



Regular Town Council Meeting

Thursday, July 9, 2020 at 7:00 pm

- 1. Call to Order**
Mayor Graves-Henry
- 2. Invocation**
Council Member Trollinger
- 3. Agenda Approval**
Mayor Graves-Henry
 - a. Acceptance of May 14, 2020 Minutes**
- 4. Mayor Updates**
Council Updates
 - a. 160D Ordinance Update**
 - b. Janitorial Contract**
 - c. Administrative Fees Revision**
 - d. Discussion of Protocol for Town Council and Staff**
 - e. Appointment of New Town Administrator and Approval of Contract**
 - f. Vision for the Town**
- 5. Town Clerk Updates**
 - a. Coverage for Zoom**
 - b. Ethics Training**
- 6. Public Works Update**
 - a. Pump Station Project Update**
 - b. Resurfacing of W Simpson Road**
 - c. Powell Bill**
- 7. Town Attorney Updates**
- 8. Town Council Comments**
- 9. Motion to go into Closed Session for Personnel Related Matters**
Mayor Graves-Henry
- 10. Motion to Adjourn**
Mayor Graves-Henry



Town of Green Level Town Council Regular Meeting
Green Level Municipal Building
Thursday, May 14, 2020

The Town Council's regularly scheduled meeting was held on Thursday, May 14, 2020 at 7:00 PM in the Green Level Municipal Building located at 2510 Green Level Church Road. Due to the Coronavirus pandemic and Governor Cooper's order (no more than 10), the public was not allowed to meet in the building but were able to access Zoom by going to the following site on an electronic device for listening and for viewing purposes: for listening only - (301) 715 8592 (no video), using Meeting ID: 814 4553 1316 with Password: 985317. To watch the meeting live on Zoom, citizens were instructed to download zoom.us, enter Meeting ID: 814 4553 1316 and Password: 985317. The citizens were instructed that in order to make a public comment, they were to text their name and phone number to (336) 260-0776 before 7PM on May 14th and they would be called at Public Comment Time to give their 3 minute comment via speakerphone. These instructions were given via the front door of Town Hall and the Town of Green Level website.

GOVERNING BODY MEMBERS PRESENT: Mayor Carissa Graves-Henry, Mayor Pro Tem Theodore Howard, Councilmember Reмония Enoch, Councilmember Michael Trollinger, and Councilmember Sandra McCollum.

GREEN LEVEL STAFF PRESENT: Town Clerk Suzanne Bigelow, Public Works Director Rodney Gunn, and Billing Specialist Regina Johnson

GREEN LEVEL TOWN ATTORNEY PRESENT: Eugene Russell (via Zoom)

Mayor Graves-Henry called the meeting to order and Councilmember Trollinger gave the invocation. Mayor Graves-Henry reminded citizens about the phone number to text in order to make the Mayor aware that they desire to be called back in order to give their public comment.

Mayor Graves-Henry presented the minutes for March 12, 2020 and April 9, 2020 for council approval. Mayor Graves-Henry asked for a motion to approve the March 12, 2020 minutes. Councilmember Enoch stated that corrections still needed to be made to the March 12, 2020 minutes. The corrections that need to be made, per Councilmember Enoch, were on page 4 under Town Administrator Updates, in which she says there was a motion made to increase the Code Enforcer's salary that was missing from the minutes. She also asked that the correction to make a decision for the code enforcer be corrected from the Mayor making the decision to it being brought back to the council. There was council discussion. Councilmember Trollinger made the motion to revisit that particular issue of the responsibility for hiring the Mayor. Councilmember Trollinger corrected this motion to be the hiring of the Code Enforcer and not the Mayor. Councilmember Trollinger again made a motion that we revisit that specific item that way we can approve the minutes with that revisited notation. Councilmember Enoch

seconded the motion that I can accept the minutes as they are, being that we are going to go back and revisit that. There was council clarification concerning this motion and some council discussion. Councilmember Enoch seconded the motion to revisit the minutes. All were in favor and the motion passed (5-0). Councilmember Trollinger, in light of his previous motion not being carried, made a motion that we as a council revisit the responsibility of the interviewing and hiring of the code enforcer. Councilmember Enoch seconded the motion. All were in favor and the motion passed (5-0).

Mayor Graves-Henry asked for a motion to approve the minutes of April 9, 2020.

Councilmember Trollinger made a motion that we approve the recording of the minutes for April 9, 2020. Mayor Pro Tem Howard seconded the motion. All were in favor and the motion passed (5-0).

Mayor's Updates

Eddie Carrick, CPA, PC Contract

Mayor Graves-Henry presented Eddie Carrick, CPA, PC Contract to the council for approval. Attorney Russell clarified some details of this contract. There was council and attorney discussion. Councilmember Enoch made a motion that we move forward with the contract with Eddie Carrick for this year. Councilmember McCollum seconded the motion. All were in favor and the motion passed (5-0).

State Code Enforcement

Dennis Pinnix, the Town's contracted code enforcer, addressed the council concerning the Town's previous way of having the Town's code enforcer perform duties that a planner should have been performing. There was council discussion. Mayor Graves-Henry asked that the council accept the revised code enforcer contract. Councilmember Trollinger made a motion that we accept the code enforcement contract, as recommended by Attorney Russell. There was more council discussion, with some clarification and counsel being given by Attorney Russell. Mr. Pinnix explained what services his agency provides for the Town, how they operate on a daily basis/during the time they are working for the Town, and what he is currently working on for the Town. Councilmember Trollinger made the motion that we accept the contract as it pertains the stipulation that cases will be handled in the courts allowed by the state of North Carolina. Councilmember McCollum seconded the motion. The motion passed (3-2), with Mayor Pro Tem Howard and Councilmember Enoch being opposed. Mayor Pro Tem Howard wanted the "record to show is what I said that we believe that our constitutional rights have been violated if we won't have the choice to take it to out of state".

Mayor Graves-Henry asked the council for approval for the planning contract. There was council discussion and questions. One discussion item was that any hours over 16 hours would need to come back to the council for approval, even if this is done in an expedient way- via special council meeting or phone call. Mayor Graves-Henry made a motion that we accept the planning contract. Councilmember Enoch seconded the motion. The motion passed (4-1), with Mayor Pro Tem Howard being opposed.

Roger Bardsley, planner from State Code Enforcement, discussed the scope of services that the council had received for the 160D update to the Town's ordinances. He informed the council that in addition to what is on the scope of services, he will put the Town's ordinances on the Town's website at no additional cost and seemed fairly confident that he could also scan the zoning map to the website, as well. The 160D update/scope of services would be separate from the planning services provided through the planning contract. There was council discussion with Mr. Pinnix. Mr. Pinnix will not charge the Town to review the Town's ordinances. Mayor Graves-Henry asked for a motion to look into getting an estimated cost for doing the ordinance updates. Councilmember Trollinger made a motion to authorize Mr. Pinnix and his firm to give the Town an estimate. Councilmember Enoch seconded the motion. All were in favor and the motion passed (5-0). Mr. Pinnix will present the cost for the Town's ordinance update at the June meeting.

