

## Annual Drinking Water Quality Report >>>

We are pleased to present to you this year's Annual Drinking Water Quality Report. *The full report is available at [www.troutmannnc.gov/annualCCR](http://www.troutmannnc.gov/annualCCR)* This report is a snapshot of last year's water quality. Included are details about your source(s) of water, what it contains, and how it compares to standards set by regulatory agencies. Our constant goal is to provide you with a safe and dependable supply of drinking water. We want you to understand the efforts we make to continually improve the water treatment process and protect our water resources. We are committed to ensuring the quality of your water and to providing you with this information because informed customers are our best allies.

If you have any questions about this report or concerning your water, please contact Adam Lippard at 704-528-7616. We want our valued customers to be informed about their water quality. If you want to learn more please inquire with Adam, stop by Town Hall, or attend a monthly Town Council meeting to ask questions (second Thursday of each month, 7pm at Town Hall). [www.TroutmanNC.gov/annualCCR](http://www.TroutmanNC.gov/annualCCR)



## A Message from Chief Tina Fleming >>>

Due to a recent occurrence of vehicle break ins in our community, I would like to remind everyone of a few helpful tips.

1. LOCK YOUR VEHICLES when unattended and make sure all the windows are closed.
2. DO NOT leave anything of value in your vehicles. If you are out shopping, do not leave valuables in plain sight.
3. Park your vehicle in a well lit area.
4. Be vigilant, whether in your neighborhoods or out shopping.

Call the police if you notice anything or anyone that appears suspicious. Emergency: 911; Non-Emergency: 704-528-7610

Be Safe!



## Report a Problem>>>



**If you see a problem, let us know!**

Don't forget about our Mobile311 issue reporting system that can be used to bring issues to the attention of Town staff and easily track the progress of those requests. Try it out today! Visit our website homepage and select "Report a concern" or visit <http://troutman.mobile311.com>

## town meetings / schedules>>>

### May 2020

- 04-05: Limb Collection
- 05: Recycling Day (if your trash is picked up on Tuesday)
- 06: Recycling Day for Parkwood, Falls Park, Twinn Coves, Falls Cove LN
- 11: Agenda Briefing Meeting 4:00 pm\***
- 12: Recycling Day (Sanders Ridge)
- 13: Recycling Day (if your trash is picked up Mon/Wed/Thurs. *except Parkwood, Falls Park, & Twinn Coves*)
- 14: Town Council Meeting—7:00 pm\***
- 18: Parks & Rec Committee— 3:00 pm
- 19: Recycling Day (if your trash is picked up on Tuesday)
- 20: Recycling Day for Parkwood, Falls Park, Twinn Coves, Falls Cove LN
- 21: Design Review Board—7pm\*
- 25: Town Hall Closed: Memorial Day**
- 26: Planning & Zoning Board. 7pm\*
- 26: Recycling Day (Sanders Ridge)
- 27: Recycling Day (if your trash is picked up Mon/Wed/Thurs. *except Parkwood, Falls Park, & Twinn Coves*)

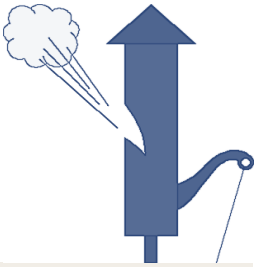
### June 2020

- 01-02: Limb Collection
- 02: Recycling Day (if your trash is picked up on Tuesday)
- 03: Recycling Day for Parkwood, Falls Park, Twinn Coves, Falls Cove LN
- 08: Agenda Briefing Meeting 4:00 pm\***
- 09: Recycling Day (Sanders Ridge)
- 10: Recycling Day (if your trash is picked up Mon/Wed/Thurs. *except Parkwood, Falls Park, & Twinn Coves*)
- 11: Town Council Meeting—7:00 pm\***
- 15: Parks & Rec Committee— 3:00 pm
- 16: Recycling Day (if your trash is picked up on Tuesday)
- 17: Recycling Day for Parkwood, Falls Park, Twinn Coves, Falls Cove LN
- 18: Design Review Board—7pm\*
- 22: Planning & Zoning Board. 7pm\*
- 23: Recycling Day (Sanders Ridge)
- 24: Recycling Day (if your trash is picked up Mon/Wed/Thurs. *except Parkwood, Falls Park, & Twinn Coves*)
- 30: Recycling Day (if your trash is picked up on Tuesday)



