



City of Trinity
CITY COUNCIL MEETING

November 18, 2024
Trinity City Hall Annex

MINUTES

PRESENT

Mayor Richard McNabb
Mayor Pro Tem Bob Hicks
Councilman Tommy Johnson
Councilman Robbie Walker
Councilman Ed Lohr

ABSENT

Councilman Jack Carico

OTHERS PRESENT

City Manager Stevie Cox
City Clerk Darien Comer
Finance Director Crystal Postell
Planning Director Jill Wood
Attorney Bob Wilhoit
Randolph County Sheriff Sgt. Clarkston Cox

Mayor McNabb called the meeting to order at 6:30 PM.

Mayor McNabb led the Pledge of Allegiance and gave the invocation.

Review, amend if needed, and approve Proposed Regular Agenda

Mayor Pro Tem Hicks made a motion to approve the agenda as presented. The motion was seconded by Councilman Johnson and passed unanimously.

Public Comment Period

None

Consent Agenda Items

- a. **Approval of Regular Meeting Minutes of October 15, 2024**

b. Finance Director's City of Trinity Financial Statements (*Finance Director Crystal Postell*)

Mayor Pro Tem Hicks made a motion to approve the Consent Agenda as presented. The motion was seconded by Councilman Walker and passed unanimously.

Action Agenda

Overcharged and Undercharged Utility Customer Procedure (*Finance Director Crystal Postell*)

Finance Director Crystal Postell presented a procedure for both overcharged and undercharged customer accounts. This procedure will assist in the City maintaining accurate and effective utility billing accounts. City staff has completed the utility audit and there has been an overcharge due to a North Carolina General Statute revision which has affected a total of 69 customers since 2021. It is highly important for the City to maintain accurate reporting for both our residents and the financial health of the City of Trinity. Due to the overcharging of customers' accounts, we have established a guideline for the issuance of Refunds and Collections of payments.

Overcharged Accounts

If a customer has been overcharged, the Finance Department will refund the excess amount without interest to the customer by crediting the customer's account. If the time of the overcharging can be determined, the Finance Department shall credit the customer account for that entire interval which would be up to three years (36 months).

If the overcharged customer owes a past due balance for services, the Finance Department shall deduct that past due balance from the any refund or credit due to the customer. If the customer has a past due balance on another active account, then their refund shall be applied to that account without notice.

Undercharged Accounts

If a customer has been undercharged, the Finance Department shall collect over the same amount of time as the undercharged. The Finance Department shall limit the collection period to three years (36 months). If the undercharged account cannot be determined, the Finance Department will estimate the amount due. The estimate shall be determined at the sole discretion of the Finance Director. No penalties or interest will be applied to the undercharged billing adjustment.

Refund Method

The method of refund shall be issued in the form of a refund check or credit on the account by the customer, but only if at the time of the refund, the account is current and active. If the account is current and active, then the City of Trinity shall issue a refund in the form of a refund check.

Councilman Johnson made a motion to approve the Procedure for undercharged and overcharged utility customers. The motion was seconded by Mayor Pro Tem Hicks and passed unanimously.

Mayor, Council and City Manager Updates

City Manager Stevie Cox reminded Council that photos would be taken at the December Council meeting. There will be board training for the new Board Members on the project updates in December prior to the Council meeting.

Councilman Tommy Johnson congratulated Debbie Jacky as she will be the newly elected At Large Representative and wished her the best. He thanked the City Manager; and said he enjoyed working with him. Mr. Johnson, also, thanked City Attorney Bob Wilhoit and City Staff for all being very professional and representing the City very well.

Adjournment

Councilman Walker made a motion to adjourn. The motion was seconded by Councilman Johnson and passed unanimously.

Attest:

Richard McNabb, Mayor

Darien P. Comer, City Clerk