

Concord

NORTH CAROLINA

CITY CIRCULAR

SPRING 2011



INSIDE

- Recycling Changes Coming July 5!
- Educating the Community About Improvements
- More Items Can Be Recycled
- Roll-out Cart Placement
- Reusing Before Recycling
- Bulky Item Collection
- City Transitions to New Web Address

**SPECIAL
SOLID WASTE
IMPROVEMENTS
ISSUE!**



David W. Phillips
District 1



James E. Ramseur
District 2



Ella Mae Small
District 3



Alfred M. Brown, Jr.
District 4
Mayor Pro-Tem



W. Lamar Barrier
District 5



Hector H. Henry II
District 6



John A. Sweat, Jr.
District 7

Want to Eliminate That Paper Utility Bill?

The City of Concord is proud to offer a new feature to send monthly utility bills without paper. This new, free service is called eBilling, where customers view an exact image of the monthly utility bill online. Each month, customers will receive an email with a link to their utility eCare account. Once the customer views the bill, it can be paid online using a credit card, by mail with a check or in person.

The eBilling program gives customers the ability to say goodbye to opening envelopes and filing papers. Customers who want to go completely paperless can sign up for the City's free electronic bank draft program. Customers who take advantage of this program do not have to worry about writing and mailing checks, or paying credit card fees.

To use these free features,

customers should just log into their eCare account and click the "Sign up for eBilling" button and check the "Yes. Send me an email when my bill is ready" option. Customers who do not have an eCare account yet should just follow the eCare signup instructions.

"We are proud to provide this enhanced level of service and convenience to our utility customers," said City Manager Brian Hiatt. "I have been testing this feature with my own utility account and am very pleased."

Customers who try eBilling will probably not want to switch back to the printed bill, but can do this at any time using eCare. Please contact the Customer Care Center with any questions or for assistance with starting eBills at custcare@concordnc.gov or 704-920-5555. □

What's Inside...

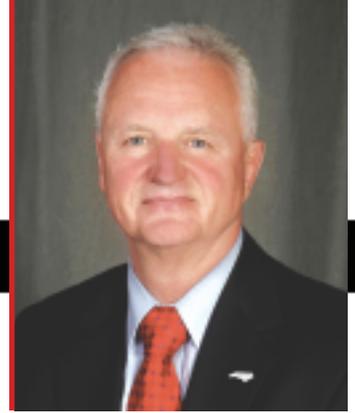
From the Mayor	3
City Manager's Notes	4
News/Updates	5, 9, 12, 13
Company Overviews	6, 10
Community Education	7
Recycling Information	8, 11
City Transitions to New Web Address	13
Water Conservation	15
Union Street Live!	16

The Concord City Circular is produced quarterly by the City Public Information Office to provide Concord citizens with information about current activities of the City of Concord. It contains items that will help make it easier for you to do business with the City. Your comments and questions are welcomed. Please send them to Concord City Circular, P.O. Box 308, Concord, NC 28026 or call 704-920-5210 or e-mail franzese@concordnc.gov.

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J. Scott Padgett



A Season of Progress

Welcome to spring in Concord! Our city is alive with blooming flowers and green grass. The recent cold winter makes the warm weather and longer days all the more welcome.

I heard a lot of positive feedback from Concord citizens on the way our crews responded to this winter's ice and snow. The City's capacity to respond to winter weather has improved significantly over the last decade, with the new approach of applying salt brine to streets before the storm, both improving conditions and lowering the total cost. Hats off to the Transportation Department for their leadership and hard work in keeping our streets clear and citizens safe, with support from the Stormwater and Wastewater departments.

In January, the Concord City Council held its annual Planning Session at Fire Station 9. City Manager Brian Hiatt and Deputy City Manager Jim Greene worked with the City's staff leadership team to conduct an efficient and informative meeting. Your City Council will use information gained from the planning session to make the best decisions for the future. Rest assured that the priority will be to provide the best services for the lowest cost.

One example of this sort of

decision-making is the improved solid waste (recycling and garbage) collection program for Concord. The new contract with Waste Pro will result in better, more efficient service and more recyclable items, with no additional cost to our citizens. These exciting improvements, featured throughout this edition of the *Concord City Circular*, roll out on July 5, 2011.

The intersection of Cabarrus Avenue and Union Street in downtown Concord is the site of a project that will reveal a mural that you will either remember fondly or never knew existed. After years of being covered by once-fashionable aluminum, a 1960s-era hand-painted Coca-Cola mural will soon be completely restored. The planning began under the leadership of former Concord Downtown Development Corporation Director Vickie Weant. Current CDDC Director Diane Young, the CDDC Board of Directors, building owner Marion Bost and financial support by Coca-Cola Bottling Company Consolidated will bring this landmark back to life and add to the nostalgic appeal of Historic Downtown Concord.

