

FISCAL YEAR 2026 BUDGET MESSAGE

It has been a pleasure working with such a talented team over the past several months to develop the budget package being presented to the Board this year. We have a dedicated group of professionals that take their roles for ONWASA very seriously and it is evident in the individual budget requests prepared by each Department. For Fiscal Year 2026 (FY26), we hope to see a more stable supply chain and staffing environment as compared to recent years.

ONWASA personnel should also be commended for their continued commitment to sustaining one of the largest Utility Authorities in the State among these ever changing and challenging times. The growth ONWASA has experienced over the last 5 years is one for the record books. This increase in our customer base brings with it an increase in water and wastewater capacity needs, as well as an increased workload felt across all departments within ONWASA.

Fortunately, here at ONWASA, we have a Board and Leadership Team that have put in place strategic policies and plans that position our utility in a way that enables us to absorb this growth with minimal impact on current and future customers. The FY26 Budget being presented to the Board takes into consideration the growth we are experiencing and available revenue streams, while providing an environment across the Utility that ensures we are meeting the goals the Board has set forth in our existing Strategic Plan.

The ONWASA budget team therefore presents the proposed FY26 budget to the ONWASA Board of Directors. This budget is given to you pursuant to Sections 159.11 and 162A.1-19 of the North Carolina General Statutes. It is a balanced budget and meets all requirements of the North Carolina Local Government Budget and Fiscal Control Act. The budget enables the continued provision of necessary utility services to the community's growing population through the included capital improvement plan.

The FY26 budget process began on January 3, 2025, as the Finance Department sent budget development packages to all departments. Staff were informed that all budget requests would follow the guidance of the Board as set forth in the strategic plan. Major budget items tied to strategic plan goals shall be identified in this message by referencing the corresponding goal icon. Strategic plan goals represent the most important issues that must be addressed to achieve the desired future. ONWASA's goals were driven primarily by the factors that are most critical to the organization's future success:



Workforce Development: Attracting, developing, and retaining a professional, highly skilled, engaged, and versatile team.



Operational Quality: Delivering High-quality service through reliable and sufficient infrastructure, qualified personnel, and efficient operations.



Financial Sustainability: Generating revenues sufficient to support operations and growth while utilizing financial resources in a strategic and efficient manner.



Customer Satisfaction: Sustaining a culture that delivers an enhanced customer experience through superior service.



Communication and Engagement: Fostering an environment that encourages open communication and accessibility, builds awareness, and supports strong partnerships.

In the development of the budget, staff attempted to address the five greatest organizational needs that were perceived for FY26. These are directly tied to the Board's strategic goals: Operational Quality (Needs 1-3); Workforce Development (Need 4) and Financial Sustainability (Need 5).

1. Provide service to a growing population with increasing water and wastewater demands and capacity needs.
2. Rehabilitate or upgrade assets that are reaching the end of their service life.
3. Continue working on resiliency to natural disaster damage and other threats.
4. Retain the highly qualified and licensed staff necessary to run the Utility effectively and efficiently.
5. Provide the same level of exceptional customer service by making needed procedural and operational changes to combat rising costs and supply shortages.

During 2025 ONWASA Management updated its Capital Improvement Plan (CIP) based on new information on customer demand and newly completed water and wastewater studies. The updated CIP is being presented along with the FY 26 Budget package. In addition, the Board of Directors received information from Raftelis Financial Consultants (Raftelis Rate Study) which set forth the rate models necessary to pay for the capital improvement projects required to meet increasing customer demand. This budget strictly follows the Board's accepted CIP, which has been updated with current cost estimates, and related project timelines and the updated Raftelis Rate Study model presented to the Board last year as part of the 2024 revenue bond issuance. The budget includes all necessary CIP projects as well as a proposed rate increase of 10.75%, calculated to be necessary to pay for the increased capital construction of the utility.

ONWASA will continue to cash-pay for the design and permitting for larger projects and will determine construction funding once bids are received. For smaller capital projects ONWASA will use the best source of funding available at that time.

A summary of important elements of the budget follows in the "FY26 Budget at a Glance" section.

FY26 Budget at a Glance

- ◆ The budget totals approximately \$63.3 million.
- ◆ The proposed budget includes:
 - A total of two (2) new positions
 - An employee cost of living adjustment of 2.0% (March 2025 Consumer Price Index)
 - An alternative approach to funding “smaller” construction projects within the capital improvement plan.
- ◆ In accordance with recommendations from the Utility’s financial planners, Raftelis, the budget proposes a 10.75% increase effective July 1, 2025, on water and sewer user charges. Increased revenue is necessary to pay debt service on future infrastructure improvements. The impact on the average water customer is estimated to be \$3.98 per month. This is based on a 4,000 gallon per month user of water only, the new total average monthly bill would be \$40.94. The impact to the average sewer customer is estimated to be an additional \$7.13 per month. Again, this is also based on 4,000 gallons of water usage. The new total sewer bill would be \$73.54 per month. For a water and sewer customer the total monthly bill would be \$114.49 for 4,000 gallons.
- ◆ The budget is balanced with the following Fund Totals:
 - Operating Fund: \$63,265,965
 - Restricted Fund: \$2,572,773
 - Replacement Fund: \$2,504,151
 - Capital Projects Fund: \$232,783,062
- ◆ Fund balance of \$6,795,000 has been appropriated for funding one-time capital requests. Total Cash and Investments as of March 2025 was \$59,909,112. Total Unreserved Fund Balance is estimated to be approximately \$33,435,868; this does not take into account any revenues or expenses for April-June.
- ◆ Due to continued growth in the Dixon water service area the budget includes \$400,000 for potable water purchases on an as-needed basis through agreements with other governmental agencies. The majority of these water purchases are planned and scheduled to help maintain adequate water pressure along the island in North Topsail Beach and in the Dixon water service area as we continue to develop additional raw water sources and work to expand capacity at Dixon WTP.
- ◆ Estimated Unreserved Fund Balance is \$29.9 million as of March 2025. Total Cash and Investments is \$59.9M of which approximately \$17.4 million is now set aside for anticipated “pay-go” construction projects within the accepted capital improvement plan. An additional approximately \$5M is set aside in the Replacement and Restricted Funds, more details on those funds are further down.
- ◆ Highlights of ongoing capital improvement projects that will be active in FY26 include:

- Continuing the construction for the Hwy 24/Swansboro Wastewater Force Main and Pumping Stations projects.
- Permitting and implementation of Interim Capacity Improvements at the Summerhouse Wastewater Treatment Plant Phase I.
- Permitting and construction of the Southeast Sewer Force Main project to connect the Holly Ridge/Summerhouse collections systems to the newly acquired wastewater treatment plant in Sneads Ferry
- Permitting and bidding for the Highway 24 Regional Trunk Water Main Replacement project.
- Bidding and installation of raw water mainline from the new production wells on the Wachovia Tract property to connect to the existing raw water line on route 50 to the Dixon WTP.
- Completion of site evaluations and preliminary process design for a new water treatment plant in the Southwest service area.
- Final design for the proposed project to increase the capacity of the Dixon WTP from 4.0 to 6.0 MGD.
- Issuance of the Request for Qualifications (RFQ) for the Southeast WWTP Design-Build Expansion to 3 MGD capacity and selection of the Design-Build Team.
- Design and Permitting of the Southeast Regional Wastewater Force Main and Pump Stations from Holly Ridge to the Southeast WWTP.
- Review Advanced Metering Infrastructure (AMI) Pilot project and develop plans to expand into other areas of the system.

2025 ONWASA By-the-Numbers

ONWASA is the 2nd largest Water and Sewer Authority in North Carolina. TABLE 1 provides perspective on activities funded through the annual budget.

Table 1. Key Numbers

◆ 3,774,578,571	Gallons of Water Pumped Annually
◆ 813,527,247	Gallons of Wastewater Treated Annually
◆ 16,050,000	Gallons of Stored Water
◆ 14,561,757	Gallons of Water Stored in Underground Pipes
◆ 1,055,736	Miles Driven Annually
◆ 711,259	Meter Readings Annually
◆ 269,147	Transactions Processed Annually
◆ 241,045	Main Office - Phone Calls Handled Annually
◆ 161,628	Estimated Number of Individual Customers
◆ 135,782	Lab Analysis' Processed Annually
◆ 75,348	Work and Service Orders Processed Annually
◆ 59,463	Number of Metered Accounts
◆ 1,249	Miles of Water Mains
◆ 445	Square Miles of Service Area

◆ 340	Miles of Wastewater Mains
◆ 255	Facilities to Maintain
◆ 183	Full-Time Positions

The remainder of the budget message provides useful information on the budget process, revenues, expenditures, specific major funds, and other data. The data is organized by header for ease of reference. This information is anticipated to meet the rigorous standards of the Local Government Finance Officers Association for complete and transparent budgetary reporting.

Budget Process

As stated previously, the budget process for ONWASA began in January of 2025 and was completed in accordance with North Carolina's General Statute Chapter 159, also known as *The Local Government Budget and Fiscal Control Act*. During the budget process, ONWASA staff worked together to develop a budget that supports the adopted Strategic Plan, Capital Improvement Plan, maintains all operating and maintenance needs and satisfies all current debt service requirements. This year the Budget Message and Budget are being delivered to the Board of Directors in advance of the May 15th, regular meeting of the Board. A public hearing is recommended for June 18th at 6pm in the Council Chambers at Jacksonville City Hall. The Budget Ordinance and Rate and Fee Schedule may be approved at any time thereafter.



Revenue Summary

Unlike county or municipal governments, ONWASA is required to balance ongoing annual expenditures against ongoing annual revenues. The organization cannot use accumulated fund balance as an "ongoing annual revenue" to create a balanced budget. This is primarily a function of the general indenture documents associated with ONWASA's long-term debt. As a water utility, ONWASA must primarily depend on user fees for operating revenue, versus one-time revenue such as system development fees.

System Development fees are one-time sources of revenue. These fees fund capital improvements. Revenue from System Development fees are anticipated to be approximately \$3,500,000. By contrast, revenue from monthly user fees are forecasted to be approximately \$48,529,491.

All ONWASA customers are billed under a uniform water and wastewater rate schedule designed to fund operating needs. Water and wastewater rates are established to maintain required debt coverages and adhere to our rate covenants as outlined in the organization's general indenture.

Net revenues and certain other monies are pledged to the repayment of outstanding debt. Net revenue is defined as the excess of revenue over current expenditures. The majority of ONWASA's revenue is generated by the sale of water and the collection and treatment of wastewater and related services. ONWASA's primary revenue sources are summarized below:

Fixed (Base) monthly charges – Calculated to recover a portion of the costs of providing water and wastewater system facility capacity and repayment of annual debt service.

Volumetric water charges – Variable rate schedule calculated to recover the direct and indirect costs associated with water supply and treatment, water distribution and administration. This variable charge is applicable to all water accounts based on meter readings in thousand-gallon increments of water consumed. A volumetric charge is applied to the gallons used to distribute the charges more fairly to lower usage consumers.

Volumetric wastewater charges – Uniform rate schedule calculated to recover the direct and indirect costs associated with wastewater treatment and collection. This charge is applicable to all wastewater accounts based on water meter reading in thousands of gallons consumed.

Service initiation fees – The purpose of this charge is to defray the labor and administrative costs associated with the establishment of a water and /or wastewater account. This includes establishing service and account records for billing. Applicable to all accounts requiring field work, be it reconnecting service, reading the meter, or setting a meter.

Tap fees – The charge is for making a service connection to ONWASA water and/or wastewater systems. The charge will cover the cost for time, materials, and equipment plus allowance for overhead.

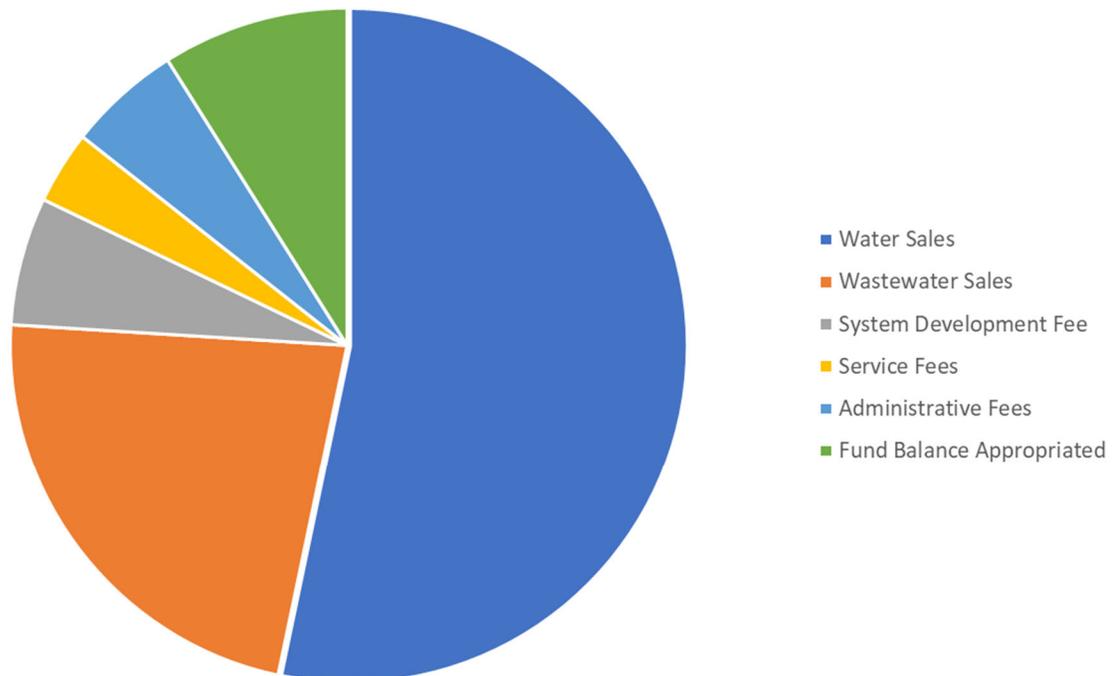
System development fees – Calculated to recover the cost associated with the capital investments made by ONWASA to provide water and wastewater services to future users of the system.

Grinder pump fee - New this year is a fee to help offset the expense of operating and maintaining individual grinder pumps that feed into our low pressure sewer collection systems. These pumps are designed to service a single residential customer and are not typical therefore the expense is unique to that customer. It has become an industry standard to assess a separate fee to maintain these pumps.

Key assumptions in developing the budget relate to water and wastewater revenue projections. Revenue projections are calculated using educated assumptions in addition to considering the annual amounts of debt service required. Demand for new service connections has remained constant and the current month-to-month consumption levels have been increasing. Therefore, budgeted revenue, less fund balance appropriations, in FY26 is forecast to be approximately 8.8% higher than in FY25, including the Raftelis recommended 10.75% water and sewer rate adjustment.

As depicted in FIGURE 1, in FY26, 52.4% of total revenue is anticipated from water services while wastewater services are expected to generate 24.5%. Service-related fees comprise approximately 2.9% of total revenue. Fund balance appropriated is approximately 10.7% of total revenue and is used for non-recurring expenditures only (capital purchases). System Development fees and administrative fees contribute to the remaining 9.5%.

Figure 1. Sources of Revenue



Proposed Rate and Fee Schedule

In addition to the 10.75% rate adjustment recommended by Raffelis Financial, we are recommending the following changes to the Rate and Fee Schedule.

- Residential Grinder Pump Fee, monthly
 - Current - \$0
 - Proposed - \$15
- Tap Installation fee change per staff recommendation and to recover associated cost.
 - Current – ¾" tap \$1,620
1" tap \$1,910
1½" tap & above \$1,100 plus materials
 - Proposed - Cost plus 10%
- Returned Payment fee increase to maximum allowable by North Carolina General Statute.
 - Current - \$25 each
 - Proposed - \$35 each

- Transaction Fees
 - Third-party credit card processor, Meridian Cooperative, Inc., will begin assessing 2.45% fees for the use of credit card payment transactions. These fees will be assessed in accordance with all regulations and will not be incurred on recurring or in-person transactions.

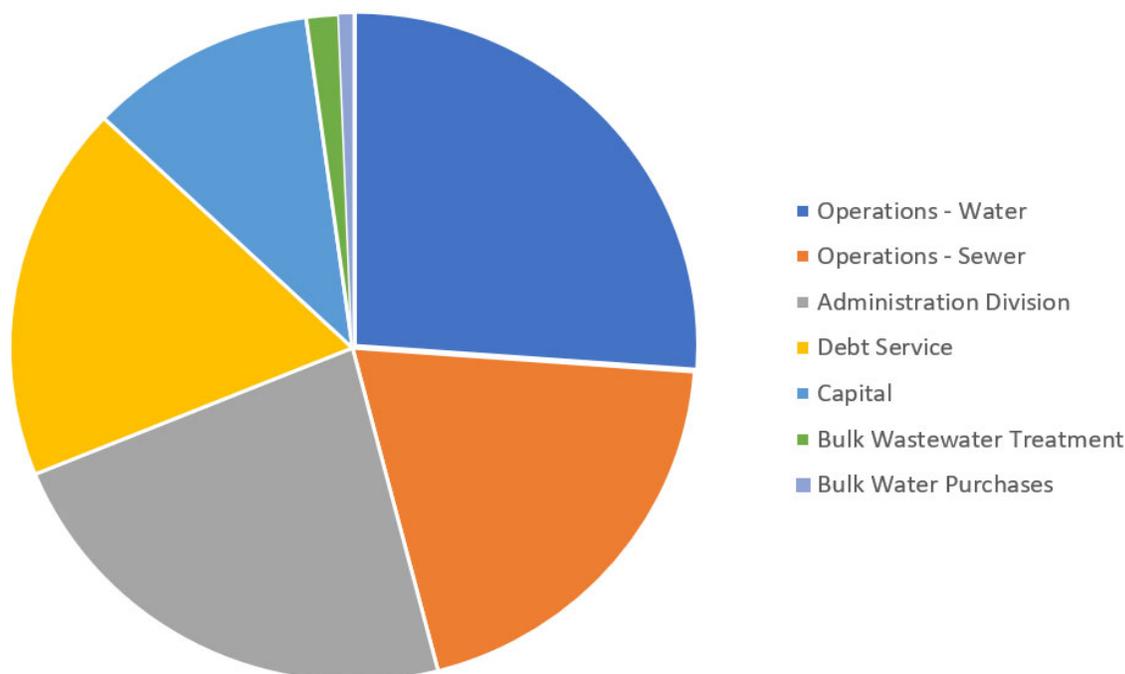
Expenditure Summary

Expenditures are classified into seven major categories. TABLE 2 demonstrates the breakdown of these categories as well as the applicable organizational division. FIGURE 2 depicts the planned personnel, operations, capital and debt service expenditures in total for ONWASA. The chart shows the relative proportions of the total cost by major category of expense.

