

BILTMORE FOREST CHRONICLE

FROM POLICE CHIEF'S DESK

Pardon Our Mess—Much needed renovations are under way at the Police Department, which was built in 1923. The Police Department is temporarily located in the trailer located in front of the building. We apologize for any inconvenience caused by construction.

Credit Card Skimming

Because of credit card skimming, consumers aren't the only ones concerned about credit card theft.

Skimming is a crime that involves grabbing the data off of your credit card at the point of sale and using that data to manufacture fake credit cards or purchase items using the data. A dishonest employee (grocery checker or restaurant waiter) will use a portable electronic device, such as a PDA hooked to a card reader. When no one's looking, customer credit cards are swiped to extract their data.



Credit card skimming is a modern crime perpetrated by technically savvy criminals, but stealing credit card numbers can be done by anyone, anywhere without fancy electronics. Any employee with access to customer credit cards can copy the information with nothing more than a pen and paper. If you're a business owner and this happens enough you could be labeled a "point of weakness" and face steep fines from the credit card companies.

How to avoid Credit Card Skimming

In your workplace:

- Watch for anyone using a device that is not part of your daily activities.
- If anyone offers you money to record account information
- If anyone asks for customer account information over the phone
- Watch for the newest con game which is using a photo cell phone to take a picture of the card.
- If any of the above occurs contact your credit card center immediately.

Police Department Report April-June 2009

Alarms	56
Arrests	6
Assist Fire Dept /Fire	7
Assist Motorists	15
Assist Other Agencies	10
Assist Residents	24
Breaking & Entering	4
Citations	5
Disturbances	4
Dog Complaints	12
Gun/Gunshots	1
Larcenies	4
Motor Vehicle Accidents	9
Road Blocked Reports	5
Suspicious Persons	10
Suspicious Vehicles	38
Verbal Warnings Given	33
Welfare Checks	3
Written Warning	1

GARBAGE COLLECTION THE WEEK OF JULY 4TH

Garbage collection will be on the regular schedule for the week of July 4th. If you have any questions, please contact :

**Public Works Department
at 274-3919**

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Join us for the 2009 Biltmore Forest Independence Day Celebration on Saturday, July 4th!

This old-fashioned, home-town celebration begins at 10 am in front of the Town Hall before parading to the park for a morning of entertainment and games and a picnic with hot dogs, watermelon, ice cream, cotton candy, snow cones and more.

Dress in your best patriotic attire. Children should decorate their bikes and trikes in celebration style. Prizes will be awarded for best decorated bike.

FROM POLICE CHIEF'S DESK CONTD...**How to Detect Wireless Bandwidth Theft**

With more and more people accessing the Internet through wireless networks, threats to these networks are also increasing. One of the biggest problems with wireless theft is when the invader commits illegal or inappropriate actions. These actions will be traced back to the IP address of an innocent wireless user. In addition a user's personal information is vulnerable to being stolen, including credit card info, bank passwords and the like.

- Be on the lookout for an Internet speed decrease or irregularity. One tell-tale sign that another user is stealing bandwidth is when Internet speed slows down noticeably. Intermittent slowdowns can be an indicator as well, for example, if one day Internet access is fine and the next it slows to crawl.
- Check the network connections log often to detect wireless bandwidth theft. The network log tells the user what devices are accessing the wireless network. To check the log double click on "my network places," then select "view entire network." If there are more connections than machines connected to the network then there is a problem.
- Install monitoring software to assist in detecting wireless bandwidth theft. The monitoring software is another layer of protection and can help detect wireless intruders that are spoofing IP addresses. Spoofing is when the IP address is hidden from the normal network monitoring software.
- Stay informed on the latest wireless bandwidth theft threats to the network. Everyday new technologies and techniques for stealing wireless bandwidth are being created and disseminated.

