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:
Owner of the building is requesting an adjustment due to a plumbing issue.

PUBLIC HEARING: ☐ YES ☐ NO

BACKGROUND/PURPOSE OF REQUEST:
ILM Rentals LLC/Alison Riso (628 Village Rd Apartment 104) – The landlord of this building (ILM Rentals) is requesting an adjustment due to a plumbing issue on the inside of the building. They are saying that this unit's plumbing was tied into the plumbing for apartment 103. We have previously heard of this type of internal plumbing issue with the buildings for this apartment complex. On 2/5/24, the meter for apartment 103 was disconnected by Brunswick County in behalf of the Town of Shallotte due to the sewer bill not being paid. According to the landlord, the tenant in apartment 103 was still living there and had access to water even though that meter had been disconnected. The reading information that we received from Brunswick County Public Utilities showed that the meter for apartment 103 did not move from 2/5/24. According to correspondence, the landlord of the building requested Brunswick County to put the water service for apartment 103 back into their name due to the same tenant moving out of that apartment on 3/10/26 (2 years after the disconnection happened). Ms. Riso has been living in apartment 104 since 2008. We have a note from 2011 on her account, that said she "thinks that her unit is tied in with another unit. Said she has talked to her landlord". It is my thought that this was a previous landlord, not the current one. The landlord has included copies of repair bills for these 2 units, most of which are toilet/dishwasher/shower repair bills. We do not really have any repair bill from the landlord stating that the internal plumbing mix up between apartments has been repaired. We also have a note on a different unit (apartment 204, from the year 2007) that mentions this same type of issue and that the customer at the time was told to contact her landlord about the problem.

It does appear that a couple of the times that Ms. Riso's usage increased, we would receive an adjustment application/plumbing repair bill for a toilet leak being fixed and adjustments were made to her account. Her most recent adjustment for a toilet leak was for the January-March 2026 billings.

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: Based on the information that the Town has on these apartments, denial is recommended – MOG

FINANCE RECOMMENDATION:

ATTACHMENTS:

1. Town-County Correspondence regarding Apartment 103
2. Notes from 2 separate customer's accounts
3. Landlord's letter and additional information

ACTION OF THE BOARD OF ALDERMEN

APPROVED: ☐ **ATTEST:** **CLERK TO THE BOARD**

DENIED: ☐

DEFERRED UNTIL: ____________________ ______________________________

SIGNATURE

OTHER:

kirstiewhite@atmc.net

From: Kristine Wagner <kristine.wagner@brunswickcountync.gov>
Sent: Tuesday, March 12, 2024 1:07 PM
To: kirstiewhite@atmc.net
Cc: Anna Woodard; Becky King
Subject: RE: Disconnect Info

Importance: High

4334 Jones Street – they actually owe us a large balance, so they will be disconnected sometime this week for us.. I will require that they contact you as well in order to reconnect service.

628 Village Rd Apt 103 was disconnected 2/7/24 per Town of Shallotte, still disconnected.
4386 Ritz Cir was disconnected 2/5/24 per Town of Shallotte, still disconnected.
4120 Harrison Rd was disconnected 2/5/24 per Town of Shallotte, still disconnected.

I just spoke to Tienda Tropicana – 150 Holden Beach 11 --- they should be paying today. Let me know if they do not.

I put you on the calendar for disconnects for April 15.

Thanks,
Kristine

Kristine Wagner | Customer Service and Collections Specialist
Brunswick County Utility Billing
3769 Old Ocean Hwy | PO Box 469 | Bolivia, NC 28422
Phone: 910-253-2655 | Fax: 910-253-2669
Email: kristine.wagner@brunswickcountync.gov
Website: www.brunswickcountync.gov

From: kirstiewhite@atmc.net <kirstiewhite@atmc.net>
Sent: Tuesday, March 12, 2024 12:44 PM
To: Kristine Wagner <kristine.wagner@brunswickcountync.gov>
Cc: Anna Woodard <awoodard523@atmc.net>; Becky King <bking@atmc.net>
Subject: Disconnect Info

kirstiewhite@atmc.net

From:	awoodard523@atmc.net
Sent:	Tuesday, March 17, 2026 4:08 PM
To:	Migdalia Towles
Cc:	kirstiewhite@atmc.net
Subject:	628 Village Rd Apt 103

Good afternoon,

Wanted to reach out really quick regarding this account. The owner of the property ILM Rentals just called in and requested a reactivation due to the tenant moving out as of 3/10/2026.

