



Pender County Government Update

Department

UTILITY OPERATIONS

PENDER COUNTY UTILITIES (PCU) & WATER DISTRICTS:

We completed interviews for Deputy Director this week and are currently processing a job offer. We are also processing an offer for the WWTP Operator position. Both positions are expected to be filled as of January 10th, and both are promotions of existing staff.

PCU hosted a booth at the Burgaw Christmas on the Square event on December 4th and handed out lots of information on utilities and solid waste services. This was PCU's first time participating in an event like this to my knowledge.

The Lower Cape Fear Water & Sewer Authority raw water main break repairs are still ongoing. The bypass of the break area is functioning well, with no current issues for our water plant.

Field staff work and status updates since last report:

- 6 taps performed in last two weeks by staff.
- 220 locates performed in the last two weeks.
- No complaints over the last two weeks for discolored water.
- Automatic flush valve on Camden Court suspended due to sod and yard being installed. Weekly hydrant with diffuser flushing manually.
- Automatic flush valve on daily flush on Riverland Drive and Michigan Avenue.
- Glen, Bobby, and Brian took wastewater certification exams on December 9th.
- Started monthly water reporting for NCDEQ-Public Water Supply Section electronically. All monthly reports for last month completed and submitted.

WATER PRODUCTION NUMBERS:

September 2021 Daily Avg: 1.49 MGD from WP, 0.194 MGD from Wallace, 0.895 MGD to Hamp/SH (thru

210 BPS), 0.265 MGD from Annex & Kiwanis Wells (Total 1.160 MGD for Hamp/SH)

October 2021 Daily Avg: 1.37 MGD from WP, 0.213 MGD from Wallace, 0.837 MGD to Hamp/SH (thru 210 BPS), 0.171 MGD from Annex & Kiwanis Wells (Total 1.008 MGD for Hamp/SH)

November 2021 Daily Avg: 1.28 MGD from WP, 0.162 MGD from Wallace, 0.707 MGD to Hamp/SH (thru 210 BPS), 0.191 MGD from Annex & Kiwanis Wells (Total 0.897 MGD for Hamp/SH)

December 2021 Daily Avg (thru 8th): 1.28 MGD from WP, 0.088 MGD from Wallace, 0.685 MGD to Hamp/SH (thru 210 BPS), 0.160 MGD from Annex & Kiwanis Wells (Total 0.845 MGD for Hamp/SH)

***CORRECTED NUMBERS: PCU WATER USAGE IN HAMPSTEAD/SCOTTS HILL FOR 2021 VS. 2020 WAS UP 21.26% IN SEPTEMBER, UP 15.11% IN OCTOBER, AND 13.27% IN NOVEMBER.

WATER TREATMENT PLANT

November had us on our toes with the raw water line break. We had numerous shutdowns for the contractors to perform work on the line. Despite this, we managed to almost reach our raw water usage target goal for the month. Overall, the raw water quality coming into the plant has been excellent so far in December. We have managed to cut our ferric dosage down from 90mg/L to 60mg/L and maintain the same quality of water leaving the plant.

We repurposed the old sign that was at BASF and put it at the entrance to Quality Way (picture attached). Backwashed GAC #3. Staff flushed the waste line from the GACs to the South Pond.

Synagro has been on-site removing sludge from the North Pond, the project is almost complete (pictures attached). Carolina Management Team is on-site beginning the clearwell refurbishment project. This involves pressure washing, repairing cracks, and finally painting both clearwells.

Total production numbers for November: 38.5 million gallons for an average of 1.28 MGD

Production numbers for December through the 8th: 10.7 million gallons for an average of 1.34 MGD.

PCP WASTEWATER TREATMENT PLANT - MKKAES (Melinda K. Knoezer Adaptive Ecosystem)

The WWTP is running well. We are gearing up for cold weather to come. We have started turning on heat tracing, wrapping pumps, and dusting off space heaters. We had a pump in our scum pump station fail, have pulled it out, and are working on quotes to replace it. We have finished up interviews for the open Operator position and are looking forward to a new staff member joining us after the first of the year. We conducted quarterly sampling this week, received a chemical delivery, and have been working on the FY23 budget submittal. I gave a plant tour this week and met with several sales representatives. Monthly reports have been submitted.

