

# Troutman

Enjoy Lake Norman . . . Naturally



## New Resident Information

### Welcome!

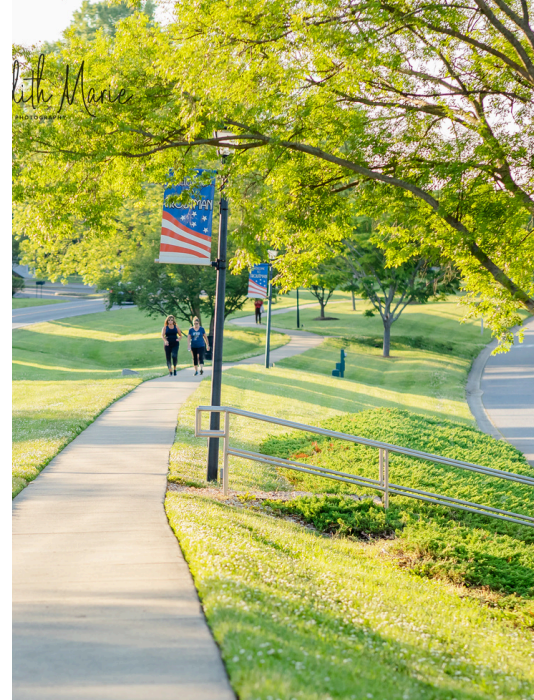
Welcome to Troutman! We are glad you chose to make our town your home. Enclosed you will find important phone numbers, general information about services provided, useful contacts, and more to make your adjustment to the community a little bit easier.

We hope you take part in many activities and events that occur in our Town each year. Should you have any questions as you settle in, do not hesitate to visit us in person at Town Hall, contact us at 704-528-7600, or access our website at: [www.troutmannnc.gov](http://www.troutmannnc.gov). We also post community information and notices in our monthly newsletter that you will receive in your water bill, called *The WhistleStop*, and on our Town Facebook Pages: Town of Troutman, Town of Troutman Planning, Troutman Parks and Recreation, Town of Troutman Public Works, and Troutman Police Department.

The State Demographer's Office estimated Troutman's population to be approx 3700 in 2020, and Troutman was established in 1905. Small-town spirit gives Troutman a distinct charm. We're glad you're here, and if you need assistance please reach out to us.

#### TROUTMAN TOWN HALL

Office Hours: Monday through Friday 8am-5pm. (704)528-7600  
400 N. Eastway Dr. Troutman, NC 28166 (physical address)  
P.O. Box 26, Troutman NC 28166 (mailing address)



Enjoy a walk or family bike ride along the Richardson Greenway through downtown Troutman.

### Stay Connected and Informed

We communicate and disseminate information in a variety of ways:

- Stay up to date with current Town information on our Town Website: [www.troutmannnc.gov](http://www.troutmannnc.gov).
- Follow our multiple Town Facebook pages: Town of Troutman, Troutman Police Department, Troutman Parks and Recreation, Town of Troutman Planning, and Town of Troutman Public Works.
- Watch for the monthly newsletter- *The WhistleStop*- in your water bill. A virtual copy is available on our website, at [www.troutmannnc.gov](http://www.troutmannnc.gov). Large print editions of *The WhistleStop* are available at Town Hall.
- Our digital sign along the Richardson Greenway is a medium we use to share information.
- You are welcome to sign up to be on our Sunshine List in order to receive a copy of all Town Agendas and Public Notices. Both are also posted on our town website- [www.troutmannnc.gov](http://www.troutmannnc.gov).
- All Town meetings are open to the public, and you are invited to attend in order to stay informed and engaged with Town matters. You will find the schedule of these meetings on our website, in your monthly newsletter, or by calling Troutman Town Hall.



Enjoy our Downtown Depot on Main St. in Troutman. This is a replica of the original railroad Depot that served our area in the mid-1800's.



# Your Town Government



Troutman Town Hall is home to Town Administrative Offices and Troutman Police Department

## Town Council & Town Staff

Troutman Town Council consists of five (5) members and the Town Mayor. Council members are Teross Young, Jr. (Mayor), Jerry Oxsher (Mayor Pro Tem), Paul Henkle, Felina Harris, Edward Nau, and Nicholas Jaroszynski.

The Town Council meets on the 2nd Thursday of each month at Town Hall at 7 pm to discuss Town matters. These meetings are open to the public, and we encourage you to attend.