Tenant was under the name of Cartier Bruce in which we had asked for disconnection of the service due to nonpayment back in February of 2024 so we have not had an active account for two years.

We have been getting readings which showed no usage. But just threw me for a loop.

By chance is there something wrong with this meter?? Also wanted to double check that there has not been any usage on this account since our last reading from 11/3/2025?

628 Village Rd Apt 103
S:15617558
R:29417

Thank you so much for your time and help.

Anna W

kirstiewhite@atmc.net

Subject: FW: 628 Village Rd Apt 103

From: Migdalia Towles <migdalia.towles@brunswickcountync.gov>
Sent: Tuesday, March 17, 2026 4:54 PM
To: awoodard523@atmc.net
Cc: kirstiewhite@atmc.net
Subject: Re: 628 Village Rd Apt 103

Sorry for the delay. I just send this to Daniel Medina and Stephanie Lloyd.
I don't handle reconnects. However, I just want to give you a quick info.
Customer will have to pay the balance on this account for reconnect. Please read the notes in red.

ACTIVE ACCOUNT 80949-0

Return To List

CARTIER J BRUCE

628 VILLAGE RD APT 103
SHALLOTTE, NC 28470

Home Phone: (910) 232-6553
Mobile Phone:
Phone: (910) 232-6553
Billing Cycle: Cycle 15
Route: Book 151

Direction Instructions:
Email:
Account Status: Active
Old Acct Num: 2009600.00-82

Owner E-Bill: Not Enrolled
Parcel Number:
Address Type: Residential
Is Rental: No

Important Customer Notes

- CARTIER BRUCE: 2/7/24 Disconnect per Town of Shallotte, needs to pay BCPU too KW
- CARTIER BRUCE: 2/6/26 Meter locked, base fees will need to be fixed when customer restores service KR

Brunswick Utility Billing

Edit Account Billing Groups

General Information

Edit

Units:	1
Exclude Billing:	No
Exclude Interest:	No
Exclude Penalty:	No
Exclude Notice:	No
Exclude Lien:	No
Suspended Action Code:	

Transactions

View More

Date	Type	Batch Source	Due Date	Total	Balance
03/02/2026	Bill		03/23/2026	12.39	715.53
02/26/2026	Penalty		03/23/2026	1.60	703.14
02/02/2026	Bill		02/23/2026	16.00	701.54
01/28/2026	Adjust Disconnect		01/28/2026	70.00	685.54
01/26/2026	Penalty		02/23/2026	1.60	615.54

Village Pine Apartments (628 Village Rd)
Notes on Customer's Utility Accounts

February 2007
Apartment 204
The theory of this apartment is that the pipes are somehow connected to another unit as well. The meter therefore registers part of what the other unit uses. Lady was told to contact the landlord regarding this problem.

May 2011
Apartment 104 (Account for which the landlord is requesting this adjustment)
Per Anna, Ms. Riso thinks that her unit is tied in with another unit. Said she has talked to her landlord.

Whitney Cain
ILM Rentals LLC
3904 Oleander Drive Suite 200
Wilmington, NC 28403
(910) 574-8785
whitney@cfregroup.com

May 21, 2026

Board of Commissioners
Town of Shallotte / Brunswick County Public Utilities

RE: Request for Review and Relief Regarding Crossed Water Service Lines – Units 103 & 104

To Whom It May Concern:

I am writing to formally request review and consideration regarding a water service issue involving two apartment units located at:

628 Village Road SW, Shallotte, NC 28470

The issue concerns Units 103 and 104, which appear to have had crossed or improperly connected water service lines resulting in inaccurate billing and substantial expenses.

Unit 103 has its water service disconnected by the utility in February 2024 due to nonpayment. Management was unaware of the shutoff at the time, and the tenant continued occupying the unit until vacating the property in March 2026 without providing notice to management.

It was only after the tenant vacated the unit and management attempted to transfer the utilities back into the property owner's name that we became aware of the water service for Unit 103 had previously been disconnected. Upon learning this information, we immediately began investigating the matter further.

During this same timeframe, the tenant in Unit 104 experienced unusually high water and sewer bills with no corresponding change in occupancy or usage patterns. After investigating the matter and consulting with plumbing professionals, it appears the units may have had crossed water service lines or an improper connection causing water consumption associated with Unit 103 to be billed through Unit 104.