Table 2. Major Categories of Expenditures

Major Categories	Operating	Personnel	Total FY 25-26 Budget
Operations - Water	\$9,896,474	\$6,641,712	\$16,538,186
Operations - Sewer	7,588,454	4,966,784	12,555,238
Administration Division	6,908,850	7,537,990	14,446,840
Debt Service	0	0	11,560,701
Capital	0	0	6,795,000
Bulk Wastewater Treatment	0	0	970,000
Bulk Water Purchases	0	0	400,000
Totals	\$24,393,778	\$19,146,486	\$63,265,965

Figure 2. Total Expenditures



Debt Service Summary

The annual debt service amount of \$11,560,701 is scheduled to be funded from the operating fund. This amount has increased by \$1,836,611 from last year. The annual debt service for FY 25-26 includes the following amounts:

- ◆ ARRA Loan \$12,403 (Dixon Wells)
- ◆ ARRA Loan \$12,102 (Dixon Waterline)
- ◆ CG&L Loan \$83,495 (Richlands I&I Project)
- ◆ CG&L Loan \$24,632 (Hudiberg and Hunter's Creek Projects)
- ◆ United States Department of Agriculture (USDA) Loans \$987,659 (Northwest Plant)
- ◆ CG&L Loan \$104,259 (Summerhouse WWTP)
- ◆ Public Drinking Water Loan \$273,523 (Dixon RO)
- ◆ 2016 Revenue Bond Refunding \$3,802,175
- ◆ Clean Water Loan \$69,978 (Western Onslow Trunk Sewer)
- ◆ 2023 Revenue Bond \$3,110,225
- ◆ 2024 Revenue Bond \$1,309,300
- ◆ SRL Loan \$80,000
- ◆ Future Financing \$1,690,950

Debt in the form of Revenue Bonds is used to finance 80% to 85% of ONWASA's Capital Improvements. The remainder is funded with fund balance and ONWASA's replacement fund. ONWASA follows a 5-year financial planning model to forecast the need for borrowing. Portions of the following bond issues and loans are currently outstanding:

- ◆ CG&L Loan of \$.44 million
- ◆ CG&L Loan of \$.18 million
- ◆ ARRA Loan of \$.08 million
- ◆ ARRA Loan of \$.09 million
- ◆ USDA Loans of \$30.1 million
- ◆ CG&L Loan of \$.79 million
- ◆ Public Drinking Water Loan of \$2.7 million
- ◆ 2016 issue of \$26.4 million
- ◆ Clean Water Loan \$.81 million
- ◆ 2023 issue of \$ 46.0 million
- ◆ 2024 issue of \$ 29.1 million
- ◆ SRL Loan of \$.40 million

ONWASA’s financial strength is based on annual debt coverage ratios. Although above the requirement to meet those coverages, ONWASA typically conserves approximately 5% of the operating budget.

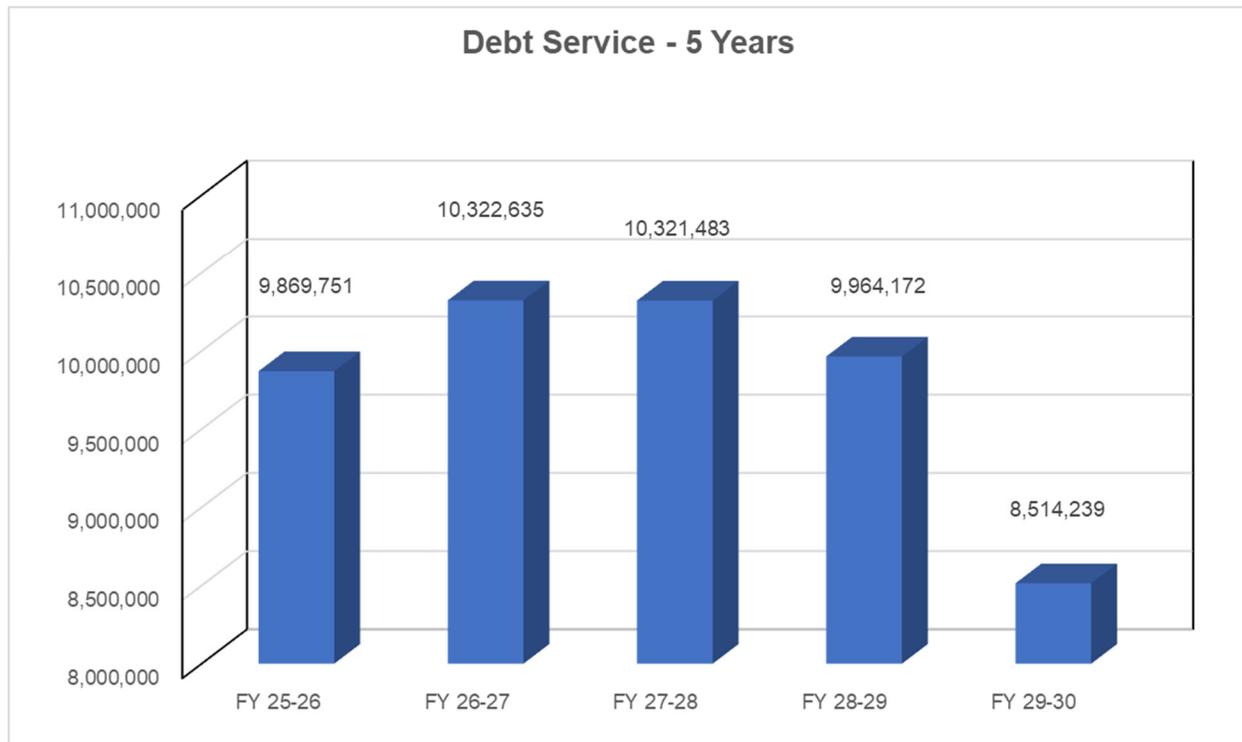
The ratio of debt coverage to net revenue is an important measure of ONWASA’s financial performance and helps monitor an appropriate level of debt. The ratio compares total net revenue, which is the excess of current revenue over current expenses, for a given year with the total debt service required in that year. ONWASA’s bond order sets the minimum required debt coverage ratio at 1.0 without fund balance and 1.2 with fund balance. Below is the formula used to calculate the debt coverage ratio:

$$\frac{\text{Excluding 20\% of Fund Balance}}{\text{Net Revenue}} = 1.0 \quad \frac{\text{Including 20\% of Fund Balance}}{\text{Net Revenue}} = 1.2$$

$$\frac{\text{Net Revenue}}{\text{Debt Service Requirement}} = 1.0 \quad \frac{\text{Net Revenue}}{\text{Debt Service Requirement}} = 1.2$$

Because ONWASA issues revenue bonds, there is no statutory limit on the amount of debt, but ONWASA applies sound financial management principles in financing decisions. The next five years of existing debt service is depicted in FIGURE 3. This does not depict new debt incurred through new issuances, which will be necessary to construct the projects included within the Board-accepted CIP.

Figure 3. Existing Debt Service



Fund Summaries

Operating Fund

The Operating Fund of \$63,265,965 provides for personnel cost, debt service and general operations of the water and wastewater utility functions of ONWASA. ONWASA's customer base has now grown to more than 59,000 accounts. ONWASA's service population of approximately 161,628 people represents nearly three-quarters of Onslow County's total population.

Policy on Fund Balance in the ONWASA Operating Fund – Fund balance policy for the operating fund is driven by two components. First are the metrics required to maintain our double A credit rating and second is the comparison to other similarly sized N.C. Water and Sewer Utilities. The following elements comprise the policy:

- Retention of a minimum of 250 days cash on hand, based upon the operating expenditures of the previous fiscal year.
 - 250 days cash on hand meets credit rating criteria and is comparable to other double A rated credits similar to ONWASA.
- Setting of rates and charges to produce 1.75 times coverage of total debt service consisting of both principal and interest payments for an annual period.

- This metric is driven by the retention of the double A credit rating, and
- Producing ability to fund capital projects on both a pay-go and borrowed basis. The 1.75 times coverage (over 1.0 times) will produce cash to use for pay-go funding.
- Amounts over 250 days cash on hand will be transferred to the capital projects fund once the audit for the previous year has been received and approved by the Board.

Restricted Fund

The Restricted Fund of \$2,572,773, as provided in ONWASA's bond sale documents, was voluntarily established to ensure a specific amount of money for contingencies and debt service payment in case of and/or emergencies is always held in reserve. These funds are contained within and segmented from ONWASA's overall fund balance.

Replacement Fund

The Replacement Fund of \$2,504,151 is established by ONWASA's Bond General Indenture. These funds are to be used to pay the cost of extensions, additions, capital improvements, any extraordinary maintenance and repair costs or any expense which is not currently budgeted. Monies from this fund can also be transferred to Debt Service. The replacement fund usage was anticipated as ONWASA began its startup of system wide operations of the mergers of individual systems without raising rates. In the future, the goal is for it to be replenished by annual deposits from the collections of water and wastewater system development fees, so as not to use these fees for annual operating costs but for renewal of the fund. These funds are contained within and segmented from ONWASA's overall fund balance.

Growth in Both Population and Demand

Onslow County's economy continues to grow but the pace is slowing down in both the residential and commercial sectors. Within the Sneads Ferry and Town of Holly Ridge areas there are projects already underway to construct approximately 979 residential units, as well as several commercial and light industrial businesses planning to come to these same areas. Richlands is currently planning an additional 1,096 residential units. Swansboro is continuing to grow as well, with the construction of an additional 1,166 residential units planned along with a new RV Park and new commercial developments. The housing market has slowed to an average turnaround of 44 days for houses to be rented or sold. There are 3,329 permits in Onslow County for residential development; so far, 965 new residential permits have been issued in this fiscal year to date. There are 521 permits in Onslow County for commercial development; so far, 21 new commercial permits have been issued in this fiscal year to date. All these economic indicators show strong growth in the coming years for ONWASA.

The Development Services Section, which is responsible for review and approval of private development projects that connect to ONWASA water and/or sewer infrastructure, has approved 37 sets of plans for construction to-date in FY25. This combination of individual site plans and subdivision approvals includes 1,039 new service connections

for a total of 1,007 new residential and 32 new commercial units. Currently, 15 additional projects are in review and will result in 316 new services for a total of 1,355 residential and commercial units at full build-out.

As another indicator of economic activity, meters for new water services are released for installation as residential projects are platted or commercial projects are constructed and approved by ONWASA for use. To date, a total of 797 new meter releases have been processed in FY25 for future services, with a projected total of up to 177 additional meter releases to be completed by the end of this fiscal year.

Customer water demand is increasing. There was an average increase in demand of 4.2% year over year from 2017 to 2024. Every indication is that the growth trend will continue.

Public Servants

The FY 26 budget proposal includes two (2) new positions out of a total of fifteen (15) that were requested by Departments during the budget process. Proposed positions include one (1) Wastewater Treatment Plant Chief Operator and one (1) Wastewater Treatment Plant Supervisor. The total number of positions at ONWASA will be increased to 185, as illustrated in TABLE 3.



Table 3. Positions by Department

Administration	2	Facilities Maintenance	9
Administration - Operations	4	Laboratory	4
Information Technology	7	Northwest Regional WRF	6
Finance	8	Southeast Regional WWTP	4
Engineering	10	Swansboro WWTP	3
Meters	16	North Topsail WWTP	4
Customer Service	17	Webb Creek WWTP	3
Collections	35	Human Resources	3
Distribution	26	Dixon WTP	7
Water Quality	2	Hubert WTP	7
SCC	8		
Total Number of Permanent Positions - 185			

Retaining Highly Qualified Employees

ONWASA strives to maintain an acceptable salary market position relative to other regional utility providers by continuously reviewing the complete employment package and making revisions to offers as the budget allows.

Employee engagement and training has been and continues to be an essential practice at ONWASA to retain highly qualified employees. Communication and positive reinforcement with employees are also key approaches to ensuring that all employees are aware of their importance in the continued successful operations of the utility. The formal employee appreciation program ensures positive feedback is provided to employees for their consistent dedication and hard work. We have also conducted an internal employee engagement survey and feedback forms and will continue to do this on a regular basis. Leadership will use this grassroots feedback to update policies and procedures that accomplish our mission all the while keeping the employees and customers at the forefront. We have included a summary of our most recent employee engagement survey for the Boards information.

Being mindful of the Raftelis recommended rate adjustment and cap on operational increases, the proposed budget is very conservative. Management cut as many operational requests as possible without negatively affecting day-to-day operations. We did include (two) 2 new full-time positions and a 2% COLA across the board. A total of (fifteen) 15 new positions were initially requested by all departments, along with some additional position reclassifications. The team prioritized these position requests and decided to include the top (two) 2 positions in the final FY26 budget request. This request will increase our FTEs from 183 to 185.

The U S Bureau of Labor Statistics reports a Consumer Price Index (CPI) increase in its South Region, which includes North Carolina, of 1.99% between March 2024 - March 2025. See the attached report for reference. Therefore, as mentioned earlier, we are proposing a 2% COLA for all employees. According to a recent survey of municipalities across the State and our region, we have seen an upwards of a 3% COLA being proposed. The team and our staff are grateful for the Board's consideration of this COLA request and are prepared to calculate the impact of any COLA adjustments the Board sees fit.

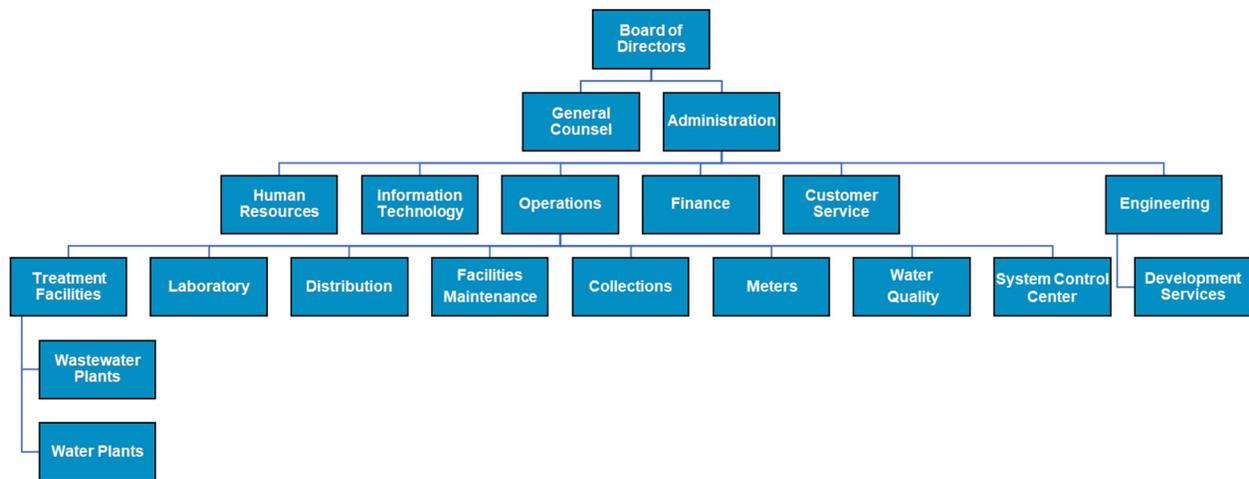
There are no further recommended changes to benefit levels.



Organizational Overview

The budget has been prepared with funding for 185 full-time positions. Two new positions have been proposed. A diagram depicting the table of organization of the utility is shown in FIGURE 4.

Figure 4. Organizational Chart





Proposed Capital Construction

As shown in FIGURE 5, ONWASA is divided into four “Service Areas” which total 445 square miles. Based on the current Capital Improvement Plan (CIP), projects will be underway in each of these Service Areas during FY26.

In general, capital projects that are scheduled to be under design and/or construction in FY26 can be classified into three main categories:

- ◆ Rehabilitation and/or replacement of existing facilities, including building roof replacements, sewage pumping station improvements, and water main aerial crossing removals.
- ◆ Expansion of existing service areas or production capacity to address growth, including new treatment plants, capacity upgrades to existing facilities, and new raw water supply wells.
- ◆ Planning for future construction projects, such as evaluation of existing sewage pump stations and feasibility studies for new facilities.

Work that is primarily maintenance and repair in nature, such as replacement of an individual pump or cleaning of wastewater holding lagoons, are not generally included within the CIP, but are found in the annual operating budget for each department. Capital equipment purchases, including items such as specialty vehicles and pieces of equipment over \$5,000 in cost that are completed in a single year, are not part of the CIP. Proposed annual projects and equipment purchases may be found on TABLE 4.

Figure 5. Service Areas

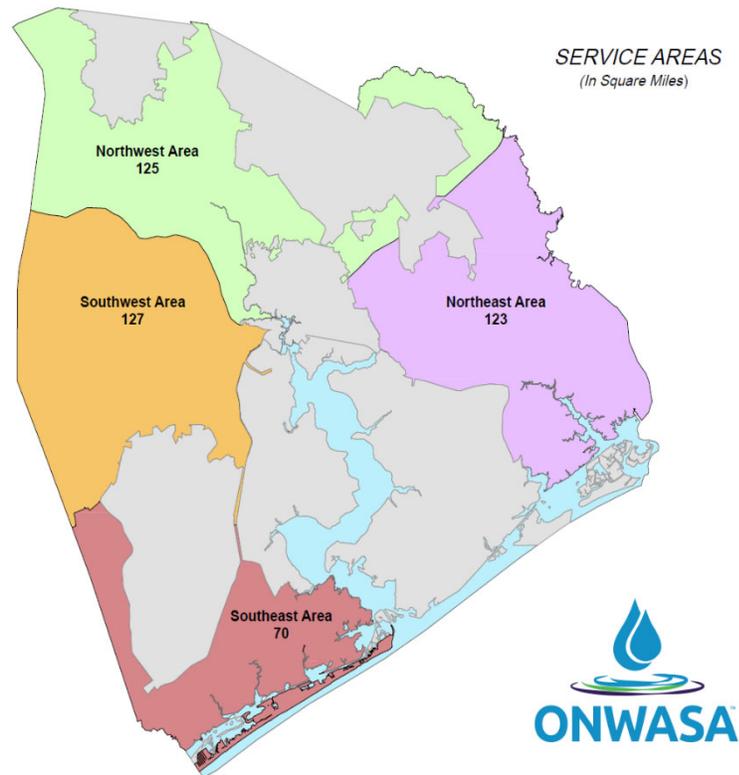


Table 4. Proposed Annual Capital Projects and Equipment – Summary

Proposed Annual Projects and Equipment - Summary					
Department	Amount				Totals
	Equipment	Vehicles	Technology	Other Improvements	
AdminOps	-	50,000	-	-	50,000
IT	-	-	262,500	-	262,500
Engineering	-	47,500	-	-	47,500
Finance	85,000	-	-	-	85,000
Meters	-	150,000	-	-	150,000
Facilities Maintenance	180,000	200,000	-	215,000	595,000
Collections	475,500	680,000	-	992,500	2,148,000
Dixon	-	50,000	-	350,000	400,000
Hubert	-	-	-	1,628,000	1,628,000
Laboratory	60,000	-	-	-	60,000
North Topsail	-	50,000	-	-	50,000
Swansboro	-	50,000	-	-	50,000
Distribution	30,000	389,000	-	150,000	569,000
Webb Creek	-	50,000	-	650,000	700,000
Totals	\$830,500	\$1,716,500	\$262,500	\$3,985,500	\$6,795,000

Larger projects are included in the CIP of the utility. As mentioned earlier, this is a formal document that has been accepted by the Board of Directors and is generally developed and approved in concert with the annual operating budget.

Although the CIP is developed separately, it is directly funded through the utility's budget. ONWASA's normal process of budget and CIP development includes:

1. Staff, often working with outside technical consultants, identify projects necessary to meet anticipated future demand for water and sewer service, address areas of the system that are not performing adequately, or to replace facilities that have reached the end of their useful service life.
2. Staff develops a draft CIP that reflects project priority, schedule for completion and estimated total cost.
3. Staff then provides versions of the draft CIP to outside financial analysts who determine probable funding source(s) and potential rate impacts.
4. The proposed CIP is reviewed against the financial considerations and revised as necessary.
5. The proposed budget is developed, considering the proposed CIP and rate impacts.
6. The proposed budget and CIP are provided to the Board of Directors for consideration, revisions and eventual approval.

The proposed FY26 budget has been created using an updated version of the most recent, Board-accepted CIP and associated Rate Study. The current Rate Study recommends a 10.75% increase in FY26 to meet the requirements of the CIP.

Under the present CIP and associated Rate Study ONWASA continues to work on multiple projects, with a major focus on wastewater treatment capacity improvements within the Northeast and Southeast Service Areas.

A full copy of ONWASA's current CIP, which reflects recent changes in some project schedules and estimated costs, is included as an appendix. Brief descriptions of the CIP projects currently scheduled for either design or construction activity during FY26 are included in this section.

