



Town of Shallotte Board of Aldermen
ACTION AGENDA ITEM
2025

TO: Board of Aldermen

ACTION ITEM #: _____

MEETING DATE: _____

FROM: Kirstie White

DATE SUBMITTED: _____

ISSUE/ACTION REQUESTED:

PUBLIC HEARING:

☐

YES

☐

NO

Customer has requested an adjustment to their bill due to a leak.

BACKGROUND/PURPOSE OF REQUEST:

Tee Time Cafe (126 Holden Beach Rd) – Customer had 2 leaks occur within the same billing cycle. The first leak was a broken pipe outside due to the winter storm in January. The other was a broken pipe inside the dining room. Usage for the March billing was 182,100 gallons. Customer's average usage is 44,300 gallons. Requesting adjustment to bring the bill down to the customer's average sewer usage. The total bill amount for March was \$3,076.31. The amount of the adjustment would be \$2,384.60, bringing the bill down to \$691.71.

Cardinal Pointe Phase III LP (50 Brooks Ct) – Customer had a broken pipe outside. Usage for the March billing was 355,800 gallons. Usage for the May billing was 759,900 gallons. Customer's average usage is 79,070 gallons. Requesting adjustment to bring the bills down to the customer's average sewer usage. The total bill amount for March & May is \$17,915.90. The amount of the adjustment would be \$15,622.44, bringing the bills down to \$2,293.46.

FISCAL IMPACT:

BUDGET AMENDMENT REQUIRED:

☐ YES

☐ NO

CAPITAL PROJECT ORDINANCE REQUIRED:

☐ YES

☐ NO

PRE-AUDIT CERTIFICATION REQUIRED:

☐ YES

☐ NO

REVIEWED BY DIRECTOR OF FISCAL OPERATIONS

☐ YES

☐ NO

CONTRACTS/AGREEMENTS:

REVIEWED BY TOWN ATTORNEY:

☐ YES

☐ NO

☐ N/A

ADVISORY BOARD RECOMMENDATION:

TOWN ADMINISTRATOR'S RECOMMENDATION:

Amend bills per policy - moq

FINANCE RECOMMENDATION:

ATTACHMENTS:

1. Tee Time Café: Adjustment Applications, pictures of both leaks & calculations
2. Cardinal Pointe: Adjustment Application, plumbing repair bill & calculations
- 3.

ACTION OF THE BOARD OF ALDERMEN

APPROVED: ☐

DENIED: ☐

**DEFERRED
UNTIL:**

ATTEST:

CLERK TO THE BOARD

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: Tee-Time Cafe
 Sewer Bill Account Number: 1014600.00 94
 Service Address (or Physical Address): 126 Holden Beach Rd. Shallotte
 Telephone Number: 910-754-7008
 Reason for requesting adjustment (pool fill, water leak from broken pipe outside, etc.):
Broken pipe after winter storm
* see pics

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? Jan. 23rd 2025

If this was a leak, where was the leak located? out front main spigot

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? building owner has handyman on payroll that fixed it

Applicant's Signature [Signature]

Date 4-7-25

The following is for office use only:

Estimated average consumption: 44,300 gals

Estimated average bill amount: \$1691.71 (commercial rate)

Current consumption: Jan: 54,500 gals Mar: 182,100 gals May: 316,800 gals

Current bill amount: Jan: \$863.73 Mar: \$3,076.31 May: \$569.18

Notes:

Town Administrator

Date



Jan 23rd
2025



Jan 23rd
2025



Jan 23rd
2025



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: Tee Time Cafe
Sewer Bill Account Number: 101460000 94
Service Address (or Physical Address): 126 Holden Beach Rd. Shallotte
Telephone Number: 910-754-7008
Reason for requesting adjustment (pool fill, water leak from broken pipe outside, etc.):

Broken pipe March 17th-2025. * See pics

If filling a pool, what date(s) was the pool filled: 0

If filling a pool, how many gallons does your pool hold? 0

If this was a leak, what date was the leak fixed? March 17th 2025 dining room

If this was a leak, where was the leak located? inside building/wait station

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? building owner has handyman that fixed it. * see pic

Applicant's Signature [Signature]

Date 4-7-25

The following is for office use only:

Estimated average consumption:

Estimated average bill amount:

Current consumption:

Current bill amount:

Notes:

