such a program.*
- *Develop a "budget billing policy" for the Board's adoption and purchase the necessary software to carry out the program.*

**GOAL: PERMIT CUSTOMERS TO RECEIVE THEIR UTILITY BILLS VIA EMAIL**

**ACTION ITEMS:**

- Work with Finance staff to determine the best approach to billing, i.e., Mail or Email, Mail and Email.
- Develop method to permit customers to notify the staff as to which method they should choose. i.e., An Application on the Town's website, a phone number printed on the bill", a check off box and place to add email address on bill.

**GOAL: INCREASE THE NUMBER OF ELECTRIC VEHICLE (EV) CHARGING STATION IN THE TOWN**

**ACTION ITEMS:**

- *Conduct research on the most efficient and cost-effective charging station technology*
- *Determine the cost of the station and installation.*
- *Apply for grant assistance available from the Dept. of Transportation to aide in paying for the stations.*
- *Stations should be "Quick Charge" which requires the same power as a home dryer.*
- *Potential locations are as follows:*
  - *Miller Street Public Parking Lot*
  - *Hazelwood Parking Lot*
  - *Frog Level Public Parking Lot*
  - *Downtown off-street parking location.*

## DRAFTING GOALS

Drafting Goals are designed to help you identify if what you want to achieve is realistic and affordable. When drafting a goal, use precise language that includes important information. Well drafted language and relevant information will aide you in answering the questions below and help your colleagues understand your reasoning.

**Goal:** *(Write the goal you have in mind):*

Construct solar electric and thermal (hot water) arrays @ the Recreation Center to offset electricity and natural gas consumption to lower the center's carbon footprint. If project proves successful, extend to other municipal building in the coming years.

1. **Be Specific:** *{What do you want to accomplish? Who needs to be included? When do you want to do this? Why is this a goal?}*

Installing solar arrays at the Rec Center and other municipal buildings will save the Town money in the long run and ensure we're doing our part to mitigate the harmful effects of climate change, several examples of which we've experienced here in Haywood County recently (e.g., floods in 2021 and 2004). The Recreation and Electric Departments will need to be included.

2. **Achievable** *{Does the Town have the skills required to achieve the goal? If not, can they obtain them? What other stakeholders should be included in this goal in order to make it successful}*

The Town has some of the skills required to achieve the goal, but solar electric and thermal contractors would be needed to construct the arrays.

3. **Relevance to Waynesville's Current Needs?** *{Why am I setting this goal now?}*

In August of 2021, a catastrophic flood hit Canton and the surrounding areas resulting in the tragic loss of seven lives. According to a recently released report on climate change by the IPCC, many the harmful effects are irreversible, but it's not too late to avoid some of the most dangerous effects. Waynesville needs to do its part.

4. **Timeline for Achieving the Goal?** *{What are the deadlines and are they realistic?}*

Consult w/ the Planning, Recreation, Electric Departments, and solar experts, to create an RFP to be sent to solar electric and thermal contractors. The planet is running out of time to avoid the most damaging effects so this project should be operation by the end of first quarter 2023. See attached case study for one example of what we could do.

# Climate change already worse than expected, says new UN report

The effects of warming are already driving people from their homes as seas rise, as well as killing trees and animal species. We can adapt, but also urgently need to make deep and immediate emissions cuts to head off even worse impacts, experts say.

Climate change is causing greater impacts than expected at lower temperatures than anticipated, disrupting natural systems and affecting the lives of billions of people around the world, according to the latest report from the [United Nations' Intergovernmental Panel on Climate Change \(IPCC\)](#).

The new report found that droughts and heat waves are killing off trees and corals; sea level rise is forcing people in vulnerable areas to leave their homes; and extreme conditions may be increasing the likelihood of violent conflict. If warming is not halted soon, and it continues, as many as half the species living on land could become extinct, malnutrition in parts of the world will likely become widespread, and extreme weather events will become increasingly common.

The poor, the very young and very old, ethnic minorities, and Indigenous peoples are at most risk. And while measures to limit the impact of climate change do exist, **the only truly meaningful step is to reduce greenhouse gas emissions as soon as possible.**

According to [Kelly Levin of the Bezos Earth Fund](#), a foundation that funds efforts to combat climate change, the report “shows clearly how much we need to change course, because delayed action risks triggering impacts that are so catastrophic that our world slowly becomes unrecognizable.”

The report, *Climate Change 2022: Impacts, Adaptation and Vulnerability*, was published on Monday after approval from 195 governments. It runs 3,675 pages. Here are its major findings.

## Many climate change impacts are worse than thought

To date, greenhouse gas emissions have resulted in a mean global temperature increase **just shy of 1.1 degrees Celsius** (about 2 degrees Fahrenheit). According to [Camille Parmesan](#) of the University of Plymouth's Marine Institute, who was co-author of the report's 35-page “Summary for Policymakers,” “one of the most striking conclusions of our report is that we're seeing adverse impacts that are much more widespread and much more negative than expected” at that level of temperature increase.

Of particular concern, she adds, is that this relatively small amount of warming has been enough to begin **melting permafrost, drying out peatlands**, and damaging forests through insect pest outbreaks and wildfires.

The report also finds that climate change is already impacting agriculture, forestry, fisheries, and aquaculture, including in North America. “Across North America, climate change has reduced agricultural productivity since 1961,” says [Rachel Bezner-Kerr](#) of the Cornell College of Agriculture and Life Sciences, who was also a co-author of the official summary.



What's more scientists can increasingly link extreme weather events directly to climate change. In fact, argues Michael Mann, director of the Earth System Science Center at Pennsylvania State University and author of *The New Climate War: The Fight to Take Back Our Planet*, current models continue to “underestimate the impact that climate change is already having on persistent weather extremes and underpredict the worsening of these impacts with additional warming.”

The report concludes that increased heat waves, droughts, and floods “are already exceeding plants’ and animals’ tolerance thresholds, driving mass mortalities in species such as trees and corals. These weather extremes are occurring simultaneously, causing cascading impacts that are increasingly difficult to manage.”

## The need for action is urgent

The recognition that climate impacts are already being felt increases the urgency of limiting further warming. On land, up to 14 percent of species will likely face “very high risk of extinction” at global warming levels of 1.5°C (2.7°F), says the report; that figure increases to as much as 18 percent at 2°C (3.6°F), and all the way up to 48 percent at 5°C (9°F). (If the world’s nations keep their current promises to reduce emissions, a recent analysis found, warming will be kept under 2.5°C.)

At 2°C or higher of warming, human food security risks due to climate change will be more severe, leading to nutrient deficiencies and malnutrition, particularly in Sub-Saharan Africa, South Asia, Central and South America, and small island states. Furthermore, as temperatures continue to climb, climate change impacts and risks are likely to become “increasingly complex and more difficult to manage,” with multiple hazards—from droughts and wildfires to sea-level rise and floods—occurring simultaneously.

It is for that reason that the goal of the Paris Agreement is to limit warming to “well below 2 degrees, and preferably 1.5 degrees” of warming. However, even many of the countries committed to 1.5°C are expecting the average global temperature to rise above that level first before dropping, a process known as overshoot. With severe impacts being felt now, such an approach may be dangerous.

“Because of all these changes already being put into motion, we are concluding that with overshoot ... we have an increased risk of irreversible impacts, such as species extinctions, and also that some of these processes that we’re already seeing take place, will be increasingly difficult to reverse,” says Parmesan.

“I would argue we have to try to limit warming to 1.5°C with as little overshoot as possible, ideally zero overshoot,” says Mann. “But what we need to do is actually pretty straightforward: We need to ramp carbon emissions down as rapidly as possible.”

## Climate change affects some more than others

“Climate change affects us all, but it doesn’t affect us all equally,” explains Katharine Hayhoe, chief scientist for The Nature Conservancy. “Those already living below the poverty line, the very young and very old, ethnic minorities and Indigenous peoples: these are populations disproportionately affected by climate impacts. And in many cases, they’re also the ones who have done the least to contribute to the problem. That’s why climate change is profoundly unfair.”

The report points out that vulnerability to climate change is higher in locations and among populations that have less resilience to extreme change: for example, those affected by poverty and violent conflict. While there is little evidence so far that climate change directly causes conflict, it may increase the risk

of it by exacerbating social, economic, and environmental problems. From 2010 to 2020, human deaths from floods, droughts, and storms were 15 times higher in highly vulnerable regions, compared to regions with very low vulnerability. Flood and drought-related food insecurity and malnutrition have increased in Africa and Central and South America.

Climate and weather extremes are increasingly driving displacement of populations in some regions; small island states threatened by rising seas are disproportionately affected. The loss of ecosystem services has especially severe effects on those who rely directly on them to meet basic needs, including Indigenous peoples.

## We can adapt; nature is key

As temperatures increase, humans need to adapt. One of the report's key findings, says Parmesan, is that such adaptation "is more reliant on natural ecosystems than we'd seen in prior reports. There is more evidence now of that dependency."

Flood risk along rivers can be reduced by restoring wetlands and other natural habitats in flood plains, or by returning rivers to their natural courses. Conserving mangroves protects shorelines from storms and erosion. By reducing overfishing, marine protected areas provide resilience against climate change. Cities can be cooled by parks and ponds and by greening streets and rooftops. Farmers can increase both their climate resilience and their yields by improving soil health.

Adaptation that focuses on the maintenance of natural systems also helps avoid "maladaptation," the report says. Irrigating fields with groundwater can provide immediate relief from drought, for example—but if droughts become more frequent or long-lasting, the water table may ultimately disappear. Similarly, sea walls might protect coastal areas in the short term, but their construction can destroy coastal ecosystems such as coral reefs, which themselves contribute to coastal protection.

