



AGENDA

TOWN COUNCIL MEETING

At Richlands Town Hall

December 10, 2024

6:00 P.M.

- I. Call meeting to Order
- II. Invocation
- III. Pledge of Allegiance
- IV. Mayor Cury request to attend/lead meeting digitally
- V. Additions/Deletions to Agenda
- VI. Authorization to Pay Bills (November)
- VII. Minutes
 - Public Hearing- November 12, 2024
 - Regular Scheduled Meeting- November 12, 2024
 - Special Called Meeting- November 18, 2024
- VIII. Richlands Police Department Accreditation/Todd Clingenpeel, DCJS Program Mgr.
- IX. Scheduled Public Comments (5 Minute Max)
- X. Unscheduled Public Comments (3 Minute Max)
- XI. Agenda Items
 - a. Creation of Generator Capital Account O-2024-12-04 (2nd Reading)
 - b. Capital Accounts- Grapple Truck/Annex
 - c. Professional Collections Service RFP

- d. Cell Tower Contract
 - e. Paving RFP
 - f. Council Dates for 2025
 - g. Short Term Disability
 - h. Fairfax Court Taxes
 - i. Statement of Economic Interest
 - j. ROW Agreement for Generator
 - k. Repeal of REC Commission (2nd Reading)
- XII. Monthly Financial Report
- a. Budget Amendments
- XIII. Attorney Report
- XIV. Town Manager Report
- a. Police Department Updates (Cameras) & Schedule date for Public Safety Committee meeting
 - b. Disorderly Conduct by customers-Front Desk Town Hall
 - c. AMP Smart Thermostat
- XV. Council Members Report
- a. Laura Mollo
 - b. Jan White
 - c. Jordan Bales
 - d. Rick Wood
 - e. Gary Jackson
 - f. Seth White
- XVI. Mayor's Comments
- XVII. Executive Closed Session
- a. VA Code Section: 2.2-3711 (A)(1)- Personnel-Performance review.
 - b. VA Code Section:2.2-3711 (A)(6) - Contract negotiation
- XVIII. Adjourn Meeting

Next Regular Meeting is January 14, 2025.

Town of Richlands				
PAID CHECKS REPORT				
11/13/2024 to 12/4/2024				
Check#	Paid To	Description	Check Date	Amount
16662	POSTMASTER	POSTMASTER-NOVEMBER 2024-DELINQUENT BILLS	11/18/2024	\$349.16
16658	APPALACHIAN AGNY SENIOR CITIZENS	AASC-NOVEMBER 2024 PUBLIC TRANSIT	11/18/2024	\$600.00
16659	BLUE RIDGE POWER AGENCY	BLUE RIDGE POWER AGENCY-EL-GDS-ENG-SVCS-SEPTEMBER 2024	11/18/2024	\$2,713.96
16660	KESHIA COLE	KESHIA COLE-WALMART-VETERANS DAY EVENT SUPPLIES-PO-PRO-1062	11/18/2024	\$314.22
16661	SPECTRUM BUSINESS	SPECTRUM-COMM ACCESS CHANNEL-PO-PS306788	11/18/2024	\$34.19
16663	A T & T MOBILITY	AT&T-DTF-CELL PHONE SVC-PO-PS306795	11/22/2024	\$276.34
16664	B & S MECHANICAL, LLC	B&S MECHANICAL-TOWN HALL-SVC CALL CHK TO CHECK TOWN HALL HEAT PUMP	11/22/2024	\$100.00
16665	BOUND TREE MEDICAL, LLC	BOUND TREE MED-RES-C4 MIDAZOLAM EMG,SML VIAL-PO-RS3982	11/22/2024	\$36.95
16666	CART	CART-24/25 CREATIVE COMMUNITY PARTNERSHIP GRANT (\$4500 MATCH)	11/22/2024	\$10,000.00
16667	CLERK, CIRCUIT COURT OF TAZ CO	CLERK-CCTC-LIEN	11/22/2024	\$2.00
16668	CORNER MART 5	CORNER MART 5-ST-TRAIL BLAZER#29-FUEL-STORM	11/22/2024	\$50.00
16669	HOG GRASS ENTERTAINMENT	HOG GRASS ENTERTAINMENT-THE CLEVERLYS FOR JULY 12,2025	11/22/2024	\$800.00
16670	ID NETWORKS	ID NETWORKS-RPD ANN SOFTWARE MAINT IDS CRIM LIVESCAN SYSTEM-PO-PS306800	11/22/2024	\$775.00
16671	K9 WORKING DOGS INTERNATIONAL, LLC	K9 WORKING DOGS INTER-RPD-HALF PYMENT-POLICE SVC DOG OFFICIAL K9 TRAINING-PO-PS306714	11/22/2024	\$13,608.75
16672	KESHIA COLE	KESHIA COLE-MILEAGE VAI CONFERENCE-HOT SPRINGS VA-PO-PRO1063	11/22/2024	\$263.98
16673	LEXISNEXIS RISK SOLUTIONS	LEXISNEXIS-DTF-OCTOBER 2024 CONTRACT FEE-PO-PS306796	11/22/2024	\$35.00
16674	REDACTED	REDACTED DTF-HIDTA TRAINING CONFERENCE-PO-PS306808	11/22/2024	\$238.00
16675	MARLON SCOTT	MARLON SCOTT-BOOKING FOR THE BAND THE FREQUENCY-PO-PRO1052	11/22/2024	\$1,000.00
16676	MEDALLION PRODUCTIONS LLC	MEDALLION PROD-DOWNTOWN-DEPOSIT SWINGING MEDALLIONS-SHAGGING ON SUFFOLK EVENT-PO-PRO1067	11/22/2024	\$1,500.00
16677	MOTOROLA SOLUTIONS, INC.	MOTOROLA SOL-RPD-20 CHRGES DESKTOP/MICROPHONE IMPRES-PO-PS306453	11/22/2024	\$5,462.40
16678	POINT BROADBAND	POINT BROADBAND-DTF-INTERNET SVC-DEC 2024-PO-PS306801	11/22/2024	\$69.95
16679	PROFESSIONAL MAIL SERVICES, INC.	FMSI-NOV'24 POSTAGE ALL BILLS	11/22/2024	\$1,717.72
16680	PROFESSIONAL MAIL SERVICES, INC.	FMSI-NOV'2024 UTILITY BILL	11/22/2024	\$395.35
16681	RICOH USA INC.	RICOH-RPD-INVESTIGATIONS-COPIER LEASE 10/1/2024-10/31/2024-PO-PS306786	11/22/2024	\$118.90
16682	TELEFLEX LLC	TELEFLEX-RES-BOX EZ NEEDLES YELLOW X5-BLUE X5-PINK X5-PO-RS3998	11/22/2024	\$1,650.00
16683	TRANSUNION	TRANSUNION-RPD CONTRACT FOR OCTOBER 2024-PO-PS306789	11/22/2024	\$120.00
16684	REDACTED	REDACTED-DTF-HIDTA TRAINING CONFERENCE-PO-PS306110	11/22/2024	\$238.00
16685	UPS	UPS-IT/REC PARK SHIPPING FEE	11/22/2024	\$2.81
16686	VERIZON	VERIZON-RPD/FIRE 4035-2633	11/22/2024	\$473.61
16687	ZOLL DATA SYSTEMS	ZOLL DATA SYS-RES-EMS CHARTS MONTHLY SUB NOV 2024-PO-RS4002	11/22/2024	\$325.63
16688	ANGELA TRENT MOOSE	Utility Refund for 303032.00 93	11/22/2024	\$105.86
16689	SARAH BOND STRONG	Utility Refund for 1403864.00 96	11/22/2024	\$190.49
16690	APPALACHIAN POWER	AEP-FIRE/RESCUE/WTP/DFT/FIN FAX/WWTP-SIMMONS TN RD/SEW PUMP LFT ST	12/4/2024	\$1,167.47
16691	BRANDON BLANTON	BRANDON BLANTON-REFUND FROM COLONIAL	12/4/2024	\$64.42
16692	CAMERON FIELDS	CAMERON FIELDS-REFUND FROM COLONIAL	12/4/2024	\$102.18
16693	FEDEX	FEDEX-FIN POSTAGE-FEE	12/4/2024	\$2.94
16694	GEORGE WEST	GEORGE WEST-REFUND FROM ALLSTATE	12/4/2024	\$64.80
16695	LEAF	LEAF-COPIER-LEASE-INS-PO-306812	12/4/2024	\$123.63
16696	PITNEY BOWES INC.	PITNEY BOWES-POSTAGE REFILL FIN/E/W/S	12/4/2024	\$2,041.99
16697	RICOH USA INC.	RICOH-RPD-INVESTIGATIONS-COPIER LEASE 12/1/2024-12/31/2024-PO-PS306810	12/4/2024	\$183.06
16698	RICOH USA, INC.	RICOH-UT CLERK PRINTER RENT/MAINT CREDIT	12/4/2024	\$43.18
16699	SCOTTY LAMBERT	SCOTTY LAMBERT-REFUND FROM ANTHEM	12/4/2024	\$167.00
16700	SEGRA	SEGRA-PHONE SERVICE	12/4/2024	\$2,446.86
16701	SPECTRUM BUSINESS	SPECTRUM-WWTP-395 SCOTCH RD	12/4/2024	\$49.64
16702	STEVE WHITE	STEVE WHITE-REFUND FROM ANTHEM	12/4/2024	\$143.18
16703	TAZ CO PUBLIC SVC AUTHORITY	TAZ CO PSA-WWTP/LIFT STATION	12/4/2024	\$40.24
16704	TREASURER TAZEWEEL COUNTY	TREAS,TAZ CO-OCTOBER 2024-CONSUMER UT TAX	12/4/2024	\$82.99
16705	VERIZON	VERIZON-FIN FAX 2189/FIRE/RESCUE/DFT/WTP/SCHOOL TANK VAULT	12/4/2024	\$362.16
16706	VERIZON WIRELESS	VERIZON-CELL PHONES-PD/RES/WWTP/ST/FIN	12/4/2024	\$587.34
Total Checks:				\$51,241.35
GRAND TOTAL				\$51,241.35

TOWN OF RICHLANDS
PUBLIC HEARING

The Richlands Town Council held a “Public Hearing” on Tuesday, November 12, 2024, at 5:30pm in the Richlands Council Chambers with the following present:

Mayor: Rod. D. Cury
Town Manager: Jason May
Town Attorney: Mike Thomas
Finance Manager: Ronnie Campbell
Project Manager: Absent
Town Clerk: Amanda Beheler
Council Members: Seth White, Gary Jackson, Rick Wood, Jordan Bales, Jan White, and Laura Mollo

The Town Meeting was called to order at 5:30pm and opened with the invocation and the Pledge of Allegiance led by Mayor Cury.

Mr. May gave a brief description of the proposed creation of the R-3 Zone as well as changes to the current R-2 Zone.

Mayor Cury welcomed the Planning Commission.

IN RE: Public Comment

There were no Public Comments.

IN RE: Adjournment

Meeting adjourned.

Rodney D. Cury, Mayor

Amanda Beheler, Town Clerk

TOWN OF RICHLANDS
PUBLIC HEARING

The Richlands Town Council held a “Public Hearing” on Tuesday, November 12, 2024, at 5:45pm in the Richlands Council Chambers with the following present:

Mayor: Rod. D. Cury
Town Manager: Jason May
Town Attorney: Mike Thomas
Finance Manager: Ronnie Campbell
Project Manager: Susan Whitt
Town Clerk: Amanda Beheler
Council Members: Seth White, Gary Jackson, Rick Wood, Jordan Bales, Jan White, and Laura Mollo

The Town Meeting was called to order at 5:45pm and opened with the invocation and the Pledge of Allegiance led by Councilman Seth White.

IN RE: Amendments to the Charter

Mr. May advised he had received two suggested changes to the Town Charter from Council members. The Council briefly discussed making the following two amendments to the Charter:

- Mr. White suggested removing the word “read” and replace with the word “presented” regarding the First and Second reading of Ordinances.
- Town Managers Residence during their tenure of office.

Mayor Cury asked if there was anyone present who would like to speak regarding these potential changes to the Town Charter.

Mr. White advised he would like to revise the current process of reading Ordinances by presenting them instead.

Mr. White also advised that he believes the Town Manager should reside within the Town Limits.

Mrs. Mollo agreed with Mr. White on both changes.

Mr. Bales asked if the Town would be ADA compliant by presenting the Ordinances instead of reading them. Mr. White advised the Town would be compliant and Ordinances would be printed and handed out.

Mrs. Mollo also advised copies would be available online as well.

Mr. Jackson agreed with both changes.

Mayor Cury also agreed with both changes. However, he stated it would need to be read to anyone that could not read to be ADA compliant.

IN RE: Public Comment

Lynna Mitchell, 406 Buchanan Street- Mrs. Mitchell asked the Council how the verbiage would change regarding the Town Manager living within Town limits during their tenure of office.

The Council discussed adding in a 6-month stipulation to the Charter, it is currently only in the Town Managers' contract.

Mr. Thomas explained the next steps in this process.

Mr. May advised that the Council could work through the wording on these changes during the Regular Scheduled Meeting.

IN RE: Adjournment

Meeting adjourned.

Rodney D. Cury, Mayor

Amanda Beheler, Town Clerk

TOWN OF RICHLANDS
SPECIAL CALLED MEETING

The Richlands Town Council held a “Special Called Meeting” on Monday, November 18, 2024, at 6:00 pm in the Richlands Council Chambers with the following present:

Mayor: Rod. D. Cury
Town Manager: Jason May
Town Attorney: Absent
Finance Manager: Absent
Project Manager: Absent
Town Clerk: Amanda Beheler
Council Members: Seth White, Gary Jackson, Rick Wood, Jordan Bales, Jan White, and Laura Mollo.

The Town Meeting was called to order at 6:00pm and opened with the invocation and the Pledge of Allegiance led by Mayor Cury.

IN RE: Additions, Deletions, or Corrections to the Agenda

Mayor Cury asked that the November 12, 2024, Public Hearing Minutes (Charter Changes) be added to the agenda for approval.

Upon a motion by Laura Mollo seconded by Gary Jackson and the unanimous roll call vote of all members present, the Council voted to approve the agenda as amended.

IN RE: Approval of Minutes (Charter Changes)

Upon a motion by Laura Mollo seconded by Jan White and the unanimous roll call vote of all members present, the Council voted to approve the November 12, 2024 Public Hearing Minutes (Charter Changes) and the November 12, 2024 Regular Scheduled Meeting Minutes (Section pertaining to the proposed changes to the Charter).

IN RE: Adjournment

Upon a motion by Jan White seconded by Laura Mollo and the unanimous roll call vote of all members present, the meeting was adjourned.

Rodney D. Cury, Mayor

Amanda Beheler, Town Clerk

ORDINANCE NO.: O-2024-12-04

TITLE III: ADMINISTRATION CHAPTER 36: CAPITAL IMPROVEMENT ACCOUNTS

CAPITAL IMPROVEMENT ACCOUNTS

Creation of New Ordinance 36.04

BE IT ORDAINED by the Council of the Town of Richlands, Virginia, pursuant to §§2.2(3) and 3.4(2) of the Town Charter, Section 32.45, 32.46, and 32.48 of the Richlands Town Code, and Virginia Code §§15.2-2501 and 15.2-2505, that the Council hereby IMPLEMENTS Section 36.03 of the Town Code regarding a capital improvement account for the Generator Account:

§36.04 RICHLANDS GENERATOR CAPITAL ACCOUNT

- (A) The Town hereby establishes a capital project account for the Richlands Generator project which shall comprise of a natural gas powered generator for the production of electricity to be provided or stored for the Town of Richlands.
- (B) Funding for this account may come from any or all of the following sources:
- Moneys appropriated and made available by the Town
 - Grants from state or federal agencies
 - Donations or contributions from private individuals or organizations
 - Bond proceeds, if applicable
 - Any other moneys which may be made available to the Town for the purpose of this project.
- (C) Any money held in this account shall be used solely for the planning, construction, and maintenance of the Richlands Generator Project. Upon completion of such project, any remaining money held in the account may be further held in this account for maintenance of the Richlands Generator or transferred to another Capital Improvement Project as deemed appropriate by the Richlands Town Council.
- (D) This account shall have its own line item of the Town's budget starting fiscal year 2025 and each fiscal year thereafter.
- (E) The Town Manager, or his designee, shall provide quarterly reports to the Town Council on the status of the Richlands Generator Project and the balance of this Capital Account.

First Reading: _____

Second Reading: _____

On ____ day of _____, 2024, A motion was made by _____, and seconded by _____, for adoption of such ordinance as presented.

VOTE: Bales _____
 Jackson _____
 Mollo _____
 J. White _____
 S. White _____
 Wood _____

Rodney D. Cury, Mayor

Amanda Beheler, Clerk

Effective Date (*30 days from passage, unless passed as emergency*):

Town of Richlands, VA

Town Council Meeting

Staff Summary

Action Item

Agenda Title:	Capital Projects Financial Updates		
Staff Contact(s):	Jason May		
Agenda Date:	December 10, 2024	Item Number:	
Attachment(s):			
Reviewed By:	Ronnie Campbell		

SUMMARY:

Update on the Town's two established capital accounts through October 31, 2024:

1. Grapple Truck Account
 - Funding initiated: April 2024
 - Total revenue: \$22,894
 - Monthly average: \$3,270
 - Duration: 7 months
 - Status: Active and receiving regular deposits
2. Richlands Annex Account
 - Project scope: Fire station/EMS station/Public works site
 - Current balance: \$0
 - Status: No funding received through October 2024

FINANCIAL IMPACT:

1. Current Capital Account Balances:
 - Grapple Truck: \$22,894
 - Richlands Annex: \$0
 - Total Capital Funds: \$22,894
2. Projected Annual Revenue (Grapple Truck):
 - Current monthly average: \$3,270
 - Projected annual revenue: \$39,240

RECOMMENDATION:

This item is presented for informational purposes only. No action is required.

Town of Richlands, VA

Town Council Meeting

Staff Summary

Action Item

Agenda Title:	RFP for EMS Collections		
Staff Contact(s):	Jason May		
Agenda Date:	December 10, 2024	Item Number:	
Attachment(s):			
Reviewed By:	Ronnie Campbell		

SUMMARY:

Staff recommends awarding RFP 2024-12 for EMS collection services to Nationwide Credit Corporation (NCC). NCC is a Virginia-based collection agency offering a straightforward 20% contingency fee structure with no additional fees or charges.

Key Components:

- SWaM certified Virginia corporation
- Licensed in all 50 states
- SOC 1 and SOC 2 certified
- Non-confrontational collection approach
- 24/7 client portal access
- Comprehensive compliance certifications

FINANCIAL IMPACT:

1. Cost Structure:
 - 20% of collected amounts
 - No collection = No fee
 - No additional charges or hidden fees
2. Process:
 - Monthly remittance to Town
 - Detailed reporting and account tracking
 - Client portal for real-time monitoring

RECOMMENDATION:

Staff recommends awarding the contract to NCC for the following reasons:

1. Clear, competitive fee structure
2. Strong compliance and certification history
3. Virginia-based with required licenses
4. Modern technology and reporting capabilities
5. Professional, customer-focused approach
6. Transparent operational processes

Upon approval, staff will execute the contract and begin implementation of services.



Proposal

Town of Richlands Professional Collection Services

Town of Richlands RFP ID #2024-12

October 31, 2024

Project Manager

200 Washington Square

Richlands, VA 24641

Phone: (276) 964-2566 / Fax: (276) 963-2889

NCC is a leading provider of compliant, ethical and professional accounts receivable solutions that drive exceptional results and exceed expectations while demonstrating unwavering honesty, integrity, and transparency in our daily interactions with consumers and clients.

Nationwide Credit Corporation (NCC)

5503 Cherokee Ave

Alexandria, VA 22314

703-813-1401

www.nccarm.com



To: Susan Whitt, Project Manager
From: Jamal Kalokoh, Director of Client Relations
Date: October 31, 2024
Re: NCC Collection Services

Dear Ms. Whitt,

Thank you for the opportunity to submit our proposal for Collection Services to the Town of Richlands. NCC is a Virginia corporation located in Alexandria. We have read the RFP and NCC meets or exceeds all of the requirements. We understand that the Town may have been impacted by storm damage and hope that recovery is complete. Storm impacts can have lingering effects and we want you to know that we are here to help.

NCC's compassionate, non-confrontational collection approach works in cooperation with debtors, not in conflict. This is core to who we are as an organization. We learned long ago that compassion is good business, and that an agency does not collect more money by being confrontational with debtors, which is a departure from the typical agency "firm demand." We will, wherever appropriate, offer extended payment plans according to individual financial circumstances, and we will work together with each patient to explore payment options.

We also pride ourselves on being an extremely "user-friendly" agency, and will work very closely with your management and staff through every step of the process, from the Implementation Phase through ongoing client service. An important part of our job is finding ways to make your job easier. This is an essential component of a quality partnership with NCC.

We look forward to the opportunity to work with you and hope you will select NCC as your collection services partner.

Sincerely,

Jamal

Jamal Kalokoh
Director of Client Relations
Phone: (703) 813-1426
Fax: (571) 499-4565
Jamal.Kalokoh@nccva.com
Nationwide Credit Corporation (NCC)
5503 Cherokee Ave, Suite 300
Alexandria, VA 22312
<http://www.nccarm.com/>

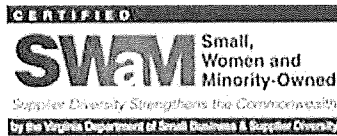
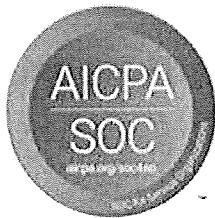


Table of Contents

A. <u>Cover Letter</u>	<i>Page. 2-3</i>
B. <u>Cross Reference Index</u>	<i>Page. 5-7</i>
C. <u>Executive Summary</u>	<i>Page. 8-10</i>
D. <u>Company Background and Experience</u>	<i>Page.11-13</i>
E. <u>Collection Methodology</u>	<i>Page. 14-36</i>
F. <u>Technical Capabilities</u>	<i>Page. 37-42</i>
G. <u>Key Personnel</u>	<i>Page. 43-45</i>
H. <u>Quality Assurance Measure</u>	<i>Page. 46-53</i>
I. <u>References</u>	<i>Page. 54-55</i>
J. <u>Cost Proposal</u>	<i>Page. 56-57</i>
K. <u>MBE/ESB Participation Plan</u>	<i>Page. 58-59</i>
L. <u>Appendix</u>	<i>Page. 60</i>
a. Penetration Report	<i>Pg. 61</i>
b. Batch Info Report	<i>Pg. 62</i>
c. Acknowledgement Report	<i>Pg. 63</i>
d. Sample Initial Letter	<i>Pg. 64</i>
e. Sample Paid in Full Letter	<i>Pg. 65</i>
f. Sample Payment Receipt	<i>Pg. 66</i>
g. Sample Dispute Letter	<i>Pg. 67</i>
h. Remittance Report	<i>Pg. 68</i>



Cross Reference Index

Cross Reference Index

For your convenience, below, we have cross-referenced the requirements below with the corresponding page numbers in our proposal.

1. Be responsible for the collections of accounts deemed bad debts. Please see "Collection Methodology", *Pages. 14-36*
2. Demonstrate collections industry best practices in collection percentage; *Pages. 12, 47, 48*
3. Gain a complete knowledge of the Town and the Town's collection policies. *Page. 12*
4. Have a complete knowledge of the Fair Debt Collection Practices Act (FDCPA), and be fully compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the Health Technology for Economic and Clinical Health Act (HITECH). *Pages. 13, 33, 37, 43, 44*
5. Provide detailed acknowledgement reports of accounts transferred to the Contractor by the Town. *Page. 58*
6. Provide comprehensive monthly performance reports. *Page. 27, 53*
7. Be paid a percentage of collected accounts only. *Page. 57*
8. Have an electronic portal that the Town can access at any time to review the status of all accounts. *Pages. 27, 36, 52*
9. Have the ability to separate accounts based on the Town's collection practices. *Page. 15*
10. Have the proven ability to be accessible, to respond quickly, and to be customer service oriented. *Pages. 20, 30, 31*
11. Demonstrate honesty and integrity at all times and be in good business standing. *Pages. 12, 13*
12. Have the ability to pursue accounts in civil court. *Page. 18*

GENERAL TERMS AND CONDITIONS

1. Insurance Requirements: The Contractor shall maintain the following insurance coverage during the entire term of the contract: a. Commercial General Liability Insurance with a combined single limit of not less than \$1,000,000 per occurrence. b. Automobile Liability Insurance with a combined limit of not less than \$1,000,000 per occurrence. c. Workers' Compensation Insurance in compliance with the laws of the Commonwealth of Virginia. d. Professional Liability Insurance with limits of not less than \$1,000,000 per claim.
 - Please see attachment "NCC Insurance Coverage"
2. Indemnification: The Contractor shall indemnify, defend, and hold harmless the Town of Richlands, its officers, agents, and employees from any claims, damages, costs, and expenses arising from or related to Contractor's performance of this contract.
 - NCC agrees to the Town of Richlands indemnification terms.
3. Compliance with Laws: The Contractor shall comply with all applicable federal, state, and local laws, regulations, and ordinances.
 - Please see section – Pages. 10, 40, 44
4. Non-Discrimination: The Contractor shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.
 - NCC agrees to the Town's Non-Discrimination terms and conditions.
5. Termination: The Town reserves the right to terminate the contract for convenience upon thirty (30) days written notice to the Contractor.
 - NCC accepts the Town's termination terms and conditions.
6. Confidentiality: The Contractor shall maintain the confidentiality of all Town records and information to which they have access.
 - NCC shall maintain the confidentiality of all Town records and information to which we have access.



Executive Summary

Executive Summary

As detailed throughout this proposal, we recognize that the quality of an agency relationship is not simply about recovery rate. It is about revenue, which goes far beyond just collecting past due accounts. The public image and reputation of our clients is paramount. We learned long ago that you do not collect more money by alienating the consumer. To be truly effective, collectors must be "salespeople" and have to work in a completely non-confrontational way with the consumer to "sell" the consumer on the benefit of paying their bill. This requires a high level of training and management supervision. Regardless of the type of account, whether tax collection, fines and fees, or healthcare accounts, we work with each consumer in a non-confrontational, collaborative way that fosters cooperation, increases payments, and eliminates complaints.

From a technical standpoint, the NCC Collection System is a highly refined process that addresses all stages of account recovery. Every NCC associate is trained in our methodology to establish consistency and empathy in handling each account. By defining the protocols for all steps in the collection process, we not only ensure compliance with Federal and State laws, but also avoid complaints and collect on accounts more professionally.

Our collection methodology and attention to detail pay off in industry high net-back results for our clients. Our goal is to always increase your revenue by taking a positive collection approach that virtually eliminates complaints (which impact clients' management time as well as image and reputation). When combined with accurate, timely reporting and a pro-active, user-friendly client service staff we reduce the administrative burden for your management and staff – another NCC benefit.

***We reduce your administrative burden while increasing recoveries
This is what defines NCC as a quality agency partner.***

OFFEROR: Nationwide Credit Corporation(NCC)

Address:5503 Cherokee Ave, Alexandria, VA 22314

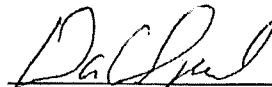
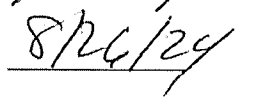
Telephone: 703-663-5182

FAX No: _____

E-mail: David.speed@nccva.com

Print Name: David Speed

Title: Chief Operating Officer

NCC is in full compliance with the Fair Debt Collection Practices Act (FDCPA), the Fair Credit Reporting Act (FCRA), Health Insurance Portability and Accountability Act (HIPAA), HIPAA Security Standards, the Counterfeit Access Device and Computer Fraud and Abuse Act, CFPB Regulations, PCI-DSS and all other State and Federal laws.



Company Background and Experience

Company Background and Experience

NCC employs the highest ethical standards throughout our organization and in all of our contact with the public. Outstanding public relations is of paramount importance to us. The value of a collection contract can be undercut if the agency's tactics generate complaints from the public. NCC is one of a very small number of unique collection agencies nationwide that utilizes a positive, cooperative, non-confrontational approach with consumers. Our positive collection approach not only reduces complaints but also increases revenues.

At NCC, we learned long ago that an agency does not collect more money by being confrontational with a patient. The terms (and approach) used by most agencies are "Firm Demand," and "Firm but Fair." That is a confrontational approach. At NCC, in a cooperative way, we review their charges and help them to consider repayment options. In some instances, there may be objections or dispute of the balance, or perhaps simply a misunderstanding of their bill. NCC account representatives excel at listening and explaining bills in a manner that provides the consumer with a clear understanding of the charges.

Sometimes it is stressed financial circumstances that are the issue, and the key is to work with the consumer (who is often a voter, and/or a taxpayer) to explore whatever financial options may be available to them. Working accounts in this way leads to a dramatic increase in payments coupled with outstanding public relations. Courtesy and respect are far more effective than confrontational demands. And that defines who we are as an agency, and why NCC is re-defining how collections is done.

NCC's approach is guided by the Collector's Pledge, an ACA Foundation initiative promoting the treatment of customers with dignity and respect. This pledge is a testament to our commitment to ethical and professional conduct:

Collector's Pledge

I believe every person has worth as an individual.
I believe every person should be treated with dignity
and respect.
I will make it my responsibility to help consumers find
ways to pay their debts.
I will be professional and ethical.
I will commit to honoring this pledge.

NCC is proud to be a member of ACA International, the leading trade association for credit and collection professionals. ACA International sets ethical standards and advocates for the credit and collection industry, highlighting its value to businesses, policymakers, and consumers.

NOTE:

As a practical matter, NCC has handled millions of accounts from a wide spectrum of clients without a single lawsuit ever resulting in a finding against NCC or our clients. NCC protects our clients - period

NCC is in full compliance with the Fair Debt Collection Practices Act (FDCPA), the Fair Credit Reporting Act (FCRA), Health Insurance Portability and Accountability Act (HIPAA), HIPAA Security Standards, the Counterfeit Access Device and Computer Fraud and Abuse Act, CFPB Regulations, PCI-DSS and all other State and Federal laws; and will conduct ourselves accordingly.

We understand that this contract is for accounts outside the State of Virginia. NCC is licensed in all 50 States and has made it a priority to secure all necessary licenses, certifications, and testing, as well as to build strong relationships, to ensure the protection of our clients' data and reputations. Our commitments include the following:

- SOC I Type 2
- SOC II Type 2
- PCI and HIPAA compliance
- Internal Penetration Testing
- External Penetration Testing
- Semi-annual Network Segmentation Testing
- FTC Safeguards compliance
- ASV Scans
- BBB Accredited Business with an A+ Rating
- Google Review rating of 3.4



Collection Methodology

Collection Methodology

The NCC “New Client Playbook”

At NCC, we are dedicated to delivering the highest quality service and results to each of our clients. We take pride in the fact that our clients often tell us that working with NCC is the first time they've been able to build a truly collaborative relationship with their agency.

To ensure we meet your needs and preferences, we make a concerted effort to understand all aspects of your requirements before placing any accounts. Prior to your first account placement, we will create a “New Client Playbook” covering every aspect of our partnership. We review this playbook with your management team to ensure our services are tailored precisely to your needs. Upon approval, we will integrate that Playbook into our internal training for all NCC staff assigned to your account. This initial stage of our Implementation process is fundamental to our organization. Our goal is not only to be the most effective and user-friendly agency you've worked with but to set the gold standard for all your vendor relationships.

Just a simple example during the initial Implementation Phase, regarding the Town's requirement that accounts are separated based on the Town's collection practices - as part of the New Client Playbook for the Town of Richlands, we will be separating the accounts as needed, based on the Town's collection practices. Internally, NCC can assign separate “client numbers” to each category of account and provide separate reporting for each along with a combined account “totals” report monthly. If separate categories of accounts require separate collection approaches, that will be segmented and applied as well, and incorporated into our training for all NCC management and staff assigned to our Town of Richlands team.

In order to prioritize a seamless and tailored implementation process to ensure we meet your specific requirements and preferences, here's how we approach onboarding a new client:

Implementation Timeline:

1. Week One: Introduction and Communication Connections

- Kick-off Meeting/Conference Call:
- Introduction of staff,
- establishment of roles and expectations,
- information gathering,
- setting up communication links between our systems

2. Week Two: Testing

- Load and test criteria with a secure test data file to ensure accuracy and functionality.

3. Week Three: Samples

- Review the New Client Playbook with the client.
- Provide samples of letters, reports, and other documentation for review, adjustments, and approval.

4. Week Four: Go Live

- Implement the service package and commence full-scale operations.

The timeline above will depend on the complexity and volume of programming required to meet client specifications.

New Client-Specific Training

New Client Orientation: Policies, Procedures, and Requirements

1. Initial Training

- Contractual Requirements: Understand all contractual obligations.
- Client Management and Staff Orientation:
- Communications
- Personnel
- Patient Confidentiality: Adhere to privacy regulations.
- Information Security: Ensure the protection of client data.
- Client Billing Forms and Records: Familiarize with documentation procedures.
- Collection Performance Goals and Expectations: Set clear performance benchmarks.
- Client Payment Procedures: Understand and follow payment processes.
- Compromise Settlements: Handle settlements as per client specifications.

2. Training Reinforcement (Weekly Training Meetings)

- Proper Patient Contact: Maintain professionalism and empathy.
- Advanced Motivational Collection Techniques: Employ effective strategies to enhance collection performance.

3. Ongoing Training

- Conducted monthly to update on Federal and State regulations and to support individual development.
- Based on:
 - ✓ Regular refresher courses
 - ✓ Management evaluations, including complaint reviews, collection performance, contract compliance, attitude, and approach.
 - ✓ Focused on using reviews as a training and motivational tool, fostering positive reinforcement and addressing deficiencies.

NCC Quality Team Involvement

- Monthly interaction with client managers to review performance comprehensively, including recovery rates, clerical effectiveness, staff cooperation, and patient treatment.
- Identify personnel for re-training or additional management direction and provide recommendations to senior management.

NCC Ability to Pursue Accounts in Civil Court

NCC has full capability and extensive experience with collection litigation in the State of Virginia and out-of-state claims as well.

Our non-confrontational, cooperative collection approach enables us to resolve most accounts without the need for litigation.

NCC will not initiate legal action on any account without the specific written authorization of the client. We will recommend legal action and provide the rationale, along with any identified assets and a summary of the account, in a written request for authorization.

NCC will oversee the process and ensure that the legal firm has all necessary information to proceed. We perform asset searches and gather vital information to assist our clients in deciding whether to pursue legal action. Once a judgment is entered, we consider the legal process complete only when our client has been paid or every effort has been made to execute on the judgment.

Litigation Requirements

Litigation requirements are mutually agreed upon with our client during the Implementation Phase, before the first account placement.

Standard Procedures:

1. Requirements:

- The patient refuses to pay despite our efforts to establish a reasonable payment plan.
- The patient has no known complaints or disputes regarding the balance or the client.
- We assess the patient's willingness and ability to pay.
- An asset search confirms that the patient has the resources to resolve the balance.

2. Procedures:

- Assess the patient's willingness and ability to pay.
- Deem patients with the ability but not the willingness to pay as suitable for legal action.
- Issue an asset search for qualifying patients.
- If the patient has the necessary resources, an asset search is conducted.
- Advise the client of the circumstances and request authorization to pursue legal action based on the known assets.
- Hold the account in withhold action status until client approval is received:
 - If approved, commence the legal process.

If not approved, return the account to active collections or close it as directed by the client.

Collection Programs

The philosophy behind our collection programs is that "time is money," and we make time work for you by combining efficiency, professionalism, expertise, and persistence with a strong commitment to client service and excellent patient relations.

Our primary focus is medical billing and collections. Unlike agencies that handle a variety of accounts, our medical staff exclusively manages medical accounts, ensuring that your patients are not mixed with bankcard, retail, or commercial accounts. All work is handled by NCC medical staff who are ACA International Certified Professional Collectors and trained to handle confidential information.

At NCC, we recognize that the cornerstone of any collection operation is the collector. We offer competitive compensation plans, lucrative incentive programs, and comprehensive benefits, resulting in a very low turnover rate. Operating from a single center helps us avoid the high costs associated with multi-branch agencies, allowing us to reinvest more revenue into the collection process. This results in a tightly controlled, state-of-the-art collection operation.

We understand that results are achieved through continuous effort. All accounts undergo a thorough screening process, including address, phone numbers, insurance, and bankruptcy checks. We send a series of letters and make collection calls on both primary and secondary referrals. All letter content is reviewed for compliance by an attorney and is available for client review.

Collection letters are reviewed and approved by our client during the Implementation Phase. Our collection staff will then make phone calls to contact patients for payment.

All correspondence includes the hospital's account number. Patients with questions can contact us by phone or use our 24/7 Interactive Voice Response System.

Our work hours are designed to maximize contact times for self-pay accounts and to utilize non-business hours for reports and research on insurance and other non-self-pay claims:

- Monday through Friday 8:00 a.m. to 5:00 p.m.
- Saturday (self-pay collectors only): 9:00 a.m. to 1:00 p.m.
- Rotating nights until 7pm

Service Capabilities

Nationwide Credit Corporation (NCC) provides debt collection services exclusively. HCA or HealthCare Associates, Inc. is a separate corporation that provides early out self pay services, insurance discovery services and insurance follow up services to hospitals and large practices.

Collection Services:

- ℞ Inpatient
- ℞ Outpatient
- ℞ Emergency Room
- ℞ Ambulance / EMT

Billing:

- ℞ Complete Automated Billing and Follow-Up Systems
- ℞ Audit Services

Third Party Reimbursement:

- ℞ Managed Care Contract Compliance
- ℞ HMO Appeals
- ℞ Commercial Insurance
- ℞ Motor Vehicle Claims
- ℞ Workers Compensation Claims

Litigation Services

- ℞ Arbitration
- ℞ Self-Pay Litigation
- ℞ Third Party Intervention

NCC utilizes the following vendors for insurance eligibility, skip tracing, credit scoring, credit reporting, and asset searches:

- Pronto (Insurance)
- TEC (skiptrace waterfall through 5 vendors)
- Transunion/Equifax (Credit Reporting)
- Interactive Data (Bankrupt/Deceased scrubs)

Collection Procedures

The foundation of any collection operation is the collector. At HCA, we define our approach as "compassionate collections." Unlike the "Firm Demand" approach used by most collection agencies, our non-confrontational method results in happier patients and collectors. Consequently, we enjoy an extremely low turnover rate.

HCA's positivity throughout our organization contributes to one of the lowest collector turnover rates in the industry. Happy, experienced, and well-trained collectors lead to higher employee satisfaction, and happy employees lead to happy clients.

With a single operational center, we avoid the high costs of multi-branch agencies, allowing us to reinvest more revenue into the collection process. For our clients, this means better-paid, better-trained, and better-managed collectors—and more resources devoted to collections than typical agencies. The result is a tightly controlled, highly effective operation that redefines how collections are done.

