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## Caldwell Journal Info

"Published on our website each Thursday"  
**Established October 2, 2014**

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**Our Deadline Is On Friday At 5pm  
For Next Week's Paper**

# Caldwell Journal

## Caldwell Journal Weather

**Thursday (16th):** Mostly sunny & mild.  
High 59 Low 31  
Precipitation: 6%

**Friday (17th):** Cooler with increasing clouds.  
High 48 Low 30  
Precipitation: 0%

**Saturday (18th):** Cooler; afternoon showers.  
High 40 Low 37  
Precipitation: 79%

**Sunday (19th):** Mostly sunny & breezy.  
High 46 Low 21  
Precipitation: 4%

**Monday (20th):** Mostly sunny & chilly.  
High 39 Low 19  
Precipitation: 12%

**Tuesday (21st):** Mostly sunny & cold.  
High 41 Low 18  
Precipitation: 0%

**Wednesday (22nd):** Plenty of sun.  
High 44 Low 20  
Precipitation: 4%

## Attorney General Josh Stein Shares the Top 10 Consumer Complaints in 2019

RALEIGH, NC (January 16, 2020) -- Attorney General Josh Stein today shared the top 10 consumer complaints that his office received in 2019. He also released the North Carolina Department of Justice's 2019 annual report, which delves into the department's work to protect people from crime and fraud, protect taxpayers, and defend the state of North Carolina over the past year.

"Bad actors are always trying to use fear and confusion to take advantage of people," said Attorney General Josh Stein. "Their actions are unconscionable and often illegal. My office will continue to investigate consumer complaints and do everything in our power to hold scammers accountable and make North Carolinians whole again."

The 2019 annual report discuss NCDOJ's work to prevent crime, handle criminal appeals and certain criminal cases, support victims and survivors, defend state agencies, protect the environment, analyze evidence and assist in law enforcement investigations, and train and certify law enforcement officers.

"I'm incredibly proud of my colleagues and their work to serve North Carolinians," said Attorney General Josh Stein. "Over the past year, they have continued to demonstrate an unparalleled commitment to integrity and excellence, and we are safer for their public service to protect and defend North Carolina, its people, and their rights."

Last year, people in North Carolina filed 14,462 consumer complaints. In the course of mediating those complaints, NCDOJ secured consumer refunds of nearly \$580,000, of which more than \$293,000 went to refund elder fraud victims.

The top 10 consumer complaints of 2019 are:

1. **Telemarketing/Do Not Call:** Telemarketing complaints are related to robocalls, spoofed calls, and calls that violate the Do Not Call Registry. NCDOJ received 1,545 telemarketing complaints. In August, Attorney General Stein unveiled the Anti-Robocall Principles, an agreement between 51 attorneys general and 12 phone companies to fight robocalls through prevention and enforcement.
2. **Lenders/Credit:** Lender and credit complaints involve issues with mortgage lenders, creditors, debt adjusters, credit reporting and recovery, and collection agencies. NCDOJ received 1,477 lender and creditor complaints.
3. **Motor Vehicles:** Motor vehicle complaints involve issues related to car rentals, sales or purchases of new and used cars, and car repair issues. NCDOJ received 1,381 motor vehicle complaints.
4. **Elder Fraud:** Elder fraud scams cover a range of scams that target older adults, including imposter and sweet-heart scams. NCDOJ received 1,249 elder fraud complaints. The Department helped to secure more than \$293,000 in refunds to victims of elder fraud.
5. **Home Repair:** Home repair scams involve home improvement, repair, construction, and care. NCDOJ received 1,215 home repair complaints.

*Continued on page 3...*



## Attorney General Josh Stein Shares the Top 10 Consumer Complaints in 2019

*Continued from page 2...*

6. Health Care: Health care complaints include health services and products, and hospital, doctor and healthcare-provider services. NCDOJ received 783 health care complaints.

7. Cable TV/Satellite: Cable TV and satellite complaints are related to cable TV and satellite service providers with a state-issued franchise. NCDOJ received 780 cable TV and satellite complaints.

8. Landlord-Tenant: Landlord-tenant complaints involve disputes over the rights and responsibilities of landlords and tenants. NCDOJ received 680 landlord-tenant complaints.

9. Telecommunications: Telecommunications complaints involve issues with cellular providers and other telephone companies. NCDOJ received 675 telecommunications complaints.

10. Home Furnishings/Appliances: Home furnishing and appliance complaints include issues with furniture companies and appliance repair. NCDOJ received 421 home furnishings and appliance complaints.

