

Town Council Special Called Meeting Minutes
North Town Hall
September 24, 2018

Mayor Carson called the special called meeting of Council to order at 8:01 a.m. Present were Council members Cook and Jackson. Jones joined the meeting in progress.

- Mayor Carson declared a quorum.
- Councilmember Cook made a motion to approve the September 20, 2018, Special Called Council meeting minutes; motion was seconded by Jones and upon vote, the minutes were approved unanimously.
- Carson opened the discussion by recognizing the recommendation of Jackson to correct the billing statement for the property located at 1105 Bedford.
- Jackson made a motion to CORRECT the outstanding balance for the service address of 1105 Bedford, Heather McCoy (renter) and Beverly Jamison (landlord) to the date of service of 6.22.2018 per the billing history report to the amount due of \$454.90. This correction is being made due to the payment program agreement between the town and the renter being null and void. Jones seconded the motion and upon vote, the motion passed unanimously.
- Council discussed the following changes in policy and procedure:
 - Administration will review the leak report each month and call those customers who are identified as having a high leak indicator. We will call those who have a leak duration of between 4 days and 4 weeks which will cover the entire billing month. We will document the date called and the person with whom we spoke (assuming we have a good phone number for the customer) on the leak report.
 - The payment program agreement will be modified to include the town's right to notify the landlord when a renter signs up for the payment program. The renter's signature on the payment program form will permit the town to contact the landlord in accordance with privacy practices.
 - Anyone on the payment program will be required to make their payment(s) by the 10th of every month or the agreement will be considered null and void. If the agreement is null and void, the water service will be disconnected on the 11th of the month.
- Cook made a motion to adjourn the meeting; Jones seconded the motion and upon vote, the motion was unanimous and the meeting was adjourned at 8:29 pm.

Respectfully submitted,

Patty Carson
Mayor

APPROVED: September 24, 2018 MINUTES

Mayor Patty Carson: *Patty Carson*

Council Members:

Jeff Washington: *ABSENT*

Julius Jones: *[Signature]*

Daniel Jackson: *[Signature]*

Deborah Cook: *Deborah Cook*