The corner diagonally across the intersection from the mural also has historic significance as the original site of Concord National Bank (First

Charter, Fifth Third Bank) and Concord Telephone Company (Windstream).

Recently there has been a lot of discussion about civility in public discourse. Of course there are differing perspectives, but I am pleased that, locally, the elected bodies in Cabarrus County have respect for one another and work together professionally. This also includes each of the staffs who work together on a daily basis.

An example of the importance of working together is the Celgard project. Celgard manufactures a component of electric batteries for automobiles. In the summer of 2010, Celgard announced a \$58-million facility to be built at International Business Park in Concord, employing more than 200 people.

This economic development success story was made possible by the cooperation of the North Carolina Department of Commerce, the Cabarrus County Economic Development Corporation, Cabarrus County Board of County Commissioners, Concord City Council and staff members from each of those bodies. March of this year brought a welcome surprise. Because of the demand for Celgard's product, they are planning to move ahead with an additional \$64-million expansion over the original plan,

continued on page 6

Brian Hiatt, Concord City Manager



Thoughts on the 2010 Census Results

In March, the US Census Bureau released the numbers for population counts in North Carolina. Not surprising to those of us who have been in North Carolina since at least 2000, many local governments in this region experienced significant increases in population.

The City of Concord grew by 23,089 people to 79,066, reflecting a 41.2 percent increase in population since the last census. Cabarrus County grew by 35.8 percent during the decade with over 70 percent of the 178,011 county residents living within a municipality, and over 44 percent in Concord alone.

While many area municipalities also experienced strong growth, Concord is now the second largest city in the region (see table).

Also not surprising, most of the decade's growth took place before 2008. The impact of the recession on jobs and the movement of people has been significant. All of this has had a dramatic impact on new housing starts, the factor that led to the majority of the population growth in Concord over the past decade.

While a much smaller percentage of population growth can be attributed to the annexation of existing housing, annexation remains a vital tool to make sure that owners

North Carolina Cities in the Charlotte Region: Changes in Population Rank Since 2000

Current Rank	City	2010 Population	2000 Rank
1	Charlotte	731,424	1
2	Concord	79,066	3
3	Gastonia	71,741	2
4	Huntersville	46,773	8
5	Kannapolis	42,625	5
6	Hickory	40,010	4
7	Salisbury	33,662	6
8	Indian Trail	33,518	17
9	Monroe	32,797	7
10	Mooresville	32,711	12
11	Matthews	27,198	10
12	Cornelius	24,866	16
13	Statesville	24,532	9
14	Mint Hill	22,722	14
15	Shelby	20,323	11
16	Albemarle	15,903	13
17	Stallings	13,831	37
18	Mt Holly	13,656	20
19	Newton	12,968	15
20	Harrisburg	11,526	29
21	Davidson	10,944	22
22	Lincolnton	10,486	18
23	Kings Mtn	10,296	19
24	Belmont	10,076	21
25	Waxhaw	9,859	42
26	Weddington	9,459	23
27	Conover	8,165	24
28	Pineville	7,479	33
29	Wesley Chapel	7,463	43
30	Unionville	5,929	27

Source: Census 2000; Census 2010.

Table courtesy of UNC Charlotte Urban Institute. Please visit <http://ui.uncc.edu/story/census-2010-cities-and-towns-charlotte-region> for more information.

in adjacent housing communities built at urban densities pay their fair share of services used within our city.

A slowdown in residential growth is not necessarily bad. Concord had to be in a change mode during

much of the decade in implementing new requirements to make sure the new residential development was at a level of quality that added value to the community and incorporated infrastructure within subdivisions that did not place the burden of maintenance on existing taxpayers.

Even with these changes, the fast pace of growth created challenges. For example, traffic has increased on major thoroughfares, and cities like Concord have found themselves investing money not only in City streets, but in improvements to roads maintained by the North Carolina Department of Transportation to try to help keep up with the need.

However, anything taken to the extreme can be bad. The old adage, "If you are not growing, you are dying," rings true. Communities need to evolve to deal with the constant changes in the economy, and the expansion of housing opportunities must keep pace with the growth of businesses and the creation of new jobs.

For the last three years the slow economy in this region and others in the United States has reflected the impact of the drastic reduction in quality residential construction through the loss of good jobs and investment. Construction

employment in North Carolina is down 30 percent from its peak and is now at the level it was in the early 1990s. Statewide, single-family housing starts are 70 percent below their peak levels prior to the recession. The current level of single-family housing starts is the lowest for any 12-month period in more than 20 years.

Many see the slowdown in housing starts only impacting the growth in City property tax

revenues; however, they are forgetting about other revenues such as the loss of sales tax associated with the industry decline. Of course, many cities like Detroit, Cincinnati, Buffalo, Pittsburgh and St. Louis are actually losing population, and can vividly describe the impact of negative growth on their ability to deliver essential services.