North Carolina consumers can visit [ncdoj.gov](http://ncdoj.gov) to learn more about ways to protect themselves from scams and fraud. People can also request a presentation for a group or organization about public safety issues, scams and frauds, and ways to prevent crime and protect yourself and your information. If you believe you or someone you know has been the victim of a scam, file a complaint with our Consumer Protection Division at [ncdoj.gov](http://ncdoj.gov)

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## Sheriff's Road Fire under investigation

LENOIR, NC (January 15, 2020) -- Sunday, January 12, 2020, firefighters from Little River Fire Department, with mutual aid from Hudson, Sawmills, Grace Chapel, and Kings Creek Fire Departments, responded to a structure fire at 5341 Sheriff's Rd. in the Little River Community of Caldwell County.

Responders were dispatched at 07:37 with the first arriving units on the scene at 07:46. Multiple calls were received by Caldwell County 9-1-1 Communications concerning the fire. Firefighters arrived to find a single-family dwelling partially involved in fire, and quickly placed the fire under control by 08:15.

Investigators from the Caldwell County Fire Marshal's Office have determined the cause of the fire to be suspicious in nature. The home, vacant at the time of the fire, is owned by Teresa White, and had no tenants inhabiting same. The property did not have working smoke alarms at the time of the fire and the residence was not monitored by an alarm company. There was significant damage by fire to portions of the home, and smoke damage throughout. The home was deemed uninhabitable and a complete loss. There were no civilian injuries as a result of this fire, though one firefighter was transported to the hospital after an injury sustained while operating on scene. The firefighter has since been released and is expected to make a full recovery after suffering an injury to the lower leg.

This is considered an active investigation, and is being completed by the Caldwell County Sheriff's Office and Caldwell County Fire Marshal's Office. No further information is available at this time.

Anyone with any information concerning this fire is asked to call the Caldwell County Sheriff's Office at 828-758-2324.

## Christian film "Play the Flute"

A local showing of the Christian film "Play the Flute" is scheduled for Sunday, January 26 at 2:30pm at Carolina Theater in Hickory. This movie challenges and encourages viewers to take their faith and commitment to God and His Word seriously. Contact Amanda Gibson at [bakagibson@yahoo.com](mailto:bakagibson@yahoo.com) or text 828-569-8972 for more information or to secure advance tickets. Some package options are available.

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## Granite Falls native Marissa Taylor victorious in 1000-meter freestyle at ONU Sports Center

ADA, OH (January 11, 2020 By Bud Denega) -- Ohio Northern's junior Marissa Taylor (Granite Falls, N.C./South Caldwell) had a little bit of everything in her 1000-meter freestyle Saturday inside the ONU Sports Center. She staked herself to an early lead, surrendered it, only to regain control of the race in the final two laps.

Taylor clocked in at 11:26.70 and her come-from-behind victory jumpstarted the Polar Bears to a 163-112 victory over Mount Union. The win improved Northern to 2-1 in Ohio Athletic Conference competition.

"Yesterday and today, we swam extremely well," ONU head coach Austin Veltman said. "A lot of very fast times by a lot of people. This is the time of year when it's the hardest to swim fast because we just put in two grueling weeks of work in Miami. This is the peak training time of the year, and we are about as tired as we are going to be. They just really stepped up yesterday and especially today. Something lit a fire under them."

The Polar Bears won 10 of the 16 races Saturday, which included bookending the meet with victories in both relay races. The 200-yard medley relay team — of freshmen Shelby Starkey (Bellefontaine) and Maddy Markwood (Anchor Bay), senior Kiley Stuart (Ada) and sophomore Megan Lubinski (Milford/Brighton) — topped the field, clocking in at 1:54.81. The 200-freestyle relay team — consisting of Lubinski, sophomore Lauren Shaw (Port Clinton), junior Sydney Johnson (Crown Point, Ind.) and Starkey — also touched first, recording a time of 1:44.34.

Lubinski added a first-place finish in the 100-yard freestyle, clocking in at 55.75, and the 50-yard freestyle with a time of 25.64. Markwood also took first in the 100-yard breaststroke, recording a time of 1:13.48.

Freshman Abby Schauer (Beavercreek) won the 200-yard individual medley, logging a time of 2:20.18. Schauer was also victorious in the 200-yard backstroke, registering a time of 2:14.84, and the 100-yard breaststroke with a time of 1:03.35.

