

# Community and Partner Agency Update

July 14, 2026



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O: 910.937.7532

F: 910.347.0793

228 Georgetown Rd  
Jacksonville, NC 28540

## WHO WE ARE

ONWASA is a government entity that provides water and/or sewer services to the unincorporated areas of Onslow County, which includes areas outside of the City limits of Jacksonville, and all the towns of Holly Ridge, North Topsail Beach, Richlands, Swansboro, and a portion of Surf City. ONWASA also provides bulk water services to Pender County and local military bases.

Onslow Water & Sewer Authority (ONWASA) was incorporated on July 31, 2000, after the governing body for each of the member governments passed a Resolution including Articles of Incorporation.

### MEMBER GOVERNMENTS

- County of Onslow
- City of Jacksonville
- Town of Holly Ridge
- Town of Richlands
- Town of Swansboro
- Town of North Topsail Beach



[onwasa.com](http://onwasa.com)

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## BOARD OF DIRECTORS

The ONWASA Board of Directors consist of eight members, two appointed by the Board of County Commissioners of Onslow County, two appointed by the City Council of the City of Jacksonville, and one each appointed by the Towns of Swansboro, Richlands, North Topsail Beach, and Holly Ridge.

### Current ONWASA Board of Directors include:

Mr. Royce Bennett, Chairman (County)  
 Mr. Paul Conner, Vice Chairman (Richlands)  
 Mr. Rick Grant, Secretary/Treasurer (North Topsail Beach)  
 Mr. Wayne Herbert (Swansboro)  
 Mr. Jerry Bittner (Jacksonville)  
 Mr. Tony Padgett (County)  
 Mr. Robert Warden (Jacksonville)  
 Mr. Greg Hines (Holly Ridge)



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## LEADERSHIP TEAM

ONWASA is lead by a talented group of individuals that have been selected to manage a specific area within the organization. Currently there is a 9-member leadership team.

### Current ONWASA Leadership Team:

- Chief Executive Officer (CEO)----- Franky J. Howard
  - Chief Operations Officer (COO)----- Matthew Padgett
    - Deputy COO (Treatment ORC)-----Seth A. Brown
  - Chief Financial Officer (CFO) -----J. Eric Adams
  - Chief Human Resources Officer (CHRO)-----Joetta Guist
  - Chief of Engineering (CoE)----- Jeffrey T. Lohr
  - Chief Public and Customer Experience Officer (CXO) ---- Heather W. Norris
    - Chief Information Officer (CIO) ----- David E. Bergman
    - Chief Customer Officer (CCO)----- Tina Ryle



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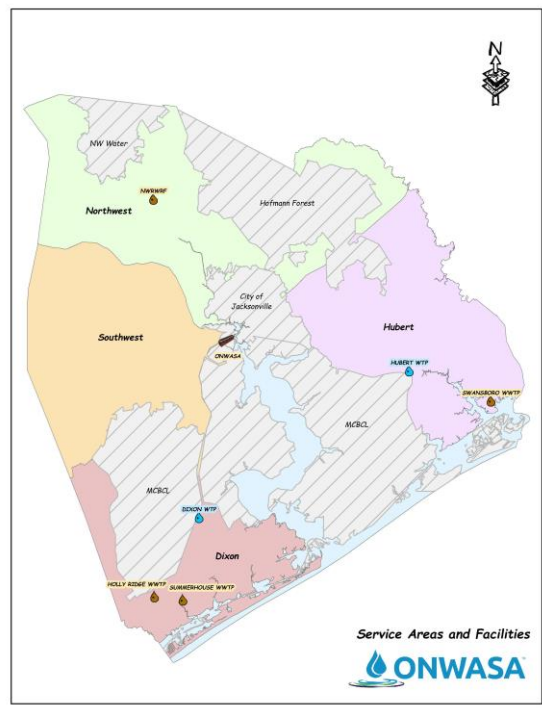
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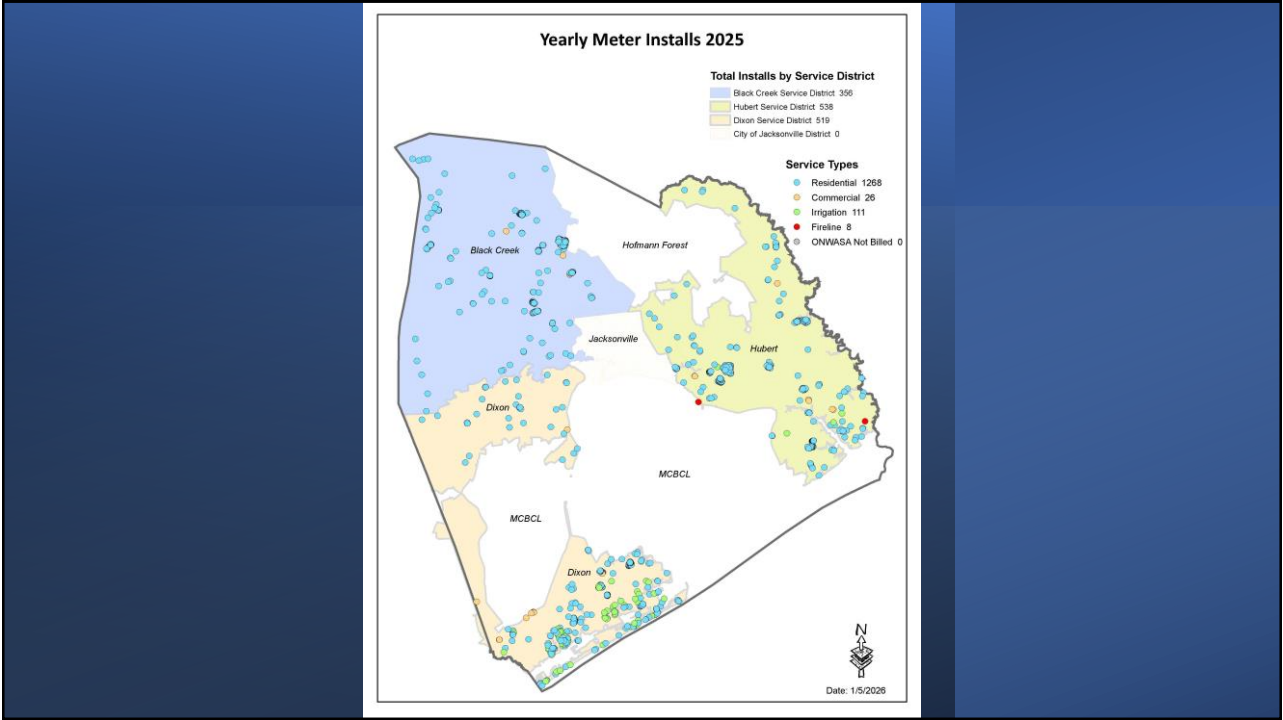
## ONWASA BY THE NUMBERS