## Town Meetings

- Agenda Briefing for Town Council Meeting: Monday prior to Town Council Meeting at 4pm
- Town Council Meeting: Second Thursday of each month at 7:00 pm
- Design Review Board: First Thursday of each month at 3:30 pm
- Planning & Zoning Board: Fourth Monday of each month at 6:00 pm
- Board of Adjustment: Third Thursday of each month at 3:00 pm

All town meetings are held at Troutman Town Hall in the Council Chambers unless otherwise noted. Any changes in regular day or time of meetings will be posted at Town Hall, in the monthly newsletter, and on the Town website- [www.troutmannnc.gov](http://www.troutmannnc.gov).

## Troutman Annual Events & Recreation

What makes Troutman, Troutman is our ability to celebrate small-town living through a variety of festivals, athletic events, and programs that promote civic pride and spirit! Search our list of annual town events to find something to enjoy with friends, family, and neighbors. Please visit our website and Facebook pages for a full list of events, with corresponding event information. Our new Parks & Rec Office is located at 334 North Ave, Troutman, beside the entrance to the ESC Park.

## PARKS & REC CONTACTS:

- Volunteer opportunities, athletics, programming, and facility rentals: [ewatson@troutmannnc.gov](mailto:ewatson@troutmannnc.gov)
- Special events: [award@troutmannnc.gov](mailto:award@troutmannnc.gov)

## TROUTMAN ESC PARK

Dog Park, Playground, Pavilion, Multi-Use Fields, 2 Softball/Baseball Fields, Splash Pad, over 1/2 mile paved walking trails, outdoor sand volleyball courts  
338 North Ave, Troutman, NC 28166

## TROUTMAN DOWNTOWN DEPOT

137 S. Main Street. Troutman, NC 28166

**RICHARDSON GREENWAY, SOUTH  
IREDELL HIGH SCHOOL GREENWAY-**  
collectively, over 3 miles

# Troutman Annual Events & Troutman Police Department



## Troutman Annual Events & Recreation

Join us for our annually planned events. Additional events will be added throughout the year, and these will be advertised on our social media, in our newsletter, on our website, and throughout town by fliers. Please note the following as they are already scheduled:

- MARTIN LUTHER KING JR CELEBRATION: JAN 12
- SPRINT INTO SPRING 5K: MAR 10
- SPRINT CRAFT EXPO: APR 6
- EARTH DAY EVENT: APR 22
- COMMUNITY BIKE RIDE: MAY 11
- RED AND BLUE 5K: MAY 18
- PARTY IN THE PARK: JUNE 14
- INDEPENDENCE DAY PARADE: JUNE 29
- INDEPENDENCE DAY CELEBRATION & FIREWORKS: JULY 3
- PARTY IN THE PARK: JULY 19
- TROUTMAN P.D. NATIONAL NIGHT OUT: AUG 6
- WICKED FAST 5K: OCT 12
- TRAILS & TREATS: HALLOWEEN DAY
- TOWN CHRISTMAS TREE LIGHTING: DEC 5
- CHRISTMAS PARADE: DEC 7
- JINGLE RUN 5K: DEC 15



## Troutman Police Department

The Troutman Police Department promotes public safety through service, integrity, and professionalism utilizing partnerships to prevent, reduce, and deter crime and the fear of crime, enhance street safety through education and enforcement, safeguard property, and protect individual rights.

In all service areas, we seek to improve the quality of life of those we are entrusted to serve. Our team of twenty four (24) full-time commissioned police officers are dedicated to keeping the citizens of Troutman safe and secure in their persons, homes, and property. This Department is on duty 24 hours a day, seven days a week, every day of the year, and every officer in our Department is in continuous training for new duties and challenges.



## Need to Report A Crime?

- Want to Be Anonymous? Visit the Town of Troutman website at [www.troutmannnc.gov](http://www.troutmannnc.gov)
- By Email: [cjones@troutmannnc.gov](mailto:cjones@troutmannnc.gov)
- Call the Troutman Police Department- 704-528-7610
- Visit Troutman Police Department at 400 N. Eastway Dr, Troutman

## Need A Copy of A Report:

- Visit the Town of Troutman Website: [www.troutmannnc.gov](http://www.troutmannnc.gov). Reports are \$8 online.
- Visit Troutman Troutman Police Department at 400 N. Eastway Dr. Monday -Friday 8am-5pm. Reports picked up in person are \$3.