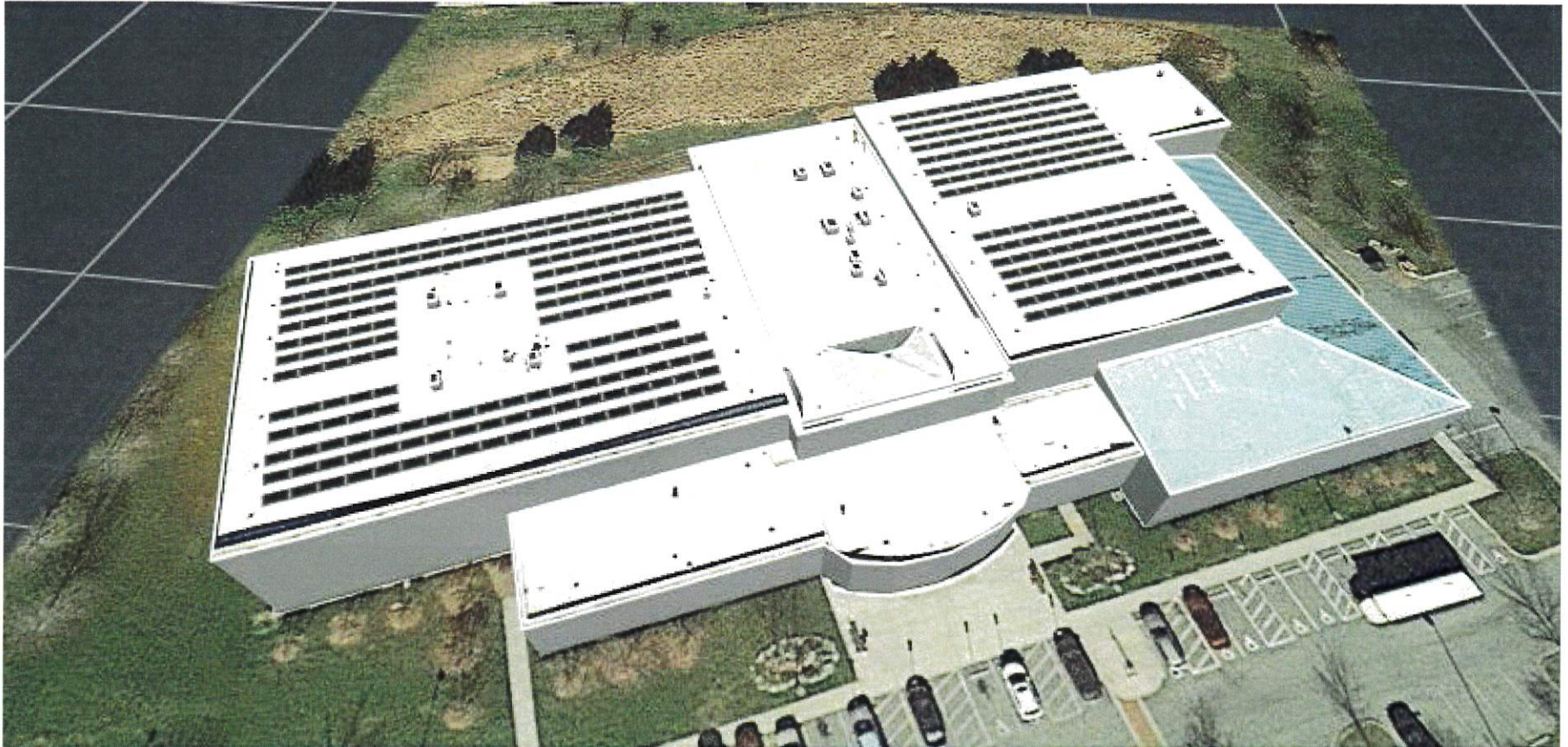
"The worst possible maladaptation," Mann argues, would be "to put too many marbles in the adaptation bag and not enough in the mitigation bag"—in other words, to adapt to the impacts of climate change without taking adequate steps to eliminate the greenhouse gas emissions that cause it. In a sense, he continues, "the report is a summary of what we already know: Dangerous climate change is now upon us, and it is simply a matter of how bad we're willing to let it get."

## About the IPCC reports

The report reflects the findings of IPCC's Working Group II, one of three such groups that publish updated findings approximately every eight years. Chris Field of Stanford University, who was co-chair of the group from 2008 to 2015, explains that it covers a "a broad portfolio" that addresses "how climate change interacts with people, economies, and the environment."

The report covers 3,675 pages, detailing the impact of climate change on continental and polar regions, terrestrial and marine ecosystems, food, and health. It also explores the intersection of global warming and poverty and examines pathways to development that are as resilient as possible to climate change and its impacts. It is prefaced by a 35-page "Summary for Policymakers" which, says Field, "is painstakingly approved, sentence by sentence, by consensus."

That process means that IPCC reports are sometimes criticized for being watered down, but Field argues that it gives the report a strength that individual studies cannot match, in that "every country in the world agrees that every sentence in the summary for policymakers is an accurate description of the underlying technical literature."

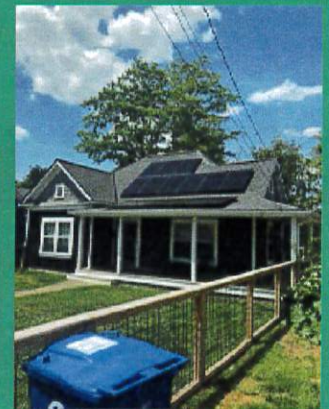


**PREPARED FOR:**

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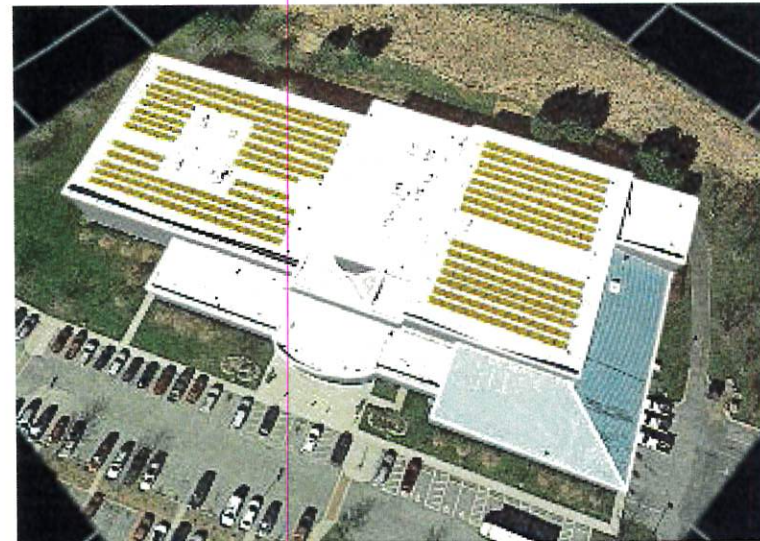
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## A SUMMARY OF YOUR SOLAR SYSTEM

# YOUR SYSTEM DESIGN

Below is an overview of the system and its price breakdown.



**System Cost**

\$275,400



**System Size**

153.00 kW



**Annual Production**

219,758 kWh



**Est. Annual Savings**

\$10,720

<b>System Cost</b>	\$275,400
<b>Incentives*</b>	\$0
<b>Net System Cost</b>	\$275,400



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# YOUR SAVINGS WITH SOLAR

How Much Will You Save Over 25 YEARS?

\$268,002



**WITH SOLAR**

\$4,979

Monthly Utility Bill

\$8,226

Est. monthly utility bill in 25 years



**WITHOUT SOLAR**

\$6,470

Monthly Utility Bill

\$10,397

Est. monthly utility bill in 25 years



\*Estimated savings after system purchase and financing costs. Assumes utility rate increases 2.0% per year, and cash flows discounted at 0.0 %.

## YOUR SAVINGS INFORMATION

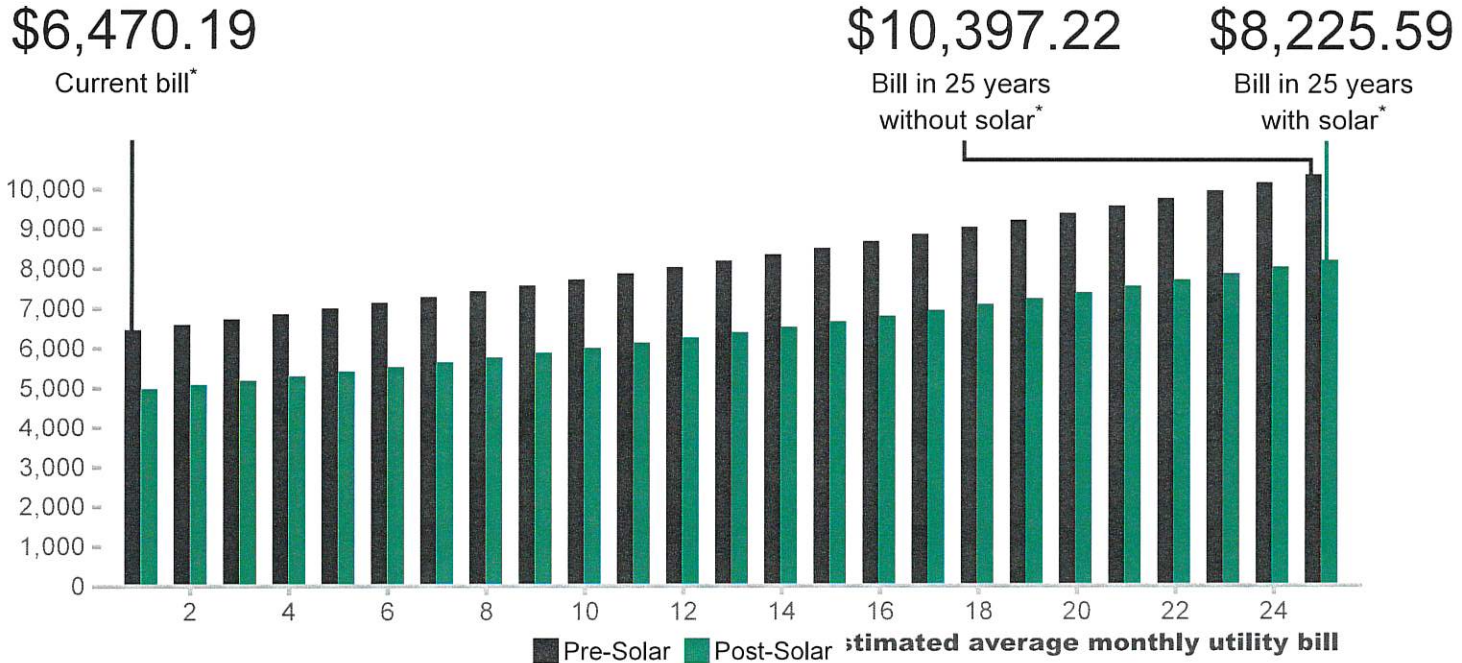
# SAVINGS DETAIL

<b>(kWh)</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Annual</b>
Utility Consumption Pre-Solar	66.1k	62.3k	70.4k	59.8k	74.2k	69.4k	73k	84.6k	62.4k	63.3k	61.1k	52.3k	799k
Utility Consumption Post-Solar	53.2k	47.7k	52k	38.7k	50.6k	46.1k	49.7k	62.7k	43.4k	45.8k	48.3k	41.3k	579.2k
Solar Production	12.9k	14.7k	18.4k	21.1k	23.6k	23.3k	23.3k	21.9k	19k	17.5k	12.9k	11k	219.8k
<b>(\$)</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Annual</b>
Utility Bill Pre-Solar	6,578	6,317	6,852	5,833	7,115	6,627	6,970	7,990	6,028	6,134	6,010	5,188	77.6k
Utility Bill Post-Solar	5,502	5,133	5,342	4,156	5,203	4,746	5,080	6,163	4,490	4,709	4,939	4,277	59.7k
Utility Bill Savings	1,076	1,183	1,509	1,677	1,912	1,880	1,890	1,827	1,538	1,425	1,071	911	17.9k
Excess Credit	0	0	0	0	0	0	0	0	0	0	0	0	

\*Estimated savings after system purchase and financing costs. Assumes utility rate increases 2.0 % per year, and cash flows discounted at 0.0 %.