|                             |                                                   |
|-----------------------------|---------------------------------------------------|
| ◆ 4,270,500,000 (11.7 MGD*) | Annual Drinking Water Capacity in Gallons **      |
| ◆ 3,824,560,608 (10.5 MGD*) | Gallons of Water Pumped Annually                  |
| ◆ 2,251,320,000 (6.17 MGD*) | Annual Wastewater Treatment Capacity in Gallons** |
| ◆ 1,046,593,573 (2.87 MGD*) | Gallons of Wastewater Treated Annually            |
| ◆ 16,050,000                | Gallons of Water Stored in Clear Wells and Tanks  |
| ◆ 14,697,031                | Gallons of Water Stored in Underground Pipes      |
| ◆ 1,401,143                 | Miles Driven Annually                             |
| ◆ 786,265                   | Meter Readings Annually                           |
| ◆ 164,908                   | Estimated Number of Individual Consumers          |
| ◆ 79,131                    | Work and Service Orders Processed Annually        |
| ◆ 77,631                    | Lab Analysis Processed Annually                   |
| ◆ 71,864                    | Main Office - Phone Calls Handled Annually        |
| ◆ 60,792                    | Number of Water Accounts                          |
| ◆ 15,810                    | Number of Sewer Accounts                          |
| ◆ 1,263                     | Miles of Water Mains                              |
| ◆ 445                       | Square Miles of Service Area                      |
| ◆ 356                       | Miles of Wastewater Mains                         |
| ◆ 267                       | Facilities to Maintain                            |
| ◆ 185                       | Full Time Positions                               |