Building Roof Replacements, CIP-001

Review and update a previous roof evaluation survey, determine priorities for additional roof replacement projects, and begin design work for the highest priority sites. **Status: Design to be initiated this FY.**

Water Main Interconnections Phase 3, CIP-003B

Completion of design and permitting for the next round of aerial crossings, which will replace exposed water mains over waterways with underground mains via horizontal directional drill installation. Overall, the goal is to eliminate all such crossings (more than 50 total) in the ONWASA system and increase resiliency after major storm events. **Status: Prioritization of crossing in process, design of highest locations this FY.**

Summerhouse WWTP Interim Capacity Improvements, CIP-005

Completion of design, competitive bidding and construction of project(s) necessary to increase the permitted treatment capacity of the Summerhouse WWTP to address anticipated additional demand, until a permanent solution can be implemented (see CIP-028). **Status: Project Improvements for Phase I are under construction, completion anticipated late Summer 2025. Phase II Improvements design is underway and Kubota membranes and UV system has been purchased in advance of construction in late 2025.**

Highway 24 Wastewater Improvements, CIP-006

Completion of competitive bidding and beginning construction of a sewer force main and pumping station(s) along Highway 24 in order to connect the Swansboro area collection system to the Piney Green pump station. This will provide additional treatment capacity in the Swansboro area by sending all flow to Marine Corps Base Camp Lejeune for treatment under an existing agreement with ONWASA. **Status: Project is currently under construction with completion anticipated for Mid-Summer 2026.**

Emergency Power Systems Upgrades, CIP-011

Completion of design, competitive bidding and construction of multiple projects to permanently mount portable generators, install automatic transfer switches and add larger fuel storage tanks at remote locations, focusing on raw water well sites and potable water booster stations. This is part of a multi-year effort to better prepare these facilities for future long-term power outage events. **Status: Construction on top priority sites underway, additional sites to be bid this FY.**

Pumping Station Assessment/Rehabilitation, CIP-016

Completion of a three-year program to conduct field inspections, perform condition assessments and prioritize rehabilitation projects for the 76 sewage pumping stations

currently operated by ONWASA. The data gathered will be used to estimate future capital improvement project needs and will serve as the first phase for a future asset management program. This also includes beginning design work for the Mount Pleasant Pump Station, which is a high priority due to its location next to a major water body in the Northeast Service area. **Status: The North Topsail pump stations have been assessed and prioritized. Collections have begun upgrades/repairs identified in the assessment in FY 25. We are also modeling the low-pressure force main system on North Topsail Island.**

Highway 24 Regional Trunk Main Replacement, CIP-017

Completion of easement acquisition and permitting for the construction of a new larger-diameter water transmission water main connecting the Hubert Water Treatment Plant with a booster pumping station in the Piney Green area. The existing trunk main has experienced several failures in recent years and this condition effectively limits the amount of water that can be moved from the plant to other portions of the distribution system. **Status: Easement Plat has been developed for MCBCL and permit approval, design to be completed and project bid FY 26.**

Southwest Wells/WTP/Storage Facility, CIP-025

Completion of site analysis and process/facility preliminary design for a future water treatment facility to be located within the Southwest Service Area. This facility would help address the steadily increasing demand for potable water due to growth in the region and also increase the resiliency of ONWASA's water supply system in the event of an issue at one of our other treatment facilities. **Status: Assessment of treatment of available surface water to continue in FY.**

Southeast Wastewater Treatment Plants Capacity Improvements, CIP-028

Completion of design, permitting, and competitive bidding of construction contract(s) to provide increased wastewater treatment capacity in the rapidly growing Southeast Service Area. Completion of design, competitive bidding and construction of Phase 1 to include Decommissioning of the HR WWTP and addition of Pump Stations at the HR site and the Summerhouse site. Completion of design, competitive bidding and beginning construction of Phase 2 to include completion of the Force Main from Summerhouse WWTP Pump Station to connection to the North Topsail WWTP.

Status: Phase I construction anticipated completion is Second Quarter 2027 and Phase 2 completion Third Quarter 2027.

Topsail Island Booster Station, CIP-032

Completion of the construction of a booster pumping station located on the main transmission line on the island. This station will be used to maintain distribution system pressure on Topsail Island during periods of high customer demand. **Status: Project construction is 99 percent complete, anticipate Substantial Completion May 2025.**

Hargett Street Wastewater Pump Station Rehabilitation, CIP-033A

Completion of easement acquisition, competitive bidding and starting construction of a project to remove the existing pump station and replace it with gravity sewer lines/manholes that will direct influent flow to another nearby ONWASA pump station. **Status: Project is on going.**

Shore Drive Wastewater Pump Station Rehabilitation, CIP-033B

Completion of design, competitive bidding and construction for rehabilitation and protective coating of the interior masonry wet well and an adjacent brick manhole, along with replacement of deteriorated discharge piping and repairs or replacement of pump station controls and equipment. **Status: Final design completed, Bid date TBD.**

North Topsail Beach Water Tank, CIP –040

ONWASA staff will work with our Hydrologist to identify the best location for a water tank to help maintain adequate water supply to the island. We are also working with our legislature to secure special grant funding for this project. **Status: This project is in the early development stages; we hope to secure funding and begin the design and engineering in FY25.**

Water and Sewer Operational Improvements

Complete design and permitting for multiple smaller projects to address existing system deficiencies at various locations and facilities. **Status: A number of projects are underway in design or bid process.**

Dixon Water Treatment Plant Expansion, CIP-038

The project consists of the review of prior studies and system information; evaluating the water quality of existing and proposed raw water sources; assessing existing plant treatment systems and determining suitable methods for expansion of treatment capacity from 4.0 to 6.0 MGD; investigating future plant modifications necessary to comply with pending PFAS regulations; and reviewing existing operational facilities to accommodate additional staff. The resulting information will be used to determine future capital improvement plan needs. **Status: Final Design of the expansion is underway with design and permitting anticipated completion in April-May 2026.**

Water Supply Master Plan, CIP 039

The planning project consists of the review of prior studies and system information; updates to the existing ONWASA Hydraulic Model and GIS systems; use of the updated model to identify water distribution system deficiencies and determine the impact of proposed additional water supply and storage facilities; and, prioritizing of needed improvements for use in future capital improvement planning. **Status: New Water Model is near completion and anticipated assessment of various modeling scenarios and Master Planning to begin FY 25.**

Progress Report

Some units of local government develop annual budgets with management messages that provide either a brief introduction to financial information or which restate or simply summarize proposed revenues, expenditures, and funds. While this meets the letter of the law, it does not take advantage of the opportunity that a budget message presents to provide readers with an update on the improvement of the organization.

A budget message is an opportunity to convey the positive story of an organization to those that likely care most about it. For this reason, ONWASA is pleased to expand its

budget message to provide progress reports and information on major work initiatives. Staff is pleased to provide:

1. An update on major FY25 initiatives, which were identified in last year's budget message
2. Progress toward the major goals identified within ONWASA's Strategic Plan
3. Identification of new major work initiatives for FY26

Update on Major FY25 Initiatives

Last year, ONWASA's leadership team identified the following improvements to be targeted during FY25. A status report follows each item.

Continued Cyber-Security Enhancement. ONWASA will continue to strengthen its cyber security approach.

Status: Ongoing. ONWASA continues to further enhance its cyber-security by implementing a third-party Cyber Security platform that continuously monitors the ONWASA system logs and individual endpoints such as user workstations, laptops, and servers. This service uses web-based and machine client-based applications and Artificial Intelligence to monitor, analyze, detect and block any potential threats and unauthorized applications and code from executing on the network. This service also has a layer of response mechanisms to isolate abnormal activity and to alert ONWASA IT staff 24/7, 365 days of the year. Many local municipalities and school systems use this same platform as a primary layer in their cyber security defenses.

ONWASA takes a multi-layered approach to cyber security, beginning with continuous end user training and testing, multi-layered virus detection and response, and unauthorized application and malicious code blocking, next generation firewall implementation, encrypted data back-ups, and redundant server clusters to guard against physical damages from weather, fire or other types of facility losses.

Continuity of Computing Operations. ONWASA will continue to shift its regular PC replacement program into laptops to allow "anywhere" computing for employees.

Status: Ongoing. All critical ONWASA staff now have mobile laptops with the ability to securely work from any remote location providing an adequate internet connection. This provides greater flexibility for disaster events that might prevent staff from working in the office.

A third data center has been created and is operational with the construction of the new Laboratory building – This room has been designed as a weather hardened room to provide better protection to critical IT infrastructure during major storms. This room will also allow ONWASA to spread load its critical IT infrastructure throughout different buildings at the main site and other remote sites to improve redundancy and disaster-recovery options for various disasters.

These enhancements provide greater flexibility for disaster events that might prevent staff from working in the office.

ONWASA Ring Central Web Based Telephone System. ONWASA will work to transition to a web-based telephone system.

Status: Completed. ONWASA recently shifted its phone system from an on-premises Mitel Voice Over IP System (VOIP) to a Next Generation type web-based system. This system can utilize the same Mitel phones as before that now reach out to cloud-based services which allows users to use the system from any location that has an adequate internet connection. This upgrade significantly improves flexibility and functionality for Call Center Agents and other staff. Users can now make and receive calls directly from software on their computer or through a mobile app that links their mobile device to their ONWASA phone extension which eliminates the need for a physical desk phone. These enhancements strengthen ONWASA's business continuity capabilities, ensuring reliable communication even during facility outages caused by severe weather, fire, or other emergencies.

Robust Infrastructure. Continue design and construction of multiple projects to improve generator and fuel supply infrastructure, replace roofs and distribution system aerial crossings, and improve connectivity for resiliency during and after natural disasters.

Status: Ongoing. Information on specific projects follow:

Generators - Projects to pad-mount generators and provide larger fuel tanks to increase operating duration have been completed at several Black Creek well sites, and funding for work at additional well locations is included in the proposed Capital Improvement Plan.

Roof Replacements - Roof replacements have been completed at several existing well sites as well as the Main Office Administration Building and Hubert WTP. Updated evaluations and setting of priorities for the remaining facilities will occur in this budget year. This is part of a long-term effort to replace existing roofs that are nearing or at the end of their lifespan.

Aerial Crossings - ONWASA continues to investigate potential external funding sources to support an initiative to replace approximately 50 water main aerial stream crossings, which are highly vulnerable to flood and debris damage during storm events, with underground piping via horizontal directional drill techniques.

Northwest Plant Reconstruction. Complete reconstruction and flood mitigation activities at the Northwest Regional Water Reclamation Facility.

Status: Substantial completion has been accomplished at the Northwest Regional Water Reclamation Facility. Final Close out should happen by August 2025. This is the final recovery project associated with the Hurricane Florence event.

Wastewater Solutions. Complete design, permitting, easement acquisition and begin construction of projects to provide capacity improvements in the Swansboro service area, along with completing design and permitting of projects to provide capacity improvements in the Southeast service area.

Status: (Swansboro): Design for projects to construct force mains and pumping stations connecting Swansboro to the Piney Green pumping station were Advertised for Bid on 4/30/24 Contract has been awarded, and work has begun.

Status: (Southeast): Capacity Improvements at Summerhouse WWTP are underway. A new transmission line has been awarded and is under construction. A new design-build project is underway to expand the Southeast WWTP.

Water Solutions: Complete design, permitting, and easement acquisition for the Highway 24 Regional Trunk Main Replacement project, as well as beginning work on a source water master plan that will double raw water supply over the next ten years.

Status: Design work is complete for the Regional Trunk Main Replacement project, however a schedule for securing all permits, bidding and construction has not been determined pending the securing of utility easements from Marine Corps Base Camp Lejeune. Work on the source water master plan is now underway, with two of the three test wells resulting in new production wells completed. The pipeline connection to the raw water system to Dixon will be designed and bid in FY25.

Ordinance Updates: Complete language and supporting documents necessary to create a draft Sewer Use Ordinance, distribute for internal/external review, and prepare a final version to be submitted to the ONWASA Board of Directors for consideration.

Status: Staff continues to work with Raffelis and Legal Counsel to develop a final draft for Board consideration in FY26.

Strategic Plan Progress

Within a strategic plan, goals represent the most important issues that must be addressed to achieve the desired future. ONWASA's goals were formed to address the factors that are most critical to the organization's future success.

The Authority's strategic plan goal (in blue) is followed by an update on actions related to that goal that took place in the past 12 months.



Workforce Development. A high performing workforce requires individuals who are knowledgeable, dedicated, and supported. ONWASA is focused on equipping its

workforce with the necessary skills and training to succeed in their careers and providing comprehensive professional development opportunities.

Progress: The commitment to attracting, developing, and retaining a professional, highly skilled engaged and versatile team is on-going.

ONWASA will continue to focus on maintaining employee trust, communications, wellbeing, engagement, safety, and performance during the upcoming year. The navigation through the changes to the work environment and people management continue to be an integral part of the hiring and retention of qualified employees. The workplace of today has changed significantly and ONWASA management will be reviewing opportunities to encourage employee's career development through collaboration between staff and management. ONWASA is evaluating alternative work schedules and flexible scheduling such as allowing a certain number of remote workdays for positions that can allow for such flexibility while remaining productive for ONWASA. This is to create a work environment that allows for a good work life balance.

Review and enhance the hiring and onboarding processes

The hiring and onboarding processes are being continuously reviewed for possible revision to enhance the hiring process by providing prospective employees greater ease and confidentiality of applying for positions within ONWASA and being able to see the status of their employment applications.

This year Human Resources is actively recruiting potential candidates by participating with a partner agency in community career fairs and revising job announcements based on current employee feedback. ONWASA has continued to hire but the average time from job post-to-offer date has slowed significantly which is consistent with the current local and national environment. Human Resources will continue to monitor and benchmark data.

Human Resources is transitioning back to the normal onboarding program which includes orientation, training, facility tours, departmental leadership personnel meeting with the new hire to provide expectations as well as a meeting with the CEO which includes customer service expectations, as well as an organizational values brief.

Develop a formal employee appreciation program to recognize excellent service

Employees continue to be recognized for excellent service by the CEO via public recognition amongst their peers as well as a memo to their personnel file. The employee may also be awarded varying amounts of annual leave as appreciation for extraordinary service.

Formalize career paths and individual professional development plans

This initiative is a continuous process. ONWASA has career paths in place due to certification, education and training requirements for each position as indicated on the job description.

The Chief Human Resources Officer will also continue to work in tandem with the department heads to review individualized professional development plans for employees

and supervisors and will be collaborating with Coastal Carolina Community College continuing education division to conduct specialized leadership training.

Create opportunities for employees to participate in cross-functional teams

Cross-functional teams are an integral part of ONWASA's daily operations and opportunities for employees to participate is continually being reviewed.



Customer Satisfaction. Customer satisfaction is vital to maintaining positive relationships in the community and long-term success as a utility provider. ONWASA will continue to advance its efforts in providing a comprehensive customer experience with a focus on responsiveness, professionalism, and providing quick resolutions.

Progress: The Customer Service team monitors the Customer Service Survey results to respond to customer needs. Survey results continue to show an improved rate of customer satisfaction.

Customer service accomplished the following improvements in FY25 to improve the customer experience:

- Completed a survey one year from the Pluris Acquisition to receive valuable feedback from customers after the transition.
- Updated internal processes and added options for customers with irrigation services.
- Implemented a new call center to provide improved analytics to ensure customer satisfaction.
- Update the Customer Guide to ensure new customers receive the most current and useful information when establishing service.

ONWASA Customer Service continues in FY26 to respond to customer feedback and explore options to better serve customers through the following:

- Improve automated call out processes and messages.
- Creating videos to assist customers with their bills and accounts.
- Review and improve customer educational resources.
- Rejuvenate the Customer Service training for all ONWASA personnel.
- Improve the online form submission process for Customer Service requests.



Communication and Engagement. Fostering an environment that encourages open communication and accessibility, builds awareness, and supports strong partnerships.

Progress: Communication has improved both internally between employees and externally with customers. Partnerships have also been enhanced over the past year.

Improve Internal Communications

ONWASA now has two separate incoming fiber internet connections. One from Spectrum and one from Century Link. This has provided a significant increase in internet speeds as well as a viable back-up internet connection for critical business processes. We have taken efforts to physically separate the two dedicated fiber-optic internet connections into two separate areas of the building to provide better redundancy.

ONWASA has installed over 70 cellular based modems with externally mounted antennas in service vehicles and crew trucks to enable secure communication with the ONWASA network. This enables Service staff and Crew Leaders real-time access to service orders, Geographical Information Systems (GIS) information, and the ability to access and update customer outage information in the field.

ONWASA has continued efforts to encourage the use of SharePoint and Teams sites, and OneDrive. These tools have proven very valuable for sharing information among team members in all departments.

External Communications

ONWASA continues to enhance communication with customers through a growing presence on social media and digital platforms. The Administration and Customer Service Department have worked to increase the frequency and effectiveness of direct communication with the customer base. Through platforms such as Facebook, the ONWASA website, the Blackboard Connect system, and the ONWASA App, ONWASA can provide timely updates and important information more efficiently than ever before. Blackboard Connect, our mass communication tool, plays a vital role in keeping customers informed about water outages, account payment reminders, potential service disconnections, and other urgent notices. TABLE 5 provides communication statistics.

Table 5. Customer Contact Statistics

Contact Method	April 2024	June 2024	February 2025	March 2025
Facebook Followers	2,685	2,789	2,883	2,900
Blackboard Connect- Total Phones Called	7,271	10,560	5,068	6,254
Blackboard Connect – Total Unique Messages	41	46	57	39
Website Visitors	25,234	28,210	27,524	31,940

In addition to the above electronic communications, the CEO produces a monthly hardcopy newsletter that is sent to all customers that receive a paper statement and is a monthly guest on a local radio station. Copies of this fiscal year’s newsletters are included as an appendix.

Increase community involvement, stakeholder engagement, and partnerships

ONWASA continues to partner with the City of Jacksonville, Coastal Carolina Community College, and Onslow County to maintain the fiber optic cable connection that will go from the ONWASA Main Office to Highway 17 to connect into existing COJ fiber-optic infrastructure. This connection enables ONWASA to have a “hardwire” communication tunnel which provides a reliable, redundant connection that is currently also handled by way of a wireless point-to-point telemetry system for our SCADA system. This fiber-optic

connection will also help to enable future opportunities to connect into partnering dark fiber network connections inside the City and County if needed.

ONWASA employee donations of toys and canned food were made to Christmas Cheer as well as to the CHEW Program to help hungry kids in the community. In addition, staff collected over 1,400 boxes of mashed potatoes for the Rotary Basket Brigade, providing a warm holiday side dish to families throughout the community. Employees also gathered toys for Duke Children's Hospital, brightening the spirits of young patients during their stays. Giving back is more than a tradition at ONWASA it's a core value. This program, that we refer to as ONWASA Cares, creates community engagement opportunities for ONWASA employees that are meaningful, purposeful, and helps those in need. As an example, employees recently showed their support for community programs such as National Day of Prayer and the Ed Garris Education Golf Tournament. ONWASA employees will continue to be encouraged to participate more in the ONWASA Community Support Program.

ONWASA has partnered with the Jacksonville-Onslow, Greater Topsail Area, and Swansboro Chambers of Commerce, the Sports Commission, and the Onslow County School System to engage the community through sponsorships, educational outreach, and job fairs. These initiatives aim to raise awareness about water resources, the science behind clean water, and the vital public service ONWASA provides.

ONWASA's CEO was appointed to the Military Affairs Committee of the Jacksonville-Onslow Chamber of Commerce. The purpose of the Military Affairs Committee is to maintain and continually improve the relationship between the military and civilian communities. ONWASA strives to be a key community partner and is honored to be represented on this important committee. The CEO is deeply involved in local service organizations. He is an active member of the Jacksonville Rotary Club, serves on the Board of the Salvation Army supporting Onslow and Jones Counties, and contributes as a board member of Sturgeon City.

Following the discovery of PFAS aboard the Marine Corps Outlying Landing Field Camp Davis South, the CEO was invited to participate in the Camp Lejeune PFAS Task Force.

ONWASA staff also participate in the Onslow Regional Water Resources Group that consists of representatives from ONWASA, the City of Jacksonville, and the Base. The goal of this regional group is to promote active communication among the partners across Onslow County as it relates to water and sewer needs.

ONWASA is honored to be represented in these vital community efforts and remains dedicated to supporting the people and partnerships that strengthen our community.