HCA trains specialists to excel in all aspects of healthcare billing and collections. Although each group specializes in specific areas, there is a synergistic overlap. For example, our self-pay unit, primarily focused on self-pay accounts, can identify third-party claims when valid insurance is uncovered during their efforts and transfer that account to the appropriate insurance recovery specialists.

Similarly, we can manage an account to conclusion when a self-pay portion remains after insurance. This ensures that your claims are handled by personnel with the necessary skill sets to resolve them effectively according to their specific financial-class designation. The nature of the claim determines the preference for one account representative or another, yet your reports will be received from one organization. HCA gives you the best of both worlds:

- a) Simplified management reports, and
- b) Application of the best possible resources to specific tasks to maximize efficiency and performance.

Unlike other collection situations where the patient consciously incurs an obligation, a healthcare bill is often not voluntarily incurred. The past-due account may reflect financial stress rather than irresponsibility. Thus, there is an opportunity to work with the patient to help rehabilitate their financial circumstances, with our trained account representatives providing advice on how to restructure their cash flow to accommodate the bill.

A key to our success is dividing resources according to financial class, allowing each account to be managed by a specialist in that discipline. Because we train our personnel according to specific financial class distinctions, we can perform follow-up, insurance verification, and collection programs on an ongoing basis or act as an off-site extension of your department as needed.

Our focus is, and has always been, on the financial health and humanitarian image of our healthcare clients. As stated throughout our proposal, we approach your patient as an advocate, not an adversary. We emphasize empathy, compassion, and cooperation as the true keys to positive patient relations and higher recoveries, going beyond courtesy and professionalism. Our respect for the dignity of patients supports our clients' image and reputation and benefits our agency.

Our philosophy reflects our commitment to responsive service. Unlike many agencies, we do not expect you to conform to our policies and procedures—we focus on conforming to and exceeding your expectations.

COLLECTION LETTERS

NCC's written communications are crafted to comply with all Model Valuation Notice (MVN) requirements and adhere to Federal and State regulations.

Our automated tracking system ensures that records of all correspondence are maintained online. Sample letters are available in the Appendix for your review.

Letters and notices are pre-programmed in our software system and can be requested individually or in groups. We can also create customized letters for special collection campaigns or to reflect changes in regulations affecting your patients (e.g., collection costs, statute of limitations).

If you wish to run special collection campaigns, NCC will promptly implement the necessary letters and integrate the campaign into our training program and telephone contacts with your patients.

TELEPHONE CONTACTS

NCC's collection staff begins professional telephone communications with the patient within 24 to 48 hours of receipt. We strictly prohibit any threats or abuse toward patients. Our company policy mandates compliance with REG F and all State and Federal laws, ensuring that all telephone communications are conducted professionally and adhere to the highest ethical standards.

Our telephone contact methods utilize a counseling approach. Our account representatives inform the patient of the issue, fully explain the situation, and outline the potential consequences of non-payment. They then help in resolving the problem by suggesting repayment options, detailing the advantages and disadvantages of each, and showing a willingness to work with the patient to resolve the issue promptly. This approach helps address the patient's objections and demonstrates our commitment to working collaboratively towards a resolution.

By avoiding adversarial tactics and clearly explaining payment options and consequences, NCC's professional approach is more effective in securing payments compared to the abrasive tactics used by many agencies. We train our representatives to approach each patient with professionalism and dignity, while maintaining a focus on the successful resolution of the account.

Payment Arrangements

When our account representatives determine that a patient cannot pay the full amount, we work in cooperation with the patient to develop a manageable payment plan based on their financial situation. Unlike many agencies that impose rigid payment structures with short timelines and high payments, often leading to broken arrangements due to unrealistic demands, NCC takes a different approach.

At NCC, our representatives work with the patient to establish a payment plan that aligns with their financial capacity. This method results in more appreciative patients, fewer broken promises, higher recoveries, and positive public relations for our clients.

We meticulously track each Partial Payment Arrangement (PPA) account until the payment is due. A reminder letter is sent as required before the payment due date, and a "broken promise" phone call is made within 24 business hours of any default. Defaulted payment accounts are immediately moved to the collector's priority queue upon notification of default.

All repayment arrangements are monitored for consistency and viability. If an agreement is broken, the patient is contacted immediately to address the issue and determine the next steps.

Training, Monitoring and Compliance

Proper training and guidance are crucial for maintaining constant productivity, delivering appropriate responses, mastering negotiation techniques, and understanding the specific situations and terminology required for effective account resolution.

Training is provided by our Corporate Trainer and is structured into four main sections:

1. **Introduction to the Industry:** Understanding the fundamentals of the collections operation.
2. **Regulations and Certifications:** Familiarization with relevant laws, regulatory agencies, and necessary certifications.
3. **System and Phone Functions:** Training on our computer systems and phone operations.
4. **Collections Skills and Techniques:** Development of collections skills, effective communication strategies, and negotiation techniques.

This comprehensive training program ensures that our staff is well-prepared to handle various scenarios and provide optimal service to our clients and their patients.

Certifications

Our training program includes comprehensive materials such as workbooks, exercises, and certification exams, all sponsored by the company. The training content is customized and presented in a structured, easy-to-understand manner, with each topic building on the previous one. Discussions are conducted to ensure that employees fully grasp the information before moving on to new subjects.

Employees receive thorough training in federal and state laws relevant to collection activities and are specifically trained in client procedures to ensure adherence and understanding of all associated terminology.

In addition to formal training, collectors are provided with ongoing updates to accommodate industry changes. Our experienced management team continues to support employee development beyond initial training. Collection managers hold daily meetings with their teams for updates and motivation. They also conduct specialized sessions to provide positive reinforcement on training topics that impact their daily activities.

Communications

Our goal is to minimize the workload of your staff and keep account questions, disputes, and complaints to an absolute minimum. At NCC, we believe in total transparency. All collection calls are recorded, ensuring that our clients are never in the dark about the status of any account. In addition to detailed reports, we offer 24/7/365 online access, providing you with continuous audit capability.

When you place accounts with NCC, every employee—from the collection floor to the client service department—understands that they are working on your behalf.

Client Interface

NCC integrates seamlessly with all major software systems. Accounts can be delivered securely through our SFTP site and uploaded electronically.

Client Access Portal

Each client has secure online access to view and print real-time statistical performance reports, check account information, enter new accounts, and report payments. Additionally, you can perform remote audits 24/7/365.

As your business and technology needs evolve, NCC is committed to proactively providing communication capabilities that align with those needs. We strive to be a quality partner focused on making your job easier and reducing your administrative burden.

Our implementation plans are carried out once we develop a results-oriented action plan with defined timelines. A change agent is assigned to each action item. We start with a reverse-engineered outline and then fill in the details using the task lists compiled during our evaluation of the initiative and desired outcomes. For each task, we establish specific goals, strategies for achieving them, and timelines. Critical path analysis determines the priority order of tasks. This is a collaborative effort, with input from all involved parties, ensuring effective communication and successful implementation of the plan.

Managers use a collector productivity & route report to evaluate collection activity. This report provides a detailed overview of the collector call statistics in addition to evaluating their route performance. These reports are evaluated weekly by management. Any indication of a deficiency will result in additional training for a collector. Repeated deficiencies will be evaluated to determine if the collector is able to maintain his statistics within his group.

We track productivity on an individual basis. Collectors are expected to be at 75% to best of the leading collector. If the collector is unable to attain this goal, they will be provided with additional training and management assistance to assist them in meeting the expectations.

All calls are recorded and maintained. We are able to review any calls if requested. Each collector is monitored and scored various calls each month.

Management Controls and Supervision

NCC utilizes multiple internal evaluation processes and key performance indicator reports. Upon starting collection work with a new client, we will review the activity at 30, 60 and 90 days. Following the initial 90 Day Period we will perform spot reviews on a monthly basis and more detailed reviews every 90 days.

The Collection Analysis Report shows placements, adjustments, and collections for each 30-day period, and cumulatively.

- The Collector Scorecard report is our daily indicator report for each collector. This report monitors the number of outbound & inbound calls, number of contacts, number of promised payments, amount of promised payments, amount of urgency payments, amount of post -dated payments and amount collected. This is then averaged by each hour the collector works.
- Dialer Report shows us on a daily, monthly and yearly basis the number of accounts dialed, number of connects, number of inbound calls, number of bad phone numbers, and the percent of inbound contacts made from the total numbers called.
- Collection Trend Report calculates the amount collected for each month and on a client-by-client basis. This report gives us the total payments for any date and/or time range, number of payments, average payment amount, the percent of payments made in 30, 60, 90 days, ... and the mode of payment such as credit card or check.
- Current Status Report spots any initial trends and ensures that the overall details of the account are consistent with our projections. The status report provides us with an immense amount of detail which we leverage to look for possible deviations to any industry trends or internal norms.

For example, we found that phone attempts for a new client were receiving an abnormally high rate of “bad phone numbers” for their new accounts. After an analysis of the issue, we found that this client had many repeat patients coming to collections and the client’s system was not updating any new demographics.

This caused them to place accounts with us with older phone numbers. We compared this to our norms in successful skip tracing attempts and found the demographic information in our system was substantially more current than what we were getting from the client. As a result, they were able to correct their processes and we were able to leverage our internal data for their new accounts, increasing right-party contacts and collections.

Collector-Specific Quality Assurance

The core structure of our quality assurance program has been in use for several years. The program elements are re-evaluated on a regular basis and enhancements may be made depending on the change in the team composition, industry demands and performance. Call monitoring is dispersed throughout the month with feedback shared with the respective collector. Depending on results, additional training may be scheduled.

Daily and weekly internal reviews of NCC’s activity take place on several levels:

- A. Collection Performance
- B. Consumer Complaints
- C. Positive Collections Approach
- D. Daily reviews of Compliance Assurance issues
- E. Daily reviews of Broken Promise follow-up
- F. Weekly quality control management meeting findings
- G. Weekly Collection Unit meetings
- H. Weekly overall collection performance reviews
- I. Weekly review of client service logs
- J. Monthly inventory reconciliation (balances, etc)

K. Monthly review of routine correspondence handling

L. Monthly review of Litigation procedures / results

M. Monthly review of account disposition categories:

- Paid in Full's
- Compromises / Settlements
- PPA maintenance and follow-up
- Recalled accounts processing

Quality Client Partnerships

At NCC, we are dedicated to delivering the highest quality service and results to each of our clients. We take pride in the fact that our clients often tell us that working with NCC is the first time they've been able to build a truly collaborative relationship with their agency.

To ensure we meet your needs and preferences, we make a concerted effort to understand all aspects of your requirements before placing any accounts. Prior to your first account placement, we create a “New Client Playbook” covering every aspect of our partnership. We review this playbook with your management team to ensure our services are tailored precisely to your needs.

Once approved, we integrate the Playbook into our internal training for all NCC staff assigned to your account. This initial stage of our Implementation process is fundamental to our organization. Our goal is not only to be the most effective and user-friendly agency you've worked with but to set the gold standard for your vendor relationships.

Key Elements of Our Approach

Client-Defined Success:

Without a clear understanding of your definition of success, we cannot build a service that is truly responsive to your needs. Many clients report that other agencies define success based on their own metrics rather than those of the client. We firmly believe in aligning our success metrics with yours.

Goals and Objectives:

We establish specific goals and objectives for each initiative. Often, we start with the end goal and reverse-engineer the process, outlining each step required to achieve these objectives, complete with action items, timelines, and assigned responsibilities.

Time Frames:

Time frames are linked to each goal and objective, and a timeline project plan is developed from the end point backwards. This helps ensure all milestones are met.

Communications:

Effective communication and transparency are crucial for a meaningful quality partnership. We ensure that all aspects of the client service plan are reviewed with all affected parties. Everyone involved understands the plan, their tasks' significance, and feels a sense of ownership and commitment. Regular meetings and workshops reinforce training and ensure continuous alignment with client needs.

Proactive vs. Reactive Service:

Our proactive approach to client service involves regular dialogues with your management team to review service quality and identify areas for improvement. Our Client Relations Manager integrates client service and operations with your needs, often leading to the development of client-specific programs or initiatives.

Performance:

We assess performance not just through metrics and reports but by evaluating effectiveness, communication, and alignment with your definition of success. To maintain momentum and ensure long-term performance, we invest in ongoing education, training, and motivational tools. Rigorous performance appraisals ensure high standards.

Prior to account placement with an agency, there are many factors that impact recovery rate:

- ✓ Age of the accounts at the time of placement
- ✓ Level of effort placed on the accounts prior to placement
- ✓ Average balance of the accounts
- ✓ Patient demographics
- ✓ Economic conditions (for example, COVID had impact on recovery rates, as does inflation, cost of living, etc.)

Even given those factors, however, NCC's average recovery rate is considerably above the national average. One of the keys to NCC's exceptional performance is our cooperative, non-confrontational collection approach. By working together with each patient to find an equitable resolution that is within their financial means, our clients get the double-benefit of higher recoveries combined with positive public relations. People appreciate our willingness to work with them to resolve their account, rather than the often abrasive "firm demand" approach used by most agencies.

Accountability:

We believe in continuous improvement and use a proprietary self-appraisal system to evaluate:

- Client Satisfaction
- Use of Resources
- Employee Morale
- Competitive Performance
- Consumer Satisfaction and Complaint Prevention

This system involves scoring, critique processes, open discussions, and targeted improvements. Teams are rewarded based on performance, and areas for improvement are addressed collaboratively.

Three-Way Communication:

Effective communication is a three-way street involving agency-client, client-agency, and agency management-supervisors-staff interactions. This ensures alignment and understanding across all levels of our partnership.

Certifications:

Our collectors are rigorously trained and tested in:

- Fair Debt Collection Practices Act (FDCPA)
- Health Insurance Portability and Accountability Act (HIPAA)
- Consumer Financial Protection Bureau (CFPB) Rules and Regulations
- Phone etiquette and positive, non-confrontation engagement

Training Materials and Methods

Our training program includes workbooks, exercises, and certification exams, all sponsored by the company. The training content is customized to ensure a smooth progression from one topic to the next. Discussions are held to confirm understanding before advancing to new topics.

Employees receive formal and informal training, with updated sessions to accommodate industry changes. Our experienced management team conducts daily meetings for updates and motivation, and specialized sessions provide positive reinforcement on training topics.

Ongoing Training and Development

1. Regular Refresher Courses:

- Monthly training sessions based on Blueprint requirements
- Updates on Federal and State regulations

2. Management Evaluations:

- Evaluations cover complaint reviews, performance, compliance, attitude, and approach
- Managers use these evaluations as training and motivational tools

3. Continuous Improvement:

- Quality Managers identify potential improvements
- Monthly interactions with client management to review performance and identify training needs

Communication and Transparency

We prioritize transparent communication and strive to minimize workload and disputes. All collection calls are recorded, and clients have online access 24/7/365, providing real-time audit capability.

1. Communication Channels:

- Toll-free number, encrypted email, SFTP, secure client portal, and fax
- Adaptable to your communication preferences and business needs

2. Client-Specific Training:

- Each new client receives a customized training module as part of our New Client Playbook
- Training for all employees involved with the client

3. Reporting and Monitoring:

- A reporting and monitoring mechanism tracks project progress, performance, and client satisfaction
- Regular checkpoints for new client implementations or significant changes

4. Change Management:

- Detailed review of any changes to the plan
- Team discussions on the impact, rationale, and adjustments needed

Final review includes redefining objectives, timetables, or roles and addressing any concerns



Technical Capabilities

Technical Capabilities

A. Collection Management System (CMS) - FINVI

At NCC, we utilize FINVI, a leading collection software tailored for the debt collection industry. Designed with the latest Microsoft SQL server technologies, FINVI offers an open database that allows us to integrate custom features and adapt Web forms, panels, and screens to meet specific needs. The system supports industry-standard software such as Microsoft Word and Excel, ensuring robust security to meet stringent client requirements.

Key Features of FINVI CMS:

- **Flexible Programming Capabilities:** Finvi provides the ability for us to be able to program input and export files to almost any layout requested by our clients.
- **Enhanced Collector Support:** Features like automated follow-ups, online note-taking, and custom collection letter generation are integrated to enhance collector efficiency and compliance.
- **Management Tools:** Our CMS monitors collection activities by time of day and offers an extensive range of reports and management tools for optimal operational oversight.

B. Predictive Dialing - LiveVox

We employ the LiveVox dialing system, renowned for its advanced auto and predictive dialing capabilities. It allows for compliant communication with phones we have consent to contact and supports features like Human Contact Initiator for reaching consumers that are not allowed to be called on an auto-dialer.

Additionally, we utilize VOAPPS, a service that enables us to deliver "ringless voicemails." This technology allows us to seamlessly place voice messages into the voicemail boxes of phones for which we have consent, without causing any disturbance to the recipient.

C. Volume Capacity and Remote Access

Our infrastructure is fully equipped to handle new opportunities without the need for additional capacity. Our team is well-prepared, with ongoing training cycles and the latest technology in auto-dialing ready to manage your portfolio effectively.

D. Compliance and Client-Centric Operations

NCC is committed to maintaining the highest standards of compliance, including HIPAA, FDCPA, and CFPB regulations. Our client-driven approach ensures that we avoid process tunnel-vision, focusing instead on specific client needs and custom solutions. This adaptability leads to sustainable, quality partnerships and high client satisfaction.

Our comprehensive technical capabilities and client-focused services are designed to deliver superior results while upholding the highest standards of compliance and efficiency.

Systems Security Environment

All servers are in-house, in a locked and alarmed room, accessible only by I.T., located in a separately alarmed building. Alarms are monitored 24/7.

All users are required to use MFA to log into their PCs, and an additional MFA to connect to the VPN if they are remote. Anyone remoting into a server is also required to use MFA at all times. All Servers and workstations have ESET Antivirus installed, and updates are delivered as they are received.

Windows updates and patches are delivered weekly, unless they are critical in which case they are delivered immediately.

Training for a Security-Conscious Environment

Understanding the Human Element The human element often represents the most significant vulnerability in any IT security framework. To cultivate a robust security culture, it's essential that every team member, from the executives to the front-line staff, is informed, vigilant, and motivated about information security.

Security Awareness and Training Awareness is the cornerstone of internal security. At NCC, all employees undergo comprehensive training to recognize and defend against potential security threats. By educating our team on the crucial role they play in safeguarding our network, we significantly reduce risk.

Acceptable Use Policy (AUP) A cornerstone of our training program is the Acceptable Use Policy (AUP), which every employee must understand and agree to, demonstrated by passing a written exam. The AUP covers critical areas such as:

- Email and internet usage
- Data privacy and security
- Password management
- Restrictions on personal devices and remote work

Continuous Learning Security training at NCC is not a one-time event but a continuous endeavor that involves regular updates, communications, and retraining. This ongoing program ensures that employees remain sharp and aware of evolving security threats.

Practical Training Components

- Detailed guidelines on secure computer usage, focusing on managing internet and email interactions safely.
- Regular updates on best practices for internet use, including caution against unknown attachments and maintaining password confidentiality.
- Education on identifying and mitigating risks from spyware, phishing, and other malicious attacks.
- Real-time alerts and memos distributed company-wide regarding new security threats, with guidance on recognition and response.

Secure Technology and Protocols

- Every workstation is equipped with the latest security tools and requires robust password protocols for access.
- Comprehensive training on the effective use of security tools, with mandatory regular security scans by all employees.
- Strict controls ensure no access is granted through insecure internet connections.

Encouraging a Security-Minded Workforce

- Regular reminders are given about the importance of reporting suspicious activities.
- Employees are encouraged and rewarded for proactive security behaviors, reinforcing the value of a vigilant and responsive team.

Through a layered, multi-tiered security strategy, NCC ensures that both our operations and our clients' interests are protected by the most comprehensive security measures available.

HIPAA Compliance

Commitment to Privacy and Security: NCC is fully compliant with the Health Insurance Portability and Accountability Act (HIPAA), demonstrating our unwavering commitment to protecting sensitive patient information.

Facility Access: Access to our facilities is tightly controlled; the building is secured beyond the front lobby, and visitors are always escorted by an NCC employee. This ensures that access to sensitive areas is carefully monitored and restricted to authorized personnel only.

Security and Privacy Manual: NCC maintains a detailed Security and Privacy Manual that outlines our rigorous protocols for handling confidential and proprietary information. This manual is designed to ensure that while staff have the access necessary for efficient operation, all information is safeguarded against unauthorized access. Copies of this manual are available upon request.

Employee Training and Confidentiality Agreements: Our staff undergoes extensive training focused on the importance of maintaining confidentiality, a practice reinforced by the requirements of both the Fair Debt Collection Practices Act (FDCPA) and the Fair Credit Reporting Act (FCRA). Every employee is required to sign a confidentiality agreement, underscoring their responsibility to protect the information entrusted to our care.

Monitoring and Enforcement: Regular monitoring of staff ensures adherence to our strict confidentiality policies. Any breach of these policies is taken seriously and may result in termination of employment.

Secure Electronic Communications: To protect patient information during electronic transmission, we utilize a Virtual Private Network (VPN). This technology establishes a secure, encrypted connection across the Internet, extending our corporate network to include remote offices, telecommuting employees, and external partners. This setup guarantees that all communications are protected from eavesdropping and tampering.

Through these measures, NCC ensures compliance with HIPAA regulations and best business practices, providing peace of mind to our clients and their patients that their data is secure and handled with the utmost care.



Key Personnel

Key Personnel

A key element of our success is our management team, many of which have been promoted from within.

Our management team's experience and tenure are as follows:

- Phil Rosenthal, CEO: 54 years tenure, 54 years' experience in collections.
- David Speed, COO: 11 years tenure 38 years' experience in credit and collections industry as both vendor and client.
- Mary Arthur, President HCA: 36 years tenure, 45 years' experience in billing, follow up and collections as both vendor and physician/hospital client.
- Deborah Feldman, IT Director: 20 years tenure, 26 years IT experience in credit and collections.
- Kaymina Thompson, IT FACS Administrator: 6 years tenure, 21 years IT experience in credit and collections.
- Arlynn Flecker VP of Compliance and Client Experience: 10 years tenure, 20 years' experience in collections compliance and Client service.
- Trina Maxie Compliance Manager: tenure 6 years collection compliance and 15 years compliance and customer service.
- Amybeth Gallihugh, Insurance Department Manager: 12 years tenure, 26 years collection and follow up experience on both vendor and provider side.
- Lisa Barnes, Director of Collections: 3 years tenure, 30 years collection experience both vendor and client.

- Brendan Speed, Dialer Manager: 10 years tenure, 10 years collection experience.
- Geralyn Walker, Collection Manager: 16 years tenure, 20 years' experience in credit and collections.
- Zebulun Ross, Collection Manager: 16 years tenure, 22 years collection experience.
- Amanda Osborne, Collection Manager: 3 years tenure, 13 years' experience in finance.
- Shaunta Holmes, Collection Manager: 10 years tenure, 15 years training and collection experience.
- Chance Frye, CPA Controller: 5 years auditing and accounting.
- Aneka Barker, Accounts Payable Manager: 16 years tenure, 26 years accounting and client service.
- Connie Goodwin, Director Human Resources: 11 years tenure, 31 years of Human Resources, Healthcare and Legal Experience.
- Sonia Barksdale, Training Manager: 8 years tenure, 28 years' experience in finance.
- Victor Salcedo, Collection Training Manager: 1 year tenure, 13 years' experience Customer Service, Administrative Management.



Quality Assurance Measures

Quality Assurance Measures

NCC Quality Assurance and Partnership Elements

At NCC, our Quality Assurance approach is modeled after the ACA Blueprint model, recognized as the collection industry's standard for compliance and quality assurance. This model encompasses 18 core agency functions, ensuring that we adhere to the highest quality standards in the industry.

A successful partnership with a collection agency hinges on several key elements. Outlined below are six critical components of our partnerships, along with the mission-critical tasks or processes for each, demonstrating our commitment to excellence:

1. Programming

- Exchange of account information
- Payment processing details
- Reconciliation procedures
- Data security measures
- Custom reporting
- Tailored client-specific account flow

2. Coordination & Preparation

- Detailing program parameters
- Establishing communication protocols
- Setting client service standards and benchmarks
- Planning the timing of outreach efforts

3. Implementation

- Creation of correspondence
- Development of client specific training and elements to be used during talk-off
- Specific training for NCC staff
- Ensuring accurate data transfers
- Staff allocation and account distribution

4. Execution

- Account processing
- Synchronized mailing and calling campaigns
- Efficient payment posting

5. Compliance & QA

- Regular management assessments
- Integration of Compliance and QA teams
- Regular client reporting

6. Continuous Improvement

- Ongoing internal reviews
- Regular client performance assessments
- Weekly QA meetings focused on root-cause analysis
- Daily performance tracking to identify improvement opportunities

Our approach emphasizes continuous enhancement across all departments, crucial for maintaining and elevating quality standards. Our weekly QA meetings are dedicated to addressing client issues and non-conformities through thorough analysis and the development of lasting solutions.

This structured approach ensures that every client partnership is grounded in diligence and a commitment to continuous growth and excellence.

NCC Compliance and Continuous Improvement Initiatives

At NCC, we prioritize rigorous internal auditing to ensure full compliance with HIPAA, FDCPA, CFPB regulations, and all federal and state laws pertaining to debt collection and information privacy. Our internal audits are critical not only for maintaining compliance but also for identifying areas where collectors may require further training in contract compliance, negotiation skills, or quality of communication.

The ACA (Association of Credit and Collection Professionals) serves as an invaluable resource in our compliance efforts. It keeps us updated on changes to federal and state collection laws and assists in refining our policies and procedures. Additionally, the ACA provides specialized training programs for our collectors and support staff, including mandatory FDCPA, CFPB, and HIPAA training courses. Our tenured collectors also participate annually in the ACA's Professional Collection Specialist and Ethics Training programs.

Moreover, through its various conferences and roundtable discussions, the ACA facilitates a beneficial exchange of ideas, technologies, and experiences with collection agencies worldwide, enhancing the services we provide to our clients.

We maintain a rigorous monitoring system where all collector calls are recorded and analyzed. This allows us to identify and promptly correct any non-compliance issues. More than just adherence to legal standards, our monitoring extends to refining our Compassionate Collection approach, ensuring our interactions are cooperative and non-confrontational.

This ongoing audit process assesses and enhances collectors' techniques, fostering their growth into more effective professionals. Our system provides managers, trainers, and auditors with direct, live access to collectors' calls, offering real-time statistics that help us continuously improve our collection processes efficiently ensuring we make the best use of our most valued asset: our clients' time.

Continuous improvement through detailed monitoring and performance counseling remains a cornerstone of our commitment to excellence at NCC.

Commitment to Best Practices

At NCC, we understand that the definition of "best practices" evolves over time. Maintaining our commitment to these practices means continuously seeking opportunities for improvement and adapting as industry benchmarks advance. This dynamic approach ensures that we not only meet but exceed the standards of excellence our clients expect.

Client-Driven Processes at NCC

General quality assurance programs, while beneficial, can sometimes lead to an imbalanced focus that might overlook areas critical to specific client needs. These programs often become agency-centric, confined within the operational boundaries of the agency. While striving for excellence is commendable, it is crucial to remember that excellence is not defined by us, but by our clients.

Excellence is defined by OUR client - NOT our agency.

At NCC, we prioritize a client-driven approach to our benchmarks and quality assurance objectives. This strategy helps us avoid process tunnel-vision, ensuring that we meet the unique needs, requirements, and preferences of each client. By aligning our goals with client expectations, we foster long-term, mutually beneficial partnerships that not only promote high employee retention but also empower a management team dedicated to serving our clients. This commitment defines our organizational identity and drives us to continually challenge the status quo.

Looking Forward

As we move forward, we continue to adapt and innovate in ways that honor our commitment to client-driven excellence. Our success is not just measured by internal standards, but by how well we meet and exceed the expectations of those we serve.

The NCC “New Client Playbook” and Quality Assurance

At NCC, we are dedicated to delivering the highest quality service and results to each of our clients. We take pride in the fact that our clients often tell us that working with NCC is the first time they've been able to build a truly collaborative relationship with their agency.

To ensure we meet your needs and preferences, we make a concerted effort to understand all aspects of your requirements before placing any accounts. Prior to your first account placement, we will create a “New Client Playbook” covering every aspect of our partnership. We review this playbook with your management team to ensure our services are tailored precisely to your needs. Upon approval, we will integrate that Playbook into our internal training for all NCC staff assigned to your account. This initial stage of our Implementation process is fundamental to our organization. Our goal is not only to be the most effective and user-friendly agency you've worked with but to set the gold standard for all your vendor relationships.

New Client-Specific Training

New Client Orientation: Policies, Procedures, and Requirements

Initial Training:

- Contractual Requirements: Understand all contractual obligations.
- Client Management and Staff Orientation:
 - Communications
 - Personnel
- Patient Confidentiality: Adhere to privacy regulations.
- Information Security: Ensure the protection of client data.
- Client Billing Forms and Records: Familiarize with documentation procedures.
- Collection Performance Goals and Expectations: Set clear performance benchmarks.
- Client Payment Procedures: Understand and follow payment processes.
- Compromise Settlements: Handle settlements as per client specifications.

Training Reinforcement (Weekly Training Meetings)

- Proper Patient Contact: Maintain professionalism and empathy.
- Advanced Motivational Collection Techniques: Employ effective strategies to enhance collection performance.

Ongoing Training

- Conducted monthly to update on Federal and State regulations and to support individual development.
- Based on:
 - ✓ Regular refresher courses
 - ✓ Management evaluations, including complaint reviews, collection performance, contract compliance, attitude, and approach.
 - ✓ Focused on using reviews as a training and motivational tool, fostering positive reinforcement and addressing deficiencies.

NCC Quality Team Involvement

- Monthly interaction with client managers to review performance comprehensively, including recovery rates, clerical effectiveness, staff cooperation, and patient treatment.
- Identify personnel for re-training or additional management direction and provide recommendations to senior management.

Communications and Client Interface

Transparency and Accessibility

- Recording of Collection Calls: All calls are recorded for full transparency.
- Online Access: Clients have 24/7/365 access to detailed reports and real-time data through our secure portal.
- Client-Specific Integration: Integration with major software systems (e.g., Epic) for seamless data exchange.

Client Access Portal

- Real-Time Statistical Performance Reports: View and print reports as needed.
- Account Information: Access account details, enter accounts, and report payments.
- Remote Audits: Perform audits at any time.

Implementation and Execution

- Results-Targeted Action Plan: Developed with specific goals, strategies, and timelines.
- Reverse-Engineered Outline: Create detailed task lists and prioritize using critical path analysis.
- Team Effort: Ensure all team members are involved in planning and execution for effective implementation.

Summary

NCC's New Client Playbook is designed to ensure that every aspect of our relationship is customized to your needs and executed with precision. By focusing on comprehensive training, transparent communication, and effective implementation, we aim to build a strong partnership and deliver exceptional results from day one.



References

References

The following is a list of our Governmental division services clients within the past 5 years. All are current clients:

- Transurban (Tolls)
- City of Alexandria Finance Department
- County of Fairfax Department of Taxation
- Fairfax County Community Services Board
- Fairfax County Health Department
- Loudon County Public Schools
- City of Leesburg
- Arlington County

TRANSURBAN

START: 2018 to present

Craig Salmon (Tolling Operations Manager)

csalmon@transurban.com

(571) 419-6043

CITY OF ALEXANDRIA

START: 12/13/2019 to present

Kevin Greenlief (Assistant Director/Revenue Division)

Kevin.greenlief@alexandriava.gov

703-746-3962

TOWN OF NORFOLK (Connecticut)

START: 11/01/2019 – to present

Sarah Bruso (Accounts Payables Representative)

sbruso@norfolkct.org

860-542-5140

COUNTY OF FAIRFAX

START: 12/31/2011 to present

Cindy Joy (Contract Specialist II)

Cynthia.joy@fairfaxcounty.gov

703-324-3276



Cost Proposal

Nationwide Credit Corp (NCC)

Cost Proposal

NCC's fee is contingent upon collection

(No Collection – No Fee)

**Collection fee shall be a percentage of the of the
amounts collected.**

Collection Fee = Twenty percent

(20%)



MBE/ESB Participation Plan

MBE/ESB Participation Plan

NCC is incorporated in the Commonwealth of Virginia and maintains a Virginia SWaM (Small, Women-owned, and Minority-owned Business) certification.

NCC is licensed Nationwide in all states requiring a license for collections. We are SOC 1 and SOC 2 Certified in addition to PCI Dss Certification.



Appendix

- A. **Penetration Report**- Thorough review of our Work Plan.
- B. **Batch Info Report**- Thorough description of our internal review process on General Information, Recovery, call process, letters and Skip Reviews.
- C. **Acknowledgment Report** - Report returned after processing of a new business file, can be detailed by patients or summary of number of accounts and total dollars placed.
- D. **Sample Initial Letter** – The first notification that a patient will receive regarding the account in collections
- E. **Sample Paid in Full Letter** – A letter confirming that the account has been paid in full
- F. **Sample Payment Receipt** – A letter showing the payment amount received, how it was applied to the total balance, and the remaining balance.
- G. **Sample Dispute Letter** – A letter that confirms we’ve received the patients dispute and the creditor has been notified
- H. **Remittance Report** – A report that reflects the payment activity on the accounts sent to collections

A. Penetration Report

Disposition	# Total	% of Active	List < 6 Days			List 6 to 30 Days					List 60 to 119 Days					List 120 to 179 Days					List 180 to 360 Days				
			Act N/A	Act < 5	Act N/A	Act < 7	Act 7-15	Act 16-30	Act 31+	Act N/A	Act < 7	Act 7-15	Act 16-30	Act 31+	Act N/A	Act 1-15	Act 16-30	Act 31+	Act N/A	Act 1-15	Act 16-30	Act 31+			
Grand Total - Active	43,181	100.00%	493	0	17	1,229	2,322	179	88	9	1,651	1,801	475	233	3	1,404	596	709	61	5,837	807	2,304			
% of Active			100.00%	0.00%	0.45%	32.21%	60.87%	4.69%	1.78%	0.23%	41.60%	40.34%	11.97%	5.87%	0.11%	51.77%	21.98%	26.14%	0.68%	64.79%	8.96%	25.57%			
0050	4	0.01%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2			
3058	2,544	5.89%	0	0	2	288	1	0	0	5	48	34	204	22	1	18	109	17	13	69	392	40			
305H	224	0.52%	0	0	0	1	10	1	3	0	0	8	4	16	0	0	1	13	2	4	0	46			
318B	42	0.10%	0	0	0	2	2	0	0	0	3	2	2	0	0	3	0	3	0	3	1	1			
31PA	265	0.61%	0	0	0	28	13	12	1	0	10	15	20	1	0	11	6	2	0	28	15	4			
32AT	82	0.19%	0	0	0	0	1	0	1	0	0	0	0	3	0	0	0	4	0	0	1	12			
32BP	452	1.05%	0	0	0	15	13	0	0	0	20	19	2	0	0	27	8	7	0	76	9	28			
32CR	11	0.03%	0	0	0	3	0	0	0	0	1	0	0	0	0	0	0	0	0	3	0	0			
32DR	7	0.02%	0	0	0	0	0	2	0	0	0	0	5	0	0	0	0	0	0	0	0	0			
32DV	27	0.06%	0	0	0	10	5	0	0	0	1	2	0	0	0	0	0	0	0	0	0	2			
32HD	22	0.05%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
32NG	49	0.11%	0	0	0	4	2	2	0	0	2	4	1	0	0	3	1	1	0	6	1	0			
32PY	92	0.21%	0	0	0	6	11	0	0	0	8	9	0	0	0	9	1	0	0	14	1	0			
32RP	2	0.00%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
3505	1	0.00%	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
3ACN	4,868	11.27%	0	0	0	90	262	6	1	0	250	94	9	2	1	152	4	122	11	530	9	413			
3ACT	29,336	67.94%	0	0	8	724	1,218	113	16	2	1,270	1,339	190	41	1	1,118	434	394	28	4,874	341	1,145			

B. Batch Info Report

Client and List Date Information		General Account Information										Recovery Review																													
Month Listed	Placed Num	Placement Bal	Recs Cancel	Cancel \$	Recs Active	Active \$	Num Pay	Unique Pay	Gross	Fee	Avg Pmt	Avg First Pay Days	Col %	Unit Yield	Num Sett	Amnt Sett	Sett %																								
6/1/2023	1514	\$ 1,538,440	274	\$ 257,821	1240	\$ 1,285,713	381	234	\$ 133,072	\$ 12,732	\$ 349	81	8.65%	8.41	0	\$ -	0.00%																								
7/1/2023	2001	\$ 2,105,953	312	\$ 381,844	1689	\$ 1,755,277	398	246	\$ 198,902	\$ 19,455	\$ 500	76	9.44%	9.72	0	\$ -	0.00%																								
8/1/2023	1587	\$ 1,541,382	253	\$ 219,384	1334	\$ 1,310,758	333	204	\$ 90,221	\$ 8,975	\$ 271	74	5.85%	5.66	0	\$ -	0.00%																								
9/1/2023	1582	\$ 1,668,589	274	\$ 206,782	1308	\$ 1,494,009	287	220	\$ 79,975	\$ 7,919	\$ 279	74	4.79%	5.01	0	\$ -	0.00%																								
10/1/2023	2045	\$ 2,179,535	339	\$ 363,019	1706	\$ 1,846,225	394	293	\$ 168,985	\$ 16,508	\$ 429	56	7.75%	8.07	0	\$ -	0.00%																								
11/1/2023	1673	\$ 1,612,813	260	\$ 270,088	1413	\$ 1,429,991	288	228	\$ 77,707	\$ 7,635	\$ 270	66	4.82%	4.56	0	\$ -	0.00%																								
12/1/2023	1644	\$ 1,942,599	256	\$ 389,463	1388	\$ 1,586,813	297	209	\$ 131,886	\$ 12,574	\$ 444	64	6.29%	7.65	0	\$ -	0.00%																								
1/1/2024	2102	\$ 2,500,009	280	\$ 286,844	1822	\$ 2,229,396	316	224	\$ 91,003	\$ 8,978	\$ 288	46	3.64%	4.27	0	\$ -	0.00%																								
2/1/2024	1620	\$ 1,748,019	196	\$ 111,861	1424	\$ 1,600,144	217	163	\$ 60,482	\$ 5,948	\$ 279	50	3.46%	3.67	0	\$ -	0.00%																								
3/1/2024	1824	\$ 1,557,372	193	\$ 162,217	1631	\$ 1,356,177	184	161	\$ 53,834	\$ 5,285	\$ 293	44	3.46%	2.9	0	\$ -	0.00%																								
4/1/2024	2463	\$ 2,307,726	195	\$ 109,833	2268	\$ 2,220,440	235	196	\$ 64,163	\$ 5,564	\$ 273	31	2.78%	2.26	0	\$ -	0.00%																								
5/1/2024	1840	\$ 2,436,027	77	\$ 36,255	1763	\$ 2,406,837	76	75	\$ 24,005	\$ 2,291	\$ 316	23	0.99%	1.25	0	\$ -	0.00%																								
6/1/2024	1961	\$ 2,266,747	54	\$ 88,796	1907	\$ 2,182,403	33	33	\$ 8,751	\$ 875	\$ 265	17	0.39%	0.45	0	\$ -	0.00%																								
Client and List Date Information		General Account Information										Inventory Review										Letter Review										Skip Review									
Month Listed	Placed Num	Placement Bal	Recs Cancel	Cancel \$	Recs Active	Active \$	Good Phone Accts	Bad Phone Accts	No Phone Accts	# Good Phones	# Bad Phones	Recs Lett	Lettsent	Let %	TEC Ship	TEC Ship Hit	TEC Ship %	TEC Ship Hit %																							
6/1/2023	1514	\$ 1,538,440	274	\$ 257,821	1240	\$ 1,285,713	1154	71	15	5459	1887	1,488	2,903	98.28%	759	619	61.21%	49.92%																							
7/1/2023	2001	\$ 2,105,953	312	\$ 381,844	1689	\$ 1,755,377	1562	91	36	7353	2402	1,968	3,864	98.35%	955	721	56.54%	42.69%																							
8/1/2023	1587	\$ 1,541,382	253	\$ 219,384	1334	\$ 1,310,758	1245	80	9	6073	2055	1,551	3,012	97.73%	771	603	57.80%	45.20%																							
9/1/2023	1582	\$ 1,668,589	274	\$ 206,782	1308	\$ 1,494,009	1231	63	14	5956	1789	1,557	3,034	98.42%	715	538	54.68%	41.13%																							
10/1/2023	2045	\$ 2,179,535	339	\$ 363,019	1706	\$ 1,846,225	1603	93	10	7119	2238	1,975	3,800	96.58%	874	636	51.23%	37.28%																							
11/1/2023	1673	\$ 1,612,813	260	\$ 270,088	1413	\$ 1,429,991	1326	83	4	5995	1928	1,619	3,112	96.77%	669	501	47.35%	35.44%																							
12/1/2023	1644	\$ 1,942,599	256	\$ 388,463	1388	\$ 1,586,813	1307	70	11	5684	1388	1,590	3,048	96.72%	385	256	27.74%	18.44%																							
1/1/2024	2102	\$ 2,500,009	280	\$ 286,844	1822	\$ 2,229,396	1722	87	13	7010	1888	2,041	3,890	97.10%	376	226	20.64%	12.40%																							
2/1/2024	1620	\$ 1,748,019	196	\$ 111,861	1424	\$ 1,600,144	1359	50	15	6672	1447	1,565	2,947	96.60%	303	165	21.28%	11.59%																							
3/1/2024	1824	\$ 1,557,372	193	\$ 162,217	1631	\$ 1,356,177	1570	47	14	7222	1999	1,766	3,258	96.82%	360	167	22.07%	10.20%																							
4/1/2024	2463	\$ 2,307,726	195	\$ 109,833	2268	\$ 2,220,440	2204	57	7	9097	2204	2,374	4,148	96.39%	435	224	19.18%	9.88%																							
5/1/2024	1840	\$ 2,436,027	77	\$ 36,255	1763	\$ 2,406,837	1721	36	6	7429	1533	1,767	1,914	96.03%	338	177	19.11%	10.00%																							
6/1/2024	1961	\$ 2,266,747	54	\$ 88,796	1907	\$ 2,182,403	1865	39	3	8057	1814	1,881	1,886	95.92%	323	138	16.94%	7.24%																							

C. Acknowledgement Report

ACCOUNT #	BALANCE	NAME	YOUR ACCOUNT NUMBER
12603785	208.09	DOE, JOHN	76241
20006930	561.32	DOE, JANE	125270
21364038	26.98	DOE, FRANK	131841
21830623	598.36	DOE, KAREN	134206
21830384	210.67	DOE, RICHARD	134853

	BALANCE	ACCOUNTS
RANGE TOTAL	\$1,605.42	5
MTD TOTAL	\$1,605.42	5
YTD TOTAL	\$38,089.67	92
LTD TOTAL	\$331,181.74	593

D. Sample Initial Letter

NCC
RETURN_ADDR_1
RETURN_ADDR_2
RETURN_CITY, RETURN_ST RETURN_ZIP
FILL1B from 8am to 5pm EST, Monday to Friday
www.paynccarm.com

To: MAILING_NAME_1
MAILING_NAME_2
MAILING_ADDR_1
MAILING_ADDR_2
MAILING_CITY, MAILING_ST
MAILING_ZIP_CD

FILL2A

Reference: FILL3E

NCC is a debt collector. We are trying to collect a debt that you owe to FILL3HFILL3DCLIENTREFNO2. We will use any information you give us to help collect the debt.