Town Administrator

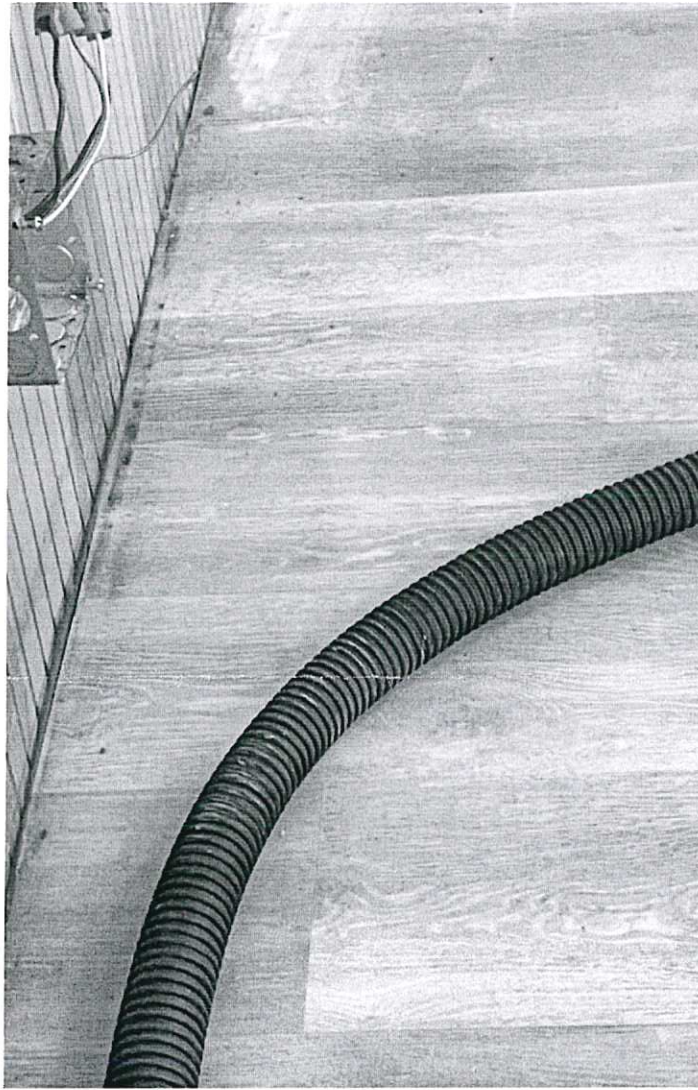
Date



Mar. 17th
2025



Mar 17th
2025



Mar. 17th
2025

Tee Time Cafe

1014600 94 – 126 Holden Beach Rd

Average usage: 44,300 gallons

Sewer: Regular Rate for avg usage

March 2025

| | | |
|---------------------------|-------------------------|--------------------------------|
| Average Usage: | 44,300 gallons | Price: \$691.71 |
| Total Sewer Usage: | <u>-182,100 gallons</u> | |
| Overage: | -137,800 gallons | Consumption Adjustment |
| | | |
| | 691.71 | Sewer Charge for Average Usage |
| | <u>-3,076.31</u> | Original Sewer Charge |
| | -2,384.60 | Sewer Adjustment |

March Adjustment: -2,384.60



Mar: -4,509.72

May: -11,112.72

-15,622.44

Apr 21 2025
11:28A

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: Cardinal Pointe Phase III LP (Contact: Allison Attibellis)

Sewer Bill Account Number: 7501007.0098

Service Address (or Physical Address): 50 Brooks Court, Shallotte, NC 28470

Telephone Number: 757.752.8957 (property-910.755.6000)

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

Broken pipe

If filling a pool, what date(s) was the pool filled: Pool is in phase I

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

If this was a leak, what date was the leak fixed? 2/17/25

If this was a leak, where was the leak located? Water line at the meter.

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? _____

Applicant's Signature [Signature]

Date 4/14/25

The following is for office use only:

Estimated average consumption: 79,070 gals.

Estimated average bill amount: \$1,146.73

Current consumption: Jan: 117,400 gals. Mar: 355,800 gals. May: 759,900 gals.

Current bill amount: Jan: \$1,761.00 Mar: \$5,656.45 May: \$12,259.45

Notes: Building has 8 units (Minimum: 48,000 gals; \$697.44)

Town Administrator

Date



Roto-Rooter Plumbing & Drain Services of Wilmington
(910) 408-4118
License 35875 Fed ID 13-4281911
Home Office:
136 Tanner Road
Greenville, SC 29607

Phill
5060-000000
50 Bldg leak repairs

BILL TO

SL Nusbaum Realty
440 Monticello Avenue
Norfolk, VA 23510 USA

INVOICE
448903

INVOICE DATE
Feb 17, 2025

JOB ADDRESS

Cardinal Pointe
37 Paisley Drive Southwest
Shallotte, NC 28470 USA

Completed Date: 2/17/2025

Payment Term: Net 30

Due Date: 3/19/2025

DESCRIPTION OF WORK

Bldg 50: Customer stated 2" water line at meter was broken

Replaced male adapter to meter and section of pipe

Checked for leaks and proper function

Roto rooter is not responsible for any pre existing damage to any plumbing or surrounding areas

| TASK | DESCRIPTION | QTY |
|---|---|------|
| Commercial Water Line Repair Accessible RR Z2 | Commercial Water Line Repair Accessible RR Z2 | 1.00 |

SUB-TOTAL \$1,100.14

TAX \$74.26

TOTAL DUE \$1,174.40

BALANCE DUE \$1,174.40

A monthly service charge of 1 1/2% will be added after 30 days.

Thank you for prompt payment!

CUSTOMER AUTHORIZATION

I agree that initial price quoted prior to start of work does not include any additional or unforeseen task, nor materials which may be found to be necessary to complete repairs or replacements. I also agree to hold Roto-Rooter and/or its agent(s)

Cardinal Pointe Phase III LP
7501007 98 – 50 Brooks Ct

Average usage: 79,070 gallons

Sewer: Regular Rate for avg usage

March 2025

| | | |
|---------------------------|-------------------------|--------------------------------|
| Average Usage: | 79,070 gallons | Price: \$1,146.73 |
| Total Sewer Usage: | <u>-355,800 gallons</u> | |
| Overage: | -276,730 gallons | Consumption Adjustment |
| | | |
| | 1,146.73 | Sewer Charge for Average Usage |
| | <u>-5,656.45</u> | Original Sewer Charge |
| | -4,509.72 | Sewer Adjustment |

March Adjustment: -4,509.72

May 2025

| | | |
|---------------------------|-------------------------|--------------------------------|
| Average Usage: | 79,070 gallons | Price: \$1,146.73 |
| Total Sewer Usage: | <u>-759,900 gallons</u> | |
| Overage: | -680,830 gallons | Consumption Adjustment |
| | | |
| | 1,146.73 | Sewer Charge for Average Usage |
| | <u>-12,259.45</u> | Original Sewer Charge |
| | -11,112.72 | Sewer Adjustment |

May Adjustment: -11,112.72

Total Adjustment (March & May Bills): -15,622.44