# TROUTMAN

North Carolina



Volume 9—Issue 5  
May 2020

Your monthly publication about all things Troutman

## The Whistle Stop

Monthly Newsletter

### in this issue >>>

- Upcoming Events
- 2020 Census Update
- Farmers Market
- Hyper Reach
- Senior/Special Needs
- COVID Announcements
- and more



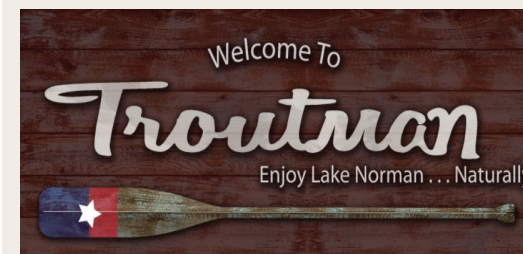
## Governing Body >>>

### Troutman Town Council

Troutman is governed by a Mayor and a five member Town Council. All elected positions are non-partisan and at-large. The Town Council has regularly scheduled meetings on the second Thursday of each month at Town Hall. All meetings are open to the public.

<b>Teross W. Young, Jr.</b>	<b>Mayor</b>
W. Paul Henkel	Mayor Pro Tem
Paul R. Bryant	Councilmember
George W. Harris	Councilmember
Edward R. Nau	Councilmember
Sally P. Williams	Councilmember

For more information go to  
[www.TroutmanNC.gov](http://www.TroutmanNC.gov)



## Public Notice

In response to the Coronavirus-19 awareness threat, The Town of Troutman's top priority is the health, safety and security of our community and employees. Town officials are taking the current spread of COVID-19 very seriously and receiving guidance from the Iredell County Health Department and other governmental partners in monitoring this situation. The Town Hall lobby is closed to the public, so we have implemented the following:

- ◇ All customers are encouraged to conduct utilities payments with the Town utilizing its online feature at [www.troutmannnc.gov](http://www.troutmannnc.gov) (the \$3 online convenience fee has been removed for the next few months); or depositing your payment in our Town Hall utilities payment drop box located outside by the Town Hall Drive Up; or use the Drive Up window during business hours; or by calling the Town offices at 704 528-7600 and making your payment over the phone during business hours. Additionally, you may email questions to the Town at [info@troutmannnc.gov](mailto:info@troutmannnc.gov).
- ◇ The playground, restrooms and water fountains at the Troutman ESC Park are closed until further notice. Please enjoy the open field areas and walking trails in the park.
- ◇ There will be no walk-in appointments at Town Hall. If a customer needs to meet with a Town Hall employee, discussions are encouraged by phone or email. Below is how best to contact Town Hall employees via email.

### Utility Billing questions & payments:

Angela Hoover, Email: [ahover@troutmannnc.gov](mailto:ahover@troutmannnc.gov) or Danielle Upright Email: [dupright@troutmannnc.gov](mailto:dupright@troutmannnc.gov)

Planning & Zoning (Subdivisions or Commercial): George Berger, Planning Director Email: [gberger@troutmannnc.gov](mailto:gberger@troutmannnc.gov)

Zoning Permits: Danielle Upright, Email: [dupright@troutmannnc.gov](mailto:dupright@troutmannnc.gov)

Town Clerk: Kimberly Davis, Email: [kdavis@troutmannnc.gov](mailto:kdavis@troutmannnc.gov)

Parks & Recreation: Emily Watson, Email: [ewatson@troutmannnc.gov](mailto:ewatson@troutmannnc.gov)

Troutman Police Dept.: (Non-Emergency)

Chief Tina Fleming, Email: [tfleming@troutmannnc.gov](mailto:tfleming@troutmannnc.gov) or 704-528-7610

Interim Town Manager: James Freeman, Email [jfreeman@troutmannnc.gov](mailto:jfreeman@troutmannnc.gov)

**Please check our website and Facebook page (Town of Troutman) for updates that the Town must implement in this time of constantly changing health and safety threat to our community.**

## [Citizen Connect \(Hyper-Reach\) >>>](#)

Hyper-Reach is a notification system that Troutman and Iredell County use to notify residents of weather and community alerts on your cellular phone, email, landline phones and/or TTD. You can register on our website at [www.troutmannnc.gov](http://www.troutmannnc.gov) and choosing the "Citizen Connect" button or fill out your information below and we will enter it for you. If you have any questions, please contact Town Hall at 704-528-7600.