Our information shows:

You had an amount due from FILL3HFILL3DCLIENTREFNO2 with account number FILL2B.	
As of FILL3C, you owed:	FILL1L
Between FILL3C and today:	
You were charged this amount in interest:	+ FILL3O
You were charged this amount in fees:	+ FILL1P
You paid or were credited this amount toward the debt:	-FILL1Q
Total amount of the debt now:	FILL1A



How can you dispute the debt?

- Call or write us by FILL2E, to dispute all or part of the debt. If you do not, we will assume that our information is correct.
- If you write us by FILL2E, we must stop collection on any amount you dispute until we send you information that shows you owe the debt. You may use the form below or write to us without the form. You may also include supporting documents. We accept disputes electronically at admin@nccva.com.

What else can you do?

- Write to ask for the name and address of the original creditor, if different from the current creditor. If you write by FILL2E, we must stop collection until we send you that information. You may use the form below or write to us without the form. We accept such requests electronically at admin@nccva.com.
- Go to www.efpb.gov/debt-collection to learn more about your rights under federal law. For instance, you have the right to stop or limit how we contact you.
- Contact us about your payment options, visit us at <http://www.paynccarm.com> to make a payment online, or scan the QR code using your mobile device.

Notice: See reverse side and additional page(s) for important information.



NCCC/LETTER_CD/RENKIM_ID MAIL_SEQ/GlobalPageCounter



Mail this form to:
NCC

RETURN_ADDR_1
RETURN_ADDR_2
RETURN_CITY, RETURN_ST RETURN_ZIP

MAILING_NAME_1
MAILING_NAME_2
MAILING_ADDR_1
MAILING_ADDR_2
MAILING_CITY, MAILING_ST MAILING_ZIP_CD

How do you want to respond?

Check all that apply:

- ☐ I want to dispute the debt because I think:
 - ☐ This is not my debt.
 - ☐ This amount is wrong.
 - ☐ Other (please describe on reverse or attach additional information).
- ☐ I want you to send me the name and address of the original creditor.
- ☐ I enclosed this amount:
Make your checks payable to NCC. Include the reference number FILL3E.

E. Sample Paid in Full Letter



Nationwide Credit Corporation
5503 Cherokee Ave, Alexandria VA 22312
«VLLOCNUM» | «VL800NUM»

«VLltrdte»

«VLNAME»
«DBADD1» «DBADD2»
«DBCITY», «DBSTATE» «DBZIP»

To Whom It May Concern:

This letter is to confirm that the outstanding debt below was paid in full on «VLACTLPD».

Should there be further questions, please feel free to contact this office.

Thank you,

This is a communication from a debt collector.

Creditor: «CLNAME»
Reference number: «DBCLACCT»

«VLSTDISC»

«VLSTDIS2»

«VLSTDIS3»

«VLSTDIS4»

NCC - «DBACCT» - 8039

F. Sample Payment Receipt

ONNACCD1
PO Box 1280
Oaks PA 19456-1280
ADDRESS SERVICE REQUESTED



«IMB»

«FullName»
«AttnLine»
«Address1»
«Address2»
«City» «State» «ZipCode»-«ZipPlus4»

Payment Amount: \$«Insert7» «Insert4»
Total Due: \$«Insert3» Date: «Insert1»

To Whom It May Concern:

Please be advised, as of «Insert8», the above referenced payment was received in our office. Please contact our office with any questions.

Creditor	Reference Number	Service Date	Remaining Balance
			«Insert11»
			«Insert12»
			«Insert13»
			«Insert14»
			«Insert15»
			«Insert16»
			«Insert17»
			«Insert18»
			«Insert19»
			«Insert20»

This communication is from a debt collector attempting to collect a debt and any information obtained will be used for that purpose.

G. Sample Dispute Letter

ONNACC01
PO Box 1280
Oaks PA 19456-1280
ADDRESS SERVICE REQUESTED



«Insert2»

«IMB»

«FullName»
«AttnLine»
«Address1»
«Address2»
«City» «State» «ZipCode» «ZipPlus4»

Creditor: «Insert8»
Creditor Reference Number: «Insert8»
Total Due: \$«Insert8»

Date: «Insert1»

We have received your dispute regarding the above-referenced account(s) and have notified the creditor of your dispute. We have initiated an investigation based on the limited information provided. However, we request the following additional information to help us further investigate your dispute:

- Information to help us identify which account you are disputing, including the account number or creditor name.
- Your current address, if different from the one above.
- Your current phone number so we may contact you to discuss your dispute.
- Name of person you believe owes this debt, if not you.
- Specific information the consumer is disputing and an explanation of the basis for the dispute; and all supporting documentation or other information required to substantiate the basis of the dispute.

Examples of this documentation may include:

Copy of relevant portion of consumer report containing the allegedly inaccurate information; police report; fraud or identity theft affidavit; court order; account statements; cancelled check evidencing payment; or receipt evidencing payment.

Should there be further questions, please feel free to contact this office by calling «Insert7». Our office hours are Monday – Friday 8:30am to 5:00pm EST

Sincerely,

Client Services
Nationwide Credit Corporation

This communication is from a debt collector attempting to collect a debt and any information obtained will be used for that purpose.

H. Remittance Report

ACTIVITY STATEMENT

Nationwide Credit Corporation
5503 Cherokee Ave
Alexandria, VA 22312
(703) 813-1400

INVOICE NO: 12345

Your client
account

PAGE NO: 1

ACTIVITY FROM: 11/01/06
ACTIVITY THRU: 11/30/06
YOUR NO: TAW
CHECK NO: GRCLT
41385

Total collections
(includes
payments to
agency and
direct payments
to you)

SAMPLE CLIENT
P.O. BOX 9876
123 ANY STREET
ANYTOWN WI 10101-9876

Payments posted
at agency

TOTAL COLLECTIONS 4158.63

Agency fee

Date of
payment

Your
customer's
name and
account

Balance at
time of
statement
printing

Amount
remitted to you

Payments
made directly
to you

Amount of check to
you, including any
deductions

See "Codes"
section
below

Total amount to
client from
agency

Deductions
including fee
from payments
to you, NSF's,
and corrections

Gross amount
due back to
you, including
any deductions

Agency share
of fees from all
referral
payments; DO
NOT PAY THE
AMOUNT
LISTED HERE
- refer to
"Please Remit
to Agency"
amount for
payment

DATE	DEBTOR'S TRANSACTION	CURRENT BALANCE	CODE	AMOUNT PAID TO AGENCY	AMOUNT PAID TO YOU	TOTAL DUE AGENCY	AMOUNT DUE YOU
113006	ELEPHANT, DUMBO 12345678	578.30	31	75.00		11.25	75.00
110606	ELEPHANT, DUMBO 12345678	717.00	31	25.00		3.75	25.00
111606	GROUCH, O T 98765432		35	40.00		6.00	40.00
	UNPAID SET	0.00					
110306	HOOD, ROBIN 12121212		34	75.00		11.25	75.00
112406	IRIS, ARTHUR R 34343434		34	500.00		50.00	500.00
112906	MOUSE, MICKEY 99889988	127.62	31		45.00	6.75	
101006	PAN, PETER 19283746	317.35	31	50.00		7.50	50.00
10606	PAN, PETER 19283746		34	135.00		20.25	135.00
112706	QUEST, JOHNNY 46285649	185.00	31	25.00		3.75	25.00
111606	RABBIT, ROGER 85442656		30		2008.63	200.86	
110706	TUFFONE, ITSA 54387691	50.00	31	10.00		1.50	10.00
111606	TUFFONE, ITSA 54387691		30		250.00	37.50	
112106	TUFFONE, ITSA 54387691	140.00	31	20.00		3.00	20.00
110706	WANTSTOPAY, TOM 45215887	200.00	30 N	200.00		30.00	200.00
ORIGINAL PAYMENT DATE 10/20/06							
OUR CHECK ENCLOSED FOR		755.00					
SUB-TOTAL AMOUNT DUE YOU (+)							955.00
SUB-TOTAL AMOUNT DUE YOU (-)							200.00
TOTAL PAID TO AGENCY		755.00					
TOTAL PAID TO YOU		230.163					
TOTAL DUE AGENCY		333.36					
TOTAL DUE YOU		755.00					

CODES

01 - Payment received	02 - NSF	03 - Payment received	04 - NSF
05 - Payment received	06 - NSF	07 - Payment received	08 - NSF
09 - Payment received	10 - NSF	11 - Payment received	12 - NSF
13 - Payment received	14 - NSF	15 - Payment received	16 - NSF
17 - Payment received	18 - NSF	19 - Payment received	20 - NSF
21 - Payment received	22 - NSF	23 - Payment received	24 - NSF
25 - Payment received	26 - NSF	27 - Payment received	28 - NSF
29 - Payment received	30 - NSF	31 - Payment received	32 - NSF
33 - Payment received	34 - NSF	35 - Payment received	36 - NSF
37 - Payment received	38 - NSF	39 - Payment received	40 - NSF
41 - Payment received	42 - NSF	43 - Payment received	44 - NSF
45 - Payment received	46 - NSF	47 - Payment received	48 - NSF
49 - Payment received	50 - NSF	51 - Payment received	52 - NSF
53 - Payment received	54 - NSF	55 - Payment received	56 - NSF
57 - Payment received	58 - NSF	59 - Payment received	60 - NSF
61 - Payment received	62 - NSF	63 - Payment received	64 - NSF
65 - Payment received	66 - NSF	67 - Payment received	68 - NSF
69 - Payment received	70 - NSF	71 - Payment received	72 - NSF
73 - Payment received	74 - NSF	75 - Payment received	76 - NSF
77 - Payment received	78 - NSF	79 - Payment received	80 - NSF
81 - Payment received	82 - NSF	83 - Payment received	84 - NSF
85 - Payment received	86 - NSF	87 - Payment received	88 - NSF
89 - Payment received	90 - NSF	91 - Payment received	92 - NSF
93 - Payment received	94 - NSF	95 - Payment received	96 - NSF
97 - Payment received	98 - NSF	99 - Payment received	00 - NSF

OUR CHECK
ENCLOSED FOR

PLEASE
REMIT TO
AGENCY

Please pay the
amount present
(includes any
prior balance)

Total of referral
payments
received by
agency

Total of
referral
payments
received by
you



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

05/03/2024

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER RSC Insurance Brokerage, Inc. One Belmont Avenue Suite 500 Bala Cynwyd PA 19004	CONTACT NAME: Jenna Vogel PHONE (A/C, No, Ext): (610) 667-2244 FAX (A/C, No): (610) 667-6057 E-MAIL ADDRESS: jvogel@risk-strategies.com																					
INSURED Nationwide Credit Corporation, Healthcare Associate 5503 Cherokee Ave Ste 100 Alexandria VA 22312-2307	<table><tr><th colspan="2">INSURER(S) AFFORDING COVERAGE</th><th>NAIC #</th></tr><tr><td>INSURER A:</td><td>Cincinnati Insurance Companies</td><td>10677</td></tr><tr><td>INSURER B:</td><td>Cincinnati Casualty Company</td><td>28665</td></tr><tr><td>INSURER C:</td><td>Great American Fidelity Insurance Co.</td><td>41858</td></tr><tr><td>INSURER D:</td><td></td><td></td></tr><tr><td>INSURER E:</td><td></td><td></td></tr><tr><td>INSURER F:</td><td></td><td></td></tr></table>	INSURER(S) AFFORDING COVERAGE		NAIC #	INSURER A:	Cincinnati Insurance Companies	10677	INSURER B:	Cincinnati Casualty Company	28665	INSURER C:	Great American Fidelity Insurance Co.	41858	INSURER D:			INSURER E:			INSURER F:		
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INSURER D:																						
INSURER E:																						
INSURER F:																						

COVERAGES**CERTIFICATE NUMBER:** CL245348059**REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDITIONAL INSURED	SUBROGATION WAIVED	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC OTHER:			EPP 0613059	05/01/2024	05/01/2027	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 500,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY			EBA 0613070	05/01/2024	05/01/2025	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> EXCESS LIAB DED <input checked="" type="checkbox"/> RETENTION \$ 0			EPP 0613059	05/01/2024	05/01/2027	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000 \$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N <input type="checkbox"/>	N/A	EWC 0613062	05/01/2024	05/01/2025	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
C	Professional Liability			MPLE248722	05/01/2024	05/01/2025	Each Claim \$3,000,000 Aggregate \$3,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER**CANCELLATION**

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

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AGENCY CUSTOMER ID: 00246805

LOC #: _____



ADDITIONAL REMARKS SCHEDULE

Page ____ of ____

AGENCY RSC Insurance Brokerage, Inc.		NAMED INSURED Nationwide Credit Corporation, Healthcare Associate
POLICY NUMBER		
CARRIER	NAIC CODE	
EFFECTIVE DATE:		

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,
 FORM NUMBER: 25 FORM TITLE: Certificate of Liability Insurance: Notes

Cyber Liability
 Carrier: Evanston Insurance Company
 Policy Dates: 5/15/2024 - 5/15/2025
 Policy #: MKLV1PCY00010
 Limit: \$5,000,000

Town of Richlands, VA

Town Council Meeting

Staff Summary

Action Item

Agenda Title:	Tower Contract		
Staff Contact(s):	Jason May		
Agenda Date:	December 10, 2024	Item Number:	
Attachment(s):			
Reviewed By:	Ronnie Campbell		

SUMMARY:

Staff recommends accepting a \$130,000 perpetual easement agreement with American Tower Corporation for the town's communications tower. The agreement maintains town ownership and protects public safety equipment placement priorities.

The one-time payment would fund comprehensive downtown and parks beautification projects:

Downtown Enhancements:

- Wayfinding signage system
- Expanded banner attachment system
- Decorative plant hangers
- Additional benches
- Additional waste receptacles
- Sidewalk-friendly tree planters

Parks & Recreation:

- Williams Field dugout roof replacements
- New waste receptacles at:
 - Critterville Park
 - Britt Park
 - Lake Park
 - Williams Field
- Greenway stage weather protection tent

Community Identity:

- New entrance signs at major gateways (4)

FINANCIAL IMPACT:

1. Revenue:

- One-time payment: \$130,000
- No recurring costs to town
- All equipment/maintenance expenses remain with American Tower

2. Expenditures:

- One-time capital purchases

- No ongoing maintenance commitments
- Aligns one-time revenue with one-time expenses

RECOMMENDATION:

Staff recommends approval for the following reasons:

1. Maintains tower ownership and public safety priorities
2. Provides funding for needed beautification projects
3. Supports downtown revitalization ahead of CDBG improvements
4. Strategic timing with upcoming facade improvement program
5. No recurring financial obligations
6. Enhances public spaces and community aesthetics

Upon approval, staff will execute the agreement and begin implementation of beautification projects.

Town of Richlands, VA

Town Council Meeting

Staff Summary

Action Item

Agenda Title:	FY 2025 Paving RFP		
Staff Contact(s):	Jason May		
Agenda Date:	December 10, 2024	Item Number:	
Attachment(s):			
Reviewed By:	Ronnie Campbell		

SUMMARY:

Staff requests authorization to advertise an RFP through EVA for the 2025 paving program.

Proposed streets:

- East First Street
- East Second Street
- Farmers Avenue
- North Avenue
- Grove Street
- Front Street (From Huddle House to Pizza Hut)
- Second Street (Virginia Ave to Huddle House)

FINANCIAL IMPACT:

1. Project Cost: \$1.3 million
2. Funding Sources:
 - FY2025 Budget: \$350,000
 - VDOT Urban Maintenance: \$1 million (from \$2M+ carryover)
3. Timing:
 - RFP Publication: Winter 2024
 - Project Start: Spring 2025
 - Currently under VDOT audit for carryover funds

RECOMMENDATION:

Staff recommends approval to advertise the RFP for the following reasons:

1. Addresses critical street maintenance needs
2. Utilizes available VDOT funding
3. Maintains sufficient carryover balance
4. Aligns with infrastructure improvement goals

Upon approval, staff will proceed with RFP publication through EVA.



**PROPOSED MEETING DATES FOR COUNCIL
FOR CALENDAR YEAR 2025**

January 14, 2025	Deadline for additions/changes to Agenda January 8, 2025
February 11, 2025	Deadline for additions/changes to Agenda February 5, 2025
March 11, 2025 (intro of Budget)	Deadline for additions/changes to Agenda March 5, 2025
March 25, 2025	Public Hearing for Proposed Budget FY2026 (Will advertise March 12 & 19, 2025)
April 8, 2025 (1 st reading of Budget)	Deadline for additions/changes to Agenda April 2, 2025
May 13, 2025(2 nd reading of Budget, vote)	Deadline for additions/changes to Agenda May 6, 2025
June 10, 2025	Deadline for additions/changes to Agenda June 4, 2025
July 8, 2025	Deadline for additions/changes to Agenda July 2, 2025
August 12, 2023	Deadline for additions/changes to Agenda August 6, 2025
September 9, 2025	Deadline for additions/changes to Agenda September 3, 2025
October 14, 2025	Deadline for additions/changes to Agenda October 8, 2025
November 11, 2025	Deadline for additions/changes to Agenda November 5, 2025
December 9, 2025	Deadline for additions/changes to Agenda December 3, 2025

Town of Richlands, VA

Town Council Meeting

Staff Summary

Action Item

Agenda Title:	Personnel Manual Change for Short Term Disability		
Staff Contact(s):	Jason May		
Agenda Date:	December 10, 2024	Item Number:	
Attachment(s):			
Reviewed By:	Kim Fields		

SUMMARY:

The proposed amendment changes Section VI.D.4 of the Town's Personnel Policy regarding FMLA leave requirements. The revision would change the current requirement that employees "will be required" to use accumulated paid leave concurrent with FMLA leave to "may use" accumulated leave.

Current Policy:

- Requires mandatory use of all accumulated paid leave during FMLA
- Forces exhaustion of employee leave balances
- Prevents utilization of VRS short-term disability benefit

Proposed Change:

- Makes use of accumulated leave optional during FMLA
- Aligns with Tazewell County policy
- Allows employees to preserve leave balances
- Enables utilization of VRS short-term disability benefit

FINANCIAL IMPACT AND FUNDING SOURCE:

1. Current Costs:
 - \$10,000 annual VRS short-term disability premiums
 - 100% salary continuation during FMLA leave
 - Lost value of paid premiums due to non-utilization
2. Cost Savings Example:
 - Current weekly cost for \$1,000 salary: \$1,000 (100% town paid)
 - Proposed weekly cost breakdown:
 - Short-term disability: \$600 (60% covered by VRS)
 - Town portion: \$400 (40% from employee leave)
 - Weekly savings: \$600 per occurrence
3. Additional Benefits:
 - Reduced risk of employee termination due to leave exhaustion
 - Better utilization of existing VRS benefit
 - Improved employee leave balance management

RECOMMENDATION:

Staff recommends approval of the policy amendment to:

1. Reduce town expenses during FMLA leave periods
2. Utilize existing VRS short-term disability benefit
3. Provide employees greater flexibility in leave management
4. Align with regional government practices
5. Reduce risk of employee termination due to leave exhaustion

Upon approval, staff will update the personnel policy manual and communicate changes to all employees.

EASEMENT AND RIGHT-OF-WAY AGREEMENT

THIS EASEMENT AND RIGHT-OF-WAY AGREEMENT (*"Agreement"*), is made effective as of the later signature date hereof (the *"Effective Date"*), by and between **POCAHONTAS SURFACE INTERESTS LLC**, a limited liability company of Virginia, **POCAHONTAS LAND LLC**, a limited liability company of Virginia, (collectively *"Grantor"*), and **TOWN OF RICHLANDS**, a statutory corporation of Virginia (*"Grantee"*), and **APPALACHIAN FORESTS A, LLC** (*"Appalachian"*), a limited liability company of Delaware, timber owner, joining;

W I T N E S S E T H:

IN consideration of the sum of Seventeen Thousand, Dollars (\$17,000.00) cash, receipt of which is acknowledged, and the performance and observance by Grantee of the terms and provisions hereinafter contained, Grantor hereby grants to Grantee, its successors and assigns, subject to the rights of others and the exceptions and reservations hereinafter contained, an easement approximately eighteen thousand six hundred eighty-five (18,685) feet in length and thirty (30) feet in width, to construct, repair, replace, operate and maintain an overhead powerline, situated in Maiden Springs Magisterial District of Tazewell County, Virginia, on the waters of Big Creek of Clinch River and being more fully shown on map attached hereto and made a part hereof and marked as "Exhibit A".

Within six (6) months after completion of the construction, a map depicting the as-built location of said right-of-way shall be provided by Grantee and shall be attached hereto and made a part hereof and shall be part of this Agreement.

TOGETHER WITH: (i) rights of ingress and egress to, from and across fee lands of Grantor necessary in exercising the rights herein granted, but only to the extent that such rights will not interfere in any manner with the use and development of said fee lands, including but not limited to, all rights excepted and reserved below; (ii) the right to cut, trim and remove all trees, undergrowth and other obstructions on said fee lands which may interfere with the exercise of the

rights herein granted; and (iii) the right to remove any structures, improvements or other property placed by Grantee upon the easement granted herein.

THE RIGHTS HEREIN GRANTED are limited to such as Grantor owns and has the lawful right to grant.

It is understood and agreed that "fee lands," as used herein, is intended to identify lands in which Grantor owns the fee estate (surface less timber and minerals less Pocahontas Number 3 Seam of coal). Grantee's rights hereunder to construct, repair, replace, operate and maintain said powerline over and through said fee lands shall be subject to the exceptions and reservations hereinafter contained.

EXCEPTING AND RESERVING, however, unto Grantor, its successors and assigns, and its or their lessees, according to their respective interests, the entire ownership and control of the lands subject to the easement granted herein, including: (i) the right to convey, lease or use the same or any part thereof for any purpose that does not reasonably interfere with the rights herein granted; and (ii) the right to mine and remove, by any method of mining now known or hereafter developed, all the coal and other minerals in, on and underlying said lands and lands adjacent thereto without hindrance, reservation or substitution, and without liability for damages to the surface or overlying strata upon or in which said powerline is located, or anything which may be erected or placed therein or thereon by Grantee, due to the mining or removal of any or all of said coal and other minerals from the same or other lands. **IT IS DISTINCTLY UNDERSTOOD AND AGREED** by the parties hereto that the mining, removal and shipping of coal from the lands through which said easement is herein granted, as well as from lands of Grantor in the general vicinity thereof, are of prime importance to Grantor and its coal mining lessees, and the easement hereinabove granted is hereby made servient thereto.

As a part of the consideration for the grant of easement herein, Grantee covenants with Grantor to perform and observe, viz:

FIRST: Grantee shall fully compensate Grantor, its successors and assigns, and shall fully compensate its or their coal mining lessees or other lessees, as their interests may appear, for any and all damages to: (i) coal, including, but not limited to, any and all damages occasioned by the

loss of or inability to mine, remove or transport the coal leased and conveyed pursuant to the coal mining leases and agreements now or hereafter in place, (ii) improvements, (iii) crops, (iv) fences, (v) roads, and (vi) structures which are caused by the exercise of the easement rights herein granted, including the cost of estimating the same.

SECOND: If at any time during or after construction of any portion of said powerline and/or related appurtenances through the right-of-way premises granted herein, the powerline and/or related appurtenances will, in the sole judgment of Grantor or its coal mining lessees, interfere with obtaining governmental or other approvals or permits for the prosecution of operations for the mining, removal or transportation of coal, or any surface development such as, but not limited to, road construction, within the lands subject to the easement granted herein, then Grantee shall, at its sole expense, remove so much of said powerline and/or related appurtenances from said easement premises as is necessary to accommodate and permit: (i) obtaining governmental or other approvals or permits for such mining, removal and transportation of coal; and (ii) the execution of operations for the mining, removal and transportation of coal. In any such case, Grantee shall, at its option and expense, either: (1) permanently relocate such removed portion to another suitable route on Grantor's property, if possible, which relocation route must first be approved in writing by Grantor and its affected coal mining lessees, or (2) temporarily relocate such removed portion to another suitable location on said premises of Grantor, at a location approved by Grantor and its affected coal mining lessees, and, upon completion of said mining operations in that area, reinstall said powerline and/or related appurtenances along the former course. Grantor, or its coal mining lessees, desiring to conduct said coal mining operations shall notify Grantee, in writing, of such interference and request removal of such powerline or portion thereof from said easement premises at least ninety (90) days prior to commencement of such mining operations on, under or near said powerline, or portion thereof, setting forth therein its or their mining schedule affecting said easement premises, and Grantee shall effectuate such removal and/or relocation of such powerline, or portion thereof, from said easement premises within a reasonable time after receipt of such request, but in no event shall such removal or relocation exceed more than ninety (90) days after receipt of such notice from Grantor or its lessees. In the event of any permanent relocation of

said powerline hereunder, the right-of-way for such removed portion hereinabove granted in its former location shall terminate and shall be applicable to the relocated course thereof so approved by Grantor and its coal mining lessees, without need for any additional agreements or other instruments effectuating such change, except that either party may, upon written request of the other party, obtain written confirmation of the relocation of such portion of the right-of-way in recordable form, and that portion of the right-of-way formerly occupied by the powerline or other facilities shall be released from this Agreement. During any temporary relocation of a segment of powerline hereunder, the terms and provisions of this Agreement shall apply fully to the occupation of Grantor's lands for such temporary relocation.

THIRD: Grantee recognizes that the lands of Grantor over or through which the powerline is to be constructed are presently under lease for coal mining purposes. Grantee has been advised and is aware that Grantor or its coal mining lessees have previously mined and may mine coal from beneath or near the powerline and that such mining may cause subsidence and damage to the powerline. Grantee recognizes that injuries to and death of persons and damage to property could result from damage to the powerline and Grantee assumes the full risk of, and responsibility for any such damage to the powerline, and any and all injuries to and deaths of persons and damage to property resulting from damage to the powerline. Grantee shall fully indemnify, defend and hold harmless Grantor, its coal mining lessees, Appalachian, and its and their respective officers, agents and employees, from and against any and all claims, demands, suits, judgments, expenses (including, without limitation, related legal fees and other reasonable and consequential costs), recoveries and liabilities for injury to or death of any person or persons whomsoever, and for damage to or for loss of any property whatsoever (including, without limitation, the powerline installed hereon and its appurtenances), arising or in any manner growing out of damages to the said powerline or its appurtenances from coal mining operations near or beneath the said powerline and appurtenances, regardless of any fault or negligence of any of such indemnitees, except for any action of gross negligence on the part of Grantor. Grantee will take such actions as it deems prudent to protect the powerline from such damage. In order that Grantee may take such actions as are prudent to protect the said powerline and its appurtenances from subsidence and to protect persons and property from

damage to the powerline, Grantee or its coal mining lessees shall advise Grantee as to their general plans of mining in the vicinity of the powerline. Nothing herein contained shall preclude the Grantee, as a first recourse, from preventing or protecting against such damage to the powerline, in lieu of removal or relocation, so long as the method of such prevention or protection is consistent with sound engineering practices and does not violate any governmental law, rule, regulation or coal related permit being processed or held by Grantor, its coal mining lessees, or its or their sublessees, contractors or assigns. However, in the event such prevention or protection is not effectively accomplished, Grantee shall be fully liable and responsible to Grantor and its coal mining lessee or lessees upon and pursuant to all terms and conditions contained in this Agreement. Grantee hereby waives any and all common law and statutory rights of subjacent or lateral support which it may have with respect to the said powerline and related facilities, and Grantee also agrees to waive any statutory or regulatory right to object to any coal mining permit application being processed by or on behalf of Grantor or any of its coal mining lessees. Grantee further hereby agrees to indemnify, defend and save harmless Grantor, its coal mining lessees, Appalachian, and its and their respective officers, agents and employees, from and against all claims which Grantee may at any time hereafter have with respect to damages for loss of use of the powerline or related facilities, whether caused by subsidence or otherwise, regardless of consideration of fault or negligence of any of such indemnitees, and such indemnification shall include, without limitation, any and all claims or rights arising under the Federal Surface Mining Control and Reclamation Act of 1977 (30 U.S.C. '1201 et seq.), and any applicable federal, state or local laws, regulations or orders, now or at any time hereafter in effect.

FOURTH: Grantee covenants and agrees not to perform any act or thing on, over or under any of the properties of Grantor which would constitute a violation of any law, rule, regulation or order, now or at any time hereafter in effect, or constitute a violation of any permit now or at any time hereafter held by Grantor or its coal mining lessees without the prior written consent of Grantor and its affected coal mining lessees, and in the event such consent is obtained, Grantee will reimburse all reasonable expenses required for any permit modification necessitated by Grantee's said actions. If any portion of the said powerline and related facilities is located over

portions of the Grantor's land which have been backfilled, initially revegetated or otherwise reclaimed and are still under permit pursuant to the Virginia Coal Surface Mining Control and Reclamation Act of 1979 or the Federal Surface Mining Control and Reclamation Act of 1977 (30 U.S.C. '1201 et seq.), the Grantee shall, upon the written consent of Grantor and its affected coal mining lessees, replace the Grantor's and/or its affected coal mining lessees' permits and associated bonds with one from the appropriate regulatory authority, which shall be issued solely in Grantee's name.

FIFTH: Grantee shall conduct operations hereunder on its own behalf and not as agent or employee of Grantor and there shall be no privity of contract between Grantor and employees of Grantee. All employees, agents, contractors, subcontractors and materialmen of Grantee, whether on a wage or profit-sharing basis, shall be selected, hired, directed, paid, and discharged only by Grantee. Grantee shall and hereby agrees to indemnify, defend and save harmless Grantor, its coal mining lessees, Appalachian, and its and their respective officers, employees and agents, from and against any and all claims, demands, suits, judgments (including, without limitation, related legal fees and other reasonable and consequential costs), recoveries and liabilities for injury to or death of any person or persons whomsoever, and for loss of or damage to any property whatsoever, arising or in any manner growing out of the operations or activities of Grantee under or in connection with this Agreement. Grantee hereby further agrees to indemnify, defend and save harmless Grantor, its coal mining lessees, Appalachian, and its and their respective officers, employees and agents, from and against any and all penalties, fines, prosecutions, statutory recoveries (whether civil or criminal) and governmental actions which arise from or are occasioned by the operations or activities of Grantee under or in connection with this Agreement.

SIXTH: If Grantee shall not use the rights herein granted for operating said powerline for a continuous period of twenty-four (24) consecutive months or shall otherwise abandon said powerline or any part thereof, then, unless such use is prevented by strikes, acts of God, or other causes over which Grantee has no control, all of its rights hereunder relating to the right-of-way for the powerline which is not so continuously operated or which is so abandoned shall automatically terminate; and Grantee shall remove all of its said powerline and related appurtenances

from the right-of-way within which said abandoned or unused powerline is located at Grantee's sole expense, within ninety (90) days from the date of any such termination. In the event such removal is not affected within that ninety (90) day period, Grantor shall have the option of taking title to the powerline and related improvements, without payment of any compensation therefor, or removing portions of such powerline and improvements at the sole cost and expense of Grantee, which actual cost and expense Grantee hereby expressly agrees to assume. Grantor shall notify Grantee in writing of its election.

SEVENTH: Grantee shall not mortgage, assign, convey or set over any of its estate, interest or rights hereunder or any part thereof, or any of its rights or interests in the powerline, or other improvements placed upon the easement granted herein, except with the written consent of Grantor, **AND** no sale or transfer of any kind, including any transfer by operation of law or bankruptcy, shall have the effect of transferring the easement herein granted or any of the estate, interest or rights of Grantee hereunder, except with the written consent of Grantor.

All covenants herein created or provided for shall be deemed covenants running with the land of the respective parties as their interest may appear.

The parties hereto further agree as follows:

Whenever under the terms hereof written notice is required to be given, such requirement shall be complied with by the sending of notice by certified mail, providing for receipt, addressed to the parties entitled to receive the same at the following addresses unless otherwise directed in writing by the party in question:

If to Grantor: POCAHONTAS SURFACE INTERESTS LLC
 ATTN: Michael R. Blackburn
 800 Princeton Avenue
 PO Box 1517
 Bluefield, WV 24701
 (304) 324-2437
 Email: MBlackburn@pocalc.com

If to Grantee: TOWN OF RICHLANDS
 ATTN:
 200 Washington Square

Richlands, VA 24641
(276) 964-2566
Email:

All of the terms and provisions hereof to be performed and observed by the respective parties hereto shall be binding upon and inure to the benefit of their respective successors and assigns.

This Agreement may be executed in a number of counterparts, each of which shall be considered an original for all purposes but shall not be binding until fully executed by all parties.

(Signatures commence of following page)

WITNESS the following signatures as of the date first above written.

