



Town of Shallotte Board of Aldermen
ACTION AGENDA ITEM
2026

TO: Board of Aldermen

ACTION ITEM #: _____

FROM: Kirstie White

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:

Hannah Wilson (11 Sandtrap Dr) – Customer had a broken pipe in their yard. Usage for the January billing was 11,302 gallons. Usage for the March billing was 296,650 gallons. Customer's average usage is 4,990 gallons. Requesting adjustment to bring the bill down to the customer's average sewer usage. The total bill amount for the January & March bills is \$4,922.06. The amount of the adjustment would be \$4,747.70, bringing the bills down to \$174.36.

Riverview Professional Centre (4902 Main St) - Customer had a water line break under the sidewalk. Usage for the March billing was 307,200 gallons. Usage for the May billing is 65,100 gallons. Customer's average usage is 6,760 gallons. Requesting adjustment to bring the bill down to the minimum charge for the building, which has 5 units. The total bill amount for March & May bills is \$6,224.63. The amount of the adjustment would be \$5,292.83, bringing the bills down to \$931.80.

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: Recommend approval as this is consistent with Town Policy on sewer leaks. – MOG

FINANCE RECOMMENDATION:

ATTACHMENTS:

1. Hannah Wilson: Adjustment application, plumbing repair bill & calculations
2. Riverview Professional Centre: Adjustment application, plumbing repair bill & calculations
- 3.

ACTION OF THE BOARD OF ALDERMEN

APPROVED:
DENIED:

ATTEST:

CLERK TO THE BOARD

**DEFERRED
UNTIL:**

SIGNATURE

OTHER:



Town of Shallotte Adjustment Application

Apr 15 2026
10:03A

Jan: - 68.92
Mar: - 4,678.78
- 4,747.70

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: Hannah Wilson

Sewer Bill Account Number: 2051700.00 97

Service Address (or Physical Address): 11 Sandtrap Drive, Shallotte, NC 28470

Telephone Number: 910-470-7238

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

Broken pipe in yard during one of the freezes in December

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? 12/19/25

If this was a leak, where was the leak located? couple feet behind the meter in the yard

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? _____

Hannah Wilson

Applicant's Signature

Date 4/15/2026

The following is for office use only:

Estimated average consumption: 4,990 gal.

Estimated average bill amount: \$87.18

Current consumption: Jan: 11,302 gals. March: 296,650 gals. May: 4,658 gals.

Current bill amount: Jan: \$156.10 March: \$4,765.96 May: \$87.18

Notes:

Town Administrator

Date

Wilson, Hannah

2051700 97 – 11 Sandtrap Dr

Average usage: 4,990 gallons (using minimum gallons)

Sewer: Regular Rate for avg usage

January 2026

Average Usage:	6,000 gallons	Price: \$87.18
Total Sewer Usage:	<u>-11,302 gallons</u>	
Overage:	-5,302 gallons	Consumption Adjustment
	87.18	Sewer Charge for Average Usage
	<u>-156.10</u>	Original Sewer Charge
	-68.92	Sewer Adjustment

January Adjustment: -68.92

March 2026

Average Usage:	6,000 gallons	Price: \$87.18
Total Sewer Usage:	<u>-296,650 gallons</u>	
Overage:	-290,650 gallons	Consumption Adjustment
	87.18	Sewer Charge for Average Usage
	<u>-4,765.96</u>	Original Sewer Charge
	-4,678.78	Sewer Adjustment

March Adjustment: -4,678.78

Total Adjustment (January & March Bills): -4,747.70



Mar: - 4,747.05
May: - 545.76
- 5,292.81

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: Gregory Rupp (River View Prof. Center)

Sewer Bill Account Number: 104670300 98

Service Address (or Physical Address): 4902 ~~W~~ Main St. P.O. Box 2408

Telephone Number: 910 512-5927 Shallotte Shallotte

Reason for requesting adjustment (pool fill, water leak from broken pipe outside, etc.):
Water leaks at front of building
under sidewalk

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? 4/01/26

If this was a leak, where was the leak located? Front of building under side

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

If no, why are receipts not available? _____

Applicant's Signature: Gregory Rupp Date: 4/24/26

The following is for office use only:

Estimated average consumption: 6,760 gals.

Estimated average bill amount: \$465.90 (building has 5 units; 30,000gal minimum)

Current consumption: Jan: 44,000 gals. Mar: 307,200 gals. May: 65,100 gals.

Current bill amount: Jan: \$675.92 Mar: \$5,212.97 May: \$1,011.66

Notes: _____

Town Administrator _____ Date _____

169094

Statement

DATE 04/01/26

TERMS Check

TO BRANTON Thompson Const
MAIN ST. DR'S OFFICE
Shalotte, NC

IN ACCOUNT WITH Jerry Holden Plumbing LLC
910-363-7666

Repair leak on MAIN WATER
line coming from street. At the
foot of the water line had been
broken by roots. HAD TO CUT
sidewalk to access leak. DR
instructed me to leave all debris
that he would have landscaper clear
up and haul away. Thompson Const. will
repair concrete.

LABOR 6 hrs TRUNK + 3 med e¹⁶⁵

990.00

CURRENT

OVER 30 DAYS

OVER 60 DAYS

TOTAL AMOUNT

Riverview Professional Centre

1046700 98 – 4902 Main St

Building is being charged for 5 units (minimum usage: 30,000 gallons; minimum charge: \$465.90)

Average usage: 6,760 gallons (using minimum gallons)

Sewer: Regular Rate for avg usage

March 2026

Minimum Usage:	30,000 gallons	Price: \$465.90
Total Sewer Usage:	<u>-307,200 gallons</u>	
Overage:	-277,200 gallons	Consumption Adjustment
	465.90	Sewer Charge for Average Usage
	<u>-5,212.97</u>	Original Sewer Charge
	-4,747.07	Sewer Adjustment

March Adjustment: -4,747.07

May 2026

Average Usage:	30,000 gallons	Price: \$465.90
Total Sewer Usage:	<u>-65,100 gallons</u>	
Overage:	-35,100 gallons	Consumption Adjustment
	465.90	Sewer Charge for Average Usage
	<u>-1,011.66</u>	Original Sewer Charge
	-545.76	Sewer Adjustment

May Adjustment: -545.76

Total Adjustment (March & May Bills): -5,292.83