

# NEWSLETTER

TOWN OF CLEVELAND ■ PO BOX 429 ■ CLEVELAND, NC 27013 ■ AUGUST/SEPTEMBER 2019

## SUMMER BREAK CONCERT

The third summer concert featuring the band, Cumberland Drive, will be held on South Depot Street on Saturday, August 24<sup>th</sup> from 5 to 8 pm. Bring your lawn chairs and enjoy the band.

## HOLIDAY CLOSING

Town Hall will be closed on Monday, September 2<sup>nd</sup> in observance of Labor Day.

## TRASH/RECYCLING PICKUP

Recycling dates for August will be the 2<sup>nd</sup> and 16<sup>th</sup>. Trash and recycling will be picked up on **Saturday**, September 7<sup>th</sup>, a day late due to the Labor Day holiday. The second recycling pickup will be Sept. 20<sup>th</sup>. Remember to have your cans out at the curb no later than 8 am. The Town's contractor will not stop again if your container is not out the first time he passes. No exceptions.

## NEW UTILITY BILL PAYMENT OPTION

As of July 31<sup>st</sup>, the Town has a new payment vendor who takes credit/debit card and electronic check (new option) payments on-line. Payments using credit/debit cards will be charged a convenience fee of 2.65% with a minimum of \$2.00. The fee for an electronic check payment is a flat fee of \$2.00. The convenience fees go directly to the vendor, not the Town. The payment link on the Town's website will take you to the new site where you will need your account number, name on the account, amount to pay (site will not show your account balance) and card/check information. No registration is needed to pay on-line. Other payment options remain by mail, in person (cash or check) at Town Hall or green drop box in Town Hall parking lot.

## ELECTRONIC UTILITY BILLS

New software has been implemented for billing water/sewer services. If you would like your bill to be sent electronically (E-bill) instead of getting a paper bill, please call **Town Hall (704-278-4777)** to give us your email address. If you currently receive an E-bill, you do not need to do this as we have your address from the former software.

## YOUR CONTACT INFORMATION/THIRD PARTY NOTIFICATION

Be sure that Town Hall has a current phone number for you. You may be called by the Town's automated phone system concerning your bill or other Town issues or announcements. Please notify Town Hall if you are a customer with special physical or health conditions that you believe may be important for us to know. A customer may request that a third party be notified prior to involuntary disconnection of service. This voluntary program is helpful for those who are ill or elderly and live alone. The third party should be a friend, relative or community organization that will get in touch with the customer and help solve the problem. The customer, not the third party, remains responsible for the bill. Non-English speaking customers should try to engage the help of an English speaking friend to communicate their service needs.

## VACANCY ON PLANNING BOARD/ZONING BOARD OF ADJUSTMENT

There's an alternate town seat open on the Planning Board/Zoning Board of Adjustment. If you are a town resident and would like to sit on the board as an alternate member, please come by Town Hall to pick up an application. Town members are appointed by the Board of Commissioners for a three-year term. Training will be provided.

### TOWN WEBSITE

Stay current on events and announcements on the Town's website, [www.clevelandnc.org](http://www.clevelandnc.org). Current announcements are listed on the homepage. Area Information has a menu of Town departments and services. The Zoning Ordinance is also listed there. Calendar of Events will list any scheduled meetings and events. The Town Newsletter can be viewed there, especially important if you are receiving your bill electronically. You may notice some changes to our site as we convert to a more mobile-friendly look during the month of August.

### STREET LIGHTS

If you notice any street lights that are not on, please call Town Hall to report. Messages can be left on the answering machine after hours. State your name and address where the light is located and it will be reported to Duke Energy for repair.

### HEAVY ITEMS & ELECTRONICS PICKUP

There will be a heavy (bulky) item pickup on Monday, October 7<sup>th</sup>. This date is listed on the Town Calendar. Please do not place your items at the curb before Sunday, October 6<sup>th</sup>. Items should be placed at the curb no later than 7:00 a.m. on Monday. This is for **large items** such as furniture and appliances. **It is NOT to be used to discard excess garbage, including clothes, books, or items that will fit in your garbage can.** Anything in trash bags or boxes will **NOT** be picked up. Once your street has been picked up, no additional items will be accepted. You are limited to **ONE** couch, **ONE** lounge chair and other big pieces of furniture. This will also include picking up televisions, laptop or desk top computers, computer monitors, printers, printer/fax combo machines, keyboards; anything that can be plugged in. Items **NOT** accepted in addition to those listed above are limbs, yard refuse, boards, building materials, tires, batteries, hazardous materials such as paints, liquids, etc.

### MEDICINE DROP-OFF BOX

The Rowan County Public Health Department has put a drug disposal kiosk (medicine drop-off box) in the lobby of Cleveland Town Hall. Items that **CAN** be dropped off include: prescriptions, prescription patches, prescription medication, over-the-counter medication, prescription ointments, vitamins, samples and medication for pets. Items **NOT** allowed for drop off include: hydrogen peroxide, thermometers, inhalers, non-prescription ointments, lotions, liquids, aerosol cans, medications for businesses or clinics and needles (sharps). Town Hall is open for drop-off Monday through Friday from 8:30 am to 12:00 pm and from 1:00 pm to 4:30 pm. The drop box is under constant surveillance and alarm. Please dispose of your outdated or unused prescriptions. Keep prescription medications away from our children and our water supply.

### GRASS CLIPPINGS

There are still residents who are mowing grass into the street. Not only is it unsightly, but it causes clogs in storm drains and grass to grow in cracks in the asphalt. The clippings can also be a hazard to motorcyclists causing a slippery and dangerous condition that could cause you to be liable for injuries. Please be a good neighbor and mow in a manner that directs the grass away from the street or make a pass with your mower to blow the grass back into your yard and out of the street.