When Concord receives the results of the census again in 2021, I hope

the increase in population will reflect a decade of steady but manageable growth, including residential development. Based on the way the decade has started, the percentage may be smaller than reflected in the 2010 census. Even so, it will still be important that our local economy continues to expand and provide more opportunities for our residents to have good jobs and enjoy an excellent quality of life. □

News & Updates

Roll Out Your Recycling Cart Every Other Week Beginning July 5!

One of the most frequent reasons Concord residents cited for not recycling in the 2010 Customer Satisfaction Survey was that the bins were too heavy to carry to the curb every week.

Starting July 5, 2011, recycling gets a lot easier because you will simply roll your cart to the curb! You will not be charged for this new cart.

Between mid-May and mid-June, you will receive a new, black, 96-gallon roll-out cart at your home. Your new recycling cart will hold five times as much material as the current green bins, and allow us to make the switch to automated every-other-week collection. This type of service is not only quicker for you, but it allows the City to provide a higher level of service at a lower cost.

The cart's lid will also be helpful to you, as it will keep your materials dry on rainy days. In addition, the lid will keep items from blowing around and littering your neighborhood on windy days.

When selecting the manufacturer for the new recycling carts, the City ensured that the carts will be durable, yet easy to roll and maneuver. It will be much easier for you and your family members to get your recyclables to the curb for collection. Because of the automated collection process, your cart will always be returned to the exact spot you placed it in for collection.

Your collection day will not



change. For example, if your items are currently collected on Thursday, they will continue to be collected on Thursday. The main difference is that you will roll out your green garbage cart every Thursday, and black recycling cart every other Thursday. You will receive a magnetic calendar in the mail to help you remember which week to put out your recycling cart. You may also visit concordnc.gov/whatsmyday to enter your address and find out your collection day and recycling week. □



Concord Welcomes Waste Pro

Concord's improved solid waste services are possible in part through a new contract with Waste Pro USA Inc. of Longwood, Florida. Although new to North Carolina, Waste Pro is currently contracted to provide solid waste and recycling services to more than one million residences and more than 35,000 businesses in Alabama, Florida, Georgia, Mississippi, Louisiana and South Carolina.

Concord will be the second community in North Carolina to work with Waste Pro, as they currently operate in the Asheville/Buncombe County area.

City staff received nothing but positive feedback when asking

counterparts across the Southeast about Waste Pro. Although there are a host of reasons why the company was chosen, the most compelling is their commitment to excellent customer service.

Waste Pro has purchased an industrial building on Manor Avenue to serve as their local operations base. The site is near the City's Alfred M. Brown Operations Center and will provide a centralized point to serve Concord and allow a high level of communication with City staff. The company is also purchasing an all-new fleet of trucks that will provide the City with quick, efficient service while emitting one-thirtieth of the pollutants of the

current provider's fleet.

Waste Pro is hiring locally to employ CDL drivers and helpers at their Concord site. Please visit wasteprousa.iapplicants.com/search/listings.php to search the Concord openings.

Community involvement is a signature part of Waste Pro's commitment to their customers. The company plans to give back to Concord through charitable and service-oriented causes. Waste Pro has already jumped into helping the community before officially beginning service, as they participated in Viva Verde Earth Fest at North Cabarrus Park on April 16.

Welcome aboard, Waste Pro! □

continued from page 3

creating an additional 100 jobs. This type of development is beneficial to Concord beyond the jobs, as it is what helps keep our taxes low.

More than ever before, it is critical to our future to be on the front line of economic development. We need jobs for our citizens! We need to demonstrate that we are business friendly — that we intend to compete for economic development and new jobs. Concord's low tax rate of 42 cents per \$100 of valuation, our quality of life and great work force are tremendous

assets for our community. However, cooperation and mutual trust among elected officials and our economic development agencies will serve as the catalyst to this future.

Finally, the recently-announced Census 2010 results confirmed that Concord is now the 12th largest city in North Carolina. As a mayor, I believe that strong, progressive cities are essential to a healthy economy. Seventy-four percent of our state's jobs are located in municipalities; it is clear that our state's urban areas have a unique ability to foster creativity and prosperity. The

region's, state's and nation's ability to recover from the economic downturn is connected to how well cities can turn this potential into results. Unfortunately, some members of the North Carolina General Assembly are focused on intruding upon cities' ability to be successful in economic development, which will hurt everyone.

The quality of life and services provided by Concord and other cities across the state is essential to North Carolina's position among the most desirable places to live in our nation. □

City Staffers Work to Educate Community on Improvements

When the City of Concord approved a contract with Waste Pro to deliver improved solid waste services beginning July 5, 2011, one of the biggest jobs ahead would be to educate the 28,000 residential solid waste customers.

Successful implementation of the new and improved services (including fully automated roll-out recycling and garbage collection, and scheduled collection of all bulky items) is contingent on our customers' ability to understand what will and will not change beginning in July.