# FINANCING SUMMARY

## THE COST OF NOT GOING SOLAR



### CASH PURCHASE

- Maximize your savings by owning a secure long-term investment.
- Break even in 13.9 years.
- Use federal investment tax credit to reduce your tax liability.
- Increase the market value of your home.

### LOAN PURCHASE

- Numerous low-cost, low-interest rate loan programs are available.
- Achieve immediate savings, as you repay the loan over time.
- Use federal investment tax credit to reduce your tax liability.
- Increase the market value of your home.

# CASH OPTION

Year	Annual Bill Pre Solar	Annual Bill Post Solar	Annual Cashflows	Cumulative Cashflows
0	0	0	(275.4k)	(275.4k)
1	77.6k	59.7k	17.9k	(257.5k)
2	79.2k	61k	18.2k	(239.3k)
3	80.8k	62.3k	18.5k	(220.8k)
4	82.4k	63.6k	18.8k	(202.1k)
5	84k	65k	19.1k	(183k)
6	85.7k	66.3k	19.4k	(163.7k)
7	87.4k	67.8k	19.7k	(144k)
8	89.2k	69.2k	20k	(124k)
9	90.9k	70.6k	20.3k	(103.8k)
10	92.8k	72.1k	20.6k	(83.1k)
11	94.6k	73.7k	20.9k	(62.2k)
12	96.5k	75.2k	21.3k	(40.9k)
13	98.4k	76.8k	21.6k	(19.3k)
14	100.4k	78.4k	21.9k	2,591
15	102.4k	80.1k	22.3k	24.9k
16	104.4k	81.8k	22.6k	47.5k
17	106.5k	83.5k	23k	70.5k
18	108.6k	85.3k	23.4k	93.9k
19	110.8k	87.1k	23.7k	117.6k
20	113k	88.9k	24.1k	141.7k
21	115.3k	90.8k	24.5k	166.2k
22	117.6k	92.7k	24.9k	191k
23	119.9k	94.7k	25.3k	216.3k
24	122.3k	96.7k	25.7k	241.9k
25	124.8k	98.7k	26.1k	268k

CASH

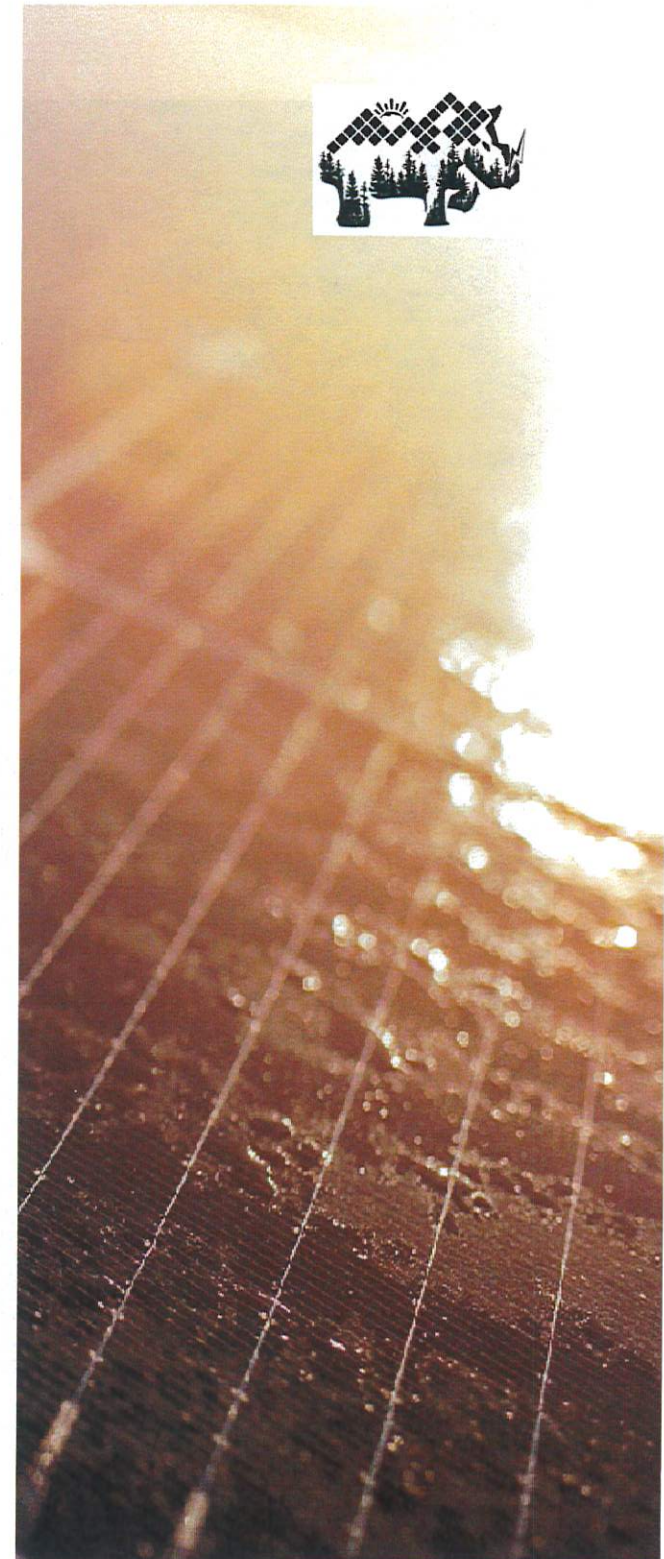
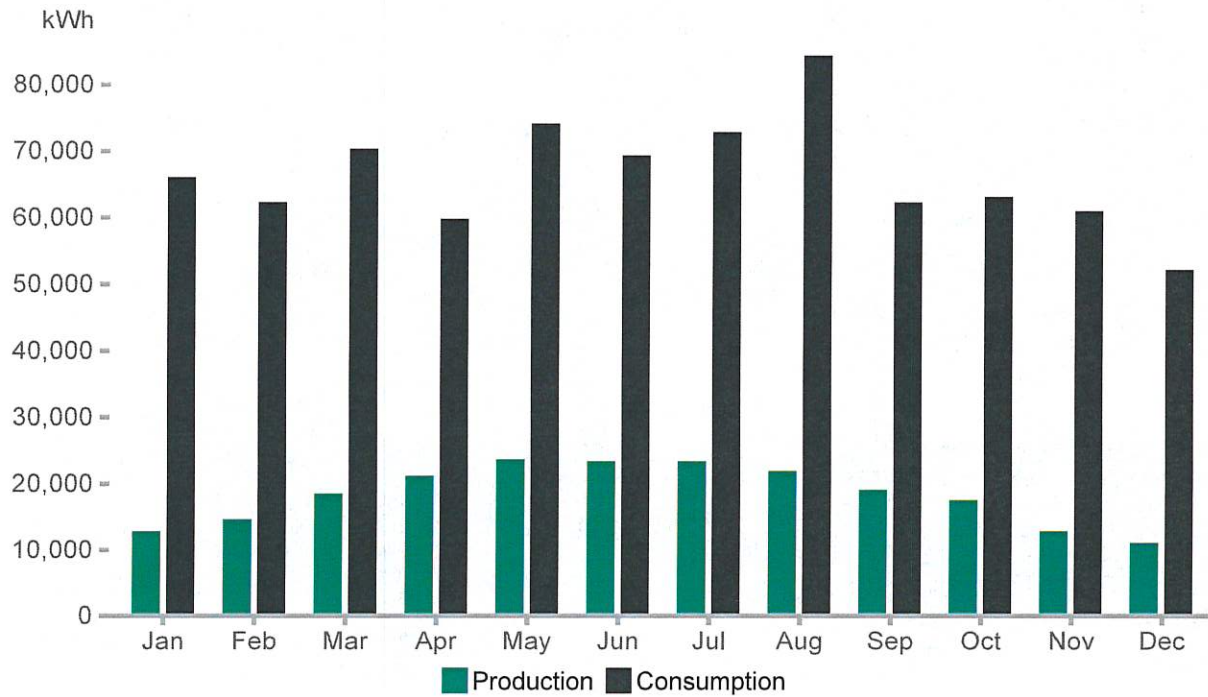




A FEW KEY DETAILS ABOUT YOUR SYSTEM

# SYSTEM DETAILS

Type	Manufacturer	Model	Quantity
Module	Hanwha Q-cells	Q.Peak Duo L-G8.2 425W	360
DC Optimizer	SolarEdge Technologies Inc.	P485	360





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# YOUR DECISION MATTERS

Your system makes a beneficial impact on the environment.  
Feel good about saving money and saving the planet by going solar!



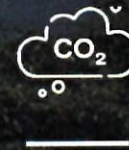
7,859 Barrels of Oil

The CO<sub>2</sub> emissions of the number of barrels of oil that would produce the equivalent amount of energy as the solar installation.



86,650 Trees Planted

The number of trees that would have to be planted for an equivalent reduction on CO<sub>2</sub> emissions.



2,769.97 Acres of US Forests

The number of acres of US forest that would have to be planted for an equivalent reduction on CO<sub>2</sub> emissions.