As a result of this issue, substantial costs have been incurred, including:

- Excessive water and sewer charges billed to Unit 104
- Plumbing investigation and repair expenses totaling $1,364.69

I have spoken with representatives from Brunswick County and the Town of Shallotte, both of whom advised me to submit this matter to the board for formal review along with supporting documentation.

Attached for your consideration are copies of:

1. Plumbing invoices totaling $1,364.69
2. Water and sewer billing records for Units 103 and 104
3. Documentation showing the shutoff status for Unit 103 beginning February 2024

Given the circumstances, I respectfully request that the board review this situation and consider appropriate relief, including adjustment or reimbursement of charges associated with the inaccurate billing caused by the crossed service lines.

I appreciate your time and attention to this matter and am available to provide any additional documentation or information needed during your review.

Sincerely,

Whitney Cain
Property Manager
ILM Rentals LLC

TOWN OF SHALLOTTE HISTORY LISTING FOR 04/01/2022 - 05/21/2026 Date: 05/21/2026 Time: 10:26:51

2009600.00 82 BRUCE, CARTIER J FB-DEBIT BAL Cycle: FB Start Date: 2/16/2021

628 VILLAGE RD APT 103

TRANSACTION	DATE	SVC	RATE	READING	MTR/CHK	DESCRIPTION	AMOUNT	REFERENCE	USAGE	BALANCE
BEGIN BAL										.00
BILLING	04/01/2022	SA	S01		15617758	Rate: S01	89.43		7720.0000	89.43
BILLING	04/01/2022	WA	W01		15617758	Rate: W01	64.04		7720.0000	153.47
PAYMENT	04/18/2022				6418	VISA ONLINE	153.47	11718		.00
READING	05/05/2022	WA	W01	17464	15617758	TOWN RDG		974		.00
BILLING	06/01/2022	SA	S01		15617758	Rate: S01	119.46		10600.0000	119.46
BILLING	06/01/2022	WA	W01		15617758	Rate: W01	76.38		10600.0000	195.84
PAYMENT	06/20/2022				0258	VISA ONLINE	195.84	11894		.00
READING	07/08/2022	WA	W01	18666	15617758	TOWN RDG		988		.00
BILLING	08/01/2022	SA	S01		15617758	Rate: S01	136.42		12020.0000	136.42
BILLING	08/01/2022	WA	W01		15617758	Rate: W01	83.20		12020.0000	219.62
PAYMENT	08/16/2022				0258	VISA ONLINE	219.62	12063		.00
READING	09/12/2022	WA	W01	19657	15617758	TOWN RDG		1000		.00
BILLING	10/01/2022	SA	S01		15617758	Rate: S01	111.40		9910.0000	111.40
BILLING	10/01/2022	WA	W01		15617758	Rate: W01	73.13		9910.0000	184.53
PAYMENT	10/18/2022				6418	VISA ONLINE	184.53	12232		.00
READING	11/14/2022	WA	W01	20334	15617758	TOWN RDG		1014		.00
BILLING	12/01/2022	SA	S01		15617758	Rate: S01	79.90		6770.0000	79.90
BILLING	12/01/2022	WA	W01		15617758	Rate: W01	60.10		6770.0000	140.00
PAYMENT	12/15/2022				6418	VISA ONLINE	140.00	12387		.00
READING	01/09/2023	WA	W01	21160	15617758	TOWN RDG		1029		.00
BILLING	02/01/2023	SA	S01		15617758	Rate: S01	94.85		8260.0000	94.85
BILLING	02/01/2023	WA	W01		15617758	Rate: W01	66.28		8260.0000	161.13
PAYMENT	02/17/2023				0258	VISA ONLINE	161.13	12573		.00
