



Town of Shallotte Board of Aldermen
ACTION AGENDA ITEM
2026

TO: Board of Aldermen

FROM: Kirstie White

ACTION ITEM #: _____
MEETING DATE: _____
DATE SUBMITTED: _____

ISSUE/ACTION REQUESTED: PUBLIC HEARING: YES NO
Customers have requested an adjustment to their sewer bill due to a leak.

BACKGROUND/PURPOSE OF REQUEST:
Minuteman Food Mart 33 (25 Parkview Dr) – Customer had a leak outside and contacted Brunswick County. According to the customer, the county maintenance technician fixed the leak. Usage for the September billing was 311,812 gallons. Customer's average usage is 56,850 gallons. Requesting adjustment to bring the bill down to the customer's average sewer usage. The total bill amount for September was \$5,325.52. The amount of the adjustment would be \$4,421.04, bringing the bills down to \$904.48.

Larry Wilson (2144 Arnold Palmer Dr) - Brunswick County installed a new irrigation meter that is separated from the main (house) meter. Customer is required to connect their irrigation system to this new meter. Customer evidently misunderstood what was necessary and was irrigating, but had not connected the irrigation system to the new meter. Therefore, he was charged sewer on his irrigation usage. Usage for the September billing was 67,802 gallons. Usage for the November billing was be 94,985 gallons. Customer's average usage is 10,890 gallons. Requesting adjustment to bring the bill down to the customer's average sewer usage. The total bill amount for September & November is \$2,497.33. The amount of the adjustment would be \$2,197.03, bringing the bills down to \$300.30.

FISCAL IMPACT:

BUDGET AMENDMENT REQUIRED:	<input type="checkbox"/> YES	<input type="checkbox"/> NO
CAPITAL PROJECT ORDINANCE REQUIRED:	<input type="checkbox"/> YES	<input type="checkbox"/> NO
PRE-AUDIT CERTIFICATION REQUIRED:	<input type="checkbox"/> YES	<input type="checkbox"/> NO
REVIEWED BY DIRECTOR OF FISCAL OPERATIONS	<input type="checkbox"/> YES	<input type="checkbox"/> NO

CONTRACTS/AGREEMENTS:

REVIEWED BY TOWN ATTORNEY:	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
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ADVISORY BOARD RECOMMENDATION:

TOWN ADMINISTRATOR'S RECOMMENDATION: Recommend approval as this is consisted with Town Policy on sewer leaks. – MOG

FINANCE RECOMMENDATION:

ATTACHMENTS:

1. Minuteman Foodmart #33: Adjustment application, pictures of leak & calculations
2. Wilson, Larry: Adjustment application, payment to plumber & calculations
- 3.

<u>ACTION OF THE BOARD OF ALDERMEN</u>		
APPROVED: <input type="checkbox"/>	ATTEST:	CLERK TO THE BOARD
DENIED: <input type="checkbox"/>		
DEFERRED UNTIL: _____		
	_____ SIGNATURE	
OTHER:		



Town of Shallotte Adjustment Application

If you have filled a pool from your irrigation meter, there is no need to complete this application.
If you had a leak, attach a copy of the plumbing repair bill or a copy of the receipts for any parts purchased to repair the leak. There is a chance that if this is not provided, an adjustment may not be granted.

Adjustments **will not** be approved for bills that are higher than normal without proof that a leak has been fixed.

Name: Minuteman Foodmart #33
Sewer Bill Account Number: 200 2200-97
Service Address (or Physical Address): 25 Naber Dr.
Telephone Number: 910-754-6091 Store - for Questions 910-515-4900
Reason for requesting adjustment (pool fill, water leak from broken pipe outside, etc.):
Pipe Break at Meter

If filling a pool, what date(s) was the pool filled:
If filling a pool, how many gallons does your pool hold?
If this was a leak, what date was the leak fixed? 6-6-25
If this was a leak, where was the leak located? at the Meter Vault
Do you have a plumbing repair bill or receipts for parts purchased to repair the leak? Yes No
If no, why are receipts not available? County made the repair while onsite. However they did not slow it in their system
Scott Gerner Scott Gerner 11-26-25
Applicant's Signature Date

The following is for office use only:

Estimated average consumption: 56,850 gals.
Estimated average bill amount: \$904.48
Current consumption: July: 68,400gals. Sept: 311,812gals. Nov: 52,544gals.
Current bill amount: July: \$1,104.76 Sept: \$5,325.52 Nov: \$
Notes:

Town Administrator Date

kirstiewhite@atmc.net

From: Scott Garner <scottg@campbelloilcompany.com>
Sent: Wednesday, November 26, 2025 11:04 AM
To: kirstiewhite@atmc.net
Cc: Scott Garner
Subject: Sewer Adjustment Request
Attachments: IMG_2356.jpeg; IMG_2358.mov; IMG_8360.jpeg; IMG_8362.jpeg

Good Morning,

We have submitted a Sewer Adjustment Request for the Car Wash at Minuteman #33 - 25 Parkview Place due to a water line break at the meter that was found on 6-6-25.

I have attached pics and video to this email to supplement the application submitted at town hall. Please let me know if you have any questions.

Scott 910-515-4900

Scott Garner
Minuteman Food Mart | Manager, Facilities and Maintenance

📍 418 Peanut Rd. Elizabethtown, NC 28337

📞 910-862-8423

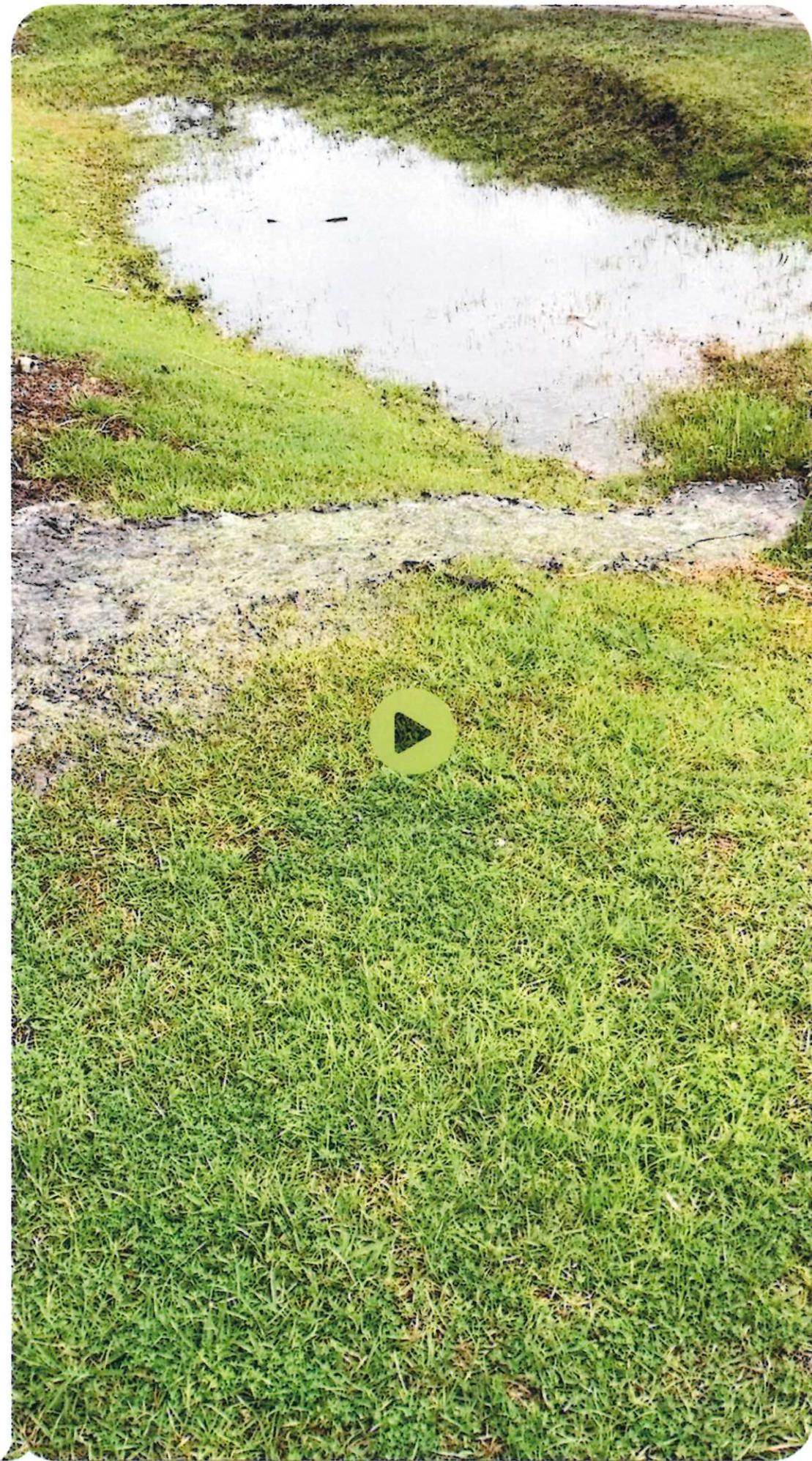
📠 910-515-4900

✉ scottg@campbelloilcompany.com

in   campbelloil.net | minutemanfoodmart.com







kirstiewhite@atmc.net

From: Migdalia Towles <migdalia.towles@brunswickcountync.gov>
Sent: Friday, January 9, 2026 11:22 AM
To: kirstiewhite@atmc.net; Adam Redmon; Amanda Killets
Cc: 'Anna Woodard'
Subject: Re: Additional information for adjustment

Follow Up Flag: Follow up
Flag Status: Completed

Good Morning to all,

I've not received any paperwork in reference to county made repairs while on site. However, I am checking with Stephanie.

Thank you,



Migdalia Towles | Billing Technician
Brunswick County Utility Billing
3769 Old Ocean Hwy | PO Box 469 | Bolivia, NC 28422
Phone: 910-253-2655 | Fax: 910-253-2669
Email: migdalia.towles@brunswickcountync.gov
Website: www.brunswickcountync.gov

E-mail correspondence to and from this address may be subject to the North Carolina Public Records Law and may be disclosed to third parties.

From: kirstiewhite@atmc.net <kirstiewhite@atmc.net>
Sent: Friday, January 9, 2026 10:49 AM
To: Migdalia Towles <migdalia.towles@brunswickcountync.gov>; Adam Redmon <adam.redmon@brunswickcountync.gov>; Amanda Killets <amanda.killets@brunswickcountync.gov>
Cc: 'Anna Woodard' <awoodard523@atmc.net>
Subject: RE: Additional information for adjustment