# ABOUT US

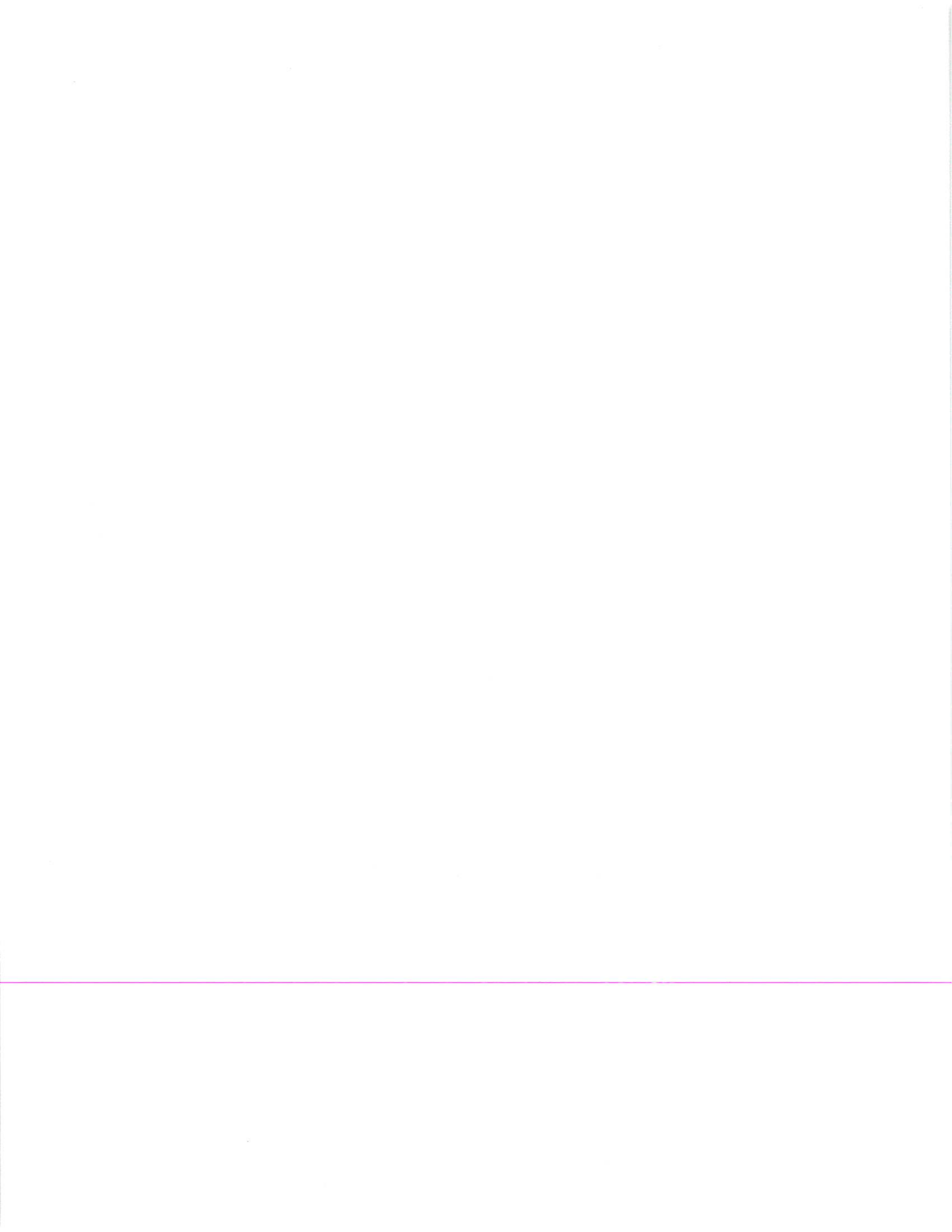


## Rhino Renewables Solar & Electric

- Asheville, NC Based and Focused
- Full Turnkey Installer
- 60+ Years of Combined Electrical Experience
- 20+ Years of Combined Solar PV Experience
- NABCEP PV Installation Professional Certified
- Guaranteed 10 Year Workmanship Warranty
- System Lifetime Monitoring Support Provided with Contract
- Ask Us About Our Customer Referral Program!



PV Installation  
Professional



## DRAFTING GOALS

Drafting Goals are designed to help you identify if what you want to achieve is realistic and affordable. When drafting a goal, use precise language that includes important information. Well drafted language and relevant information will aide you in answering the questions below and help your colleagues understand your reasoning.

**Goal:** *(Write the goal you have in mind):*

Begin transitioning to "smart" electric and water meters.

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1. **Be Specific:** *{What do you want to accomplish? Who needs to be included? When do you want to do this? Why is this a goal?}*

Replace the need to rely on staff to read meters. The technology exists to read meters remotely and this would allow a much more consistent billing cycle for our customers. The Electric, Water, and Sewer Departments will need to be involved. The transition should begin immediately; no new manual or radio read meters should be installed for new development projects (e.g., BiLo apartment complex.) A plan to upgrade existing meters over the next several budget cycles is needed.

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2. **Achievable** *{Does the Town have the skills required to achieve the goal? If not, can they obtain them? What other stakeholders should be included in this goal in order to make it successful?}*

Staff has the skills to achieve this goal.

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3. **Relevance to Waynesville's Current Needs?** *{Why am I setting this goal now?}*

The wild fluctuations in billing cycles over the past 18 months has demonstrated the need to do things differently. Our inability to maintain the staffing necessary to provide consistent 28-32 day billing cycles results in financial hardships for our customers--many of whom live on fixed incomes.

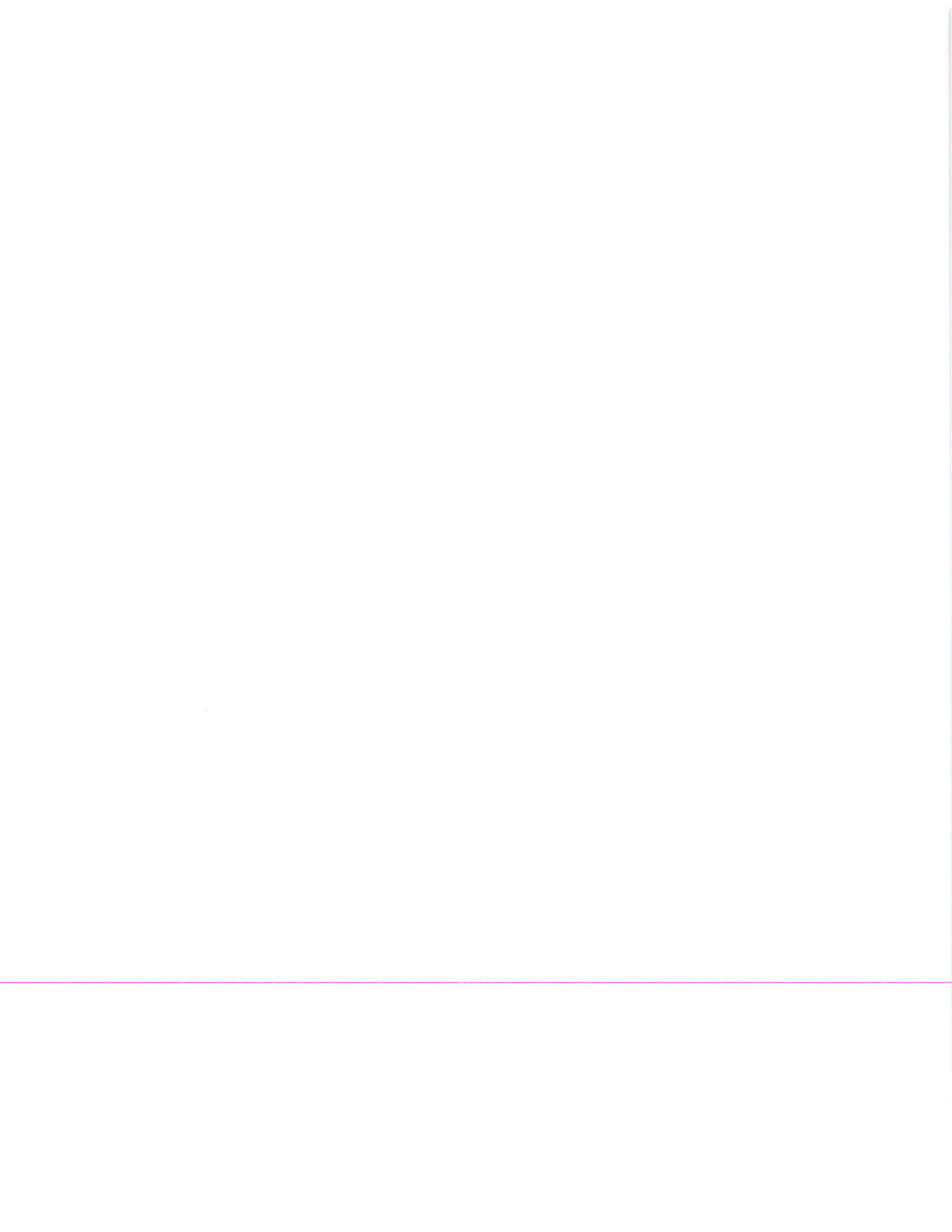
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4. **Timeline for Achieving the Goal?** *{What are the deadlines and are they realistic?}*

No new non-smart meters should be installed in current development projects. Meters installed for these projects must be smart meters. Existing meters can be upgraded to the smart equivalent in an ongoing basis so that within the next 5 years or so, all meters can be read remotely.

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## DRAFTING GOALS

Drafting Goals are designed to help you identify if what you want to achieve is realistic and affordable. When drafting a goal, use precise language that includes important information. Well drafted language and relevant information will aide you in answering the questions below and help your colleagues understand your reasoning.

**Goal:** *(Write the goal you have in mind):*

Provide option to electric customers to sign up for "Budget Billing".

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1. **Be Specific:** *{What do you want to accomplish? Who needs to be included? When do you want to do this? Why is this a goal?}*

Allow customers to enroll in Budget Billing, which will provide a predictable monthly energy bill that will make it easier to plan for budgeting energy costs. The Finance/Billing Department will need to be included and we should accomplish this ASAP. The problems with meter reading and billing in the recent past has created unnecessary hardship for some of our customers, particularly those living on fixed incomes.

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2. **Achievable** *{Does the Town have the skills required to achieve the goal? If not, can they obtain them? What other stakeholders should be included in this goal in order to make it successful}*

I assume this is possible within Munis, but would likely need to consult w/ Tyler Technologies to implement.

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3. **Relevance to Waynesville's Current Needs?** *{Why am I setting this goal now?}*

To better serve our customers, we need to provide options like this. Our customers should have access to services similar to other utilities like Duke Power.

