

Effective Wednesday, March 18, 2020 and continuing until further notice, government operations for the Town of Oak Island will be modified in the following manner:

Town Hall

The public will have limited access to Town Hall, and all Town Hall business shall be conducted via phone, email, fax, or other virtual means to the greatest extent possible. Following the guidance of federal, State and County officials, the Town will facilitate the telecommuting of employees to the greatest extent possible. When calling Town Hall (910-201-8001), please leave a voicemail and someone will return your call as soon as possible, or email info@ci.oak-island.nc.us.

Utility and Tax Payments

The Town is strongly encouraging “social distancing” so please call to make your utility payment, or tax payment via phone at 910-201-8009. If you wish to pay by check, please mail it, or put it in the drop box located on SE 47th St. in the gravel parking lot by the basketball court. Sewer assessment payments will be accepted with a check, money order, or online at <https://www.officialpayments.com/index.jsp>. Please mail them, or place them in the drop box.

New water/sewer service applications for tenants or owners should be placed in the drop box, emailed or faxed. If you are a tenant, you can pay your deposit by putting your check in the drop box located on SE 47th St. with your application. If you need to pay with a credit card you can do so by calling 910-201-8009. You can find the application online at https://www.oakislandnc.com/wp-content/uploads/2019/05/UtilitiesApplication_052119.pdf. Email to cgaddy@ci.oak-island.nc.us, kgordon@ci.oak-island.nc.us, or slefauve@ci.oak-island.nc.us, or fax the application to 910-278-1711.

We will continue to monitor guidance from public health agencies and provide updates on this policy moving forward.

We are strongly discouraging the use of cash at this time — please see other payment options below.

Payment Options:

- To make a payment with a credit card: Call Town Hall at 910-201-8009 – there will be no convenience fee charged
- Official Payments at 1-800-272-9829 (charges a convenience fee): Visit <https://www.officialpayments.com/index.jsp> and use jurisdiction code 4386
- Mail in Payments – Check or Money Order

Meetings

The meetings of all appointed Town advisory boards and committees will be modified and/or canceled to reduce vulnerability of people and property of the Town of Oak Island. Town staff will be in contact with these groups to outline meeting procedures going forward and will make that information public. Meetings of groups not affiliated with government operations are not

permitted in Town buildings until further notice. The next scheduled meeting for Town Council is a budget workshop on April 9 – the public will be made aware if that meeting is canceled or if the meeting format changes.

Building Inspections

Building inspections will continue as normal, however, meetings in person will be restricted to those initiated or requested by Town staff only. The Town requests that attendance at on-site inspections be limited to the inspector only, unless otherwise arranged in advance. Live Remote Inspections can also be performed as approved by the NC Building Code Council.

Engineers/Architects performing certain element/component inspections must use the Design Professional Inspection Form; these forms and guidance for Live Remote Inspections can be found on the Town website at: <https://www.oakislandnc.com/departments/development-services/forms/>.

Town staff requests that you submit your permit applications through either email at permits@ci.oak-island.nc.us, fax (910-278-1811), Town Hall drop box located on SE 47th St. in the gravel parking lot by the basketball court, or other mail services. Permit applications can be found on the Town website at: <https://www.oakislandnc.com/departments/development-services/forms/>

Once your permit application has been approved, you will be contacted by Town staff notifying you of the approval, the amount owed and the payment process; credit card payments will be made available.

Police and Fire Department

The Police Department and Fire Stations will be closed to the public and all non-emergency business shall be conducted via phone, email, or other virtual means to the greatest extent possible.

If you have an emergency and need Police/Fire/EMS to respond to your home, call 911.

If you have business with the Police Department and need to contact someone there, please call 910-278-5595 (Monday through Saturday, 8 a.m. to 4:30 p.m.), or email okipolice@ci.oak-island.nc.us . If you have an emergency and need police to respond to your home, call 911.

If you have business with the Fire Department and need to contact someone there, please call 910-278-1000 (Monday to Friday 8 a.m. to 4:30 p.m.), fax 910-278-1015 or email okifire@ci.oak-island.nc.us. If you have an emergency and need fire to respond to your home, call 911.

Parks and Recreation Department

Effective Monday, March 16, the Town suspended Town-sponsored activities, including all sports leagues, and activities and programs at the Recreation Center and Community Center; those facilities will be closed until further notice. Town parks will remain open at this time, though everyone is encouraged to practice “social distancing” as recommended by the CDC. The March 20 Live & Local event and the April 11 Easter Egg Hunts are cancelled.

Pier and 801 Ocean Event Center

The Oak Island Pier and the Pier House remain open at this time. Hours of operation may be found on the website, www.okipier.com or on Facebook, @VisitOKIPier. Everyone is encouraged to practice “social distancing” as recommended by the CDC.

Meetings, events and programs scheduled for 801 Ocean have been canceled or postponed until further notice. The contact information for the Pier and 801 Ocean is 801oceanoki@ci.oak-island.nc.us or 910-523-8166.

Public Services (Water Maintenance, Sewer, Public Works and Stormwater)

Our staff will still be out working, making repairs, etc. If you need to report a leak or a problem in town, or want to check on progress of a repair or project, please email or call. Contact information is provided below. Normal hours of operation for this department are 8 a.m. to 4:30 p.m. Monday through Friday.

Water and Sewer:

Kim Nix

knix@ci.oak-island.nc.us

Phone: 910-201-8007

Fax: 910-278-7438

Public Works:

Kennette Tower

ktower@ci.oak-island.nc.us

Phone: 910-201-8083

Fax: 910-278-9558