



Town Voice

Newsletter from the Town of Mooresville

Volume 4 Number 1

January 2008

Wastewater Update

Elected Officials

Bill Thunberg
Mayor

Mitchell Abraham
Ward I Commissioner,
Mayor Pro Tem

Thurman Houston
Ward II Commissioner

Mac Herring
Ward III Commissioner

Chris Carney
Ward IV Commissioner

Miles Atkins
At-Large Commissioner

Frank Rader
At-Large Commissioner

Town Officials

James E. Justice
Town Manager

N. Erskine Smith Jr.
Assistant Town Manager

Stephen P. Gambill
Town Attorney

Janet Pope
Town Clerk

The Town of Mooresville has grown tremendously over the last decade. Our proximity to Charlotte, the recreational opportunities of Lake Norman, quality of life indicators and many other factors entice businesses to our area. New businesses bring employment opportunities, restaurants, shopping, and other leisure activities.

This growth causes a chain reaction. With the business and residential growth comes the need for expanded or improved infrastructure. Adequate roadways, water lines and wastewater lines are necessary to support those who live and work here, as well as the transport and delivery of products created in Mooresville.

Currently, Mooresville's population is nearly 27,000 residents and all predictions indicate the Town will continue to grow at a steady rate. Town officials and staff must be proactive in planning and managing the growth so we can meet the future infrastructure needs of Mooresville. The average household produces 360 gallons of wastewater a day. Every time you flush a toilet, turn on a faucet or use a washing machine, you produce wastewater.

The Town has one wastewater facility, the Rocky River Wastewater Treatment Plant, located on Johnson Dairy Road. Constructed in 1983, the facility is licensed to process a maximum of 5.2 million gallons per day (MGD) of wastewater.

Our water source is Lake Norman. After drawing an allocated amount of water from the Catawba River, the Town treats (cleans) and distributes water to residents and businesses. After being used and discarded, the water travels through more than 200 miles of pipes to the wastewater treatment plant for government-regulated testing and cleaning. After treatment, the clean water is returned to our local waterways.



An illustration of typical household wastewater producers.

State and federal governments have rules all systems must follow to clean the water. As water becomes a more valued natural resource and laws become more stringent in how it must be processed, the costs of water and sewer will increase.

The Town gains between 600-800 new water and sewer customers each year. This increase equates to 200,000-300,000 gallons of wastewater daily. At our current rate of growth, the Town will reach licensed capacity at the Rocky River Wastewater Treatment Plant within five years and will need a new wastewater treatment plant to handle sewer needs.

As we near our production limit at the wastewater treatment plant, Town management is reviewing the sewer allocation process to improve the policy and aid people in effectively managing their sewer needs. Proposed developments will be reviewed to confirm the size of the developments and their expected completion dates.

Continued on page 4



DEPARTMENT PHONE NUMBERS

Engineering
704-663-4510

Employment
704-662-8724

Fire (Non-Emergency)
704-664-1338

Golf Course
704-663-2539

Hooper Center
704-663-0033

Library
704-664-2927

Mack Citizen Center
704-662-3334

Planning
704-662-7040

Police (Non-Emergency)
704-664-3311

Recreation
704-663-7026

Sanitation
704-664-4278

Water
704-663-3800

Zoning
704-662-3191

FROM THE TOWN MANAGER...

Resolutions & Wishes for 2008

As is tradition, the end of the year is the time for reflecting on what has been accomplished the past year and setting goals for the coming year. Many people do new year's resolutions. I want to share with you my wishes for the Town in 2008.

- Complete the construction of the new water treatment plant on Highway 21. This 12 million gallons per day treatment plant is scheduled to be finished in the spring and will increase the ability of the Town to provide water services to our customers.
- Receive a large amount of rain so the drought will end. A dry winter will make for a tough spring and summer.
- Receive approval from the NC Department of Environment and Natural Resources for the expansion of our wastewater treatment plant. This is a critical step in the process to keep things moving ahead.
- Complete the design and begin construction on the new Skate Park. This grass-roots, community-supported project will be located adjacent to the Police Department on Iredell Avenue.
- Complete the expansion of Bellingham Park (Phase 2) and complete construction of Nesbit Park. Two great examples of our Recreation Bonds at work!
- Complete the conversion to the Town's new financial software so we have new opportunities to improve operations, customer interactions and payment options.
- Watch MI-Connection make system upgrades and improve service to our citizens.
- Work with the NC Department of Transportation to implement some of the Traffic Task Force recommendations.
- Complete the new Land Use Plan.
- Start paving our gravel streets.

- Complete the new Zoning Ordinance. This document is the blueprint for how Mooresville will look in the future.
- Begin the master planning process for improvements to the golf course and facilities.

As I consider all the possibilities for 2008, my greatest wish is for the safety and well-being of our citizens. Town employees work diligently each day to provide you with the services you desire. We are here to serve you - our citizens. If you have any comments or concerns, please contact me.

Happy New Year!



Wasting Water?

Why are the fire hydrants at the two Mooresville intermediate schools constantly running. I believe I read somewhere that it is to keep the water lines clean. Can't something else be done?

Both of these schools are located at the very end of long 16" dead-end main lines. In order to keep an acceptable chlorine residual, we have to use hydrants to flush these main lines almost all the time. We monitor chlorine residuals on a weekly basis. During the cold months, we can cut these hydrants off for short periods of time because chlorine doesn't dissipate as fast in cold water temperatures. It's all about water quality and our desire to provide safe drinking water to all of our customers.

MI-Connection Update

Frequently Asked Questions

How will I be billed from MI-Connection?

To ensure no overlap in billing, MI-Connection customers will be assigned a billing period to begin after the current Time Warner Cable billing period ends.

Will the pricing change?