Chief of Police: Josh Watson: 704-528-7612  
[jwatson@troutmannnc.gov](mailto:jwatson@troutmannnc.gov)

TPD Office Hours: M-F; 8am-5pm

Phone: 704-528-7610

Facebook: Troutman Police Department

**FOR EMERGENCIES: CALL 911**



# Garbage & Recycling Information

## GARBAGE COLLECTION INFORMATION

- Garbage collection is for in-town residents and is collected once a week.
- They will only collect household trash and it must be in the container provided.
- No construction or landscape debris. Each address is assigned one trash and recycling container; if an additional container is needed it can be added to your water/sewer bill for an additional monthly fee. Call Town Hall for details at 704-528-7600.
- Items that can be picked up at an additional charge to the customer: \*Carpet Padding, \*Construction Debris, \*Small Furniture, \*Mattresses, \*No Appliances. In order for these items to be picked up, you will need to contact Garbage collections at 704-872-2668.

## RECYCLING COLLECTION INFORMATION

- Recycling collection is for in-town residents.
- Recycling is a bi-weekly Your recycle pick-up day is based on your garbage pick-up day.

**\*\* Please see schedule on next page**

## HOLIDAY CLOSING

Collection schedule may be delayed by one day due to the following holidays:

- New Years Day
- Martin Luther King Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving Day
- Day After Thanksgiving Day
- Christmas Day (2 to 3 Days depending on Day of Christmas)

## RECYCLING DO'S & DON'TS

Yes – Cardboard

Yes – Aluminum cans

Yes – Plastic marked (#1-2)

Yes – Tin & steel cans

Yes – Newspapers, magazines, catalogs, junk mail, phone books, etc.

Yes – Glass jars & bottles

NO – Garbage, yard waste, dishes, hazardous materials, mirrors, electronics, cups, nor other plastic containers.

• Recycling containers must be at curb the night before your scheduled pick-up day.

• All items must be within the container with lid shut or the container will NOT be emptied.

• It must also have a minimum of 3-feet clearance all around the container when you place it at the curb.

*Town of Troutman: Code of Ordinance*

*Section 20-21 Pre-collection Practices:*

(C) Receptacles for garbage and trash may be placed at the curb on the night before the scheduled pickup.

Rollout containers and other receptacles must be removed from the curb by 8:00 a.m. on the day after they are collected. It is the responsibility of the householder to pick up loose debris around the collection area.

## IREDELL CO. SOLID WASTE FACILITIES:

Below is the standard Holiday Listing for the Iredell County Solid Waste Facilities.

- News Years Day: All facilities will be CLOSED.
- Good Friday: All facilities will be CLOSED.
- Memorial Day: All facilities will be CLOSED.
- Independence Day: All facilities will be CLOSED.
- Labor Day: All facilities will be CLOSED.
- Thanksgiving Day: All facilities will be CLOSED.
- Christmas Day: December 24 & 25: All facilities will be CLOSED.

## Garbage & Recycling Pick up Schedule

\* Denotes Subdivision

### Monday Garbage Collection — Monday Recycling Schedule

Avon Ave.	* Colonial Crossing	Georgie St	North Gibson St.	Sikeston Ct.	Utah	West Church St.
Barndale Dr.	Calvin St.	Harts Ct	Paddington Ct.	South Gibson St.	Valleybrook Ln.	West Thomas St.
Bleinhiem Ct.	Downing St.	Klutz St.	Picadilly Ln.	Starks Dr.	Wagner St.	Winchester Rd.
Briarcliff Rd.	Elder Ln.	Lake Cir.	Powell St.	Stratford Rd.	Wellington Dr.	York Rd.
* Brookside	Elliot Dr.	Lytton St. 200 Block	Queenbury Rd.	Talley St.	Wesley St.	Zion Wesley Rd.
Brown St.	Era St.	Massey St.	Ruffin Loop	Thomas St.	West Ave. East	
Buckingham Ct	Garden St.	Mills Ave.	Rumple St.	Trace Ct.	West Ave. West	

### Tuesday Garbage Collection — Tuesday Recycling Schedule

* Sander's Ridge	* Smith Village	* Sutter's Mill	* Weathers Creek	* Westmoreland Estates	
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### Wednesday Garbage Collection – Wednesday Recycling Schedule

* Calvin Creek	* Falls Cove Lake Norman	* Parkwood at Falls Cove	* Streamwood at Falls Cove
Covey Lane	* Falls Park	Quail Have Dr.	Willow point Rd
* Enclave at Falls Cove	Morrison Farm Rd.	* Twin Coves	