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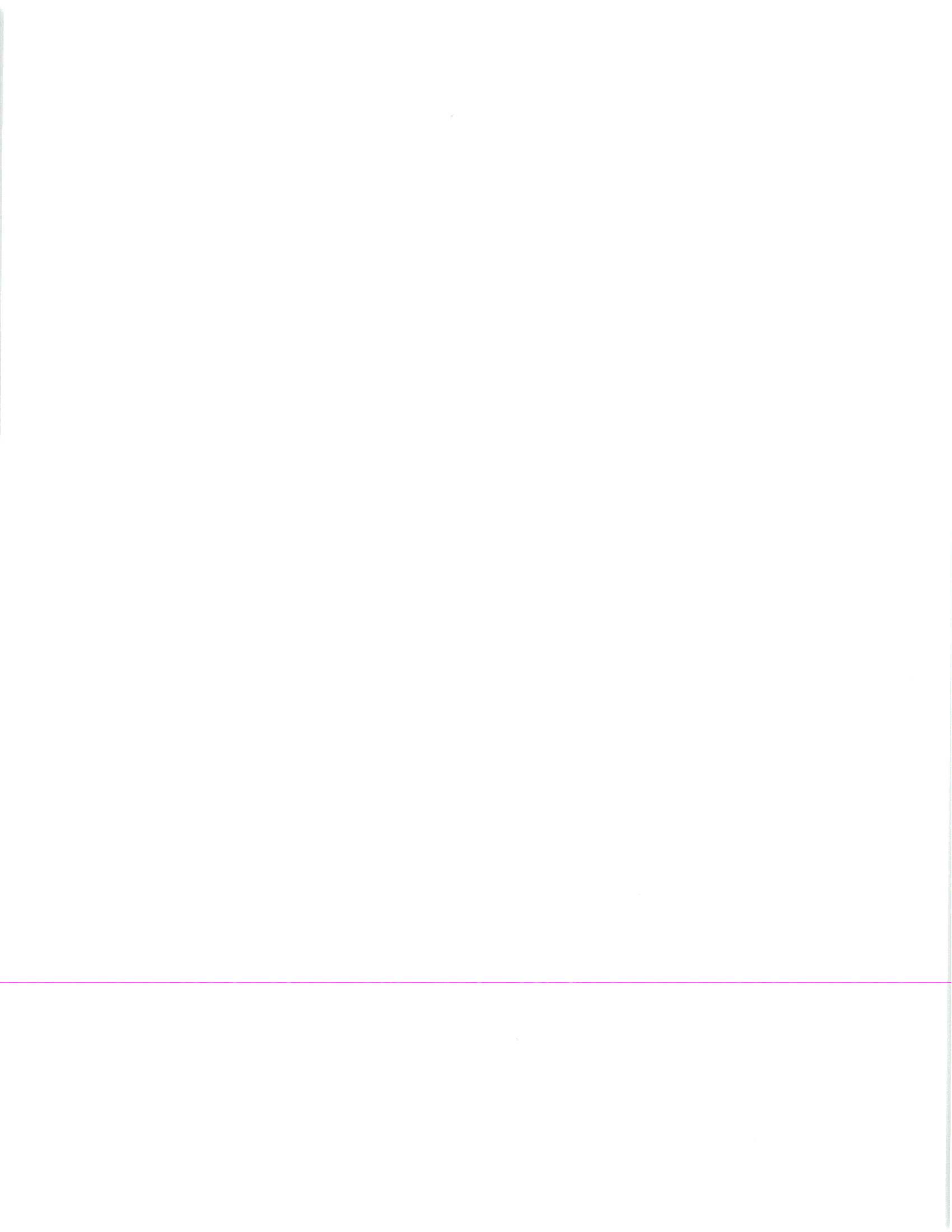
4. **Timeline for Achieving the Goal?** *{What are the deadlines and are they realistic?}*

By the end of 2022, if possible.

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## DRAFTING GOALS

Drafting Goals are designed to help you identify if what you want to achieve is realistic and affordable. When drafting a goal, use precise language that includes important information. Well drafted language and relevant information will aide you in answering the questions below and help your colleagues understand your reasoning.

**Goal:** *(Write the goal you have in mind):*

Allow utility customers to opt in to receive bills via email.

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1. **Be Specific:** *{What do you want to accomplish? Who needs to be included? When do you want to do this? Why is this a goal?}*

Provide option for email of utility bills in lieu of mailing them. This would save production costs (postage, paper, printing, etc.) and shorten the time it takes before customers receive their bills. At some point in the future, the goal should be to send all bills electronically via email or other mechanism (e.g. allow customers to access them online.)

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2. **Achievable** *{Does the Town have the skills required to achieve the goal? If not, can they obtain them? What other stakeholders should be included in this goal in order to make it successful}*

Unknown.

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3. **Relevance to Waynesville's Current Needs?** *{Why am I setting this goal now?}*

An upgrade to the Town's billing processes is long overdue. We need to take advantage of existing technology to modernize the way we engage with our utility customers. The goal should be to reduce costs and improve service delivery.

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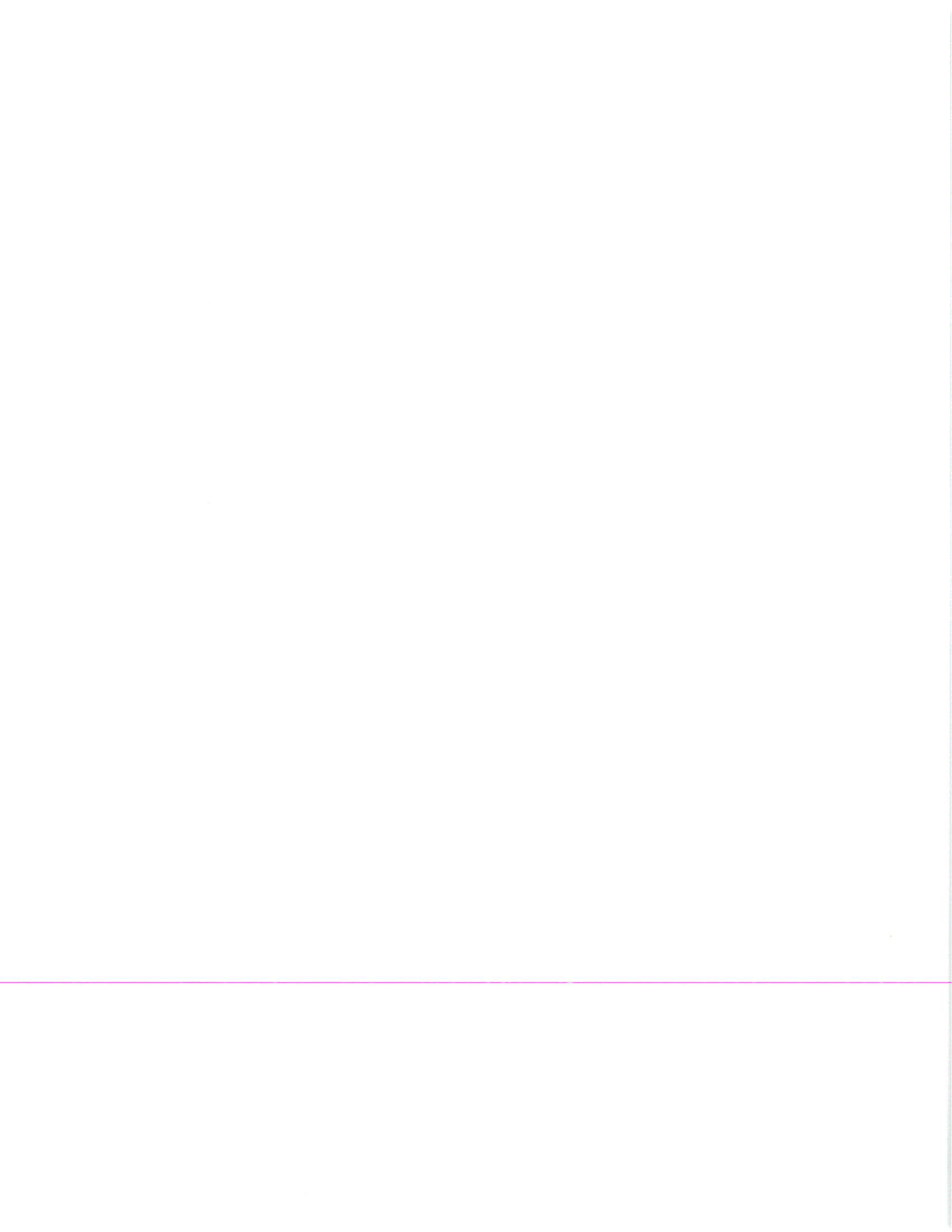
4. **Timeline for Achieving the Goal?** *{What are the deadlines and are they realistic?}*

The deadline for implementing this project is before the end of the FY22/23 budget cycle.

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## DRAFTING GOALS

Drafting Goals are designed to help you identify if what you want to achieve is realistic and affordable. When drafting a goal, use precise language that includes important information. Well drafted language and relevant information will aide you in answering the questions below and help your colleagues understand your reasoning.

**Goal:** *(Write the goal you have in mind):*

Increase the number of EV charging stations in the Town of Waynesville.

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1. **Be Specific:** *{What do you want to accomplish? Who needs to be included? When do you want to do this? Why is this a goal?}*

Provide EV charging stations in convenient locations throughout town:

- Miller Street Public Parking Lot      - Rec Center

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- Hazelwood Public Parking Lot

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- Frog Level Public Parking Lot

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- Main Street Downtown

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2. **Achievable** *{Does the Town have the skills required to achieve the goal? If not, can they obtain them? What other stakeholders should be included in this goal in order to make it successful}*

Will require working with a 3rd party vendor (e.g., ChargePoint). See example in the attached document.

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3. **Relevance to Waynesville's Current Needs?** *{Why am I setting this goal now?}*

Is a step towards realization of Waynesville's commitment to the goal of 100% clean energy by 2050. This will provide revenue for the Electric Fund and likely increase tourism.

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4. **Timeline for Achieving the Goal?** *{What are the deadlines and are they realistic?}*

Completed installation of stations at all selected sites before June 30, 2023.

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# CT4000 Family

ChargePoint® Level 2 Commercial Charging Stations

The CT4000 family is the latest generation of ChargePoint commercial charging stations. Refined yet rugged, these stations set the industry standard for functionality and aesthetics.

The CT4000 full motion color LCD display instructs drivers and supports dynamic updates of custom branded videos and advertisements.

Intelligent power management options double the number of parking spaces served by allowing two charging ports to share a single circuit. Sites with single port EV stations can upgrade to dual port stations without requiring additional electrical services.

The CT4000 is the first ENERGY STAR® certified EV charger because it charges efficiently and conserves power when not charging. As an ENERGY STAR certified EV charger, the CT4000 uses significantly less energy than a standard EV charger when in standby mode to help you save money on your utility bill.

