



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:

Kimberly W Hash (4910 Bridgers Rd Unit 4) Customer had a leak in a toilet. Usage for the May billing was 90,153 gallons. Usage for the July billing was 97,817 gallons. This is the customer's first and second bills. So, we do not have enough history to calculate their average usage. The minimum gallons were used in this calculation. Requesting wholesale sewer over the minimum gallons. The total bill amount for May & July is \$2,871.05. The amount of the adjustment would be \$1,951.04, bringing the bills down to \$920.01.

Village of Woodsong Neighbors Assn (531 Sylvan St) Customer had a leak in 2 toilets. Usage for the March billing was 10,973 gallons. Usage for the May billing was 134,827 gallons. Customer's average usage is 6,200 gals. Requesting wholesale sewer over the customer's average usage. The total bill amount for March & May is \$2,418.92. The amount of the adjustment would be \$1,645.16, bringing the bills down to \$773.76.

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 MANAGER'S RECOMMENDATION: Approve as this is consistent with our policy - MOG

FINANCE RECOMMENDATION:

ATTACHMENTS:

1. Kimberly Hash: Adjustment application, receipt for parts to repair leak & calculations
2. Village of Woodsong: 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

Jun 30 2025
2:19P

May: -910.55
July: -1,040.49
-1,951.04

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: Kimberly Hash
Sewer Bill Account Number: 10382000083
Service Address (or Physical Address): 4910 Bridgers Rd Unit 4
Telephone Number: 910-398-1190
Reason for requesting adjustment (pool fill, water leak from broken pipe outside, etc.):

Toilets have been giving issues since we moved in

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? One fixed May 15 and one being fixed today

If this was a leak, where was the leak located? Toilets

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? _____

Kimberly Hash 6/30/25
Applicant's Signature Date

We have had issues since moving in. Maintenance didn't think anything was wrong, then I had my son to repair it.

The following is for office use only:

Estimated average consumption: No history to average usage (6,000gal minimum)

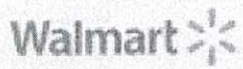
Estimated average bill amount: \$87.18 (based on minimum)

Current consumption: May: 90,153 gals. July: 97,817 gals. Sept: 24,634

Current bill amount: May: \$1,354.02 July: \$1,517.03 Sept: \$350.19

Notes: This is the customer's 1st & 2nd bills. Used minimum gallons (6,000) to calculate adjustment.

M. Quillen 9.9.25.
Town Administrator Date



May 05, 2025 order
Order# 2000129-55932873



Fluidmaster K-400H-039 PerformAX Toilet Fill Valve and 2" Flapper Repair Kit, Plastic, 1-Pack, Height 13.9in Qty 2 \$31.96

Subtotal **\$31.96**

w/ No \$35 order minimum fee ~~\$6.99~~ \$0

Tax \$2.16

Total **\$34.12**



Charge history Your transaction activity for this order



Payment method

VISA

Hash, Kimberly W

1038200 83 – 4910 Bridgers Rd Unit 4

Average usage: No history for average usage (using minimum gallons)

Sewer: Regular Rate for avg usage + 10% of the leak; wholesale rate for the remainder

May 2025

Sewer:

Regular Rate	90,153 gallons	Total Usage
	<u>-6,000 gallons</u>	Minimum Usage
	84,153 gallons	
	x 10%	
	8,415 gallons	
	<u>+6,000 gallons</u>	Minimum Usage
	14,420 gallons	Usage at Regular Rate (rounded)
Wholesale	90,153 gallons	Total Usage
	<u>-14,420 gallons</u>	Usage at Regular Rate: \$201.12
	75,733 gallons	Wholesale Charge for Overage: \$242.35
Sewer Adjustment	201.12	Regular Rate (14,420 gallons)
	<u>+242.35</u>	Wholesale Charge for Overage
	\$443.47	
	<u>-1,354.02</u>	Original Sewer Charge
	-910.55	Sewer Adjustment

May Adjustment: -910.55

July 2025

Sewer:

Regular Rate	97,817 gallons	Total Usage
	<u>-6,000 gallons</u>	Minimum Usage
	91,817 gallons	
	x 10%	
	9,180 gallons	
	<u>+6,000 gallons</u>	Minimum Usage
	15,180 gallons	Usage at Regular Rate (rounded)
Wholesale	97,817 gallons	Total Usage
	<u>-15,180 gallons</u>	Usage at Regular Rate: \$212.10
	82,637 gallons	Wholesale Charge for Overage: \$264.44
Sewer Adjustment	212.10	Regular Rate (15,180 gallons)
	<u>+264.44</u>	Wholesale Charge for Overage
	\$476.54	
	<u>-1,517.03</u>	Original Sewer Charge
	-1,040.49	Sewer Adjustment

July Adjustment: -1,040.49

Total Adjustment (May & July Bills): -\$1,951.04

7/28/25 mailed adjusted invoice/letter adjustment considered in July.