Prior to designing our own education program, we consulted with other communities across the state that have moved to automated collection to hear about what went well and what could have been better.

Every community we talked to experienced a significant increase in recycling participation, and many offered great lessons for how they could have better prepared their communities. With this information, we designed our education program with a mission "to educate our customers, the residents of Concord, about garbage and recycling program improvements, minimize

confusion and build commitment for recycling."

Working with Granite Sky Design, we developed a brand and slogan for the improved services that challenges members of the community to consider what they are doing to make a difference.

Make a commitment to reduce the amount of waste you produce (*purchasing only items you need or will consume, and composting when*



possible), **become an avid recycler** (*with even more items to recycle!*), **and reuse items that are still functional** (*be creative and find new uses or pass them along to others*). It's an easy commitment that makes a world of difference! **Reduce, Reuse, Recycle. I do! Do you?**

Here are the major ways we're working to help you understand our improvements:



- Improved solid waste pages on concordnc.gov include printable versions of all the publications we are producing for the education effort.
- Presentations across the city — staff has already visited dozens of groups and talked with hundreds of people; contact Amanda Smith-Thompson via email at smithal@concordnc.gov or call 704-920-5379 to have a City staffer visit your neighborhood or civic group.
- Informative utility bill inserts in March, May and August.
- Sharing information with third, fourth, and fifth grade students at all elementary schools in the city — look for your student to bring home mini roll-out carts with information inside.
- Information attached to your cart when it is delivered (mid-May though mid-June), including a new, comprehensive Solid Waste Resource Guide.
- You will receive a magnetic calendar in the mail to help you remember when to roll out your recycling cart.

Have a question or suggestion about our education plan? Let us know at 704-920-5210 or franzese@concordnc.gov. □

Concord to Collect More Recyclables Curbside

In addition to saving costs on collection, moving to every-other-week roll-out cart recycling introduces many new items to Concord's recycling program starting July 5, 2011.

Most household waste will be recyclable. By carefully reusing items when possible, composting organics and actively participating in the recycling program, you can help divert most materials from the landfill. You will be surprised to find how much room will be left in your garbage cart each week!

As a reminder: Please rinse all food, drink or other residues from items before placing them in your cart.

Here are the **NEW** items you may recycle beginning July 5, 2011:

- **Empty aerosol cans.** Note: Paint cans of any type are not collected in recycling or garbage carts. Please take spray paint and other paint cans to the Cabarrus County Household Hazardous Waste Facility (call 704-920-EARTH for more information).

- **All plastics.** Any type of hard plastic (numbers 1 through 7) can go in the cart. This includes **wide-mouth plastic containers and their lids, rigid plastic containers (crates, etc.) and small plastic toys.** Note: Other items that may have recycle number logos on them (such as Styrofoam and plastic bags, wrap and film) are not recyclable and should be reused or placed in the garbage.

- **Milk and juice cartons, and juice boxes.**

- **Shredded paper** (in a tied clear plastic bag).

Items that have already been recyclable in Concord will continue to be part of the program, including:

- **Aluminum cans**
- **Metal food cans and lids**
- **Glass bottles and jars**
- **Cereal and food boxes**
- **Cardboard boxes**
- **Mixed paper, newspapers with inserts and junk mail**
- **Paperback books**
- **Magazines and phonebooks**
- **Spiral paper cans** (with plastic lids detached). □





Cart Placement is Essential to a Successful Collection

Between mid-May and mid-June, each City of Concord residence will receive – at no charge – one new 96-gallon black recycling cart (with a lid to keep material dry and prevent litter!). All recycling will go in this cart together. The new black recycling carts are easier to use and place at the curb than bins, hold more items, increase collection efficiency and reduce the cost for recycling, allowing the City to save valuable tax dollars.

The new black cart is the same size as your garbage cart; it will hold more than five times the recyclables than the 18-gallon bin. The increased capacity will easily hold two week's worth of recycling for most residences.

Do not begin using your new black cart until your scheduled collection date on or after July 5. After July 5, the the current 18-gallon green bins will not be collected. You can place your green bins next to your new black cart in July and they will be recycled into new 96-gallon carts, or keep them to reuse for something else.

We encourage everyone to recycle as much as possible, but please wait until January 1, 2012 before requesting an additional black recycling cart. After January 1, 2012,

the City will supply a second black recycling cart to anyone who needs one at no cost (call 704-920-5555).

Roll-out carts are the property of the City and assigned to your address. Please do not deface, damage or disfigure assigned roll-out carts. Also, leave all roll-out carts at the residence if you move.

Automated collection works best when customers take a few moments to understand setout procedures. The most important thing to remember about cart placement is that all recycling and garbage must be placed in the City-

provided roll-out carts. Items not in these carts will not be collected.