READING	03/22/2023	WA	W01	22415	15617758	TOWN RDG		1043		.00
BILLING	04/03/2023	SA	S01		15617758	Rate: S01	142.75		12550.0000	142.75
BILLING	04/03/2023	WA	W01		15617758	Rate: W01	85.74		12550.0000	228.49
PAYMENT	04/21/2023				0258	VISA ONLINE	228.49	12754		.00
READING	05/03/2023	SA	S01	23396	15617758	TOWN RDG		1054		.00
ADJUST	06/01/2023					Deposit Applied	-50.00	33714		-50.00
ADJUST	06/01/2023					Deposit Applied	50.00	33715		.00
BILLING	06/12/2023	SA	S01		15617758	Rate: S01	110.39		9810.0000	110.39
ADJUST	06/26/2023					Credit Redist		33730		110.39
PAYMENT	06/30/2023				7000	VISA ONLINE	110.39	12963		.00
READING	07/13/2023	SA	S01	25102	15617758	TOWN RDG		1059		.00
BILLING	08/17/2023	SA	S01		15617758	Rate: S01	213.66		17060.0000	213.66
ADJUST	09/11/2023					Penalty	21.37	33825		235.03
ADJUST	09/19/2023					Door Tag	.00	33845		235.03
ADJUST	09/25/2023					Non-Pymnt Fee	75.00	33849		310.03
PAYMENT	09/26/2023				7000	VISA ONLINE	310.03	13235		.00
READING	09/07/2023	SA	S01	26531	15617758	TOWN RDG		1063		.00
BILLING	10/17/2023	SA	S01		15617758	Rate: S01	177.81		14290.0000	177.81
ADJUST	11/13/2023					Penalty	17.78	43867		195.59
ADJUST	11/17/2023					Door Tag	.00	43876		195.59
PAYMENT	11/22/2023				6058	VISA ONLINE	195.59	13394		.00
READING	11/03/2023	SA	S01	28435	15617758	TOWN RDG		11071		.00
BILLING	12/28/2023	SA	S01		15617758	Rate: S01	239.28		19040.0000	239.28
ADJUST	01/22/2024					Penalty	23.93	163914		263.21
ADJUST	02/05/2024					Non-Pymnt Fee	75.00	193938		338.21
READING	01/03/2024	SA	S01	29229	15617758	TOWN RDG		21074		338.21
BILLING	03/01/2024	SA	S01		15617758	Rate: S01	99.58		7940.0000	437.79
READING	03/03/2024	SA	S01	29417	15617758	TOWN RDG		51075		437.79
READING	02/05/2024	SA	S01	29417	15617758	FINAL RDG		789309		437.79
ADJUST	05/06/2024					Deposit Applied	-50.00	453969		387.79
BILLING	05/06/2024	SA	S01		15617758	Rate: S01	43.58		1880.0000	431.37
READING	05/03/2024	SA	S01	29417	15617758	TOWN RDG		81077		431.37
READING	07/03/2024	SA	S01	29417	15617758	TOWN RDG		111077		431.37
READING	09/03/2024	SA	S01	29417	15617758	TOWN RDG		121084		431.37
READING	11/03/2024	SA	S01	29417	15617758	TOWN RDG		141078		431.37
READING	01/03/2025	SA	S01	29417	15617758	TOWN RDG		181078		431.37
READING	03/03/2025	SA	S01	29417	15617758	TOWN RDG		181083		431.37
READING	05/03/2025	SA	S01	29417	15617758	TOWN RDG		211088		431.37
READING	07/03/2025	SA	S01	29417	15617758	TOWN RDG		221091		431.37
READING	09/03/2025	SA	S01	29417	15617758	TOWN RDG		241092		431.37
READING	11/03/2025	SA	S01	29417	15617758	TOWN RDG		271095		431.37
READING	01/03/2026	SA	S01	29417	15617758	TOWN RDG		301092		431.37
Current Balance:										431.37

TRANSACTION	SVC	DESCRIPTION	CODE	DESCRIPTION	TOTAL USAGE	TOTAL AMOUNT	NUMBER	AVERAGE USAGE	AVERAGE AMOUNT

Bluewater Plumbing Service

INVOICE	#856056209370
SERVICE DATE	Dec 13, 2023
INVOICE DATE	Dec 14, 2023
DUE	Upon receipt
AMOUNT DUE	**$0.00**