CAUTION: This email originated from outside of Brunswick County Government. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi,

Did you ever receive a workorder for this one?

Thanks,



Kirstie A White
Utilities Billing Officer

Phone: (910) 754-4032 Fax: (910) 754-2740

Mailing Address: PO Box 2287, Shallotte, NC 28459

Web: www.townofshallotte.org

From: Migdalia Towles <migdalia.towles@brunswickcountync.gov>

Sent: Wednesday, December 3, 2025 3:18 PM

To: kirstiewhite@atmc.net; Adam Redmon <adam.redmon@brunswickcountync.gov>; Amanda Killets <amanda.killets@brunswickcountync.gov>; Melissa Bryant <melissa.bryant@brunswickcountync.gov>

Cc: Anna Woodard <awoodard523@atmc.net>

Subject: Re: Additional information for adjustment

Good afternoon to all,

I will reach out to the maintenance department since we currently have no record of a water line break at MINUTEMAN FOOD MART 33, located at 25 Parkview Place, Shallotte. Meter number at this location, 99963873 2" size meter. I will keep you informed as I receive more information.

This meter was installed back in 6/02/2025.

Account number- 80881-0

Thank you,



Migdalia Towles | Billing Technician

Brunswick County Utility Billing

3769 Old Ocean Hwy | PO Box 469 | Bolivia, NC 28422

Phone: 910-253-2655 | Fax: 910-253-2669

Email: migdalia.towles@brunswickcountync.gov

Website: www.brunswickcountync.gov

E-mail correspondence to and from this address may be subject to the North Carolina Public Records Law and may be disclosed to third parties.

From: kirstiewhite@atmc.net <kirstiewhite@atmc.net>

Sent: Wednesday, December 3, 2025 12:21 PM

To: Adam Redmon <adam.redmon@brunswickcountync.gov>; Amanda Killets <amanda.killets@brunswickcountync.gov>; Melissa Bryant <melissa.bryant@brunswickcountync.gov>; Migdalia Towles <migdalia.towles@brunswickcountync.gov>

Cc: Anna Woodard <awoodard523@atmc.net>

Subject: Additional information for adjustment

CAUTION: This email originated from outside of Brunswick County Government. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello,

25 Naber Dr (Minuteman Food Mart 33 – Serial# 99963873) – This customer has completed adjustment paperwork due to their high bill. They have pictures of a waterline break near the meter. They wrote down that BCPU made the repair while they were onsite (approximately 6/6/25). Could we possibly get your workorder (or something similar) to present with their adjustment paperwork, please?