POCAHONTAS SURFACE INTERESTS LLC

By: _____
Michael R. Blackburn

Its: Vice President and Regional Manager

Date: _____

POCAHONTAS LAND LLC

By: _____
Michael R. Blackburn

Its: Vice President and Regional Manager

Date: _____

TOWN OF RICHLANDS

By: _____

Its: _____

Date: _____

APPALACHIAN FORESTS A, LLC

By: _____

Its: _____

Date: _____

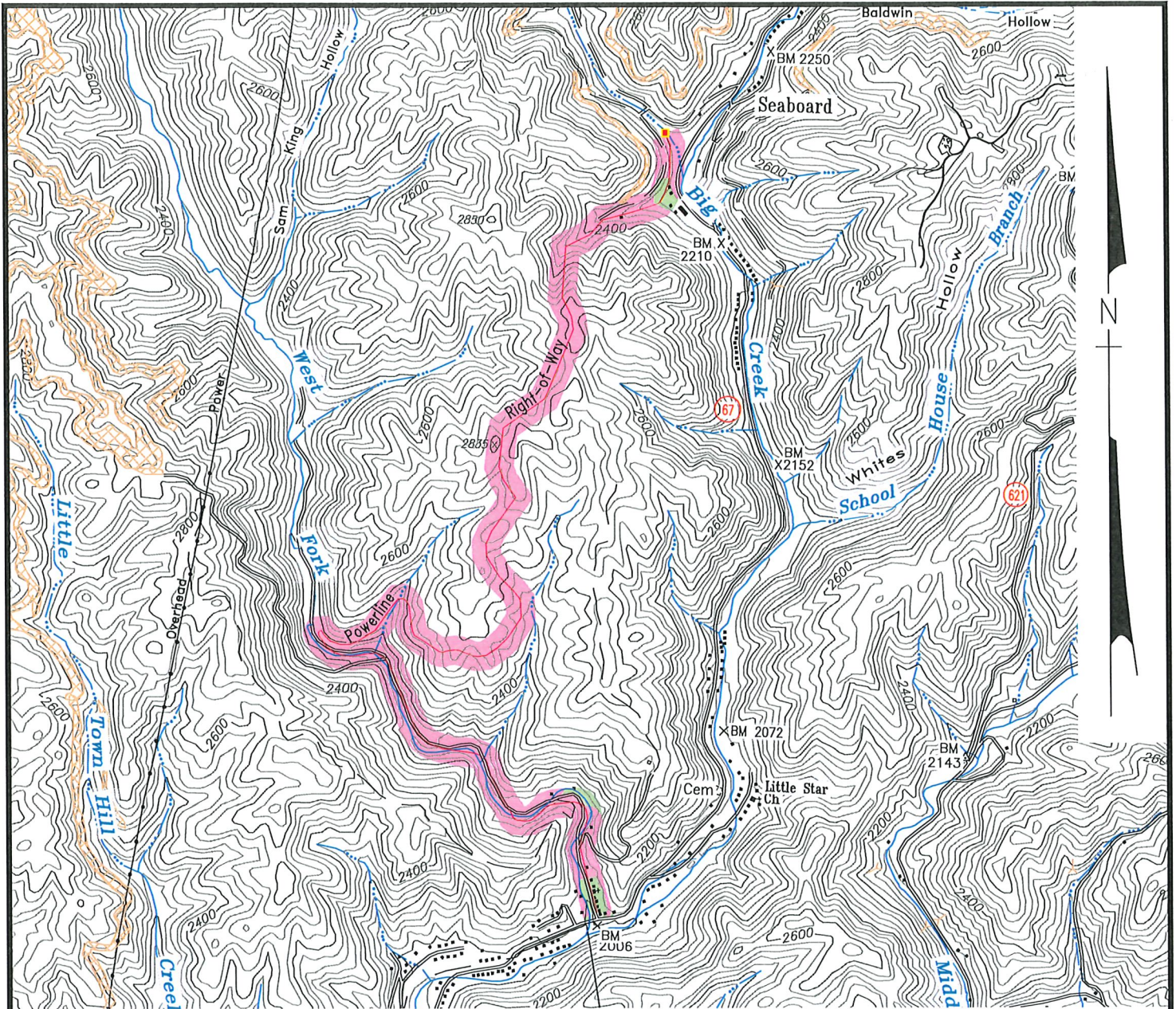


Exhibit A

*Map showing a strip of land, thirty (30) feet in width, approximately 18,685 feet in length
included in a right-of-way from*

*Pocahontas Surface Interests LLC and Pocahontas Land LLC, Grantors,
to*

Town of Richlands, Grantee, with

Appalachian Forests A, LLC, timber owner, joining

*Situated in Maiden Springs Magisterial District of Tazewell County, Virginia, on the waters
of Big Creek of Clinch River.*

Legend:



Surface and Mineral Ownership



Mineral Ownership

Scale: 1" = 2000'

*Pocahontas Royalties LLC,
Bluefield, West Virginia,
Part of USGS Richlands Quad,
September 19, 2024, TEC.*



Town of Richlands, VA

Town Council Meeting

Staff Summary

Action Item

Agenda Title:	Budget Amendments		
Staff Contact(s):	Ronnie Campbell		
Agenda Date:	December 10, 2024	Item Number:	
Attachment(s):			
Reviewed By:	Jason May		

SUMMARY:

As The Town of Richlands continues to progress through FY 2025 additional budget amendments have been identified for the removal and replacement of flooring at the Police Station and for the replacement of the Oriole Street Bridge.

FINANCIAL IMPACT AND FUNDING SOURCE:

The financial impact and funding source includes the use of the Fund Balance Allocation revenue account (unrestricted and restricted fund balances). The flooring expenses were from unrestricted funds and the bridge replacement was from VDOT restricted funds.

RECOMMENDATION:

Staff recommends Town Council review and approve the budget amendments to allow continued services, operating efficiencies and a safe environment for the staff and citizens.

To: Jason May, Town Manager

Date Submitted: 12/05/2024

SUBJECT: Budget Amendment

Date of Council Action: 12/10/2024

I hereby request that the budget and related appropriation for the General Fund, Police Department be amended, as set forth below, as permitted and authorized by the General Statutes of Virginia.

The purpose of the amendment is to appropriate funds to the Police Department Building and Building Improvements capital account and the Fund Balance Allocation revenue account (unrestricted funds) in the amount of \$58,341 for flooring removal and refurbishment.

	Account No.	Title	Department	Amount
Revenue Account:	10-3704-480000	Fund Balance Allocation	3704 Revenue	-\$58,341
				-\$58,341
	Account No.	Title	Department	Amount
Capital Account:	10-5414-660000	Building & Building Improve.	Police	\$58,341
				<u>\$58,341</u>

Department Head _____

Department Head _____

This request has been checked for proper account numbers and verified that the amendment is balanced. If the request is to record a grants's acceptance or amendment, the Finance Department has received a copy thereof and it appears to be in order.

Remarks: _____

Yes X No

Finance Officer: Ronnie Campbell

ACTION OF TOWN MANAGER

 X - Approved for Council Action

 - Disapproved

ACTION OF COUNCIL

 - Approved

 - Disapproved

Rodney D. Cury, Mayor: _____

To: Jason May, Town Manager

Date Submitted: 12/05/2024

SUBJECT: Budget Amendment

Date of Council Action: 12/10/2024

I hereby request that the budget and related appropriation for the General Fund, Public Works Street Department be amended, as set forth below, as permitted and authorized by the General Statutes of Virginia.

The purpose of the amendment is to appropriate funds to the Public Works Street Department VDOT Reimbursement Expenses account and the Fund Balance Allocation revenue account (restricted funds) in the amount of \$308,450 for the Oriole Street Bridge replacement.

	Account No.	Title	Department	Amount
Revenue Account:	10-3704-480000	Fund Balance Allocation	3704 Revenue	-\$308,450
				-\$308,450
	Account No.	Title	Department	Amount
Capital Account:	10-4210-540250	VDOT Reimbursed Expenses	Public Works Street	\$308,450
				<u>\$308,450</u>

Department Head _____

Department Head _____

This request has been checked for proper account numbers and verified that the amendment is balanced. If the request is to record a grants's acceptance or amendment, the Finance Department has received a copy thereof and it appears to be in order.

Remarks: _____

Yes X No

Finance Officer: Ronnie Campbell

ACTION OF TOWN MANAGER

 X - Approved for Council Action

 - Disapproved

ACTION OF COUNCIL

 - Approved

 - Disapproved

Rodney D. Cury, Mayor: _____

Town of Richlands, VA

Town Council Meeting

Staff Summary

Action Item

Agenda Title:	Monthly Financial Reports		
Staff Contact(s):	Ronnie Campbell		
Agenda Date:	December 10, 2024	Item Number:	
Attachment(s):	1.	Income Statement Summary	
	2.	Income Statement Detail	
	3.	Reserve Analysis	
	4.	Bank Balances by Fund	
Reviewed By:	Jason May		

SUMMARY:

The attachments include the financial results for October 2024. The reports include summary and detailed income statements and actual and projected cash balances. The detailed income statements include line item expenditures and revenues compared to budget for current and year to date. The projected unreserved cash balances are based on the financial policies adopted in October 2019.

FINANCIAL IMPACT AND FUNDING SOURCE:

This data and monthly review will assist in timely monitoring of budget versus actual expenditures and revenues and required reserves. The monthly net income provides an excellent picture of future cash settlement through receipts and payments.

RECOMMENDATION:

Given the importance of balancing rate stability and maintaining reliable services, Staff recommends The Town Council work closely with Finance on the review of monthly financial results. Please let us know whether you have additional reporting needs and would like to schedule time to review activity in more detail.

Town of Richlands
Income Statement Summary: 2024 - 2025
For the Period Ending 10/31/2024

<u>Fund</u>	<u>Current Month</u> <u>Net Income (Loss)</u>	<u>Year To Date</u> <u>Net Income (Loss)</u>	<u>Drivers</u>	<u>Variance</u> <u>Permanent or Timing</u>
General	(\$221,140)	(\$1,506,794)	YTD net loss variance primarily results from lower revenues in all categories hurt (25.5% of budget or \$6.0M), offset by a help (44.3% of budget or \$4.4M) from lower expenses in all departments and net capital purchases.	- Revenues - Timing; - Expenses - Timing; - Capital - Timing/Permanent/December Budget Amendments
Water	31,848	(17,037)	YTD net loss variance primarily results from lower revenues hurt (28.1% of budget or \$1.3M), offset by lower expenses and capital purchases net help (36.3% or \$925K).	- Revenues - Timing; - Expenses - Timing; - Capital - Timing
Sewer	56,380	85,373	YTD net income variance primarily results from lower revenues hurt (32.7% of budget or \$1.2M), offset by lower expenses help (33.2% of budget or \$1.0M).	- Revenues - Timing; - Expenses - Timing
Water/Sewer Line Maintenance	(63,119)	(186,518)	YTD net loss variance results from lower expenses and capital purchases help (32.7% of budget or \$437K) and higher revenues help (0.0% of budget or \$25.7K) from Cumberland Plateau Planning funds for sewer evaluation.	- Revenues - Permanent; - Expenses - Timing; - Capital - Timing
Electric	(3,203,198)	(5,783,231)	YTD net loss variance primarily results from lower revenues hurt (27.5% of budget or \$5.3M) and lower expenses and capital purchases net hurt (107.2% of budget or \$519K). The capital purchases of \$5.3M represent the deposit and first milestone payment on the natural gas generator. This was funded from the note payable.	- Revenues - Timing; - Expenses - Timing; - Capital - Permanent/Note Payable First Bank & Trust
Total All Funds	(\$3,399,229)	(\$7,408,208)		

Town of Richlands
Income Statement: 2024 - 2025
For the Period Ending 10/31/2024

General Fund Revenues	Account Number	Account Description	Estimated Revenue	Activity, this Period	Revenue YTD	% Received	Unappropriated Help- (Hurt)
	10-3700-410000	REAL ESTATE TAXES	\$555,000.00	\$0.00	\$0.00	0.00%	(\$555,000.00)
	10-3700-410050	R E TAX BUDGET	\$20,000.00	\$3,937.44	\$17,248.13	86.24%	(\$2,751.87)
	10-3700-410100	R.E. TAXES PRO RATA	\$1,000.00	\$495.77	\$1,394.35	139.44%	\$394.35
	10-3700-410200	DELINQUENT TAXES	\$20,000.00	\$2,055.91	\$17,652.33	88.28%	(\$2,347.67)
	10-3700-410300	PENALTIES ON TAXES	\$2,000.00	\$123.80	\$951.52	47.58%	(\$1,048.48)
	10-3700-410350	INTEREST ON TAXES	\$5,000.00	\$254.39	\$2,016.68	40.33%	(\$2,983.32)
	10-3700-410400	PUBLIC SERVICE TAXES	\$46,000.00	\$0.00	\$0.00	0.00%	(\$46,000.00)
	Total Dept 3700	REVENUE	\$649,000.00	\$6,867.31	\$39,263.01	6.05%	(\$609,736.99)
	10-3701-411000	BANK STOCK TAXES	\$225,000.00	\$0.00	\$0.00	0.00%	(\$225,000.00)
	10-3701-411100	RESTAURANT FOOD TAX	\$1,050,000.00	\$90,001.67	\$355,991.92	33.90%	(\$694,008.08)
	10-3701-411200	BUSINESS LICENSES	\$575,000.00	\$2,951.69	\$4,017.87	0.70%	(\$570,982.13)
	10-3701-411300	MOTOR VEHICLE LICENSES	\$35,000.00	\$60.00	\$516.91	1.48%	(\$34,483.09)
	10-3701-411400	MOBILE HOME LICENSE	\$8,000.00	\$80.00	\$120.00	1.50%	(\$7,880.00)
	10-3701-411500	CIGARETTE TAX	\$200,000.00	\$22,500.00	\$52,500.00	26.25%	(\$147,500.00)
	10-3701-411550	DELINQUENT PER PROPERTY TAXES	\$1,000.00	\$42.68	\$274.05	27.41%	(\$725.95)
	10-3701-411650	PENALTIES ON PER PROPERTY TAXES	\$0.00	\$1.79	\$14.37	0.00%	\$14.37
	10-3701-411750	INTEREST ON PERSONAL PROPERTY TAXES	\$0.00	\$4.19	\$31.27	0.00%	\$31.27
	10-3701-412000	ZONING PERMITS	\$1,000.00	\$90.00	\$270.00	27.00%	(\$730.00)
	10-3701-413000	COURT FINES & FOREFEITURE	\$30,000.00	\$1,533.67	\$8,057.55	26.86%	(\$21,942.45)
	10-3701-413050	E-CITATION COLLECTIONS	\$0.00	\$0.00	\$608.05	0.00%	\$608.05
	10-3701-413100	PARKING VIOLATIONS	\$600.00	\$0.00	\$100.00	16.67%	(\$500.00)
	10-3701-413300	INTEREST INCOME	\$5,000.00	\$170.09	\$805.51	16.11%	(\$4,194.49)
	10-3701-413400	CONTRACT WORK-STREET	\$5,000.00	\$159.59	\$1,281.39	25.63%	(\$3,718.61)
	10-3701-413900	SALE OF SALVAGE & SURPLUS	\$10,000.00	\$831.00	\$1,106.00	11.06%	(\$8,894.00)
	10-3701-414100	FIRE/RESCUE CONTRACTS	\$270,000.00	\$75,000.00	\$150,000.00	55.56%	(\$120,000.00)
	10-3701-414125	RESCUE SQUAD BILLING REVENUE	\$800,000.00	\$34,044.80	\$152,604.11	19.08%	(\$647,395.89)
	10-3701-414130	RESCUE BAD DEBT COLLECTIONS	\$6,000.00	\$0.00	\$1,095.02	18.25%	(\$4,904.98)
	10-3701-414150	SWIMMING POOL FEES	\$15,000.00	\$0.00	\$10,440.00	69.60%	(\$4,560.00)
	10-3701-414200	CONCESSION COLL	\$25,000.00	\$1,248.60	\$6,921.98	27.69%	(\$18,078.02)
	10-3701-414250	BASKETBALL FEES	\$20,000.00	\$1,212.00	\$2,368.00	11.84%	(\$17,632.00)
	10-3701-414350	OUTDOOR TENNIS FEES	\$100.00	\$0.00	\$0.00	0.00%	(\$100.00)
	10-3701-414350	MEMBERSHIP FEES	\$10,000.00	\$65.00	\$830.00	8.30%	(\$9,170.00)
	10-3701-414400	WEIGHT ROOM FEES	\$1,000.00	\$92.00	\$432.00	43.20%	(\$568.00)
	10-3701-414425	ROOM RENTAL UPSTAIRS	\$4,000.00	\$515.00	\$1,095.00	27.38%	(\$2,905.00)
	10-3701-414475	SHELTER RENTAL FEES	\$800.00	\$35.00	\$455.00	56.88%	(\$345.00)

10-3701-414500	MISC RECREATION REVENUE	\$2,500.00	\$707.00	\$1,175.00	47.00%	(\$1,325.00)
10-3701-414525	REC TOURNAMENTS/EVENTS	\$1,000.00	\$0.00	\$0.00	0.00%	(\$1,000.00)
10-3701-414550	VOLLEYBALL FEES	\$10,000.00	\$6,020.00	\$6,650.00	66.50%	(\$3,350.00)
10-3701-420150	GARBAGE COLLECTIONS	\$655,000.00	\$51,275.17	\$201,176.85	30.71%	(\$453,823.15)
10-3701-420175	Bulk/Brush Fees	\$0.00	\$2,880.00	\$10,911.00	0.00%	\$10,911.00
10-3701-420200	PENALTIES	\$8,000.00	\$954.01	\$3,918.85	48.99%	(\$4,081.15)
10-3701-420420	STATE-LOCAL TAX	\$18,000.00	\$1,239.53	\$5,471.07	30.39%	(\$12,528.93)
10-3701-420550	CONSUMER/CONSUMPTION UTILITY TAX	\$230,000.00	\$18,715.67	\$75,360.21	32.77%	(\$154,639.79)
10-3701-420900	CONVENIENCE FEE	\$5,000.00	\$102.00	\$303.00	6.06%	(\$4,697.00)
10-3701-430000	MISCELLANEOUS REVENUE	\$13,000.00	\$1,807.24	\$3,598.96	27.68%	(\$9,401.04)
10-3701-430300	RETURN CHECK FEES	\$500.00	\$210.00	\$720.00	144.00%	\$220.00
10-3701-430400	DNTN & COMM DEVELOP REVENUE	\$0.00	\$100.00	\$3,050.00	0.00%	\$3,050.00
10-3701-430600	COMM & CIVIC PROG REVENUE	\$0.00	\$1,250.00	\$1,250.00	0.00%	\$1,250.00
10-3701-430900	DONATIONS & MISC-FIRE	\$15,500.00	\$5.00	\$18,258.29	117.80%	\$2,758.29
10-3701-430950	GIFTS & DONATIONS-REC	\$10,000.00	\$0.00	\$50.00	0.50%	(\$9,950.00)
10-3701-431000	GIFTS & DONATIONS-POLICE	\$10,000.00	\$695.00	\$1,970.00	19.70%	(\$8,030.00)
10-3701-431050	DONATIONS & MISC-RESCUE	\$3,000.00	\$0.00	\$2,022.72	67.42%	(\$977.28)
10-3701-431100	MISCELLANEOUS REVENUE-POLICE	\$4,000.00	\$34.00	\$25,536.15	638.40%	\$21,536.15
10-3701-431200	RESTITUTION	\$0.00	\$52.79	\$52.79	0.00%	\$52.79
Total Dept.3701	REVENUE	\$4,283,000.00	\$316,686.18	\$1,113,410.89	26.00%	(\$3,169,589.11)
10-3702-433100	SALES TAX PROCEEDS	\$565,000.00	\$43,508.78	\$175,729.54	31.10%	(\$389,270.46)
10-3702-433200	MOTOR VEHICLE CARRIER TAX	\$5,000.00	\$279.81	\$1,129.79	22.60%	(\$3,870.21)
10-3702-433300	MOBILE HOME TITLING TAX	\$2,000.00	\$0.00	\$0.00	0.00%	(\$2,000.00)
10-3702-434000	COMM OF VA LAW ENFORCEMENT	\$150,000.00	\$0.00	\$44,525.00	29.68%	(\$105,475.00)
10-3702-434100	STREET & HWGY MAINT.	\$1,354,717.00	\$0.00	\$324,718.09	23.97%	(\$1,029,998.91)
10-3702-434200	LITTER CONTROL	\$3,000.00	\$0.00	\$0.00	0.00%	(\$3,000.00)
10-3702-435000	BLOCK GRANT-LLEB/POLICE	\$0.00	\$0.00	\$249.00	0.00%	\$249.00
10-3702-435200	POLICE GRANTS-OTHER	\$25,000.00	\$66,541.44	\$67,252.92	269.01%	\$42,252.92
10-3702-435310	PL-ST ASSET FORF REVENUE	\$34,500.00	\$0.00	\$0.00	0.00%	(\$34,500.00)
10-3702-435400	DRUG ENFORCEMENT & PROSEC	\$76,087.00	\$0.00	\$0.00	0.00%	(\$76,087.00)
10-3702-435425	HIDTA FED GRANT	\$19,000.00	\$1,111.62	\$5,664.56	29.81%	(\$13,335.44)
10-3702-435450	RESTITUTION-NTF BUY MONEY	\$0.00	\$1,516.70	\$4,037.25	0.00%	\$4,037.25
10-3702-435550	FIRE GRANTS	\$25,000.00	\$0.00	\$0.00	0.00%	(\$25,000.00)
10-3702-460000	OTHER STATE/FED REVENUE	\$14,500.00	\$0.00	\$11,458.12	79.02%	(\$3,041.88)
Total Dept.3702	REVENUE	\$2,273,804.00	\$112,958.35	\$634,764.27	27.92%	(\$1,639,039.73)
10-3703-470000	TRANSFER IN FROM UT-ADM COST	\$660,000.00	\$0.00	\$215,986.00	32.73%	(\$444,014.00)
10-3703-471000	TRANSFER IN FROM UT-IT COST	\$69,200.00	\$0.00	\$33,225.00	48.01%	(\$35,975.00)
Total Dept.3703	REVENUE	\$729,200.00	\$0.00	\$249,211.00	34.18%	(\$479,989.00)
10-3704-480000	FUND BALANCE ALLOCATION	\$56,534.00	\$0.00	\$0.00	0.00%	(\$56,534.00)
Total Dept.3704	3704	\$56,534.00	\$0.00	\$0.00	0.00%	(\$56,534.00)
Total Fund	General Fund	\$7,991,538.00	\$436,511.84	\$2,036,649.17	25.49%	(\$5,954,888.83)

General Fund Expenditures		Unappropriated Help (Hurt)			
Account Number	Account Description	Approp Amount	Activity this Period	Expenditure YTD	% Used
Department 4000	LEGAL				
10-4000-500100	TOWN ATTORNEY	\$65,000.00	\$0.00	\$10,368.82	15.95%
10-4000-511100	SUPPLIES & MATERIALS	\$1,000.00	\$0.00	\$0.00	0.00%
10-4000-519000	MISCELLANEOUS	\$1,000.00	\$0.00	\$0.00	0.00%
Total Dept 4000	LEGAL	\$67,000.00	\$0.00	\$10,368.82	15.48%
Department 4010	COUNCIL				
10-4010-500000	SALARIES AND WAGES	\$10,500.00	\$875.00	\$3,500.00	33.33%
10-4010-500100	TOWN ATTORNEY	\$0.00	\$3,650.92	\$3,650.92	0.00%
10-4010-500150	CLERK SALARY	\$9,000.00	\$1,000.00	\$3,940.00	43.78%
10-4010-501000	INS SOCIAL SECURITY	\$1,720.00	\$286.84	\$573.68	33.35%
10-4010-501250	INS WORKMENS COMPENSATION	\$25.00	\$0.00	\$3.12	12.48%
10-4010-519000	MISCELLANEOUS	\$2,000.00	\$137.83	\$464.57	23.23%
10-4010-525150	TOWN EVENTS	\$5,000.00	\$34.19	\$4,902.02	98.04%
Total Dept 4010	COUNCIL	\$28,245.00	\$5,984.78	\$17,034.31	60.31%
Department 4020	TOWN MANAGER				
10-4020-500050	TOWN MANAGER SALARY	\$150,000.00	\$12,038.46	\$53,923.07	35.95%
10-4020-501000	INS SOCIAL SECURITY	\$12,750.00	\$1,304.88	\$3,562.56	27.94%
10-4020-501100	INS HEALTH	\$20,400.00	\$1,721.00	\$6,884.00	33.75%
10-4020-501150	INS.-LIFE	\$288.00	\$23.98	\$71.94	24.98%
10-4020-501200	INS.-RETIREMENT PLAN	\$4,000.00	\$4,853.75	\$14,532.50	363.31%
10-4020-501225	VRS-VLDP	\$500.00	\$92.50	\$476.25	95.25%
10-4020-501250	INS WORKMENS COMPENSATION	\$150.00	\$0.00	\$13.74	9.16%
10-4020-510250	DUES & MERBERSHIP	\$2,000.00	\$102.31	\$182.29	9.11%
10-4020-510350	OFFICE SUPPLIES	\$1,500.00	\$0.00	\$1,967.09	131.14%
10-4020-510450	TELEPHONE/INTERNET/COMM	\$0.00	\$0.00	\$60.00	0.00%
10-4020-510525	EMPLOYEE VEHICLE	\$0.00	\$0.00	\$500.00	0.00%
10-4020-510550	TRAINING EXPENSE	\$7,000.00	\$854.19	\$854.19	12.20%
10-4020-511100	SUPPLIES & MATERIALS	\$1,000.00	\$57.71	\$146.22	14.62%
10-4020-519000	MISCELLANEOUS	\$1,000.00	\$19,107.73	\$46,873.72	4687.37%
Total Dept 4020	TOWN MANAGER	\$200,588.00	\$40,156.51	\$130,047.57	64.83%
Department 4030	HUMAN RESOURCES				
10-4030-500000	SALARIES AND WAGES	\$92,750.00	\$8,642.30	\$33,818.41	36.46%
10-4030-501000	INS SOCIAL SECURITY	\$7,100.00	\$945.79	\$2,260.07	31.83%
10-4030-501100	INS HEALTH	\$16,000.00	\$1,274.00	\$5,096.00	31.85%
10-4030-501150	INS.-LIFE	\$579.00	\$45.60	\$125.52	21.68%
10-4030-501200	INS.-RETIREMENT PLAN	\$19,500.00	\$3,000.66	\$7,144.99	36.64%
10-4030-501225	VRS-VLDP	\$0.00	\$57.18	\$228.72	0.00%

10-4030-501250	INS WORKMENS COMPENSATION	\$3,000.00	\$0.00	\$9.27	0.31%	\$2,990.73
10-4030-510250	DUES & MEMBERSHIP	\$750.00	\$19.99	\$39.98	5.33%	\$710.02
10-4030-510350	OFFICE SUPPLIES	\$500.00	\$0.00	\$71.99	14.40%	\$428.01
10-4030-510450	TELEPHONE/INTERNET/COMM	\$0.00	\$0.00	\$60.00	0.00%	(\$60.00)
10-4030-510550	TRAINING EXPENSE	\$1,500.00	\$0.00	\$0.00	0.00%	\$1,500.00
10-4030-511100	SUPPLIES & MATERIALS	\$500.00	\$0.00	\$55.00	11.00%	\$445.00
10-4030-519000	MISCELLANEOUS	\$500.00	\$0.00	\$0.00	0.00%	\$500.00
Total Dept 4030	HUMAN RESOURCES	\$142,679.00	\$13,985.52	\$48,909.95	34.28%	\$93,769.05

Department 4040	FINANCE OFFICE					
10-4040-500000	SALARIES AND WAGES	\$394,150.00	\$39,978.04	\$177,690.53	45.08%	\$216,459.47
10-4040-501000	INS SOCIAL SECURITY	\$30,155.00	\$4,385.86	\$13,965.25	46.31%	\$16,189.75
10-4040-501100	INS HEALTH	\$97,224.00	\$7,053.00	\$31,115.00	32.00%	\$66,109.00
10-4040-501150	INS-LIFE	\$1,900.00	\$207.32	\$703.81	37.04%	\$1,196.19
10-4040-501200	INS.-RETIREMENT PLAN	\$143,080.00	\$13,632.12	\$34,844.25	24.35%	\$108,235.75
10-4040-501225	VRS-VLDP	\$3,400.00	\$163.17	\$591.37	17.39%	\$2,808.63
10-4040-501250	INS WORKMENS COMPENSATION	\$600.00	\$0.00	\$77.42	12.90%	\$522.58
10-4040-501300	INS GEN LIABILITY/BLDG	\$8,835.00	\$0.00	\$3,581.79	40.54%	\$5,253.21
10-4040-501350	INS AUTO	\$300.00	\$0.00	\$0.00	0.00%	\$300.00
10-4040-510000	CASH OVER & SHORT	\$50.00	\$0.00	\$100.00	200.00%	(\$50.00)
10-4040-510100	AUDITING & LEGAL	\$10,834.00	\$0.00	\$2,500.00	23.08%	\$8,334.00
10-4040-510125	CIGARETTE STAMPS	\$5,600.00	\$0.00	\$2,673.00	47.73%	\$2,927.00
10-4040-510150	PRINTING & BINDING	\$3,000.00	\$0.00	\$0.00	0.00%	\$3,000.00
10-4040-510200	TAX FORMS	\$3,000.00	\$0.00	\$0.00	0.00%	\$3,000.00
10-4040-510250	DUES & MEMBERSHIP	\$9,000.00	\$19.99	\$1,200.27	13.34%	\$7,799.73
10-4040-510300	ADVERTISING	\$2,500.00	\$0.00	(\$3.34)	-0.13%	\$2,503.34
10-4040-510350	OFFICE SUPPLIES	\$5,000.00	\$482.10	\$2,513.28	50.27%	\$2,486.72
10-4040-510400	POSTAGE	\$6,500.00	\$36.76	\$473.52	7.28%	\$6,026.48
10-4040-510425	CARD PROCESSING CHGS/ACH FEES/BANK ANALYSIS	\$16,000.00	\$1,374.57	\$5,512.45	34.45%	\$10,487.55
10-4040-510450	TELEPHONE/INTERNET/COMM	\$6,000.00	\$361.39	\$2,365.46	39.42%	\$3,634.54
10-4040-510500	UNIFORMS	\$1,000.00	\$0.00	\$106.00	10.60%	\$894.00
10-4040-510550	TRAINING EXPENSE	\$1,000.00	\$232.14	\$1,316.81	131.68%	(\$316.81)
10-4040-510600	EQUIPMENT MAINTENANCE	\$6,000.00	(\$18.01)	\$1,686.83	28.11%	\$4,313.17
10-4040-510625	IT SERVICE/EQ	\$0.00	\$0.00	\$600.00	0.00%	(\$600.00)
10-4040-510700	VEHICLE MAINT-INSIDE	\$1,000.00	\$0.00	\$0.00	0.00%	\$1,000.00
10-4040-510750	VEHICLE MAINT-OUTSIDE	\$500.00	\$0.00	\$0.00	0.00%	\$500.00
10-4040-510800	MOTOR FUEL & LUBRICATION	\$1,000.00	\$264.27	\$574.77	57.48%	\$425.23
10-4040-510900	EQUIPMENT	\$2,500.00	\$0.00	\$957.42	38.30%	\$1,542.58
10-4040-511000	BUILDING REPAIRS/ADDITION	\$6,000.00	\$520.00	\$852.96	14.22%	\$5,147.04
10-4040-511050	GROUPS & FACILITIES	\$2,000.00	\$0.00	\$0.00	0.00%	\$2,000.00
10-4040-511100	SUPPLIES & MATERIALS	\$4,000.00	\$313.14	\$2,229.19	55.73%	\$1,770.81
10-4040-511150	CLEANING SUPPLIES	\$6,000.00	\$517.11	\$2,581.93	43.03%	\$3,418.07
10-4040-519000	MISCELLANEOUS	\$6,000.00	\$341.32	\$3,271.06	54.52%	\$2,728.94
10-4040-525100	BUS TRANSIT	\$7,200.00	\$600.00	\$2,400.00	33.33%	\$4,800.00
10-4040-531150	CUSTODIAN SERVICE	\$10,000.00	\$0.00	\$140.05	1.40%	\$9,859.95

Total Dept. 4040	FINANCE OFFICE	\$801,328.00	\$70,464.29	\$296,621.08	37.02%	\$504,706.92
Department 4050	NON-DEPARTMENTAL					
10-4050-500250	EMPLOYEE APPRECIATION	\$3,000.00	\$0.00	\$666.44	22.21%	\$2,333.56
10-4050-501100	INS HEALTH	\$0.00	\$0.00	\$254.38	0.00%	(\$254.38)
10-4050-501150	INS.-LIFE	\$10.00	\$93.70	\$377.45	3774.50%	(\$367.45)
10-4050-501250	INS WORKMENS COMPENSATION	\$0.00	\$0.00	\$81,517.82	0.00%	(\$81,517.82)
10-4050-511200	ELECTRICITY	\$121,500.00	\$6,059.02	\$28,285.65	23.28%	\$93,214.35
10-4050-511250	WATER	\$7,450.00	\$721.54	\$4,375.42	58.73%	\$3,074.58
10-4050-511300	SEWER	\$6,200.00	\$767.02	\$4,703.53	75.86%	\$1,496.47
10-4050-511350	GARBAGE	\$5,525.00	\$543.85	\$2,246.20	40.66%	\$3,278.80
10-4050-525155	LIBRARY	\$725.00	\$0.00	\$251.96	34.75%	\$473.04
10-4050-525160	COAL MINERS MEM	\$500.00	\$0.00	\$0.00	0.00%	\$500.00
10-4050-525170	Chamber/Cart Bldg.	\$2,500.00	\$0.00	\$31.49	1.26%	\$2,468.51
10-4050-525175	FARMERS MARKET	\$750.00	\$0.00	\$34.68	4.62%	\$715.32
10-4050-525180	GREENWAY	\$0.00	\$527.00	\$3,509.43	0.00%	(\$3,509.43)
10-4050-525250	DONATIONS	\$10,200.00	\$0.00	\$0.00	0.00%	\$10,200.00
10-4050-525300	VET/CENT/HIST	\$500.00	\$210.00	\$397.30	79.46%	\$102.70
10-4050-525325	SECTION HOUSE	\$5,000.00	\$0.00	\$401.29	8.03%	\$4,598.71
10-4050-525350	TEEN CENTER	\$1,600.00	\$0.00	\$707.68	44.23%	\$892.32
Total Dept. 4050	NON-DEPARTMENTAL	\$165,460.00	\$8,922.13	\$127,760.72	77.22%	\$37,699.28
Department 4060	IT DEPARTMENT					
10-4060-500000	SALARIES AND WAGES	\$20,000.00	\$1,737.06	\$9,400.56	47.00%	\$10,599.44
10-4060-501000	INS SOCIAL SECURITY	\$1,150.00	\$132.89	\$719.15	62.53%	\$430.85
10-4060-501250	INS WORKMENS COMPENSATION	\$25.00	\$0.00	\$2.73	10.92%	\$22.27
10-4060-510625	IT SERVICE/MAINTENANCE	\$70,000.00	\$2,595.12	\$24,577.46	35.11%	\$45,422.54
10-4060-510900	EQUIPMENT	\$7,500.00	\$270.00	\$440.46	5.87%	\$7,059.54
10-4060-519000	MISCELLANEOUS	\$500.00	\$0.00	\$19,659.57	3931.91%	(\$19,159.57)
10-4060-550300	CONTRACT LABOR	\$18,000.00	\$1,750.00	\$8,000.00	44.44%	\$10,000.00
Total Dept. 4060	IT DEPARTMENT	\$117,175.00	\$6,485.07	\$62,799.93	53.59%	\$54,375.07
Department 4070	COMMUNITY DEVELOPMENT					
10-4070-500000	SALARIES AND WAGES	\$35,500.00	\$4,461.54	\$17,845.79	50.27%	\$17,654.21
10-4070-501000	INS SOCIAL SECURITY	\$3,250.00	\$501.55	\$1,342.96	41.32%	\$1,907.04
10-4070-501100	INS HEALTH	\$20,400.00	\$637.00	\$1,911.00	9.37%	\$18,489.00
10-4070-501150	INS LIFE	\$200.00	\$70.50	\$70.50	35.25%	\$129.50
10-4070-501200	INS.-RETIREMENT PLAN	\$5,000.00	\$1,876.79	\$3,588.76	71.78%	\$1,411.24
10-4070-501225	VRS-VLDP	\$600.00	\$35.77	\$107.31	17.89%	\$492.69
10-4070-501250	INS WORKMENS COMPENSATION	\$35.00	\$0.00	\$6.05	17.29%	\$28.95
10-4070-510800	FUEL	\$200.00	\$0.00	\$0.00	0.00%	\$200.00
10-4070-511100	SUPPLIES & MATERIALS	\$1,000.00	\$0.00	\$2,276.63	227.66%	(\$1,276.63)
10-4070-519000	MISCELLANEOUS	\$1,000.00	\$33.50	\$1,623.50	162.35%	(\$623.50)
10-4070-525150	DOWNTOWN ACTIVITY	\$13,500.00	\$475.00	\$4,819.44	35.70%	\$8,680.56
Total Dept. 4070	COMMUNITY DEVELOPMENT	\$80,685.00	\$8,091.65	\$33,591.94	41.63%	\$47,093.06

Department 4110	POLICE GRANTS					
10-4110-524200	DMV	\$0.00	\$3,404.62	\$8,155.70	0.00%	(\$8,155.70)
10-4110-524250	OTHER GRANTS	\$89,054.00	\$3,946.52	\$23,680.59	26.59%	\$65,373.41
10-4110-524300	PSB PROGRAM GRANT	\$0.00	\$1,439.98	\$3,185.16	0.00%	(\$3,185.16)
Total Dept 4110	POLICE GRANTS	\$89,054.00	\$8,791.12	\$35,021.45	39.33%	\$54,032.55

Department 4120	FED/STATE ASSET FORF					
10-4120-535330	NTF-FED ASSET FORF EXPENSE	\$0.00	\$0.00	\$8,974.33	0.00%	(\$8,974.33)
Total Dept 4120	FED/STATE ASSET FORF	\$0.00	\$0.00	\$8,974.33	0.00%	(\$8,974.33)

Department 4130	TZ CO NARCOTICS TASK FORCE					
10-4130-501050	INS.-FRINGE BENEFITS	\$13,839.00	\$632.00	\$2,528.00	18.27%	\$11,311.00
10-4130-510125	PROFESSIONAL SERVICES	\$425.00	\$0.00	\$70.00	16.47%	\$355.00
10-4130-510350	OFFICE SUPPLIES	\$2,500.00	\$0.00	\$0.00	0.00%	\$2,500.00
10-4130-510450	TELEPHONE/INTERNET/COMM	\$7,100.00	\$481.87	\$2,473.99	34.84%	\$4,626.01
10-4130-510750	VEHICLE MAINT-OUTSIDE	\$9,000.00	\$254.32	\$1,350.36	15.00%	\$7,649.64
10-4130-510900	EQUIPMENT	\$6,000.00	\$0.00	\$1,219.73	20.33%	\$4,780.27
10-4130-519000	MISCELLANEOUS	\$36,766.00	\$287.64	\$1,577.14	4.29%	\$35,188.86
10-4130-530075	HIDTA GRANT PURCHASES	\$19,000.00	\$320.52	\$4,954.17	26.07%	\$14,045.83
10-4130-531150	CUSTODIAN SERVICE	\$0.00	\$426.49	\$426.49	0.00%	(\$426.49)
Total Dept 4130	TZ CO NARCOTICS TASK FORCE	\$94,630.00	\$2,402.84	\$14,599.88	15.43%	\$80,030.12