ILM Rentals LLC

(910) 574-8785
whitney@ilm-rentals.com

CONTACT US

3310 Kitty Hawk Rd , 110
Wilmington, NC 28405

(910) 769-7051
admin@bluewaterplumbingservice.com

Service completed by: James Edgell

INVOICE

Services	qty	amount
628 Village Rd Apt 103 Shallotte NC	1.0	$0.00
Service Call - Service Call Kitchen sink and dishwasher has low water pressure	1.0	$160.00
Description Upon arrival, the tenant stated they were getting no water at the kitchen sink or dishwasher. I turned off the stops then disconnected the faucet lines. Then turned on the stops and was getting water. I then disconnected the Moen Hose from the spray head and found a lot of debris in the spray head. I cleaned it out and then reconnected. Tenant now has full flow from hot and cold. I then disconnected the dishwasher supply line and blew through it to see if it was clear. There was a little debris in the dishwasher line. I disconnected from the dishwasher and then turned water on to clear any trash in the line. Once water was flowing, I reconnected to the dishwasher and ran a heavy cycle. Once the cycle started, I heard water filling up in the dishwasher and opened the door to confirm. Test okay.	1.0	$0.00

Services subtotal: $160.00

Subtotal	$160.00
Total Tax	$10.80
North Carolina Department of Revenue Brunswick County (6.75%)	$10.80
Total	**$170.80**

Payment History

Dec 14	Thu 11:55am	Credit Card	$170.80

Invoice payment is due within 30 days. Please be advised that we will charge 10% interest per month on late invoices.
Thank you for your business! Have a great day!

2009900.00 90 RISO, ALISON ACTIVE Cycle: 04 Start Date: 11/12/2008

628 VILLAGE RD APT 104

TRANSACTION	DATE	SVC	RATE	READING	MTR/CHK	DESCRIPTION	AMOUNT	REFERENCE	USAGE	BALANCE
BEGIN BAL										33.12
PAYMENT	01/10/2024				xxxx	DISC/COUNTER	33.12	13514		.00
READING	01/03/2024		S01	11461	14346360			479053		.00
BILLING	03/01/2024	SA	S01		14346360	Rate: S01	93.18		7360.0000	93.18
PAYMENT	03/22/2024				xxxx	VISA/PHONE	93.18	13750		.00
READING	03/03/2024	SA	S01	12482	14346360	TOWN RDG		51075		.00
BILLING	05/06/2024	SA	S01		14346360	Rate: S01	125.02		10210.0000	125.02
PAYMENT	05/30/2024					MASTER/PHONE	125.02	13962		.00
READING	05/03/2024	SA	S01	14088	14346360	TOWN RDG		81077		.00
BILLING	07/10/2024	SA	S01		14346360	Rate: S01	224.81		16060.0000	224.81
PAYMENT	08/02/2024				xxxx	VISA/PHONE	128.80	14167		96.01
READING	07/03/2024	SA	S01	15345	14346360	TOWN RDG		111077		96.01
BILLING	09/10/2024	SA	S01		14346360	Rate: S01	174.41		12570.0000	270.42
ADJUST	10/04/2024	SA				SA Misc Adj	-96.01	914006		174.41
ADJUST	10/04/2024	SA				SA Misc Adj	-60.05	914006		114.36
PAYMENT	10/11/2024				xxxx	VISA/PHONE	114.36	14370		.00
READING	09/03/2024	SA	S01	16247	14346360	TOWN RDG		121084		.00
BILLING	11/13/2024	SA	S01		14346360	Rate: S01	125.02		9020.0000	125.02
PAYMENT	11/20/2024				xxxx	VISA/COUNTER	125.02	14488		.00
READING	11/03/2024	SA	S01	16553	14346360	TOWN RDG		141078		.00
BILLING	01/15/2025	SA	S01		14346360	Rate: S01	87.18		3060.0000	87.18
PAYMENT	01/17/2025				9446	VISA ONLINE	87.18	14651		.00
READING	01/03/2025	SA	S01	17142	14346360	TOWN RDG		181078		.00
BILLING	03/19/2025	SA	S01		14346360	Rate: S01	87.18		5890.0000	87.18
PAYMENT	03/21/2025				9446	VISA ONLINE	87.18	14845		.00
READING	03/03/2025	SA	S01	17918	14346360	TOWN RDG		181083		.00
BILLING	05/28/2025	SA	S01		14346360	Rate: S01	109.23		7760.0000	109.23
PAYMENT	06/26/2025				9446	VISA ONLINE	109.23	15136		.00
READING	05/03/2025	SA	S01	18556	14346360	TOWN RDG		211088		.00
BILLING	07/28/2025	SA	S01		14346360	Rate: S01	91.94		6380.0000	91.94
PAYMENT	09/03/2025				6247	VISA ONLINE	91.94	15322		.00
READING	07/03/2025	SA	S01	18985	14346360	TOWN RDG		221091		.00
BILLING	09/29/2025	SA	S01		14346360	Rate: S01	87.18		4290.0000	87.18
PAYMENT	10/18/2025				6247	VISA ONLINE	87.18	15471		.00
READING	09/03/2025	SA	S01	19825	14346360	TOWN RDG		241092		.00
BILLING	11/29/2025	SA	S01		14346360	Rate: S01	117.25		8400.0000	117.25
PAYMENT	12/24/2025				6247	VISA ONLINE	117.25	15669		.00
READING	11/03/2025	SA	S01	20755	14346360	TOWN RDG		271095		.00
BILLING	01/29/2026	SA	S01		14346360	Rate: S01	128.53		9300.0000	128.53
PAYMENT	03/02/2026				9446	VISA ONLINE	128.53	15857		.00
READING	01/03/2026	SA	S01	22400	14346360	TOWN RDG		301092		.00
BILLING	03/29/2026	SA	S01		14346360	Rate: S01	230.44		16450.0000	230.44