Covid 19 Update – Governor's Phase 1 and Green Level Changes

Mayor Graves-Henry updated the council with Covid 19 guidelines for the Town that line up with Governor Cooper's order and his 3 phases of reopening the state. The Mayor presented the following:

- Park hours have been extended to 8am-6pm from 8am-4pm.
- Park shelter rentals will be taken for rentals occurring August 1, 2020 with a cancellation clause attached, if needed.
- Teleworking will continue to be encouraged.
- Zoom will be used until at least the November 12, 2020 meeting to serve the high risk population.
- Town Hall will possibly be reopened to the public on June 1, 2020 for taking window payments and facemasks will be required.
- On June 1, 2020, the park hours may be extended again to 8am-8pm.

Mayor Graves-Henry made it clear that the above were recommendations and are subject to change based on the Covid 19 numbers. There was council discussion concerning the Mayor's recommendations. Some councilmembers expressed a desire for the office staff to return to work and the need to have someone in the building during business hours.

In line with Covid 19 requirements in regards to social distancing, Mayor Pro Tem Howard shared that he spoke with Ms. Milliken, the Town's contracted janitor, and she assured him that she could work the hours that had been discussed with her. Mayor Graves-Henry proposed that the Clerk make a schedule for staff. It was also stated that Republic was picking up bulk and brush again.

Councilmember McCollum made the council aware about complaints about Town office staff. There was council discussion and responses from the Billing Specialist and Clerk concerning customer service and issues at the Town.

Mayor Pro Tem Howard addressed stray dog issues. There was council discussion to include animal control issues.

Budget Updates

Mayor Graves-Henry gave the council a report concerning what had been discussed with Will (from Massey's accounting office) and informed them that she will meet with Will later this month. Will wants to give updates on how the Town's budget should look. Discussion included Town Administrator and Code Enforcer positions and salary, staff pay increases, land purchases and other purchases that may need to be considered during the coming year. The Mayor asked for recommendations for items that the council may see a need for and agree upon, so that these may be sent to Will. There was council discussion. The Mayor will request the essentials from department heads in writing as well as items that are non-essential.

Clerk's Spending Limit

Mayor Graves-Henry asked that the Clerk's spending limit be increased from \$200.00 per the Clerk's request to take care of Town business that exceeds \$200.00, as necessary. There was council discussion. Councilmember Enoch made a motion to increase the Clerk's spending to \$2,000.00. Mayor Pro Tem Howard seconded the motion. All were in favor and the motion passed (5-0).

Vendor Update

Mayor Graves-Henry addressed the Town's Janitorial Vendor (Cynthia Milliken) situation and reminded the council that in the event the vendor is asked to comply with Covid 19 guidelines and does not, Mayor Pro Tem Howard is to be notified. The Mayor also stated that there have been several conversations concerning this compliance and asked Mayor Pro Tem Howard and the Clerk for an update. The Clerk responded to the Mayor that there has been non-compliance with the Covid 19 schedule by Ms. Milliken. Mayor Pro Tem Howard responded to the Mayor concerning the Covid 19 schedule and shared that Ms. Milliken had assured him that she could come in and get the job done within the time that had been set aside. Mayor Pro Tem Howard stated that he asked her to put this in a letter form to present to the council and was told by Ms. Milliken that she is still working on this. Mayor Pro Tem Howard believes that the letter would respond to the complaints Ms. Milliken has received/give her explanation. There was extended council discussion. Councilmember Enoch made mention of things she stated were being done to Ms. Milliken, to include the office staff leaving nasty notes, office staff being unable to pinpoint a single problem with Ms. Milliken and instead complaining about different items. The Billing Specialist explained that the note was linked to her frustration about the situation. The pending lawsuits which had been previously announced by Ms. Milliken against the Clerk and Billing Specialist were brought up. There was more council discussion. Councilmember Trollinger made a motion to rescind the previous motion that Ms. Milliken reports to the Clerk since there is an issue there. Councilmember McCollum and Councilmember Enoch seconded the motion simultaneously. All were in favor and the motion passed (5-0). Councilmember Trollinger started making a motion and changed it to a suggestion/statement that Ms. Milliken: would report to Mayor Pro Tem Howard, that any staff complaints be directed to Mayor Pro Tem Howard, and that Ms. Milliken be allowed to address the council. The Mayor sought a conclusion to the janitorial contract issues and clarification of when change would come

concerning this issue. Mayor Pro Tem Howard stated that once he gets the letter from Ms. Milliken, he will give it to the Mayor and the council will then set up a time to meet with her. Mayor Pro Tem Howard stated that this should be taken care of within the next few days. The staff was informed by Councilmember Trollinger that if any issues arise with Ms. Milliken, staff is not to address her, but rather Mayor Pro Tem Howard in writing.

Public Comment:

No public comments were received.

Town Clerk Updates

The Clerk had no updates.

Public Works Update

Public Works Director Rodney Gunn shared that he hasn't done any patchwork due to Covid 19.

There was discussion about the planning board and their next meeting. The need for having a certified planner as well as planning board members with some experience was addressed by the Mayor.

Town Attorney Updates

Attorney Russell had nothing for open session.

Town Council Comments

Councilmember McCollum will address her comments later.

Councilmember Enoch asked the Public Works Director if he could get some dirt/gravel on Birch Road. The Public Works Director will take care of this. She was informed that the sign on the land near Dollar General had been corrected.

Councilmember Enoch asked the Clerk to post the Town Administrator and Code Enforcer positions on NCLM. The Clerk will take care of posting these positions.

The Clerk mentioned that last month the council approved the street acceptances in Bedford Hills, but the water/sewer acceptances were not mentioned in the motion and asked if there could be a do over. Councilmember Trollinger stated that he didn't think they needed to be read as long as the documents were signed, which they were. The Clerk made the council aware that Attorney Russell thought a do over would be a good idea. The Clerk made the council aware that the recorded minutes only covered the street acceptances and asked if they should also include the water sewer acceptances. Both Councilmember Trollinger and Councilmember McCollum stated that as long as these documents were signed that that should be sufficient, along with keeping these documents with the minutes.

The Mayor brought up the complaint forms for citizens and councilmembers to use for issues concerning code enforcement.

The Town Administrator and Code Enforcer positions were addressed and there was council discussion.

Mayor Graves-Henry asked for a motion to go out of open and into closed session. Councilmember Trollinger made a motion that we go out of open session and into closed session. Councilmember McCollum seconded the motion. All were in favor and the motion passed (5-0).

Councilmember Trollinger made a motion to go out of closed session and back into open session. Mayor Graves-Henry seconded the motion. All were in favor and the motion passed (5-0).