Name					
Address					
Please fill out information for the method (s) you want to receive messages.					
Email					
Please indicate phone line type and how messages should be sent. (circle)					
Phone:		Home Cell	Voice Message only	Text only	Both (voice/text)
Phone:		Home Cell	Voice Message only	Text only	Both (voice/text)

## [Citizen of the Year & Organization of the Year >>>](#)

Thank you for your submitted applications for Citizen of the Year and Organization of the Year. We want to be able to honor those selected in the manner in which they deserve. Because we are unable to meet as a group at our regularly scheduled monthly meeting at this time, we are postponing the announcement and recognition of these awards to a time that we can all be together to celebrate.

## [Senior and Special Needs Citizens Contact List >>>](#)

The Troutman Police Department in partnership with the Troutman Fire Department are gathering names, addresses, phone numbers, emergency contact person and email addresses from senior citizens and special needs citizens who might need help at times of bad weather or other abnormal situation. If citizens of Troutman would like to be on the list please submit the following information to Troutman Town Hall via hand delivery (400 North Eastway Drive), mail (PO Box 26, Troutman NC 28166), or email ([info@troutmannnc.gov](mailto:info@troutmannnc.gov)). If you have questions about this new service please contact the Troutman Police Department (704-528-7600).

Name			Phone	
Address				
Email				
Emergency Contact #1			Phone	
Emergency Contact #2			Phone	
List any special needs:				

## [Delivery of 2020 U.S. Census Paper Questionnaires Begins >>>](#)

### **Troutman percentage at 51.7% so far**

About 64 million households across the nation are receiving a paper questionnaire in the coming days as the U.S. Census Bureau continues to ensure responding to the census is easier than ever. Of the nation's households, 46.2% have already responded to the 2020 Census. The remaining households will receive a paper questionnaire starting on April 8. "If you're among the nearly half of all the nation's households that have responded already, thank you!" said Census Bureau Director Dr. Steven Dillingham. "It has never been easier to respond on your own, whether online at [2020census.gov](http://2020census.gov), over the phone, or by mail — all without having to meet a census taker. It's something everyone can do while practicing social distancing at home to make a difference today, tomorrow and the next 10 years."



Some areas where census takers were originally going to hand-deliver forms in person will now receive a letter in the mail from the Census Bureau reminding them to participate. Even if households don't receive a letter in the mail, the Census Bureau will drop off a census invitation and paper form as soon as it is safe to do so. Census takers will also follow up with all households that do not respond on their own. Households receiving the paper questionnaire can still respond online or by phone, or they can return it by mail in the enclosed envelope. They can choose to respond online at [2020census.gov](http://2020census.gov) in English or 12 other languages, or receive assistance through language guides and videos available in 59 languages. When you respond online, use the Census ID from the letter or provide your address.

## [Updates on Annual Events >>>](#)

### **Farmers Market**

The tentative opening date for the Troutman 2020 Farmers' Market Season is Tuesday, June 2<sup>nd</sup>. We will reassess our ability to open closer to this time.

### **Back the Blue 5K**

This event has been tentatively postponed until August 29<sup>th</sup>. Contact [ewatson@troutmannnc.gov](mailto:ewatson@troutmannnc.gov) for more information.

### **Party in the Park**

The scheduled Party in the Park for Friday, June 5<sup>th</sup> has been postponed. Date to be determined.

### **Independence Day Parade and Fireworks**

As we get closer to this date and have more information regarding restrictions of social gatherings and large events, we will make a decision on the Town's ability to be able to host these events. We will communicate these details with you as we are able.

### **National Night Out**

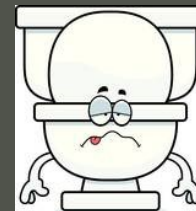
Troutman Police Department has postponed their National Night Out until Tuesday, October 6<sup>th</sup>.

## [Town Council Meetings—Live Streaming >>>](#)



Town of Troutman began Live Streaming Town of Troutman Town Council Meetings beginning April 9, 2020. Visit our website at [www.troutmannnc.gov](http://www.troutmannnc.gov), click on icon to view and chat during up coming meeting or view past meetings.

## [Think Before We Flush >>>](#)



Public Works department asks that we "think before we flush". If the toilet paper shortage has you using disposable wipes, paper towels, tissues, etc.—Please put them in the garbage can. Even if the label says "flushable", these items can clog our sewer lines. Use the trash can, not the toilet!