SOLID WASTE

The Transfer Station scale house is operating well. We have finally received 3 quotes for replacement of the scale house flooring and will be proceeding with that work in the near future.

Transfer Station daily creates about 100 - 115 disposal tickets daily. Waiting time at scales is about 3 minutes in and 4 minutes out.

SOLID WASTE DISPOSAL TONNAGE FOR OCTOBER 2021

MSW Kitchen trash collected	2,248.82 tons
Construction & demolition	561.99 tons
Recycling	98.93 tons
Tires recycled	54.33 tons
Scrap metal recycled (shreds)	90.23 tons
Whitegoods recycled	4.48 tons
TV & Electronics	19.00 tons





Sludge removal operations at Water Plant - Dec. 2021



Pender County Government Update

Department

TOURISM

County Update – Nov. 15-Dec. 10, 2021

Tourism Update

Mrs. Claus' visits have been a tremendous success. This is a part of our ongoing "It Matters Where You Shop" buy local campaign. The videos are available on Facebook. On Nov. 23, Mrs. Claus was joined by Santa Claus, and they visited shops throughout the morning. The entire purpose of this venture is to raise awareness of shopping local, keep tax revenue in the county as well as create jobs.

We attended the 2023 Financial Planning Kickoff meeting. Our entire tourism staff attended so they too could learn the process.

We met with the Topsail Chamber Board and Mrs. Claus has been invited to ride in the Chamber's Flotilla. She and Mr. Claus will be in the lead boat.

Olivia and Stephanie attended the Burgaw Chamber's Women Connect luncheon and the Topsail Chamber's Christmas Party.

We are working on the Blueberry Drop in Burgaw. We will sponsor a local business who has a digital camera that sends photos to the subject's text or email.

We have printed our 2022 Photo Calendar. We have three- an all-around Pender County, a beach, and a birding

calendar.

On Saturday, Nov. 27, tourism participated in the Topsail Beach Christmas Parade and tree lighting. We brought Frosty Jr., our snow machine. The children delighted in the snow (non-toxic bubble flakes).

Personnel evaluations are completed.

Pender County Tourism staff assisted with the first Hampstead Tree Lighting. We welcomed Blueberry Queen Peyton and Blake's Chapel Choir, as well as McGruff the Crime Dog. We brought Frosty Jr. which made a lot of families happy to see "snow" at the event. It also made a great background for WWAY's coverage of the event. We received a lot of fantastic feedback regarding the event all of which included, "Hampstead needed our own celebration."

The 2022 Visitor Guide was sent to the printer on Nov. 30. They should be delivered mid-December, which is good because we have used all the 2021 guides!

Stephanie Key presented checks to the three organizations that make the Ghost Walk happen. She did this at the Historical Society of Topsail Island meeting on Dec. 9 and Pender Arts Council and Pender Historical Society members also attended. It was wonderful to see the three groups together. See photo.

Pender County Tourism has been loaned a booklet that was made for the County's 100th anniversary. This is to get our wheels turning for the sesquicentennial!

Tammy attended the Outdoor NC one-year wrap-up. Pender County Tourism is a partner in the project with Visit NC. The purpose is to take care of the natural resources that we have and educate and raise awareness of the seven principles of #makeityournature.

Pender County Tourism has been active in the planning of the 2021 Employee Christmas Party. Stephanie and Olivia, especially, have been creative in the design of centerpieces.

Communications

It seems nothing breaks until 5 p.m. on Friday. We have spent time working on communications regarding water issues and software issues.

We have written press releases for several departments.

Press releases for the burning ban were issued and then issued when the ban was lifted.

Holiday hour press releases are prepared and ready to send.

We updated the website and posted news for various departments.