All CT4000 models offer one or two standard SAE J1772™ Level 2 charging ports with locking holsters, each port supplying up to 7.2kW. With this standard connector, ChargePoint level 2 stations can charge any EV.

Stations are available in bollard and wall mount configurations for easy installation anywhere. All stations are fully software upgradeable remotely over the air.

Stations come in both 6' and 8' tall models with 18' and 23' cords, respectively. With multiple options for size and cord reach, your station can service up to four parking spaces, reach all car models regardless of parking style or car sizes and increase the usability of your EV spots.

## Driver Friendly User Interface

- + Instructional video shows how to use the station
- + Multi-language: English, French, Spanish
- + Touch button interface; works in rain, ice and with gloves
- + Backed by ChargePoint's world class 24/7 driver phone support

## Easily Communicate with Your Drivers

Whether you're a retail establishment wanting to advertise your latest product, a workplace looking to communicate with employees or a municipality wanting to welcome visitors, ChargePoint's prominent LCD screen makes it easy to reach EV drivers:

- + Daylight readable, with auto brightness control
- + 640 X 480 resolution active matrix
- + Full motion 30fps video support
- + Upload up to 60 seconds of high quality video on a color LCD screen to individual stations as often as desired
- + Brand your charging stations to communicate with drivers
- + Instructional video in English, Spanish or French



The First  
**ENERGY STAR®**  
Certified EV Charger

## Service Products and Support

ChargePoint offers world-class service products and support that help ensure quality of work, save time and money, protect your investment and enhance the productivity of your charging stations. From site planning to installation and setup, to ongoing care and management, when you choose ChargePoint, you're covered.

- + **ChargePoint Configuration and Activation:** customized setup and activation of your stations
- + **ChargePoint Assure:** the most comprehensive EV Station maintenance and management in the industry

## Energy Measurement and Management

- + Real-time energy measurement
- + 15 minute interval recording
- + Time of Day (TOD) pricing
- + Load shed by percentage of running average or to fixed power output

## Minimize Costs with Flexible Power Management Options

In the vast majority of applications, a full power configuration is the best choice for both station owners and drivers. However, when drivers are parked for a longer time, an intelligent, lower power output can save station owners considerable installation cost while still providing drivers a great charging experience. With flexible power options, station owners can meet the needs of drivers while lowering costs:

### Power Select (Patent Pending)

- + Allows for a lower capacity (less than 40A) circuit to power each port
- + Cuts installation costs by reducing the cost or even avoiding the need to upgrade panels or transformers

### Power Sharing

- + Dynamically share one 40A, 30A or 20A circuit between two parking spaces
- + Doubles the number of parking spots served while reducing installation and operating costs
- + Allows station owners to upgrade a single port station to dual port to serve more drivers with no electrical upgrade

## Clean Cord Technology

- + Keep charging cords off the ground
- + Standard on all models
- + Ultra-reliable second-generation gravity operated mechanism
- + Flexible over entire -40°F to +122°F product temperature range

## Safe, Reliable, Energy Efficient Hardware

- + UL listed, meeting the stringent requirements of the nation's leading safety standards organization
- + Stations are rugged, built to withstand the elements
- + Safe, Reliable and Energy Efficient
- + ENERGY STAR certified, charges efficiently and conserves power when not charging

## When Charging is Mission Critical, Protect Your Investment with ChargePoint Assure

- + **Minimize downtime:** ChargePoint Assure provides the most comprehensive EV Station maintenance and management in the industry
- + **Get up and running quickly and flawlessly:** Professional guidance for station configuration saves you time, and unlimited changes to station policies flexibly supports your business
- + **Eliminate unexpected future expenses:** Cost for parts and on-site labor to install is covered for all Assure eligible repairs
- + **One less thing to worry about:** Proactive station monitoring provides you with regular reporting
- + **Reduced risk of downtime:** We guarantee 98% annual uptime and one business day response to requests
- + **Support when you need it:** We're there for you *and* your drivers. Phone support available for station owners Monday to Friday from 5 AM to 6 PM Pacific. Phone support for drivers is 24/7/365, so you never need to field a driver call

Ultra-reliable second-generation gravity operated mechanism.

18' and 23' cords to reach all car models and serve more parking spaces.

World-class 24/7 driver phone support.

Instructional video shows how to use the station. Multi-language charging instructions, giving drivers the choice of English, French or Spanish.

Driver interaction is supported in any weather by five rugged, back-lit buttons with audio feedback.

Strong and rugged design materials built to withstand the elements.

CT4000 stations come with 18' or 23' cords to increase the usability of your charging spots, on 6' and 8' tall models respectively.

### CT4021

Dual-port bollard charging station with 18' charging cables. Standard *EV Charging Only* sign without optional custom branding.



## Promote Your Brand and Business

Having your stations installed in a visible location makes a bold statement about your business' commitment to sustainability and shows that you care about your customers. ChargePoint CT4000 stations are built for customization so you can conveniently promote your brand as well. With custom signage and video you can:

- + Increase brand recognition
- + Attract EV drivers by making sure your stations are highly visible
- + Ensure EV charging installations are consistent with the look and feel of your brand
- + Differentiate your stations from standard ChargePoint stations to make them easily identifiable by your driver base



Branded CT4021  
Shown with optional branding on bollard. 18' cords on 6' model.

Branded CT4025  
Shown with optional branding on back. 23' cords on 8' model.


## Bollard Charging Stations



## Wall Mount Charging Stations



## Contact Us

-  Visit [chargepoint.com](https://www.chargepoint.com)
-  Call +1.408.705.1992
-  Email [sales@chargepoint.com](mailto:sales@chargepoint.com)



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240 East Hacienda Avenue  
Campbell, CA 95008-6617 USA

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+1.877.370.3802 US and Canada toll-free  
[chargepoint.com](https://www.chargepoint.com)

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## Requested Information - ChargePoint

Chelsea Worthen <[chelsea.worthen@chargepoint.com](mailto:chelsea.worthen@chargepoint.com)>

Wed 3/2/2022 3:58 PM

To: Jon Feichter <[jfeichter@waynesvillenc.gov](mailto:jfeichter@waynesvillenc.gov)>

 1 attachments (1 MB)

CT4000 Brochure.pdf;

Hi Jon,

It was a pleasure speaking with you. As requested, I have attached our [dual port charging station](#) data sheet and brochure, so you can have some specs for the stations to get a full understanding of the electrical input and design of them.

Some benefits and features we offer to you along with our superior hardware are the following –

### **Cloud and Network Services:**

- [ChargePoint Cloud Plan](#)
- [Industry Specific Solutions](#)

### **Assure Maintenance & Service Plan:**

- [What does Assure Include?](#)
- [Site Set Up & Ongoing Support](#)

### **Procurement Options**

#### **Subscription Solution:**

[ChargePoint as a Service \(CPaaS\)](#) is **billed annually** for a 5-year subscription term. 1 (one) dual-port charging station is \$2,160 per year. After site make-ready, your work is done.

- ChargePoint handles final installation, set-up, monitoring, upgrades and all repairs. We take care of all driver and station issues.
- Software upgrades are included, keeping you on the most current software version with no staff involvement. Hardware provided is kept on supported version for life of subscription (upgrades to newer technology if necessary).
- Does not include infrastructure. Any electrician or our partner can perform this work.

#### **Outright Purchase Option:**

Level 2 dual port, bollard style ranges from \$10k-\$14k USD depending on hardware, software, and services configuration.

- Includes hardware (the station itself), the software that connects the station owner to the drivers and manages stations remotely, and our services which keep the whole process hassle free.
- Does not include infrastructure. Any electrician or our partner can perform this work.

#### **Monthly Payment Purchase Option:**

The easiest way to own your charging stations without paying in full. With the ability to bundle total project costs into a fixed monthly payment, it's the most convenient way to pay over time. Terms range from 12 to 60+ months subject to credit approval.



## CHUCK DICKSON GOALS

### GOAL: BUILD OUT STRATEGIC GREENWAY SEGMENTS

#### ACTION ITEMS:

- *(N-S) Lake Junaluska Connector to Hazelwood to Hyatt Creek Road.*
- *Hire an attorney and/or conservation organization to assist with land and easement acquisition.*

### GOAL: BE PRO-ACTIVE IN AFFORDABLE HOUSING INITIATIVES

#### ACTION ITEMS:

- *Support the Housing Authority Strategic Plan.*
- *Initiate a rehab and weatherization program for local home-owners.*
- *Host a "housing summit" of local organizations, developers, and nonprofits to foster communications and cooperation, and support the pursuit of federal and state funding opportunities (SMHP, Region A).*
- *Continue the Housing Incentive Grant Program.*

### GOAL: MAXIMIZE GRANTS TO SUPPORT ABOVE AND OTHER NEEDS

#### ACTION ITEMS:

- *Hire a consultant to assist with grant applications and administration.*
- *Develop a Consolidated list of major capital needs to evaluate Town investment, loan repayment, and match liability over the next 5 years, and evaluate financial strategies and options (Bond initiative? Other?).*