Because the new collection trucks use automated collection arms to pick up your items, it is essential that carts are placed as follows:

- Position wheels toward your house.
- Do not block driveways or sidewalks.
- Place the roll-out carts at least two feet apart and two feet from obstructions that may interfere with collection (i.e., mailboxes, fire hydrants, parked cars, etc.).
- Do not overfill carts; the lids must close. □

Place cart out between 5 pm day before and 7 am day of collection

Retrieve cart by 9 pm collection day

Wheels must face your house

No liquid waste

Cart should not block streets, sidewalks, mailboxes or driveways

Garbage placed inside rollout cart must be in a tied plastic bag

Do not place trash on ground beside cart

Yard waste pile

Leaves in clear, untied bag

2 feet minimum between carts, yard waste, bulky pickup, fire hydrants and other objects

Street

For more information, go to CONCORDnc.gov
704.920.5555





Local Manufacturer to Supply New Roll-out Carts

The City of Concord is purchasing more than 28,000 new, black, 96-gallon roll-out carts with lids so that everyone will be ready when the improved recycling service begins on July 5, 2011.

With such a big investment (an approximately \$1.4 million purchase), the City wanted to ensure that the cart's manufacturer would provide a durable and user-friendly cart to residents.

Schaefer Systems International Inc., out of Charlotte, was selected as the cart manufacturer and will produce, assemble and deliver the carts to residents between mid-May and mid-June.

SSI Schaefer began operations some 60 years ago in the Siegerland region of central Germany, a traditional steel smelting and processing area. Since then it has grown into an organization that encompasses a dozen different manufacturing plants in steel and plastics, subsidiaries in 22 countries around the world and employs more than 7,000. It was, and still is today, a privately held and operated company.

Schaefer Systems International Inc., the North American subsidiary of the SSI Schaefer group of companies, established headquarters in Charlotte, North Carolina, in 1989. Since then, it has undergone tremendous growth. Facilities in the Westlake Business Park in southwest Charlotte have expanded to four buildings.

The manufacturing plant in Charlotte is equipped with injection-molding machines rated from 850 tons to 3,300 tons. Twenty hot-stamping machines are available for imprinting. All of the equipment is state-of-the-art computer controlled, with all phases of production monitored by 33 different information screens 24 hours a day. Production capacity for the plant is 700,000 roll-out waste containers annually, and 1.2 million returnable shipping containers per year. It supplies the Canadian, Mexican and U.S. markets.

Total integrated systems design — down to the smallest detail — has earned SSI Schaefer an international reputation as a leader in the manufacture of refuse containers,

returnable packaging and storage systems. The scope of SSI Schaefer's investment in the U.S. is a demonstration of its confidence not only in its products, but also in the U.S. as a viable marketplace for quality products. All SSI Schaefer products are backed by more than 60 years of experience in the industry and a total commitment to quality. SSI Schaefer's manufacturing operation is ISO 9001 certified, guaranteeing consistent quality every time.

Schaefer points out that Concord's roll-out carts will have the strongest lid in the industry, excellent wind stability, a 12-inch wheel, and a solid steel axle. In addition, Schaefer is manufacturing the carts for Concord with 30 percent post-consumer recycled material, and custom hot stamps and in-mold graphics to provide residents with carts that are attractive, educational and user-friendly. The new black carts will be the foundation of a recycling program our city will be proud of for years to come. □

DID YOU KNOW...

According to the Container Recycling Institute, if people recycled 70 percent of the bottles they purchased for one year, greenhouse gases could be reduced by the equivalent of 20,000 metric tons of carbon. It would save the equivalent of 600,000 barrels of crude oil from being extracted and processed.

Recycling

by Mandy Smith-Thompson, Environmental Educator

Reusing Before Recycling

Singer Jack Johnson describes the concept of reuse in layman's terms in his children's song, *The 3 Rs*. He sings, "If your brother or your sister's got some cool clothes, you could try them on before you buy some more of those. Reuse. You've got to learn to reuse!"

He's right! Before we discard or recycle anything, we should first try to reuse it. Reusing is just as important as recycling in reaching the goal of sustainability. Reuse happens when we re-purpose something that would otherwise be thrown in the garbage or recycling cart, when we give or accept hand-me-downs and when we donate to or purchase from local thrift stores.

Many local charities make it quick and easy to donate unwanted clothing, furniture and other items, while the thrift stores they operate also offer great shopping! Who doesn't like to find a perfectly good item at half price?!