Pender County Government Update

Department
SOCIAL SERVICES

Income Maintenance Division

Low Income Household Water Assistance Program (LIHWAP)

The NC DHHS has announced that the State of NC has been awarded more than \$38 million in federal funding to establish a new water assistance program for households affected by the COVID-19 pandemic.

Beginning Wednesday, 12/1/2021, eligible households that have had their water services cut off or have received notice that their water services are in danger of being cut off can apply for assistance in paying their bill through a new federal program called the Low-Income Household Water Assistance.

LIHWAP is a temporary emergency program that will help eligible households and families afford water and wastewater services. The program provides a one-time payment for eligible low-income households directly to the utility company. LIHWAP runs through September 2023 or until the funds run out.

Pender County has been allocated funds of \$83,993.00.

Flyer is attached to share.

Low Income Energy Assistance Program (LIEAP)

LIEAP provides a one-time annual vendor payment to help eligible families pay their heating expense. Eligible households can apply beginning 12/1/2021.

Pender County has been allocated funds of \$247,410.00.

Child Welfare and Adult Services

Two new employees began employment on Monday, November 29, 2021. Rosetta Sworn with permanency planning and Alexa Williams with CPS Assessments.

- Due to the on-going Covid Pandemic, DSS is once again successfully rotating supervisory coverage as well as staff are working from home. DSS has provided all necessary equipment.

November 2021 Data

Adult Services	Child Welfare Services
Screened in reports: 11	Screened in 35
Screened out reports: 3	Screened out 34
Outreach: 0	Courtesy Request 15
Guardianship referrals: 0	In-Home 0
Information & referral: 0	Preventive Services 0
Courtesy Request: 0	Substance Affected infants 4

Has your water been CUT OFF?



Low-Income Household Water Assistance Program (LIHWAP) can help!

LIHWAP is a temporary emergency program that will help eligible households and families afford water and wastewater services, providing a one-time payment for eligible low-income households paid directly to the utility company. LIHWAP runs through September 2023 or until the funds are exhausted.

How Do I Know if I Qualify for LIHWAP?

If your water or wastewater services have been cut off or if you have received notice that your services are in danger of being cut off because your bill is past due, you may be eligible!

Who is eligible to receive LIHWAP?

To be eligible for the LIHWAP program, a household must have at least one U.S. citizen or non-citizen and:

- Has income equal to or less than 150% of the federal poverty level,
- Has household services that are disconnected, in jeopardy of disconnection or have a current outstanding bill, and
- Is responsible for the water bill

Households that currently receive Food and Nutrition Services (FNS), Temporary Assistance for Needy Families (TANF) or Work First services, or those that received Low-Income Energy Assistance Program (LIEAP) services between Oct. 1, 2020, and Sept. 30, 2021, are automatically eligible to receive this benefit. Please contact your local county Department of Social Services for more information.

How do I apply?

If your water has been cut off, or if you have received a notice that your water is going to be cut off, you can apply online at www.epass.nc.gov beginning December 1, 2021.

You can also apply in person at your local county Department of Social Services, by phone by calling your local county Department of Social Services or print out a paper application at www.epass.nc.gov and drop it off or fax it to your local county Department of Social Services.

What if my service is not being cut off, but I need help paying my water bill?

Beginning Jan. 1, 2022, all households who need help paying their water bill can apply for assistance if they meet the eligibility requirements. LIHWAP runs through September 30, 2023 or until funds are exhausted.

For more information on this program and eligibility, visit the LIHWAP website at www.ncdhhs.gov/divisions/social-services/energy-assistance/low-income-household-water-assistance-program-lihwap.



NC Department of Health and Human Services • Division of Social Services • www.ncdhhs.gov • NCDHHS is an equal opportunity employer and provider. • 11/2021





Pender County Government Update

Department

SHERIFF



OFFICE OF THE SHERIFF PENDER COUNTY

Alan W. Cutler, Sheriff

December 10, 2021

Pender County Sheriff's Office November 2021 Statistics

Sheriff's Office:

Calls for Service – 4,818
Civil Processes Served – 260
Arrests made – 72

911 Communications:

Fire Department Calls Dispatched – 1,477
EMS Calls Dispatched – 965

911 Calls Received – 2,125
Administrative Calls Received – 3,825

The Pender County Sheriff's Office held the 3rd session of the Citizens Academy and concluded on December 7, 2021. We look forward to having our 4th session beginning on March 15, 2022. Please go to the www.pendersheriff.com for more information and to complete an application packet.