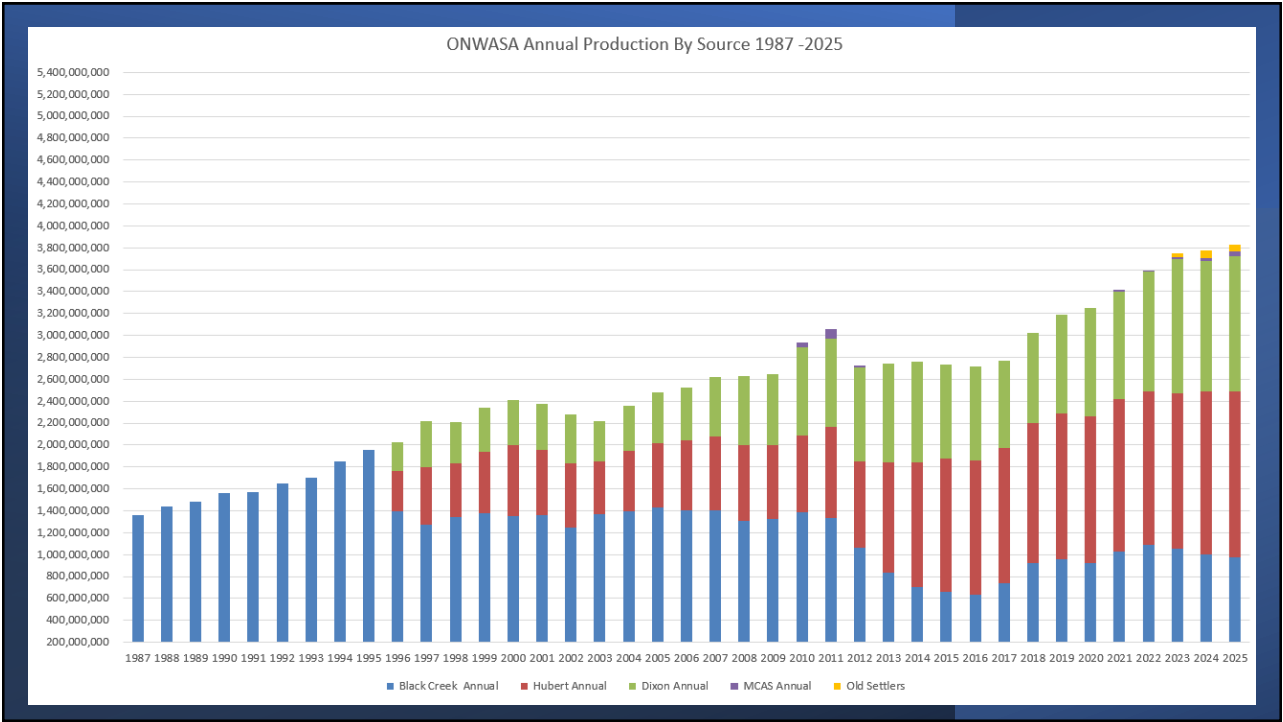
\* MGD = Million Gallons per Day

\*\*All Plants Combined

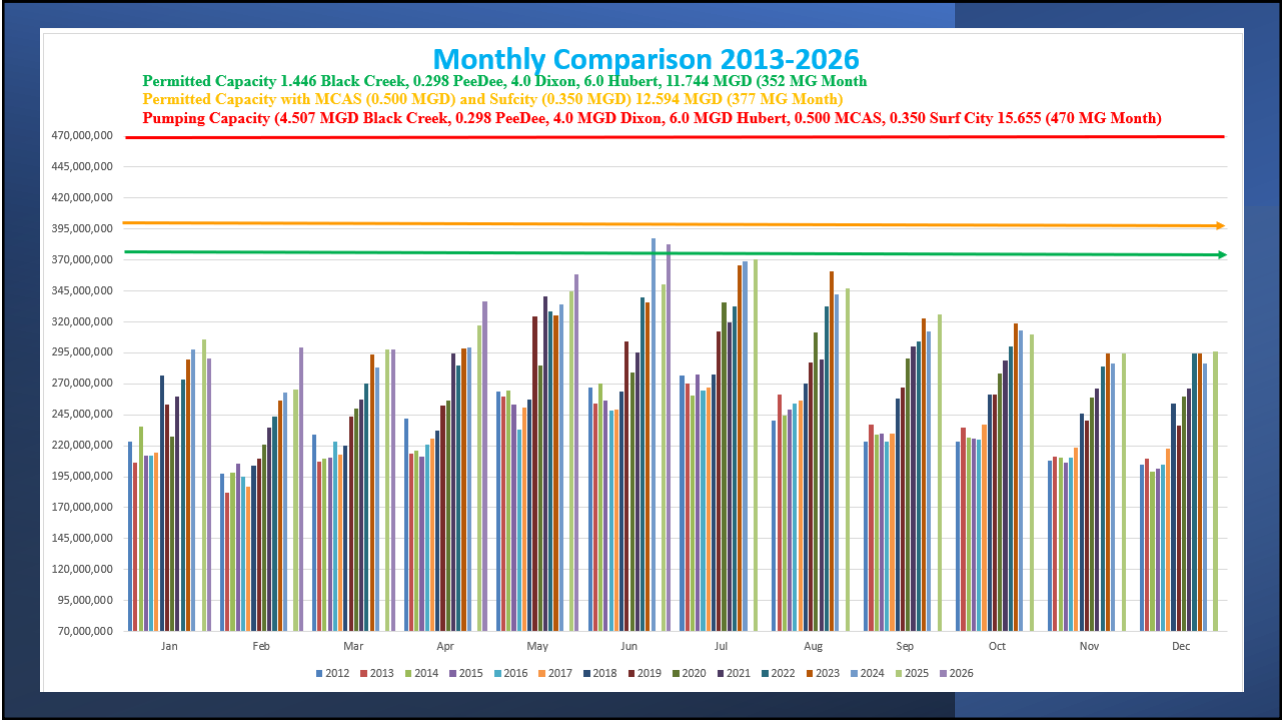




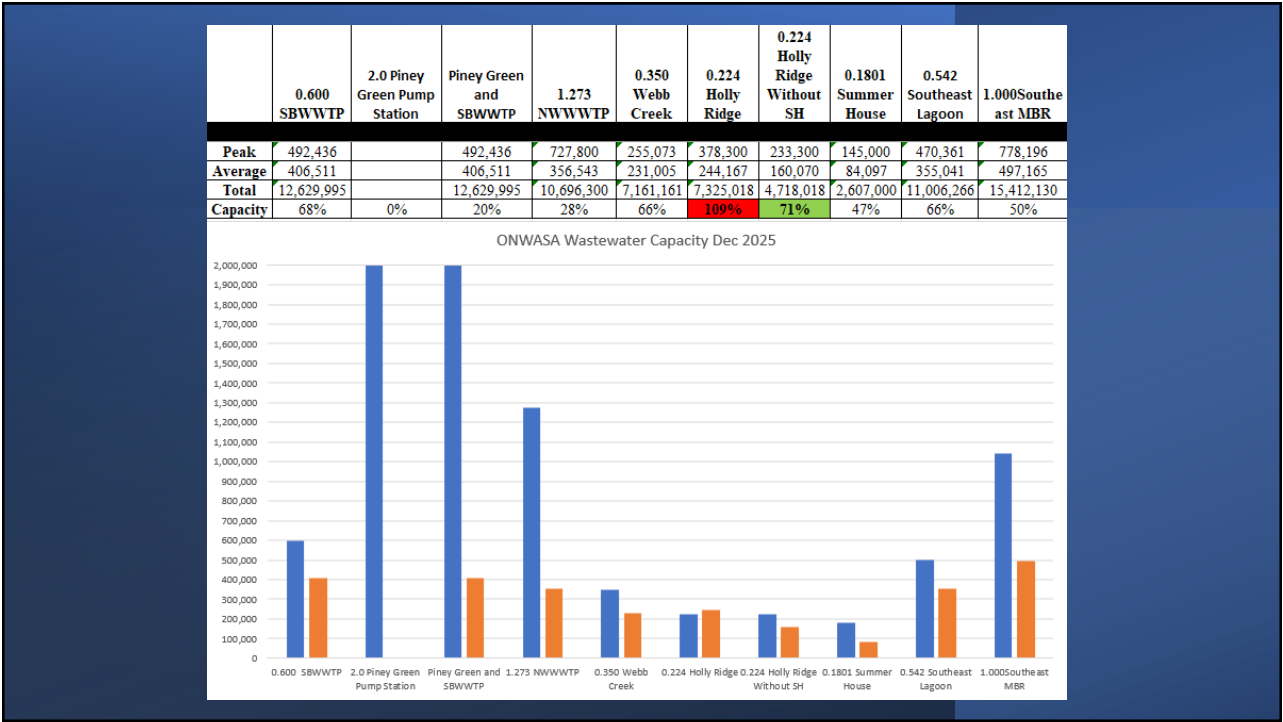
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ONWASA operates 35 wells  
across Onslow County

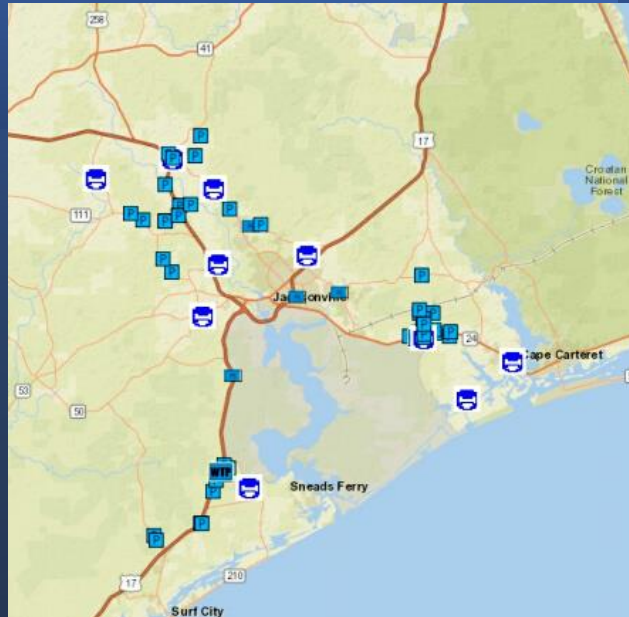
10 Black Creek Aquifer wells  