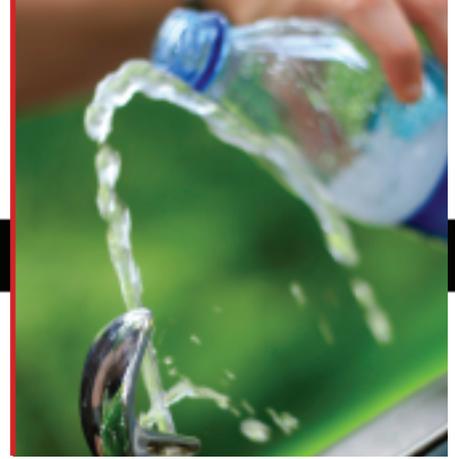
To encourage reuse, the City of Concord operates the online Concord Swap Shop, a Facebook page where locals can go to advertise items they have to give

away or look for things they'd like to get for free. It's easy to access. Simply visit [Facebook.com/ConcordSwapShop](https://www.facebook.com/ConcordSwapShop) and click the "like" button.

Any opportunity for reuse is an opportunity to save money, energy and natural resources while preserving the life of our landfill.

Here are just a few ideas for reuse from Purdue University (You can see the entire list at <http://www.purdue.edu/envirosoft/housewaste/src/credits.htm>):

- Run your dull razor blade through a cork to get a few more shaves out of it; attach a cork to boat keys so they will float if they end up overboard; use corks as fish hook holders.
- Use a detergent squeeze bottle to water plants, fill a steam iron or spot clean the floor; store a water-filled squeeze bottle in the car and use it to clean the windshield when the wiper fluid is used up or to clean hands after changing a flat.
- Return metal clothes hangers to your dry cleaner; or take some hangers with you when you go camping for roasting hot dogs and marshmallows.
- Use last year's greeting cards to



make gift tags, bookmarks or gift boxes; reuse an especially nice or funny card by sending it back and forth to different people.

- Use plastic berry baskets to hold small items, such as baby bottle caps, that often end up on the bottom of the dishwasher. Put the items in one basket, place another basket upside down on top, then secure both baskets with a rubber band.
- Reuse packing chips for mailing parcels or donate them to a local shipping/printing retailer for reuse.
- Use the sand box your children have outgrown to make a vegetable or flower garden.
- Use tablecloths and sheets to make cloths, curtains, placemats, tea cozies, serviettes, aprons or laundry bags.
- Use old kitchen utensils in your picnic basket or in the garden, or let children have them for playing house or digging in dirt and sand.
- Return vases to florist shops or donate them to thrift stores.
- Use plastic food containers to store leftovers or to pack lunches.
- Take the zippers out of old garments and use them again. □

HAVE A QUESTION?

Visit the City of Concord's Web site at concordnc.gov or call 704-920-5555.



Scheduling Required for Collection of All Bulky Items

The centerpiece of Concord's residential solid waste program is recycling and garbage collection in 96-gallon roll-out carts. However, sometimes residents have items that cannot fit in a cart. As a way to better use our resources, the City will require advanced scheduling (call 704-920-5555) of all bulky items beginning July 1, 2011. This allows the City to send trucks exactly where they are needed, rather than having trucks drive on every street every week looking for waste.

Bulky waste refers to items too large to fit into roll-out carts, including furniture, appliances, scrap metal, etc. Although the City encourages donating slightly used but serviceable items to a needy person or charity, residents may call 704-920-5555 to schedule pick-up of unusable bulky waste. There is no additional cost for bulky waste collection if the items are prepared properly and within volume limits. Items should be placed two feet from roll-out carts, parked cars or other impediments, and away from low overhead lines. There are several types of waste that you

should call the Customer Care Center to schedule pick up.

Electronic Waste

The State of North Carolina bans electronic waste (e-waste) from NC landfills effective July 1, 2011. As a new service to residents, the City will collect these items for recycling on a scheduled basis, at no extra cost. E-waste includes televisions; computers and computer components such as printers, keyboards, etc.; or anything else with a circuit board such as electronic games, cell phones, radios, stereo systems, etc. Call 704-920-5555 to arrange a collection of e-waste with a representative.

Scrap Metal and Old Appliances

Metal and appliance collection continues, but again, residents must call 704-920-5555 to schedule pick-up. This includes freezers, refrigerators, unit air conditioners and other Freon-containing appliances; stoves, ranges, dishwashers, washing machines, clothes dryers, water heaters and other similar household appliances;

and bicycles, metal tools, wheelbarrows, tire rims (tires removed), old lawn mowers (remove oil drain plug and gas cap), large metal items (i.e., disassembled swing sets) and other metal items not requiring lift equipment.

Tires

A maximum of four auto or pick-up truck-sized tires per week per residence are collected. Tires must be removed from rims (but rims are collected with scrap metal).

Construction and Demolition Debris

Small quantities of construction and demolition debris may be scheduled for collection at no additional cost. The materials must not exceed four cubic yards or obstruct the street or sidewalk when placed at the curb. Please remove nails or bend flush with surface of wood to protect collectors and pedestrians from injury. Place loose material such as drywall, insulation, etc. in clear plastic bags or in open cardboard boxes. Secure all materials to prevent scattering of litter.

