



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: Customer has requested an adjustment to their sewer bill due to high usage. **PUBLIC HEARING:** YES NO

BACKGROUND/PURPOSE OF REQUEST:
Robert Moore (2140 Arnold Palmer Dr) – Brunswick County is in the process of changing out all customer's subtractive irrigation meters to a separate tap meter. The customers are required to connect their irrigation system (or anything that uses water outside) to this new meter. Mr. Moore did not realize this and was irrigating with nothing connected to the new meter. This caused his sewer bill to increase. He filled out adjustment paperwork requesting a reduction in his sewer bill due to the excess usage. Mr. Moore's September bill (40,523 gallons) and November bill (50,584 gallons) have been reduced by a total of \$1,159.78. He was informed that Town policy states that an adjustment can only be made to the 2 consecutive bills with the highest usage. Mr. Moore's current bill was for 34,778 gallons (\$501.79). He is appealing for an additional adjustment on the current bill.

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: YES NO N/A

ADVISORY BOARD RECOMMENDATION:

TOWN ADMINISTRATOR'S RECOMMENDATION: Denial. Not consistent with policy. - MOG

FINANCE RECOMMENDATION:

ATTACHMENTS:

1. Robert Moore: 2nd Adjustment application
- 2.
- 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: Robert Moore

Sewer Bill Account Number: 3501220100 97

Service Address (or Physical Address): 2140 Arnold Palmer Dr Shallotte, NC
28470

Telephone Number: 910 754-2923 – 860 857-0883

Reason for requesting adjustment (pool fill, water leak from broken pipe outside, etc.): Meter change-over installed our irrigation meter, but did not connect it to our irrigation system – no notification was provided to us – after receiving an excessive sewer bill, I called the city of Shallotte who directed me to Brunswick County Utilities – they confirmed the installation of the irrigation meter and acknowledged that using a 3rd party installer, communication re: my obligation to connect the new meter may not have been completed. I will now connect the system myself and request an estimated adjustment to our sewer bill – we were granted an adjustment however the appeal did not fully address the term of the problem – we’re requesting a further adjustment on our current bill of \$551.97.

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?

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? _____

Robert Moon
Applicant's Signature

3/30/26
Date

The following is for office use only:

Estimated average consumption:

Estimated average bill amount:

Current consumption:

Current bill amount:

Notes:

Town Administrator

Date

PO Box 2287 Shallotte, NC 28459 • Phone:(910) 754-4032 • Fax: (910) 754-2740

Last revised: April 17, 2023

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