in and around Richlands

1 Pee Dee Aquifer

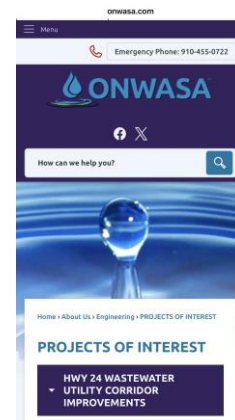
14 Castle Hayne Aquifer  
wells for the Hubert Plant

10 Castle Hayne Aquifer  
wells for the Dixon Plant

2 more Castle Hayne wells  
are in the development  
stages that will feed the  
Dixon Plant.



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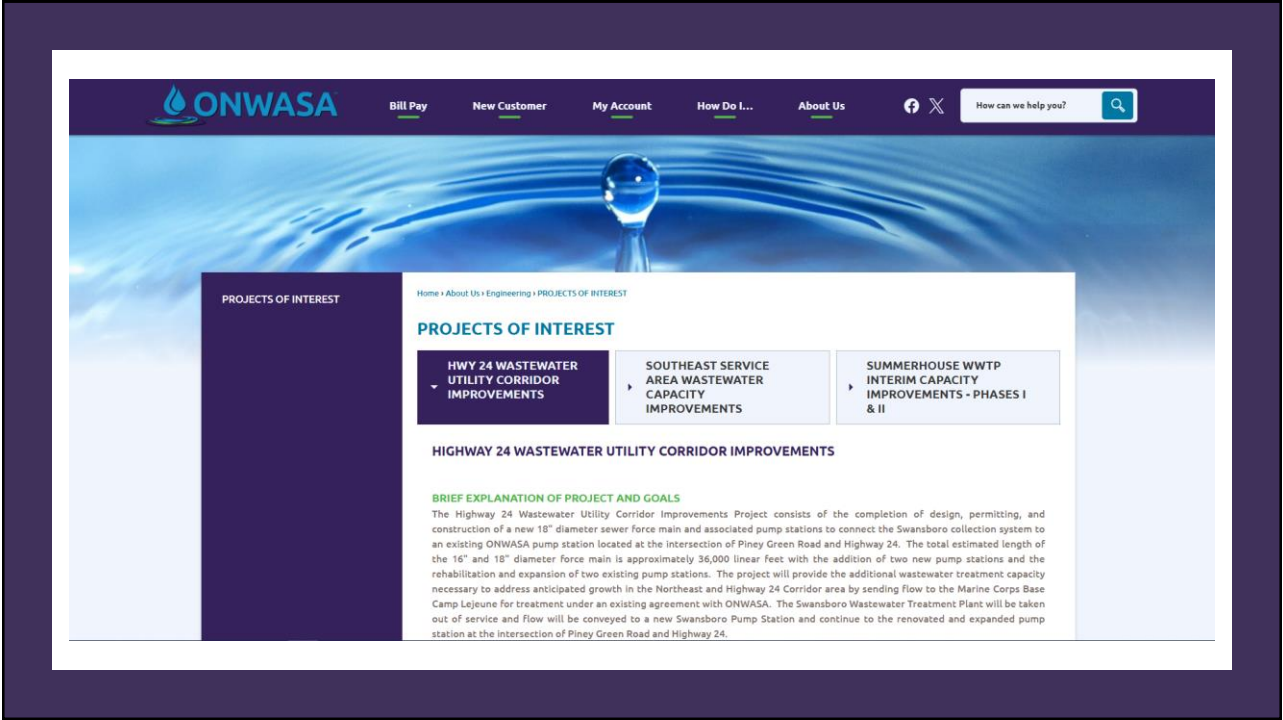