Individual bags or boxes are limited to 35 pounds.

Volume Limit

A combination of bulky waste and four cubic yards of construction debris not to exceed 10 cubic yards may be placed curbside for collection without cost (see Large Quantities following). Construction debris greater than four cubic yards in volume must be placed in a roll-off container for disposal at the householder's expense.

Large Quantities of Bulky Waste

For the collection of more than 10 cubic yards of bulky waste, or more than four cubic yards of construction debris, citizens must schedule and pay for a 20-Cubic-Yard Roll-off container. A reduced rate is available if scheduled through Concord Customer Service or the Customer Care Center. Advanced payment is required. Call 704-920-5555 to schedule and pay for this service.

How to Recycle Wooden Pallets, Used Oil and Oil Filters

These items are not collected by the City of Concord.

Small quantities of wooden pallets can be recycled by Cabarrus County residents at the Cabarrus County Household Hazardous Waste Facility located at 246 General Services Drive SW, or at the Cabarrus County Landfill located at 4441 Irish Potato Road.

Used oil and oil filters can also be recycled at the Cabarrus County Household Hazardous Waste Facility, as well as many of the retail locations that sell these items. Please be sure to drain oil filters into your used oil container for at least 24 hours before taking them to the recycling center. Do not place used oil filters into your garbage or recycling roll-out cart.

Items Not Collected at the Curb

There are several items that will not be collected curbside under any

circumstances because they are too heavy or hazardous for crews to handle. Items include, but are not limited to:

- Hazardous waste (paint, paint remover, solvents, gasoline, kerosene, pesticides, herbicides, motor oil, brake fluid, antifreeze, batteries, fluorescent and compact fluorescent bulbs). Please bring these items to the Cabarrus County Household Hazardous Waste Facility.
- Railroad ties
- Automobile engines, transmissions, or parts and other vehicle components
- Unsecured glass
- Compressed gas cylinders
- Dead animals over 100 pounds
- Drums, unless both ends are removed to verify no liquid or residue is present
- Dirt and rocks
- Brick, block or concrete
- Stumps
- Asbestos insulation. □

City of Concord Transitions to concordnc.gov

As a customer service improvement, the City of Concord is transitioning its Web site and employee email addresses to a new .gov domain, beginning Monday, May 2, 2011.

Currently, the City of Concord uses "ci.concord.nc.us" as its Web site URL and at the end of all employee email addresses. The naming convention is changing to "concordnc.gov" to be more user-friendly and consistent with other

government agencies.

The .gov domain name registration is limited to federal, state, local and tribal government organizations within the U.S. Having a .gov domain name assures customers and other users they are accessing an official government site.

The City is leaving the existing "ci.concord.nc.us" address in place for the foreseeable future for both the Web site and emails. This will

allow a period of transition where either domain works seamlessly without interruption to the customer.

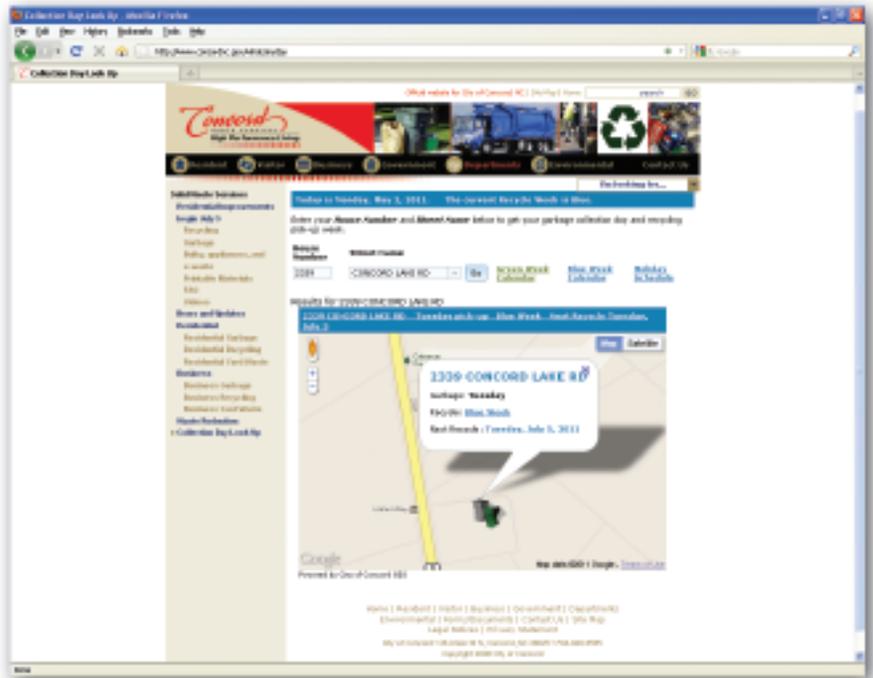
In addition, the City has instructed coworkers to only change the Web site and email addresses on printed materials such as business cards after existing supplies are depleted. There will be no extra expenses as a result of the new concordnc.gov domain. □



Find Your Collection Day and Recycling Week

City of Concord residents can visit the City's Web site right now to find out their household garbage collection day and recycling week.