No. MI-Connection will continue to charge the same rates for the near future.

I am paying a discounted or promotional rate. Will I lose my discount?

MI-Connection will honor any promotional rates initiated by Time Warner Cable through the promotion term.

Will my due date change when the MI-Connection transition happens?

MI-Connection customers will have a different due date and this will be determined by the billing cycle of the account. There will be four distinct billing cycles. Customers will be moved to the cycle closest to their current cycle. Please note that the first bill will not be prorated to include any extra days due to a new billing cycle.

What payment methods are available?

Bank draft, credit card draft, on time credit card payment, online payments with credit card or check, pay by phone through a toll free number 1-866-585-7862 (check or credit card), mail and walk in payments will be accepted at the MI-Connection office.

I have auto bill pay with Time Warner Cable. How do I switch that information to MI-Connection?

Please complete the MI-Connection Auto Pay Authorization form and return to:

P.O. Box 90
 Mooresville, NC 28115-009

For more information, visit MI-Connection's website at www.mi-connection.com.

NEWS IN BRIEF

Holiday Sanitation Schedule. There will be no curb-side pickup on Tuesday, January 1 and Monday, January 21 because of observed holidays. Service will be delayed one day for the days following the holidays. However, commercial service will occur on Fridays as regularly scheduled.

Holiday Decorations. When the holidays are over, it's time to dispose of your festive debris. Christmas trees will be removed from the curb providing all the decorations have been removed. Yard waste collection continues year-round so there is no deadline for tree removal.

Any extra household waste that will not fit in the rollout container should be placed beside the rollout in bags. Town crews will remove boxes, but they will not empty boxes or dump trash from any container except the Town issued rollout.

If you have any questions about Sanitation collection, please call the Public Works Department at 704-664-4278.

Oops! In the December issue of Town Voice, the phone number listed for the Water and Sewer Maintenance Department was incorrect. The correct number is 704-664-3705.

Slow Down, Move Over. The Mooresville Fire Department wants to remind motorists to "slow down, move over" when encountering the flashing lights of a first-responder or roadside assistance vehicle. Every year, approximately 200 roadside workers, law enforcement officers, firefighters, tow truck drivers and EMTs are struck and killed in the United States by oncoming traffic. Countless more are injured. Stranded motorists are frequently involved in these crashes and may also be killed or injured. By remaining alert to the flashing lights commonly used on most emergency and road service vehicles, and providing these vehicles and their personnel an extra margin of safety, motorists can help reduce the frequency of these tragic situations.

Commissioner Contact Information. Miles Atkins, newly elected at-large commissioner, can be reached at matkins@ci.mooreville.nc.us or by cell phone at 980-722-1857.

Stage 3 Water Restrictions. All water/sewer customers with the Town of Mooresville are still under Stage 3 Mandatory Water Restrictions. In Stage 3, it is unlawful for customers to water their lawn, wash their cars or engage in the wasteful use of water. For a more complete listing of all restrictions, visit the Town's website at www.ci.mooreville.nc.us.



Wastewater Update, *continued from page 1*

The Town Board has approved a three-phase plan to meet our current and future wastewater needs.

Phase 1 will improve the current capacity of the Rocky River Wastewater Treatment Plant by 300,000 gallons per day. This should be designed and permitted within six months.

Phase 2 will include designing, permitting and constructing a 2 to 4 MGD expansion to the Rocky River Wastewater Treatment Plant. This phase is expected to take 18-24 months.

Phase 3 will include the design and permitting process for a new 15 MGD wastewater treatment plant to handle wastewater needs for the next decade. This phase of design and permitting is expected to take 6-12 months.

Also, staff is studying the feasibility of regional partnerships for the treatment of wastewater.

The costs for this three-phase plan are still being evaluated. The Town anticipates issuing bonds, increasing rates, and seeking state and federal loans and grants to pay for the necessary expansion and improvements.



Rocky River Wastewater Treatment Plant

The Town has little choice in the type of wastewater facility that must be constructed due to state and federal laws. All time lines for the expansion and new plant designs depend on the approval of state permits and environmental studies. Designing, permitting and constructing wastewater treatment plants takes two or three years. The Town must proceed in a timely manner to have a new wastewater treatment plant ready by the time it is needed.

In the coming months we will provide you with more updates on our water and sewer projects. For more information, contact the Town's Public Services Department at 704-799-4290.

Contact Us

Do you have a question about Town services? Are you interested in serving on a volunteer committee? Do you have a suggestion for a future article? Just send us a note and include your name and contact information. Thanks for sharing your ideas. We enjoy hearing from you!

Send your comments and questions to:

"Town Voice"
c/o Town Manager's Office
Post Office Box 878
Mooresville, NC 28115
704-663-3800

comments@ci.mooresville.nc.us

Winter Fire Safety

The following fire safety tips can help maintain a fire-safe home this winter.

- Never discard hot ashes inside or near the home. Place them in a metal container outside and well away from the house.
- Never use a range or an oven as a supplemental heating device. Not only is it a safety hazard, it can be a source of potentially toxic fumes.
- If you use an electric heater, be sure not to overload the circuit. Only use extension cords which have the proper rating.
- Avoid using electrical space heaters in bathrooms or other areas where they may come in contact with water.
- Never try to thaw frozen water pipes with a blow torch or other open flame. Use hot water or a UL labeled device such as a hand held dryer.



Mark Your Calendar

January 1

New Year's Holiday
Town Offices Closed
No Sanitation Pickup

January 7

Board of Commissioners
Town Hall
6 p.m.

January 10

Water Bills Due

Planning Board

Town Hall
7 p.m.

January 21

Martin Luther King Holiday
Town Offices Closed
No Sanitation Pickup

January 29

Water Service
Disconnected for
Non-Payment