On December 3, 2021, Sheriff Cutler was pleased to speak with the Pender High School football team before they departed for the Eastern Regional playoff game and later that evening, Sheriff Cutler and McGruff the Crime Dog helped with lighting of the Christmas Tree in Hampstead-Kiwanis Park.

Christmas on the Square in Burgaw was a big success, and the Pender County Sheriff's Office was proud to be a part of this event. Sheriff Cutler and some of his staff had the Child ID booth and provided literature to the public about safety. McGruff the Crime Dog and Eddie Eagle were available for the kids to learn more about safety.

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Pender County Government Update

Department

REGISTER OF DEEDS

REGISTER OF DEEDS 11/01/2021 TO 11/30/2021	
Maps Recorded	22
Marriage License Issued	24
Passport Applications	45
Passport Photos	58
Notary Oaths Issued	19
Deeds of Trust Recorded	408
Deeds Recorded	398
Vital Certificates Issued (Birth/Death/Marriage)	335
Miscellaneous Documents Recorded	621
Total Fees Collected	\$233,894.20



Pender County Government Update

Department

PENDER FIRE AND EMS

Here you go

EMS Operation				EMS Call Type Summary			
			Weekly	YTD		Weekly	YTD
Station 1	Burgaw		40	2018	Cancelled	31	1586
Station 14	Sloop Point		27	1498	Refusals	53	3204
Station 16	Hampstead		24	1725	Stand By's	9	201
Station 18	Scotts Hill		3	6	Transported	118	5672
Station 23	Surf City		36	1344	Treated and Released	14	626
Station 29	Currie		0	104		225	11289
Station 4	Topsail Beach		9	512			
Station 5	Union		19	893			
Station 7	Rocky Point		33	1845			
Station 13	Maple Hill		5	183			
Station 9	Atkinson		29	1130			
M-6 QRV	East Side		0	31			
			225	11289			
Fire Operations				Fire Call Type Summary			
			Weekly	YTD		Weekly	YTD
Station 1	Burgaw		4	327	FIRE	8	155
Station 14	Sloop Point		18	542	Motor Vehicle Crash	7	384
Station 16	Hampstead		7	413	Search and Rescue	0	5
Station 18	Scott Hill		3	220	Service Calls	7	332
Station 29	Hwy 421 South		4	195	EMS First Response	28	1349
Station 21	Long Creek		1	277	Cancelled	8	436
Station 4	Topsail--OR		0	10	Ocean Rescue	0	17
Station 13	Maple Hill		11	304		58	2678
Station 17	Penderlea		6	239			
Station 28	Island Creek		4	151			
			58	2678			



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PARKS & RECREATION

Last Friday was the first Hampstead Christmas Tree Lighting at Hampstead Kiwanis Park. Numerous families came out to see santa, eat cookies, enjoy the entertainment and play in the snow. We look forward to making this an annual event. A few photos from the event are attached.

- Open Gym has begun at the Penderlea Community Park. Youth open gym is on Mondays from 6:00pm-8:00pm & Adult open gym is on Thursdays from 6:30pm-8:30pm.
- Staff continues to work with McGill on the Parks and Recreation Master Plan update. We hope to bring the updated plan to the BOCC in February.
- Staff is working on events and programs for 2022. More information to come soon.

Open Gym

Youth: Monday's 6:00-8:00pm

Adults: Thursday's 6:30-8:30pm

at Penderlea Gym

231 W H Robbins Road, Willard, NC 28478

Come to Penderlea Gym to play half court Basketball,
Cornhole, Pickleball, or other recreational activities.