Financial Sustainability. Operating a utility requires strategic forward-thinking to maintain appropriate operating and capital funding. ONWASA is committed to ensuring long-term viability by generating appropriate revenues to maintain and invest in infrastructure while providing reliable services to meet the needs of the community.

Progress: ONWASA completed and implemented recommendations from the 2024 Rate Study starting with the adoption of the FY25 budget. The 2021 Rate Study was revised in FY25 after the Board updated the CIP. The Rate Study identified and communicated



the revenue required for operations and the accepted CIP for the next five years. In accordance with the rate study, a 10.75% rate increase for utilities is proposed.

ONWASA continues to explore alternate sources of revenue with minimal increases to operating costs. ONWASA is proceeding with multiple interlocal agreements to sell potable water. The Interlocal agreement already in place with the City of Jacksonville for areas where it is ONWASA water lines and the City of Jacksonville sewer lines. ONWASA also serves part of the Pender County Water System in the Maple Hill area with an inner connection. With the strong growth in the area, more opportunities for shared resources are expected to arise in the future.

ONWASA will continue its efforts to sell timber from two of its larger tracks of land during the next fiscal year. This is all part of the overall timber management plan as recommended by our professional timber consultant. In FY 25 we received approximately \$615,000 in revenue from timber sales.

Purchasing processes are being reviewed to reduce equipment, materials and construction costs that have increased from nationwide supply shortages. ONWASA is also exploring the idea of expanding our interlocal agreements to include Onslow County in ways that may save costs on fuel and vehicle maintenance.

ONWASA will continuously review all sources of revenue as well as key business processes to ensure we are maintaining affordable rates and our bond rating.



Operational Quality. ONWASA is dedicated to developing and maintaining reliable infrastructure that will meet customer needs now and, in the future, while continuing to provide high-quality services to the community.

Progress: Progress on this goal is measured primarily through the successful and timely completion of projects within the original ONWASA Ten Year CIP originally adopted in May 2018, then updated in Fall 2020 and again as part of the FY24 budget process.

CIP projects for which construction and final acceptance will be completed in FY25 or in early FY26 include: the Topsail Island Booster Pumping Station, Summerhouse Wastewater Treatment Plant Interim Capacity Improvements; Ocean Road Water and Sewer main extension, Jenkins Street Pump Station upgrades. Planning and/or design work is also underway for multiple CIP projects, including work involving three different wastewater treatment facilities; a regional trunk water main; pump station rehabilitations.

It is important to note that the above information provides a brief overview of efforts being undertaken through ONWASA's Capital Improvement Plan

FY26 Major Work Initiatives

The following major work initiatives are currently planned for FY26.

Wastewater Solutions. Complete design, permitting, easement acquisition and begin construction of projects to provide capacity improvements in the Northeast and Southeast Service Areas. Also working with a firm to develop and implement a systemwide infiltration and inflow (I&I) study and program. This will help ease capacity constraints at the treatment plants and collection system as well as reduce the expense associated with treating I&I.

Water Solutions. Complete easement acquisition and permitting for the Highway 24 Regional Trunk Main replacement project, as well as completing work on a source water master plan and begin implementation of selected projects (test well installations, Dixon WTP expansion). We are also working to implement our new system-wide water model as we accept new customers and infrastructure into our distribution system.

Robust Infrastructure. Continue design and construction of multiple projects to improve generator and fuel supply infrastructure, replace roofs and distribution system aerial crossings, and improve connectivity for resiliency during and after natural disasters.

Northwest Plant Reconstruction. Complete reconstruction and flood mitigation activities at the Northwest Regional Water Reclamation Facility.

Utility Ordinance Updates. Complete language and supporting documents necessary to create a draft Sewer Use Section within our Utility Ordinance, distribute for internal/external review, and prepare a final version to be submitted to the ONWASA Board of Directors for consideration. Also begin review of the current Manual of Standards, Specifications and Details (MSSD) with the goal of having a draft update done by the end of FY26. This will be part of an overall all Utility Ordinance update and rewrite with the assistance of an outside consultant. Several amendments have been made over the years; the goal is to update the ordinance into one updated document that provides the legal structure needed to perform the mission and work of ONWASA.



Informing ONWASA's Customers

It is important that the customers of ONWASA be informed about the proposed budget of ONWASA. With proper information, the public can provide beneficial feedback to the Authority. For this reason, multiple opportunities for public input will be provided.

To help ensure the safety of the public through social distancing, the full budget is available for public review online. The budget may be viewed at www.onwasa.com.

Customers may submit budget comments by email at "budgetcomment@onwasa.com" Customers may also submit comments by US Mail to the following address:

Budget Comment
c/o ONWASA Administration
228 Georgetown Road
Jacksonville, NC 28540

The Board of Directors is required by North Carolina General Statutes to make no decision on the proposed budget until after a formal public hearing on the proposed budget. The public hearing will be advertised per state statutes. All comments on the proposed budget will be compiled in an unedited format and presented to the Board of Directors for their review prior to the public hearing.

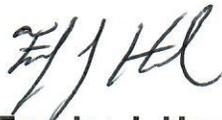
Staff recommends the public hearing on the proposed FY26 budget take place at the regular meeting of the Board of Directors in the Council Chambers of Jacksonville City Hall, 815 New Bridge Street, Jacksonville on Wednesday, June 18, 2025.

Conclusion

As you can see, this proposed budget grants the resources needed to continue organization-wide improvements and operations. It must be emphasized that the proposed budget was made possible through the efforts of staff at all levels of the organization. Special recognition should be given to the entire staff within Finance, Human Resources, Information Technology, Operations, as well as the Clerk to the Board. Over the years our Team has been trained and encouraged to only make realistic and necessary budget request. Because of that, the Budget process becomes more efficient every year. You can be assured that if a request has been made through our planning process it has been properly scrutinized by the entire Leadership Team.

ONWASA staff members are ready to provide additional research and/or documentation on any aspect of this budget to the Board of Directors upon request. While these have been challenging times for everyone, ONWASA is confident that we will not only continue operations but will also make advancements in both resiliency and service to our customers.

Respectfully Submitted,



Franky J. Howard
CEO

MESSAGE APPENDIX

- 2025 CAPITAL IMPROVEMENT PLAN UPDATE
- CUSTOMER SATISFACTION SURVEY
- EMPLOYEE ENGAGEMENT SURVEY
- MONTHLY NEWSLETTERS (FY25)
- PROPOSED FY26 BUDGET ORDINANCE
- RAFTELIS PROJECTED RATES
- US BUREAU OF LABOR STATISTICS CPI REPORT



ONWASATM

**ONWASA 10 YEAR CAPITAL IMPROVEMENT PLAN
2025 UPDATE**

No.	Project Description	Type	Service Area	YEARS 1-5 CAPITAL IMPROVEMENT NEEDS					YEARS 6 - 10	Project Total
				FY26	FY27	FY28	FY29	FY30	FY31-35	
	Buildings/Misc. Operational Projects									
CIP-035	Water & Sewer Operational Improvements (D+C)	R	Various	2,869,000	1,500,000				4,500,000	8,869,000
N/A	Disaster Recovery Response Contracts (C only)	R	Various	1,000,000		1,000,000			3,000,000	5,000,000
CIP-001	Building Roof Replacements (D+C)	R	Various		\$250,000		\$250,000		\$500,000	\$1,000,000
CIP-011	Emergency Power Systems Upgrades (D+C)	R	Various	1,100,000	500,000	500,000	250,000		1,500,000	3,850,000
CIP-043	Advanced Metering Infrastructure (C only)	R	Various	2,000,000	5,000,000	5,000,000	5,000,000	5,000,000	5,000,000	27,000,000
	WATER SYSTEM									
	Raw Water and Monitoring Wells									
CIP-010	ORWRG Aquifer Study Monitoring Wells (D+C)	R	Various	175,000		150,000			300,000	625,000
	Southwest WTP									
CIP-025A	Southwest WTP Feasibility and New Well Sites (D+C)	E	Southwest	1,000,000	1,500,000	3,000,000			11,250,000	16,750,000
CIP-025B	Southwest Water Treatment Facility (D+C)	E	Southwest			36,000,000			96,000,000	132,000,000
	Water Distribution System - Renovation									
CIP-032	Topsail Island Booster Pumping Station (D+C)	R	Southeast							-
CIP-040	North Topsail Beach Water Tank (D+C)	R	Southeast	500,000	2,500,000	500,000				3,500,000
CIP-017	Highway 24 Regional Trunk Water Main (D+C)	R	Northeast	10,250,000	10,250,000					20,500,000
CIP-003	Water Main Interconnections, Phases 3 - 7 (D+C)	R	Various	200,000	500,000		500,000		1,500,000	2,700,000
CIP-037	Water Main Aerial Crossing Replacements, Phase 1 (D+C)	R	Various	1,238,741						1,238,741
CIP-004	SW Service Area Upgrades, Project 2 - Hwy 17 Trunk Main (D+C)	R	Southwest	250,000	500,000	5,100,000			16,200,000	22,050,000
CIP-018	Queens Creek Road Water Main Upgrades (D+C)	R	Northeast						5,400,000	5,400,000
CIP-019	Rocky Run Road Water Main Upgrades (D+C)	R	Northeast						6,500,000	6,500,000
CIP-038	Dixon WTP Expansion (D+C)	E	Various	5,000,000	25,000,000	20,000,000				50,000,000
CIP-039	Water Master Plan (D)	E	Various	250,000	250,000	250,000	250,000	250,000	1,250,000	2,500,000
CIP-041	Ocean Road Water Extension (D+C)	R	Southeast	500,000						500,000
	WASTEWATER SYSTEM									
	Northwest Regional Water Reclamation Facility									
N/A	Hurricane Florence Recovery (C only)	R	Northwest	48,942						48,942
	Southeast Regional WWTPs									
CIP-005	Summerhouse Interim Capacity Improvements (D+C)	R	Southeast	6,549,100						6,549,100
CIP-028A	Southeast Transmission System Phase I (D+C)	E	Southeast	18,000,000						18,000,000
CIP-028B	Southeast Transmission System Phase II (D+C)	E	Southeast		20,000,000					20,000,000
CIP-028C	North Topsail WWTP Expansion (D+C)	E	Southeast	10,000,000	42,000,000					52,000,000
	Swansboro WWTP									
CIP-006A	Hwy 24 Utility Improvements - Wastewater Force Main (D+C)	E	Northeast	18,000,000	4,130,000					22,130,000
CIP-046	Northeast WWTP (D+C)	E	Northeast						51,000,000	51,000,000

**ONWASA 10 YEAR CAPITAL IMPROVEMENT PLAN
2025 UPDATE**

No.	Project Description	Type	Service Area	YEARS 1-5 CAPITAL IMPROVEMENT NEEDS					YEARS 6 - 10	Project Total
				FY26	FY27	FY28	FY29	FY30	FY31-35	
WASTEWATER SYSTEM (cont.)										
Wastewater Collection System - Renovation										
CIP-016	Pumping Station Assessments/Rehabilitation (D+C)	R	Various	1,000,000	1,000,000		1,000,000		3,000,000	6,000,000
CIP-033	Hargett Street & Shore Drive Pump Stations Rehabilitation (D+C)	R	Various	500,000	500,000					1,000,000
CIP-034	Piney Green Sewer Phase 2 - Hickory Grove Closure (C only)	R	Northeast							0
CIP-036	Mount Pleasant Road Pump Station Relocation (D+C)	R	Northeast	1,675,000						1,675,000
CIP-042	Ocean Road/ Jenkins Street Pump Station (D+C)	E	Southeast	3,500,000	250,000					3,750,000
Wastewater Collection System - Expansion										
CIP-008	NW Plant - Kenwood/Bishops Ridge Service Extension (D+C)	E	Southwest				500,000		5,800,000	6,300,000
CIP-020	NW Plant - Liberty Park Road Service Extension (D+C)	E	Southwest				250,000		2,700,000	2,950,000
CIP-021	NW Plant - Hill Farms Service Extension (D+C)	E	Northwest				460,000		4,600,000	5,060,000
CIP-022	NW Plant - Denise Dr/Greystone Dr Service Extension (D+C)	E	Southwest				400,000		4,000,000	4,400,000
CIP-029	NW Plant - Plum Point Sewer Extension (D+C)	E	Southwest				400,000		4,400,000	4,800,000
CIP-030	Piney Green FM - Birchwood Park Service Extension (D+C)	E	Northeast				150,000		1,400,000	1,550,000
CIP-044	Southeast Regional Wastewater Force Main (D+C)	E	Southeast	3,000,000	17,000,000	15,000,000				35,000,000
Totals				\$88,605,783	\$132,630,000	\$86,500,000	\$9,410,000	\$5,250,000	\$229,800,000	\$552,195,783
Total: Years 1-5								\$322,395,783		

Notes:

Chart does not reflect active projects funded in previous budget years.

All cost estimates are based on project information available at the time this report was prepared.

Actual costs for individual projects will not be final until contracts are awarded; estimated costs are for planning purposes only.

Type Codes: E - System Expansion Project R - Repair/Rehabilitation Project

D - Design, C - Construction

ONWASA CUSTOMER SATISFACTION SURVEY

Prepared for:



March 19, 2025

Prepared by:



**Product
Acceptance &
Research**

5401 Cunningham Drive
Evansville, IN 47711
812-483-6680

Methodology

Background / Objectives / Key Dates

Background: Product Acceptance & Research has conducted several waves of customer satisfaction tracking for ONWASA, dating back to 2017. This report represents findings from February 2025.

Objectives: To discover...

- Customer satisfaction with service received from ONWASA
- How customers prefer to receive communication from ONWASA
- How customers prefer to pay their bill

Key Dates

- Launched: 2/21/25
- Closed: 3/10/25
- Reported: 3/19/25

*“Three measurements tell you nearly everything you need to know about your organization’s overall performance: employee engagement, **customer satisfaction**, and cash flow.”*

Jack Welch

Methodology

Action Standards / Method / Sample Composition

Action Standards: As in the past, the findings from this research will be used to focus future marketing efforts.

Method: Web survey. Sent to customers by ONWASA. Processed and reported by Product Acceptance & Research.

Sample Composition: A random sample of customers was selected. All were required to be responsible for paying their water/sewer bill or contacting ONWASA with issues regarding their bill or services. Details are as shown to the right.

Response Rate	Apr 2017	Apr 2019	Oct 2021	Oct 2023	Feb 2025
Emails Sent	4,001	8,171	8,371	10,000	10,000
Responses	408	736	581	603	878
Response Rate	10.2%	9.0%	6.9%	6.0%	8.8%

Methodology

Estimated Sampling Error / Disclosures

Estimated Sampling Error: Given a sample of 878 residential respondents and measuring this group at the 95% confidence level, the sampling error would be approximately $\pm 3.3\%$. The base for charts/graphs includes 878 residential respondents, but note that actual response counts varies throughout the report based on skip patterns in the survey.

In 2025, we received 18 commercial responses, summarized in the appendix of this report for ease of reading. This is not trended, as prior year counts have been notably smaller. Due to the small count, the commercial data should be viewed as anecdotal ($n < 30$).



EXECUTIVE SUMMARY

“The customer experience is the next competitive battleground.”

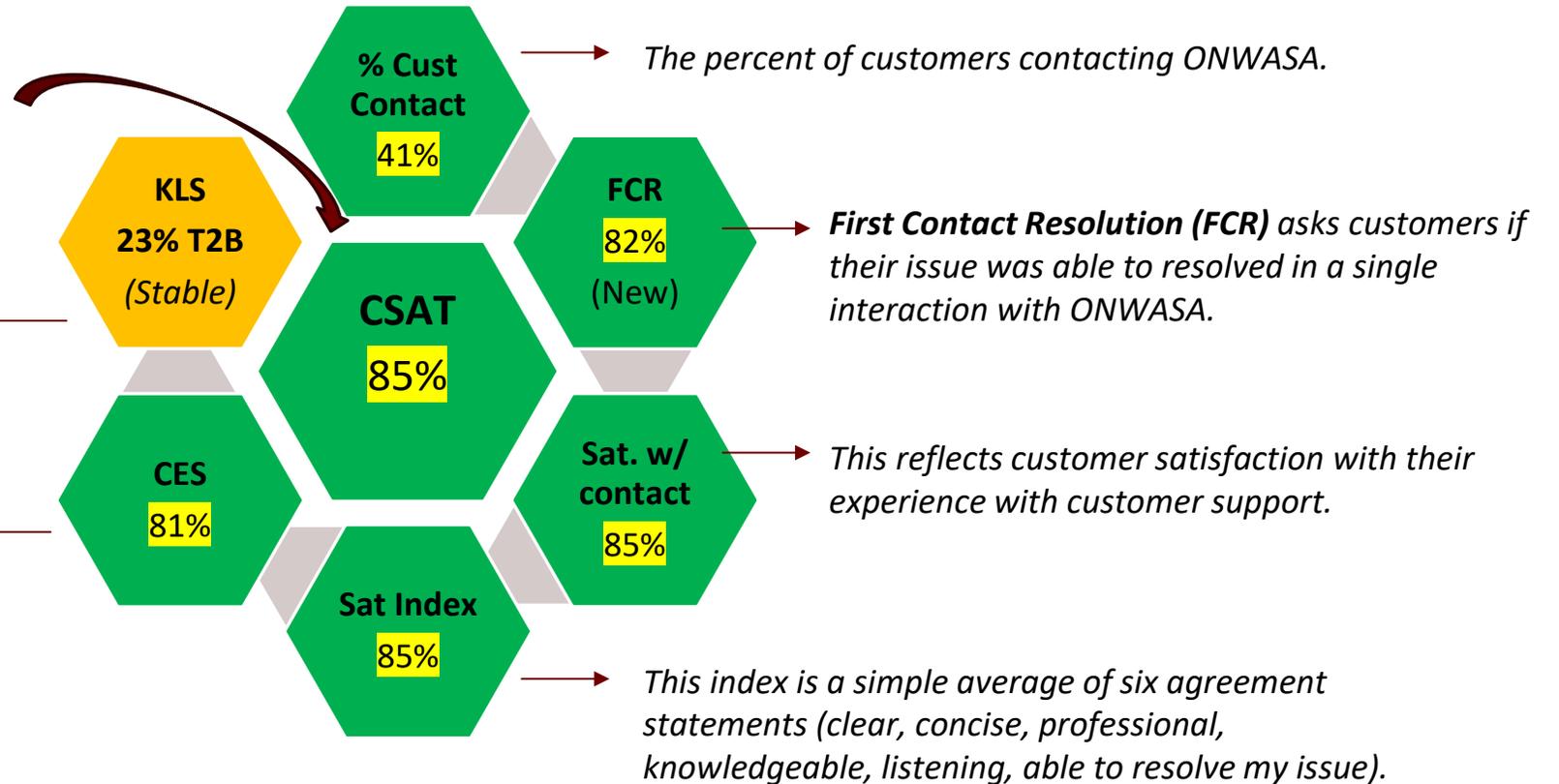
- Jerry Gregoire, CIO, Dell Computers

Executive Summary: Residential Core Metrics Dashboard

Customer Satisfaction (CSAT) is the **cumulative experience** of your customers. All other elements on this page are sub-issues or more specific experiences. Shown in green (pos.), this attribute is lower than last wave.

The Knowledge Level Score (KLS) expresses customers' claimed knowledge of your services. Shown here in yellow, this score represents an opportunity to develop enhanced relationships.

The Customer Effort Score (CES) is a metric focused on how easy or difficult it is to do business with ONWASA.



KEY LEARNING & IMPLICATIONS

ONWASA's performance in the 2025 wave might be described as "collectively strong with directional slippage." Overall, scores remain strong, but some caution is appropriate. When we see a *single KPI* appearing as an outlier, we explore reasons that data point might be distorted. When we see *most KPIs trending up or down*, we should explore the issues leading to that change. That answer *may not* be found in this data. In some cases, a timeline review may uncover *internal* issues that impacted survey results (leadership change, negative press, rate changes, major interruptions, changes to corporate policy, etc.). Alternatively, the cause might be *external* (change of competitive landscape, acts of God, socio-political disruption, etc.).