Mayor Graves-Henry asked for a motion to adjourn the meeting. Councilmember Trollinger made a motion to adjourn the meeting until Thursday, June 11, 2020 at 7:00 pm. Councilmember McCollum seconded the motion. All were in favor and the motion passed (5-0).



PREPARED FOR:

Suzanne Bigelow

Town Clerk

Town of Green Level – Administration Building
2510 Green Level Church Road
Burlington, NC 27217

336.516.6435 | sbigelow@greenlevelinc.com

PREPARED BY:

Jeff Scales

Director, Business Development

Baby Blue Enterprises, Inc., dba Vanguard Cleaning Systems of the Triad
2275 Vanstory Street, Suite 103
Greensboro, NC 27403

336.553.3881 | jscales@vanguardcleaning.com



July 2, 2020

Suzanne Bigelow

Town of Green Level – Administration Building

2510 Green Level Church Road

Burlington, NC 27217

Dear Suzanne,

Vanguard Cleaning Systems of the Triad appreciates the opportunity to present the attached proposal for commercial cleaning services performed by a local Vanguard Cleaning Systems® janitorial franchised business for the Town of Green Level at its administration building in Green Level.

Per our discussions, satisfying the points below will lead to a successful relationship between our two companies:

This is what we heard...

- CDC-recommended guidelines should be followed at all times
- EPA-approved cleaners and disinfectants should be used at all times
- The Town of Green Level would like a flexible, yet thorough and dependable partner to provide janitorial services to their Administration Building

We are confident our network of independent franchised businesses is able to provide your facility with the level of service you require. We appreciate your time and engagement and are enthusiastic to earn your business.

Best regards,

Jeff Scales

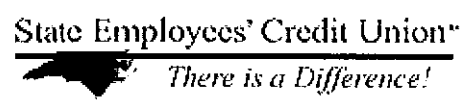
Director, Business Development

Baby Blue Enterprises, Inc.,

d/b/a Vanguard Cleaning Systems of the Triad



Vanguard® Partnerships





Vanguard® Memberships





Vanguard Cleaning Systems of the Triad is able to provide your facility with four service options delivered by our network of independent franchised businesses:



Standard Cleaning

Your facility will be cleaned using the historically high standards upon which the reputation of the Vanguard® brand has been built and includes disinfection of common high touch points (i.e., light switches, touch plates, door knobs/handles and handrails). Schedule and Areas to be serviced are detailed in the attached Proposal. **Desired Outcome:** Improved appearance, removal of soil and organics to maintain environment, improved staff confidence.



Standard Cleaning + Additional Touch Point Disinfection

Additional time will be devoted to disinfecting a wider range of touch-points based on the specific needs and use patterns of your facility. Additional High Touch Areas to be disinfected are detailed in the attached Proposal. **Desired Outcome:** Further peace of mind derived from a detailed customized disinfection plan tailored for the specific needs and use patterns of your facility.



Comprehensive Electrostatic Disinfection Process

A Vanguard® franchised commercial cleaning business will professionally disinfect your facility as a singular special service or on a periodic basis. Subsequent to a regularly scheduled cleaning, this disinfection process helps prevent the surface transmission of coronavirus, as well as many other viruses and bacteria. Schedule and Terms are detailed in the Electrostatic Disinfection Process Special Services Attachment included with the following Proposal (Part D).



Other Special Services

Vanguard® franchised commercial cleaning businesses offer a variety of other special services on a singular or periodic basis, such as floor refinishing and carpet cleaning. Prices and terms provided on request in an additional Special Services Attachment.

Toiletries, PPE, hand sanitizer, liners, and paper supplies can be purchased through Vanguard Cleaning Systems of the Triad, subject to availability. Please see attached price list. Prices are subject to change and payable as provided in the applicable invoice.

The Vanguard Cleaning Systems of the Triad network of locally owned franchised janitorial businesses is committed to providing services that help to maintain a healthier work environment for your employees and associates. We remain available to answer any questions you may have regarding the service options.

Vanguard Cleaning Systems®....a brand that stands for people making the difference.





Janitorial Services Proposal Part A
July 2, 2020
Your Company Requests:

AREAS TO BE SERVICED AT YOUR FACILITY

- Entrances/lobbies
- Conference rooms
- Town hall
- Kitchen and break room area
- Private offices
- Hallways
- Restrooms
- Janitorial closet

AREAS NOT TO BE SERVICED AT YOUR FACILITY

- Parking lot



Janitorial Services Proposal Part B
July 2, 2020
Standard Services Your Company Requests

Entrances/lobbies, conference room, town hall, and private office areas

SERVICES PERFORMED EACH VISIT...

- 'Spray, Dwell & Wipe' disinfection of standard high-touch areas: Light Switches, Touch Plates, Handrails and Door Knob/Handles.
- Dust furniture, desks, chairs, credenzas, tables, and cabinets.
 - Dust specific office equipment (computer screens, etc.) per client instructions.
 - Papers and folders will not be moved unless specifically requested.
- Empty waste containers and remove trash to the designated area.
- Clean entrance glass and spot-clean all internal window glass, removing fingerprints and smudges.
- Dust mop ceramic tile and VCT floor areas and spot clean to remove spills and stains.
- Return chairs, furniture, and waste containers to proper positions.
- Lock designated office doors upon completion of cleaning.
- *Conference room and town hall are to be cleaned 1 x per week. Additional clean upon request.*

SERVICES PERFORMED EACH WEEK...

- Dust window ledges, tops of partitions, and other low reach areas.
- Dust and remove debris from metal entrance thresholds.
- Clean and sanitize telephones.
- Damp mop ceramic tile and VCT floors.
- Clean all interior glass.

SERVICES PERFORMED EACH MONTH...

- Dust high reach areas including shelves, ledges, vents, and grills.
- Dust blinds.
- Remove cobwebs.
- Clean baseboards and corners.
- Vacuum upholstered furniture.



Janitorial Services Proposal Part B (continued)
July 2, 2020
Standard Services Your Company Requests

Kitchen and break room area

SERVICES PERFORMED EACH VISIT...

- Damp wipe table tops, counters, and exteriors of cabinets.
- 'Spray, Dwell & Wipe' disinfection of standard high-touch areas: Light Switches, Touch Plates, Handrails and Door Knob/Handles.
- Empty trash containers and remove trash to the designated area.
- Damp wipe exterior and interior of microwave ovens.
- Sweep or dust mop and damp mop flooring to remove spills and stains.
- Clean and sanitize sinks, counters, and tabletops.
- Wipe exterior of refrigerator.

SERVICES PERFORMED EACH MONTH...

- Spot clean walls for marks and smudges
- Dust high reach areas including shelves, ledges, vents, and grills.
- Remove cobwebs.
- Clean baseboards and corners.

Restroom Areas

SERVICES PERFORMED EACH VISIT...