**ONWASA has a new page within  
our website for highlighting  
projects of interest:**

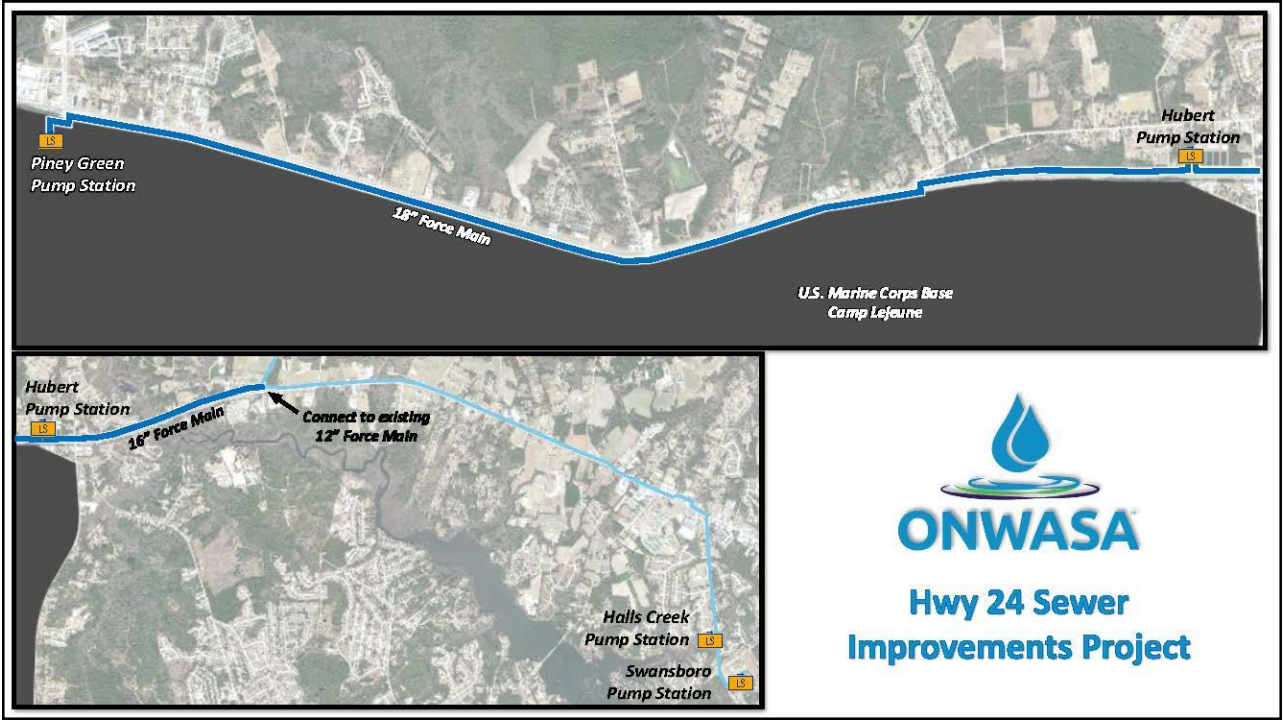
<https://www.onwasa.com/459/PROJECTS-OF-INTEREST>

