



TOWN OF WHITE LAKE
1879 WHITE LAKE DR. PMB 7250
WHITE LAKE, NC 28337
910-862-4800
www.whitelakenc.org

Dear Lake Family:

We are glad you have chosen White Lake as your full-time residence or as a summer vacation home. As a courtesy to our citizens, the Board and I provide an annual update to keep you abreast of progress the Town has made during the current fiscal year and challenges we face. I encourage you to take a moment to read the information below.

LAKE WATER CONCERNS

We, as a community, should be grateful for the tough decisions your Board has made on the lake water restoration project over the last two years. While much has been accomplished, there is much that remains to be done to find a long-term solution to ensure the natural beauty of the lake is preserved. The lake continues to recover from last summer's algal bloom. The lake water quality and clarity has greatly improved, nutrient levels are low, there is little algae in the water column and the pH levels are in the low 6's. I understand your concerns about the lake water level and am working diligently with the NC State Parks who is monitoring the water levels at the spillway and will assist with raising the water level not to exceed the mandated, permitted level of 65' above sea level. Raising the lake level while permitting outflow will decrease the chances of another algal bloom and also accommodate water recreations. Any significant updates on the lake water restoration project can be found on the Town's web page at www.whitelakenc.org.

I encourage you and your family to take ownership in preserving our lake. Here are a few important things you can do to be a part of the ongoing healing process:

- Please **DO NOT** fertilize your lawns until all the groundwater studies have been completed and the source of the nutrients entering the lake has been determined.
- Please **REMOVE** any vegetative or other debris (cans, plastic, wood, etc.) you find in the lake. You may contact the Town at 910-862-4800 to schedule a pickup.
- Please **DO NOT** feed the wild waterfowl. You may not be aware that geese fecal matter on land and near the water can also contain bacteria and parasites that can cause Swimmer's Itch, E. coli and potentially serious health risks for people with weak immune systems. I ask you to help retain their well-being by complying with U.S. Fish and Wildlife Service's regulations. Observe and appreciate them but please **DO NOT** feed them.

TOWN POLICIES & ORDINANCES

Please visit the Town's web site at www.whitelakenc.org to review policies and ordinances pertaining to zoning permits/inspections, solid waste/recycling disposal, water shortages/conservation and other important information.

NC DEPARTMENT OF MOTOR VEHICLE TAGS & TAXES TOGETHER

Please check your NC Combined Vehicle Registration Renewal and Property Tax Notice to confirm the **Tax Districting number is 141** when renewing your vehicle tags and advise the DMV agent if the Taxing District is different than the actual location (**White Lake**) of your vehicle (White Lake's tax rate is **\$0.28** per \$100 versus Elizabethtown's tax rate \$0.615 per \$100).

ONE-CALL AUTOMATED PHONE NOTIFICATION SYSTEM/ ELECTRONIC PAYMENT SERVICES

One-Call (the Town's automated phone notification system) allows us to help you avoid late fees and disruption of services for non-payment. It also provides other important information such as scheduled maintenance on our water/wastewater system. I encourage you to **LISTEN** to the messages **BEFORE** calling the office. If you choose, you may opt out of the service by calling 910-862-4800, however; opting out may cause you to miss important information.

We are excited to begin a new partnership with Payment Service Network, our on-line/phone payment services. Effective July 1, 2019 the fee for these services will decrease, (e-check-\$1.50 – 2.95% per card transaction), you will be able to view your utility account balance information before submitting your payment and a mobile app will also be available. Electronic Payments may be made through PSN at www.whitelakenc.org/payments or call toll-free (866)226-2094.

TOWN OF WHITE LAKE MULTI-USE PATH

Phase I of our multi-use path project is complete. As information, no motorized vehicles shall be allowed on the multi-use path except motorized wheelchairs, electric and pedal-assisted bikes that meet the provisions of federal electric

bicycle law HR727. A motorized vehicle shall be defined as every device in, upon, or which any person or property is or may be transported or drawn upon a highway, excepting devices moved by human power.

**FISCAL YEAR 2019/20 BUDGET INFORMATION
CAPITAL PROJECT(S)**

Water/Wastewater Sanitary Sewer Rehab Capital Project

Phase I of our Sanitary Sewer Rehab Project to upgrade our aging wastewater infrastructure is scheduled to begin in the fall of 2019 and will last approximately 6 to 8 months. I ask for your patience and understanding during the construction period. We will make every effort to complete the project as quickly as possible to minimize any impact on you and your family. Funding for Phase II of the Project (\$2,998,667) has been approved by DEQ. The first milestone for Phase II is to submit an Engineering Report prepared by the Town's engineering firm by close of business on August 1, 2019.

BUDGET APPROVAL

The 2019-20 Fiscal Year budget has been approved. The adopted budget represents our best efforts to move forward toward achieving our goals, planning for the Town's future and its financial stability. The Board of Commissioners strives to do what is in the best interest of the Town and its citizens in making these decisions. We were able to balance the budget with **NO** ad valorem tax increase and a minimal increase on monthly sanitation/recycling, water and wastewater services.

Solid Waste Services

- Sanitation rates for 2019-20 will be **\$9.55** per month for in-town residential customers and **\$14.71** for out-of-town residential customers

Recycling Services

- Recycling rates for 2019-20 will be **\$4.42** per month for in-town residential customers and **\$8.30** for out-of-town residential customers.
- Commercial rates will be based according to dumpster size and actual usage.

Water/Wastewater Rates

- Water and wastewater rates include an increase of 10% on the base rate (0 – 2000 gals.) and 30% on tier rates.

The Board of Commissioners and I ask for your prayers and support as we continue our work on restoring our most valuable resource back to its natural beauty and making White Lake a safe and prosperous community for you and your family.

Sincerely,
H. Goldston Womble, Jr.
Mayor