### Thursday Garbage Collection – Thursday Recycling Schedule

Aberdeen Dr.	East Church St.	Legend Ln.	Old Murdock Rd.	Summer Breeze Ct.
Addison Pl.	Cedar St.	Lytton St. 300-400 Block	Patterson St.	Taylor Ridge Ln
Alexis Ln.	East Church St.	Morgan St.	Perry Rd.	Troutman Walk Pl
Barium Ln.	Field Dr.	New St.	Pinewood St.	Winecoff St.
* Barium Seasons	Frazier Loop	North Eastway Dr.	Princess Loop	
Brooks St.	Gilcrisr Ln.	North Main St.	* Redwood Apartments	
Byers Rd.	Goodman Rd.	North Ave.	South Eastway Dr.	
Cedar Ln.	* Jacob's Woods	* Norwood Walk	South Main St.	
Cedar St.	Johnson St.	Old Mountain Rd.	Sherrills Ct.	

## LEAF & LIMB COLLECTION INFORMATION:

- Leaf and limb collection is provided to in-town customers. A schedule is available on our website or a hard copy can be picked up from Town Hall.
- Limbs will not be picked up if they have been cut by professional cutters or trimmers.
- Only limbs under 4 inches in diameter will be collected.
- DO NOT put your leaves or limbs in bags.
- Please take your leaves and limbs to the curb in front of your house the day before the first collection day. If they are not out before the crew comes through, then they will not be picked up.
- Please put your leaves and limbs in separate piles.
- Christmas Tree pick up will be collected with January limb collection.

# Water and Sewer Information

## BILLING AND DUE DATES

The Public Works Department completes meter readings by the 15th of the month. The billing period is from the 15th of one month to the 15th of the next month. Notices of accounts due are mailed by the 1st of each month and due on or before the 10th of the month. A late fee of 10% will be added to the account if not paid by the 15th of each month. A disconnect notice will be sent on the 16th if the bill is not paid in full by the 25th; Then service will be disconnected on the 26th.

Failure to receive such notice shall not excuse the customer from paying any bill when due. If service has been discontinued, the customer must pay the outstanding bill, plus a reconnect fee before service will be reinstated.

## PAYMENTS

Payments for utility services are payable in 4 ways: In person at Town Hall, online on our website [www.troutmann.gov](http://www.troutmann.gov), by bank draft, or by telephone at 704-946-5612. Cash, checks, credit cards, and debit cards are accepted as payment of the water/sewer bill. In addition, the Town offers a 24/7 drop box located by the drive-up window at Town Hall. No third-party checks are accepted. Checks are to be payable to Town of Troutman. A convenience fee of \$3.00 will be added for online and phone payments.

Payment on utility bills will be applied to outstanding balance in the following order: (1) Penalty on arrears; (2) required deposits; (3) sewer arrears; (4) water arrears; (5) sewer - current bill; (6) water - current bill.

Once the disconnection list has been generated and released to the Public Works Department, the customer must pay the bill in full, plus the reconnect fee to have service reconnected.

**Water or Sewer  
Emergencies:  
After Hours  
704-682-3835**

## PAYMENT EXTENSIONS

Extensions will only be granted under extreme circumstances. Extensions must be approved by the Town Manager or their designee and will not be granted in excess of two (2) months in a twelve-month cycle. Once a customer is sent a disconnection notice, they are required to pay their bill in full. If they want to pay a portion of their bill, we will accept that portion; however, the customer will remain on the disconnection list and will have their service turned off unless the remainder of their bill is paid prior to the disconnection date. Extensions must be requested before the disconnection date of the 25th of the month. Extensions will not extend more than five (5) days past the 25th of the month.

## RETURNED CHECKS

When a check presented in payment for a water bill is returned from the bank on which the check is drawn the bill shall be deemed unpaid and the amount will be added back to the customer's account. In addition, a check fee of \$25 will be added to the account. If the returned check is payment for an account past due, utility services will be disconnected until account is paid in full.

After two returned checks an account will be set to a "cash only" payment status.

## SWIMMING POOLS

Property owners with permanent\* swimming pools and who are served by the Town of Troutman water system will be eligible for an annual fill-up adjustment when the pool is filled with water that is metered. Adjustments will not be made for continuous refilling after initial fill-up. Adjustments will be made based on three-to-six-month averages. Residents are required to call prior to filling swimming pools, or no adjustments will be made. The billing clerk will adjust the sewer charge for the water used to fill the pool. Water will be charged at the regular water rate.

No swimming pools may be filled from hydrants without prior approval by the Town Manager.

\*Permanent can be defined as either above ground or below ground swimming pools. Above ground pool must be permanent with a minimum depth of three feet and include a filtration system.