Visit concordnc.gov/whatsmyday and enter your house number and street name. It's that simple! □



City of Concord Important Phone Numbers

Fire, Police, Medical Emergencies911

ONE NUMBER DOES IT ALL

For service requests and inquiries about any of the following listed below, call the Customer Call Center at 704-920-5555.

New Services

- Electric Outages/Services
- Water/Sewer Emergencies
- Dead Animal Pick-up
- Drinking Water Inquiries
- Garbage/Bulk Pick-up/Recycling
- Utility Bills
- Street/Traffic Light Issues
- Right-of-Way Issues
- Storm Water/Storm Drain/Flooding Problems
- Yard Waste/Leaf Collection
- Building Material Disposal
- Bulk Metal Collection
- Old Tire Collection
- Vacant Lot Cleaning/Mowing

The primary phone numbers for the various City departments are:

- Accounts Payable704-920-5217
- Accounts Receivable704-920-5231
- Buildings & Grounds704-920-5380
- City Clerk704-920-5205
- City Manager704-920-5215
- Communications704-920-5580
- Concord Regional Airport704-920-5900
- Community Development704-920-5132

- Electric Systems704-920-5320
- Engineering704-920-5425
- Finance704-920-5220
- Fire Chief704-920-5516
- Fleet Services704-920-5430
- GIS704-920-5153
- Housing704-788-1139
- Human Resources704-920-5100
- Meter Reading704-920-5219
- Parks & Recreation704-920-5600
- Planning & Neighborhood Development704-920-5143
- Police (non-emergency)704-920-5000
- Public Relations704-920-5210
- Purchasing704-920-5440
- RIDER.....704-920-7433
- Rocky River Golf Club704-455-1200
- Sewer Construction & Maintenance704-920-5351
- Solid Waste704-920-5361
- Stormwater704-920-5360
- Tax Collector704-920-5216
- TDD.....1-800-735-8262
- Transportation704-920-5362
- Water Resources704-920-5341

Main Switchboard Menu704-920-5200

concordnc.gov



Leading the Way Through Conservation

As spring begins, the cities of Concord and Kannapolis would like to remind customers of the normal, responsible water use guidelines that were adopted in 2009. These guidelines restrict water use for the municipalities of Concord, Kannapolis, Harrisburg, Landis and Mount Pleasant.

Under the water use restrictions, lawn irrigation is ONLY allowed on Tuesday, Thursday and Saturday. Those who violate the specified lawn irrigation days watering rule will receive written notice of the violation and the appropriate fee will be assessed.

In addition, customers are



encouraged to limit the following permitted activities to help conserve our limited resources:

- The filling, operation or topping off of ornamental fountains.
- Residential car washing will be allowed using a hand-held hose or pressure washer, both equipped with a spring-loaded nozzle.
- Residential use of water for wash-down of outside areas using a hand-held hose or pressure washer, both equipped with a spring-loaded nozzle.
- Watering of trees, flowers, shrubs, ornamental plants and vegetable gardens for plant preservation.
- Automated irrigation services may be installed and activated.
- All customers are allowed to use pressure washing devices.

Concord and Kannapolis are committed to environmentally sustainable water use practices 365 days a year during normal conditions and periods of drought.



Irrigation creates the single largest demand for water during spring and summer months.

Research shows that properly maintained lawns only need one inch of water per week to thrive, and it is best to water during evening and early morning hours.

We thank our customers for reducing their demand and assisting us with extending our limited water supplies. Our businesses and residents continue to demonstrate leadership in water conservation and environmental protection.

The aforementioned water use restrictions do not apply to those customers using wells or ponds for irrigation purposes. However, all users are encouraged to remain diligent in their conservation efforts regardless of the water source. □



Online Bill Payment



You can access your utility bill account information as well as pay your utility and tax bills by Internet and telephone. Visit our Web site at concordnc.gov and click on the Pay Your Utility Bill link. If you would like to pay your bill by phone, call our Customer Care Center at 704-920-5555. Both systems are quick and easy to use as long as you have a credit card. Both systems are also secure and confidential. □



P.O. Box 308
Concord, NC 28026
concordnc.gov

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Entertainment

Union Street Live! Summer Concert Series 2011



Third Thursday of each Month
May - September
6:00 p.m. - 9:00 p.m.
Historic Courthouse Lawn



2011 SCHEDULE

May 19 - Route 66

June 16 - Too MUCH Sylvia

July 21 - Atlantic Groove Band

August 18 - Craig Woolard Band

September 15 - SuperGlide