Department 4140	POLICE DEPARTMENT					
10-4140-500000	SALARIES AND WAGES	\$1,069,333.00	\$74,989.45	\$350,157.87	32.75%	\$719,175.13
10-4140-500150	OVERTIME	\$52,000.00	\$13,954.86	\$32,125.70	61.78%	\$19,874.30
10-4140-501000	INS SOCIAL SECURITY	\$78,300.00	\$10,153.42	\$30,012.12	38.33%	\$48,287.88
10-4140-501100	INS HEALTH	\$210,000.00	\$13,473.00	\$59,630.00	28.40%	\$150,370.00
10-4140-501150	INS.-LIFE	\$4,000.00	\$473.87	\$1,464.40	36.61%	\$2,535.60
10-4140-501200	INS.-RETIREMENT PLAN	\$295,000.00	\$28,643.84	\$261,015.58	88.48%	\$33,984.42
10-4140-501225	VRS-VLDP	\$1,000.00	\$53.43	\$212.65	21.27%	\$787.35
10-4140-501250	INS WORKMENS COMPENSATION	\$38,000.00	\$0.00	\$11,149.51	29.34%	\$26,850.49
10-4140-501300	INS GEN LIABILITY/BLDG	\$3,500.00	\$0.00	\$978.48	27.96%	\$2,521.52
10-4140-501350	INS AUTO	\$9,200.00	\$0.00	\$2,899.75	31.52%	\$6,300.25
10-4140-510150	PRINTING & BINDING	\$3,000.00	\$1,647.00	\$1,802.80	60.09%	\$1,197.20
10-4140-510250	DUES & MEMBERSHIP	\$12,000.00	\$0.00	\$0.00	0.00%	\$12,000.00
10-4140-510350	OFFICE SUPPLIES	\$4,500.00	\$35.40	\$432.31	9.61%	\$4,067.69
10-4140-510400	POSTAGE	\$700.00	\$42.29	\$82.14	11.73%	\$617.86
10-4140-510450	TELEPHONE/INTERNET/COMM	\$13,800.00	\$771.57	\$3,756.11	27.22%	\$10,043.89
10-4140-510500	UNIFORMS	\$19,000.00	\$1,116.00	\$6,593.56	34.70%	\$12,406.44
10-4140-510550	TRAINING EXPENSE	\$24,327.00	\$5,075.00	\$9,061.37	37.25%	\$15,265.63
10-4140-510600	EQUIPMENT MAINTENANCE	\$32,000.00	\$407.92	\$2,774.11	8.67%	\$29,225.89
10-4140-510650	TWO-WAY RADIO MAINTENANCE	\$1,000.00	\$0.00	\$0.00	0.00%	\$1,000.00
10-4140-510700	VEHICLE MAINT-INSIDE	\$0.00	\$346.05	\$1,220.67	0.00%	(\$1,220.67)
10-4140-510750	VEHICLE MAINT-OUTSIDE	\$25,000.00	\$790.22	\$11,820.01	47.28%	\$13,179.99

10-4140-510800	MOTOR FUEL & LUBRICATION	\$60,000.00	\$5,083.22	\$21,028.87	35.05%	\$38,971.13
10-4140-510850	OFFICE FURN & FIXTURES	\$1,000.00	\$0.00	\$0.00	0.00%	\$1,000.00
10-4140-510900	EQUIPMENT	\$98,334.00	\$464.12	\$101,203.77	102.92%	(\$2,869.77)
10-4140-511000	BUILDING REPAIRS/ADDITION	\$5,000.00	\$17,393.64	\$38,524.42	770.49%	(\$33,524.42)
10-4140-511100	SUPPLIES & MATERIALS	\$5,500.00	\$1,763.67	\$4,913.69	89.34%	\$586.31
10-4140-511150	CLEANING SUPPLIES	\$1,500.00	\$112.42	\$198.77	13.25%	\$1,301.23
10-4140-511900	MISCELLANEOUS	\$5,000.00	\$1,126.74	\$2,167.09	43.34%	\$2,832.91
10-4140-531000	INSURANCE-LAW ENFORCEMENT	\$8,000.00	\$0.00	\$3,054.50	38.18%	\$4,945.50
10-4140-531025	LINE OF DUTY PAYMENTS	\$14,800.00	\$0.00	\$20,445.00	138.14%	(\$5,645.00)
10-4140-531050	COURT COST	\$5,000.00	\$0.00	\$505.52	10.11%	\$4,494.48
10-4140-531100	EXTRADITION & TRAVEL	\$1,000.00	\$0.00	\$0.00	0.00%	\$1,000.00
10-4140-531300	REGIONAL JAIL	\$300.00	\$0.00	\$0.00	0.00%	\$300.00
10-4140-531350	SPECIAL PROJECTS	\$15,000.00	\$0.00	\$1,265.93	8.44%	\$13,734.07
Total Dept.4140	POLICE DEPARTMENT	\$2,116,094.00	\$177,917.13	\$980,496.70	46.34%	\$1,135,597.30
Department 4150	FIRE DEPARTMENT					
10-4150-500000	SALARIES AND WAGES	\$84,000.00	\$10,256.39	\$26,828.38	31.94%	\$57,171.62
10-4150-501000	INS SOCIAL SECURITY	\$5,125.00	\$1,169.55	\$2,052.37	40.05%	\$3,072.63
10-4150-501100	INS HEALTH	\$10,200.00	\$0.00	\$0.00	0.00%	\$10,200.00
10-4150-501150	INS.- LIFE	\$150.00	\$0.00	\$0.00	0.00%	\$150.00
10-4150-501200	INS.- RETIREMENT PLAN	\$4,000.00	\$0.00	\$0.00	0.00%	\$4,000.00
10-4150-501250	INS WORKMENS COMPENSATION	\$3,700.00	\$0.00	\$811.12	21.92%	\$2,888.88
10-4150-501300	INS GEN LIABILITY/BLDG	\$2,100.00	\$0.00	\$534.59	25.46%	\$1,565.41
10-4150-501350	INS AUTO	\$5,500.00	\$0.00	\$1,287.88	23.42%	\$4,212.12
10-4150-510100	AUDITING & LEGAL	\$0.00	\$1,972.16	\$1,972.16	0.00%	(\$1,972.16)
10-4150-510450	TELEPHONE/INTERNET/COMM	\$5,500.00	\$144.56	\$2,214.81	40.27%	\$3,285.19
10-4150-510500	UNIFORMS	\$1,000.00	\$0.00	\$721.89	72.19%	\$278.11
10-4150-510550	TRAINING EXPENSE	\$1,500.00	\$149.00	\$149.00	9.93%	\$1,351.00
10-4150-510600	EQUIPMENT MAINTENANCE	\$1,000.00	\$0.00	\$1,300.00	130.00%	(\$300.00)
10-4150-510650	TWO-WAY RADIO MAINTENANCE	\$1,500.00	\$0.00	\$0.00	0.00%	\$1,500.00
10-4150-510700	VEHICLE MAINT-INSIDE	\$2,000.00	\$0.00	\$0.00	0.00%	\$2,000.00
10-4150-510750	VEHICLE MAINT-OUTSIDE	\$10,000.00	\$0.00	\$265.94	2.66%	\$9,734.06
10-4150-510800	MOTOR FUEL & LUBRICATION	\$5,500.00	\$714.35	\$2,704.47	49.17%	\$2,795.53
10-4150-510825	RETIREMENT OF DEBT	\$65,000.00	\$0.00	\$0.00	0.00%	\$65,000.00
10-4150-510900	EQUIPMENT	\$8,000.00	\$250.00	\$1,245.00	15.56%	\$6,755.00
10-4150-510925	RADIO EQUIPMENT	\$1,500.00	\$0.00	\$125.00	8.33%	\$1,375.00
10-4150-511000	BUILDING REPAIRS/ADDITION	\$800.00	\$0.00	\$356.81	44.60%	\$443.19
10-4150-511100	SUPPLIES & MATERIALS	\$5,000.00	\$486.20	\$3,729.95	74.60%	\$1,270.05
10-4150-511200	ELECTRICITY	\$0.00	\$0.00	\$314.17	0.00%	(\$314.17)
10-4150-511900	MISCELLANEOUS	\$1,000.00	\$85.25	\$1,597.25	159.73%	(\$597.25)
10-4150-531025	LINE OF DUTY PAYMENTS	\$11,000.00	\$0.00	\$14,604.00	132.76%	(\$3,604.00)
10-4150-531350	SPECIAL PROJECTS	\$1,500.00	\$369.70	\$369.70	24.65%	\$1,130.30
10-4150-532000	INSURANCE-FIRE CALLS	\$2,311.00	\$0.00	\$4,938.00	213.67%	(\$2,627.00)
10-4150-532025	FIRE PREV/SAFETY PRG	\$3,000.00	\$0.00	\$61.68	2.06%	\$2,938.32
10-4150-532050	REGULATORY REQUIREMENTS	\$10,000.00	\$1,267.26	\$1,507.26	15.07%	\$8,492.74

10-4150-580800	INTEREST EXPENSE	\$15,508.00	\$0.00	\$0.00	0.00%	\$15,508.00
Total Dept.4150	FIRE DEPARTMENT	\$267,394.00	\$16,864.42	\$69,691.43	26.06%	\$197,702.57

Department 4160	RESCUE DEPARTMENT					
10-4160-500000	SALARIES AND WAGES	\$533,657.00	\$43,527.86	\$181,729.84	34.05%	\$351,927.16
10-4160-501000	INS SOCIAL SECURITY	\$40,825.00	\$4,330.82	\$12,955.42	31.73%	\$27,869.58
10-4160-501100	INS HEALTH	\$98,000.00	\$8,096.00	\$32,384.00	33.04%	\$65,616.00
10-4160-501150	INS.-LIFE	\$1,500.00	\$152.80	\$447.64	29.84%	\$1,052.36
10-4160-501200	INS.-RETIREMENT PLAN	\$65,000.00	\$7,127.90	\$16,854.45	25.93%	\$48,145.55
10-4160-501225	VRS-VLDP	\$1,246.00	\$18.86	\$75.44	6.05%	\$1,170.56
10-4160-501250	INS WORKMENS COMPENSATION	\$21,000.00	\$149.00	\$3,985.63	18.99%	\$17,014.37
10-4160-501300	INS GEN LIABILITY/BLDG	\$1,100.00	\$0.00	\$331.46	30.13%	\$768.54
10-4160-501350	INS AUTO	\$3,200.00	\$0.00	\$860.13	26.88%	\$2,339.87
10-4160-510100	AUDITING & LEGAL	\$0.00	\$1,972.16	\$1,972.16	0.00%	(\$1,972.16)
10-4160-510250	DUES/MEMBERSHIP/SUBSCRIPTIONS	\$6,500.00	\$340.63	\$1,317.52	20.27%	\$5,182.48
10-4160-510350	OFFICE SUPPLIES	\$2,500.00	\$0.00	\$434.36	17.37%	\$2,065.64
10-4160-510450	TELEPHONE/INTERNET/COMM	\$3,000.00	\$256.92	\$2,016.01	67.20%	\$983.99
10-4160-510500	UNIFORMS	\$2,000.00	\$52.21	\$794.21	39.71%	\$1,205.79
10-4160-510550	TRAINING EXPENSE	\$2,000.00	\$0.00	\$384.54	19.23%	\$1,615.46
10-4160-510600	EQUIPMENT MAINTENANCE	\$6,500.00	\$1,360.00	\$1,360.00	20.92%	\$5,140.00
10-4160-510700	VEHICLE MAINT-INSIDE	\$3,000.00	\$33.84	\$187.42	6.25%	\$2,812.58
10-4160-510750	VEHICLE MAINT-OUTSIDE	\$17,000.00	\$3,202.97	\$9,856.37	57.98%	\$7,143.63
10-4160-510800	MOTOR FUEL & LUBRICATION	\$23,000.00	\$2,034.87	\$7,057.55	30.69%	\$15,942.45
10-4160-510900	EQUIPMENT	\$26,000.00	\$139.91	\$1,285.79	4.95%	\$24,714.21
10-4160-511000	BUILDING REPAIRS/ADDITION	\$1,000.00	\$0.00	\$1,002.38	100.24%	(\$2.38)
10-4160-511100	SUPPLIES & MATERIALS	\$5,000.00	\$25.75	\$3,368.93	67.38%	\$1,631.07
10-4160-511150	CLEANING SUPPLIES	\$1,000.00	\$5.49	\$230.98	23.10%	\$769.02
10-4160-511175	MEDICAL SUPPLIES	\$31,000.00	\$8,294.58	\$12,772.98	41.20%	\$18,227.02
10-4160-511200	ELECTRICITY	\$0.00	\$0.00	\$314.17	0.00%	(\$314.17)
10-4160-519000	MISCELLANEOUS	\$1,000.00	\$295.24	\$368.95	36.90%	\$631.05
10-4160-531025	LINE OF DUTY PAYMENTS	\$13,500.00	\$0.00	\$12,656.00	93.75%	\$844.00
10-4160-531350	SPECIAL PROJECTS	\$1,000.00	\$228.12	\$1,338.31	133.83%	(\$338.31)
10-4160-532100	BILLING SERVICES/COLLECTIONS	\$45,000.00	\$5,104.12	\$17,064.34	37.92%	\$27,935.66
10-4160-532125	BAD DEBT COLLECTION FEE	\$1,500.00	\$0.00	\$184.13	12.28%	\$1,315.87
10-4160-561000	HEATING OIL/FUEL	\$2,500.00	\$0.00	\$813.05	32.52%	\$1,686.95
Total Dept. 4160	RESCUE DEPARTMENT	\$959,528.00	\$66,750.05	\$326,404.16	34.02%	\$633,123.84

Department 4210	STREET DEPARTMENT					
10-4210-500000	SALARIES AND WAGES	\$612,906.00	\$67,078.06	\$252,029.23	41.12%	\$360,876.77
10-4210-501000	INS SOCIAL SECURITY	\$46,900.00	\$6,938.03	\$18,620.49	39.70%	\$28,279.51
10-4210-501100	INS HEALTH	\$210,000.00	\$16,122.00	\$63,987.00	30.47%	\$146,013.00
10-4210-501150	INS.-LIFE	\$2,200.00	\$863.01	\$1,346.85	61.22%	\$853.15
10-4210-501200	INS.-RETIREMENT PLAN	\$145,000.00	\$22,413.06	\$43,906.50	30.28%	\$101,093.50
10-4210-501225	VRS-VLDP	\$2,000.00	\$294.32	\$761.57	38.08%	\$1,238.43
10-4210-501250	INS WORKMENS COMPENSATION	\$24,000.00	\$0.00	\$6,257.23	26.07%	\$17,742.77

10-4210-501300	INS GEN LIABILITY/BLDG	\$3,800.00	\$0.00	\$1,304.37	34.33%	\$2,495.63
10-4210-501350	INS AUTO	\$5,800.00	\$0.00	\$2,152.08	37.10%	\$3,647.92
10-4210-510250	DUES/MEMBERSHIP/SOFTWARE LICENSE FEES	\$500.00	(\$2,112.00)	\$578.00	115.60%	(\$78.00)
10-4210-510450	TELEPHONE/INTERNET/COMM	\$1,500.00	\$93.47	\$1,404.76	93.65%	\$95.24
10-4210-510500	UNIFORMS	\$5,000.00	\$1,364.11	\$8,514.18	170.28%	(\$3,514.18)
10-4210-510550	TRAINING EXPENSE	\$4,000.00	\$4,500.00	\$6,300.00	157.50%	(\$2,300.00)
10-4210-510600	EQUIPMENT MAINTENANCE	\$0.00	\$80.04	\$80.04	0.00%	(\$80.04)
10-4210-510700	VEHICLE MAINT-INSIDE	\$20,000.00	\$3,613.08	\$7,981.54	39.91%	\$12,018.46
10-4210-510750	VEHICLE MAINT-OUTSIDE	\$12,000.00	\$0.00	\$2,677.51	22.31%	\$9,322.49
10-4210-510800	MOTOR FUEL & LUBRICATION	\$30,000.00	\$4,076.51	\$15,720.59	52.40%	\$14,279.41
10-4210-510900	EQUIPMENT	\$2,787.00	\$462.95	\$4,420.62	158.62%	(\$1,633.62)
10-4210-511000	BUILDING REPAIRS/ADDITION	\$1,000.00	\$0.00	\$60.71	6.07%	\$939.29
10-4210-511100	SUPPLIES & MATERIALS	\$19,213.00	\$2,047.02	\$7,750.41	40.34%	\$11,462.59
10-4210-511200	ELECTRICITY	\$15,000.00	\$857.38	\$3,067.62	20.45%	\$11,932.38
10-4210-511250	WATER	\$500.00	\$42.68	\$148.84	29.77%	\$351.16
10-4210-511300	SEWER	\$750.00	\$72.18	\$257.78	34.37%	\$492.22
10-4210-511350	GARBAGE	\$300.00	\$22.15	\$110.28	36.76%	\$189.72
10-4210-511400	ENGINEERING	\$10,000.00	\$0.00	\$0.00	0.00%	\$10,000.00
10-4210-511450	LEASE PROP & RIGHT OF WAY	\$1,000.00	\$0.00	\$0.00	0.00%	\$1,000.00
10-4210-511500	TRAFFIC SAFETY	\$65,000.00	\$9,179.30	\$22,485.30	34.59%	\$42,514.70
10-4210-519000	MISCELLANEOUS	\$2,000.00	\$612.13	\$2,011.25	100.56%	(\$11.25)
10-4210-540000	STORM DRAINAGE	\$6,000.00	\$0.00	\$0.00	0.00%	\$6,000.00
10-4210-540050	ST, BRIDGES, SIDEWALK MAINT	\$125,000.00	\$0.00	\$21,478.08	17.18%	\$103,521.92
10-4210-540100	SNOW & ICE REMOVAL	\$25,000.00	\$0.00	\$0.00	0.00%	\$25,000.00
10-4210-540250	VDOT REIMBURSED EXPENSES	\$0.00	\$1,392.74	\$322,702.79	0.00%	(\$322,702.79)
10-4210-570250	HAND TOOLS & EQUIPMENT	\$3,500.00	\$1,669.52	\$2,493.04	71.23%	\$1,006.96
Total Dept.4210	STREET DEPARTMENT	\$1,402,656.00	\$141,681.74	\$820,608.66	58.50%	\$582,047.34
Department 4240	SANITATION DEPARTMENT					
10-4240-500000	SALARIES AND WAGES	\$255,063.00	\$16,854.78	\$76,270.46	29.90%	\$178,792.54
10-4240-501000	INS SOCIAL SECURITY	\$15,365.00	\$1,799.03	\$5,599.71	36.44%	\$9,765.29
10-4240-501100	INS HEALTH	\$60,000.00	\$4,144.00	\$16,576.00	27.63%	\$43,424.00
10-4240-501150	INS.-LIFE	\$1,300.00	\$305.07	\$532.20	40.94%	\$767.80
10-4240-501200	INS.-RETIREMENT PLAN	\$53,000.00	\$7,031.44	\$16,459.21	31.06%	\$36,540.79
10-4240-501225	VRS-VLDP	\$1,200.00	\$106.64	\$410.21	34.18%	\$789.79
10-4240-501250	INS WORKMENS COMPENSATION	\$15,539.00	\$0.00	\$3,742.36	24.08%	\$11,796.64
10-4240-501350	INS AUTO	\$2,600.00	\$0.00	\$958.00	36.85%	\$1,642.00
10-4240-510500	UNIFORMS	\$2,000.00	\$333.59	\$1,574.39	78.72%	\$425.61
10-4240-510550	TRAINING EXPENSE	\$0.00	\$0.00	\$600.00	0.00%	(\$600.00)
10-4240-510700	VEHICLE MAINT-INSIDE	\$25,000.00	\$2,925.47	\$11,601.60	46.41%	\$13,398.40
10-4240-510750	VEHICLE MAINT-OUTSIDE	\$25,000.00	\$846.72	\$31,888.89	127.56%	(\$6,888.89)
10-4240-510800	MOTOR FUEL & LUBRICATION	\$35,000.00	\$363.38	\$2,706.23	7.73%	\$32,293.77
10-4240-510825	RETIREMENT OF DEBT	\$50,000.00	\$0.00	\$0.00	0.00%	\$50,000.00
10-4240-510900	EQUIPMENT	\$0.00	\$0.00	\$812.13	0.00%	(\$812.13)
10-4240-511100	SUPPLIES & MATERIALS	\$10,000.00	(\$1,464.67)	\$1,375.28	13.75%	\$8,624.72

10-4240-519000	MISCELLANEOUS	\$5,000.00	\$1,340.06	\$2,803.36	56.07%	\$2,196.64
10-4240-541000	GARBAGE CONTAINERS	\$22,000.00	\$0.00	\$22,172.00	100.76%	(\$172.00)
Total Dept.4240	SANITATION DEPARTMENT	\$578,067.00	\$34,585.51	\$196,082.03	33.92%	\$381,984.97
Department 4290	RECREATION DEPARTMENT					
10-4290-500000	SALARIES AND WAGES	\$167,619.00	\$9,463.83	\$52,678.77	31.43%	\$114,940.23
10-4290-501000	INS SOCIAL SECURITY	\$12,822.00	\$1,073.60	\$3,981.63	31.05%	\$8,840.37
10-4290-501100	INS HEALTH	\$8,400.00	\$1,911.00	\$3,822.00	45.50%	\$4,578.00
10-4290-501150	INS-LIFE	\$300.00	\$26.32	\$94.00	31.33%	\$206.00
10-4290-501200	INS--RETIREMENT PLAN	\$7,500.00	\$2,876.73	\$5,735.97	76.48%	\$1,764.03
10-4290-501225	VRS-VLDP	\$0.00	\$31.08	\$124.32	0.00%	(\$124.32)
10-4290-501250	INS WORKMENS COMPENSATION	\$2,000.00	\$0.00	\$729.31	36.47%	\$1,270.69
10-4290-501300	INS GEN LIABILITY/BLDG	\$4,000.00	\$0.00	\$1,229.62	30.74%	\$2,770.38
10-4290-510100	AUDITING & LEGAL	\$0.00	\$1,314.76	\$1,314.76	0.00%	(\$1,314.76)
10-4290-510350	OFFICE SUPPLIES	\$150.00	\$0.00	\$0.00	0.00%	\$150.00
10-4290-510450	TELEPHONE/INTERNET/COMM	\$2,000.00	\$194.97	\$1,963.33	98.17%	\$36.67
10-4290-510600	EQUIPMENT MAINTENANCE	\$0.00	\$279.75	\$839.25	0.00%	(\$839.25)
10-4290-510825	RETIREMENT OF DEBT	\$40,000.00	\$0.00	\$0.00	0.00%	\$40,000.00
10-4290-510900	EQUIPMENT	\$1,000.00	\$0.00	\$817.42	81.74%	\$182.58
10-4290-511000	BUILDING REPAIRS/ADDITION	\$2,500.00	\$0.00	\$825.00	33.00%	\$1,675.00
10-4290-511100	SUPPLIES & MATERIALS	\$10,000.00	\$871.41	\$1,565.33	15.65%	\$8,434.67
10-4290-519000	MISCELLANEOUS	\$1,000.00	\$2,274.75	\$3,972.11	397.21%	(\$2,972.11)
10-4290-550025	VOLLEYBALL EXPENSES	\$750.00	\$0.00	\$0.00	0.00%	\$750.00
10-4290-550050	SWIMMING POOL SUPPLIES	\$3,200.00	\$3,035.00	\$4,164.98	130.16%	(\$964.98)
10-4290-550100	WM'S PARK MAINTENANCE	\$15,000.00	\$1,902.75	\$2,526.39	16.84%	\$12,473.61
10-4290-550200	CONCESSION STAND EXP	\$15,000.00	\$263.60	\$3,130.83	20.87%	\$11,869.17
10-4290-550250	SALES TAX-CONCESSION STAN	\$0.00	\$0.00	(\$2.11)	0.00%	\$2.11
Total Dept.4290	RECREATION DEPARTMENT	\$293,241.00	\$25,519.55	\$89,512.91	30.53%	\$203,728.09
Department 4300	COMMUNITY & CIVIC FACILITIES					
10-4300-525300	VET/CENT/HIST	\$0.00	\$0.00	\$153.93	0.00%	(\$153.93)
Total Dept.4300	COMMUNITY & CIVIC FACILITIES	\$0.00	\$0.00	\$153.93	0.00%	(\$153.93)
Department 5414	CAPITAL-POLICE					
10-5414-660000	BUILDING & BLDG. IMPROVEMENTS	\$13,600.00	\$550.00	\$30,295.00	222.76%	(\$16,695.00)
Total Dept.5414	CAPITAL-POLICE	\$13,600.00	\$550.00	\$30,295.00	222.76%	(\$16,695.00)
Department 5415	CAPITAL-FIRE					
10-5415-630000	MACHINERY AND EQUIPMENT	\$0.00	\$0.00	\$6,970.00	0.00%	(\$6,970.00)
Total Dept.5415	CAPITAL-FIRE	\$0.00	\$0.00	\$6,970.00	0.00%	(\$6,970.00)
Department 5421	CAPITAL-STREET					
10-5421-630000	MACHINERY AND EQUIPMENT	\$36,300.00	\$0.00	\$36,300.00	100.00%	\$0.00
10-5421-640000	VEHICLES, BOATS, ETC.	\$179,314.00	\$0.00	\$186,547.00	104.03%	(\$7,233.00)
10-5421-650000	INFRASTRUCTURE, DEPR.	\$350,000.00	\$0.00	\$0.00	0.00%	\$350,000.00

Total Dept.5421	CAPITAL-STREET	\$565,614.00	\$0.00	\$222,847.00	39.40%	\$342,767.00
Department 5429	CAPITAL-RECREATION					
10-5429-660000	BUILDING & BLDG. IMPROVEMENTS	\$8,500.00	\$8,500.00	\$13,578.50	159.75%	(\$5,078.50)
Total Dept.5429	CAPITAL-RECREATION	\$8,500.00	\$8,500.00	\$13,578.50	159.75%	(\$5,078.50)
Department 5430	CAPITAL-COMM & CIVIC FACILITIES					
10-5430-650000	INFRASTRUCTURE, DEPR.	\$0.00	\$0.00	\$1,072.97	0.00%	(\$1,072.97)
Total Dept.5430	CAPITAL-COMM & CIVIC FACILITIES	\$0.00	\$0.00	\$1,072.97	0.00%	(\$1,072.97)
Total Fund	General Fund	\$7,991,538.00	\$657,652.31	\$3,543,443.27	44.34%	\$4,448,094.73
	Fund Balance			\$6,328,118.44		
	Total Revenues		\$436,511.84	\$2,036,649.17		
	Less Total Expenditures		\$657,652.31	\$3,543,443.27		
	Net Income		(\$221,140.47)	(\$1,506,794.10)		
	New Fund Balance			\$4,821,324.34		
Water Fund						
Revenues						
Account Number	Account Description	Estimated Revenue	Activity this Period	Revenue YTD	% Received	Unappropriated Help
20-3701-413300	INTEREST INCOME	\$750.00	\$85.86	\$1,067.20	142.29%	(Hurt)
20-3701-413900	SALE OF SALVAGE & SURPLUS	\$0.00	\$0.00	\$31.00	0.00%	\$317.20
20-3701-420050	WATER COLLECTIONS	\$1,100,000.00	\$69,917.76	\$296,478.73	26.95%	(\$803,521.27)
20-3701-420200	PENALTIES	\$12,000.00	\$1,185.74	\$5,006.08	41.72%	(\$6,993.92)
20-3701-420250	SERVICE CHARGES	\$5,500.00	\$207.50	\$818.00	14.87%	(\$4,682.00)
20-3701-420300	WATER TAPS	\$3,000.00	\$0.00	\$6,350.00	211.67%	\$3,350.00
Total Dept.3701	REVENUE	\$1,121,250.00	\$71,396.86	\$309,751.01	27.63%	(\$811,498.99)
20-3702-413310	INTEREST INCOME-WAT DEBT	\$1,000.00	\$117.44	\$465.88	46.59%	(\$534.12)
20-3702-440000	CEDAR BLUFF WATER COLL	\$75,000.00	\$7,055.00	\$28,220.00	37.63%	(\$46,780.00)
20-3702-440100	TAZ. PSA WATER COLL	\$615,396.00	\$42,459.00	\$171,132.50	27.81%	(\$444,263.50)
20-3702-440200	CEDAR BLUFF-Wat Debt	\$1,500.00	\$83.00	\$332.00	22.13%	(\$1,168.00)
20-3702-440300	TZ CO PSA-KENTS RIDGE	\$3,000.00	\$216.50	\$866.00	28.87%	(\$2,134.00)
Total Dept.3702	REVENUE	\$695,896.00	\$49,930.94	\$201,016.38	28.89%	(\$494,879.62)
Total Fund	Water Fund	\$1,817,146.00	\$121,327.80	\$510,767.39	28.11%	(\$1,306,378.61)
Water Fund						
Expenditures						
Account Number	Account Description	Approp Amount	Activity this Period	Expenditure YTD	% Used	Unappropriated Help
Department 4340	WATER TREATMENT PLANT					(Hurt)
20-4340-500000	SALARIES AND WAGES	\$405,945.00	\$31,710.97	\$136,830.40	33.71%	\$269,114.60

20-4340-501000	INS SOCIAL SECURITY	\$31,100.00	\$3,530.21	\$10,210.20	32.83%	\$20,889.80
20-4340-501100	INS HEALTH	\$120,000.00	\$11,562.00	\$35,637.00	29.70%	\$84,363.00
20-4340-501150	INS--LIFE	\$1,800.00	\$201.23	\$615.92	34.22%	\$1,184.08
20-4340-501200	INS--RETIREMENT PLAN	\$84,267.00	\$12,466.45	\$28,686.55	34.04%	\$55,580.45
20-4340-501225	VRS-VLDP	\$1,500.00	\$127.42	\$455.82	30.39%	\$1,044.18
20-4340-501250	INS WORKMENS COMPENSATION	\$13,500.00	\$0.00	\$2,670.76	19.78%	\$10,829.24
20-4340-501300	INS GEN LIABILITY/BLDG	\$7,250.00	\$0.00	\$2,356.48	32.50%	\$4,893.52
20-4340-501350	INS AUTO	\$500.00	\$0.00	\$336.67	67.33%	\$163.33
20-4340-510100	AUDITING & LEGAL	\$10,833.00	\$0.00	\$2,500.00	23.08%	\$8,333.00
20-4340-510150	PRINTING & BINDING	\$0.00	\$0.00	\$1,496.94	0.00%	(\$1,496.94)
20-4340-510250	DUES & MEMBERSHIP	\$2,700.00	\$0.00	\$1,957.00	72.48%	\$743.00
20-4340-510400	POSTAGE	\$7,650.00	\$0.00	\$922.90	12.06%	\$6,727.10
20-4340-510450	TELEPHONE/INTERNET/COMM	\$3,500.00	\$197.54	\$1,682.95	48.08%	\$1,817.05
20-4340-510500	UNIFORMS	\$500.00	\$440.86	\$2,951.46	590.29%	(\$2,451.46)
20-4340-510550	TRAINING EXPENSE	\$2,500.00	\$312.00	\$1,270.32	50.81%	\$1,229.68
20-4340-510600	EQUIPMENT MAINTENANCE	\$5,000.00	\$1,949.87	\$11,457.33	229.15%	(\$6,457.33)
20-4340-510625	IT SERVICE/EQ	\$2,500.00	\$0.00	\$600.00	24.00%	\$1,900.00
20-4340-510700	VEHICLE MAINT--INSIDE	\$250.00	\$23.74	\$32.46	12.98%	\$217.54
20-4340-510750	VEHICLE MAINT--OUTSIDE	\$250.00	\$0.00	\$0.00	0.00%	\$250.00
20-4340-510800	MOTOR FUEL & LUBRICATION	\$4,000.00	\$801.06	\$1,795.98	44.90%	\$2,204.02
20-4340-510825	RETIREMENT OF DEBT	\$104,916.00	\$0.00	\$0.00	0.00%	\$104,916.00
20-4340-510900	EQUIPMENT	\$3,500.00	\$0.00	\$812.14	23.20%	\$2,687.86
20-4340-511000	BUILDING REPAIRS/ADDITION	\$2,500.00	\$60.00	\$1,522.96	60.92%	\$977.04
20-4340-511050	GROUPS & FACILITIES	\$350.00	\$0.00	\$0.00	0.00%	\$350.00
20-4340-511100	SUPPLIES & MATERIALS	\$8,000.00	\$671.74	\$2,552.32	31.90%	\$5,447.68
20-4340-511200	ELECTRICITY	\$135,000.00	\$8,711.04	\$35,505.84	26.30%	\$99,494.16
20-4340-511250	WATER	\$2,200.00	\$153.69	\$630.10	28.64%	\$1,569.90
20-4340-511300	SEWER	\$70,000.00	\$0.00	\$0.00	0.00%	\$70,000.00
20-4340-511350	GARBAGE	\$200.00	\$34.26	\$161.69	80.85%	\$38.31
20-4340-511400	ENGINEERING	\$1,200.00	\$0.00	\$0.00	0.00%	\$1,200.00
20-4340-511900	MISCELLANEOUS	\$1,200.00	\$33.50	\$680.50	56.71%	\$519.50
20-4340-560000	CHEMICALS--TREATMENT	\$136,000.00	\$15,893.20	\$54,184.39	39.84%	\$81,815.61
20-4340-560050	INSTRUMENT CALIBRATION	\$1,200.00	\$0.00	\$0.00	0.00%	\$1,200.00
20-4340-560100	HEALTH DEPT ASSESSMENT	\$7,830.00	\$0.00	\$7,830.00	100.00%	\$0.00
20-4340-560150	WATER QUALITY TESTING	\$16,000.00	\$303.75	\$2,163.35	13.52%	\$13,836.65
20-4340-562000	PLANT PARTS	\$10,000.00	\$0.00	\$5,263.70	52.64%	\$4,736.30
20-4340-562050	CHEMICALS / SUPPLIES-LAB	\$8,000.00	\$295.47	\$1,701.36	21.27%	\$6,298.64
20-4340-595100	TRANSFER OUT-ADM EXPENSE (GF)	\$175,000.00	\$0.00	\$65,450.00	37.40%	\$109,550.00
20-4340-595200	TRANSFER OUT-IT EXPENSE (GF)	\$17,200.00	\$0.00	\$8,258.00	48.01%	\$8,942.00
Total Dept 4340	WATER TREATMENT PLANT	\$1,405,841.00	\$89,480.00	\$431,183.49	30.67%	\$974,657.51
Department 5434	CAPITAL-WTP					
20-5434-640000	VEHICLES, BOATS, ETC.	\$46,535.00	\$0.00	\$47,575.00	102.23%	(\$1,040.00)
20-5434-650000	INFRASTRUCTURE, DEPR.	\$0.00	\$0.00	\$48,723.00	0.00%	(\$48,723.00)
20-5434-660000	BUILDING & BLDG. IMPROVEMENTS	\$0.00	\$0.00	\$323.00	0.00%	(\$323.00)

	CAPITAL-WTP			
Total Dept.5434		\$46,535.00	\$0.00	\$96,621.00
				207.63%
				(\$50,086.00)
	Water Fund			
		\$1,452,376.00	\$89,480.00	\$527,804.49
Total Fund				\$924,571.51
				36.34%
	Fund Balance			\$6,121,760.46
	Total Revenues		\$121,327.80	\$510,767.39
	Less Total Expenditures		\$89,480.00	\$527,804.49
	Net Income		\$31,847.80	(\$17,037.10)
	New Fund Balance			\$6,104,723.36

Sewer Fund Revenues		Activity this Period				Unappropriated Help	
Account Number	Account Description	Estimated Revenue	Revenue YTD	% Received	(Hurt)		
30-3701-413300	INTEREST INCOME	\$500.00	\$41.68	176.90%	\$384.48		
30-3701-413800	WWTP-LAB TEST/SEPTIC TRET	\$5,000.00	\$30.00	3.00%	(\$4,850.00)		
30-3701-413900	SALE OF SALVAGE & SURPLUS	\$0.00	\$124.00	0.00%	\$124.00		
30-3701-420100	SEWER COLLECTIONS	\$1,435,000.00	\$112,843.61	33.24%	(\$957,955.45)		
30-3701-420200	PENALTIES	\$13,500.00	\$1,937.87	63.18%	(\$4,970.31)		
30-3701-420250	SERVICE CHARGES	\$4,000.00	\$157.50	7.69%	(\$3,692.50)		
Total Dept.3701	REVENUE	\$1,458,000.00	\$115,134.66	33.40%	(\$970,959.78)		
30-3702-413320	INTEREST INCOME-VRA	\$350.00	\$386.82	437.97%	\$1,182.88		
30-3702-440400	CEDAR BLUFF SEWER COLL	\$100,000.00	\$7,541.00	30.16%	(\$69,836.00)		
30-3702-440500	TZ CO PSA SEWER COLL	\$275,000.00	\$20,029.00	29.51%	(\$193,836.00)		
Total Dept.3702	REVENUE	\$375,350.00	\$27,956.82	30.07%	(\$262,489.12)		
Total Fund	Sewer Fund	\$1,833,350.00	\$143,091.48	32.72%	(\$1,233,448.90)		

Sewer Fund Expenditures	Account Number	Account Description	Approp.Amount	Activity this Period	Expenditure YTD	% Used	Unappropriated Help. (Hurt)
	Department 4380	WASTEWATER TREATMENT PLANT					
	30-4380-500000	SALARIES AND WAGES	\$407,500.00	\$35,081.81	\$145,412.21	35.68%	\$262,087.79
	30-4380-501000	INS SOCIAL SECURITY	\$37,200.00	\$3,693.89	\$10,696.18	28.75%	\$26,503.82
	30-4380-501100	INS HEALTH	\$104,000.00	\$8,656.00	\$34,624.00	33.29%	\$69,376.00
	30-4380-501150	INS -LIFE	\$2,000.00	\$191.59	\$622.30	31.12%	\$1,377.70
	30-4380-501200	INS -RETIREMENT PLAN	\$80,000.00	\$12,551.94	\$29,340.04	36.68%	\$50,659.96
	30-4380-501225	VRS-VLDP	\$1,662.00	\$91.73	\$342.68	20.62%	\$1,319.32
	30-4380-501250	INS WORKMENS COMPENSATION	\$4,500.00	\$0.00	\$1,148.78	25.53%	\$3,351.22
	30-4380-501300	INS GEN LIABILITY/BLDG	\$15,600.00	\$811.00	\$4,916.31	31.51%	\$10,683.69
	30-4380-501350	INS AUTO	\$1,350.00	\$0.00	\$713.17	52.83%	\$636.83
	30-4380-510100	AUDITING & LEGAL	\$10,833.00	\$0.00	\$2,500.00	23.08%	\$8,333.00
	30-4380-510150	PRINTING & BINDING	\$2,000.00	\$0.00	\$1,496.94	74.85%	\$503.06