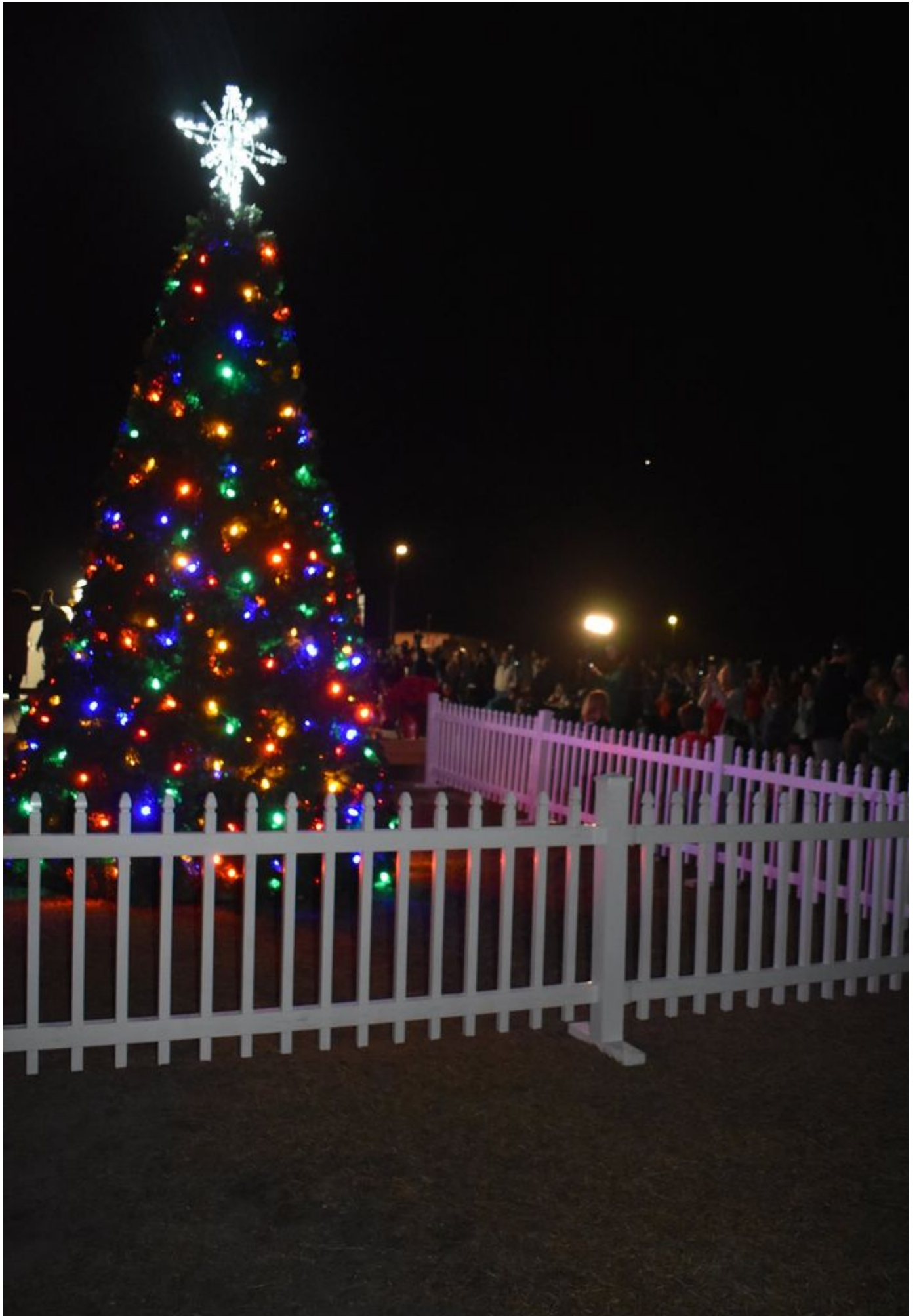
For more information call 910-259-1330



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Pender County Government Update

Department

LIBRARY

New Community Engagement and Outreach Manager

Pender County Library is excited to announce a new member of our team: Christine LaLonde, our new Community Engagement and Outreach Manager! Christine will be helping the library get out into the community, talking to people throughout Pender County to find out their needs and interests and to identify ways to overcome barriers that prevent people from accessing the library's services.