Minuteman Food Mart 33
2002200 97 – 25 Parkview Dr

Average usage: 56,850 gallons

Sewer: Regular Rate for avg usage

September 2025

Average Usage:	56,850 gallons	Price: \$904.48
Total Sewer Usage:	<u>-311,812 gallons</u>	
Overage:	-254,962 gallons	Consumption Adjustment
	904.48	Sewer Charge for Average Usage
	<u>-5,325.52</u>	Original Sewer Charge
	-4,421.04	Sewer Adjustment

September Adjustment: -4,421.04



Sept: - 876.43
 Nov: - 1,320.60
 - 2,197.03
 Nov 05 2025
 9:35A

Town of Shallotte Adjustment Application

If you have filled a pool from your irrigation meter, there is no need to complete this application.
 If you had a leak, attach a copy of the plumbing repair bill or a copy of the receipts for any parts purchased to repair the leak. There is a chance that if this is not provided, an adjustment may not be granted.

Adjustments **will not** be approved for bills that are higher than normal without proof that a leak has been fixed.

Name: Larry Wilson

Sewer Bill Account Number: 350122100093

Service Address (or Physical Address): 2144 Arnold Palmer Dr. Shallotte, NC 28470

Telephone Number: 910-591-9016

Reason for requesting adjustment (pool fill, water leak from broken pipe outside, etc.):

New water meter was installed which runs both the house & irrigation. This bill dated 9-29-25 includes both house & irrigation usage. NO deduction was made off the sewer bill for irrigation usage.

If filling a pool, what date(s) was the pool filled: ←

If filling a pool, how many gallons does your pool hold? 2

If this was a leak, what date was the leak fixed? ←

If this was a leak, where was the leak located? ←

Do you have a plumbing repair bill or receipts for parts purchased to repair the leak? Yes No

If no, why are receipts not available? u/c

[Signature]
 Applicant's Signature

Date 11-4-25

The following is for office use only:

Estimated average consumption: 10,890 gals.

Estimated average bill amount: \$150.15

Current consumption: Sept: 67,802 gals. Nov: 94,985 gals. Jan: 27,422 gals.

Current bill amount: Sept: \$1,026.58 Nov: \$1,470.75 Jan: \$391.40

Notes: _____

Town Administrator

Date

We have now hooked up the irrigation bypass
to the deduction meter. This was completed on
9-23-25. See copy of check.

2:52

84



Check #1185

Front check image

Front

Back

LARRY WILSON 60-112/531 1185
 SUSAN E WILSON
 2144 ARNOLD PALMER DR.
 SHALLOTTE, NC 28470-5287 Date 9/23/25

Pay to the Order of: Alleana Weinstein \$ 250⁻
Two Hundred Fifty and 00/100 Dollars ← Must be indelible

TRUIST 

Memo _____ Susan E. Wilson SP

Wilson, Larry A

35012210 93 – 2144 Arnold Palmer Dr

Average usage: 10,890 gallons

Sewer: Regular Rate for avg usage

September 2025

Average Usage:	10,890 gallons	Price: \$150.15
Total Sewer Usage:	<u>-67,802 gallons</u>	
Overage:	-56,912 gallons	Consumption Adjustment
	150.15	Sewer Charge for Average Usage
	<u>-1,026.58</u>	Original Sewer Charge
	-876.43	Sewer Adjustment

11/14/25
mailed part. adj. bill;
adjust. considering next
bill.

September Adjustment: -876.43

November 2025

Average Usage:	10,890 gallons	Price: \$150.15
Total Sewer Usage:	<u>-94,985 gallons</u>	
Overage:	-84,095 gallons	Consumption Adjustment
	150.15	Sewer Charge for Average Usage
	<u>-1,470.75</u>	Original Sewer Charge
	-1,320.60	Sewer Adjustment

November Adjustment: -1,320.60

Total Adjustment (September & November Bills): -2,197.03