- Restock toilet paper, paper towels, hand soap, and other supplies.
- 'Spray, Dwell & Wipe' disinfection of standard high-touch areas: Light Switches, Touch Plates, Handrails and Door Knob/Handles.
- Empty trash containers and remove trash to the designated area.
- Sweep or dust mop and wet mop and sanitize ceramic tile floor surfaces.
- Clean and disinfect sinks, counters, and restroom fixtures including toilet bowls, toilet seats, and urinals.
- Clean and polish mirrors, glass and chrome.



SERVICES PERFORMED EACH MONTH...

- Spot clean walls for marks and smudges
- Dust high reach areas including shelves, ledges, vents, and grills.
- Remove cobwebs.
- Clean baseboards and corners.



Janitorial Services Proposal Part C
July 2, 2020
Additional Touchpoint Disinfection Areas & Items

Additional Touchpoint Disinfection

(The following are examples; a full list of touchpoints to be addressed can be discussed and will be addressed in the scope of services)

- Reception counter
- Water coolers
- Dispensers
- Telephones
- Conference & Meeting Room Tables
- Chairs
- Kitchen Counters & Cabinet Doors and Handles/Knobs
- Refrigerator Handles
- Microwave Doors & buttons
- Photocopier, Printer & Fax, Thermostat
- Security Alarm Pads
- Door Frames



Janitorial Services Proposal Part D
 July 2, 2020
 Electrostatic Disinfection Process (Special Services Attachment)

Electrostatic Disinfection Process (Optional)

An Electrostatic Sprayer will be used to disperse a disinfectant approved by the EPA for use against coronavirus as an aerosol mist composed of positively charged droplets.

Terms of Service:

1. Frequency of Process: _____
2. Start Date: _____
3. Areas to be Processed:

| | |
|----------|----------|
| A: _____ | C: _____ |
| B: _____ | D: _____ |
4. Per Process price is \$_____ and is in addition to any Option 1 (Standard Services) or Option 2 (Standard Services + Additional Touchpoints) services selections. The per/process price is applicable for one year from the date of this Special Services Attachment.
5. Client agrees to complete the following prior to each disinfection process:
 - All office personnel are required to be out of the facility during the disinfecting process. Building re-entry permitted _____minutes after full project completion.
 - All papers and paper items must be cleared in the areas to be sprayed. Client agrees not to hold Company or the applicable janitorial franchised business responsible for damage to any papers or paper items left exposed when spraying occurs.
 - All areas must be cleared of food, drinks, cups, utensils, bowls, plates, and miscellaneous items used for food or beverage prep or consumption.
6. Client acknowledges that the Electrostatic Process is a preventative disinfection process performed by an independent Vanguard Cleaning Systems® janitorial franchised business. No disinfection process can be guaranteed to reach 100% of COVID 19 viruses. Therefore, Baby Blue Enterprises, Inc., DBA Vanguard Cleaning Systems of the Triad ("Company") does not and cannot warrant or guarantee that the areas processed will be, or will remain, free of all potentially pathogenic microorganisms. Client covenants and agrees that Client and its agents shall not initiate or participate in any proceeding or bring any claim against Company or such janitorial business or their respective owners, officers, directors, agents or employees (together, "Vanguard Parties") in connection with this Special Services attachment or relating to the services to be provided. A breach of this covenant entitles Vanguard Parties to damages, including consequential damages. Client agrees to hold harmless Vanguard Parties from any liability that may arise directly or indirectly from the performance or non-performance of such services. Client also shall indemnify and hold harmless Vanguard Parties from any cost, damages or liability of any kind, including reasonable attorneys' fees, resulting from any claim or action brought by any third parties against any Vanguard Parties arising from services provided under this Special Services Attachment. Customer shall defend any claims, suits or actions, brought against any Vanguard Parties arising from such services and shall pay all expenses, including reasonable attorney's fees, and satisfy all judgments against any of them.
7. Client will be invoiced after each disinfection process. Invoices are payable within ___days of receipt.
8. This Special Services Attachment may be terminated by either party on 10 days written notice.

Agreed and Accepted on _____(the Effective Date)

"Client"
 Town of Green Level

"COMPANY"
 Baby Blue Enterprises, Inc.,
 d/b/a Vanguard Cleaning Systems of the Triad

Signature: _____

Signature: _____

Print Name/Title: _____

Print Name/Title: _____





Account Agreement

The undersigned Client hereby requests and accepts the performance of selected janitorial services consistent with the Services specified in the Proposal dated June 11, 2020 (the "Proposal") at the following location:

2510 Green Level Church Road

Burlington, NC 27217

- 1. Client selects the following Option(s) as outlined in the Proposal, with the selected services to begin on the start dates provided below:

Table with 4 columns: Option, Start Date, Frequency, Monthly Cost. Includes Option 1 (Standard Clean), Option 2 (Standard Clean + Add'l Touchpoint Disinfection), and Option 3 (Electrostatic Disinfection Process).

- Option 3 - Electrostatic Disinfection Process - Start date, Frequency and Pricing as provided in the Part D Special Services Attachment to this Agreement contained in the Proposal.
Option 4 - Other Special Services - Service selected, Start date, Frequency and Pricing as provided in any and each Special Services Attachment added to this Agreement as long as it is in effect.

Table with 2 columns: Service, Price. Includes Strip & Wax VCT Flooring (\$185.00), Scrub Tile Flooring (\$600.00), and Initial Clean (\$325.00).

The terms of the Proposal pertaining to each Option selected by Client are incorporated by reference in this Agreement and comprise the "Account Requirements."

- 2. Client accepts performance of the services necessary to meet Account Requirements will be delegated by Baby Blue Enterprises, Inc, d/b/a Vanguard Cleaning Systems of the Triad ("Company") to an independently owned and operated Vanguard Cleaning Systems® franchised commercial cleaning business or subcontractor, which agrees to assume such responsibility and to provide the necessary equipment, crew and cleaning supplies at its expense.

Account Agreement

3. The Contract Price stated in Paragraph 1, above, is subject to adjustment based upon substantial changes in occupancy or services requirements, but is otherwise applicable for one year from the date of this Agreement for the performance of Account Requirements services. Special Services are available upon request, with applicable terms detailed in a Special Services Attachment that becomes a part of this Agreement upon signing. If there is any inconsistency or conflict between a Special Services Attachment and the terms provided here, the Special Services Attachment will control. Either Client or Company can cancel this Agreement by giving 30 days advance written notice of cancellation to the other party. Any modification to this Agreement must be in writing and signed by Client and Company. This agreement automatically extends for additional 1 year periods, unless Client or Company gives 30 days advance notice of cancellation.