### GOAL: DEVELOP/UPDATE TOWN WATER AND SEWER POLICY

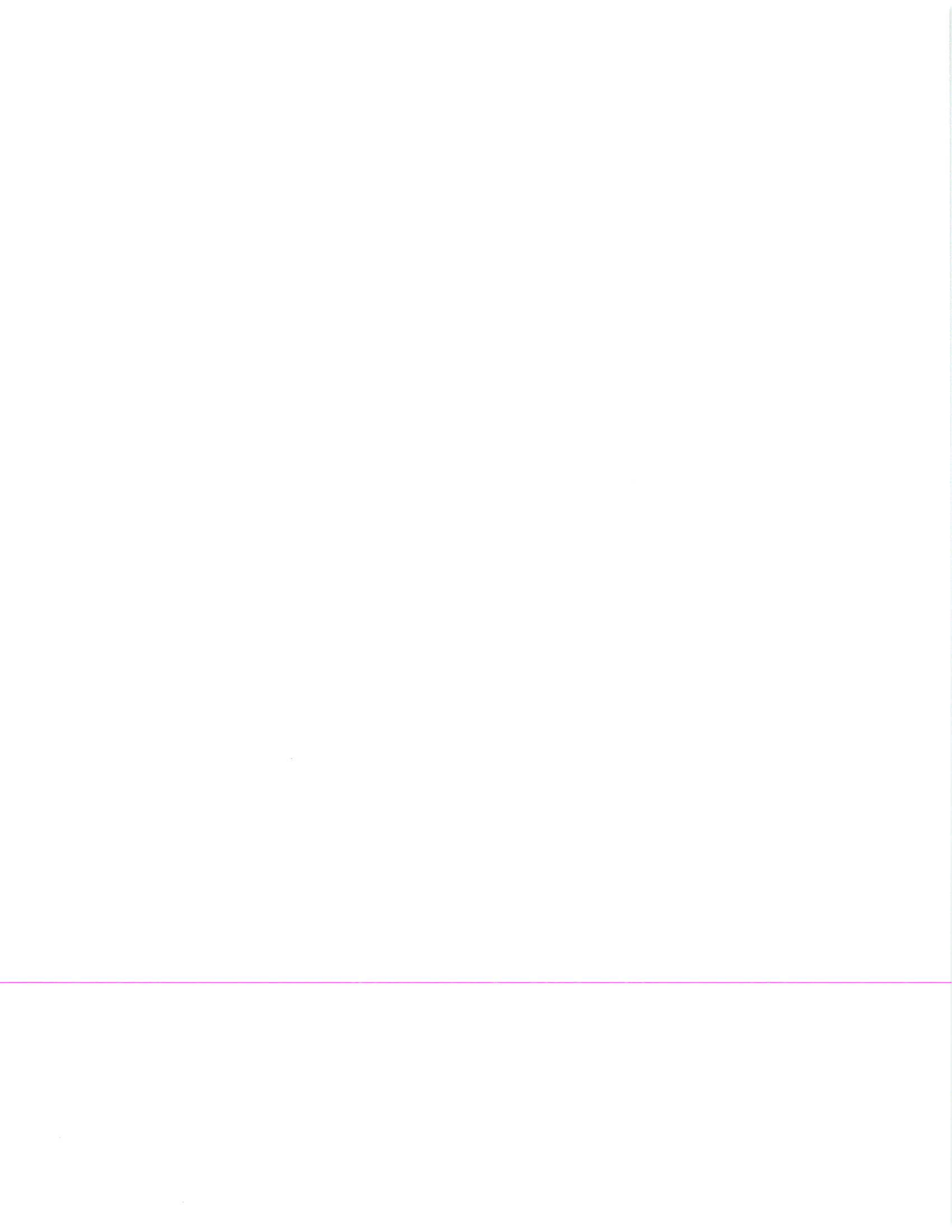
#### ACTION ITEMS:

- *Revisit criteria for when and how Town extends utilities (Urban Service Boundary, ETJ, and beyond the ETJ)*

### GOAL: REVISIT STAGGERED ELECTION TERMS

#### ACTION ITEMS:

- *Research other municipalities and SOG recommendations.*



## ANTHONY SUTTON GOALS

### GOAL: IMPLEMENT THE APP FOR PUBLIC STATISTICS ON POLICE RECORDS

#### ACTION ITEMS:

- *Conduct research into the types of information that is reported on the app*
- *Determine the cost of maintaining the app*
- *Determine the method of transferring the information to the app.*
- *Report findings to the board for appropriation and authorization.*

### GOAL: INITIATE PROCESS TO CONSTRUCT FIRE STATION #2 IN HAZELWOOD

#### ACTION ITEMS:

- *Draft RFP to solicit architectural qualifications.*
- *Review RFPs and select an architectural firm.*
- *Determine a project budget for the project.*
- *Architect will solicit input from fire department and Board of Aldermen through "conceptual design" process.*
- *Prepare RFP for borrowing the funds to pay for the project.*
- *Architect will draft building elevations, floor plans and materials list for Board Approval.*
- *Once approved the Architect will draft construction drawings and submit the project for bid*
- *Board will choose low bid and Town will issue "authorization to construct.*

### GOAL: DRAFT AND IMPLEMENT A HIRING DIVERSITY PROGRAM. PUBLICIZE THE DIVERSITY THAT CURRENTLY EXISTS IN THE TOWN.

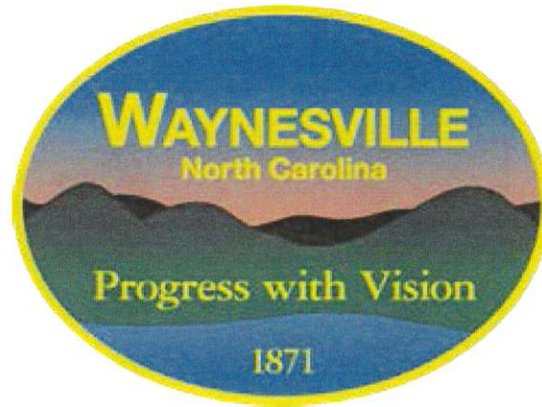
#### ACTION ITEMS:

- *Develop a program for attracting diversity in the town's workforce and among appointed boards and commissions.*
- *Present proposed plan to Town Board for comment and adoption*
- *Implement program through targeted recruiting, advertising, promotion*
- *Review program twelve months after initiation.*

**GOAL: DEVELOP AND IMPLEMENT COMMUNITY WATCH PROGRAMS**

**ACTION ITEMS:**

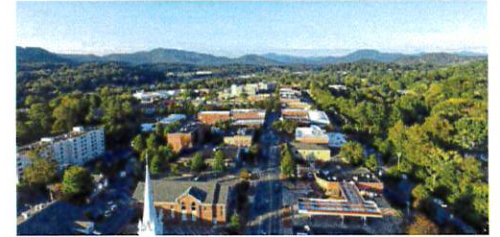
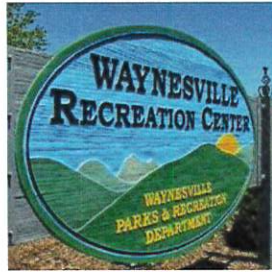
- *Develop a community watch plan and organization that fits our Police Department's resources.*
- *Solicit interest from different communities*
- *Conduct meetings to inform and train volunteers*
- *Develop a Community Watch Budget to draw funds for program*



# Financial Update

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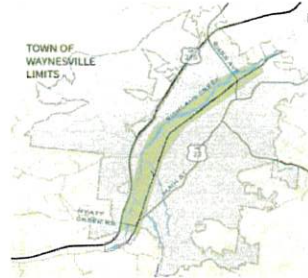
# General Fund



WAYNESVILLE 2035  
PLANNING WITH PURPOSE



COMPREHENSIVE LAND USE PLAN



# Review of Fiscal Year 2020-2021

Revenues	Budget	YTD Actual	% of Budget
Taxes-Ad Valorem	\$ 6,052,310.00	\$ 6,458,376.73	106.71%
Other Taxes and License	\$ 2,893,650.00	\$ 3,759,531.43	129.92%
Unrestricted Intergovernmental	\$ 884,250.00	\$ 808,561.49	91.44%
Restricted Intergovernmental	\$ 672,423.00	\$ 385,727.69	57.36%
Permits And Fees	\$ 233,000.00	\$ 229,759.64	98.61%
Sales And Services	\$ 2,008,300.00	\$ 1,465,462.45	72.97%
All Other Revenues	\$ 134,000.00	\$ 236,429.42	176.44%
Investment Income	\$ 50,000.00	\$ 4,103.18	8.21%
Other Financing Sources	\$ 4,074,575.00	\$ 1,419,750.71	34.84%
<b>Revenue Totals</b>	<b>\$ 17,002,508.00</b>	<b>\$ 14,767,702.74</b>	<b>86.86%</b>
Department	Budget	YTD Actual	% of Budget
Governing Board	\$ 95,990.00	\$ 36,017.33	37.52%
Administration	\$ 407,500.00	\$ 195,662.81	48.02%
Finance	\$ 275,846.00	\$ 213,094.01	77.25%
Police Department	\$ 5,460,406.00	\$ 4,873,326.48	89.25%
Misc. Police Grant	\$ 35,263.00	\$ 26,977.00	76.50%
Fire Department	\$ 1,939,817.00	\$ 1,760,855.74	90.77%
Street and Sanitation	\$ 2,915,745.00	\$ 2,194,972.41	75.28%
Powell Bill	\$ 511,500.00	\$ 400,856.85	78.37%
Cemetery	\$ 244,651.00	\$ 183,282.90	74.92%
Planning & Code Enforcement	\$ 881,010.00	\$ 819,951.15	93.07%
Special Appropriations	\$ 547,416.00	\$ 374,617.73	68.43%
Parks And Recreation	\$ 3,108,722.00	\$ 2,531,907.62	81.45%
Recreation Special Programs	\$ 75,942.00	\$ 29,670.19	39.07%
Debt Service	\$ 392,700.00	\$ 389,480.71	99.18%
Operating Transfers	\$ 110,000.00	\$ 110,000.00	100.00%
<b>Expenditure Totals</b>	<b>\$ 17,002,508.00</b>	<b>\$ 14,140,672.93</b>	<b>83.17%</b>
<b>Revenues over Expenditures</b>		<b>\$ 627,029.81</b>	

FY21 added \$627,029.81 to General Fund Balance

- ❖ Available Fund Balance \$8,495,577
- ❖ 66.72% of General Fund expenditures
- ❖ FY20 Average of Group\* 42.65%  
\*Population 10,000-49,999 with Electric System

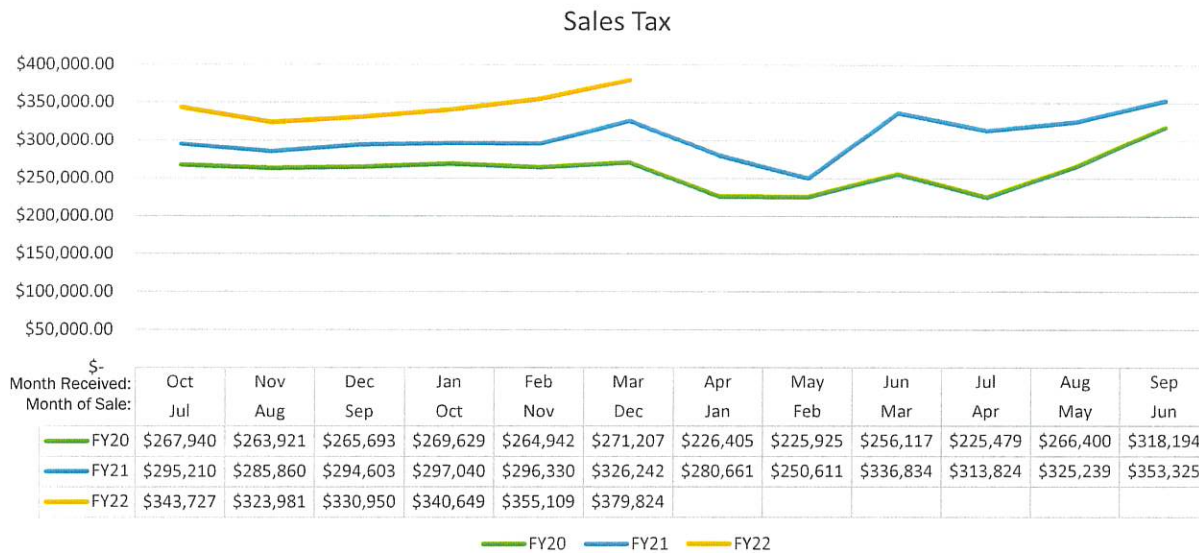
# Fiscal Year 2021-2022 General Fund Revenues

