



TOWN OF SHALLOTTE
 PO BOX 2287
 Shallotte, NC 28459-2287

Town Hall: (910) 754-4032
 After Hours Sewer Emergency: (910) 233-5693
 www.townofshallotte.org

ACCOUNT NUMBER	SERVICE ADDRESS	
350837000 97	447 LAUREL VALLEY DR	
BILL DATE	DATE DUE	AMOUNT DUE
07/28/2025	09/12/2025	\$192.85

18270293-2215-1 1 1 2215 1 SP 0.780 1



COLEMAN FINE HOMES
 1497 MILITARY CUT OFF RD SUITE 200
 WILMINGTON NC 28403



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Please make checks payable to the Town of Shallotte (see back of statement for payment details)

SERVICE LOCATION	PAYMENT ACCOUNT NUMBER		BILLING DATE	
447 LAUREL VALLEY DR	350837000 97		07/28/2025	
SERVICE DESCRIPTION	PREVIOUS READ	CURRENT READ	USAGE	AMOUNT
SEWER IN S01 97516037	36724	50571	13,847	192.85
ACCOUNT NUMBER	PREVIOUS READ DATE	PRESENT READ DATE	DUE DATE	AMOUNT DUE
350837000 97	03/03/2025	05/03/2025	09/12/2025	\$192.85

Office hours are 8:00 am – 5:00 pm Monday through Friday. After hours payment may be placed in the drop box located on the parking lot side of the Town Hall. We also accept Visa, Mastercard and Discover card payments at the Town Hall or online at www.townofshallotte.org. If you are interested in having your payment drafted from your checking or savings account, ask us for more information. Bills are considered delinquent if paid after 5:00pm on the stated due date. A late penalty of 10% will be charged and a delinquent notice will follow. There is a \$25.00 service charge for returned checks or bank drafts.

MESSAGE:

Examine statement carefully & if not correct, notify our auditor of differences in writing. Thompson, Price, Scott, Adams & Co.,P.A. 1626 S Madison St. Whiteville, NC 28472

Wastewater Annual Report is available at townofshallotte.org or a copy can be viewed at the Town Hall

Payments can be made by Visa, MasterCard or Discover at www.townofshallotte.org
 Call (910) 754-4032 for more information.

CUT OFF DATE	10/06/2025
PREVIOUS BALANCE	\$87.18
PREVIOUS PAYMENT	-\$87.18
Current Charges	\$192.85
Total Amount Due	\$192.85
AFTER DUE DATE	\$212.14

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Maria O'Sullivan Gaither

From: Chuck Dozier <dozierck@yahoo.com>
Sent: Wednesday, January 21, 2026 10:47 AM
To: mgaither@townofshallotte.org; Larry Shapiro
Subject: Sewer Incident

Ms. Gaither,

On Christmas Eve night, approximately 7:00pm we had a sewer backup at our home. We live at 447 Laurel Valley Dr. in Shallotte. Our home is less than a year old, and still under warranty with our builder. We contacted them, that night, but they were not available. We had raw sewage backing up through our shower floor drain in our master bedroom area, when we discovered it. After leaving a message for our builder, we called several plumbing companies around the area, including those with 24 hour availability. After more than an hour of trying to find someone to repair this problem, we found that ARS Rescue, had a technician available in Conway, SC. He came out and discovered that the problem existed on the City's portion of our sewer line. He kept running into a blockage that was approximately 20-30 feet under the street. After several attempts, he broke through the blockage, only to run into another blockage a few feet further, that he could not penetrate. He used his camera to investigate the cause for the blockage, after he managed to get the sewage to drain. He confirmed that there were several issues in the line, including a low (bell) place that was collecting standing sewage that would not continue to drain completely. He could not confirm what it was that was causing the blockage, with his equipment. His camera would not go into the main sewer.

On Monday of the following week, my builder seems to have contacted your office with the complaint. Your people from the town of Shallotte maintenance, came out with their equipment and ran into the same issues that ARS had discovered. At least one of the blockages was under my neighbor's driveway, across the street.

The town crews seem to have corrected the problem, after digging a large hole in the street, and tunneling a ways under my neighbor's driveway, across the street. They replaced a long section of the pipe, and replaced a coupling that was, approximately 5 or 6 feet before the line entered the main sewer connection.

We are seeking reimbursement from the Town of Shallotte, for our expenses for the repairs we incurred from ARS. The amount is \$543, plus interest. The total amount should not exceed \$600. We were unable to hire a company to come in and clean up our home because of the holiday, so we managed to do that part ourselves. Therefore, there will be no charge for that portion.

I will be unable to attend the next scheduled Council meeting, which I understand will review this incident. I will be out of town on that day. Please respond to this correspondence by email and I will contact you upon my return.

Thanks,
Chuck Dozier
Homeowner
447 Laurel Valley Dr.
Shallotte, NC 28470

9/27/25

~~MA~~
MARION REYNOLDS
447 Laurel Valley Dr.
Charlotte, NC. 28420

We moved to the above address in 1/25 and was unaware that we needed to setup a new sewer account. The bills were going to our builder (Coleman Fine Home). Please establish our account for the above address. I'm including \$20.00 application fee + the balance for the previous invoice.
Thank you.