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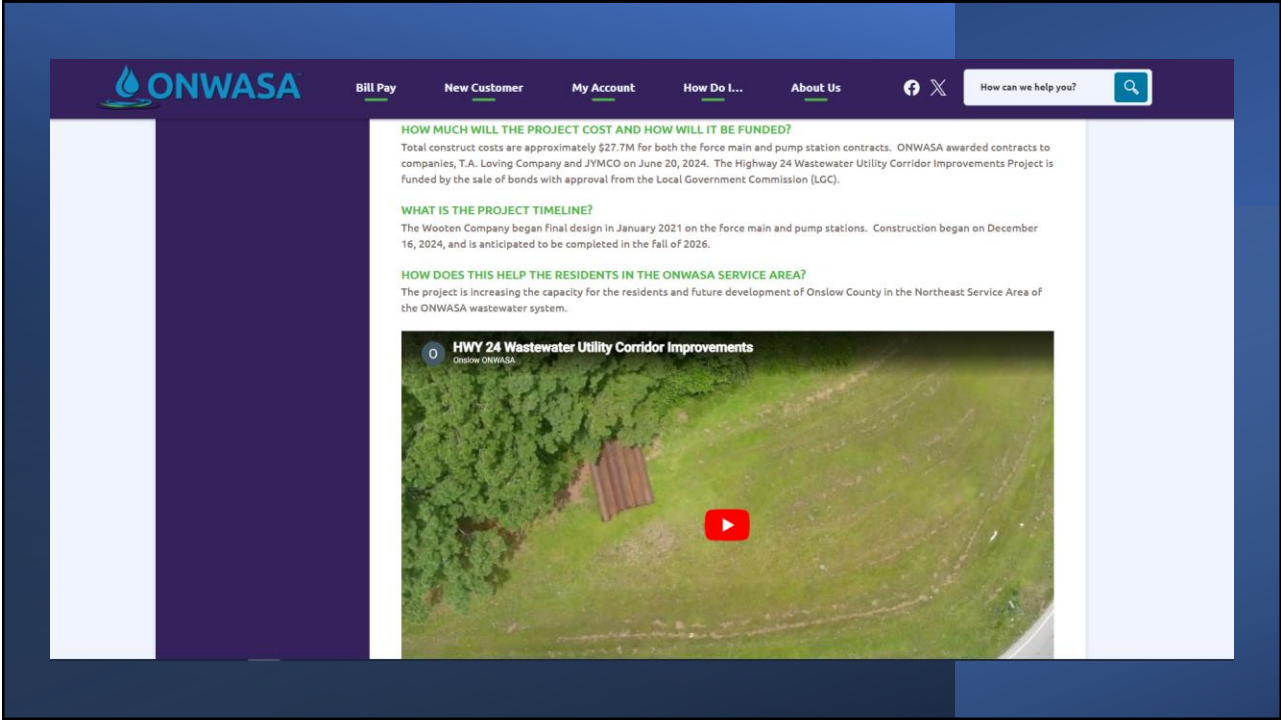




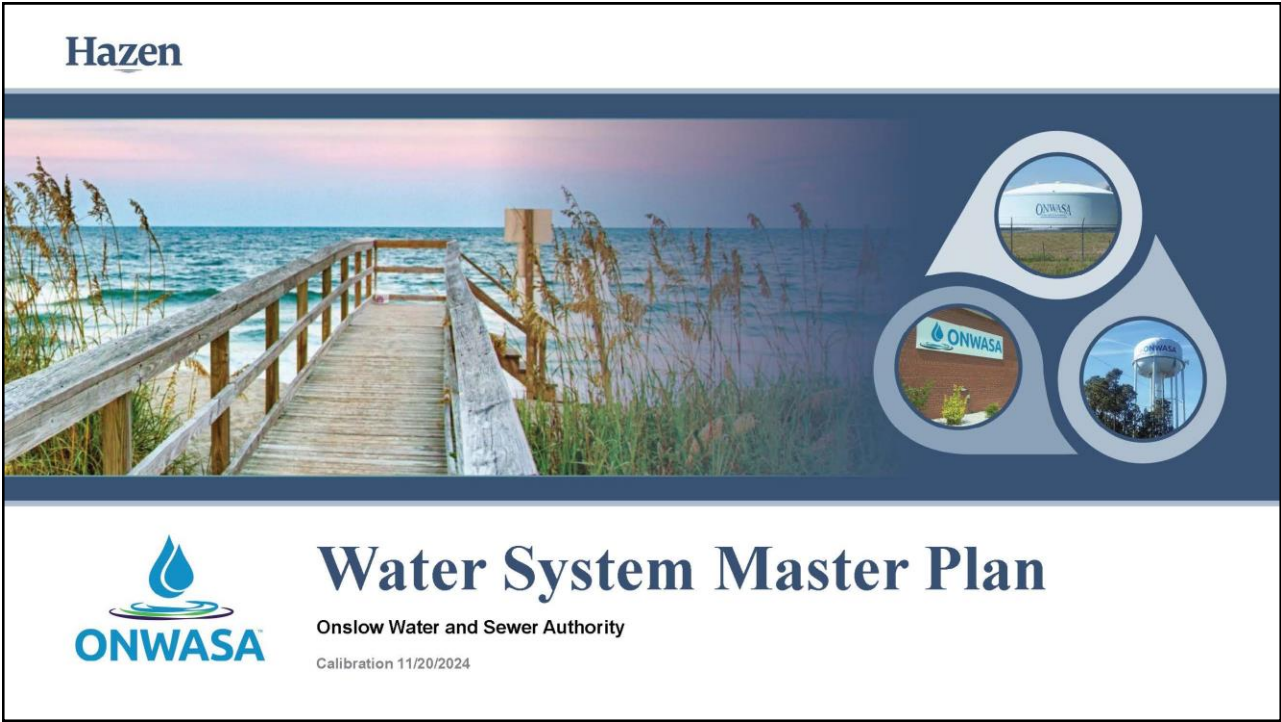
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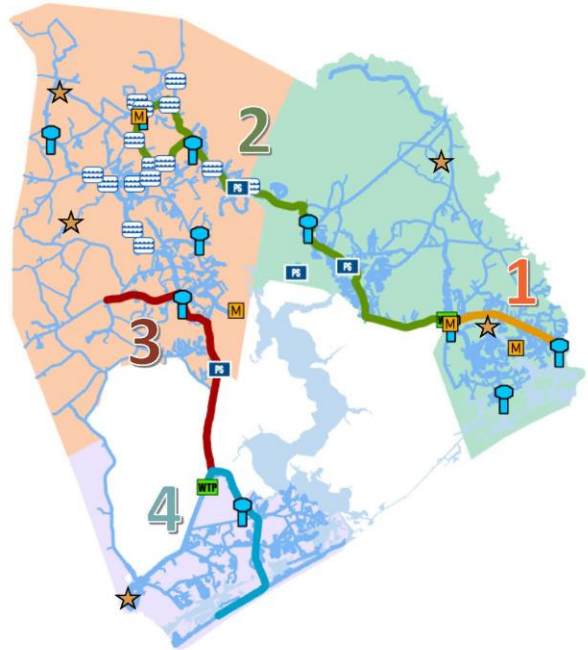