Recent Outreach events

- Pender County Library staff members Christine LaLonde, Nancy Lukens, and Ann Slater had a table at Christmas on the Square in Burgaw on December 4. They spoke to 327 people about services available at the library and signed up 30 people for library cards!
- Dee Smith, youth services librarian at the Main Library in Burgaw, had a table at Smart Start's safety awareness event, also on December 4. She spoke with over 40 people there about the library's services and provided families with free craft kits to take home with them.
- Karen Burkett, branch manager at the Hampstead Branch Library, participated in Coastal Pender Rotary Club's Christmas Hayride by dressing up as Mrs. Claus and reading picture books to over 60 children over the course of the event.

Recent program highlights

- Adults made some fall floral arrangements at the Hampstead Branch Library on November 13.
- Teens at the Main Library in Burgaw made turkeys out of recycled books with teen and adult services librarian Shannon Kidney on November 22.
- Kids built gingerbread houses at the Main Library in Burgaw and made flags out of duct tape at the Hampstead Branch Library on December 8.









Pender County Government Update

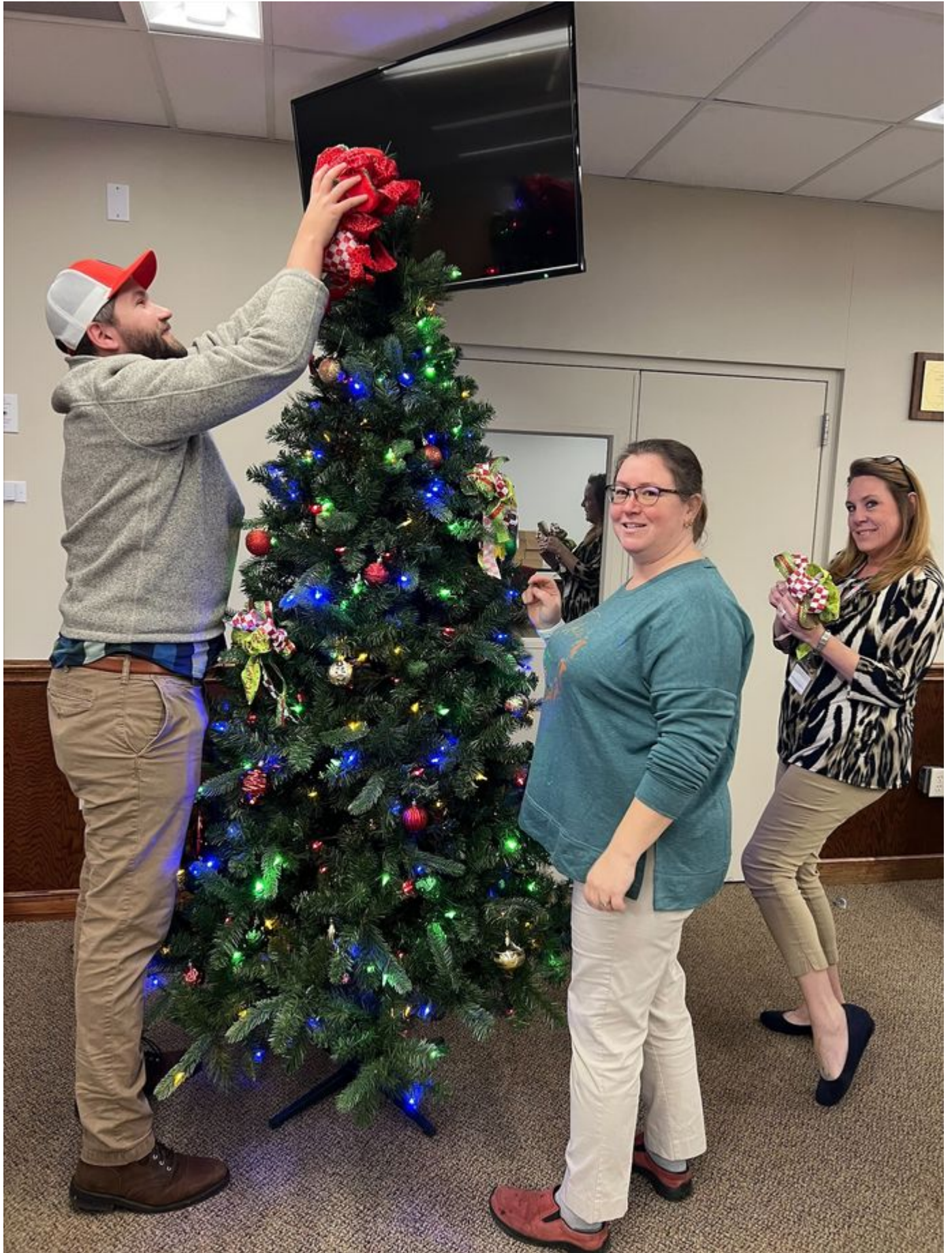
Department

HUMAN RESOURCES

Human Resources has successfully hired 5 new employees and completed our bi-weekly post orientation meet up with them.

We have a new member of our HR team who has been diligently training and learning the ropes. HR finalized open enrollment last week and completed our first salary pull in for Budget Season. In addition, Workers Comp completed their annual audit last week. Preparations are in full swing for the Employee Holiday Party that will be held this Friday.











Pender County Government Update

Department

HEALTH - GENERAL

- COVID vaccine is available for anyone 5 years of age and up. Boosters are also available. No appointment is needed, may walk in at Burgaw or Annex Monday-Friday.
- COVID testing is available at the health department Monday-Saturday, no appointment needed.
- COVID cases continue to rise in the county as well as the state. This is to be expected with the holidays as well as concerns that during the winter, more time is spend indoors.
