



Town of Shallotte Board of Aldermen
ACTION AGENDA ITEM
2025

TO: Board of Aldermen

FROM: Kirstie White

ACTION ITEM #: _____

MEETING DATE: _____

DATE SUBMITTED: _____

ISSUE/ACTION REQUESTED:

Customer is requesting their nonpayment fee to be refunded to them.

PUBLIC HEARING: ☐ YES ☐ NO

BACKGROUND/PURPOSE OF REQUEST:

Margaret A Brown (4580 White St Apt 6) – Customer did not terminate her sewer account with us. In the process of doing disconnects, Brunswick County Public Utilities informed us that the customer had moved out. By this time, the \$75.00 nonpayment fee was already on the customer's account. Policy states that once a nonpayment fee is applied, other than signing up for bank draft, any other requests to have this fee removed must be presented to the Board of Aldermen for a decision.

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: As you know, I generally do not recommend refunding in these situations as our policy plainly states and is signed by the applicant they must terminate their account with the Town. However, in this case, Ms. Brown paid her May billing, moved out in June and we had a significant delay in getting out the July bill due to the printing company going out of business and we had to scramble to find another company to print our bills. As Ms. Brown stated, she had excellent payment history with us. In this rare instance, I would recommend refunding her the \$75.00 cutoff fee. - MOG

FINANCE RECOMMENDATION:

ATTACHMENTS:

1. Customer's letter of request
- 2.
- 3.

ACTION OF THE BOARD OF ALDERMEN

APPROVED:

☐

DENIED:

☐

ATTEST:

CLERK TO THE BOARD

DEFERRED

UNTIL:

SIGNATURE

OTHER:

Sept. 9, 2025

1500600 92

I am writing in regards to a \$75.00 non-payment fee on my final bill. I did not receive a bill in question, and was told you were ⁱⁿ arrears of billing at the time in question. If you look at my billings for two years I paid promptly, never late. I have a very high credit rating, I always pay my bills upon receipt, not the due date. I am an 84 yr old female on social security. Please remove the \$75.00 fee from my account. The address was 4580 White St apt. 6 in Shallotte. My Acct # was 15006000092 I respectfully implore you to remove the fee.

Margaret Brown
410 Calabash Rd. NW
Unit 104
Calabash NC 28467
Ph. 309-620-0350

In having to move due to Shallotte Villas being sold, I was also forced to pay \$400.00 more per month in rent.