Senior Katelyn Koebel (Port Clinton) rounded out the victorious Polar Bears, claiming a first in the 200-yard breaststroke with a time of 2:37.78.

ONU hits the road, traveling to Baldwin Wallace Friday.

An Ohio Northern University Sports Press Release



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\*Benefit quoted and monthly premium (rate) is for Plan G quoting a female, non-tobacco and is effective until May 31, 2020. <sup>1</sup> Based on Blue Cross NC internal data, November 2018. Rates are subject to change June 1 of each year, but members will not be singled out for premium increases based on their individual health. ®, SM Marks of the Blue Cross and Blue Shield Association. The agency is an independent entity that has been appointed as an authorized agent of Blue Cross NC. Blue Cross NC is an independent licensee of the Blue Cross and Blue Shield Association.

U3198c, 3/19

## Open enrollment for student transfers begins this week

LENOIR, NC (January 13, 2020) -- Students wishing to attend school outside of their attendance area, may apply for a student transfer during the Open Enrollment period from Jan. 15 through Feb. 28.

To be considered for a transfer, student applications must be received by Feb. 28. Applications will be posted online at [www.caldwellschools.com](http://www.caldwellschools.com) beginning Jan. 15. All schools will be closed to student transfers after Feb. 28. Applications received after the deadline will only be approved in cases involving extreme and extenuating circumstances.

The student transfer procedure provides the district with data that is used to make informed decisions about staffing and facility usage.

During this Open Enrollment period, two schools are closed due to reaching a 90 percent capacity level:

Davenport A+ School

Lower Creek Elementary

Granite Falls Middle School is also closed to student transfers in 2020-2021. The school campus is undergoing a major school construction project.

Students currently attending these schools on transfer, who are in good standing, will be allowed to continue at these schools. In addition, siblings of students currently attending schools on transfer will be allowed to attend these schools as well.

All other schools are open to accepting approved student transfers. We encourage parents to discuss these options with their children to determine the best educational plan for next school year.

## Caldwell UNC Health Care Quarterly Sunshine Award Winner

LENOIR, NC (January 15, 2020) -- Congratulations to Donna Storie, CNA, the latest recipient of our quarterly Sunshine Award winner, given for outstanding patient care by a Certified Nursing Assistant.

Sunshine stands for: Someone who is Understanding, Never say never, Supportive, Helpful, Inspiring, Nurturing and Empathetic.

In photo: Janice Eller, Clinical Nurse III, Donna Storie, CNA; Rebecca Smith, VP COO and Dana Watson, Clinical Nurse Manager.



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## J.E. Broyhill Civic Center Presents 22nd Traditional Musicians Showcase

HUDSON, NC (January 16, 2020) -- Caldwell Community College and Technical Institute's J.E. Broyhill Civic Center will present the 22nd Annual Traditional Musicians Showcase on Saturday, Feb. 1 at 7:30 p.m. The theme for this year's event is "Caldwell Traditions Old and New."

Designed to highlight the achievements of local musicians, the series has presented more than 200 musicians since its first show in 1998. Over the years, more than 230 area musicians have been featured.

Local band Strictly Clean and Decent featuring Patrick Crouch, Kay Crouch and Ron Shuffler will once again host the event with Mark Bumgarner as emcee. The year's event will feature Alan Darveaux and Slight Departure, Will Willis and the Older Brothers, Reath Jackson, The Benson and The Classics Trio.

Strictly Clean and Decent is an acoustic trio steeped in American roots music. Multi-instrumentalists Kay and Patrick Crouch have worked with bassist Ron Shuffler for 30 years, playing a variety of musical styles. They will be joined by Tom Kuhn on bass. Kuhn worked with Strictly Clean and Decent on its 2015 tour of Germany and its 2017 tour of Ireland.

Slight Departure has played to audiences in nine states from Indiana to Florida. It may well be the only band in the country featuring the Appalachian dulcimer as lead instrument, played by co-founder and dulcimer builder Alan Darveaux. Other members include co-founder Jeff Haslam on mandolin, David Wiseman on fiddle, Don Hogan on guitar and Joseph Hasty on bass.

Reath Jackson interprets classic country with expression beyond his years but also modern country hits that require soaring bluesy lines. His band includes Kevin Clement on lead guitar, Rob Cline on drums and Randy Matheson on bass.

The Classic Trio performs chart-topping hits from many genres including rock, country and popular music. The Classic Trio features Buck Smith on bass and drums, Mike Church on guitar and Don Hogan on guitar.