- The health department has given over 25,000 vaccines this calendar year.
- According to NC DHHS data, Pender has seen nearly 600 COVID cases in people that have been fully vaccinated.
- On-going collaboration with the schools to address anyone with COVID and those exposures. Staff is available to answer parent questions and educate on quarantine and isolation.
- RN vacancies continue, with 3 positions open.
- Actively working on health re-accreditation for August 2022
- The Community Health Assessment, to be completed every four years, is also due in 2022. Planning has begun for this requirement.
- Staff participated in several outreach events: Diabetes Lunch and Learn; Car Seat Classes; Rocky Point Per-K fall festival; and Christmas on the Square.
- Health educators attended a three day Results Based Accountability training, *Do the Right Things and Do Them Well*.
- The Animal Shelter has taken in nearly 2,500 animals this calendar year, approximately 1,100 more animals that last year.



Pender County Government Update

Department

EMERGENCY MANAGEMENT

November 2021

Emergency Management staff is happy to welcome Fire Marshal Mark Haraway to the department! Weather condition still are dry with a Statewide Burning ban on November 29th and County one starting on Nov 30th. Staff attended the NC Emergency Management Conference in Wilmington. The Pender County EOP (Emergency Operations Plan) was approved by the County Commissioner on November 15. Fall 2021 School inspections started. RFP bidding opening for the EOC with no bids received, resent out for bid and bid due date is now December 14th at 2pm. Staff has continued to monitor and be involved in the conference call on the raw water leak since it was first reported. Updating the Fire Response maps for the Rocky Point Fire Department completed and Burgaw Fire Department map started. Staff attended the Quarterly NCEM Area Meeting in Sampson County. Public outreach meeting with Herning Cove HOA on fire department access.

Job posting for Deputy Fire Marshal/EM Officer and interviews coming in December. EM installed a weather station at the Hampstead Annex.