The current data suggests *there may be a need for additional customer service coaching* (customer interactions up; CSAT/CES/FCR down - and satisfaction with all customer service evaluation points down). As a first step, *it is important to know if your internal systems remain sufficient for current call volumes - and if agents have access to the information they need to respond to customer inquiries.* Periodic system adequacy audits should be performed to assure this is not the source of perceived performance issues.

KEY LEARNING & IMPLICATIONS

Method/Analysis Notes

- **Response rate was strong** (best ever per the trended data).
- Responses we expect to be relatively static were highly **consistent with prior years** for issues like general and emergency communications preferences, preferred payment method, and knowledge of ONWASA - **lending credibility** to the quality of sample.
- The customer **footprint appears to be larger** than in prior waves, representing 47 communities.

Next Steps

- Confirm system adequacy. Explore reasons for lower customer experience scores. Coach for improvement as necessary.
- Consider messages emphasizing water quality to counter the widening importance/agreement gap for this attribute.

DETAILED FINDINGS

“It takes 20 years to build a reputation and 5 minute to ruin it. If you think about that you’ll do things differently.”

Warren Buffet

OVERALL SATISFACTION

Overall satisfaction with ONWASA was *essentially unchanged* from 2023 (2 pt. decline). That said, the two most recent waves have seen *fractional/nominal decline* - a trend that may be explained by corporate events or external forces. Looking at the long trend, this score's deepest valley was in 2017 (the initial year of tracking). Performance peaked in 2021 (a 12-pt. lift from baseline).

As discussed in prior years, many organizations find it difficult to maintain and/or improve satisfaction as the organization's footprint or customer count increases. **While directionally declining trends should be watched, the current score of 85% remains a strong outcome.**

How satisfied are you with ONWASA overall?

Overall Satisfaction with ONWASA - Residential Data					
	<u>2017</u>	<u>2019</u>	<u>2021</u>	<u>2023</u>	<u>2025</u>
Top 2 Box	77%	82%	89%	87%	85%
Very Satisfied	54%	63%	73%	68%	66%
Somewhat Satisfied	23%	19%	16%	19%	19%
Neither	5%	4%	4%	4%	5%
Somewhat Dissatisfied	9%	4%	3%	5%	5%
Very Dissatisfied	9%	10%	4%	4%	5%

Importance vs. Performance – Gap Analysis

Residential customers continue to rating **importance** as expected. **Safety** remains at the top of the list followed by sensory attributes and functional aspects of service delivery. Note that the order of importance is almost identical across years. **Agreement** scores typically trail **Importance** slightly.

Residential Gap Analysis	Residential 2021			Residential 2023			Residential 2025		
	Importance	Agreement	Gap	Importance	Agreement	Gap	Importance	Agreement	Gap
Water is safe	9.9	9.01	-0.89	9.84	8.93	-0.91	9.95	8.8	-1.15
Clear/colorless	9.78	9.31	-0.47	9.76	9.31	-0.45	9.8	9.23	-0.57
Water has no odor	9.73	9.1	-0.63	9.72	8.97	-0.75	9.72	8.91	-0.81
No chem. aftertaste	9.71	8.74	-0.97	9.67	8.6	-1.07	9.76	8.6	-1.16
No chemical taste	9.68	8.66	-1.02	9.68	8.55	-1.13	9.72	8.56	-1.16
No interruption of service	9.49	9.44	-0.05	9.54	9.43	-0.11	9.56	9.33	-0.23
Water pressure is sufficient	9.44	8.25	-1.19	9.51	8.47	-1.04	9.55	8.35	-1.2

The **slightly widening gaps** (2025 vs. 2023) mirror the *slightly lower overall satisfaction score* on the prior slide. Note that the 2025 importance/agreement gaps are *fractionally larger for every attribute* than those reported in 2023. That was generally true when comparing 2023 to 2021 also. Current data suggests that *it may be important to reinforce messages focused on water safety*. That said, scores remain strong with every agreement average exceeding 8.5 on a 10 point scale.

Increased Employee Interactions; Somewhat Lower Satisfaction with ONWASA Employees

41% of this year's residential customer sample said they interacted with an ONWASA employee in the past year (*up from 34% in 2023*).

- **82%** said the ONWASA employee was able to resolve their issue in one contact (*down from 85% in the prior wave*).
- **66%** reported that they were "very satisfied" with those ONWASA employees overall, *a notable drop from 79% last wave*. The combined T2B score was **85% positive, down directionally from 90% in 2023**.

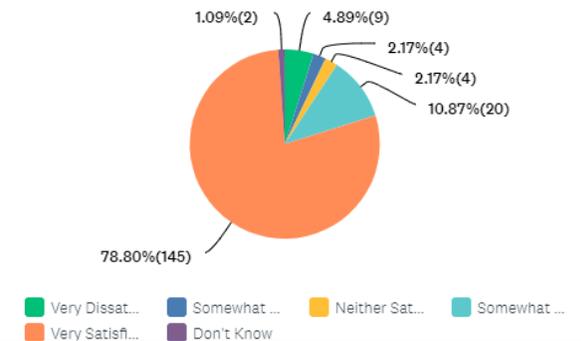
As your footprint grows, the sheer number of interactions with customers is likely to increase as well. While that may be *proportionally similar* to prior years, the larger number may stress your call management system - suggesting an internal review of customer contact handling systems. Alternatively, *scheduling* and *focused agent coaching* may prove helpful as you work to improve FCR outcomes.

Have you interacted with ONWASA employees in the past year?
How satisfied are you with ONWASA employees overall?

How satisfied are you with ONWASA employees overall?

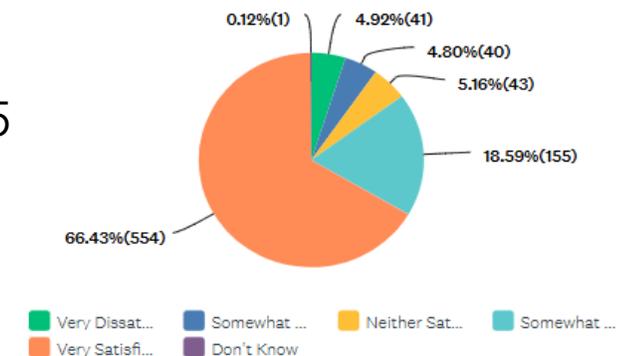
Answered: 184 Skipped: 419

2023



Answered: 834 Skipped: 44

2025



ONWASA's Customer Effort Score (CES)

While 2023 saw **high consistency for the KPIs** called out in the table to the right (CSAT T2B 87%, CES 87%, and Performance Index 91%), the 2025 data is *less consistent*. In the big picture, **current scores remain strong, but...**

- CSAT is **down 2%** (not a statistically significant variance; a *directional* decline).
- CES movement remains a strong score at 81%, but it is **6 pts. lower** than the prior year, a caution to recognize.
- A similar **6-pt. drop** in the Performance Index also raises concerns.

2023 Comparison of Key Scores						2025 Comparison of Key Scores					
Overall Satisfaction (CSAT)		Customer Effort Score (CES)		Performance Index		Overall Satisfaction (CSAT)		Customer Effort Score (CES)		Performance Index	
Top 2 Box	87%	Easy (8-10)	87%	Simple Avg. of Scores from Six Agreement Statements	91%	Top 2 Box	85%	Easy (8-10)	81%	Simple Avg. of Scores from Six Agreement Statements	85%
Neutral	4%	(4-7)	12%			Neutral	5%	(4-7)	17%		
Bottom 2 Box	9%	Difficult (1-3)	1%			Bottom 2 Box	10%	Difficult (1-3)	2%		

Data Interpretation Note: This research looks at a number of KPIs - more than shown here. When reviewing the data, we encourage you to look at collective similarities AND any outlying KPIs both within a wave and across time. When you see directional change (even nominal shifts) for several KPIs, we encourage you to explore underlying reasons that drove declines.

How difficult or easy would you say it is to do business with ONWASA? (10-point scale)

Agreement with ONWASA Employee Statements

All six agreement statements showed *decline* from the 2023 performance. This is consistent with the overall score for the current wave. That said, current scores are closely aligned with 2017, 2019, and 2021 - so it is possible that 2023 scores were the (high) outlier in this trended data.

A simple average of the six T3B agreement scores over time shows both the current decline and the stability across all other waves.

Agree with Statements Regarding ONWASA Employees										
Base: Interacted with employees in past year	2017 (n=196)		2019 (n=318)		2021 (n=189)		2023 (n=~182)		2025 (n=~335)	
	Agree (8-10)	Do Not Agree (1-3)	Agree (8-10)	Do Not Agree (1-3)	Agree (8-10)	Do Not Agree (1-3)	Agree (8-10)	Do Not Agree (1-3)	Agree (8-10)	Do Not Agree (1-3)
Speak clearly/understandably	86%	5%	91%	<1%	88%	1%	94%	2%	90%	1%
Are polite/courteous	84%	8%	90%	<1%	85%	4%	94%	2%	89%	1%
Are professional	84%	7%	89%	1%	86%	3%	93%	3%	88%	2%
Are knowledgeable about my questions/problems	81%	8%	85%	2%	85%	4%	88%	3%	80%	5%
Listen to me explain my questions/problems	81%	5%	84%	1%	83%	5%	92%	3%	85%	2%
Are able to resolve my questions/problems satisfactorily	76%	10%	81%	2%	84%	6%	86%	5%	77%	8%
<i>Top 3 Box Average</i>	82%		87%		85%		91%		85%	

Please indicate how much you disagree or agree with each statement below regarding ONWASA employees.
 (1 = "Do not agree at all;" 10 = "Agree completely")

General Information Communication Preferences

Key Thoughts:

1. As was the case in 2023, *Email, Text, and Newsletter with Monthly Bill* continued to be the **most preferred** communications methods for ONWASA customers.
2. Note that this question used a 10-point scale - and the *highest* score was **only** a 6.92 for text and a 6.91 for email. It may take something really unique to stir customers' interest in general information.
3. Your team might ask *what specific information customers want in notices*. **External data** suggests that *door hangers* and similar signs should communicate

	Text Message	Email	Newsletter with your monthly	Door Hanger	Mass media (Radio/TV)	Website	FB Page	Twitter/X Feed
2023	6.92	6.91	6.61	5.19	4.18	4.02	3.25	1.69
2025	6.81	6.85	6.58	4.85	3.98	4.1	3.35	1.85

future/upcoming events (ex. maintenance/construction). *Text and email notifications* focusing on *current issues* should let customers know (a) you are aware of the problem, (b) the impacted area, (c) the cause, if known, and (d) upon resolution, that their service has been restored. If possible/known, customers want to know an *estimated time for resolution* of service disruption (so they can plan their lives). Communications should also include contact numbers or resources to help customers with unresolved issues during/after your internal sources indicate the problem is resolved.

Texts and Emails are Preferred for Urgent Messages

Residential customers continue to prefer **text communications** for **urgent** messages. All other modes except Twitter/X formed a *distant second tier* of communications options. Twitter/X stood as an *even more distant third tier*.

Communication Preferences for Urgent Messages					
	2017	2019	2021	2023	2025
Text Message	85%	89%	92%	93%	93%
Email	85%	86%	86%	85%	83%
Paper Door Hanger	35%	31%	33%	29%	26%
Mass Media (Radio/TV)	23%	24%	17%	20%	16%
ONWASA Facebook Page	14%	17%	10%	10%	12%
ONWASA Website	10%	12%	16%	13%	19%
ONWASA Twitter Feed	1%	1%	<1%	<1%	1%

Occasionally, there are urgent notices that must be communicated to customers. Please select up to three options from the list below to indicate how you would prefer to be notified of issues such as boil advisories or an interruption of service

Most Continue to Pay their Water Bills Online

“Online” remained the top response for residential customers in 2025 (72%). As in prior years, “Check/Credit Card Draft” followed at a considerable distance (21%). All other options formed a distant third tier as shown in the table to the right.

- Only 15 customers said they *prefer to pay in-person*, 11 of those at Georgetown Rd. and 4 at Town Hall.
- When pressed as to *where they would pay if paying in-person*, 60% said Georgetown Rd., while 40% opted for Town Hall.

Bill Payment Method						
				Resi. n=553	Resi. n=601	Resi. n=831
	2017	2019		2021	2023	2025
Online	76%	82%	Online	71%	65%	72%
	NA	NA	Check/Credit Card Draft	19%	19%	21%
By Mail	13%	13%	Mail	7%	7%	7%
In Person	8%	7%	In Person	3%	2%	2%
Mobile App	5%	5%	Automated phone service	9%	9%	7%
Drop Box	1%	1%	Drop Box	1%	1%	1%

How do you typically pay your/your company’s monthly bill?
 At which of the following do you typically pay your/your company’s bill?
 If you were to pay your/your company’s bill in-person, where would you prefer to go?

Residential Customers' Knowledge of ONWASA Offerings

Residents' level of *knowledge about ONWASA's services has remained stable* across waves of tracking cited here.

If your team has not been actively attempting to influence customer knowledge of ONWASA, the outcomes shown here are predictable. If, on the other hand, your team has been dedicating resources/effort to increase customer awareness of program elements offered by ONWASA, the finding would be that those efforts do not appear to be resulting in change.

Note that the maximum score for this question is 10 and all responses hover around the midpoint, suggesting there is room to improve customer familiarity with ONWASA.

Knowledge About ONWASA Services					
	2017	2019	2021	2023	2025
A Little (1-3)	29%	25%	29%	27%	28%
Very Little (1)	19%	16%	18%	19%	17%
Neutral (4-7)	54%	54%	50%	50%	49%
A Great Deal (10)	7%	5%	6%	6%	7%
A Lot (8-10)	17%	21%	21%	23%	23%
Mean	5	5.3	5.2	5.2	5.2

How much do you feel you know about the services ONWASA offers? (1 = "Very little;" 10 = "A great deal")

Residential Customers' Top Concerns

Residential customers' concerns have been **remarkably consistent** over the years, with *“improving the existing water and sewer system for existing customers”* being their *top issue*. Likewise, their *second greatest concern* has consistently been *“maintaining the existing water and sewer system for existing customers.”*

“Expanding the sewer system into new service areas” was a bit less of a concern in the current wave, while *“something else”* grew to its largest response on record.

Primary Focus for ONWASA Over the Next 5 Years					
	2017	2019	2021	2023	2025
<u>Improving</u> the existing water and sewer system for existing customers	47%	51%	48%	47%	49%
<u>Maintaining</u> the existing water and sewer system for existing customers	36%	30%	33%	30%	31%
Expanding the <u>sewer</u> system into new service areas	10%	13%	10%	12%	8%
Expanding the <u>water</u> system into new service areas	4%	4%	4%	4%	3%
Something else	3%	2%	4%	7%	10%
			n=547	n=542	n=819

What primary area of focus do you believe ONWASA should have over the next 5 years?

Additional Concerns

Here's a breakdown of the *key concerns voiced as “other comments”* - along with an *estimated proportion* of comments for each category:

It is important to know that many of these comments reiterated a pre-coded response/option. Some, as you can imagine, wrote comment to the same end using slightly different words.

For this reason, *this summary should be understood to be an approximation of clarifying comments offered* – in addition to the options customers could mark.

1. **Water Quality Issues (30%)**
 - Chemical taste, chlorine smell, scaling, hardness, residue, and film left on the skin.
 - Requests to remove fluoride, PFAS, and other contaminants.
 - Concerns about water testing and transparency.
2. **High Costs & Billing (35%)**
 - Complaints about rising water and sewer rates.
 - Issues with billing accuracy and unexplained increases.
 - Calls for reduced rates, removal of base charges, and more competition.
3. **Water Pressure & Supply (15%)**
 - Issues with low water pressure, especially in growing areas.
 - Requests for additional storage tanks and improved infrastructure.
 - Concerns about sustainable water sourcing.
4. **Infrastructure & Service Expansion (10%)**
 - Requests for sewer expansion to eliminate septic tanks.
 - Better management of road repairs after pipeline work.
 - Preventing flooding in subdivisions.
5. **Customer Service & Emergency Response (5%)**
 - Mixed reviews—some praise employees, others report poor service.
 - Requests for emergency availability on weekends.
6. **General Improvements (5%)**
 - Calls for better quality control, transparency, and maintenance of local water bodies.
 - Complaints about odor and chemical residue.

SAMPLE COMPOSITION

Residential Customer Tenure

Tenure as a customer of ONWASA shows an increase the in the proportion who have been with you for *LESS than 5 Years*. This might be due to a somewhat expanded footprint/coverage - or, as you look at the 6-wave trend lines, it might be variation due to random sampling.

Looking at the data from the perspective of an outside consultant, it appears that the current gains in the “<5 Years” category” were mainly at the expense of customers in the “10-<20 Years” group.

Aside from that proportional shift, the responding base appears to be quite consistent over the past few waves of research.

Length of Time Customer of ONWASA (in Years)					
	2017	2019	2021	2023	2025
<5 Years	61%	48%	41%	34%	41%
5-<10 Years	19%	19%	23%	25%	23%
10-<20 Years	11%	18%	20%	23%	17%
20+ Years	8%	15%	15%	18%	19%
Not Sure	1%	n.a.	1%	1%	0%
			<i>n=547</i>	<i>n=542</i>	<i>n=819</i>

About how long have you been an ONWASA customer?/About how long has your company been using ONWASA’S services?

About a Third of Respondents were from Jacksonville

Jacksonville continues to show the largest survey response (32%), followed by *all other named communities* in the table as a second tier. The third tier (“Other”) was composed of 41 communities in 2025, none of which garnered more than 2% of the 701 survey responses.

City of Residence					
	2017	2019	2021	2023	2025
			n=547	n=476	n=701
Jacksonville	34%	31%	36%	30%	32%
Sneads Ferry	17%	18%	18%	12%	13%
Hubert	13%	16%	14%	15%	12%
Holly Ridge	12%	13%	8%	8%	10%
Richlands	11%	12%	10%	11%	11%
Swansboro	8%	8%	7%	6%	9%
Other	4%	3%	6%	17%	13%

What is your/your company's Zip Code?

Appendix: Commercial Accounts

In 2025, 18 commercial accounts replied to this satisfaction survey. While that is well below the minimum sample of 30 required for analysis, highlights are shown below. Consider this anecdotal/directional learning.

Overall Satisfaction = 4.72 (max 5.0). **Gaps** are within a half a percent (nominal variance between *importance* and *agreement* with these attributes).

	Water is safe	Clear/ colorless	No interruption of service	Pressure is sufficient	No odor	No chemical taste	No chemical aftertaste
Importance	9.58	9.47	9.17	9.29	9.59	9.06	9.44
Agreement	9.2	9.38	9.59	9.44	9.13	9.19	9.19
Gap	-0.38	-0.09	0.42	0.15	-0.46	0.13	-0.25

Reading General Information from ONWASA: Text messages, email, newsletter in monthly bill, and website were the top mentions. Paper door hangers, mass media, and social media were a bit lower. **Top preferences were text and email.**

Payment: 47% pay online; about 21% pay in person, 16% pay by check/CC draft and 16% by mail.

Appendix: Commercial Accounts (Cont.)

Knowledge of ONWASA: 7.44/10 pt. max. 13 of 18 said they had interacted with an employee in the past year, with a resulting satisfaction score of 4.69 (5.0 max.). The following ratings are all strong for agent handling of commercial account inquiries.

Employees are polite/ courteous	Professional	Speak clearly/ understandably	Listens to me explain question/problem	Knowledgeable about my questions/problems	Able to resolve my questions/ problems satisfactorily
9.23	9.23	9.31	9.31	9.46	9.38

Future Focus: While these numbers are quite small, we note that the top and bottom responses in the table to the right mirror those given by residential customers.

Primary focus for ONWASA, next 5 years?

- 7 - Improving the existing water and sewer system for existing customers
- 5 - Expanding sewer system into new service areas
- 4 - Maintaining the existing water and sewer system for existing customers
- 2 - Expanding the water system into new service areas

Tenure: 29% have been ONWASA customers for 5-<10 yrs., 7% for 10-20, and 64% for 20+ yrs.