30-4380-510250	DUES & MEMBERSHIP	\$2,000.00	\$528.00	\$528.00	26.40%	\$1,472.00
30-4380-510350	OFFICE SUPPLIES	\$200.00	\$0.00	\$0.00	0.00%	\$200.00
30-4380-510400	POSTAGE	\$7,000.00	\$0.00	\$902.12	12.89%	\$6,097.88
30-4380-510450	TELEPHONE/INTERNET/COMM	\$2,400.00	\$132.31	\$1,510.30	62.93%	\$889.70
30-4380-510500	UNIFORMS	\$2,000.00	\$395.55	\$2,861.61	143.08%	(\$861.61)
30-4380-510550	TRAINING EXPENSE	\$2,000.00	\$600.00	\$726.00	36.30%	\$1,274.00
30-4380-510600	EQUIPMENT MAINTENANCE	\$25,000.00	\$4,541.08	\$7,913.92	31.66%	\$17,086.08
30-4380-510625	IT SERVICE/EQ	\$0.00	\$0.00	\$600.00	0.00%	(\$600.00)
30-4380-510700	VEHICLE MAINT-INSIDE	\$3,000.00	\$53.16	\$995.96	33.20%	\$2,004.04
30-4380-510750	VEHICLE MAINT-OUTSIDE	\$1,000.00	\$0.00	\$2,210.32	221.03%	(\$1,210.32)
30-4380-510800	MOTOR FUEL & LUBRICATION	\$11,000.00	\$860.93	\$1,762.76	16.03%	\$9,237.24
30-4380-510825	RETIREMENT OF DEBT	\$201,650.00	\$0.00	\$0.00	0.00%	\$201,650.00
30-4380-510850	OFFICE FURN & FIXTURES	\$500.00	\$0.00	\$0.00	0.00%	\$500.00
30-4380-510900	EQUIPMENT	\$5,000.00	\$33.99	\$2,949.91	59.00%	\$2,050.09
30-4380-511000	BUILDING REPAIRS/ADDITION	\$5,000.00	\$777.74	\$2,446.58	48.93%	\$2,553.42
30-4380-511050	GROUPS & FACILITIES	\$1,000.00	\$0.00	\$0.00	0.00%	\$1,000.00
30-4380-511100	SUPPLIES & MATERIALS	\$12,000.00	(\$982.65)	\$1,754.20	14.62%	\$10,245.80
30-4380-511150	CLEANING SUPPLIES	\$1,200.00	\$524.16	\$1,448.76	120.73%	\$10,245.80
30-4380-511200	ELECTRICITY	\$172,000.00	\$12,434.61	\$47,089.44	27.38%	(\$248.76)
30-4380-511250	WATER	\$6,000.00	\$372.18	\$1,406.35	23.44%	\$124,910.56
30-4380-511300	SEWER	\$6,000.00	\$458.65	\$1,733.23	28.89%	\$4,593.65
30-4380-511350	GARBAGE	\$800.00	\$66.46	\$269.49	33.69%	\$4,266.77
30-4380-511400	ENGINEERING	\$1,000.00	\$0.00	\$0.00	0.00%	\$1,000.00
30-4380-519000	MISCELLANEOUS	\$2,000.00	\$13.55	\$213.50	10.68%	\$1,786.50
30-4380-561000	HEATING OIL/FUEL	\$60,000.00	\$1,963.47	\$7,777.77	12.96%	\$52,222.23
30-4380-561100	PERMIT FEES	\$13,500.00	\$0.00	\$10,886.00	80.64%	\$2,614.00
30-4380-561150	WATER-LIFT STATION	\$1,200.00	\$48.12	\$140.31	11.69%	\$1,059.69
30-4380-561200	ELECTRICITY-LIFT STATION	\$15,000.00	\$0.00	\$5,614.63	37.43%	\$9,385.37
30-4380-561250	OUTSIDE LAB TESTING	\$8,000.00	\$530.00	\$3,037.50	37.97%	\$4,962.50
30-4380-561300	PLANT METERING & INSTRU.	\$4,000.00	\$0.00	\$0.00	0.00%	\$4,000.00
30-4380-561350	OUTSIDE SLUDGE HAULING	\$22,000.00	\$767.20	\$3,719.60	16.91%	\$18,280.40
30-4380-562000	PLANT PARTS	\$30,000.00	\$789.50	\$7,449.50	24.83%	\$22,550.50
30-4380-562050	CHEMICALS / SUPPLIES-LAB	\$38,000.00	\$725.08	\$18,498.12	48.68%	\$19,501.88
30-4380-595100	TRANSFER OUT-ADM EXPENSE (GF)	\$110,000.00	\$0.00	\$44,179.00	40.16%	\$65,821.00
30-4380-595200	TRANSFER OUT-IT EXPENSE (GF)	\$17,000.00	\$0.00	\$8,162.00	48.01%	\$8,838.00
Total Dept 4380	WASTEWATER TREATMENT PLANT	\$1,455,095.00	\$86,711.05	\$420,599.49	28.91%	\$1,034,495.51
Department 5438	CAPITAL-WWTP					
30-5438-640000	VEHICLES, BOATS, ETC.	\$93,929.00	\$0.00	\$93,929.00	100.00%	\$0.00
Total Dept 5438	CAPITAL-WWTP	\$93,929.00	\$0.00	\$93,929.00	100.00%	\$0.00
Total Fund	Sewer Fund	\$1,549,024.00	\$86,711.05	\$514,528.49	33.22%	\$1,034,495.51

Fund Balance	\$7,326,983.44
Total Revenues	\$599,901.10
	\$143,091.48

Less Total Expenditures \$86,711.05 \$514,528.49
Net Income \$56,380.43 \$85,372.61
New Fund Balance \$7,412,356.05

Water/Sewer Line Maintenance Fund

Revenues

Account Number	Account Description	Estimated Revenue	Activity this Period	Revenue YTD	% Received	Unappropriated Help (Hurt)
40-3701-413600	CONTRACT WORK-SEW/WAT LIN	\$0.00	\$0.00	\$691.08	0.00%	\$25,000.00
40-3701-430000	MISCELLANEOUS REVENUE	\$0.00	\$0.00	\$25,000.00	0.00%	\$25,691.08
Total Dept.3701	REVENUE	\$0.00	\$0.00	\$25,691.08	0.00%	\$25,691.08
Total Fund	Water/Sewer Line Maintenance Fund	\$0.00	\$0.00	\$25,691.08	0.00%	\$25,691.08

Water/Sewer Line Maintenance Fund

Expenditures

Account Number	Account Description	Approp.Amount	Activity this Period	Expenditure YTD	% Used	Unappropriated Help (Hurt)
Department 4360	WATER/SEWER LINE MAINT	\$197,614.00	\$29,071.26	\$103,850.31	52.55%	\$93,763.69
40-4360-500000	SALARIES AND WAGES	\$15,150.00	\$2,982.46	\$7,673.43	50.65%	\$7,476.57
40-4360-501000	INS SOCIAL SECURITY	\$55,500.00	\$12,218.00	\$26,309.00	47.40%	\$29,191.00
40-4360-501100	INS HEALTH	\$1,157.00	\$160.80	\$396.36	34.26%	\$760.64
40-4360-501150	INS -LIFE	\$39,000.00	\$8,255.89	\$18,773.21	48.14%	\$20,226.79
40-4360-501200	INS -RETIREMENT PLAN	\$0.00	\$43.61	\$152.13	0.00%	(\$152.13)
40-4360-501225	VRS-VLDP	\$6,000.00	\$0.00	\$1,980.70	33.01%	\$4,019.30
40-4360-501250	INS WORKMENS COMPENSATION	\$1,700.00	\$0.00	\$417.17	24.54%	\$1,282.83
40-4360-501300	INS GEN LIABILITY/BLDG	\$2,100.00	\$0.00	\$509.31	24.25%	\$1,590.69
40-4360-501350	INS AUTO	\$700.00	\$17.15	\$1,080.15	154.31%	(\$380.15)
40-4360-510450	TELEPHONE/INTERNET/COMM	\$1,500.00	\$413.84	\$2,475.46	165.03%	(\$975.46)
40-4360-510500	UNIFORMS	\$12,000.00	\$1,051.98	\$3,103.20	25.85%	\$8,896.80
40-4360-510700	VEHICLE MAINT-INSIDE	\$8,000.00	\$652.95	\$1,525.33	19.07%	\$6,474.67
40-4360-510750	VEHICLE MAINT-OUTSIDE	\$10,000.00	\$1,440.84	\$4,827.68	48.28%	\$5,172.32
40-4360-510800	MOTOR FUEL & LUBRICATION	\$4,500.00	\$0.00	\$1,420.04	31.56%	\$3,079.96
40-4360-510900	EQUIPMENT	\$500.00	\$528.00	\$574.53	114.91%	(\$74.53)
40-4360-511000	BUILDING REPAIRS/ADDITION	\$8,000.00	\$2,223.95	\$12,013.06	150.16%	(\$4,013.06)
40-4360-511100	SUPPLIES & MATERIALS	\$4,000.00	\$195.18	\$791.63	19.79%	\$3,208.37
40-4360-511200	ELECTRICITY	\$100.00	\$7.60	\$31.17	31.17%	\$68.83
40-4360-511250	WATER	\$150.00	\$12.78	\$52.42	34.95%	\$97.58
40-4360-511300	SEWER	\$225.00	\$22.15	\$95.28	42.35%	\$129.72
40-4360-511350	GARBAGE	\$25,000.00	\$0.00	\$0.00	0.00%	\$25,000.00
40-4360-511400	ENGINEERING	\$13,000.00	\$0.00	\$0.00	0.00%	\$13,000.00
40-4360-511450	LEASE PROP & RIGHT OF WAY	\$30,000.00	\$0.00	\$11,472.25	38.24%	\$18,527.75
40-4360-511550	METERS & RELATED EQ	\$200.00	\$24.08	\$56.28	28.14%	\$143.72
40-4360-511600	MISS UTILITY SERVICE FEES	\$1,500.00	\$1,220.53	\$3,077.09	205.14%	(\$1,577.09)
40-4360-519000	MISCELLANEOUS					

40-4360-560000	CHEMICALS-TREATMENT	\$4,000.00	\$0.00	\$0.00	0.00%	\$4,000.00
40-4360-563000	NEW MANHOLES & SEWER LINE	\$2,500.00	\$0.00	\$0.00	0.00%	\$2,500.00
40-4360-563050	CORR OF I/I SEWER LINE	\$5,000.00	\$0.00	\$0.00	0.00%	\$5,000.00
40-4360-563100	NEW MAINS, LINES & VALVES	\$2,500.00	\$0.00	\$0.00	0.00%	\$2,500.00
40-4360-563125	MAINS, LINES & VALVE MAINT	\$12,000.00	\$2,534.84	\$6,265.20	52.21%	\$5,734.80
40-4360-563150	GRAVEL/STONE	\$6,000.00	\$0.00	\$2,618.05	43.63%	\$3,381.95
40-4360-563175	FIRE HYD/LINES	\$1,000.00	\$0.00	\$0.00	0.00%	\$1,000.00
40-4360-563225	BIRMINGHAM LIFT STATION	\$500.00	\$0.00	\$135.82	27.16%	\$364.18
40-4360-570200	HAND TOOLS & EQUIPMENT	\$3,000.00	\$40.75	\$532.93	17.76%	\$2,467.07
40-4360-595200	TRANSFER OUT-IT EXPENSE (GF)	\$50,000.00	\$0.00	\$0.00	0.00%	\$50,000.00
Total Dept.4360	WATER/SEWER LINE MAINT	\$524,096.00	\$63,118.64	\$212,209.19	40.49%	\$311,886.81

Department 5436	CAPITAL-W/S LINES				
40-5436-630000	MACHINERY AND EQUIPMENT	\$125,000.00	\$0.00	0.00%	\$125,000.00
Total Dept.:5436	CAPITAL-W/S LINES	\$125,000.00	\$0.00	0.00%	\$125,000.00

Total Fund			
Water/Sewer Line Maintenance Fund	\$649,096.00	\$63,118.64	\$212,209.19
		32.69%	\$436,886.81

Fund Balance	\$0.00	(\$2,988,817.27)
Total Revenues	\$25,691.08	
Less Total Expenditures	\$63,118.64	
Net Income	(\$63,118.64)	(\$186,518.11)
New Fund Balance		(\$3,175,335.38)

Electric Fund
Revenues

Account Number	Account Description	Estimated Revenue	Activity this Period	Revenue YTD	% Received	Unappropriated Help (Hurt)
50-3701-412100	UTILITY POLE PERMITS	\$14,000.00	\$125.00	\$500.00	3.57%	(\$13,500.00)
50-3701-413300	INTEREST INCOME	\$3,000.00	\$1,339.90	\$8,250.17	275.01%	\$5,250.17
50-3701-413700	CONTRACT WORK-ELECTRIC	\$10,000.00	\$0.00	\$6,529.73	65.30%	(\$3,470.27)
50-3701-420000	ELECTRICAL COLLECTIONS	\$6,800,000.00	\$443,847.40	\$1,955,148.22	28.75%	(\$4,844,851.78)
50-3701-420200	PENALTIES	\$80,000.00	\$6,694.12	\$25,286.22	31.61%	(\$54,713.78)
50-3701-420250	SERVICE CHARGES	\$7,000.00	\$385.00	\$825.00	11.79%	(\$6,175.00)
50-3701-420600	POWER COST ADJUSTMENT	\$350,000.00	\$933.00	\$3,728.00	1.07%	(\$346,272.00)
Total Dept..3701	REVENUE	\$7,264,000.00	\$453,324.42	\$2,000,267.34	27.54%	(\$5,263,732.66)
Total Fund	Electric Fund	\$7,264,000.00	\$453,324.42	\$2,000,267.34	27.54%	(\$5,263,732.66)

Account Number Department 4400 50-4400-500000	Account Description ELECTRICAL DEPARTMENT SALARIES AND WAGES	Approp Amount	Activity this Period	Expenditure YTD	% Used	Unappropriated Help. (Hurt)
		\$285,000.00	\$28,501.09	\$99,176.31	34.80%	\$185,823.69

50-4400-501000	INS SOCIAL SECURITY	\$21,800.00	\$7,760.26	\$7,182.25	32.95%	\$14,617.75
50-4400-501100	INS HEALTH	\$66,416.00	\$5,215.00	\$20,860.00	31.41%	\$45,556.00
50-4400-501150	INS.-LIFE	\$1,400.00	\$101.09	\$381.80	27.27%	\$1,018.20
50-4400-501200	INS.-RETIREMENT PLAN	\$42,500.00	\$7,969.71	\$19,077.66	44.89%	\$23,422.34
50-4400-501225	VRS-VLDP	\$1,000.00	\$40.10	\$160.40	16.04%	\$839.60
50-4400-501250	INS WORKMENS COMPENSATION	\$4,050.00	\$0.00	\$538.69	13.30%	\$3,511.31
50-4400-501300	INS GEN LIABILITY/BLDG	\$5,500.00	\$0.00	\$2,052.65	37.32%	\$3,447.35
50-4400-501350	INS AUTO	\$4,800.00	\$0.00	\$1,246.00	25.96%	\$3,554.00
50-4400-510100	AUDITING & LEGAL	\$14,000.00	\$7,933.17	\$10,691.24	76.37%	\$3,308.76
50-4400-510150	PRINTING & BINDING	\$2,000.00	\$0.00	\$1,496.90	74.85%	\$503.10
50-4400-510250	DUES & MERBERSHIP	\$18,000.00	\$624.43	\$9,877.54	54.88%	\$8,122.46
50-4400-510350	OFFICE SUPPLIES	\$500.00	\$0.00	\$257.88	51.58%	\$242.12
50-4400-510400	POSTAGE	\$7,500.00	\$0.00	\$985.30	13.14%	\$6,514.70
50-4400-510450	TELEPHONE/INTERNET/COMM	\$1,500.00	\$57.74	\$1,206.59	80.44%	\$293.41
50-4400-510500	UNIFORMS	\$8,000.00	\$347.82	\$2,221.23	27.77%	\$5,778.77
50-4400-510550	TRAINING EXPENSE	\$2,000.00	\$0.00	\$297.00	14.85%	\$1,703.00
50-4400-510600	EQUIPMENT MAINTENANCE	\$3,000.00	\$1,876.28	\$5,839.94	194.66%	(\$2,839.94)
50-4400-510625	IT SERVICE/EQ	\$3,000.00	\$0.00	\$600.00	20.00%	\$2,400.00
50-4400-510700	VEHICLE MAINT-INSIDE	\$10,000.00	\$113.42	\$1,340.97	13.41%	\$8,659.03
50-4400-510750	VEHICLE MAINT-OUTSIDE	\$15,000.00	\$0.00	\$1,298.66	8.66%	\$13,701.34
50-4400-510800	MOTOR FUEL & LUBRICATION	\$15,000.00	\$1,452.96	\$6,166.89	41.11%	\$8,833.11
50-4400-510900	EQUIPMENT	\$4,500.00	\$706.00	\$2,114.73	46.99%	\$2,385.27
50-4400-511000	BUILDING REPAIRS/ADDITION	\$500.00	\$0.00	\$9.59	1.92%	\$490.41
50-4400-511100	SUPPLIES & MATERIALS	\$12,000.00	\$412.47	\$18,534.26	154.45%	(\$6,534.26)
50-4400-511150	CLEANING SUPPLIES	\$500.00	\$0.00	\$33.33	6.67%	\$466.67
50-4400-511200	ELECTRICITY	\$13,000.00	\$423.80	\$2,435.59	18.74%	\$10,564.41
50-4400-511250	WATER	\$200.00	\$11.69	\$26.97	13.49%	\$173.03
50-4400-511300	SEWER	\$200.00	\$19.78	\$47.97	23.99%	\$152.03
50-4400-511350	GARBAGE	\$300.00	\$22.16	\$93.93	31.31%	\$206.07
50-4400-511400	ENGINEERING	\$60,534.00	\$2,841.50	\$7,775.18	12.84%	\$52,758.82
50-4400-511450	LEASE PROP & RIGHT OF WAY	\$9,000.00	\$0.00	\$120.00	1.33%	\$8,880.00
50-4400-511500	TRAFFIC SAFETY	\$500.00	\$0.00	\$0.00	0.00%	\$500.00
50-4400-511550	METERS & RELATED EQ	\$15,000.00	\$0.00	\$6,754.06	45.03%	\$8,245.94
50-4400-511600	MISS UTILITY SERVICE FEES	\$300.00	\$21.92	\$38.02	12.67%	\$261.98
50-4400-519000	MISCELLANEOUS	\$5,000.00	\$100.30	\$335.50	6.71%	\$4,664.50
50-4400-570000	POWER PURCHASED	\$6,150,000.00	\$541,841.58	\$2,134,280.32	34.70%	\$4,015,719.68
50-4400-570100	TRANSFORMERS & EQUIP	\$15,000.00	\$2,374.16	\$2,374.16	15.83%	\$12,625.84
50-4400-570150	SAFETY EQ & SUPPLIES	\$2,000.00	\$320.00	\$622.74	31.14%	\$1,377.26
50-4400-570200	HAND TOOLS & EQUIPMENT	\$2,000.00	(\$118.68)	\$794.00	39.70%	\$1,206.00
50-4400-570250	STREET LIGHTING	\$15,000.00	\$0.00	\$0.00	0.00%	\$15,000.00
50-4400-570300	UTILITY POLES	\$5,000.00	\$0.00	\$0.00	0.00%	\$5,000.00
50-4400-570350	LOW VOLTAGE DISTRIBUTION	\$10,000.00	\$0.00	\$0.00	0.00%	\$10,000.00
50-4400-570400	HIGH VOLTAGE DISTRIBUTION	\$15,000.00	\$0.00	\$0.00	0.00%	\$15,000.00
50-4400-570450	SUBSTATION EQ.	\$0.00	\$0.00	\$2,072.10	0.00%	(\$2,072.10)
50-4400-570500	SUBSTATION MAINTENANCE	\$5,000.00	\$0.00	\$6.88	0.14%	\$4,993.12

50-4400-570550	FIBER OPTIC EQUIP/SUPPLY	\$12,000.00	\$0.00	\$4,550.27	37.92%	\$7,449.73
50-4400-570600	GLOVE/BLANKET TESTING	\$1,000.00	\$0.00	\$222.09	22.21%	\$777.91
50-4400-570625	GENERATOR O&M	\$16,000.00	\$0.00	\$4,619.98	28.87%	\$11,380.02
50-4400-570650	VEHICLE TESTING-OUTSIDE	\$2,500.00	\$0.00	\$0.00	0.00%	\$2,500.00
50-4400-595100	TRANSFER OUT-ADM EXPENSE (GF)	\$325,000.00	\$0.00	\$106,357.00	32.73%	\$218,643.00
50-4400-595200	TRANSFER OUT-IT EXPENSE (GF)	\$35,000.00	\$0.00	\$16,805.00	48.01%	\$18,195.00
Total Dept.4400	ELECTRICAL DEPARTMENT	\$7,264,000.00	\$605,969.75	\$2,503,979.57	34.47%	\$4,760,020.43
Department 5440	CAPITAL-ELECTRIC					
50-5440-650000	INFRASTRUCTURE, DEPR.	\$0.00	\$3,050,553.00	\$5,279,519.00	0.00%	(\$5,279,519.00)
Total Dept.5440	CAPITAL-ELECTRIC	\$0.00	\$3,050,553.00	\$5,279,519.00	0.00%	(\$5,279,519.00)
Total Fund	Electric Fund	\$7,264,000.00	\$3,656,522.75	\$7,783,498.57	107.15%	(\$519,498.57)

Fund Balance	\$3,290,787.46
Total Revenues	\$453,324.42
Less Total Expenditures	\$3,656,522.75
Net Income	(\$3,203,198.33)
New Fund Balance	(\$2,492,443.77)

Town of Richlands
Reserve Analysis: 2024 -2025
General Fund
As of October 31, 2024

<u>Actual</u>		<u>Comments</u>
Reserved Cash Balance	\$2,742,816	
Unreserved Cash Balance	1,600,738	\$473K decrease from September
Less: Adjustments	0	
Total Cash Balance	<u><u>\$4,343,554</u></u>	
<u>Projected</u>		
Unreserved Cash Balance Rolling 12 Month Low	\$1,600,738	Based on lowest point during November 2023 through October 2024
Less: Adjustments	0	
Less: Projected Operating Revenues	(788,450)	Budgeted revenue of \$7,884,504*10%
Surplus (Shortage)	<u><u>\$812,288</u></u>	\$473K decrease from September

Town of Richlands
Reserve Analysis: 2024 -2025
Water Department
As of October 31, 2024

<u>Actual</u>		<u>Comments</u>
Reserved Cash Balance	\$1,072,676	
Unreserved Cash Balance	841,460	\$14K decrease from September
Total Cash Balance	<u>\$1,914,136</u>	
<u>Projected</u>		
Unreserved Cash Balance Rolling 12 Month Low	\$841,460	Based on lowest point during November 2023 through October 2024
Less: Projected Expenses	(484,125)	Budgeted expense of \$1,452,376*4 months/12months
Less: Projected Debt Service Payments	(29,065)	Budgeted payments of \$87,195*4 months/12months
Surplus (Shortage)	<u>\$328,270</u>	\$52K decrease from September

Town of Richlands
Reserve Analysis: 2024 -2025
Sewer Department
As of October 31, 2024

<u>Actual</u>	<u>Comments</u>
Reserved Cash Balance	\$490,209
Unreserved Cash Balance	(452,281) \$13K decrease from September
Less: Adjustments	0
Total Cash Balance	<u>\$37,928</u>
<u>Projected</u>	
Unreserved Cash Balance Rolling 12 Month Low	(\$464,724) Based on lowest point during November 2023 through October 2024
Less: Adjustments	0
Less: Projected Expenses	(516,341) Budgeted expense of \$1,549,024*4 months/12months
Less: Projected Debt Service Payments	(14,948) Budgeted payments of \$44,844*4 months/12months
Surplus (Shortage)	<u>(\$996,013) No Change from September</u>

Town of Richlands
Reserve Analysis: 2024 -2025
Electric Department
As of October 31, 2024

<u>Actual</u>		<u>Comments</u>
Reserved Cash Balance	\$1,792,313	
Unreserved Cash Balance		\$3.7M decrease from September; this primarily results from milestone (1,243,584) payment for natural gas generator and is reimbursed in November.
Total Cash Balance	<u>\$548,729</u>	
<u>Projected</u>		
Unreserved Cash Balance Rolling 12 Month Low	\$516,680	Based on lowest point during November 2023 through October 2024
Less: Projected Expenses	(2,421,333)	Budgeted expense of \$7,264,000*4 months/12months
Less: Projected Debt Service Payments	0	Budgeted payments of \$0*4 months/12months
Add: Milestone Payment for Natural Gas Generator	<u>3,050,553</u>	This amount is reimbursed from the note payable in November.
Surplus (Shortage)	<u>\$1,145,900</u>	\$872K increase from September

2024-2025									
BANK	ACCOUNT	JULY	AUGUST	SEPT	OCTOBER				
GENERAL FUND:									
CASH ON HAND		(\$11,055.18)	(\$11,055.18)	(\$11,055.18)	(\$11,055.18)				
TRUIST/BB&T	FIRE PGR.	\$84,411.32	\$84,412.03	\$84,412.72	\$84,413.43				
	UT DEPOSIT 32111838	\$0.00	\$0.00	\$0.00	\$0.00				
TRUPOINT	ASSET-RLDS PD	\$7,625.45	\$7,625.45	\$7,630.25	\$7,927.75				
CLINCH VALLEY BK	C.D. - UTILITY								
FIRST COMMUNITY	INTEREST CK	(\$1,214,214.36)	(\$1,048,652.04)	(\$1,060,230.37)	(\$1,108,828.42)				
	INTEREST SAV	\$3,694,466.40	\$3,165,975.11	\$2,954,705.54	\$2,530,036.23				
	PAYROLL	\$0.00	\$0.00	\$0.00	\$0.00				
	CK-GENERAL	\$0.00	\$0.00	\$0.00	\$0.00				
1ST SENT.	SAV-GENERAL	\$68,312.26	\$68,452.80	\$69,371.05	\$69,794.58				
	SAV-GENERAL(DTF)	\$280,256.84	\$276,565.19	\$274,600.84	\$272,518.52				
	PAYROLL	\$0.00	\$0.00	\$0.00	\$0.00				
	FIRE DEPT.	\$37,703.71	\$43,116.16	\$43,119.70	\$42,753.66				
	RESCUE DEPT.	\$682.76	\$854.80	\$1,054.80	\$1,054.80				
	PS BLDG FUND 8898	\$10,689.03	\$10,689.03	\$10,689.03	\$10,689.03				
	BIG CREEK REIMB	\$62,479.65	\$62,484.96	\$62,490.10	\$62,495.40				
	STATE ASSET-DTF	\$19,081.09	\$19,082.71	\$19,084.28	\$19,085.90				
	FED ASSET-RLDS PD	\$2,887.42	\$2,887.66	\$2,887.90	\$2,888.15				
	FED FORF-DTF	\$8,974.33	\$0.00	\$0.00	\$0.00				
	C.D. -8000002/1300943	\$120,714.58	\$120,790.65	\$120,790.65	\$120,790.65				
	EMPLOYEE FLOWER	\$275.65	\$150.65	\$150.65	\$150.65				
	CENTENNIAL SAV	\$9,845.08	\$9,845.92	\$9,846.73	\$9,847.56				
	SECTION HOUSE	\$6,393.60	\$6,393.60	\$6,393.60	\$7,643.60				
	COAL MINERS MEM	\$24,801.86	\$24,804.38	\$24,806.65	\$24,808.76				
	MCNB-WHITE CHRISTMAS	\$15,769.71	\$16,769.71	\$16,769.71	\$17,464.71				
	FC-POP UP RICHLANDS	\$27,402.04	\$27,402.04	\$27,402.04	\$27,402.04				
VDOT HIGHWAY MAINT FUNDS		\$1,972,003.99	\$1,943,903.93	\$1,877,209.91	\$2,151,671.83				

2024-2025					
BANK	ACCOUNT	JULY	AUGUST	SEPT	OCTOBER
FIRST COMMUNITY	INTEREST CK	(\$1,442,054.63)	(\$1,425,728.40)	(\$1,432,839.09)	(\$1,441,995.12)
	INTEREST SAV	\$518,714.66	\$513,684.57	\$504,610.59	\$526,167.94
	PAYROLL	\$0.00	\$0.00	\$0.00	\$0.00
1ST SENT.	SAV-GENERAL	(\$32,224.50)	(\$32,224.50)	(\$32,224.50)	(\$32,224.50)
	CK-GENERAL	\$0.00	\$0.00	\$0.00	\$0.00
	PAYROLL	\$0.00	\$0.00	\$0.00	\$0.00
	BIRM SEW 013018872				
	WWTP O & M #9090	\$490,730.09	\$490,771.77	\$490,812.11	\$490,853.79
	C.D. UT 1 - #6014724	\$33,652.97	\$34,372.08	\$34,372.08	\$34,372.08
TOTAL SEWER DEPARTMENT		\$28,424.98	\$40,868.08	\$25,097.79	\$37,927.61
UNDESIGNATED / UNRESERVED-Sewer		(\$459,917.19)	(\$448,579.37)	(\$464,723.70)	(\$452,280.70)
ELECTRIC DEPARTMENT:					
TRUIST/BB&T	CASH ON HAND	\$33,731.98	\$33,731.98	\$33,731.98	\$33,731.98
	UT DEPOSIT	\$3,522.17	\$3,522.20	\$3,522.23	\$3,522.26
FIRST COMMUNITY	INTEREST CK	\$3,420,138.27	\$3,463,351.39	\$3,470,411.42	\$2,985,765.70
	INTEREST SAV	(\$2,806,178.24)	(\$2,984,035.60)	(\$1,049,468.96)	(\$4,266,714.31)
	PAYROLL	\$0.00	\$0.00	\$0.00	\$0.00
1ST SENT.	SAV-GENERAL	\$109.90	\$109.90	\$109.90	\$109.90
	CK-GENERAL	\$0.00	\$0.00	\$0.00	\$0.00
	PAYROLL	\$0.00	\$0.00	\$0.00	\$0.00
	C.D. UT -#4724/4732/4740	\$271,285.92	\$273,984.30	273,984.30	273,984.30
MINIMUM CASH RESERVE	SAV/CK-GENERAL	1,518,329.00	1,518,329.00	1,518,329.00	1,518,329.00
TOTAL ELECTRIC DEPARTMENT		\$2,440,939.00	\$2,308,993.17	\$4,250,619.87	\$548,728.83
UNDESIGNATED / UNRESERVED - Electric		\$651,324.08	\$516,679.87	\$2,458,306.57	-\$1,243,584.47

2024-2025									
BANK	ACCOUNT		JULY	AUGUST	SEPT	OCTOBER			
GRAND TOTAL			\$9,713,751.92	\$9,155,621.36	\$10,745,676.88	\$6,844,345.75			
TOTAL UNDESIGNATED / UNRESERVED CASH			\$3,785,782.78	\$3,257,254.15	\$4,922,493.38	\$746,332.70			



COMMUNITY ENERGY SAVINGS: SMART THERMOSTAT 2024 SUMMARY

PROGRAM OVERVIEW

AMP's Community Energy Savings: Smart Thermostat Program is a subscription-based service that uses a distributed energy resource management system (DERMS). It enables subscribing AMP Members to manage their participating customers' Wi-Fi-connected thermostats during summer peak demand events. The primary objective of the program is to help Member communities combat increasing transmission and capacity charges by reducing their overall system peak demand.

PJM Interconnection (PJM) recently conducted its Base Residual Auction (BRA) for the period from June 1, 2025, through May 31, 2026. The auction clearing price for most of the PJM footprint, including AMP Member zones, was \$269.92 per megawatt-day (MW-day), or \$8.21 per kilowatt-month (kW-month). PJM has reported that the higher prices for capacity are due to higher loads and lower generation supply, among other factors.

These prices represent a ninefold increase compared to the prior year's BRA price of \$0.88 per kW-month for western PJM and a fivefold increase compared to the prior year's price of \$1.51 per kW-month for eastern PJM.

AMP is encouraging all Members to consider additional efforts to reduce load during coincident peaks to reduce capacity and transmission charges. The Community Energy Savings: Smart Thermostat Program is a proven solution for Members to consider.

POTENTIAL SAVINGS

Below are the anticipated savings per enrolled thermostat based on transmission and capacity (T&C) cost projections for 2025-2029. Due to the rise in T&C costs, the program now has a positive return on investment for most AMP Members. For example, if your community is in the ATSI zone and you have 100 thermostats enrolled in 2025, your estimated net savings in T&C costs for 2026 is \$7,900.

Zone	Annual Savings	Annual Cost	Net Annual Savings*	Return on Investment
FIRST ENERGY - ATSI	\$159	\$80	\$79	99%
EPPG — METED	\$152	\$80	\$72	90%
AEP — BLUE RIDGE	\$149	\$80	\$69	86%
AEP — OMEG	\$149	\$80	\$69	86%
AEP — PJM POOL	\$148	\$80	\$68	85%
PENELEC	\$144	\$80	\$64	80%
PERKASIE	\$128	\$80	\$48	59%
EPPG — PPL	\$127	\$80	\$47	59%
EPHRATA	\$126	\$80	\$46	58%
HAMILTON	\$116	\$80	\$36	45%
WILLIAMSTOWN	\$110	\$80	\$30	37%
DAYTON — WASG	\$110	\$80	\$30	37%
LEBANON	\$106	\$80	\$26	33%
DELMARVA	\$104	\$80	\$24	30%
NEW MARTINSVILLE	\$103	\$80	\$23	28%
FRONT ROYAL	\$103	\$80	\$23	28%
PHILIPPI	\$100	\$80	\$20	25%
MISO	\$75	\$80	(\$5)	-6%

*after \$80/thermostat program cost

ENROLLMENT GROWTH

This year, the program has seen significant growth in participation. This peaking season, 617 thermostats were enrolled, reflecting a 171% increase from last year.

171%
INCREASE

ENERGY SAVINGS

During peak shaving events this year, each enrolled smart thermostat has contributed an average reduction of 1.33 kilowatts (kW) per thermostat across 57 events on 31 days. With an average of 173 thermostats per event. This peak season, the maximum concurrent load shed is nearly 1 megawatt (MW).

EVENT PERFORMANCE

Event performance has also improved compared to last year. The opt-out rate increased slightly, this is an expected normalization of performance due to increased event days.

Customers experienced an average of 2.4 hours of thermostat adjustments per event.

	Number of Event Days	Average Thermostats Per Event	Opt-out Rate	Load Shed/ Thermostat (kW)	Average Load Shed Per Event (kW)	Max Load Shed Achieved for an Event (kW)
2023	9	31	21.1%	1.30	90	180
2024	31	173	23.3%	1.33	550	940

COINCIDENT PEAK (CP) PERFORMANCE

The program has performed well during CPs. On these CP hours, thermostats averaged reductions of 1.21 kW per thermostat.

This performance underscores the effectiveness of the program at mitigating T&C costs.

PJM 5 CP (capacity) and ATSI 1CP** (transmission)	Average Load Shed Per Thermostat (kW)
06/20/2024 HE15**	(missed)
06/21/2024 HE18	(missed)
07/15/2024 HE18	0.93
07/16/2024 HE18	1.00
08/01/2024 HE18	1.19
08/28/2024 HE18	0.87

PJM 5 CP (capacity) and AEP 1CP** (transmission)	Average Load Shed Per Thermostat (kW)
01/17/2024 HE9**	DNR
06/21/2024 HE18	1.24
07/15/2024 HE18	1.07
07/16/2024 HE18	1.09
08/01/2024 HE18	1.23
08/28/2024 HE18	0.85

MISO Seasonal Capacity** and Transmission Peaks	Average Load Shed Per Thermostat
05/21/2024 HE17**	1.66
06/25/2024 HE18	1.75
07/15/2024 HE18	1.06
08/27/2024 HE18**	3.83
09/19/2024 HE18	0.49

DNR: do not run thermostats in the winter months

"The new Community Energy Savings: Smart Thermostat Program is an easy way for us to engage with our customers and reduce peak demand costs for the whole community. Customers who sign up maintain control of their thermostat and receive a financial benefit while also helping their neighbors."

Brian O'Connell, PE
Director of Public Infrastructure/Director of Utilities, City of Bowling Green

LOOKING FORWARD

We look forward to the continued growth and success of the Community Energy Savings: Smart Thermostat Program. Current participants are seeing savings as a direct result of the program. Members looking for ways to reduce rising T&C costs should consider the Smart Thermostat Program.

CONTACT

If you would like to learn more, contact Erin Miller at emiller@amppartners.org or Corey Hawkey at chawkey@amppartners.org



Community Energy Savings: Smart Thermostat Program Overview

November 2024



Who is American Municipal Power, Inc. (AMP)?

- Ohio public power systems formed AMP-Ohio in 1971 to strengthen wholesale market buying power, gain access to transmission and enhance advocacy efforts; became AMP in 2009
- Today, AMP provides wholesale power and services to over 130 municipal electric systems in nine states (DE, IN, KY, MD, MI, OH, PA, VA and WV)
- Members serve approximately 650,000 meters; nearly 3,500-megawatt peak
- Diverse generation portfolio, including hydro, coal, natural gas, solar, wind and diesel
- Approximately 200 Employees; \$5.7 billion in assets; \$1.2 billion in annual revenue
- Operate in PJM and MISO
- 22-member Board of Trustees made up of Member officials meets monthly
- AMP Transmission (AMPT) a wholly owned subsidiary

AMP Mission, Vision and Values

Mission

To serve Members through public power joint action, innovative solutions, robust advocacy and cost-effective management of power supply and energy services

Vision

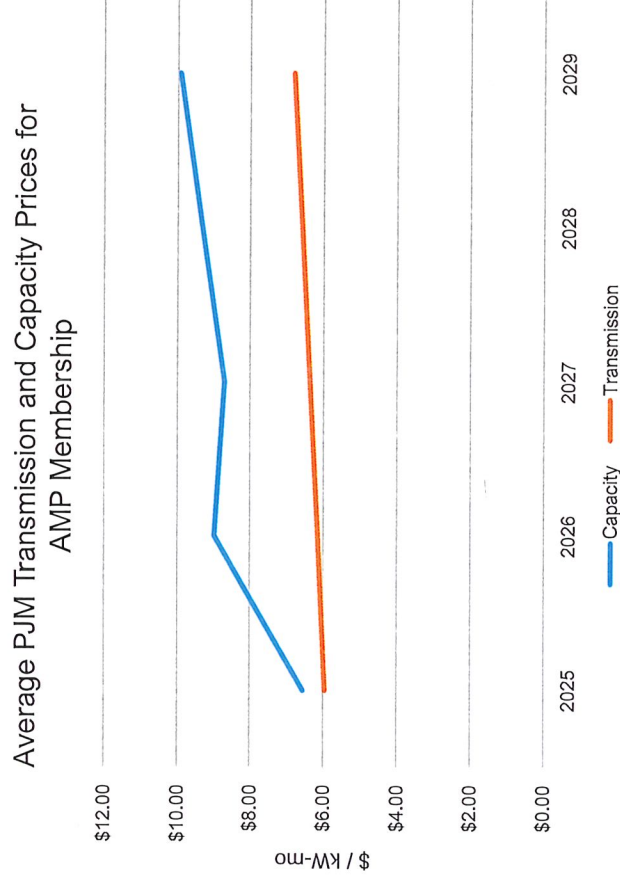
To be public power's trusted leader in providing Members and their customers the highest-quality, forward-looking services and solutions

Values

- *Integrity* - Be honest, fair, reliable, trustworthy and ethical
- *Member Focus* - Provide dedicated and professional support to all Members in the AMP footprint
- *Partnership* - Collaborate to achieve common goals
- *Employee Engagement* - Commit to a diverse, inclusive, safe and supportive work environment
- *Stewardship* - Manage resources wisely and sustainably while striving for operational, financial and administrative excellence
- *Innovation* - Energize and inspire new and creative approaches that increase value to Members and Employees
- *Accountability* - Be responsive and communicate transparently and effectively

The Challenge - PJM

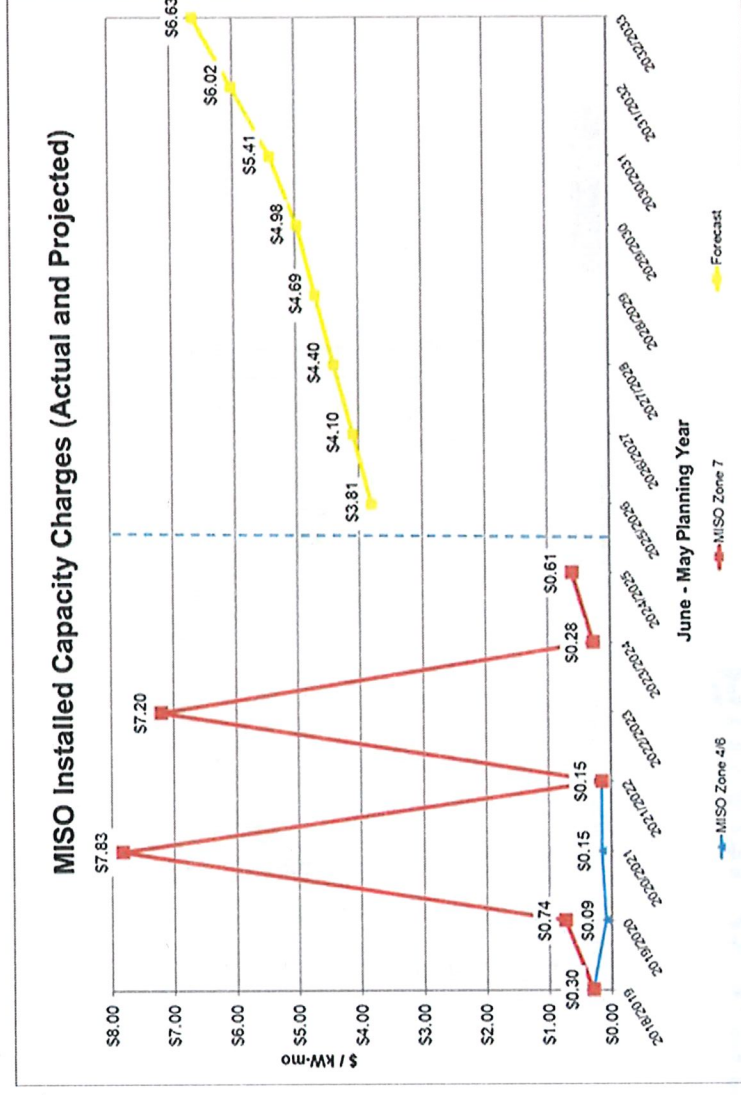
On average, capacity charges will increase 50 percent and transmission will increase 15 percent between 2025-2029 for all AMP member zones.