4. Company is authorized by an applicable franchise business to perform billing and collection services on its behalf in connection with this Agreement. Client will be invoiced each month for that month's service on behalf of the franchised business or subcontractor, as applicable, with payment due by the 5th of the following month. Company will remit amounts due the franchised business or subcontractor according to the applicable agreement. Payments not received by the 10th of the month in which they are due are delinquent and subject to a service charge. Company can suspend services pending receipt of late payments without liability. If an applicable franchised business or subcontractor reasonably believes that the health or safety of janitorial workers is put at risk by servicing Client's facility, then the franchised business or subcontractor may decline to do so without liability. The Contract Price excludes any use tax; tax on sales, services or supplies; or any other such tax, which are payable by Client. Client will reimburse Company or the franchised business, as applicable, for any taxes paid by either or both of them on Client's behalf.

5. Services are not provided on New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day, unless separate arrangements are made for an additional charge. The Contract Price is not pro-rated or reduced for non-performance of scheduled services on the noted holidays.

6. Pre-cleaning service charge: _____ \$325.00 (OPTIONAL) _____

Agreed and Accepted on _____ (the Effective Date)

"Client"

Town of Green Level

Signature: _____

Print Name/Title: _____

"COMPANY"

Baby Blue Enterprises, Inc.,
d/b/a Vanguard Cleaning Systems of the Triad

Signature: _____

Print Name/Title: _____

EACH VANGUARD CLEANING SYSTEMS® BUSINESS IS AN INDEPENDENTLY OWNED AND OPERATED FRANCHISE.

Vanguard Cleaning Systems®, the Vanguard Cleaning Systems logo, Vanguard® and "The Standard of Clean®" are all registered service marks of Vanguard Cleaning Systems, Inc.

You can order toiletries, paper towels, soap, etc., through the Vanguard® Regional Office at a competitive price!

Instead of going to Costco or driving to a nearby janitorial supply store, these products can be drop shipped directly to your facility. Our prices are competitive and your Vanguard franchisee or other Service Provider can stock these items in your restrooms, etc.

This can be initiated either by a fax order or by contacting the Vanguard Regional Office. If you have any questions, please call the Vanguard Regional Office.

A **sample** of the products available:

| |
|---|
| Preference® Perforated Paper Towels, 2-Ply, 30/Ct, 85 sheets per roll, White, 11.0" W x 8.80" L |
| Brawny® Pick-A-Size® Paper Towels, 2-Ply, White, 8 XL Rolls/Ct |
| Bounty® Paper Towels, 2-Ply, White, 30/Ct |
| Charmin Ultra Bathroom Tissue 2ply 48 double rolls |
| GP Angel Soft Embossed Bathroom Tissue 2ply 40ct |
| GP Compact Coreless 1000sheets 36/ctn |
| BP Bath Tissue 2 Ply 96/ct, 500sheets per roll |
| BP Antibacterial Foam Hand Wash LTX12 Refill 1200ml 2 per ctn |
| BP Pink Lotion Soap / 1 Gallon |
| BP Hardwound Towels Natural 7.8x350' 12ctn |
| BP Hardwound Towels WH 7.8x800' 2" core 6 ctn |
| enMotion Hardwound Towels WH 10x 800' 6 ctn |
| BP Multifold Towels WH 4000 ctn |
| Scott Multifold WH 4000 ctn |
| BP HD Super Heavy 60 Gallon Trash Bags 150/bx |
| BP High Density Trash Bags CL 13-16 Gall 1000 bx |
| Eastern Paper Sanitary Napkins #4 250ct |
| GOJO and other items also available. |

Order now by phone (336) 553-3881 or fax at (336) 553-3886.

EACH VANGUARD CLEANING SYSTEMS® BUSINESS IS AN INDEPENDENTLY OWNED AND OPERATED FRANCHISE.

Vanguard Cleaning Systems®, the Vanguard Cleaning Systems logo, Vanguard® and "The Standard of Clean®" are all registered service marks of Vanguard Cleaning Systems, Inc.

Insurance



VANGCLE-01

KMALDONADO

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
4/24/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

| | | | |
|--|--|--|--|
| PRODUCER License # 0767776 HUB International Insurance Services Inc. 580 California Street, Suite 1300 San Francisco, CA 94104 | | CONTACT Allison Scher NAME: PHONE (A.C. No. E-4): (877) 826-2681 FAX (A.C. No.): (951) 231-2672 E-MAIL ADDRESS: cal.cpu@hubinternational.com | |
| INSURED Baby Blue Enterprises, Inc. DBA: Vanguard Cleaning Systems of The Triad & its unit franchisees 1 Centerview Drive, Suite 112 Greensboro, NC 27407 | | INSURER(S) AFFORDING COVERAGE INSURER A: West American Insurance Co 44393 INSURER B: James River Insurance Company 12203 INSURER C: Federal Insurance Company 20281 INSURER D: National Union Fire Insurance Company of Pittsburgh, PA 19446 INSURER E: INSURER F: | |

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

| INSR LTR | TYPE OF INSURANCE | ADOL SUBR INSD VWP | POLICY NUMBER | POLICY EFF (MM/DD/YYYY) | POLICY EXP (MM/DD/YYYY) | LIMITS |
|--|---|--------------------|---------------|-------------------------|-------------------------|---|
| A | <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> PD Ded: \$2,000 <input checked="" type="checkbox"/> Per Occurrence GEN'L AGGREGATE LIMIT APPLIES PER POLICY: <input checked="" type="checkbox"/> PROJ <input type="checkbox"/> LOC OTHER: | | BKW57253952 | 5/1/2019 | 5/1/2020 | EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 500,000 MED EXP (Any one person) \$ 15,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMPROP AGG \$ 2,000,000 |
| B | <input type="checkbox"/> AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY | | CA43600360-04 | 5/1/2019 | 5/1/2020 | COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ |
| C | <input checked="" type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> DEED <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE RETENTION \$ | | 93639689 | 5/1/2019 | 5/1/2020 | EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000 |
| WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in WA) Y/N N/A If yes, describe under DESCRIPTION OF OPERATIONS below | | | | | | PER STATUTE OTH-ER E L EACH ACCIDENT \$ E L DISEASE - EA EMPLOYEE \$ E L DISEASE - POLICY LIMIT \$ |
| D | Crime | | 013654154 | 5/1/2019 | 5/1/2020 | EmplThft/Forgery/Alt 1,000,000 |
| D | Crime | | 013654154 | 5/1/2019 | 5/1/2020 | Clients Prop 1,000,000 |

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
 *Please Note: Workers Compensation and Owned Auto is handled by the individual Vanguard office, not HUB International. Please contact your service representative for certificate requirements on these policies.

For Information Purpose Only.

| | |
|--|---|
| CERTIFICATE HOLDER *For Information Purpose Only* | CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE |
|--|---|

ACORD 25 (2016/03)

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Standard Account Agreement 5/2020

Willie Golden will clean the Town Hall for at least \$10.00 an hour.