PROGRESS ENERGY MEETING

A meeting was held at the town hall on Wednesday, June 10th with the several Progress Energy officials, John Smith, Regional VP, Martha Thompson, Manager Community Relations, Ed Warren, Operations Manager, Greg Davis Field Supervisor and residents in the areas most affected. The meeting was to discuss the unusual power outages that we have experienced since January 1st, 2009. The town has had some 81 outages between January 1st and May, 31st compared to 80 for the entire year of 2008. Progress Energy officials stated that the majority of the outages were due to down trees on the lines, and other outages due to animals and 25% of the outages were planned to work on the lines. If the lines were all buried underground, it could be done for a cost of \$16 million dollars, John Smith said.

John Smith also stated that they could eliminate 60% of the outages for a cost of \$4 million. This would result in burying some of the lines in an area that has created the major portion of the outages. We have named an Energy Committee of eight residents: Gary Ashburn, Liz Wharton, Ann Lewis, Ramona Rowe, Robert Cragolin, Cindy Holman, Gay Symmes and Bill Murphy. This committee will continue to work with the town officials and Progress Energy Officials in an attempt to work out a solution to the problem. It is hoped that we can convince the company to invest the \$4 million to help improve the service to the residents of Biltmore Forest. We will keep you informed of what, if anything, we are able to work out with Progress Energy to improve the service to our residents.

Pedestrians, Please Protect Yourself

According to the Federal Highway Administration each year about 7,000 pedestrians die and 100,000 are injured in traffic accidents in the United States. A pedestrian or bicyclist is killed in the U.S. every 3 1/2 minutes. Pedestrian injuries and fatalities result in \$20 billion in societal costs. Young children and the elderly are more likely to be killed or injured in a pedestrian accident.

While it is easy to blame drivers, they are not always responsible for these accidents. All too often, pedestrians are the cause of accidents.

While driving through Biltmore Forest we often observe pedestrians (sometimes pushing baby strollers!) walking on the right side of the street and sometimes two or three

abreast. This practice is wrong and very dangerous. North Carolina pedestrian statutes require that pedestrians WALK ON THE LEFT SIDE OF THE STREET facing oncoming traffic.



Please protect yourself!
Always walk on the left side of the road and carefully observe oncoming vehicles.



Calling 811 before you dig keeps you and your neighbors safe

Digging in the dirt is a pleasure for some and work for others. But did you know that North Carolina law requires you to notify your area utilities at least 48 hours (two working days) in advance of an excavation project? By simply dialing "811," you can talk toll-free to the North Carolina One Call Center who will handle everything for you - except the digging part!

At no charge. North Carolina One Call will notify all your local utilities, including PSNC Energy. PSNC Energy will then locate and mark its company-owned underground natural gas facilities in the area of your dig. That way you or your contractor can be sure to avoid them when installing the new swimming pool, sprinkler system or

even trees and shrubs. Remember calling before you dig doesn't cost a thing, but not calling could result in property damage or serious injury. North Carolina One Call Center, 811 www.ncocc.org

Digging damage - know what to do

Natural gas is a colorless, odorless, non-toxic yet flammable substance. We add a "rotten egg" odor to help you detect a potential leak. Be sure you know the warning signs of a damaged natural gas pipeline:

- Smell of rotten eggs
 - Hissing sound near the pipeline or natural gas appliance
 - Dirt or debris blowing from a hole in the ground
 - Persistent bubbles from a wet or flooded area in the ground
 - Vegetation over or near the pipeline is discolored or appears dead

DO NOT attempt to find the leak yourself. Leave immediately, go to a nearby phone and call PSNC Energy at 1-877-776-2427 and 911.

Special Collection of White Goods

On Thursday, **August 13, 2009**, the Public Works Department will collect white good items that are accepted at the Buncombe County Landfill. The items are as follows:

- Dishwashers
- Water heaters
- Refrigerators
- Stoves
- Trash Compactors
- Freezers

Old Computers and Electronic Goods for recycling will be accepted at the Public Works Dept all year round
Mon-Fri, 8am-4pm
Recycling questions-274-3919



Directory Update by Email

If your Biltmore Forest Town directory is out of date, you can get a current directory sent by email.

Please email Helen Stephens at biltmoreforest@charter.net with new directory and your street address in the subject line and the most current version will be sent directly to your computer.

FY 2009-2010 Budget Approved

On June 22, 2009 the Board of Commissioners approved the Budget for FY 2009-2010.