The Challenge – MISO and Michigan

Michigan Public Act 341 requires load serving entities to demonstrate they have satisfactorily met the planning reserve margin requirement four (4) years in advance.

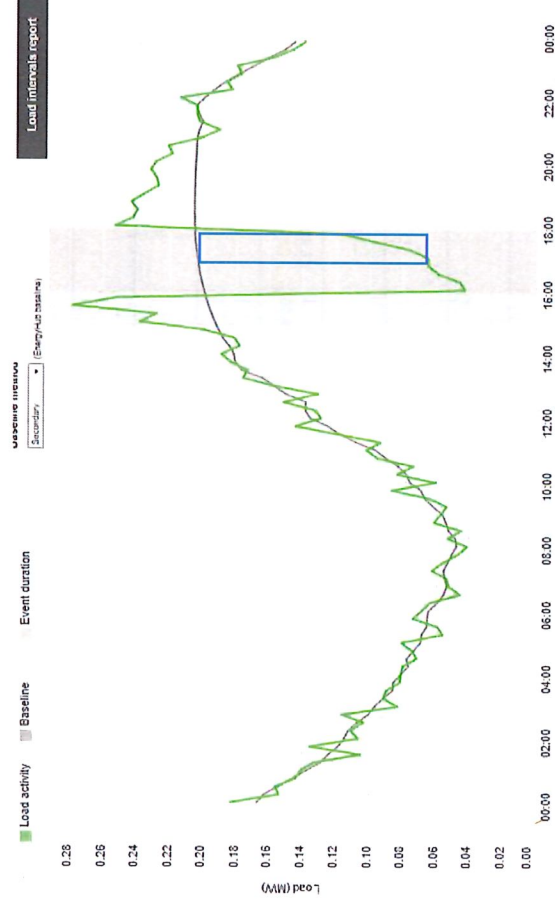
Only 5 percent of PRMR can come from MISO planning reserve auction for Michigan members.



The Opportunity is Peak Shaving

AMP Members can avoid transmission and capacity costs by reducing retail customer load through management of connected technologies, focused initially on connected or smart thermostats.

This program has the potential to connect water heaters, electric vehicles, pool pumps and more down the line on a single platform.



Sample Event: baseline is the gray line; event duration gray block—shows one-hour precool, two-hour event; green line is the AC load. The load shed was 1.23 kW/thermostat during the CP hour (the blue box HE 18), achieved 115.4 kW total load shed for CP hour. The load spike before the event is due to precooling; the load spike after the event is from the AC load coming back online.

Second year results

- 12 Members participated in 2024
 - *Bowling Green, Bradner, Columbiana, Clinton, Edgerton, Elmore, Grafton, Haskins, Oberlin, Napoleon, Wadsworth and Westerville*
- 31 peaking event days were called
- 1.33 average kilowatt (kW) shed per device; the maximum concurrent load shed was 1.11 MW
- Enrollments increased 171%
- Event opt out was only 23%
- No serious customer complaints or issues
- Savings were realized by most participants despite missing 1 of the 5CPs and the 1CP



www.enrollmythermostat.com/amp-community-energy-savings

Community Energy Savings Program purpose

- To combat transmission and capacity (T&C) charges by reducing Member system peak demand through the management of connected technologies, such as thermostats, water heaters, electric vehicles (EVs), pool pumps and more
- The initial five-year program (2023-2027) is a thermostat program that adjusts AC load during summer peak days, no more than 15 times/year
 - Reduces cooling equipment load at peak times by >1 kW/thermostat/event*
 - 1.33 kW average load shed per thermostat for an event day in 2024
 - In year 2, the 1CP was missed, but hit 4/5 CPs for ATSI and 5/5 of the CPs for AEP zones
- The program can also help Members improve customer satisfaction and engagement by providing a positive touchpoint with customers
- Based on current T&C costs and projections, nearly all Members are projected to have a positive return on investment (25-99% depending on the zone).

**based on average load shed results seen in year 2 of the program with 86% average participation*

Community Energy Savings Program Savings

Below are the anticipated savings per enrolled thermostat based on transmission and capacity cost projections (T&C) for 2025-2029. Due to the rise in T&C costs, the program now has a positive return on investment for most AMP Members. For example, if your community is in the ATSI zone and you have 100 thermostats enrolled in 2025, your estimated net savings in T&C costs for 2026 is \$7,900.

Zone	Annual Savings	Annual Cost	Net Annual Savings	Return on Investment
FIRST ENERGY - ATSI	\$159	\$80	\$79	99%
EPPG- METED	\$152	\$80	\$72	90%
AEP - BLUE RIDGE	\$149	\$80	\$69	86%
AEP - OMEG	\$149	\$80	\$69	86%
AEP - PJM POOL	\$148	\$80	\$68	85%
PENELEC	\$144	\$80	\$64	80%
PERKASIE	\$128	\$80	\$48	59%
EPPG - PPL	\$127	\$80	\$47	59%
EPHRATA	\$126	\$80	\$46	58%
HAMILTON	\$116	\$80	\$36	45%
WILLIAMSTOWN	\$110	\$80	\$30	37%
Dayton - WASG	\$110	\$80	\$30	37%
LEBANON	\$106	\$80	\$26	33%
DELMARVA	\$104	\$80	\$24	30%
NEW MARTINSVILLE	\$103	\$80	\$23	28%
FRONT ROYAL	\$103	\$80	\$23	28%
PHILIPPI	\$100	\$80	\$20	25%
MISO	\$75	\$80	(\$5)	-6%

Easy for Members to participate

- AMP will verify enrollees and approve incentive payments from your customer list
- EnergyHub provides the demand response platform and thermostat vendor partnerships, sends notifications and e-gift cards to participating customers, and responds to program inquiries
- AMP provides member-branded marketing materials for you to distribute to your customers
- AMP dispatches the thermostats during red events using its existing peak shaving system
- AMP bills \$80 per thermostat enrolled during the prior quarter on your power supply bill, no minimum enrollment required
- AMP provides end-of-season results

12/3/2024

AMERICAN MUNICIPAL POWER, INC.

"The new Community Energy Savings: Smart Thermostat program is an easy way for us to engage with our customers and reduce peak demand costs for the whole community. Customers that sign up maintain control of their thermostat and receive a financial benefit while also helping their neighbors."

- Brian O'Connell, director of public infrastructure/utilities director
City of Bowling Green, Ohio

AMP provides marketing materials to Members



www.enrollmythermostat.com/amp-community-energy-savings



www.enrollmythermostat.com/amp-community-energy-savings



www.enrollmythermostat.com/amp-community-energy-savings



www.enrollmythermostat.com/amp-community-energy-savings

Key of Westerville

Community Energy Savings Smart Thermostat Program

Email Template

Promotion Email to Encourage Purchase of Smart Thermostat and Enroll

Updated draft - May 23, 2023

Audience:

- All eligible municipal electric utility customers who are not enrolled in the Smart Thermostat Program

Objectives:

- Engage with customers while reducing capacity and transmission
- Encourage customers to purchase a smart thermostat, if they do
- Encourage customers to join the Community Energy Savings. See
- Explain how the program works, how customers will benefit and

Subject Lines:

Get rewarded for helping your community

Main Header in Email:

Connect your smart thermostat and get rewarded

Body of Email:

Reward yourself!

Did you know that using a smart thermostat can help you not only reduce energy use but also earn a reward? Once you have an eligible, Wi-Fi-connected thermostat installed, you can earn \$50 by enrolling your thermostat in the Westerville Electric Division's Community Energy Savings Program.



AMP provides customer enrollment Microsite and FAQs

[Home](#)
[FAQ](#)
[Contact Us](#)

Get a \$55 e-gift card by enrolling your smart thermostat

Enroll in the Community Energy Savings program to receive a \$55 e-gift card. Plus, if you stay enrolled, you will be entered for a chance to win a \$250 e-gift card at the end of each summer season.

[Learn more about the program](#)

[Enroll your smart thermostat](#)

[Purchase a smart thermostat](#)

HOW IT WORKS

Sign Up.

If you own a smart thermostat you may be eligible to participate! If you don't own one yet, your community may offer a rebate. Check your public power utility's website for more information.

Earn \$55.

Your public power utility will reward you for using less energy by allowing small, temporary adjustments to your thermostat during peak (high) electric demand.

Stay in control.

You can opt out of thermostat adjustments at any time from your mobile device, web browser or thermostat.

<https://www.thermostatrewards.com/amp>



EnergyHub Confidential

Get a \$55 e-gift card by enrolling your smart thermostat

Enroll in the Community Energy Savings program to receive a \$55 e-gift card. Plus, if you stay enrolled, you will be entered for a chance to win a \$250 e-gift card at the end of each summer season.

[Learn more about the program](#)

[Enroll your smart thermostat](#)

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CHOOSE YOUR THERMOSTAT

Nest

[ENROLL](#) [BUY](#)

Honeywell

[ENROLL](#) [BUY](#)

LUX

[ENROLL](#) [BUY](#)

ecobee

[ENROLL](#) [BUY](#)

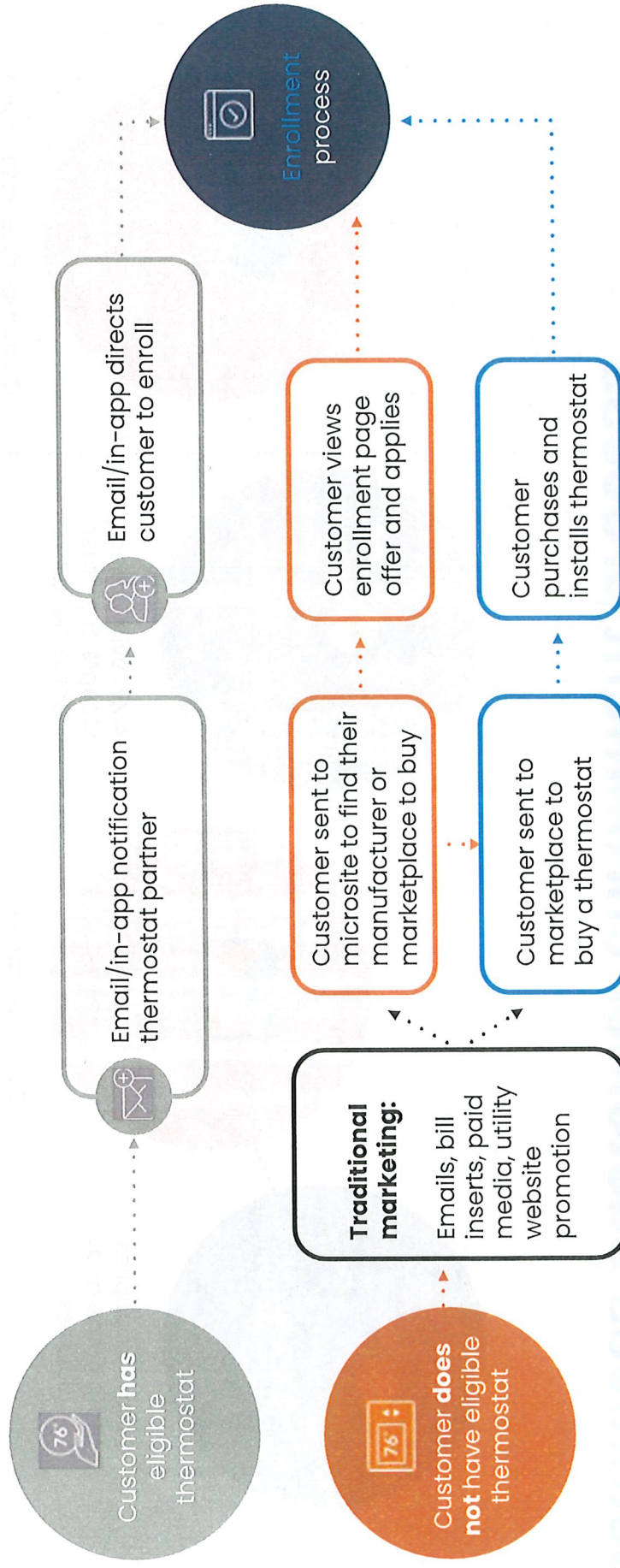
vivent

[ENROLL](#) [BUY](#)

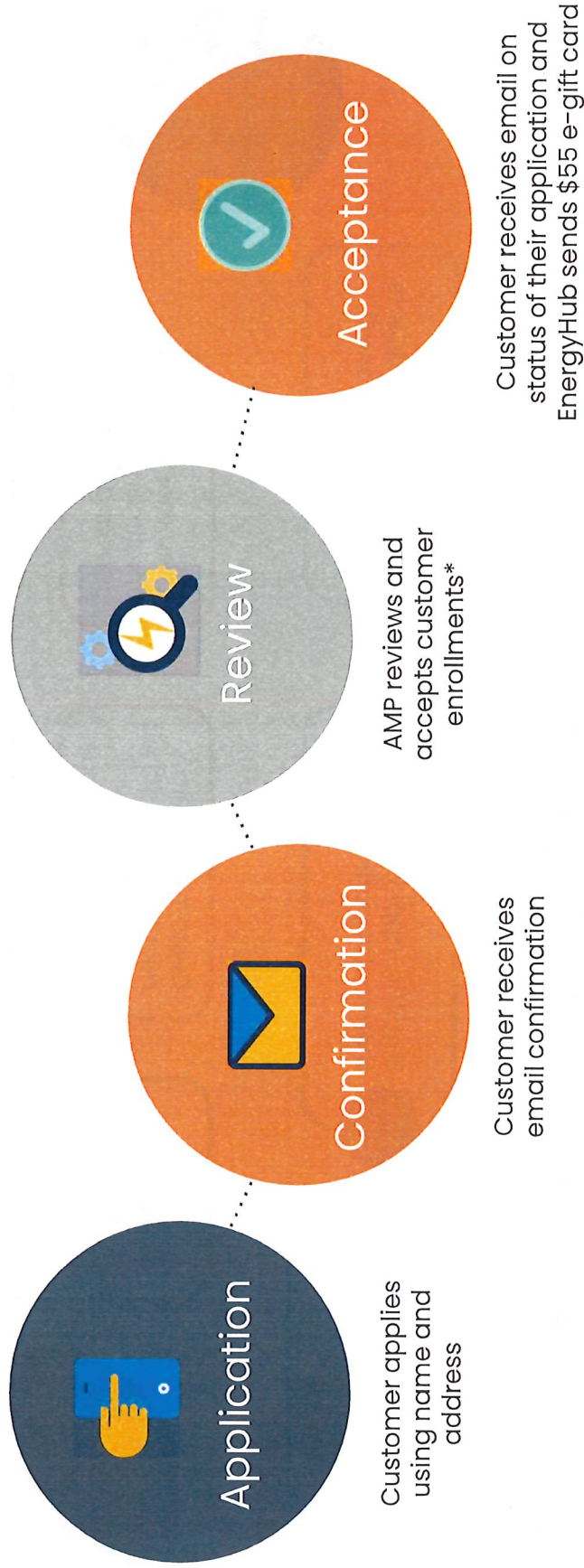
ALJAM.COM

[ENROLL](#) [BUY](#)

Easy for customers to sign up



Seamless customer enrollment process



*option for Members to review own enrollments- for Nest, must complete Google Security Assessment (GSA). For AMP to verify, no GSA required by member, but Member sends AMP customer list on bi-weekly or monthly basis.

Customer experience - events

- Customers that have an eligible thermostat* will be notified when an event is about to start, via phone app and thermostat display
- Customers will have ability to opt out of any event, at any point

• Typical Event:

- Pre-Cool: Prior to the event, thermostat adjusts 2-3 degrees down to pre-cool the home
- Event: Thermostat adjusts 3-4 degrees above the normal temperature setpoint for 3-4 hours
- Post event: Thermostat returns to normal setpoint




Customer will see the "Gold Gear" when a event starts and their temperature will be adjusted.

If a customer adjusts the temperature during an event they will be opted out of the event.

*eligible thermostats include:

 Nest   

 amazon smart thermostat

 ALARM.COM

 vivint.

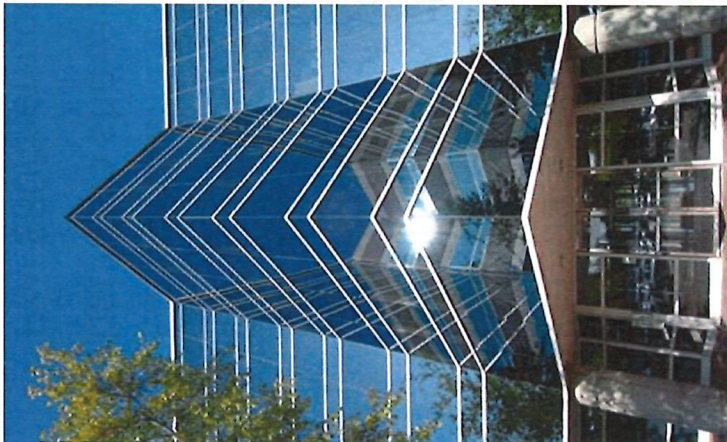
ecobee

Member contract details

- AMP signed a five-year contract with Energy Hub (2025 is year three)
- AMP contracts with Members via a schedule to the existing Master Service Agreement
 - Members have a sign-up window each year between October and February for their community to participate in the next summer peaking season
 - Rate: \$80 per thermostat enrolled/year
 - Participating Members will be billed quarterly for the thermostats enrolled during the prior quarter on their power supply bill
 - If a Member exits the program early, they would be obligated to pay AMP for their enrolled thermostats at the point of termination for the remainder of their contract

Next Steps

- Review with governing body, reach out to Corey Hawkey (chawkey@amppartners.org) or Erin Miller (emiller@amppartners.org) for assistance
- February 28, 2025: Signed Member Schedules due to AMP, submit to Marty Engelman ([mengelman@amppartners.org](mailto:mengelma@amppartners.org))
- March 2025: Kick off meeting. Let AMP know your point-of-contact, provide AMP with your customer list if you choose to have AMP verify customers
- Starting in late March to early April: begin advertising the program to your customers; thermostat vendors will also advertise to their customers in your zip code
- May-September 2025: Peaking Season, enrolled thermostats will be dispatched (up to 80 hours) to shave load during red peak alerts
- Pay \$80/thermostat enrolled quarterly via your power supply invoice and benefit from reduced transmission and capacity costs



For additional information, contact:

Erin Miller, VP programs and sustainability

Phone: 614.540.1019

Email: emiller@amppartners.org

Corey Hawkey, director of member programs
and sustainability

Phone: 614.307.9432

Email: chawkey@amppartners.org



**TO APPROVE THE EXECUTION OF A
SCHEDULE WITH AMERICAN MUNICIPAL POWER, INC. FOR PARTICIPATION
IN THE COMMUNITY ENERGY SAVINGS SMART THERMOSTAT PROGRAM**

WHEREAS, American Municipal Power, Inc. (“AMP”) is an Ohio nonprofit corporation, organized to own and operate facilities, or to provide otherwise, for the generation, transmission or distribution of electric power and energy, or any combination thereof, and to furnish technical services on a cooperative, nonprofit basis, for the mutual benefit of AMP members (“Members”), such Members, including Municipality, being, as of the date hereof, political subdivisions that operate, or whose members operate, municipal electric utility systems in Delaware, Indiana, Kentucky, Maryland, Michigan, Ohio, Pennsylvania, Virginia and West Virginia; and

WHEREAS, AMP and EnergyHub, Inc. (“EnergyHub”) will enter or have entered into an agreement (the “EH Agreement”) to provide Software as a Service (“SaaS”) and program management services in order to provide a thermostat-based demand management program that has the advantages to participating AMP Members of economies of scale, mitigation of risk from local technology deployment and support, and reduced burden of ongoing support; and

WHEREAS, AMP and Municipality desire to enter into a Schedule (“Smart Thermostat Schedule”), under the MSA, which provides that AMP will obtain and sell to Municipality, and Municipality will agree to take and pay for the services which AMP will acquire through the EH Agreement.

NOW, THEREFORE, BE IT [ORDAINED/RESOLVED] BY THE [e.g. COUNCIL/BOARD OF PUBLIC AFFAIRS] OF THE _____ OF _____, _____:

SECTION 1: That the Smart Thermostat Schedule between Municipality and AMP, substantially in the form attached hereto or on file with the Clerk, including Appendices thereto, are approved, and the [title of officer, e.g. Mayor, Manager or Director of Public Utilities] of Municipality is hereby authorized to execute and deliver the Smart Thermostat Schedule, with such changes as the [title of officer, e.g. Mayor, Manager or Director of Public Utilities] may approve as neither inconsistent with this [Ordinance/Resolution] nor materially detrimental to the Municipality, his or her execution of the Smart Thermostat Schedule to be conclusive evidence of such approval.

SECTION 2. That the [title of officer, e.g. Mayor, Manager or Director of Public Utilities] is hereby authorized to take any action necessary for Municipality to fulfill its obligations under the Smart Thermostat Schedule.

SECTION 3. That it is found and determined that all formal actions of this [Council /Board of Public Affairs] concerning and relating to the passage of this [Ordinance/Resolution] were taken in conformance with applicable open meetings laws and that all deliberations of this [Council /Board of Public Affairs] and of any committees that resulted in those formal actions were in compliance with all legal requirements including any applicable open meetings requirements.

SECTION 4. If any section, subsection, paragraph, clause or provision or any part thereof of this [Ordinance/Resolution] shall be finally adjudicated by a court of competent jurisdiction to be invalid, the remainder of this [Ordinance/Resolution] shall be unaffected by such adjudication and all the remaining provisions of this [Ordinance/Resolution] shall remain in full force and effect as though such section, subsection, paragraph, clause or provision or any part thereof so adjudicated to be invalid had not, to the extent of such invalidity, been included herein.

SECTION 5. That this [Ordinance/Resolution] shall take effect at the earliest date allowed by law. **[Optional emergency language for Ohio Members (in other states, please consult your municipal legal counsel for appropriate emergency language):** That this

[Ordinance/Resolution] is an emergency measure necessary for the immediate preservation of the public health, peace and welfare of the citizens of _____, Ohio and shall therefore take effect immediately.]

4885-9897-5300, v. 4

SAMPLE

**SCHEDULE TO MASTER SERVICES AGREEMENT
BETWEEN
AMP AND THE _____ OF _____,
FOR PARTICIPATION IN THE
COMMUNITY ENERGY SAVINGS SMART THERMOSTAT PROGRAM**

WHEREAS, the _____ of _____, _____ (herein "Municipality") owns and operates a municipal electric system that provides electric power and energy to its customers; and

WHEREAS, American Municipal Power, Inc. ("AMP", and together with Municipality, the "Parties") is a not for profit corporation that provides various services to its members, directly or indirectly through various affiliated entities; and

WHEREAS, Municipality is a member of AMP and has executed a Master Services Agreement with AMP, designated as Contract No. _____ (the "Master Services Agreement"); and

WHEREAS, Municipality desires AMP to provide peak shaving services under its Community Energy Savings Smart Thermostat Program (the "Smart Thermostat Program"); and

WHEREAS, AMP has entered into an agreement (the "Vendor Agreement") with EnergyHub, Inc. ("Vendor") to provide Software as a Service ("SaaS") and program management services in connection with the Smart Thermostat Program in order to provide a comprehensive program that has the advantages to participating AMP members of economies of scale, mitigation of risk from local technology deployment and support, and reduced burden of ongoing support; and

WHEREAS, AMP has provided the Municipality with a copy of the Vendor Agreement

NOW THEREFORE, this Schedule to Master Services Agreement (this "Schedule") is hereby entered into as of this ____ day of _____, 20__ (the "Effective Date") between Municipality and AMP, and the parties hereby agree as follows.

ARTICLE I. SERVICES

- A. For the term of this Schedule, AMP agrees to provide to Municipality, and Municipality agrees to take and pay for, the services set forth in Exhibit A, Scope of Services (the "Services"), attached hereto and incorporated by reference herein.
- B. The Services shall be completed in consultation with the Municipality, and the Services shall begin on a mutually agreeable date.
- C. AMP's obligations to provide Services hereunder are contingent upon, and subject to, the delivery to AMP of Services by the Vendor, in accordance with the Vendor Agreement, or AMP's ability to secure replacement Services in the event of a failure or inability to deliver or default by Vendor.

- D. AMP shall, in the event of a failure or inability to deliver or default by Vendor, and whether or not such failure or default leads to termination of the Vendor Agreement, in good faith use its best efforts to substitute for actual delivery replacement Services in a timely and reasonable manner.
- E. In addition to other terms defined elsewhere in this Schedule, the following terms, as used herein, have the following meanings:
- a. “Authorized Municipality User” means designated employees, agents, and contractors of Municipality who are authorized to use the Software provided by Vendor as part of the Services.
 - b. “Confidential Information” means scientific or business information, trade secrets or know-how, including software and related documentation, marketing, sales, operating, performance, cost, business and technical information, the Mercury Platform and related documentation, Personal Information, Program Materials, Platform-Generated Data, and enrollment and/or marketing processes used by Vendor to recruit and enroll customers in the program, in any form, tangible or intangible, which may be disclosed or otherwise made available to Municipality by either AMP or Vendor.
 - c. “Configuration Guide” means the working document completed by AMP and Vendor during the launch process. It captures program design, goals, incentives, eligibility rules, brand and marketing guidelines, and other program details, and may be updated over time.
 - d. “Customer(s)” means Municipality’s utility customers who are eligible to participate in and who agree in writing (including via electronic signature) to participate in the Smart Thermostat Program.
 - e. “Deliverable” means any work product or other item (whether tangible or intangible) created by Vendor or provided by Vendor to AMP or Municipality pursuant to this Schedule.
 - f. “Device Partners” means any third-party device manufacturer, connected-home security provider or other company that makes connected devices available to consumers through retail, trade, or other channels and whose devices are connected to the Vendor platform, subject to the terms and conditions contained in agreements between the Device Partner and Vendor.
 - g. “Firm Load Dispatch” means an optimization tool of the Mercury Platform which optimizes the load curve around a utility’s grid service objective, allowing for a more consistent result.

- h. “Google Security Assessment” or “GSA” means the security assessment provided by Google, Inc., which assesses Municipality’s IT security processes and procedures.
- i. “GSA Approval Process” means the process authorized by Google, Inc. to review and approve Municipality’s completed Google Security Assessment.
- j. “Marks” means trademarks, service marks, logos, trade names and other indicia of origin.
- k. “Mercury Platform” means Vendor’s distributed energy resource software provided as part of the Services.
- l. “Personal Information” means any information about an identified or identifiable individual or information that is not specifically about an identifiable individual but, when combined with other information, may identify an individual, this includes names, email addresses, postal addresses, telephone numbers, government identification numbers, financial account numbers, payment card information, credit report information, biometric information, online identifiers (including IP addresses and cookie identifiers), network and hardware identifiers, and geolocation information, and any information that constitutes “personal data” within the meaning of (i) the GDPR; and, (ii) any other applicable data protection laws or regulations modeled on the GDPR. As used herein, “GDPR” means the General Data Protection Regulation (EU) 2016/679 on data protection and privacy for all individuals within the European Union (“EU”) and the European Economic Area (“EEA”).
- m. “Platform Generated Data” means usage, savings, load and other data generated in connection with use of the Mercury Platform and any Customers’ participation, including Personal Information collected from or about a Customer when such Customer enrolls in the Smart Thermostat Program.
- n. “Program Materials” means marketing materials, project plans, documentation on automated verification, and program documentation created or developed by Vendor.
- o. “Software” means any Vendor proprietary software used in connection with the Smart Thermostat Program, including the Mercury Platform, firmware, and third-party software embedded in any of the foregoing.

ARTICLE II. OWNERSHIP OF DELIVERABLES

- A. Exclusive of Municipality Marks, which will remain owned by Municipality, Municipality is not acquiring a copyright, patent, trade secret or other intellectual property or proprietary right in the Mercury Platform, Deliverable, or in any data, modifications, customizations, enhancements, changes or work product related thereto.
- B. Vendor owns and will own all right, title, and interest to the Deliverables (other than Municipality's Marks), and Municipality will execute and deliver to Vendor any documents reasonably necessary to vest in Vendor all right, title and interest therein. Municipality grants to AMP the limited right to use its Marks solely to the extent necessary to provide the Deliverables as contemplated by this Schedule and the Vendor Agreement.

ARTICLE III. STANDARD OF CARE AND LIABILITY

- A. The standard of care for all services performed or furnished by AMP under this Schedule will be the care and skill ordinarily used by professionals practicing under similar conditions at the same time and in the same locality as services performed pursuant to this Schedule. AMP shall not be responsible for the accuracy or completeness of (a) any information reported or supplied by Municipality to Vendor in accordance with the Vendor Agreement or (b) any reports derived from any inaccurate or incomplete information reported or supplied by Municipality pursuant thereto.
- B. In connection with the Services, AMP shall use reasonable diligence in assuring the software provided in connection with the Services sufficiently performs in accordance with applicable industry standards.
- C. Exhibit B attached hereto sets forth Vendor-provided service levels and credits and warranties. In the event of termination of the Vendor Agreement, AMP shall use reasonable diligence to procure from the replacement vendor(s) warranties and/or service level credits for the Services performed by such vendor(s) that provide Municipality with benefits no less favorable than those described in Exhibit B. To the extent permitted, AMP will assign to Municipality all Vendor or other third-party warranties, guarantees and service level credits related to the Services. If AMP is not permitted to assign such warranties, guarantees and service level credits, it will otherwise provide to Municipality the financial benefit thereof. However, AMP does not warrant or guarantee any specified level of performance with respect to the Services beyond the warranties and performance guarantees AMP receives from Vendor and assigns to the Municipality. If the Services fail or are rendered partially or completely inoperable for any reason whatsoever, except to the extent caused by AMP's willful, wanton or intentional acts or omissions or recklessness, AMP shall not be liable for damages caused thereby to Municipality and such events shall not constitute a breach of AMP's obligations under this Schedule. In the case of a

material Vendor default, AMP shall promptly exercise its rights under the Vendor Agreement, or otherwise under the law, for the benefit of Municipality, provided that out-of-pocket costs and expenses associated with AMP's exercise of such rights will be at Municipality's expense.

- D. The Vendor is contractually required to meet the insurance requirements set forth in Exhibit C.
- E. Notwithstanding anything in the foregoing, AMP's liability for any injury or damage that is caused by the actions or omissions of AMP in the provision of any Services is limited to the limits of applicable insurance, excluding umbrella coverage, maintained by AMP, irrespective of whether such damages arise out of negligence, gross negligence, recklessness, intentional acts or omissions, or strict liability, and irrespective of whether the theory of recovery of such damages sounds in tort, contract, or any other legal theory. In the event that AMP does not maintain insurance applicable to the aforementioned injury or damage, AMP's liability shall be limited to two times (2x) the amount paid for the Services hereunder, or \$50,000, whichever is greater. This Article III.E shall survive the voluntary or involuntary termination of the Master Services Agreement, this Schedule, or any extension of either. This Article III.E does not limit or modify in any way Vendor's indemnification obligations found in Section 8.1 of the Vendor Agreement.

ARTICLE IV. MUNICIPALITY'S RESPONSIBILITIES

- A. Municipality shall designate in writing an employee of Municipality to act as Municipality's representative with respect to its responsibilities and the Services (the "Municipality Representative"). Such person shall have complete authority to transmit instructions, receive information, and interpret and define Municipality's policies and decisions with respect to the Services. The Municipality Representative shall attend any kickoff, progress and other related meetings.
- B. Municipality shall provide information, comments and approvals as required in a timely manner to AMP and/or Vendor when such input is necessary for AMP and/or Vendor to perform the Services. The Municipality Representative shall give prompt written notice to AMP whenever he or she observes or otherwise becomes aware of any development that affects the scope or time of performance or furnishing of the Services or any defect or nonconformance in the Services, or in the work of Vendor or other contractor pursuant to this Schedule. Municipality shall reasonably cooperate with AMP in such a manner as to facilitate AMP's performance of its obligations under the Vendor Agreement.
- C. As noted above, Municipality has been provided with a copy of the Vendor Agreement. Municipality covenants and agrees that Municipality shall comply with all terms and conditions set forth in the Vendor Agreement, insofar as those terms and conditions apply to Municipality.

- D. Municipality shall notify AMP of whether it intends to complete the GSA, which, if approved through the GSA Approval Process, will allow Municipality to review Customer enrollments, receive Platform Generated Data, and access the Mercury Platform.
- E. If Municipality's GSA is approved, Municipality will comply with the terms set forth in Exhibit E.
- F. If Municipality does not complete the GSA or Municipality's GSA is not approved, (1) Municipality must upload appropriate Customer data to AMP's secure file transfer site (Sharefile.com) on a monthly basis, and (2) AMP will review Municipality's Customer enrollments and Municipality will not have access to the Mercury Platform nor will it receive any Platform Generated Data.
- G. In accordance with Vendor requirements, Municipality shall be solely responsible for any data relating to Customers provided by Municipality or an Authorized Municipality User to AMP, Vendor or the Software (the "Customer Data"). Municipality shall be solely responsible for ensuring compliance with any applicable laws or regulations regarding the use, security, or disclosure of Customer Data. Municipality represents and warrants that: (a) every Customer or Participant for whom Municipality or an Authorized Municipality User provides an email address to AMP or Vendor has consented to receive messages from Municipality and its agents in connection with the Services; (b) the Customer Data and any other information, data or material provided by Municipality or an Authorized Municipality User will not (i) infringe or violate any intellectual property right, proprietary right or trade secrets, rights of publicity or privacy, or any law or regulation, or (ii) contain any viruses, code, or programming routines intended to damage, copy, intercept, or misappropriate any system, data, or personal information, or damage or impair the operation of the Software.

ARTICLE V. AMP'S RESPONSIBILITIES

- A. AMP shall designate in writing an employee of AMP to act as AMP's representative with respect to its responsibilities and the Services (the "AMP Representative"). Such person shall have authority to transmit instructions, receive information, and relay AMP's policies and decisions with respect to the Services. The AMP Representative will attend kickoff, progress and other related meetings on an as-needed basis.
- B. The AMP Representative shall give prompt written notice to Municipality whenever he or she observes or otherwise becomes aware of any development that affects the scope or time of performance or furnishing of the Services or any defect or nonconformance in the Services, or in the work of any Vendor or other contractor pursuant to this Schedule.
- C. If AMP will be reviewing Customer enrollments for Municipality, then AMP will provide Municipality with access to the Sharefile.com site so that Municipality can upload the necessary Customer data for AMP's review.

ARTICLE VI. CONFIDENTIALITY AND PUBLICITY

- A. Except as otherwise expressly permitted herein or as may be required by applicable public records law, Municipality agrees to maintain all Confidential Information in strict confidence and exercise the same degree of care it employs in protection of its own Confidential Information from accidental or inadvertent disclosure, but in no event less than a reasonable degree of care, and will neither disclose nor use such Confidential Information other than as expressly permitted by this Schedule. Furthermore, Municipality recognizes that information exchanged pursuant to this Schedule may be proprietary, trade secret and/or confidential and agrees, to the extent consistent with law, to treat the same as such.
- B. This Schedule will not affect Municipality's rights to use or disclose information that: (1) is or may hereafter be publicly available through no wrongful act of Municipality; (2) Municipality can show by its written records predating such disclosure that such information was known on a non-confidential basis by Municipality prior to the disclosure; (3) Municipality can prove by written records to have been lawfully disclosed on a non-confidential basis to Municipality by a third party subsequent to disclosure; or (4) which is independently developed by or for Municipality without reference to or use of the Confidential Information.
- C. Except as may be prohibited by applicable public records law, in the event that a third party seeks to compel disclosure of Confidential Information from Municipality by judicial, governmental or administrative process, requirement or order, Municipality shall promptly notify the disclosing party of such occurrence and furnish to the disclosing party a copy of the demand, summons, subpoena or other process served upon Municipality to compel such disclosure, so that the disclosing party may seek a protective order or other appropriate remedy or waive compliance with the terms of this Agreement, or both. In the event that AMP waives compliance with the terms of this Schedule, a protective order is not obtained, the disclosing party otherwise fails or refuses to contest such a third-party disclosure demand, or a final judicial order is issued compelling disclosure of Confidential Information by Municipality, then Municipality must provide only that limited portion of the Confidential Information that it is advised by opinion of counsel it is legally required and to exercise reasonable efforts to obtain confidential treatment for that Confidential Information. Notwithstanding the foregoing, if any Confidential Information is required to be disclosed pursuant to this section, such Confidential Information shall otherwise for all other purposes remain Confidential Information subject to the confidentiality obligations set forth herein. Furthermore, if Municipality is required by operation of law to file this Schedule or other Confidential Information with regulatory authorities or others, Municipality shall immediately notify AMP of such disclosure requirement (if permitted by applicable law) and use its best efforts to have this Schedule or Confidential Information kept confidential.