Revenue	Budget	YTD Actual	% of budget
Taxes-Ad Valorem Current Year	\$ 6,293,557	\$ 6,504,734	103.36%
Taxes-Ad Valorem Prior Years	\$ 106,400	\$ 186,726	175.49%
Taxes-Penalties/Interest/Other	\$ 65,200	\$ 64,454	98.86%
Sales Tax	\$ 3,651,380	\$ 2,074,242	56.81%
Other Taxes and License	\$ 105,000	\$ 50,357	47.96%
Unrestricted Intergovernmental	\$ 884,250	\$ 359,412	40.65%
Restricted Intergovernmental	\$ 587,619	\$ 603,538	102.71%
Building Permits and Planning Fees	\$ 183,000	\$ 207,376	113.32%
Connect & Late Payment Fees	\$ 100,000.00	\$ 16,774.63	16.77%
Sales And Services - Fire Protection	\$ 375,000	\$ 391,769	104.47%
Sales And Services - Garbage Fees	\$ 774,000.00	\$ 367,016.73	47.42%
Sales And Services - Rec & Parks	\$ 713,200.00	\$ 210,455.55	29.51%
Sales And Services - Other	\$ 146,100.00	\$ 29,502.50	20.19%
Misc Revenues	\$ 134,000	\$ 322,241	240.48%
Other Financing Sources	\$ 5,397,833	\$ 971,926	18.01%
<b>Revenue Totals</b>	<b>\$ 19,516,539</b>	<b>\$ 12,360,523</b>	<b>63.33%</b>

Totals as of 2/28/22



# Sales Tax Revenue



## Fiscal Year 2021-2022

- Budget = \$3,651,380
- Actual (thru March) = \$2,074,242
- 56% collected for 6 distributions
- 13% increase over prior year

# Property Tax Collections

	FY17	FY18	FY19	FY20	FY21	FY22*
Value	\$ 1,229,174,400	\$ 1,242,274,653	\$ 1,257,361,995	\$ 1,259,618,566	\$ 1,286,606,873	\$ 1,508,419,743
Rate	.4857/.20	.4857/.20	.4957/.20	.4957/.20	.4957/.20	.4329/.19
Levy	\$ 5,830,583	\$ 5,894,332	\$ 6,089,333	\$ 6,098,913	\$ 6,234,263	\$ 6,458,274
Collected	\$ 5,615,840	\$ 5,669,932	\$ 5,901,582	\$ 5,881,610	\$ 6,072,290	\$ 6,186,061
% Collected	96.32%	96.19%	96.92%	96.44%	97.40%	95.79%
Group Average	98.34%	98.43%	98.29%	98.15%	98.60%	N/A

Population 10,000-49,999 with electric system  
 Totals exclude motor vehicle taxes  
 \*FY22 total as of 3/7/22

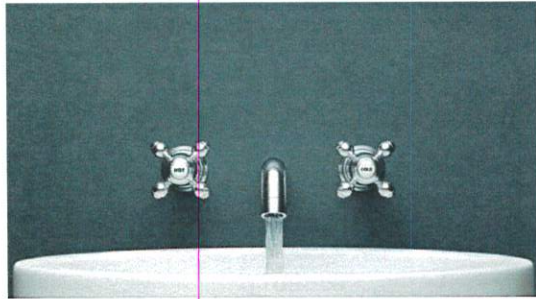
- ❖ Goal to get to the average for our population by FY25
- ❖ Collection efforts will result in approximately \$100,000 more in revenue each year

# Fiscal Year 2021-2022 General Fund Expenditures

Department	Budget	YTD Actual	% of budget
Governing Board	\$ 96,140	\$ 72,122	75.02%
Administration	\$ 443,443	\$ 259,728	58.57%
Downtown	\$ 122,568	\$ 11,145	9.09%
Finance	\$ 257,007	\$ 199,158	77.49%
Police Department	\$ 5,813,657	\$ 3,882,444	66.78%
Misc. Police Grant	\$ 40,000	\$ 25,839	64.60%
Fire Department	\$ 2,651,695	\$ 1,926,290	72.64%
Street and Sanitation	\$ 4,530,377	\$ 1,718,716	37.94%
Powell Bill	\$ 358,952	\$ 223,840	62.36%
Cemetery	\$ 291,495	\$ 205,875	70.63%
Planning & Code Enfore	\$ 1,119,992	\$ 627,891	56.06%
Special Appropriations	\$ 580,136	\$ 197,776	34.09%
Parks And Recreation	\$ 2,768,092	\$ 1,763,683	63.71%
Recreation Special Programs	\$ 55,000	\$ 5,114	9.30%
Debt Service	\$ 387,985	\$ 300,029	77.33%
<b>Expenditure Totals</b>	<b>\$ 19,516,539</b>	<b>\$ 11,419,651</b>	<b>58.51%</b>

Totals as of 2/28/22

# Enterprise Funds



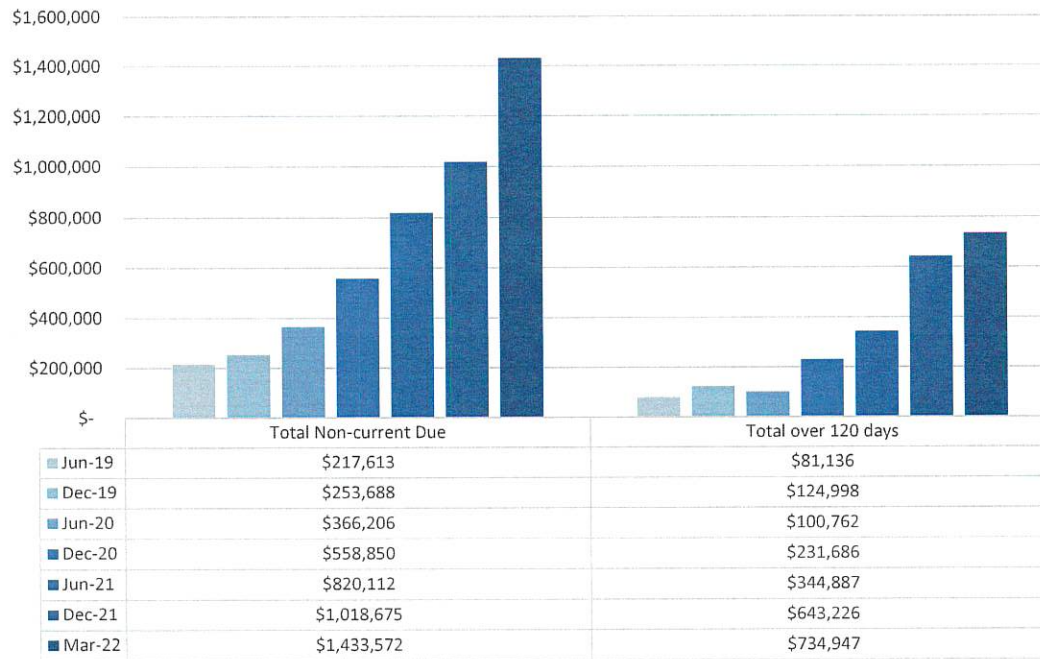
# Enterprise Funds Overview

ACCOUNT DESCRIPTION	WATER			SEWER			ELECTRIC		
	Budget	Actual	% of Budget	Budget	Actual	% of Budget	Budget	Actual	% of Budget
Restricted Intergovernmental	\$ 180,000	\$ 180,000	100%	\$ 150,000	\$ 150,000	100%	\$ -	\$ 5,500	100%
Utility Revenue	\$ 3,360,000	\$ 2,022,807	60%	\$ 3,554,000	\$ 2,019,000	57%	\$ 9,918,150	\$ 5,684,596	57%
All Other Revenues	\$ 1,000	\$ 10,998	1100%	\$ 7,900	\$ -	0%	\$ 717,040	\$ 18,362	3%
Other Financing Sources	\$ 634,763	\$ -	0%	\$ 705,786	\$ -	0%	\$ 95,664	\$ -	0%
<b>TOTAL REVENUE</b>	<b>\$ 4,175,763</b>	<b>\$ 2,213,804</b>	<b>53%</b>	<b>\$ 4,417,686</b>	<b>\$ 2,169,000</b>	<b>49%</b>	<b>\$ 10,730,854</b>	<b>\$ 5,708,458</b>	<b>53%</b>
Maintenance	\$ 2,489,788	\$ 1,109,027	45%	\$ 1,637,867	\$ 513,007	31%	\$ 2,728,264	\$ 847,750	31%
Treatment	\$ 1,195,485	\$ 672,031	56%	\$ 1,920,589	\$ 928,906	48%	\$ -	\$ -	0%
Power Purchases	\$ -	\$ -	0%	\$ -	\$ -	0%	\$ 5,863,500	\$ 3,397,776	58%
Administration and Finance	\$ 490,490	\$ 316,327	64%	\$ 479,230	\$ 306,153	64%	\$ 863,490	\$ 550,060	64%
Debt Service (NCDENR loan processing fee)	\$ -	\$ -	0%	\$ 380,000	\$ -	0%	\$ -	\$ -	0%
Operating Transfers	\$ -	\$ -	0%	\$ -	\$ -	0%	\$ 1,275,600	\$ 850,400	67%
<b>TOTAL EXPENSES</b>	<b>\$ 4,175,763</b>	<b>\$ 2,097,385</b>	<b>50%</b>	<b>\$ 4,417,686</b>	<b>\$ 1,748,065</b>	<b>40%</b>	<b>\$ 10,730,854</b>	<b>\$ 5,645,986</b>	<b>53%</b>

Totals as of 2/28/22

# Utility Receivables

Utility Receivables



We have not been able to begin turn offs for non-payment due to staffing issues

Turn offs to begin by July 1