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# Field Testing Overview

- 4 Hydraulic Grade Line (HGL) Tests
- 5 Fire Flow Tests (FFTs) ★

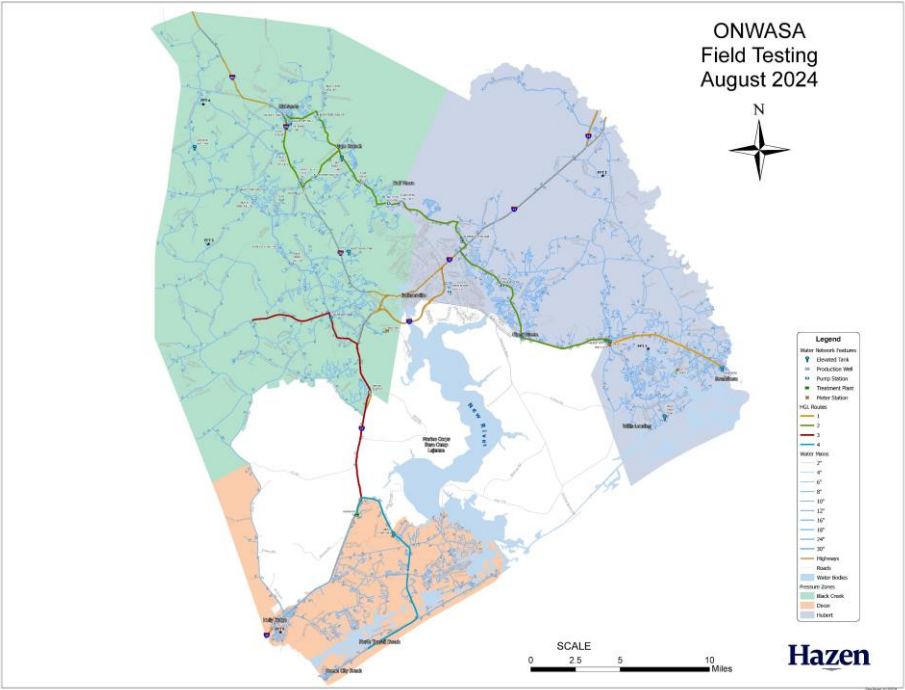


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## ONWASA Field Testing August 2024



- Legend**
- Water Network Features
    - ★ Elevated Tank
    - ⊕ Production Well
    - ⊕ Pump Station
    - ⊕ Treatment Plant
    - ⊕ Water Station
  - HGL Routes
    - 1
    - 2
    - 3
    - 4
  - Water Mains
    - 2"
    - 4"
    - 6"
    - 8"
    - 10"
    - 12"
    - 14"
    - 16"
    - 18"
    - 20"
    - 24"
    - 30"
  - Highways
    - ⊕
  - Roads
    - ⊕
  - Water Bodies
    - ⊕ Lake
    - ⊕ Pond
    - ⊕ Stream
    - ⊕ Bay
    - ⊕ Inlet

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- ONWASA Board of Directors recently adopted our latest budget and updated Rate and Fee Schedule. More information can be found on our website.

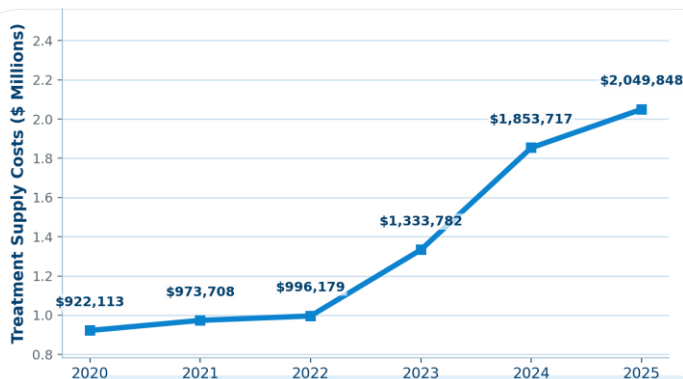
- The following slides help show some of the increased operational cost we have experienced over the last few years.