Thank You

Feel free to contact me with follow-up questions.

Woody Youngs, PhD, IPC Master
Product Acceptance & Research, LLC
Senior Research Investigator/Owner
woody.youngs@gmail.com
812-483-6680



*Product
Acceptance &
Research*



Responses Overview Closed

Responses

88 

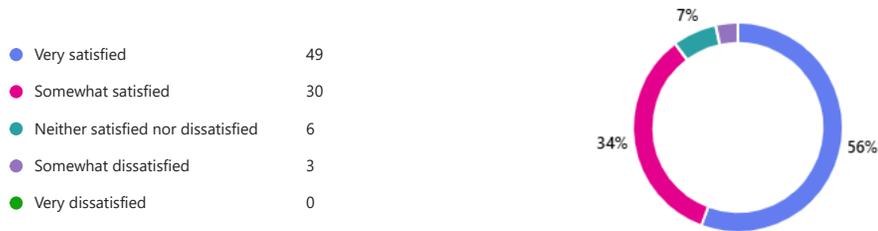
Average Time

50:58 

Duration

23 Days 

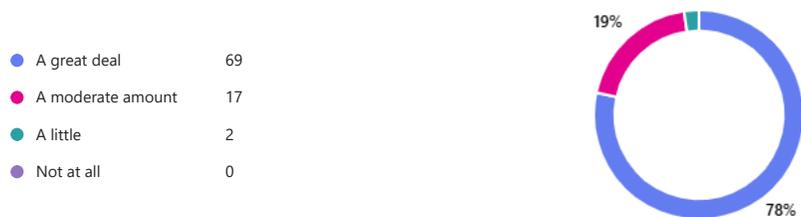
1. How satisfied are you with your work schedule?



2. Do you feel that your workload is manageable?



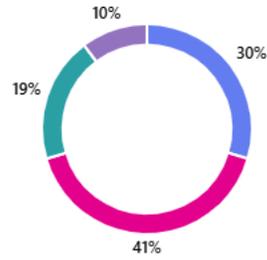
3. How much do you feel your job is contributing to the organization?



EMPLOYEE ENGAGEMENT SURVEY

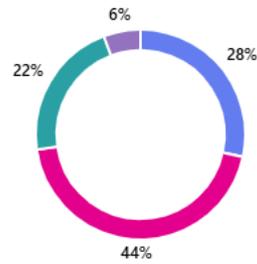
4. How much do you feel appreciated for your work?

● A great deal	26
● A moderate amount	36
● A little	17
● Not at all	9



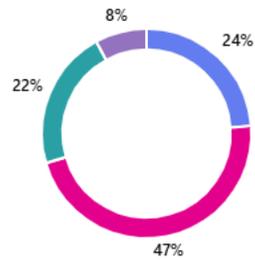
5. Do you feel that your job is fulfilling?

● Always	25
● Most of the time	39
● Sometimes	19
● Rarely	5
● Never	0



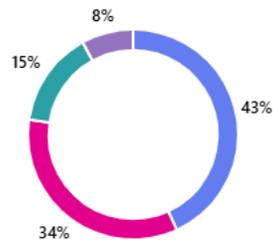
6. Do you feel that you have the resources you need to do your job effectively?

● Always	21
● Most of the time	41
● Sometimes	19
● Rarely	7
● Never	0



7. How would you rate your manager's support and leadership?

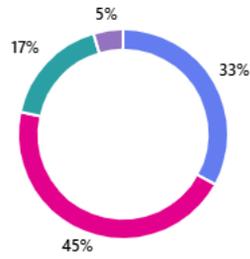
● Excellent	38
● Good	30
● Fair	13
● Poor	7



EMPLOYEE ENGAGEMENT SURVEY

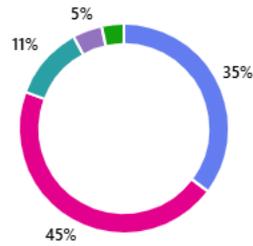
8. How would you rate ONWASA's culture and values?

● Excellent	29
● Good	40
● Fair	15
● Poor	4



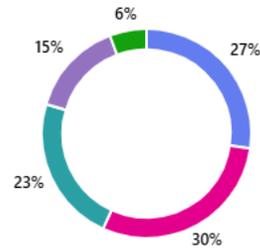
9. How would you rate your overall job satisfaction?

● Very satisfied	31
● Somewhat satisfied	40
● Neither satisfied nor dissatisfied	10
● Somewhat dissatisfied	4
● Very dissatisfied	3



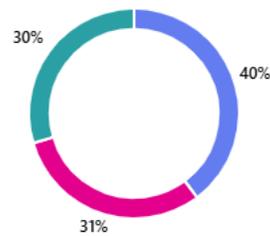
10. Do you feel that you have opportunities for growth and development?

● Always	24
● Most of the time	26
● Sometimes	20
● Rarely	13
● Never	5



11. Would you use a snack and drink vending machine if offered at the main office?

● Yes	35
● No	27
● Maybe	26



12. If so, what products would you like to see stocked?

42
Responses

Latest Responses

"nabs, chips, candy bars; sodas pepsi mt dew dr pepper etc"

"Chips/ soda"

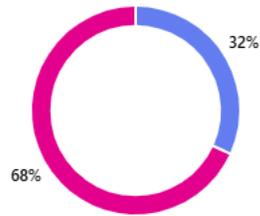
...

10 respondents (24%) answered Chips for this question.



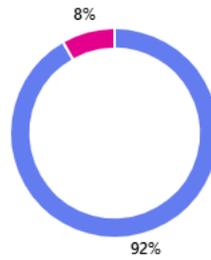
13. Do you use our current telehealth service, "Ally Health"?

● Yes 28
● No 60



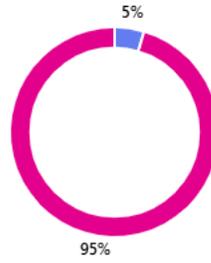
14. If not, did you know we had that available?

● Yes 67
● No 6



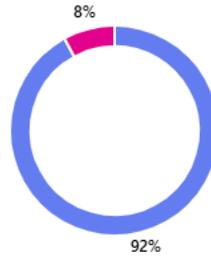
15. Do you use the Employee Wellness Program with EXSS Fit?

● Yes 4
● No 84



16. If not, did you know it was available?

● Yes 81
● No 7



17. We are working on next year's budget? Do you have ideas you would like to share with the Leadership Team before we finalize the budget for Board consideration?

51
Responses

Latest Responses

- "New Forklift"
- "We need to bring back employee picnic or "team building days" to improve mora..."
- "No"
- ...

11 respondents (22%) answered work for this question.



18. Do you have thoughts and ideas for employee engagement for this upcoming year?

54
Responses

Latest Responses

"We need improved communication, it seems like a few know all and the rest don't..."
"Bring back the employee appreciation day and the monthly department safety a..."

...

10 respondents (19%) answered Employee appreciation for this question.



19. Any general thoughts that you would like to share with ONWASA leadership?

53
Responses

Latest Responses

"Just what I have already shared, we need to get back to everyone working together..."
"Keep up the good work and thank you for all that has been done for employees ..."

...

27 respondents (51%) answered works for this question.



THE FLOW

CUSTOMER NEWSLETTER

April 2025 Edition 228 Georgetown Road, Jacksonville, NC 28540 (910) 455-0722 www.onwasa.com



FROM THE DESK OF

FRANKY HOWARD, CEO

Spring Has Sprung!



Know what's below.
Call before you dig.

National Safe Digging Month
April 2025

We hope all our customers are enjoying a wonderful Spring and taking advantage of the beautiful warmer weather. This is also a good time to remind our sewer customers that state law requires certain homes to have a separate water meter for their irrigation systems. If your home was built after July 2009 and has an in-ground irrigation system, you are required to have an irrigation meter. Please contact our office to find out how to get your irrigation meter installed. We have developed alternatives to make this process as affordable as possible without passing the costs on to other customers. As an added benefit, water usage from your irrigation system will not be subject to sewer rates. We encourage you to schedule the installation of your irrigation meter before the summer watering season begins.

Spring into Water Conservation!

April marks the beginning of warmer weather, making it a great time to focus on water conservation. Small changes, like fixing leaks, turning off the tap while brushing your teeth, and using drought-resistant landscaping, can make a big impact on your water bill and the environment.

Celebrate Earth Day with Us!

Earth Day is April 22! Join us in protecting our local water sources by participating in community cleanups, properly disposing of household chemicals, and reducing plastic waste.

April is National Safe Digging Month – Call 811 Before You Dig!

Planning a spring landscaping project? Before you dig, **call 811** to have underground utility lines marked. Whether you're planting a tree, installing a fence, or working on a home improvement project, calling 811 helps prevent damage to water, sewer, gas, and electrical lines—keeping you and your neighbors safe. **It's free, easy, and the law!**

Spring Cleaning? Dispose of Household Hazardous Waste Properly

As you tackle your spring cleaning, be mindful of how you dispose of hazardous materials like paint, motor oil, and cleaners. These items should **not** go down drains or storm sewers. Our friends at Onslow County Solid Waste will be hosting a Residential Household Hazardous Waste Collection Day next month. More information about this event may be found by visiting www.onslowcountync.gov.

-CONTINUED FROM PAGE 1

Please let us know how we can better serve you by taking reaching out to us or taking advantage of filling out a customer survey when given the opportunity.

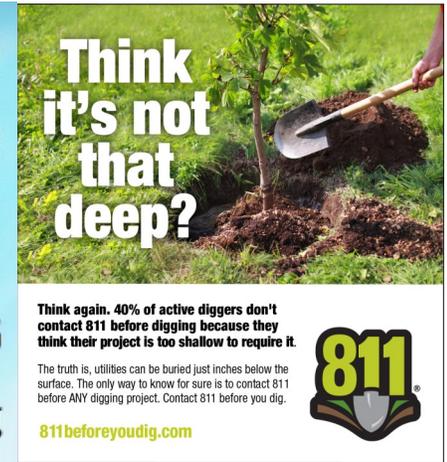
That's all for this month, welcome to all our new customers and thank all of you for being our customers and consumers.



**April is
National Safe
Digging Month**

North Carolina 811
www.nc811.org

Contact 811 Before You Dig



**Think
it's not
that
deep?**

Think again. 40% of active diggers don't contact 811 before digging because they think their project is too shallow to require it.

The truth is, utilities can be buried just inches below the surface. The only way to know for sure is to contact 811 before ANY digging project. Contact 811 before you dig.

811

811beforeyoudig.com

Strawberry-Lemonade Italian Ice

 Servings: 6
Serving Size: 1 cup

INGREDIENTS

- 3 tablespoons fresh lemon juice
- 2 tablespoons sugar
- 1 1/2 pounds ripe strawberries, hulled and halved
- 5 cups ice

DIRECTIONS

- In a small bowl, whisk together the lemon juice and sugar until the sugar is almost dissolved.
- In a food processor or blender, process the strawberries and the lemon juice mixture until the strawberries are pureed.
- Add the ice. Process until the mixture is completely smooth.
- Pour into a 13x9x2 inch baking dish. Freeze for 30 minutes. Using a spoon, scrape along the edge of the dish, pushing the outer frozen chunks into the middle of the dish. Using the back of the spoon, spread the ice into an even layer. Freeze for 30 minutes. Repeat scraping process. Freeze for 1 hour.
- Using a spoon, scoop the ice into serving cups.



NUTRITIONAL INFO

Calories: 54 Per Serving
Protein: 1g Per Serving
Fiber: 2g Per Serving

SOURCE: AMERICAN HEART ASSOCIATION



Saturday, May 3, 2025 4-7 P. M.
Eastern North Carolina Regional Skills Center
261 Northwest Corridor Blvd Jacksonville, NC

The Salvation Army of Onslow & Jones County invites you to the Men Who Cook fundraiser, where both amateur and professional cooks serve entree samples for attendees to judge in a fun and casual setting while raising money to feed families in Onslow and Jones counties.



Scan or Call
(910) 219-7992
for more info

HAPPY EARTH DAY
APRIL 22, 2025

THE FLOW

CUSTOMER NEWSLETTER

March 2025 Edition 228 Georgetown Road, Jacksonville, NC 28540 (910) 455-0722 www.onwasa.com



FROM THE DESK OF
FRANKY HOWARD, CEO

Protect & Save!



FIX A LEAK WEEK

March 17, 2025 - March 23, 2025

March 2025 is here, and your water and Sewer Authority is busy with several projects and initiatives throughout the County.

Spring Forward with Smart Water Habits

As we welcome the change of seasons, it's a great time to check for leaks and make sure your home is water efficient. A small drip can waste over 3,000 gallons per year! Celebrate Fix a Leak Week (March 17-23) by checking faucets, toilets, and outdoor spigots for leaks. Visit our website for easy DIY fixes and water-saving tips.

Sewer System Care: Keep It Flowing

Prevent costly backups by keeping fats, oils, and grease (FOG) out of your drains. These substances solidify and cause blockages, leading to sewer overflows. Instead, collect grease in a container and dispose of it in the trash.

Infrastructure Updates and Sewer Expansion

One project that has been a long time in the making is our Booster Station at North Topsail Beach Town Hall. This new tool will help our operators stabilize the water pressure on the island during peak demand times. By the time this newsletter reaches you we will have officially started and tested the booster station. If you have pressure concerns and have ruled out issues on your side of the meter, please let us know. In some cases, properties more than three to four stories high may need a water pressure booster on the customer side to increase the system pressure to the higher floors.

We have kicked off the Highway 24 Sewer Force Main Project to connect our Swansboro collection system to our Piney Green system. You may have seen water pipes laid along this route. This new sewer force main will increase capacity in the greater Swansboro area and open up areas along Hwy 24 to sewer service. The contractor for the pipe work is JYMCO, while the pump station work is being handled by T.A. Loving. This project is expected to take roughly 18-24 months to complete and will allow us to tap into sewer treatment capacity through our agreement with Marine Corps Base Camp Lejeune.

We are also working to increase treatment capacity in both our water production and sewer treatment. We are actively working on a design build project that will double the capacity of the Sneads Ferry/North Topsail MBR Plant formerly owned by Pluris. With that we are also in the process of connecting our Southeast sewer collection system with a series of sewer force mains. This will start at the Holly Ridge lagoon plant and connect over to our Summerhouse plant then on to the Sneads Ferry/North Topsail Plant. Speaking of Summerhouse, we are also in the process of renovating this MBR plant to convert it to a newer filtration system designed and built by Kubota. The goal is to get it back to its original designed capacity of 400,000 gallons per day.

-CONTINUED ON PAGE 2

On the water side, we are currently installing two new raw water wells into the Castle Hayne acquire just off Hwy 50. These well will feed into the Dixon plant were we are actively working to increase that plant from 4 MGD (Million Gallons per Day) to 6 or 8 MGD of capacity depending on the final design. Another project that is underway is a new system wide water model and master plan. This will allow us to position new and necessary improvements based on the current demands on the system.

Lastly I wanted to share with you that we are working on two initiatives to save resources by identifying leaks in our water distribution system and leaks into our sewer collection system. With that being said, if you see anything that looks like a water leak in your area please let us know so we can investigate further. Likewise, if you have sewer please be sure to do your part to prevent rain water or storm water from entering into our sewer collection system. Keep cleanout covers on and report any broken ON-WASA cleanouts so we can make repairs. Rainwater that enters our system counts as flow into the treatment facility and counts against our available capacity. Thank you for being a valued water and sewer customer!

Upcoming Events & Reminders

- ◆ **Fix a Leak Week:** March 17-23 – Check your home for leaks to conserve water and save money!
- ◆ **World Plumbing Day:** March 11 – Recognizing the importance of plumbing and clean water access!
- ◆ **Spring Forward:** Daylight Saving Time begins March 9 – Adjust clocks and irrigation timers.

Visit ONWASA's
CUSTOMER PORTAL
to save time and money!



Strawberry Freezer Jam

Yield: 5 pints
Prep Time: 10 minutes
Cook Time: 10 minutes

INGREDIENTS

- 2 cups crushed fresh strawberries
- 4 cups sugar
- 1 (1.75 oz package dry pectin
- 3/4 cup water

DIRECTIONS

- Step 1
Mix crushed strawberries with sugar in a bowl, and let stand for 10 minutes
- Step 2
Stir pectin into water in a small saucepan. Bring to a boil over medium-high heat, and boil for 1 minute.
- Step 3
Stir boiling water mixture into strawberries. Allow the mixture to stand for 3 minutes before pouring into clean jars or other storage containers, leaving a little space at the top to allow for expansion.
- Step 4
Place tops on the containers, and leave out at room temperature for 24 hours. Place into freezer, and store frozen until ready to use.



THE FLOW

CUSTOMER NEWSLETTER

January 2025 Edition 228 Georgetown Road, Jacksonville, NC 28540 (910) 455-0722 www.onwasa.com



FROM THE DESK OF
FRANKY HOWARD, CEO
New Year—New Goals!

ONWASA CARES



Welcome to 2025! Yes, we have embarked on a new year. Here at ONWASA, like many of you, we set goals for the upcoming year. We will continue to work towards completing our projects within our capital improvement plan, particularly those planned for the next 5 years. This month, we should begin construction on our Hwy 24 sewer force main that will connect our Swansboro wastewater system to the Piney Green system which will allow us to access some available treatment capacity within our agreement with the Base. Later this year we will complete Phase 1 of the renovations to our Summerhouse WWTP so that we can maximize the available capacity at our facility. We have also kicked off our new water meter pilot project which will switch out old AMR (drive by) meters for new AMI technology meters. We will be installing these meters on just over 1000 accounts in our Old Settlers system which is along Topsail Island at the Onslow and Pender County line. These new meters do not require ONWASA personnel to drive by them for readings, they will use a network of data collectors to send a signal to our server so that we can have daily readings that are collected every hour. This will allow us to be more responsive to leak situations for our customers and provides a more efficient and accurate way of collecting monthly billing data. Customers should receive a notice if their meter is being switched to a newer one. Speaking of customers, ONWASA has added 1287 water accounts over the last 12 months, that is over 107 per month or 2.2% growth year over year. We also added 890 (6%) sewer accounts through our typical growth areas. This brings our total sewer accounts to 15,443 and water accounts up to 58,945. Many large utilities are happy to see a 1% growth rate. This larger than normal growth comes as both a blessing and a challenge.

I also wanted to take the time to brag on our great ONWASA employees. This past Christmas we set an internal goal to surpass the \$4200 in total of donations which is what we took in last year for the Christmas Cheer program. We did just that! Our employees donated over \$5500 worth of toys and gift cards that we turned over to the Onslow Christmas Cheer program. Our employees are some of the best and most generous and always go above and beyond. We even had several employees volunteer to help in the distribution efforts of Christmas Cheer through our ONWASA Cares program.

I hope all of you had a great 2024 and have a great start to your 2025. We are excited to serve all our new and existing customers this coming year here at ONWASA. Please let us know how we can serve you better by participating in one of our survey opportunities when you get a chance. As I have said in the past, we really do encourage feedback and enjoy hearing what you have to say.

Thank you for being our customers!

IMPORTANT!

We need your correct contact information. We are not able to send you urgent notices or outage information without your correct email or phone number. Quickly and easily update your information in one of three ways!

1. Email us at updateinfo@onwasa.com with your ONWASA account number OR the last 4 digits of the account holder's social security number.
2. Call us at (910) 455-0722 with your account number or the last 4 digits of the account holder's social security number.
3. Go to onwasa.com, click on the "My Account Button" and then click "Customer Portal" to enter your customer portal and update your info.

Don't know where your underground utilities are?
You could do this...
or just call 811



811 is Fast, Free & it's the Law

North Carolina 811
www.nc811.org



Cold weather and freezing nights are here. Save money and time by protecting the plumbing in your home!