Calls

EM Responses-2

Fire Investigations-7

Weather Related-3

Assist Other Agency-2

No fire injuries this month

Deployment of Personnel and/or Equipment:

1. Lighting equipment to the Topsail Beach Tree Lighting
2. Topsail Beach Parade

Code Enforcement

Completed Annual Fire Inspections: 6

Attempted Inspections: 2

Building Finals: 4

Final Plat: 8

New construction Plan Review: 30

Tents: 5

Total: 52

Monthly weather

Burgaw

High Temp 81 degrees

Low Temp 25 degrees

Highest Wind Speed of 28 mph

Hampstead

High Temp 72 degrees

Low Temp 29 degrees

Highest Wind Speed of 29 mph

2021 Hurricane season and how far they passed from Pender County

2021

Ana 5/22-TS-45mph-100mi
 Bill 6/14-TS-60mph-390mi
 Claudette 6/12-TS-45mph-61mi
 Danny 6/28-TS-40mph-180mi
 Elsa 7/1-Cat 1-75mph-94mi
 Fred 8/12-TS-65mph-300mi
 Grace 8/15-Cat 3-125mph-1105mi
 Henri 8/17-Cat 1-75mph-310mi
 Ida 8/27-Cat 4-150mph-284mi
 Julian 8/29-TS-60mph-161mi
 Kate 8/30-TS-45mph-153mi
 Larry 8/31-Cat 3-125mph-886mi

Mindy 9/8-TS-45mph-170mi
 Nicholas 9/12-Cat 1-75mph-863mi
 Odette 9/11-TS 65mph-1390mi
 Peter 9/18-TS 50mph-960mi
 Rose 9/14-TS 50mph-2220mi
 Sam 9/22-Cat 4-
 Teresa 9/24-TS 45mph-705mi
 Victor 9/29-Cat 1
 Wanda

Named - Hurr - Major

20-8-4

(15-21) - (7-10) - (3-5)
 Projected

2020

30-14-7

Record

30⁽²⁰²⁰⁾-15⁽²⁰⁰⁵⁾-7⁽²⁰⁰⁵⁾

South Topsail Elem. School Fire



Nor'easter Event on Topsail Island (11/7/21)



US Hwy 421 Water Line Break



Local Emergency Planning Committee- HazMat Tabletop Exercise





Pender County Government Update

Department

COOPERATIVE EXTENSION

Bi-Weekly Programming Update – Dec 10, 2021

NC Cooperative Extension Agents work with Pender County residents and farmers, helping them find research-based solutions to problems. We work in agriculture, horticulture, natural resources and the environment (storm water, erosion, wetlands restoration, water quality, etc.) and 4-H Youth Development teaching civic leadership and community development. NC Cooperative Extension Agents have direct access to more than 160 NCSU faculty and researchers with Extension funding, who can and do come to Pender County to help people solve problems.

Consumer Horticulture - Tiffanee Boone

The Agent has been on an Agriculture Industry Education tour, funded by the National Association of County Agriculture Agents, in Panama. She will be returning to the office Dec. 13.

The Pender County Extension Master Gardeners Association is making plans to make Christmas wreaths and table displays on December 15-16, (The Making of the Greens) for Pender County Assisted Living Facilities.

4-H Youth Development - Traci Spencer

Finishing state and federal year end reporting. Working on plans for 2022 programs for 4-H youth. If anyone is interested in becoming a 4-H volunteer leader, please call Traci Spencer at (910) 259-1235

Environment and Natural Resources, Area Agent - Amy Mead

Hosted a conference title Storm Water Management on Wetland Soils for county planners, developers and engineers in Pender, New Hanover and Brunswick County.

Agriculture / Commercial Horticulture

Soybean harvest is mostly complete for 2021. Strawberries are doing well. Much needed rain fell this week but we are 10" to 11" below normal for 2021. Winter rain is needed to recharge surface irrigation ponds in case water is needed for frost protecting strawberries and blueberries in March. The Agent is planning winter crop production and timber management education programs for home owners

Administration

Finished hiring and doing onboarding work for new staff. Hired a program assistant to lead the Expanded Foods and Nutrition (EFNEP) program for low income families and youth in Pender County. Working on year end reports for state and county government, beginning budget planning for FY 2022-23. Attended the Pender County Schools CTE Advisory Board meeting and Pender County Tourism Development Authority Board meeting as an advisory board member.