For the Town of Green Level to be able to collect its \$150.00 Administrative Fee and \$25.00 late fee as reflected on the Town's fee schedule, the following changes to Town ordinances are recommended:

1. Delete the Town's wording of ordinance 93.38 and change to Elon's wording in ordinance # 13.38, with the edits/crossouts. *(This will enable the Town to collect an administrative fee of \$150 for all violations that are abated by the Town.)*

2. Add a 93.35(2)(d) to read, " A \$25.00 late fee will be charged if payment is not received within 30 days from the date of the invoice".

3. In ordinance # 93.99, replace the penalty provisions of 10.99 to a Civil Penalty as follows:

1st offence \$50.00

2nd offence within a calendar year \$100.00

3rd offence and all others within a calendar year \$250.00 per violation

The reason for this change is the current penalty provision of 10.99 refers you to G.S. 14-4 which is a misdemeanor or criminal. The fine is \$50.00 up to \$500 or imprisonment for a term not exceeding 30 days. In order to collect the fine the town will have to pay the town attorney and the code enforcer to take the violator to court in order to collect the \$50 fine and only if the judge finds the person guilty of the violation. If the judge rules in the towns favor and the town collects the fine of \$50. The town has to turn the entire amount to the state for the school system. In most cases the town will pay over one thousand dollars just to collect \$50 and then turn it over to the state.

With a civil penalty the town gets to keep the \$50, \$100 or the \$250 along with any late fees collected for the penalty along with the town's administrative fee of \$150.

If the town board chooses to make this change, it needs to be changed in all sections that refer to G.S 14-4 as the penalty.

The town can turn unpaid penalties by citizens to the state's debt set off program for collection. The town must have the social security number of the citizen that has defaulted on payment to the town on order to collect the penalty through the state program. Businesses do not qualify for the program.

Sec. 13.38. - Action to abate.

- (a) *Owner's request to Town.* Any person who has been ordered to abate a public nuisance may within the time allowed by this section request the Town in writing to remove the condition, the cost of which shall be paid by the person making the request.
- (b) *Abatement by Town.* If the owner, having been ordered to abate a public nuisance, fails, neglects, or refuses to abate or remove the condition constituting the public nuisance within ten days from the date of the notice of violation and if there has been no appeal, the designated Town official, the official's designee or an authorized contractor may enter upon the premises for the purpose of abating the nuisance and may summarily remove, abate, or remedy any condition in the Town limits that is a prohibited nuisance under section 13.35.
- (c) *Charges.* The property will be charged the cost of clean-up and a ~~\$100~~ ^{\$150.} administrative fee.

~~(2018 recodification; Ord. No. 19-795, § 2, 9-17-2019)~~

nuisance. A public necessity exists to exercise the police power of the town to cause the abatement of such conditions in the manner hereinafter provided.

(Prior Code, § 64.22) (Ord. passed 11-10-1994)

§ 93.33 RESPONSIBILITY OF PROPERTY OWNER.

It shall be unlawful for any person to keep or maintain any real property in a condition prohibited by this subchapter.

(Prior Code, § 64.23) (Ord. passed 11-10-1994) Penalty, see § 93.99

§ 93.34 PROPERTY CONDITION PROHIBITED.

The following enumerated and described conditions are prohibited:

(A) A place which refuse or debris is permitted or caused to accumulate. The words **REFUSE OR DEBRIS** shall be taken to refer to all classifications of solid waste and shall include garbage, rubbish, ashes, street refuse, dead animals, abandoned automobiles and industrial refuse. Refuse derives from such places as homes, hotels, institutions, stores, restaurants, markets, wholesalers, processing plants, factories, shops, garages, office buildings, streets, sidewalks, alleys, vacant lots, power plants and the like; provided, however, this section does not apply to:

- (1) Industrial refuse temporarily stored within a delineated storage area;
- (2) Building refuse temporarily stored within a delineate storage area for purposes of refuse disposal;
- (3) Sites approved by the state as sanitary landfills, provided such sites comply with the state landfill rules and regulations; and
- (4) Salvage or junk operations carried on in compliance with the zoning ordinance.

(B) Where found to constitute a public nuisance under the provisions of this subchapter, a place of dense growth of weeds, grass, vines or briars over 12 inches in height, and within 100 feet of an abutting public street or 50 feet of a house or other residential, commercial or industrial building; provided, however, the term **BUILDING** shall not include detached structures which are accessory to a dwelling unit or other residential, commercial or industrial building. The weeds, grass, vines or briars constitute a prohibited condition described by this division (B) shall be cleared and cut to not more than six inches in height; and

(C) A place upon which any dead trees, under the circumstances specified in § 93.31 has been allowed to remain.

(Prior Code, § 64.24) (Ord. passed 11-10-1994) Penalty, see § 93.99

§ 93.35 PROCEDURE FOR NOTICE OF VIOLATION; DEFINITIONS.

(A) (1) When any condition prohibited by this subchapter is found to exist, the Town Administrator or his or her designee shall send to the owner of the property a notice of the violation by registered or certified mail.

(2) The notice shall include the following:

(a) The property location and a description of the prohibited condition found to exist;

(b) An order that the owner correct the conditions within 15 days; provided, however, the Town Administrator or his or her designee may extend the time for correcting said conditions for a period not to exceed 15 days, where he or she finds such extension to be necessary and reasonable; and

(c) An explanation of the hearing and appeal procedure set forth in this subchapter.

(3) If the owner of the property refuses to accept notice of the violation, or if the name of whereabouts of the owner of the property cannot be discovered through the exercise of due diligence, then the notice shall be posted on the property in question and published one time in a newspaper of general distribution in the town.

(B) (1) **PROPERTY OWNER** or **OWNER OF PROPERTY**, when used in this section, means the holder of the title in fee simple, every mortgagee of record, all individuals, associations and corporations who have an interest of record in the property, and any individual, association or corporation in possession of the property.

(2) The phrase **ANY INDIVIDUAL, ASSOCIATION OR CORPORATION IN POSSESSION OF THE PROPERTY** is intended to include persons who occupy real property under any recognized form of tenancy.

(Prior Code, § 64.25) (Ord. passed 11-10-1994)

§ 93.36 HEARING AND APPEAL.

(A) Upon receipt of the notice of violation or upon its proper posting and publication, as provided in this subchapter, the owner of the property may, within ten days, request a hearing with the Town Administrator or his or her designee. The Town Administrator or his or her designee shall fix the time and place for the hearing and shall notify the owner of the property of such time and place. Failure of the owner, or representative thereof, to appear at the hearing shall be considered an abandonment and withdrawal of the request for the hearing.

(B) The Town Administrator or his or her designee shall also notify by first class mail any other interested person who shall have requested, in writing, to be notified of the time and place of the hearing; provided, however, that where the conditions on the property have come to the attention of the

Town Administrator through the complaint of a person or organization, such person or organization shall be similarly notified of the time and place of the hearing whether or not such notice has been requested.