Homemade Chicken and Noodles

*Servings: 6 Servings
Prep Time: 10 min
Cook Time: 1 hour*

Ingredients

- 1 whole cut-up fryer chicken
- 2 whole carrots, diced
- 2 stalks celery, diced
- 1/2 whole medium onion, diced (optional)
- 1 tsp salt
- 1/2 tsp turmeric
- 1/4 tsp white pepper (more to taste)
- 1/4 tsp ground thyme
- 2 tsp parsley flakes
- 16 oz frozen "homemade" egg noodles
- 3 tbsp all purpose flour

SOURCE: thepioneerwoman.com



Instructions

1. Cover chicken in 4 quarts water. Bring to a boil, then reduce heat to low. Simmer for 30 minutes.
2. Remove chicken from pot with a slotted spoon. With two forks, remove as much meat from the bones as you can, slightly shredding meat in the process. Return bones to broth and simmer on low, covered, for 45 minutes.
3. Remove bones from broth with a slotted spoon, making sure to get any small bones that might have detached.
4. Add the carrots and celery (and onions, if using) to the pot, followed by the herbs and spices. Stir to combine and simmer for ten minutes to meld flavors.
5. Increase heat and add frozen egg noodles and chicken. Cook for 8 to 10 minutes.
6. Mix flour and a little water. Stir until smooth. Pour into soup, stir to combine, and simmer for another 5 minutes, or until broth thickens a bit. Test and adjust seasoning as needed.

THE FLOW

CUSTOMER NEWSLETTER

December 2024 Edition 228 Georgetown Road, Jacksonville, NC 28540 (910) 455-0722 www.onwasa.com



FROM THE DESK OF

FRANKY HOWARD, CEO

Counting Our Blessings



FATS, OILS & GREASE

CONTAIN IT, DON'T DRAIN IT!

I hope all our ONWASA customers had a great November and Thanksgiving. It is now officially time to get ready for Christmas and start or finish decorating if you haven't already done so. Keep in mind if you are getting a live Christmas tree this year, try to buy one that is coming from Western NC in an effort to support all the farmers and families that were impacted by Hurricane Helene.

A Season of Giving: Over 1,400 Boxes of Kindness

This holiday season our employees once again came together to make a difference by participating in a mashed potato drive. Thanks to their generosity, over 1,400 boxes of mashed potatoes were donated and will be distributed to families in Onslow County as part of the Jacksonville Rotary Basket Brigade.

Keep Fats, Oils, and Grease Out of Your Drains

This is the season for fried turkeys, buttery foods, and gravy. As you prepare your festive meals, remember to keep fats, oils, and grease (FOG) out of your drains. When poured down the sink FOG can harden inside pipes, leading to blockages and costly repairs. By keeping FOG out of your pipes you are helping to maintain a healthy plumbing system and protect our shared water resources.

Protect Your Pipes This Winter

As freezing temperatures set in, don't let the cold catch your pipes off guard! Burst pipes can cause expensive damage, but a few simple steps can save you from the hassle and cost of dealing with frozen or burst pipes. Visit www.onwasa.com for a list of tips.

As this year comes to a close, we want to extend our warmest wishes to all our customers. Here is to a happy, healthy and hydrated New Year! Merry Christmas and Happy New Year from Your Water Utility Team!

AREA HAPPENINGS



NORTH CAROLINA SYMPHONY

Presents a

HOLIDAY POPS CONCERT

Wednesday, December 18, 2024 @ 7:30 PM

Northside High School Auditorium

ncsymphony.org or call 910.455.9840 for tickets and more information



Our offices will be closed on December 23rd thru 26th in observation of Christmas and on January 1st in observation of New Year's Day.

2025 Calendar

JANUARY

M	T	W	T	F	S	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

FEBRUARY

M	T	W	T	F	S	S
					1	2
	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28		

MARCH

M	T	W	T	F	S	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
						31

APRIL

M	T	W	T	F	S	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

MAY

M	T	W	T	F	S	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

JUNE

M	T	W	T	F	S	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
						30

JULY

M	T	W	T	F	S	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

AUGUST

M	T	W	T	F	S	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

SEPTEMBER

M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

OCTOBER

M	T	W	T	F	S	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

NOVEMBER

M	T	W	T	F	S	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

DECEMBER

M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

THE FLOW

CUSTOMER NEWSLETTER

November 2024 Edition 228 Georgetown Road, Jacksonville, NC 28540 (910) 455-0722 www.onwasa.com



FROM THE DESK OF

FRANKY HOWARD, CEO

GIVING BACK!



Hello ONWASA Customers,

I'm sure most of you are like I am and are welcoming these recent cooler temperatures. I'm also happy to have made it through another Hurricane season with minimal activity here in Eastern North Carolina. As we all know that is not the case for our neighbors to the west. We continue to keep all of Western NC in our thoughts and prayers.

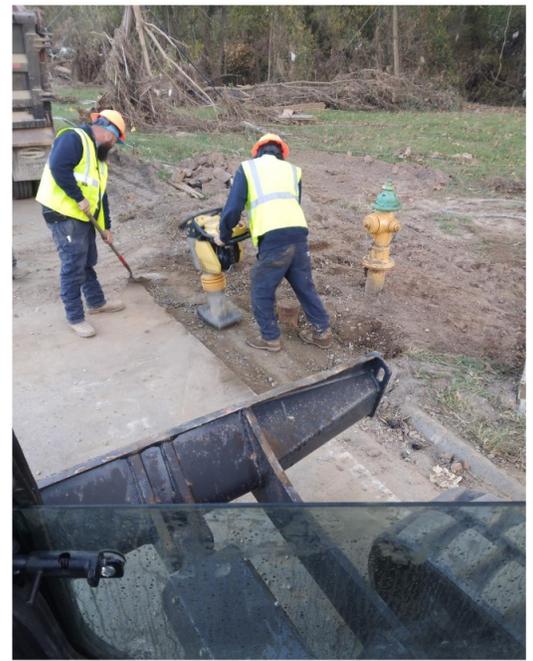
As I have mentioned in the past, ONWASA is part of NC Water WARN which is a network of water and sewer utilities across North Carolina. During natural disasters we activate the Water WARN group and coordinate resource and aid requests for utilities that are in need. In the case of Hurricane Helene, our NC Water WARN group has staffed a desk at the State EOC since they were activated. In fact, we sent someone from ONWASA during the first week of the event to help staff the desk for several days. So far NC Water WARN has fulfilled over 32 missions related to water and sewer needs in Western NC, utilizing over 20 partner agencies and utilities from across North Carolina.

ONWASA has sent several staff and equipment to aid in the restoration efforts of water and sewer services to customers in Western NC. We started out working with the town of Woodfin, repairing leaks. From there, we shifted to Asheville, where we have also been repairing leaks and helping to restore water pressure throughout their system. Our team here at ONWASA didn't hesitate when the request was made for volunteers to send west. We had nearly 30 employees ready to respond when needed. Part of the reason is not only the fact that we have great employees who care about helping but also that we here at ONWASA were on the receiving end of NC Water WARN aid during Hurricane Florence. We had several crews working here in Onslow County as we recovered. It was a no-brainer when the request for help started coming in that we would do what we could to support our neighboring utilities in Western NC.

Another bit of information from the ONWASA team that I am proud to share is that the Government Finance Officers Association of the United States and Canada (GFOA) has awarded the Certificate of Achievement for Excellence in Financial Reporting to ONWASA for our annual comprehensive financial report for the fiscal year ended June 30, 2023. This was the 18th consecutive year that ONWASA has achieved this prestigious award and serves as a great testament to the wonderful team of professionals we have working here at ONWASA.

I hope everyone has a great November and blessed Thanksgiving this year. Thank you for being our valued customer and consumer.

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ONWASA began an initial lead service line inventory project in October of 2020 which is now complete and has not identified any lead services lines to date nor do we anticipate finding any in our system. Your water service line has two sections, the public side (ONWASA side) which is the responsibility of ONWASA and the private side which is the responsibility of the property owner. If the private side section of the service line has been categorized as Unknown which simply means ONWASA is unable to verify the materials, you will be receiving a notification letter in the coming weeks with more information. At ONWASA we remain committed to providing safe and reliable water and will continue to update our customers throughout the process.



Our offices will be closed in observance of Veterans Day on November 11th and for Thanksgiving November 27th - 29th.



THE FLOW

CUSTOMER NEWSLETTER

September 2024 Edition 228 Georgetown Road, Jacksonville, NC 28540 (910) 455-0722 www.onwasa.com



FROM THE DESK OF

FRANKY HOWARD, CEO

Prepare & Protect!



Ready.gov

SEPTEMBER
NATIONAL
PREPAREDNESS
MONTH

Prepare. Plan. Stay Informed.



Protect the Source

Source Water Protection Week

September 29–October 5, 2024

It's September 2024 and I bet many of you are ready for some Fall weather after enduring some record-breaking heat earlier this summer. I know I sure am, as much as I enjoy the summer, I prefer the fall temperatures. As temperatures begin to cool, your lawn and garden require less water. Reducing irrigation during the fall helps conserve water and supports healthier landscapes. Here are a few tips:

- ◆ **Adjust Your Sprinklers:** As the weather cools, reduce the frequency and duration of your irrigation schedule.
- ◆ **Monitor Weather Conditions:** Turn off your irrigation system after rain or when rain is expected.
- ◆ **Check for Leaks:** Regularly inspect your irrigation system for leaks or broken sprinkler heads to avoid wasting water.

National Preparedness Month

September is National Preparedness Month, a time to ensure that you and your family are ready for any emergency, including those that can affect our water supply. It is ONWASA's goal to keep the water flowing during these types of hazards but sometimes disasters may cause temporary disruptions to water service, so we suggest customers always have a plan in place for their family. Whether it's a natural disaster, a power outage, or other unexpected events, having a plan in place is crucial. Here are some tips to help you get started:

- ◆ **Build an Emergency Kit:** Include essentials such as bottled water, non-perishable food, medications, a flashlight, and batteries. Aim to store at least one gallon of water per person per day for at least three days.
- ◆ **Create a Family Communication Plan:** Make sure everyone in your household knows how to reach each other in case of an emergency. Designate a meeting place and keep a list of emergency contacts handy.
- ◆ **Stay Informed:** Sign up for local alerts and warnings. Follow us on social media for updates related to water services, especially during severe weather events. Make sure we have current contact information for you.

Remember, preparedness isn't just about storing supplies—it is about having the knowledge and plans in place to stay safe.

Water Source Protection Month

September also marks Water Source Protection Month, an initiative dedicated to safeguarding our water sources from contamination and over-use. Protecting our water sources is essential for maintaining a safe and reliable water supply for our community. Here's how you can help:

Basic Disaster Supplies Kit

Being prepared means having your own food, water, and other supplies to last for several days. A disaster supplies kit is a collection of basic items your family may need in the event of an emergency!

Ready.gov suggests the following for a basic emergency supply kit. You should also consider adding items depending on your unique family needs.

- Water (one gallon per person per day for several days.)
- Food (at least a several-day supply of non-perishable food)
- Battery powered or hand crank radio and a NOAA Weather Radio with ton alert
- Flashlight
- First aid kit
- Extra batteries
- Whistle (to signal for help)
- Dust mask (to help filter contaminated air)
- Plastic sheeting and duct tape
- Moist towelettes, garbage bags and plastic ties
- Wrench or pliers
- Manual can opener
- Local maps
- Cell phone with charger and a backup battery

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- ◆ **Dispose of Waste Properly:** Never dispose of hazardous materials, such as chemicals, oils, or medications, down the drain or toilet. Use local hazardous waste disposal programs to ensure these substances don't pollute our water sources.
- ◆ **Use Water Wisely:** Reduce water usage by fixing leaks, using water-efficient fixtures, and practicing water-saving habits like turning off the tap while brushing your teeth or using a broom instead of a hose to clean driveways.
- ◆ **Support Local Initiatives:** Participate in community clean-up events and educational programs that focus on protecting our rivers, lakes, and groundwater sources.

By taking these steps, you're contributing to the health of our environment and ensuring future generations have access to clean, safe water.



CALL BEFORE YOU
DIG! SAFETY IS IN
YOUR HANDS.

Sausage Squash Kabobs

 Servings: 4 servings
Prep & Cook Time: 20 min



INGREDIENTS

- 1 pound small red potatoes, halved or quartered if desired
- 1/4 cup Dijon mustard
- 1/2 teaspoon grated orange zest
- 1 pound smoked turkey kielbasa, sliced 1/2 inch thick
- 2 small yellow summer squash, sliced 1/2 inch thick
- 2 small zucchini, sliced 1/2 inch thick
- 1 tablespoon water
- 1/2 cup honey

DIRECTIONS

- In a large microwave safe bowl, combine potatoes and water. Cover and microwave on high until tender, 6-8 minutes; drain and set aside. For glaze, combine the honey, mustard and orange zest in a small bowl.
- On 8 metal or soaked wooden skewers, alternately thread the sausage, potatoes, yellow squash and zucchini; brush with half of the glaze.
- On a lightly oiled grill rack, grill kabobs, uncovered, over medium heat 10-16 minutes, basting frequently with glaze.

SOURCE: tasteofhome.com



THE FLOW

CUSTOMER NEWSLETTER

August 2024 Edition 228 Georgetown Road, Jacksonville, NC 28540 (910) 455-0722 www.onwasa.com



FROM THE DESK OF
FRANKY HOWARD, CEO
High-quality is Our Standard....



The following information was taken from nationalwaterqualitymonth.org:

August is National Water Quality Month

National Water Quality Month is dedicated to making the most of the relatively small amount of fresh water we have, because having clean water is vital to our individual health, our collective agricultural needs, and the needs of our environment.

◆ **How Did National Water Quality Month Start?**

The history of National Water Quality Month originally dates back to two US congressional acts that were passed in the early 1970s in an effort to protect our water sources. Starting with the Clean Water Act that was passed in 1972, the federal government began taking steps to curb water pollution by making it illegal to dump high amounts of toxic materials into bodies of water. This set the standard for making sure that surface water was up to certain standards before being used for human consumption and recreation. In 1974, the Safe Drinking Water Act was passed to further protect the quality of groundwater and public water systems.

From there, National Water Quality Month was founded in 2005 by the Environmental Protection Agency (EPA) and backed by the United Nations in an effort to promote civic discourse about how to conserve our natural water sources by starting conversations on what we can do in our own households and communities to ensure that we all have access to safe, clean drinking water for generations to come. What's better than water?

Since there are a limited amount of sources we get our water from, and we have yet to find a way to manufacture water, it's vitally important to protect these sources. The U.S. Environmental Protection Agency (EPA), The Safe Drinking Water Act (SDWA), Clean Water Act (CWA), and the water utility companies themselves all play a part in making sure that the water that comes from our taps is always safe for use.

◆ **Why is Water Quality Important?**

Liquid water is what makes earth so unique and virtually everything on our planet relies on it. Unfortunately, having high quality, unpolluted water is constantly taken for granted, especially by developed countries. In the US, we use water for everything from drinking to recreation without thinking twice about it, but what most Americans don't realize is that not all water is created equal and having immediate access to clean water is a privilege, not a right. Moreover, large swathes of our oceans are becoming dead zones due to eutrophication caused by fertilizer runoff, and freshwater clean enough for consumption is becoming harder and harder to come by worldwide.

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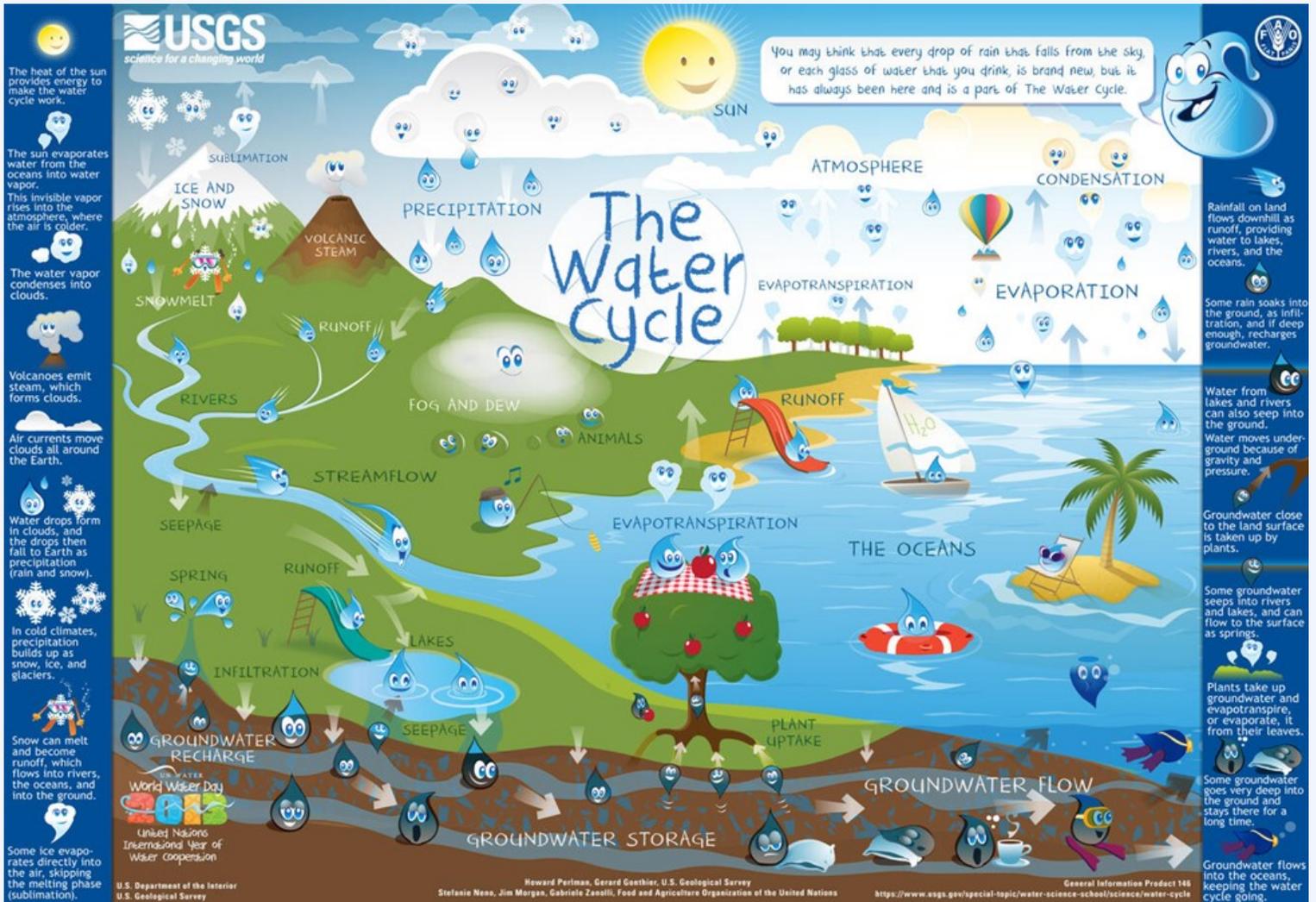
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This has become such an issue that the United Nations recently declared it an ongoing global crisis with the potential to upend existence as we know it in as little as a decade. When it comes down to it, global water scarcity is by and large the product of the massive population growth that has been taking place over the last century. With more people comes more demand for water to consume and to grow crops and livestock with.

Ironically, even though water makes up over 70% of Earth's surface area, the total amount of freshwater found on Earth only makes up around 3% of the water supply, 1% of which is easily accessible. This 1% accounts for all of our lakes, rivers, groundwater, aquifers, and streams. With this in mind, one can imagine that sustaining the needs of over 7 billion people on earth is no easy task.

I wanted to share this information with you our customers as we all play an important role in keeping our waters clean and safe for generations to come. It's hard to comprehend that all the water we will ever have available to us is already here on earth. This is reason enough for us to do what we can to protect and conserve it as we haven't figured out a way to make more of it. Here at ONWASA we take pride in water quality, in fact we have a dedicated water quality department as well as a fully staffed laboratory to ensure we are doing our part to not only ensure we are providing the highest quality water, but to make sure we are also saying compliant on the water and wastewater treatment side of our operations.

As always, I would like to thank you for being an ONWASA customer and consumer. I hope you all have a great rest of your August and Summer, and I look forward to seeing you around the County soon.