9/10/25 mailed pending adjustment invoice/letter that adjustment will need Board approval.



Town of Shallotte Adjustment Application

Mar: -46.20
May: -1,598.96
-1,645.16
Sep 17 2025
3:58P

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: Village of Woodsong Neighbors Assn. (PonL)

Sewer Bill Account Number: 20135100098

Service Address (or Physical Address): 531 Sylvan St Shallotte NC 28470

Telephone Number: 910 754-9124, 910 209-1519 Cell

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

Water leak from bathroom toilets

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? 3/9/25

If this was a leak, where was the leak located? Bathroom

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? _____

Don C. Martin
Applicant's Signature

9/11/25
Date

The following is for office use only:

Estimated average consumption: 6,200 gals.

Estimated average bill amount: \$95.89

Current consumption: Mar: 10,973 gals. May: 134,827 gals. July: 4,197 gals.

Current bill amount: Mar: \$12.82 May: \$2,256.60 July: \$93.18

Notes: _____

Town Administrator

Date



J&S Plumbing of the Carolinas, LLC

531 Sylvan St
531 Sylvan St
Shallotte, NC 28470

INVOICE	#22141
PAYMENT TERMS	Upon receipt
DUE DATE	Mar 09, 2025
AMOUNT DUE	\$160.13

CONTACT US

3062 Ash Little River Rd NW
Ash, NC 28420

(910) 274-2333
jandsplumbing@outlook.com

INVOICE

Service	Qty	Unit Price	Amount
Repaired 2 toilets	1.0	\$150.00	\$150.00

Services subtotal: \$150.00

Subtotal	\$150.00
Total Tax	\$10.13
NC State Sales Tax (6.75%)	\$10.13
Job Total	\$160.13
Invoice Amount	\$160.13

See our Terms & Conditions

Woodsong Neighbors Assn (Pool)

2013510 98 – 531 Sylvan St

Average usage: 6,200 gallons

Sewer: Regular Rate for avg usage + 10% of the leak; wholesale rate for the remainder

March 2025

Sewer:

Regular Rate	10,973 gallons	Total Usage
	<u>-6,200 gallons</u>	Average Usage
	4,773 gallons	
	<u>x 10%</u>	
	477 gallons	
	<u>+6,200 gallons</u>	Average Usage
	6,680 gallons	Usage at Regular Rate (rounded)
Wholesale	10,973 gallons	Total Usage
	<u>-6,680 gallons</u>	Usage at Regular Rate: \$102.38
	4,293 gallons	Wholesale Charge for Overage: \$13.74
Sewer Adjustment	102.38	Regular Rate (6,680 gallons)
	<u>+13.74</u>	Wholesale Charge for Overage
	\$116.12	
	<u>-162.32</u>	Original Sewer Charge
	-46.20	Sewer Adjustment

March Adjustment: -46.20

May 2025

Sewer:

Regular Rate	134,827 gallons	Total Usage
	<u>-6,200 gallons</u>	Average Usage
	128,627 gallons	
	<u>x 10%</u>	
	12,860 gallons	
	<u>+6,200 gallons</u>	Average Usage
	19,060 gallons	Usage at Regular Rate (rounded)
Wholesale	134,827 gallons	Total Usage
	<u>-19,060 gallons</u>	Usage at Regular Rate: \$287.19
	115,767 gallons	Wholesale Charge for Overage: \$370.45
Sewer Adjustment	287.19	Regular Rate (19,060 gallons)
	<u>+370.45</u>	Wholesale Charge for Overage
	\$657.64	
	<u>-2,256.60</u>	Original Sewer Charge
	-1,598.96	Sewer Adjustment

May Adjustment: -1,598.96

Total Adjustment (March & May Bills): -1,645.16