(C) At the hearing, the Town Administrator or his or her designee shall consider statements and evidence presented by the property owner or by any other person. The Town Administrator or his or her designee shall then enter an order dismissing, amending or confirming the order described above in this subchapter. The Town Administrator or his or her designee shall make a record of the hearing and of his or her order entered at the hearing. The Town Administrator or his or her designee shall fix in his or her order a reasonable period of not less than ten days or more than 20 days within which the property owner shall comply with the order; provided, however, the Town Administrator or his or her designee may extend said period for an additional time, not to exceed 20 additional days where the Town Administrator or his or her designee finds such extension to be necessary and reasonable.

(D) Where the property owner believes that the order of the Town Administrator or his or her designee is not in accord with the terms of this subchapter, the property owner may appeal the order of the Town Administrator or his or her designee to the Town Council by notifying the Town Administrator or his or her designee, in writing, within five days of the date of the Town Administrator's or his or her designee's order.

(E) The Town Administrator or his or her designee shall notify the property owner by registered mail at least ten days in advance of the date and time of the Town Council meeting at which the matter will be heard; provided, however, nothing in this subchapter shall preclude the Town Administrator or his or her designee from reporting the matter to the Town Council for appropriate action at any time when the treat to the public health, welfare and safety in the absence of abatement is imminent.

(F) If proper notice as described is required and has been given, the Town Council may proceed to hear the matter in the absence of the property owner or his or her representative.

(G) At the hearing, the Town Council shall hear all interested persons, review the evidence presented by the Town Administrator or his or her designee, the property owner or his or her representative, or other persons; and enter a written order dismissing the matter or directing the owner to correct the conditions complained of within 15 days or such additional time as it finds to be reasonable.

(H) At the hearing, all witnesses shall be sworn and subject to cross-examination by adverse parties or their representatives. Proof of violation of this subchapter shall be by preponderance of the evidence, and the burden of such proof shall rest upon the Town Administrator.

(I) It shall not be a defense to an alleged violation of this subchapter that the conditions complained of on the property were not created by the owner thereof; provided, however, that the owner is entitled to show at the hearing that said conditions were created by persons in the possession of the property, lawful or unlawful, or unknown members of the public. The Town Council may consider such evidence in setting the period of time in which the unlawful conditions are to be abated.

(J) Every order of the Town Council shall be in writing, shall be promptly filed in the office of the Town Administrator and shall be open to public inspection; a certified copy shall be sent by registered mail to the property owner. If the Town Council determines in its order that any condition prohibited by this subchapter is found to exist on the property, the order shall be enforced as provided in this subchapter unless the property owner corrects and abates such condition within the time prescribed by the Town Council. In the event of a Town Council determination adverse to the property owner, the Town Council's order shall include specific findings of fact and conclusions of law, and a concise statement of the of the evidence supporting the findings of fact.

(K) The Town Council may vary the application of any provisions of this subchapter in hardship or other cases when, in its opinion, the enforcement thereof would do manifest injustice or be contrary to the spirit and purpose of this subchapter or the public interest. In hardship cases, a hardship peculiar to the applicant must be shown. The relationship between the cost of abating the unlawful conditions and the value of the property involved is a factor the Town Council may consider in determining whether there is a hardship in a given case.

(Prior Code, § 64.26) (Ord. passed 11-10-1994)

§ 93.37 APPEAL AND ENFORCEMENT OF ORDERS.

An owner of property, for purposes of seeking judicial review, in any form, of the Town Council's order or the enforcement thereof may obtain upon request and at the town's expense, copies of the audio tape of the hearing maintained by the Town Administrator; and of any documentary or photographic evidence included in the record of hearing. If within the time specified in the Town Council's order the property owner has neither complied with the order nor initiated judicial proceedings for relief therefrom and served the town with notice thereof, the Town Administrator or his or her designee shall enter upon the property and correct the prohibited conditions found to exist thereon. The Town Council's order shall be stayed pending the final disposition of judicial proceedings.

(Prior Code, § 64.27) (Ord. passed 11-10-1994)

§ 93.38 COST OF ENFORCEMENT.

Where the Town Administrator or his or her designee has proceeded to enforce the Town Council's order, he or she shall determine the cost of enforcement provided in this subchapter. He or she shall certify to the Town Council the amount of such cost. The Town Council shall note the time of receipt of the certification. At the same time, the Town Administrator or his or her designee shall notify the owner of the property in the manner provided for notice of hearing in this subchapter of the cost of enforcement, and shall inform the property owner that said cost may be paid within 30 days of the date that the Town Council receives the certification. The Town Administrator or his or her designee shall, in the notice, also inform the property owner that the amount of the cost may be challenged by an appeal to the Town Council within 30 days from the date of such certification. In the absence of such appeal, the certification shall be final. The owner of the property may pay said cost without interest or further

penalty within 30 days of the date the Town Council receives certification of the cost of enforcement from the Town Administrator or his or her designee.
(Prior Code, § 64.28) (Ord. passed 11-10-1994)

§ 93.39 COLLECTION OF COST OF ENFORCEMENT; REMEDIES FOR VIOLATION OF CHAPTER.

(A) The cost of enforcement, together with interest of 8% per annum thereon, shall constitute a lien against the property and may, after 30 days from the date of certification as provided in this subchapter be collected in the same manner as ad valorem taxes upon such property.

(B) The alternative, in the discretion of the town, the cost of enforcement may, after 30 days from the date of certification as provided in this subchapter, be recovered as a civil penalty by the town in a civil action in the nature of a debt as provided in G.S. § 160A-175.

(C) This subchapter may be enforce by any other remedy prescribed by G.S. § 160A-175.
(Prior Code, § 64.29) (Ord. passed 11-10-1994)

§ 93.40 STAY UPON APPEAL.

An appeal concerning the amount of the cost of enforcement determined under this subchapter stays the certification of costs until the appeal is concluded.
(Prior Code, § 64.30) (Ord. passed 11-10-1994)

§ 93.99 PENALTY.

(A) Any person violating any provision of this chapter, for which no other penalty is provided, shall be subject to the penalty provisions of § 10.99.

(B) Each day of operation in violation of § 93.01 shall constitute a separate offense.
(Prior Code, § 64.01)

TOWN OF GREEN LEVEL
BILLING SPECIALIST

Job Description

Position: Billing Specialist

Department: Utilities

Reports To: Town Clerk

SUMMARY

Accurately processes and maintains water/sewer utility accounts and transactions; receives, completes and maintains records of maintenance and inspection work orders. Accesses utility billing paperwork and computer database for customer billing records. Directs calls and visitors to appropriate departments. Provides clerical support for the Town Administrator, Finance Director, Town Clerk, and other departments as necessary. Tact and courtesy are required in frequent public contact. Performs other duties as assigned. Supervises and trains Office Assistant. Coordinates with Public Works for work orders, readings, disconnection of water services, providing data logs, etc.