The Older Brothers collaborate on compositions and arrangements to create music that defies categorization. The band consists of Will Willis on guitar, Simon Everett on bass, Kyle Teeters on drums and Sabine Mader on saxophone.

The Benson is a trio that performs rock and jazz influenced music with arrangements both intricate and well-executed. It hosts the open mic night at Liquid Roots Brewing Project, which has become a weekly gathering of performing artists. The band is made up of AJ Herrick on guitar, Daniel Reece on drums and Ryan Cavanaugh on bass.

Mark Bumgarner will emcee the showcase. He performed with local bands Long Time Gone, C&M Traveling Show and Longrider but currently is known as a singer/songwriter in the Asheville area as well as host of the MerleFest songwriting contest. In addition to emceeing, Bumgarner will perform a Long Time Gone reunion segment with Patrick Crouch on guitar, Kay Crouch on drums and Tom Kuhn on bass.

Tickets for the Traditional Musicians Showcase are \$11 for adults and \$5.50 for students and children.

The civic center will also host "Dinner and a Show" in conjunction with the showcase. Entrée choices include roast pork loin and NC trout. The meal will be served at 5:30 p.m. at the civic center, prior to the 7:30 pm show. Cost for the dinner is \$16 per person, and reservations are required.

For a complete menu and tickets to both the dinner and the show, visit [www.broyhillcenter.com](http://www.broyhillcenter.com) or call 828-726-2404.

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## BBB Releases 2019 Annual Report: Auto Repair New Top Complaint Generator

CHARLOTTE, NC (January 13, 2020) -- Better Business Bureau of Southern Piedmont and Western North Carolina released its 2019 annual report today, detailing consumer activity related to businesses located in the BBB's 37-county service area.

This report includes statistics on consumer complaints, verified customer reviews, website inquiries and the top five types of businesses that generated the most complaints.

### Consumer Complaints

In 2019, consumers filed more than 16,000 complaints against area businesses, showing an increase in just over 400 complaints from 2018.

"A small increase in customer complaints is certainly not unusual. With new businesses opening regularly, it just means that there are more businesses to work with and more customers to satisfy," said BBB President Tom Bartholomy. "Business growth is wonderful for our economy, and making sure consumers are satisfied is extremely important."

### Verified Customer Reviews

In 2019, customers submitted more than 13,000 verified reviews about businesses, showing an increase in 37% from 2018.

"Customer reviews skyrocketed in 2019," said Bartholomy. "Potential customers always want to know what third parties say about a business they're considering working with, and the BBB is a great resource for that. We are thrilled to see customers continuing to take advantage of this outlet by sharing positive or negative feedback about their experience with a business."

### Website Inquiries

In 2019, total inquiries were up nearly 6% over 2018, showing a total increase of roughly 130,000.

According to Bartholomy, "It's great to see the number of inquiries up, as this represents more consumers using our website to vet businesses before making purchases. It continues to prove how important Accreditation truly is to consumers."

### Top Complaint Generators

2019:

1. Auto Repair
2. Auto Dealers - New
3. Collections Agencies
4. Banks
5. Newspapers

2018:

1. Auto Dealers - New
2. Collection Agencies
3. Auto Dealers - Used
4. Auto Repair
5. Banks

Consumers can visit [www.bbb.org](http://www.bbb.org) to check out a business, file a complaint or leave a review.



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### **Local Author to be Co-Featured Poetry Reader at Waterbean Poetry Night at the Mic**

LENOIR, NC (January 14, 2020) -- Local area author, LB Sedlacek, will be one of the co-featured poets reading for Waterbean Poetry Night at the Mic. The other featured poet will be Barbara Conrad.

Waterbean Poetry Night at the Mic is a monthly reading series. It features 1-2 poets' reading and book signings. An Open Mic follows. The event is free and open to the public.

LB Sedlacek is the creator of "Poetry in LA (Lenoir Area)" and author of the award nominated locally set mystery "The Glass River." She will be reading from two of her latest poetry books, "The Architect of French Fries" published by Presa Press and "Words and Bones" published by Finishing Line Press.

The reading will be held on Wed. January 22, 2020 from 7-9pm at Waterbean Coffee in Huntersville, NC. The address is: 9705 Sam Furr Rd, Ste A Huntersville, NC.

To learn more about LB Sedlacek, visit <http://www.lbsedlacek.com>. To learn more about Poetry in LA, visit @poetryinla on Instagram or Facebook

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