Current Balance: 230.44

TRANSACTION	SVC	DESCRIPTION	CODE	DESCRIPTION	TOTAL USAGE	TOTAL AMOUNT	NUMBER	AVERAGE USAGE	AVERAGE AMOUNT
READINGS			99				1		
READINGS	SA	SEWER IN	1	TOWN RDG			12		
PAYMENTS			17	VISA/COUNTER		125.02	1		125.02
PAYMENTS			18	MASTER/PHONE		125.02	1		125.02
PAYMENTS			19	VISA/PHONE		336.34	3		112.11
PAYMENTS			23	DISC/COUNTER		33.12	1		33.12
PAYMENTS			61	VISA ONLINE		708.49	7		101.21
BILLINGS	SA	SEWER IN			116750.0000	1,681.37	13	8981	129.34
ADJUSTS	SA	SEWER IN	120	SA Misc Adj		-156.06	2		-78.03

Bluewater Plumbing Service

INVOICE	#856056209104
SERVICE DATE	Nov 09, 2023
DUE	Upon receipt
AMOUNT DUE	**$0.00**

ILM Rentals LLC
628 Village Rd Unit 104
Shallotte, NC 28470

(910) 574-8785
whitney@ilm-rentals.com

CONTACT US

3310 Kitty Hawk Rd , 110
Wilmington, NC 28405

(910) 769-7051
admin@bluewaterplumbingservice.com

INVOICE

Services	amount
Service Call - Service Call Leak at shower valve in wall	$160.00

Description

Upon arrival. Hallway bathroom shower did not have a positive shutoff. Shut water to entire unit and removed delta show cartridge and installed new cartridge supplied by bluewater. Turned water back on to unit and tested work for leaks. Cleaned up

Materials	amount
Delta shower cartridge	$108.05

Subtotal	$268.05
Total Tax	$10.80
North Carolina Department of Revenue Brunswick County (6.75%)	$10.80
Total	**$278.85**

Payment History

Nov 10	Fri 3:20pm	Credit Card	$278.85

Thank you for your business. Have a great day!

Bluewater Plumbing Service

INVOICE	#856056211483
SERVICE DATE	Jul 15, 2024
INVOICE DATE	Jul 16, 2024
DUE	Upon receipt
AMOUNT DUE	$0.00

ILM Rentals LLC
628 Village Rd, Unit 104
Shallotte, NC 28470

(910) 574-8785
whitney@ilm-rentals.com

CONTACT US

3310 Kitty Hawk Rd , Suite 110
Wilmington, NC 28405

(910) 769-7051
admin@bluewaterplumbingservice.com

Service completed by: James Edgell

INVOICE

Services	amount
Commercial Service Call - Commercial Service Call Increase in water usage, possible leak Additional time after 1st hour	$50.00
Toilet Pulled for Repair	$200.00
Description Upon arrival, met with upstairs neighbor who let me in to apartment. First checked water meter and there was slow movement. Checked all fixtures inside unit to look for leaks. Found some discoloration on floor near toilet. Flushed toilet and saw a small amount of water at base. I also noticed the tank was very loose from the bowl. Pulled toilet and found it had been leaking from below for some time. Cleaned up floor and reset with new wax ring. I then removed tank from bowl and found that existing Mansfield flush valve was installed incorrectly. The nut that goes on bottom of tank was inside tank with old nut on outside of tanks. Gasket was in bad shape and there was a lot of evidence of water leaking from flush valve. Replaced with new flush valve and gasket and then turned water back on to toilet. Flushed multiple times to test for leaks. No leaks present. I then went outside to meter and watched for a good 4-5 minutes. Meter did not spin at all. It is believed that the toilet was the only cause of the high water bill.	$0.00