The budget is available for public inspection at the office of the Finance Director in the Town Hall.

The property tax rate for 2009 will remain at 30 cents per \$100 of valuation.

Although the City of Asheville raised consumption rates by 4%, Town water rates to residents are to remain the same. Metropolitan Sewer District charges will increase by 4% starting July 1, 2009.

REVENUES:

General Fund	\$ 3,374,244
Water Fund	<u>\$ 366,626</u>
Total	<u>\$3,740,870</u>

EXPENDITURES:

Administration	\$ 224,795
General Government	\$ 878,000
Police	\$1,040,550
Public Works	\$ 626,602
Debt Service Vehicles	\$ 31,275
Debt Service Police Dept	\$ 36,335
Debt Service Street Imp	\$ 10,382
Water Line Project	\$ 424,038
Powell Bill	\$ 102,267
Water	<u>\$ 366,626</u>
Total	<u>\$3,740,870</u>

Zoning Compliance

The Town Zoning Ordinance requires design review of all residential and commercial buildings and additions to buildings as well as accessory buildings. The redesign of driveways are also reviewed. Prior to issuance of a Certificate of Zoning Compliance, plans must be reviewed by the Design

Review Board.

The construction of accessory structures such as sheds, fences, walls, curbs, wells, playground equipment, etc. require the approval of the Board of Adjustment. If you are not sure what constitutes an accessory structure, please call the Zoning Administrator, at 274-0824. Any land-disturbing

activity such as grading of a lot or removal of natural vegetation that involves twenty percent or more of the land areas of a lot must be done only after a plan has been submitted to, and approved by, the Board of Adjustment. The controls in our community are very tight in order to preserve and protect the natural beauty of the community.

Tree Removal

Prior to removing a tree, it is the obligation of the property owner to contact the Town Administrator at 274-0824.

TOWN OF BILTMORE FOREST

Town of Biltmore Forest

PO Box 5352, Asheville, NC 28813

Summer 2009

PRSR STD
U.S. POSTAGE
PAID
ASHEVILLE,
NC
PERMIT # 335

Mayor George F. Goosmann, III
Commissioners
Charles W. Grimes
E. Glenn Kelly
Doris Loomis

Town Administrator – Nelson E. Smith
Chief of Police – Eric Tinsley
Public Works Director – Terry Crouch



Independence Day Parade & Picnic

Saturday July 4th, 2009

10am—Noon

Fun and Games for the whole family

Check out our website at: www.Townofbiltmoreforest.com

Brush Pick Up

Brush should not be put out earlier than the:

1st for the **NORTH**

NORTH Pick up dates:

8th & 15th of each month

- Amherst
- Arboretum
- Browntown
- Buena Vista
- Busbee
- Cedarcliff
- Deerfield
- East Forest
- Fairway Place
- Forest
- Hendersonville Rd -
(Browntown Rd N)
- Lone Pine
- Park Rd
- Stuyvesant Road (Country Club N)
- Vanderbilt Road
- White Oak Road

16th for the **SOUTH,**

SOUTH Pickup dates:

23rd & 30th of each month

- Brookside
- Brooklawn Chase
- Cedar Chine
- Cedar Hill Drive
- Chauncey Circle
- Eastwood
- Fir Tree Lane
- Frith Drive
- Greenwood Road and Place
- Hendersonville Rd.
(Browntown South)
- Hemlock
- Hilltop
- Holly Hill
- Niagara Drive
- Ridgefield Place
- Southwood
- Stuyvesant Crescent
- Stuyvesant Rd.—Country Club S
- Westwood

From the Mayor and Board of Commissioners

ADDITIONAL SUMMER BRUSH PICK UP

We have heard from many of you concerning a request to have two brush pick-ups for the summer months. Your Mayor and Commissioners have heard you and, for the months of July, August and September, we will do two brush pickups for these months.

In 2010 we will do two brush pickups for the months of May, June, July and August in order to assist you, the residents. A list of the pickup dates is listed to the left.

Please work with our public works employees and do not put your brush out before the dates noted.