

Town of Dallas Board of Aldermen Work Session
Dallas Historic Courthouse, 131 N. Gaston St. Dallas
Tuesday, November 25th, 2025 5:00 PM

Hayley Beaty, Mayor
Frank Milton
Hoyle Withers

Sam Martin, Mayor Pro-Tem
Jerry Cearley
Alan Cloninger



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- 1. Invocation and Pledge of Allegiance to the Flag** *(Please stand for Invocation and remain standing for Pledge of Allegiance)*
 - 2. Motion to Approve Agenda with Additions or Deletions**
 - 3. New Business**
 - A. FY25 Audit Presentation
 - B. Utility Adjustments
 - 4. Mayor's & Aldermen's Report**
 - 5. Manager's Report**
 - 6. Closed Session: None**
 - 7. Adjourn**

TOWN OF DALLAS, NORTH CAROLINA

REQUEST FOR BOARD ACTION

DESCRIPTION: FY25 Audit Presentation

AGENDA ITEM NO. 3A

MEETING DATE:11/25/25

BACKGROUND INFORMATION:

The North Carolina General Statutes requires an annual audit to be completed by a Certified Public Accounting firm. The Town utilizes Martin Starnes and Associates, CPA's P.A for the performance of our annual audit. The audit was completed and submitted to the Local Government Commission in November. **We are pleased to report that there were no audit report findings and no audit adjustments arising as a result of our annual audit.**

A short presentation by Martin Starnes and Association will highlight key results of the audit and certain financial information, for the fiscal year ended June 30, 2025. Staff, along with Martin Starnes will be available to answer any questions that may arise during the presentation.

MANAGER RECOMMENDATION:

BOARD ACTION TAKEN:

TOWN OF DALLAS, NORTH CAROLINA

REQUEST FOR BOARD ACTION

DESCRIPTION: Utility Adjustments

AGENDA ITEM NO. 3B

MEETING DATE:11/25/25

BACKGROUND INFORMATION:

The Town currently has a utility billing policy that allows for water and/or sewer adjustments when a customer experiences an indoor water leak, based on a set calculation. Staff believe it is time to revisit this policy as it is outdated and see if any changes should be made. This would be one of the last internal policies in place that we have not updated.

MANAGER RECOMMENDATION:

BOARD ACTION TAKEN:

I. Billing Adjustments

The Town of Dallas may make an adjustment for utility charges resulting from leaks on the customer's side of the meter.

MINIMUM FOR CONSIDERATION: Must be 5,000 gallons above the six (6) month average.

- 1) Customers may receive up to two adjustments, on two different leaks, in any 12 month period.
- 2) The customer must provide the Town a bill for repairing the leak(s). This must be accompanied by a statement confirming that leak had been repaired and a description describing where the leak occurred.
- 3) The customer will be billed for the calculated 6 month billing average plus the excess usage at cost plus 30%.
- 4) If the leak is a burst pipe or an underground leak and the wastewater is not returned to the sanitary sewer system, the adjustment shall be calculated by determining the average water and wastewater consumption charges billed for the preceding 6 months, and writing off all of the wastewater consumption above the average consumption.
- 5) If the water leak was entering into the sanitary sewer lines, the adjustment will be the same as it was for water only (see #3).
- 6) The Town does not repair leaks on the customer's side of the water meter.
- 7) No credit or adjustments of \$5.00 or less will be given unless the cause for the credit or adjustment is an error by the Town of Dallas.
- 8) If the water usage exceeds 5,000 gallons above the six (6) month average, the sewer portion of a customer's account may be adjusted for the filling of a swimming pool twice per calendar year.
- 9) Any adjustments made the day before cut-off will be at the Billing Manager's discretion.