Services subtotal: $250.00

Materials	amount
MANSFIELD 210 FLUSHVALVE	$25.00
2" TANK TO BOWL GASKET	$20.00

JUMBO WAX RING W/O HORN	$15.00

Materials subtotal: $60.00

Subtotal	$310.00
Total Tax	$19.24
North Carolina Department of Revenue Brunswick County (6.75%)	$19.24
Total	**$329.24**

Payment History

Jul 16	Tue 9:12am	Credit Card	$329.24

Thank you for your business! Have a great day!

Bluewater
PLUMBING · HVAC
SERVICE

Bluewater Plumbing Heating & Air

INVOICE	#856056213125
SERVICE DATE	Dec 06, 2024
INVOICE DATE	Dec 06, 2024
PAYMENT TERMS	Upon receipt
DUE DATE	Dec 06, 2024
AMOUNT DUE	**$0.00**

ILM Rentals LLC

(910) 574-8785
whitney@ilm-rentals.com

CONTACT US

3310 Kitty Hawk Rd , Suite 110
Wilmington, NC 28405

(910) 769-7051
admin@bluewaterplumbingservice.com

Service completed by: Mike Scholer

INVOICE

Services	amount
628 Village Rd. Apt 104 Shallotte	$0.00
Service Call - Service Call Tenant is having an issue with their toilet. Possibly a leak. They are experiencing a higher than normal sewer bill.	$160.00
Description Upon arrival found that tenants in 104 and in 204 above will randomly hear a gushing sound. I put dye in tank of unit 104 and found that no dye goes to bowl so flush valve is good Mansfield type. I then looked around apartment and there are no leaks any where. I did find that whole building is on a septic tank with a pump station. Control box is gutted and alarm does not work There are three chambers on system and all three chambers are full and chamber with pump , the top is broken and liquids are leeching out onto ground. Septic needs to be pumped before we can go any farther diagnosing what the issue is.	$0.00

Services subtotal: $160.00

Contractors Invoice

Carolina Blue Plumbing llc
157 N.W. 12th St.
Oak Island, N.C. 28465
336-295-3178
Lic # 33719

Whitney Carr
ILM Properties

Allison (Tenant)
628 Village Rd
Apt # 104
Shallotte, N.C

3/2/2026 | 26063 | 26063

Description of Work Performed

Water level on toilet was overflowing (too high). Checked water meter and it was not spinning. All other fixtures tested good.

Total - 185.00

NOTE: Toilet is very old. Most likely original toilet. Tenant requested that I suggest replacing toilet.

Estimate: Supply and install an American Standard Edgemere elongated comfort height toilet with soft close seat, wax ring, Closet Bolts and supply line. Remove existing toilet from site - 735.00

Thank You
Bubba Smith

All Material is guaranteed to be as specified, and the above work was performed in accordance with the drawings and specifications provided for the above work and was completed in a substantial workmanlike manner for the agreed sum of Dollars ($ 185.00).

This is a ☐ Partial ☒ Full invoice due and payable by: 03 (Month) 02 (Day) 2026 (Year)

In accordance with our ☐ Agreement ☐ Proposal No. ________ Dated ________

Adams NC3820

Contractors Invoice

Carolina Blue Plumbing llc
157 N.W. 12th St.
Oak Island, N.C. 28465
336-295-5475
LIC# 33719

Whitney Cox
ILM Properties

628 Village Rd. #105
Shallotte, NC
Code # 5905

?

Date		
5/14/24	26150	26150

Shut off water to unit #103 (Meter on far right)
Replaced fill valve, flapper and supply line
All tested good
1- year warranty

Total- 230.00

Thank You
Bill Shirato

All Material is guaranteed to be as specified, and the above work was performed in accordance with the drawings and specifications provi[ded] work and was completed in a substantial workmanlike manner for the agreed sum of ______ Dollars ($ 230.00)

This is a ☐ Partial ☐ Full invoice due and payable by ______

In accordance with our ☐ Agreement ☐ Proposal No. ______ Dated ______