- Our new rates will go into effect July 1 2026 and show up on your August bills.

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## Treatment Supplies Cost Increase

*Rising Operational Costs for Water & Wastewater Treatment*



**+\$1.13 MILLION Increase in Treatment Supplies**  
Increase from FY2020 to FY2025 (~122% Increase)



**≈ \$1.1 MILLION  
MORE PER YEAR**

Treatment supply costs increased from \$922K in FY20 to over \$2.0M in FY25

### Rising Treatment Costs

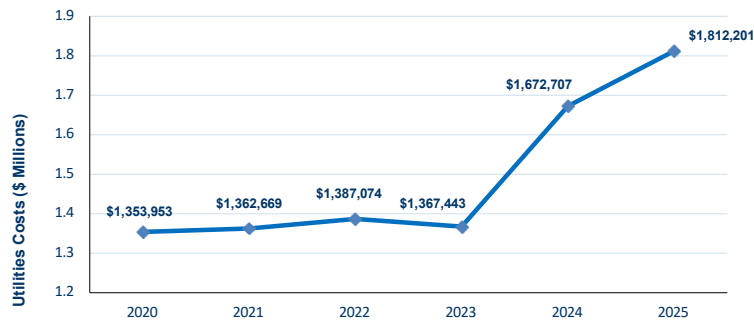
- Inflationary pressures
- Increased treatment demand
- Supply chain impacts

Onslow Water & Sewer Authority

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## Utilities Cost Increase

*Increasing Utility Costs Across the System*



**+\$458 THOUSAND Increase in Utilities Expense**  
Growth from FY2020 to FY2025  
(~33.8% Increase)

Onslow Water & Sewer Authority



**≈ \$458 THOUSAND MORE PER YEAR**

Utility costs increased from \$1.35M in FY20 to over \$1.81M in FY25

### Rising Utility Costs

- Increased electrical rates
- Higher pumping and treatment demand
- Inflationary energy pressures

### Essential System Operations

- Water treatment plants
- Wastewater treatment plants
- Pump stations and facilities

### Operational Impact

- Reliable service requires power for:
- Water production
  - Wastewater treatment

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## Fleet Fuel Cost Increase

*Increasing Fuel Costs Across Utility Operations*



**+\$129 THOUSAND Increase in Fuel Costs**  
Growth from FY2020 to FY2025  
(~86% Increase)

Onslow Water & Sewer Authority



**≈ \$129 THOUSAND MORE PER YEAR**

Fuel costs increased from \$150K in FY20 to nearly \$280K in FY25

### Rising Fuel Costs

- Higher fuel prices
- Increased field activity
- Expanded service area demands

### Essential Fleet Support

- Service vehicles
- Emergency response
- Daily field operations

### Operational Impact

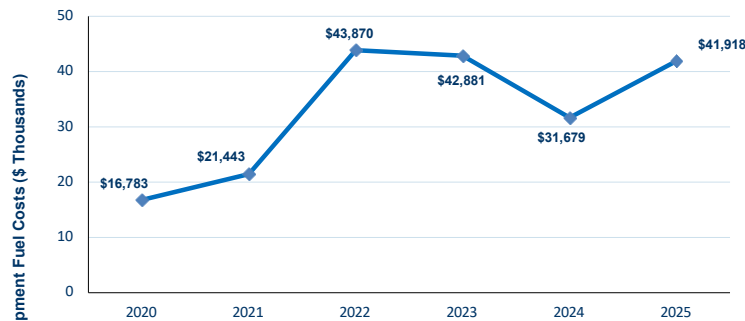
- Fuel supports mobility needed for:
- Repairs and maintenance
  - Inspections and response

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## Equipment Fuel Cost Increase

*Increasing Operational Equipment Fuel Expenses*



**+\$25 THOUSAND Increase in Equipment Fuel Costs**

Growth from FY2020 to FY2025  
(~150% Increase)

Onslow Water & Sewer Authority



**≈ \$25 THOUSAND MORE PER YEAR**

Equipment fuel costs increased from \$17K in FY20 to nearly \$42K in FY25

### Rising Equipment Costs

- Increased equipment use
- Higher fuel pricing
- More in-house field work

### Operational Equipment

- Heavy equipment
- Right-of-way clearing
- Maintenance activities

### Operational Impact

- Equipment fuel supports work critical to:
- System access
  - Infrastructure repair

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## IS YOUR CONTACT INFORMATION UP TO DATE?

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ONWASA sends important account reminders and alerts by phone, text, and email. Please keep us updated with current contact information by either emailing us at [updateinfo@onwasa.com](mailto:updateinfo@onwasa.com), phone us at (910) 455-0722, or by accessing the customer portal on our website at [www.onwasa.com](http://www.onwasa.com).



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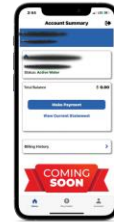




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## DOING BUSINESS WITH ONWASA

Visit us at [www.onwasa.com](http://www.onwasa.com), on Facebook (@onslowwater), and coming soon the ONWASA Mobile App.



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## Questions?

Contact me at:  
 Franky J. Howard  
 O:910.937.7532  
[Fhoward@onwasa.com](mailto:Fhoward@onwasa.com)



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