- D. Except as expressly authorized in this Schedule, Municipality shall not (a) use the name, service mark, trademark, trade name, logo, or trade dress of Vendor; or (b) refer to Vendor in connection with any advertising, promotion, press release or publication, unless it obtains AMP's prior written approval.

ARTICLE VII. FEES AND EXPENSES

- A. AMP shall be compensated for the Services in accordance with the Fee Schedule as set forth in Exhibit D.
- B. All other provisions and terms for billing and payment for services rendered under this Schedule shall be governed by the Master Services Agreement.
- C. Termination of this Schedule shall not relieve Municipality of its obligation to pay any fees set forth in Exhibit D.

ARTICLE VIII. TERM

- A. The term of this Schedule shall begin upon execution of this Schedule by the Parties and continue until April 1, 2028 (the "Initial Term"). After the Initial Term, this Schedule shall renew for consecutive one (1) year terms until either party notifies the other in writing, no less than sixty (60) days prior to the end of the then-current term, of its intent not to renew. Pricing for any renewal term shall be established by agreement of the Parties prior to the commencement of such renewal term.

ARTICLE IX. TERMINATION

- A. Either party may terminate this Schedule (a) if the other party materially breaches any term in this Schedule and the breach is not cured within thirty (30) days of the date the non-breaching party provides written notice to the breaching party identifying the breach; or (b) upon the happening of any of the following or any other similar event: (i) insolvency of the other party; (ii) filing of any petition by or against the other party under any bankruptcy, reorganization or receivership law; (iii) execution of an assignment for the benefit of creditors; or (iv) appointment of any trustee or receiver of the other party's business or assets or any part thereof, unless such petition, assignment or appointment is withdrawn or nullified within fifteen (15) days of such event.
- B. Upon termination of this Schedule for any reason, Municipality shall, and shall ensure that all Authorized Municipality Users, immediately cease using the Mercury Platform, the Program Materials, and any Vendor provided documentation.

ARTICLE X. MODIFICATION

- A. Modifications to this Schedule may, from time to time, be necessary. In the event either party believes such a modification is required, both Parties agree to negotiate any such modifications in good faith. This Schedule may only be amended, supplemented, modified, or cancelled by a duly executed written instrument.

ARTICLE XI. NOTICES

- A. All notices shall be in writing and provided by either (i) overnight courier or hand delivery to an authorized representative of the party to whom directed; (ii) certified or registered mail, postage prepaid and return receipt requested; or (iii) e-mail to the address of the party shown below.

MUNICIPALITY:

Email: _____

AMERICAN MUNICIPAL POWER, INC.:

American Municipal Power, Inc.
1111 Schrock Road, Suite 100
Columbus, Ohio 43229
Attn: General Counsel
Email: legalnotice@amppartners.org

- B. Notice sent by registered or certified mail shall be deemed to have been given by either party to the other party upon the date received or rejected by the other party, as shown in the Post Office receipt, or if hand delivered, upon the date of receipt thereof by such other party. A notice sent by email will be deemed to have been received on the date the email is sent, unless the sender receives a delivery failure notification indicating that the email has not been delivered to the recipient.

ARTICLE XII. MISCELLANEOUS

- A. It is recognized by Municipality that AMP, in undertaking or causing to be undertaken the administration of the Smart Thermostat Program, must comply with the requirements of the Vendor Agreement and other related agreements; it is therefore agreed that this Schedule should be construed in a manner consistent with compliance with the provisions of all such agreements.
- B. Any provision or part of this Schedule held to be void or unenforceable under any law or regulation shall be deemed stricken, and all remaining provisions shall continue to be valid and binding upon the Parties, who agree that the Schedule shall be reformed to replace such stricken provision or part thereof

with a valid and enforceable provision that comes as close as possible to expressing the intention of the stricken provision.

- C. This Schedule, including the Exhibits attached hereto, together with the Master Services Agreement, constitutes the entire agreement between Municipality and AMP relating to the Services and supersedes all prior written or oral understandings, which shall terminate upon the effectiveness of this Schedule.

[Signature Page Follows]

DRAFT

IN WITNESS WHEREOF, the Parties warrant and represent that all actions and authorizations necessary to authorize them to affix their signature to this Schedule have duly occurred and that they have been duly authorized to execute this Schedule on behalf of their respective party, and hereto have executed this Schedule to be effective as of the Effective Date.

[MUNICIPALITY]

By: _____

Title: _____

APPROVED AS TO FORM

Municipal Legal Advisor

AMERICAN MUNICIPAL POWER, INC.

By: Adam Ward
Senior Vice President Member Services,
Environmental Affairs & Policy

APPROVED AS TO FORM

Lisa McAlister
Senior Vice President & General Counsel

EXHIBIT A – SCOPE OF SERVICES

AMP will deploy a Bring Your Own Thermostat (“BYOT”) load control program where Municipality’s customers purchase and install devices from select Device Partners on their own and register those devices into the AMP Community Energy Savings Smart Thermostat Program. As used in this SOW, a “Device Partner” is a third-party thermostat manufacturer, connected-home security provider or other company that makes connected devices available to consumers through retail, trade, or other channels where these devices are connected to the EnergyHub platform.

AMP will utilize EnergyHub’s Mercury Platform and BYOT program Services to deploy the Program, including technical integration of devices with EnergyHub’s platform, contracting with Device Partners, marketing, customer enrollment and management of load control events.

1. EnergyHub Responsibilities

1.1. Mercury Platform

1.1.1. EnergyHub will provide the Mercury Platform to operate a BYOT program that is open to all Device Partners. EnergyHub’s Mercury Platform features are outlined below.

1.1.2. Enrollment – Municipality customers with eligible devices enroll in the program via the following steps:

1.1.2.1. Customer application information will be collected through the Device Partner web or mobile application enrollment experience to verify eligibility for the Program.

1.1.2.2. EnergyHub, in conjunction with its Device Partners, will ensure that each participating customer accepts AMP’s program terms, which set forth the applicable incentives payable to its customers.

1.1.2.3. The enrollment module will allow Municipality to verify the eligibility of customers applying to the program.

1.1.2.4. EnergyHub will work with AMP and Municipality to implement EnergyHub’s data exchange process to:

1. enable the Automated Enrollment Verification (AEV) feature of the Mercury Platform. AMP will help define business rules for matching incoming applications to verified Municipality customer records.

EnergyHub will ingest data files from Municipality individually to enable AEV, if required. AMP and Municipality will utilize EnergyHub’s required Automated Enrollment Verification (AEV) specification.

2. enable Municipality to process enrollments in a mutually agreed upon process.

1.1.3. Load control - The Mercury Platform includes load control capabilities that AMP will leverage to dispatch demand response (DR) signals to internet-connected devices via EnergyHub’s Device Partners, including the following features:

1.1.3.1. Ability to schedule and execute DR events on devices enrolled in the program on an ad-hoc basis.

1.1.3.2. Ability to schedule and execute saved DR event strategies, where event parameters have been pre-configured and saved by AMP staff.

1.1.3.3. Ability to track DR event performance in near real-time via the DR event dashboard.

1.1.3.4. Ability to run DR events using the Firm Load Dispatch load shaping feature.

1.1.3.5. Device Partners may require a minimum number of devices to execute an event.

1.1.4. Data and reporting - The Mercury Platform captures near real-time data from Device Partners and will make that data available to AMP and AMP will provide aggregated data to Municipality for program

management and reporting purposes. This includes:

- 1.1.4.1. Reporting to track and manage device enrollment.
 - 1.1.4.2. Access to near real-time data showing connectivity status and usage across devices via the Home screen in the Mercury Platform.
 - 1. For thermostats, data collected includes HVAC mode and state, runtime, connectivity, event participation, indoor and outdoor temperature.
 - 1.1.4.3. Measurement and verification capability to verify load shed following load control events.
 - 1.1.4.4. Event summary reports, including load shed results and other summary participation statistics at the portfolio level (e.g. community, zip code, transmission zone, entire program).
 - 1.1.4.5. Event participation reports, including usage, participation status, and other relevant data at the individual customer level.
 - 1.1.4.6. Device interval reports, showing 15-minute interval usage data for enrolled devices during and outside load control events.
 - 1.1.4.7. Ability to download data and reports for analysis.
- 1.1.5. Device Partner limitations – specific functions, features, and data/reporting may not be supported across all Device Partners.
- 1.2. Marketing
- 1.2.1. The BYOT program will be marketed and run as one program; all program parameters will remain consistent across AMP's Members.
 - 1.2.2. EnergyHub will lead marketing efforts to recruit customers into the BYOT program. All marketing activities will be subject to AMP approval. AMP will coordinate with Municipality and other Municipality Participants to finalize marketing activities. Marketing will be comprised of the following:
 - 1.2.2.1. BYOT marketing will include digital outreach from Device Partners through email and/or in-app notifications to customers who have already purchased and installed connected devices.
 - 1.2.2.2. EnergyHub will provide AMP with a portfolio of all Device Partner marketing collateral templates with core messaging. AMP may request modifications to the core messaging before it is finalized and will provide drafts for Municipality review. Marketing collateral templates will allow for copy edits to sections identified as customizable only, while page designs and layouts are final. EnergyHub will only use marketing with core messaging that has been approved by AMP. Once core messaging is approved by AMP, EnergyHub may deploy approved marketing collateral without seeking additional approval.
 - 1.2.2.3. EnergyHub will provide a Community Energy Savings Smart Thermostat program branded microsite to drive enrollment. The microsite is based on an existing template and changes can only be made to customizable sections. The microsite will provide basic program information and direct interested customers to either an enrollment page or a store/marketplace for their preferred device manufacturer.
 - 1.2.2.4. Marketing materials will be integrated with the Community Energy Savings Smart Thermostat Program brand and name where applicable. Some Device Partner marketing may not support inclusion of the program brand or name; however, AMP will still review and approve these collateral templates.
 - 1.2.2.5. EnergyHub's marketing actions may include using analytics and segmentation to drive messaging if appropriate data is available. To support this, Municipality may choose to provide EnergyHub

with relevant information, such as email, customer usage, demographic, and household profile data to help facilitate segmentation and targeting.

1.2.2.6. EnergyHub will provide support to help with Program-specific messaging for the Community Energy Savings Smart Thermostat Program customer-facing website and other Municipality-owned assets, such as bill inserts, bill messages, direct mail, or other outreach.

1.2.2.7. Subject to AMP approval, EnergyHub may use incentive programs including sweepstakes, gift cards, and other prizes deemed necessary to drive enrollments.

1.3. Other Program Services

1.3.1. Program management – EnergyHub’s Client Success team will manage the implementation and delivery of the Program.

1.3.1.1. EnergyHub and AMP will meet regularly during the course of the Program, with standing quarterly meetings to discuss program planning and progress.

1.3.1.2. Prior to each program season, EnergyHub will lead an in-depth season preparation meeting with the AMP team.

1.3.1.3. Following each program season EnergyHub will lead an end-of-season review meeting with AMP and Municipality, where EnergyHub will provide a post-season evaluation deck summarizing event performance, event participation, progress against approved success criteria defined at the outset of the Program, customer support metrics, lessons learned, and recommendations for subsequent program seasons (e.g., changes to program design, terms and conditions, eligibility requirements).

1.3.1.4. Once per year, EnergyHub will provide a summary report of customer feedback on the Program. Based on the timing of customer surveys, customer feedback data may be provided following the end-of-season review meeting. Prior to the issuance of any customer survey, EnergyHub shall provide AMP with a copy of the intended survey for AMP and Municipality’s review and approval (such approval shall not be unreasonably withheld, conditioned or delayed).

1.3.2. Device Partner management - EnergyHub will work with the AMP to identify device manufacturers and service providers who are interested in becoming Device Partners in the Program.

1.3.2.1. EnergyHub will contract directly with and manage all relationships with all Device Partners. Upon payment from AMP, EnergyHub will manage required payments to Device Partners.

1.3.2.2. EnergyHub will provide a certification process and standard set of APIs to allow Device Partners to join the program and integrate with the Mercury Platform. This may include publishing a set of technical requirements and economic incentives for Device Partner participation. EnergyHub reserves the right to manage these Device relationships following this model in a fashion that does not mirror existing Device Partner relationships.

1.3.2.3. Addition of new Device Partners will only be pursued if mutually agreed to between EnergyHub and AMP, and documented via written approval.

1.3.3. Customer support - EnergyHub will provide email-based support for all Program-related inquiries, and direct customers to Device Partner support for technical device-related questions.

1.3.3.1. EnergyHub will work with AMP to create a customer service triage plan that defines roles and responsibilities across EnergyHub support, AMP support, Municipality support, and Device Partner support. As part of the triage plan, EnergyHub and AMP will define program messaging and escalation processes for incoming customer inquiries related to incentives, device technical and connectivity issues, and other program questions.

- 1.3.3.2. EnergyHub will support AMP in the development of call center training materials for Municipality, if needed.
- 1.3.3.3. EnergyHub will provide an FAQ page to reduce support inquiries by providing information on key program questions.
- 1.3.3.4. program marketing and enrollment materials will direct customers to contact EnergyHub directly by providing a customer support email address. Note that the “reply to” address for customer communication emails sent by EnergyHub are not customizable.
- 1.3.4. Incentive processing – EnergyHub will manage enrollment incentives.
 - 1.3.4.1. EnergyHub will provide AMP with enrollment incentive files (“EIF”) on a bi-weekly basis via EnergyHub’s SFTP site on a periodic basis for AMP or Municipality approval. The EIF will include a list of participants who have enrolled since the previous EIF and their corresponding incentive payment amount.

2. AMP Responsibilities

- 2.1. AMP representative will lead program management and assist in coordination between EnergyHub, AMP, and Municipality.
- 2.2. AMP will work with EnergyHub to define necessary customer data and data exchange process to create a seamless enrollment experience. AMP will assist EnergyHub in creating an enrollment experience that does not require customer account number as part of customer validation.
- 2.3. AMP and Municipality will support EnergyHub’s marketing activities by completing the following:
 - 2.3.1. AMP and Municipality will provide timely feedback to EnergyHub on any launch and/or marketing materials that require approval (e.g. core messaging).
 - 2.3.2. Municipality will market the BYOT program. Channels may be physical or digital and could include bill inserts, email, or in-market promotion.
 - 2.3.3. Municipality will market the program via customer-facing website including the Municipality homepage and a designated page specific to the BYOT Program.
 - 2.3.4. Municipality may choose to provide EnergyHub with contact information in the form of email addresses for eligible customers to enable successful program marketing.
 - 2.3.5. AMP and Municipality will provide logo and usage guidelines for EnergyHub’s use in developing co-branded materials.
 - 2.3.6. AMP will provide program details relevant to marketing collateral development at EnergyHub’s request.
- 2.4. If Municipality has an approved GSA, Municipality will verify customer eligibility based on information supplied by customer via the enrollment module and/or Municipality source information. If Municipality does not have an approved GSA, Municipality must upload appropriate Customer data to AMP’s secure file transfer site (Sharefile.com) on a monthly basis.
- 2.5. AMP will provide EnergyHub with necessary information regarding the load control program (i.e., number and frequency of events, size of customer rebate) to facilitate Device Partner onboarding and customer enrollment.

2.6. Device Partners will require AMP and Municipality (if Municipality is verifying its own Customers or otherwise receiving Platform Generated Data from the Device Partner) to comply with Device Partner data security requirements to include Device Partner devices in the Program. AMP will work with EnergyHub to ensure compliance. If AMP and Municipality are unwilling or unable to comply, Device Partner may remove their devices from the Program.

2.7. AMP will fund and fulfill the enrollment incentive needed to acquire and retain BYOT customer participation.

2.7.1. Municipality or AMP, if verifying Customers on behalf of Municipality will be responsible for the accuracy of the contents of each approved EIF.

2.8. Should AMP and/or Municipality develop a public report on any aspect of the BYOT Program, AMP and/or Municipality will share the results and report draft with EnergyHub at least two (2) weeks prior to publishing. EnergyHub will verify accuracy and appropriate usage of customer data. Any BYOT Program-centric report or publication shall be released in accordance with EnergyHub's contractual agreement with its Device Partners. All published reports shall be made available to EnergyHub.

3. Assumptions and Dependencies

3.1. EnergyHub's performance is contingent on the following:

3.1.1. AMP timely delivery of its input, approvals, data, materials, information, or deliverables, as applicable, including without limitation, the deliverables set forth in Section 2 AMP Responsibilities;

3.1.2. A mutual agreement between AMP, EnergyHub and AMP's participating Members on the form of program enrollment agreement that Customers will be required to accept in order to enroll in the program.

3.1.3. Each Device Partner's timely performance of its respective obligations in connection with the program launch; and

3.1.4. Each Device Partner's devices functioning properly and communicating with the Mercury Platform as required to perform as anticipated in connection with the Program.

3.2. Neither (a) Amazon Web Services, Inc. ("AWS"), which provides hosting services to EnergyHub for the Mercury Platform, nor (b) the Device Partners, will be deemed to be EnergyHub's subcontractors for the purpose of this SOW.

3.3. Each party shall promptly inform the other party if it becomes aware of any breach of this SOW, or the existence of any circumstance that may impede EnergyHub's performance under the SOW, as set forth in Section 2, in which case the Parties agree to work in good faith to address any such circumstance, including by amending the Parties' obligations under this Schedule, as needed.

4. Initial Program Design

4.1. All information in the program design table will be discussed and agreed upon between AMP and EnergyHub in the Configuration Guide. Any and all future changes to program design parameters will be captured and documented in the Configuration Guide and will not require an amendment to the Schedule.

Program Parameter	AMP Defined Program Parameter
Length of Season	5 months, of each year during the Term

Season Dates	May 1 - September 30, of each year during the Term
Number of hours per season	80 hours maximum
Event parameters	<p>Event window: 1-7 pm local time on non-holiday weekdays</p> <p>Event duration: 4 hours maximum</p> <p>Participation: Opt-outs permitted</p> <p>Max number of days with consecutive events: 3</p> <p>AMP is permitted to call events outside the above parameters during times of emergency peak conditions.</p>
Customer eligibility criteria	Working central A/C and connected thermostat
Program name and messaging	Community Energy Savings: Smart Thermostat Program
Customer rebate (upfront)	\$55 Visa e-gift card; if Customer remains enrolled through summer season, entered for a chance to win a \$250 e-gift card
Control strategy	<p>Option to pre-cool</p> <p>Temperature set-back</p> <p>Firm Load DispatchSM (FLD)</p>
Program branding guidelines and logos	AMP to provide

EXHIBIT B – SERVICE LEVELS, CREDITS, & WARRANTIES

SLA	Description
Platform Uptime Commitment	<p>Vendor will provide 99.9% platform uptime (the "Uptime Percentage") for a given Program Season (the "Platform Uptime Commitment"). Vendor will evaluate the Platform Uptime Commitment using external monitoring tools taking into account the Program Season length as defined in Section 9.1 of the SOW . In the event that platform uptime does not meet the Platform Uptime Commitment, Utility will be eligible to receive a Service Credit, as defined in below.</p> <p>Exclusions The Platform Uptime Commitment does not include unavailability due to Scheduled Maintenance.</p>
Command Dispatch Commitment	<p>In any given Program Season, the total number of Dispatched Devices shall be at least 90% (the "Command Dispatch Percentage") of the total number of Targeted Devices (the "Command Dispatch Commitment"). The Command Dispatch Percentage is calculated by dividing the number of Dispatched Devices by the number of Targeted Devices across all DR Events in a given Program Season and multiplying by 100. If by September 1 of any Program Season AMP has only called one (1) DR Event, and that DR Event's Command Dispatch Percentage is below 90%, AMP agrees to call at least one (1) additional DR Event before the end of the Program Season; if AMP does not call the additional event AMP will waive the Command Dispatch Commitment for that Program Season.</p> <p>AMP agrees to call all enrolled devices in the program for the one (1) DR event; if not all devices are targeted than this SLA is not applicable. In this case, AMP will waive the Command Dispatch Commitment for that Program Season.</p> <p>Vendor will calculate the number of Dispatched Devices and Targeted Devices by reviewing the DR Event Participation Data across DR Events in a given Program Season. Vendor will report to AMP the Command Dispatch Percentage following the completion of the Program Season.</p> <p>For the avoidance of doubt, if there are multiple DR Events, Dispatched Devices will be the sum total of Dispatched Devices across all DR Events (sum of Dispatched Devices in the first DR Event plus the sum of Dispatched Devices in the second DR Event, and so on) and Targeted Devices will be the sum total of Targeted Devices across all DR Events (sum of Targeted Devices in the first DR Event plus the sum of Targeted Devices in the second DR Event, and so on). For example, if there are two DR Events in a season with 100 Targeted Devices and 95 Dispatched Devices in the first DR Event and 200 Targeted Devices with 190 Dispatched Devices in the second DR Event, the Command Dispatch Percentage will be calculated by summing 95 and 190 Dispatched Devices in the numerator, and dividing by the sum of 100 and 200 Targeted Devices in the denominator for a Command Dispatch Percentage of 90%.</p>

	$\frac{95 + 190}{100 + 200} = \frac{285}{300} = 95\%$ <p>Assumption and Exclusions</p> <ul style="list-style-type: none"> Dispatched Devices will include devices with a status of Dispatch Failure in cases where the failure is caused solely by the Device Partner (as determined in Vendor's reasonable discretion).
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Definitions:

- “Uptime Percentage” is calculated by dividing the number of minutes in which the Mercury Platform is available during the Program Season by the total number of minutes in the Program Season (and multiplying by 100)
- A “Device-Event Minute” is a minute during a DR Event in which an Enrolled Device can participate in a DR Event as a Targeted Device. For example, one Targeted Device in a 4-hour DR Event (e.g. 2:00 PM – 6:00 PM) accrues 240 Device-Event Minutes
- A “Dispatched Device-Event Minute” is a minute during a DR Event in which a Device Control signal is successfully sent from the Mercury Platform to a Thermostat Partner whose customers have Targeted Devices in the DR Event. For example, if a participating device is successfully dispatched by Vendor for a 4-hour DR Event (e.g. 2:00 PM – 6:00 PM) at 2:05 PM, that customer's device accrues 235 Dispatched Device-Event Minutes. For clarity, the Dispatched Device-Event Minute calculation is not impacted by a Thermostat Partner's successful delivery of Dispatch Commands to their Targeted Devices in a DR Event
- A “Targeted Device” is an Enrolled Device included in the population of devices called into a DR Event and expected to receive the Device Control strategy defined by the operator via Dispatch Commands from the Thermostat Partners

Service Credits

Vendor charges platform fees to provide the services described in Scope of Services. If Vendor fails to meet its Service Commitments, Vendor will issue Service Credits to Utility. Vendor will evaluate its own performance against each SLA over the course of the Program Season over the Project Term. Upon completion of the Program Season, Vendor will send Utility a performance report including a calculation of any Service Credits due to Utility.

Service Credits are calculated as a percentage of the platform fees paid by Utility to Vendor after the end of the demand response season and are evaluated as follows:

Platform Uptime Commitment

<i>Uptime Percentage (Program Season)</i>	<i>Service Credit Percentage</i>
Less than 99.9%	1%
Less than 89.9%	2%
Less than 79.9%	3%
Less than 69.9%	4%
Less than 59.9%	5%

Command Dispatch Commitment

<i>Command Dispatch Percentage (Program Season)</i>	<i>Service Credit Percentage</i>
Less than 90%	0.25%
Less than 80%	0.50%
Less than 70%	0.75%
Less than 60%	1.0%
Less than 50%	1.25%

Service Credits will be awarded on a per Program Season basis.

EXHIBIT C – VENDOR INSURANCE REQUIREMENTS

Article 1 General Insurance Requirements

- 1.1 Throughout the performance of the Services or longer as may be described below, Vendor must obtain, pay for, and keep in force, the minimum insurance coverage described in this Schedule of Insurance.
- 1.2 Before starting the performance of any Services, upon renewal of any policy, and upon a change of any insurance carrier, Vendor must deliver to AMP certificates evidencing that the required insurance is in force.
- 1.3 With the exception of government-controlled workers compensation coverage:
 - 1.3.1 Vendor must place the insurance with companies that (1) are satisfactory to AMP, (2) hold an A.M. Best Rating of A-, VII, or higher, and (3) are authorized to conduct business in the state where the Services will be performed;
 - 1.3.2 the policies must be endorsed to require Vendor's insurance carrier to (1) provide at least 30 days' written notice to AMP (as certificate holder) of the cancellation of the insurance and (2) provide at least 10 days' written notice to AMP (as certificate holder) of the cancellation of the insurance for non-payment of premium; and
 - 1.3.3 within 30 days of AMP's request, Vendor must submit insurance-company certified copies of the policies, the policy endorsements, or both.
- 1.4 Vendor must pay all deductibles, or self-insured retentions, or both contained in Vendor's policies of insurance required or provided in connection with the Agreement or any task order or statement of work. AMP reserves the right to approve or reject all levels of self-insured retention, captive insurance programs, or other alternative risk financing Vendor may use to comply with any insurance requirement.
- 1.5 AMP does not represent that required coverage or limits are adequate to protect Vendor.
- 1.6 Failure of AMP to demand a certificate or other evidence of full compliance with the insurance requirements or failure of AMP to identify a deficiency from evidence that is provided will not be construed as a waiver of Vendor's obligation to maintain the required insurance.
- 1.7 To the fullest extent permitted by applicable law, Vendor waives all rights against AMP and its agents and employees for damages to the extent covered by insurance, except rights to the proceeds of the insurance. This waiver shall not apply to any professional liability policy maintained in connection with the Services.

Article 2 Minimum Coverage Requirements

- 2.1 Workers Compensation. Vendor must maintain workers compensation coverage meeting the requirements of applicable law.
- 2.2 Employers Liability / Stop Gap Coverage. Vendor must maintain employers liability / stop gap coverage with (1) an each-accident limit of not less than \$1,000,000, (2) a disease each-employee limit of not less than \$1,000,000, and (3) a disease policy limit of not less than \$1,000,000.
- 2.3 Commercial General Liability. Vendor must maintain commercial general liability ("CGL") coverage which provides (1) an each-occurrence limit of not less than \$2,000,000, (2) a general-aggregate limit of not less than \$2,000,000, and (3) a products and completed-operations aggregate limit of not less than \$2,000,000.
 - 2.3.1 The CGL insurance must be written on ISO occurrence form CG 00 01 10 01 or a substitute form, providing at least equivalent coverage for liability arising from premises, operations, independent contractors, products/completed-operations, personal and advertising injury, and liability assumed under an insured contract.

- 2.3.2 Vendor must include American Municipal Power, Inc. as an additional insured under the CGL policy using ISO endorsement CG 20 10 07 04 and ISO endorsement CG 20 37 07 04 or a substitute form(s) providing equivalent coverage.
 - 2.3.3 The CGL insurance must apply as primary and non-contributory insurance with respect to any other insurance or self-insurance programs which cover the additional insured(s).
 - 2.3.4 The CGL policy must not exclude coverage to the additional insured(s) for bodily injury or property damage arising out of the products/completed-operations hazard.
 - 2.3.5 Vendor must maintain the CGL insurance in effect for no less than 5 years after the earlier of the termination the Agreement or completion of all Services.
- 2.4 Business Automobile Liability. Vendor must maintain business automobile ("BA") coverage written on ISO form CA 00 01 10 01 or a substitute form, providing at least equivalent coverage with a limit of not less than \$1,000,000 each accident.
 - 2.4.1 The coverage must extend to any auto owned (if any), non-owned, leased, rented, hired, or borrowed.
 - 2.4.2 Vendor must include American Municipal Power, Inc. as an additional insured under the BA policy.
- 2.5 Umbrella/Excess Liability. Vendor may employ an umbrella/excess liability policy to achieve the above-required minimum coverage.
- 2.6 Professional Liability. If the Services include any professional services, Vendor must maintain professional liability insurance which provides an annual-aggregate limit of not less than \$2,000,000.
 - 2.6.1 The professional liability policy must have an effective date which is on or before the date on which Vendor first started to provide any Services.
 - 2.6.2 Upon submission of the associated certificate of insurance and at each policy renewal, Vendor must advise AMP in writing of any actual or alleged claims which may erode the professional liability policy's limits.
 - 2.6.3 Vendor must maintain the professional liability insurance in effect for no less than 5 years after the earlier of the termination the Agreement or completion of all Services.

EXHIBIT D – FEE SCHEDULE

Fees and Rates:	2024-2027: \$80 per enrolled thermostat, per year
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A. Invoicing

Municipality will be billed for the Services quarterly, with fees appearing on Municipality’s quarterly power invoice.

[End]

EXHIBIT E – GSA APPROVED MUNICIPALITY REQUIREMENTS

If Municipality's GSA has been approved via the GSA Approval Process and Municipality will, or could, review Customer enrollments, receive Platform Generated Data, and/or access the Mercury Platform, then Municipality must adhere to the following requirements:

- 1.1 Municipality shall not use the Mercury Platform (as defined in the Schedule) in a manner that violates any federal, state, provincial, or local law or regulation relating to individual privacy or the distribution of email and other marketing communications, including, without limitation, the CAN-SPAM Act and the Telephone Consumer Protection Act of 1991 ("TCPA").
- 1.2 Municipality will not, will not attempt to, and will not allow any Authorized Municipality User to: (i) interfere in any manner with the operation of the Mercury Platform or the hardware or network used to provide the Mercury Platform; (ii) copy, modify, alter, or make derivative works based on any part of the Mercury Platform or any associated software, documentation, or the Program Materials; (iii) reverse engineer, decompile, disassemble, or otherwise attempt to derive source code from any component of or devices connected to the Mercury Platform or any associated software or web services or permit a third party to do any of the foregoing; (iv) sublicense, assign, sell, or lease to, or otherwise allow, any person other than an Authorized Municipality User to access the Mercury Platform; (v) use the Mercury Platform for purposes of providing third-party hosting or third-party application integration, service bureau, subscription or application service provider-type services; (vi) disclose to any third party the performance measures of the Mercury Platform or benchmark tests or other comparisons of the Mercury Platform with other services or software; (vii) remove or alter any proprietary or other notice, legend or symbol on or embedded in the Mercury Platform or any associated software, documentation or Program Materials; (viii) install monitoring software or other automated monitoring mechanisms to access the Mercury Platform for benchmarking or competitive purposes; or (ix) use the Mercury Platform, any Program Materials, or any documentation or Municipality's access to any of the foregoing to design, build, market, or sell any similar, competitive or substitute service.
- 1.3 Municipality will designate certain of its employees, agents, and contractors as Authorized Municipality Users. An Authorized Municipality User account is not permitted to be shared among users. Each Authorized Municipality User will be assigned a unique user identification name and password for access to and use of the Mercury Platform ("Credentials"). Municipality is solely responsible for all activities that occur under Municipality's Authorized Municipality User accounts. Municipality shall use commercially reasonable efforts to ensure that its Authorized Municipality Users are responsible for maintaining the security and confidentiality of their Credentials, and to prevent unauthorized access to or use of the Mercury Platform. Municipality shall notify AMP promptly upon becoming aware of any unauthorized use of Credentials.
- 1.4 Municipality shall take reasonable and appropriate steps to protect the security, privacy and confidentiality of Customer information ("Safeguards") and ensure that its data use policies comply with applicable law and this Schedule, including, without limitation, compliance with Criteria Common to Security Principles (SSAE16): Group 1: CC 1.1 - 1.4; Group 2: 2.1 - 2.6; Group 3: 3.1 - 3.2; Group 4: 4.1; Group 5: 5.1 - 5.8; Group 6: 6.1, 6.2; and Group 7: 7.1 - 7.4. Furthermore, Municipality shall allow Vendor (either directly or through a third party subcontractor) to conduct a security audit to determine whether Municipality's Safeguards comply with applicable law and SSAE16 provided above, and shall permit Vendor to share the findings of such security audits or reports with Vendor's connected device providers (and their respective auditors) who require evaluation of utility security procedures. Notwithstanding the foregoing, Municipality may use SOC 2 Type 2 reports or an alternative acceptable to Vendor in lieu of an independent audit by Vendor or its subcontractor. Upon request, Municipality will comply with the policies of a connected device provider relating to Protected Information that are provided to Municipality. If a material flaw in Municipality's Safeguards is found, Municipality's access to the Mercury Platform may be suspended or terminated upon immediate written notice.
- 1.5 Municipality shall not use Platform Generated Data for any purpose (including any internal analytics not directly related to the Services), except (i) to assist Vendor in accessing, retrieving, storing, copying, creating derivative works of, and otherwise using Platform Generated Data in connection with developing, analyzing, testing, maintaining, improving, modifying, distributing, providing, making available and/or otherwise commercializing Vendor's products and services; (ii) to assist Vendor in the adjustment of a Customer device; (iii) for verification

of Customer eligibility for and enrollment in the Smart Thermostat Program; (iv) for verification of Customer eligibility for a program participation incentive; (v) as required to meet regulatory or other legal requirements evidenced by reasonable documentation; and (vi) as approved by such connected device provider on a case-by-case basis, non-marketing communications directly to Customers about the Smart Thermostat Program.

- 1.6 Municipality will use commercially reasonable efforts to retain only the minimum amount of non-anonymized Platform Generated Data necessary to meet the relevant purposes of this Schedule. For the avoidance of doubt, Municipality will not, except as to the extent legally permitted, retain or store a Customer's non-anonymous Platform Generated Data for any purpose beyond (i) one year from the date Municipality received such Customer's Platform Generated Data or (ii) the date the Customer opts out of the Smart Thermostat Program, whichever period is longer. Municipality's Customer Data is not subject to the preceding limitation on data retention.
- 1.7 Municipality shall not, and may not permit any third party to, use Personal Information for any purpose not expressly approved in this Schedule, including (without limitation): (a) to share Personal Information with third parties, including without limitation data brokers, advertisers or advertising networks for any purpose; (b) to evaluate any Customer or their property individually or in aggregate for insurance or other financial products and services; (c) for marketing purposes; (d) to develop, create or improve another product, service or feature; (e) to develop, create or train any algorithms or machine learning models; (f) to create reporting or insights for other entities without Vendor's advance written permission; or (g) for any purpose beyond the specific permissions granted by the Customer and as otherwise permitted by this Schedule and applicable laws.



Richlands Fire Rescue

Monthly Report

November 2024

43- Total Calls

17-Town

26-County

20- MVC

3- Brush Fires

4- Smoke Alarms/CO Alarms

3- Reports of Smoke

2- Structure Fires

1- Vehicle Fires

2- Trees Down in Roadway

0- Road Hazards

3- Electrical Poles/ Power Lines

1- EMS Bake Ups

2- Oil Spill

0- Propane Call

2- Traffic Control

Smoke Alarms Installed (4)

Co Alarms Installed (1)

Smoke Alarms given out (0)

CO Alarms Given Out (0)



**NOVEMBER 2024
MONTHLY TRAFFIC SUMMARY**

No Headlights	1	Fail to Dim Headlights	1
No Registration in Possession	3	Loud Exhaust	1
Dangling Objects	2	Defective Speedometer	1
Failure to Wear Seatbelt	3	No State Inspection	4
Expired State Inspection	1	Driving Without a License	3
Driving Suspended	2	No Registration	1
Improper Registration	4	Expired Registration	2
No Insurance	2	Altered License Plates	3
Failure to Drive on Right Side of Highway	1	Following Too Close	1
Fail to Stop at Stop Sign	3	Fail to Obey Highway Signs	1
Reckless Driving	2	Speeding	5
No Proof of Insurance	2		
WARNING- Defective Equipment	1	WARNING- Fail to Obey Highway Lane Markings	1
WARNING- Fail to Obey Stop Sign	4	WARNING- No Headlights	2
WARNING-Drive Wrong Way/ One Way	1	WARNING- Fail to Obey Highway Sign	4
WARNING- Speeding	6		

TOTAL NUMBER TRAFFIC SUMMONS ISSUED: 49

ANIMAL CONTROL / ORDINANCE VIOLATIONS SUMMARY

Dog Transported to the Shelter	5		
High Grass Violation	2	Inoperable Vehicle	1

TOTAL NUMBER ANIMAL CONTROL / ORDINANCE VIOLATIONS ACTIONS: 8

COUNCIL REPORT

December 4, 2024

TOTAL CALLS FOR SERVICE THROUGH NOVEMBER 30, 2024	7,467
TOTAL CALLS FROM JANUARY 1, 2023 THROUGH NOVEMBER 30, 2023	6,849

INCREASE OF	618
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TOTAL CALLS FOR THE MONTH OF NOVEMBER 2024	637
TOTAL CALLS FOR THE MONTH OF NOVEMBER 2023	609

INCREASE OF	28
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Richlands Fire Rescue

Monthly Report

November 2024

43- Total Calls

17-Town

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2- Oil Spill

0- Propane Call

2- Traffic Control

Smoke Alarms Installed (4)

Co Alarms Installed (1)

Smoke Alarms given out (0)

CO Alarms Given Out (0)



RESCUE DIVISION

Richlands Fire-Rescue

1800 Third St. / 200 Washington Sq.

Richlands Va. 24641

Rescue Division Station #2

Station #2 Ph. # 276-329-6065

Fax# 276-963-3569

From The Desk Of:

EMS Director - Rescue Captain Matt Whited

Monthly Council Report For: Rescue Division

Month: Nov. 2024 EMS Calls Total: 214

Year to Date EMS Calls Total: 2,616

Nov. 1-30, 2024

<u>Group</u>	<u>Count</u>	<u>Pct</u>
<u>Cancelled</u>	3	1.4
<u>Cancelled Enroute</u>	2	0.9
<u>Dead at Scene - Resuscitation NOT Attempted - No Transport</u>	1	0.5
<u>No Patient Contact (Canceled on Scene)</u>	1	0.5
<u>No Patient Found</u>	12	5.6
<u>No Treatment Required</u>	2	0.9
<u>Patient Dead at Scene-Resuscitation Attempted (With Transport)</u>	3	1.4
<u>Patient Refused Care</u>	48	22.4
<u>Standby</u>	1	0.5
<u>Treated, Transferred Care</u>	1	0.5
<u>Treated, Transported by EMS</u>	140	65.4
Total:	214	

Rescue Division Updates / News / Info. We did get our Community Foundation of Two Virginia's Grant – Lucas CPR Compression Device delivered and in-service this will equip 3 Ambulance units with a Lucas. We hope to schedule another Free CPR/AED class for the community soon this will be posted on our Facebook page.