ESSENTIAL FUNCTIONS OF THE JOB

- * Creates new utility accounts and sets up billing records in computer and in files. Handles complaints and answers customer questions on utility billing.
- * Responsible for using specialized utility computer systems for water/sewer utility billing, including calculation of bills, preparation of pre-billing estimates, printing and mailing all utility bills and running and distributing post-billing reports.
- * Updates meter reads, prepares lists for meter reader, prepares work orders for maintenance and dispatches maintenance to utility calls for further investigation.
- * Checks meter readings for any apparent reading errors and calculates consumptions. Refers unusual readings to meter reader for re-reading.
- * Maintains records of malfunctioning or broken meters and repairs made; contacts customers to explain errors and to notify of repair work to be done.
- * Processes paperwork and computer work necessary to close customer utility accounts, correct bills and generate final bills and customer refunds.
- * Posts penalties on utility billing system, calculates, prints, and prepares shut off notices.

*Communicates daily, with utility customers in person, email, letters, making and receiving daily phone calls.

* Maintains customer files for active and inactive customer deposit receipts.

* Balances daily cash intake and prepares reports. Receives payments, balances cash drawers and customer payments, and writes receipts for various departments.

* Answers telephone and directs calls. Receives and directs visitors. Performs various clerical duties as needed.

* Provides Town's Accountant with end of the month reports and documentation.

QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL REQUIREMENTS

Work involves sedentary to light work in an office setting. There is frequent need to stand, stoop, walk, sit, lift light objects (up to 10 pounds) and perform other similar actions during the course of the workday. The Town of Green Level promotes a drug free work environment through the use of mandatory pre-employment drug testing.

EDUCATION AND/OR EXPERIENCE

High School diploma or GED and 1-year experience in bookkeeping, accounting, business administration or related field, or any equivalent combination of training and experience.

LANGUAGE SKILLS

Ability to communicate effectively with customers, other employees, supervisors, and the general public both in person, by telephone, and by e-mail. Ability to prepare and compose written correspondence. Ability to read and interpret procedure manuals and ordinance documents. Prefer candidate to be bi-lingual (Spanish).

MATHEMATICAL SKILLS

Ability to make arithmetic computations using whole numbers, fractions and decimals. Ability to calculate daily interest, sales tax, and water/sewer usage.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

OTHER KNOWLEDGE, SKILLS, AND ABILITIES

- * Knowledge of principles and techniques of general ledger bookkeeping.
- * Knowledge of effective accounting practices.
- * Skill in using personal computer and specialized software applications for customer account information update. Skill in using common office machinery and equipment.
- * Ability to establish and maintain effective working relationships with those contacted in the course of the work.
- * Ability to prepare and maintain records and reports.
- * High level of knowledge and proficiency in use of computers including Microsoft Office (Word, Excel, Access, One Note, Publisher) and Adobe.

Ethics for Elected Officials On-Demand Webinar

Frayda S. Bluestein, Norma R. Houston

On-Demand

Live date: Tuesday, December 10, 2019 - 10:00am

Price: \$150.00

Purchase

Register now for On Demand Webinar for Ethics training for local elected city and county governing board members. This webinar will satisfy the 2 clock hours of local ethics training required by state law for elected and appointed members of city councils and county boards of commissioners. This training **MUST** be completed within 12 months of election day and is required every time they are elected, re-elected or appointed and reappointed to a local office.

- Is your board attorney or a member of your board who is an attorney watching the webinar? The NC State Bar requires attorneys who wish to claim CLE (Continuing Legal Education) credit to purchase the webinar separately in their name. The attorney must self-report to the State Bar for CLE credit.

What you need to know before you purchase:

A. Webinars are non-refundable once purchased so purchase carefully.

B. Who this training does NOT cover:

Individuals serving on state boards subject to the State Government Ethics Act (SGEA): Local elected officials who also serve on a state board that is subject to the State Government Ethics Act (SGEA), including local community college boards, are required to take ethics training that is offered through the State Ethics Commission. The SOG ethics-training program for local elected officials does NOT satisfy the state ethics training, and the state ethics training does NOT satisfy the local elected official ethics-training which is offered through this page. Consequently, local elected officials who also serve on a state board subject to the SGEA, must take both the state and the local ethics training programs. Officials who need to complete state ethics training should:

- Contact their board's ethics liaison for training, or
- Complete the online training available on State Board of Elections and Ethics Enforcement (formerly the State Ethics Commission) website: ethics.ncsbe.gov/education/eduOnline

Local ABC Boards: For individuals who serve on a local ABC board, separate training is required. The SOG ethics training program for local elected officials does *NOT* satisfy the local ABC Board training, and the local ABC Board training does *NOT* satisfy the local elected officials ethic training. Here is the link to the webinar page for local ABC Boards.

School Boards: Please contact the NC School Boards Association for further information.

C. Board notice of a public meeting:

Boards are advised to give public notice of a special meeting for ethics training sessions if a majority of the board might be in attendance at the event. This is in keeping with the spirit of the ethics law, and out of an abundance of caution concerning the legal requirements for board meetings.

Purchasing the Webinar

A. Who should purchase from your unit:

- The person coordinating the webinar should be the one to purchase it in his/her name. This person will be responsible for receiving the access link which is sent to the email address used to purchase the webinars.
- Is your board attorney or a member of your board who is an attorney watching the webinar? The NC State Bar requires attorneys who wish to claim CLE (Continuing Legal Education) credit to purchase the webinar separately in their name, and to self-report to the State Bar for CLE credit.
- Do you have to purchase the webinars for each person watching from your board? No. Purchase the webinar one time for your unit (except for attorneys noted above). Our shopping cart indicates you should purchase a course separately for each person attending. This does not apply to these webinars.
- Adding no-reply@sog.unc.edu and thampton@sog.unc.edu to your contacts will increase the chance of the email getting through.

If you need a receipt, make sure you print the confirmation page at the end of the purchase process. Our registration department can also provide a receipt/invoice if you need one.

Issues with purchasing? Simply email our registration department directly at registration@sog.unc.edu for issues with the registration/purchase process, passwords, or logging in. Provide your phone number and brief summary of your issue and someone from that department will contact you shortly. This is the fastest way to get assistance as there are multiple people in that department who can respond to you quickly.

2.00 hours



David M. Lawrence Distinguished Professor of Public Law and Government

bluestein@sog.unc.edu

Lecturer in Public Law and Government

nhouston@sog.unc.edu



For questions regarding course details, please contact the program manager.



919.843.6518

Program Management Team Lead, Leadership Group

thampton@sog.unc.edu

For questions regarding course content, please contact the faculty coordinator.



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bluestein@sog.unc.edu



Lecturer in Public Law and Government

nhouston@sog.unc.edu

For questions regarding registration, resetting passwords, or login issues, please contact Registration at registration@sog.unc.edu or 919-966-4414.

Accessibility

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