Saturday, September 14, 2024, 5-7 P M
Eastern North Carolina Regional Skills Center
261 Northwest Corridor Blvd Jacksonville, NC

The Salvation Army of Onslow & Jones County invites you to the Men Who Cook fundraiser, where both amateur and professional cooks serve entree samples for attendees to judge in a fun and casual setting while raising money to feed families in Onslow and Jones counties.



Scan or Call
(910) 219-7992
for more info



THE FLOW

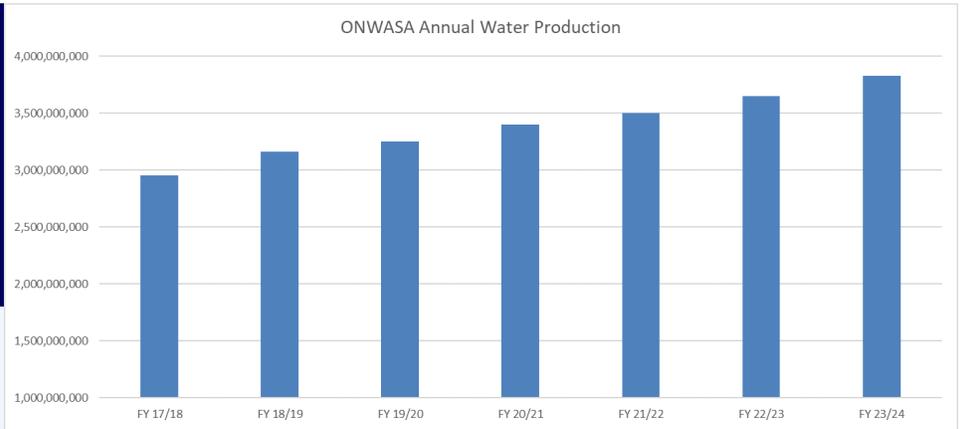
CUSTOMER NEWSLETTER

July 2024 Edition 228 Georgetown Road, Jacksonville, NC 28540 (910) 455-0722 www.onwasa.com



FROM THE DESK OF
FRANKY HOWARD,
CEO

Meeting the Demand



Summer is officially here and with that comes increased demand and use of drinking water resources nationwide. Hence the need for a national “Smart Irrigation Month”. Do you irrigate with ONWASA water? If so, consider checking out the Irrigation Association’s website, www.irrigation.org/IA to see if your system is up to date and as efficient as possible. This not only saves you money every time your irrigation system comes on, it helps save our precious drinking water resource that is in high demand this month. Did you also know that ONWASA offers irrigation meters for our water customers that are also connected to a sewer system? In fact, the State law requires that anyone with an “in-ground” irrigation system to also have a separately metered connection for their irrigation system. That law can be found in NC GS 143-355.4, or at this link: https://www.ncleg.gov/EnactedLegislation/Statutes/PDF/BySection/Chapter_143/GS_143-355.4.pdf This law is only for systems installed after July 2009 and that are connected to a sewer system. Having a separate meter for your irrigation system is also a way to keep your sewer bill lower as we bill for water and sewer based on the water meter reading serving the home.

As you can see in this graphic provided by my Treatment Facilities Administrator/Deputy COO here at ONWASA, our annual production of drinking water has grown year over year for the past seven years. This is mainly driven by the fact our customer base has increased at a record-breaking pace from 50,261 metered accounts in 2017 to 58,454 metered accounts as of May 2024. That is a seven-year average of over 97 new accounts per month. More recently we have been adding over 150 new accounts per month. This amount of growth has an immediate impact on the system. Which is why we are asking for your help monitoring your water usage in times of peak demand. We also monitor the current drought conditions across the state. Indirectly, when we are in peak drought situations, we see an increased demand to use our drinking water to compensate for the lack of rainfall. This year we have been tracking abnormally dry conditions but not severe enough drought to trigger any water conservation stages.

Another topic that is common this time of the year in certain parts of our system is water pressure. Each year we place data loggers throughout the water system that monitor and log system pressure. We use this data to make system improvement decisions to ensure we are maintaining acceptable water pressures.

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The State requires all water utilities to maintain at least 30 PSI throughout the system and at the meter. To date, the lowest we have seen on any of our monitoring devices has been the mid-40s. One of the areas that has experienced the most pressure issues is along North Topsail Beach and our Surf City customers. To help offset this, ONWASA is constructing a booster pump station that will automatically boost system pressure along the island in peak demand situations. We hope to have this station up and running by October of this year. We have also revised the backflow rules that will allow some customers to have their devices removed if they meet the new guidelines. If you would like your service reviewed by our staff, please call in to set up an inspection. These backflow devices have been known to cause pressure to drop 10-12 PSI on the customer side. Another more common problem is getting ground level pressures up 2-3 floors of a multistory dwelling. In this situation, we encourage customers to consult with a licensed plumber to have a residential booster pump installed to increase water pressure to upper floors of the home or condo.

Lastly, I leave you with this, July is also a new fiscal year and budget cycle for ONWASA. With that our staff is tasked with the challenge of providing exceptional utility services across all of Onslow County to an ever-growing customer base, all the while staying within a Board approved budget. Coupling that with today's staggering inflation numbers and supply chain issues, some may think that is an impossible task! This year we are also on year five of implementing a multi-year rate study to ensure ONWASA is in a sound position financially to deal with several large capital improvement projects that benefit the entire utility. Currently there are over \$300 Million in capital projects projected over the next 10 years. ONWASA's water only customers that use an average of 4000 gallons per month will see a \$3.59/month increase for the coming year, sewer customers will see an additional \$6.44 increase. The Board chose a multi-year approach to spread the impact of these capital improvement cost over time rather than having a single large jump in rates at one time. We still pride ourselves in providing an affordable utility service to our customers at the same time we are thankful and blessed to be fiscally able to make these required capital improvements that benefit all our customers and future customers. In fact, if you look at all the ONWASA rate increases over the past 16 years we have only increased rates by an average of less than 3% per year.

Below is a chart we call ONWASA by the Numbers, this is something we share with our Board every year in our budget process. These are a variety of statistics and measurements that help portray the impact ONWASA has across Onslow County. Now, go and enjoy the rest of your summer and all the great things that Onslow County and Eastern North Carolina have to offer this time of the year.

Thank you for being our customers!

2024 ONWASA By-the-Numbers

◆ 3,751,835,963	Gallons of Water Pumped Annually
◆ 635,612,363	Gallons of Wastewater Treated Annually
◆ 16,050,000	Gallons of Stored Water
◆ 14,506,640	Gallons of Water Stored in Underground Pipes
◆ 1,005,463	Miles Driven Annually
◆ 702,770	Meter Readings Annually
◆ 295,065	Transactions Processed Annually
◆ 245,184	Main Office - Phone Calls Handled Annually
◆ 156,515	Estimated Number of Individual Customers
◆ 104,511	Lab Analysis' Processed Annually
◆ 70,902	Work and Service Orders Processed Annually
◆ 58,154	Number of Metered Accounts
◆ 1,244	Miles of Water Mains
◆ 445	Square Miles of Service Area
◆ 312	Miles of Wastewater Mains
◆ 247	Facilities to Maintain
◆ 183	Full Time Positions

Blueberry Breakfast Cake

🍴 Servings: 16 pieces
Serving Size: 1 slice

INGREDIENTS

- 2 cups all-purpose flour
- 1/2 cup sugar
- 2 teaspoons baking powder
- 1 large egg lightly beaten
- 1/2 cup milk
- 1/4 cup butter or margarine softened
- 1 teaspoon grated lemon peel
- 2 cups fresh or frozen blueberries
- For the topping:**
 - 1/3 cup sugar
 - 1/4 cup all-purpose flour
 - 1/4 cup walnuts finely chopped
 - 1/2 teaspoon ground cinnamon
- 3 tablespoons cold butter or margarine
- For the drizzle:**
 - 1/2 cup powdered sugar
 - 2 tablespoons milk



DIRECTIONS

- Preheat the oven to 350 F and spray or grease a 9 in square baking pan.
- In a large bowl, whisk together flour, sugar, and baking powder. Cut butter into small pieces. Add egg, milk, butter and lemon peel; mix just until dry ingredients are moistened. You may need to finish mixing with our hands to get all the flour incorporated.
- Fold in the blueberries. Spread into a greased 9 in square baking pan.
- For topping, combine sugar, flour, walnuts and cinnamon in a mini food processor or bowl. Add butter and process, or cut in if doing by hand, until mixture is crumbly. Sprinkle over batter. Bake at 350 F for 40-45 min or until cake tests done.
- For drizzle, combine the powdered sugar and milk. If too thick add a few drops of additional milk. Drizzle over the top of the cake and allow to sit until it solidifies.

SOURCE: amandascooking.com



FATS, OILS & GREASE *CONTAIN IT, DON'T DRAIN IT!*

THE FLOW

CUSTOMER NEWSLETTER

June 2024 Edition 228 Georgetown Road, Jacksonville, NC 28540 (910)455-0722 www.onwasa.com



FROM THE DESK OF

FRANKY HOWARD, CEO

*It is always a great
time to prepare!*



June is the official kick-off to Hurricane Season. I know this can be a sensitive subject for customers that have lived through a hurricane recently. However, I felt it was necessary to remind customers that perhaps are new to the area and haven't had the experience of living in a hurricane prone region such as Onslow County. Here at ONWASA we strive to be as prepared as possible for when disaster strikes. We also encourage you to prepare your household as well. Visit the States Ready NC website to learn more about how to Plan, Prepare and Stay Informed, www.readync.gov. You can also go to the Onslow County website and sign up for emergency notifications in the Emergency Services section, www.onslowcountync.gov.

As your water utility provider, we think about resiliency in every aspect of our organization. Our goal is to minimize any potential service disruption as a result of natural disasters or any other unexpected situations. In fact, we operate and maintain over 140 backup generators throughout all our facilities across Onslow County. Over the last two years we have been evaluating our facilities and making plans to add additional generators to maintain critical infrastructure in times of power outages. We have also been upgrading the ones we already have in place to make sure they can operate under load for the maximum run time. We also have over 16 million gallons of water stored in tanks, and another over 14 million gallons is stored in underground pipes. Even with all these measures in place, there is the possibility that during a disaster our customers may experience a service disruption. As you will read at the Ready NC site, they recommend having 1 gallon of water per person per day for up to 3-7 days in your emergency preparedness kit for your household.

ONWASA is also part of a network of utilities that have agreed to help each other during emergencies by providing mutual aid assistance. The group is called NC WaterWARN, which is a Water/Wastewater Agency Response Network. During the aftermath of Hurricane Florence, we received aid from utilities across North Carolina. We have since then sent ONWASA personnel with teams to assist others Utilities in times of need.

This brings me to a request of me to you, please update ONWASA with your latest contact information. We use this to provide our customers with emergency updates and advisories as it relates to our water or sewer service we provide to your household or business. Our system can send out calls, text and even an email, but this tool is only as good as the information we are provided with. So, for ONWASA to be our best at delivering timely and efficient customer service, please take a moment to ensure we have the right contact information for you.

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I wanted to also point out a ONWASA fun fact this month that many of you may not be aware of. Our main office at 228 Georgetown Road in Jacksonville is the site where the historic Georgetown High School was built and operated for many years. For 50 years it served the local African American community as it was the only high school for African Americans in Onslow County. If you have ever participated in the Onslow County African American Heritage Trail, our office is a stop on that tour. Inside the main lobby we have a display case of historical information and items that is maintained by the Georgetown Alumni Association. In fact, the association has erected a new monument in one of our parking lot islands. If you have not had the opportunity to see it, please stop by. It contains a lot of historical information about the school. On June 15th, the Georgetown Renaissance Community Association, in collaboration with the City of Jacksonville, will hold the 24th Annual Juneteenth Celebration. Festivities will begin at 10 am at Riverwalk Park, 421 Court Street. Speaking of Juneteenth, ONWASA offices will be closed on Wednesday, June 19th, in observation of Juneteenth.

Lastly, I hope all our customers and consumers have a great June. We also would like to welcome our new customers, just in the last couple of months we have added over 250 new accounts/taps here at ONWASA, this brings our total water customer count to over 58,000 making us the second largest Water and Sewer Authority in the State of NC. Thank you for being our customers and helping us to continue to break some records here in Onslow County. I pray we have a mild Hurricane season in 2024. As a reminder, you can send us any Community happenings so we can highlight those in our monthly customer newsletter. See you around Onslow County!

IMPORTANT!

We need your correct contact information. We are not able to send you urgent notices or outage information without your correct email or phone number. Quickly and easily update your information in one of three ways!

1. Email us at updateinfo@onwasa.com with your ONWASA account number OR the last 4 digits of the account holder's social security number.
2. Call us at (910) 455-0722 with your account number or the last 4 digits of the account holder's social security number.
3. Go to onwasa.com, click on the "My Account Button" and then click "Customer Portal" to enter your customer portal and update your info.

Ingredients

12 ounces boneless, skinless chicken breasts, cut into 1-inch cubes (24 cubes) (about 2 large breasts)

1 cup fresh pineapple, diced (24 pieces) (or canned pineapple chunks in juice)

8 6-inch wooden or metal skewers

For sauce:

2 tablespoons ketchup

2 tablespoons lite soy sauce

2 tablespoons honey

2 teaspoons orange juice

1 teaspoon garlic, minced (about 1 clove)

1 teaspoon ginger, minced

hawaiian huli huli chicken

1. Preheat a broiler or grill on medium-high heat.
2. Thread three chicken cubes and three pineapple chunks alternately on each skewer.
3. Combine ingredients for sauce and mix well; separate into two bowls and set one aside for later.
4. Grill skewers for 3–5 minutes on each side. Brush or spoon sauce (from the bowl that wasn't set aside) onto chicken and pineapple about every other minute. Discard the sauce when done with this step.
5. To prevent chicken from drying out, finish cooking skewers in a 350°F oven immediately after grilling (to a minimum internal temperature of 165°F). Using a clean brush or spoon, coat with sauce from the set-aside bowl before serving.

Note: If you use wooden skewers, soak them in water for 30 minutes before using.

Yield 4 servings, **Serving Size** 2 skewers, **Calories** 156, **Total Fat** 2 g, **Saturated Fat** 1 g, **Cholesterol** 47 mg, **Sodium** 320 mg, **Total Fiber** 0 g, **Protein** 18 g, **Carbohydrates** 16 g, **Potassium** 255 mg

Recipe courtesy of the National Heart, Lung, and Blood Institute.

**Onslow Water & Sewer Authority
Budget Ordinance
Fiscal Year 2025-2026**

BE IT ORDAINED by the Board of Directors of the Onslow Water & Sewer Authority, Jacksonville, North Carolina:

SECTION I. The following revenues are estimated to be available for the appropriations made for the Fiscal Year beginning July 1, 2025 and ending June 30, 2026:

Revenue	
Water Revenue	\$33,102,000
Sewer Revenue	15,227,491
System Development Fees - Water	2,000,000
System Development Fees - Wastewater	1,500,000
Operating Fees and Charges	2,601,474
Fund Balance Appropriated	6,795,000
Interest Income	2,000,000
Miscellaneous Income	40,000
Total Revenue	<u><u>\$63,265,965</u></u>

Appropriations	
Administrative Departments	\$14,446,840
Operations Departments	30,463,424
Transfer to Capital Projects	6,795,000
Debt Service	11,560,701
Total Appropriations	<u><u>\$63,265,965</u></u>

SECTION II. Pursuant to NCGS 159-13.2, the following appropriations are hereby made. Expenditures authorized by these appropriations may occur over multiple fiscal years. The following revenue is estimated to be available in the fiscal year the expenditures occur.

Revenue	
Fund 40 Capital Projects	\$40,533,062
Fund 42 Capital Projects	192,250,000
Total Revenue	<u><u>\$232,783,062</u></u>

Appropriations	
Advanced Metering Infrastructure	1,060,463
Building Roof Replacements	1,250,000
Camp Davis Wastewater Extension	2,000,000
Disaster Recovery	1,000,000
Dixon WTP Expansion	5,350,000
Emergency Power Systems Upgrades	2,100,000
Hargett Street & Shore Drive Pump Station Rehabilitation	390,000
Holly Ridge & Summerhouse WWTPs Capacity Assessment	31,750,000
HWY 24 Regional Trunk Main Replacement	15,000,000
HWY 24 Utility Improvements – Wastewater Force Main	31,000,000
Kenwood/Bishop's Ridge Sewer Service Extension	2,325,000
Lead Service Line Inventory	1,000,000
Mount Pleasant Road Pump Station Relocation	175,000
North Topsail WWTP Capacity Improvements	52,000,000
Northwest Regional WRF Hurricane Florence	11,724,839
Pumping Station Assessment/Rehabilitation	850,000
Regional Aquifer Study	175,000
Southeast ARPA	28,375,000

Southwest Service Area Upgrades Project II	3,500,000
Summerhouse WRF Interim Capacity Projects	10,132,000
Swansboro WWTP Renovation or Replacement	19,450,000
Topsail Island Booster Station	2,752,513
Wallace Creek Force Main	900,000
Water and Sewer Operational Improvements	6,085,000
Water Main Interconnections Phase III	300,000
Water Supply Master Plan	150,000
Water Supply Planning and Development	1,988,247
Total Appropriations	<u>\$232,783,062</u>

SECTION III. The CEO/Executive Director (Budget Officer) is hereby authorized to transfer appropriations as contained in the line-item budget accounts under the following conditions:

- A. Budget Officer may transfer funds between line-item expenditures within a division or department as long as the original operating or capital project fund appropriation amount is not changed.
- B. Budget Officer may transfer funds between divisions as long as the original fund appropriation amount is not changed. An official report of any transfers must be made to the Board of Directors at its next regular meeting following any transfers.
- C. Budget Officer may not transfer any amounts between funds, except as approved by the Board of Directors by an amendment to the Budget Ordinance.
- D. Budget Officer shall at each regular Board Meeting provide a line-item Budget Revenue and Summary Expenditure report showing the prior month's fiscal activity and, in a form, so prescribed and accepted by the Board of Directors.
- E. Budget Officer may authorize and execute purchases, contract change orders and contracts for services not to exceed the dollar thresholds for formal bids set forth in the North Carolina Public Contracting Statutes for any one purchase, change order or service contract without the prior approval of the Board of Directors.
- F. Budget Officer shall authorize an ONWASA funded 401K match, not to exceed 3% for each contributing employee.
- G. Budget Officer shall implement a 2.0% COLA to the Pay Plan to include all active employees effective the first full pay period in July 2025.
- H. Budget Officer shall update the ONWASA Pay Plan to include 2.5% steps to continue the employee merit program.

SECTION IV. Copies of the Budget Ordinance, the line-item chart of accounts, and the Organizational Chart shall be furnished to the CEO/Executive Director and Finance staff to be kept on file by them for their direction in the disbursement of funds in the name of the Onslow Water and Sewer Authority.

Adopted the 18th day of June 2025.

Michael R Bennett, Chairman

Attest:

Heather Norris, Clerk to the Board

Exhibit 9: Projected Water and Wastewater Charges

Water Rate Increases (1)	Approved	Projected for Fiscal Year Ending June 30th			
	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029
Fixed	10.75%	10.75%	6.00%	6.00%	6.00%
Volumetric	10.75%	10.75%	6.00%	6.00%	6.00%

Water Rates	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029
<u>Base Charge</u>					
Meter Size					
3/4"	\$ 19.14	\$ 21.20	\$ 22.47	\$ 23.82	\$ 25.25
1"	\$ 47.80	\$ 52.94	\$ 56.11	\$ 59.48	\$ 63.05
1.5"	\$ 95.53	\$ 105.80	\$ 112.15	\$ 118.88	\$ 126.01
2"	\$ 152.77	\$ 169.19	\$ 179.34	\$ 190.11	\$ 201.51
2.5"	\$ 229.22	\$ 253.86	\$ 269.09	\$ 285.24	\$ 302.35
3"	\$ 305.60	\$ 338.45	\$ 358.76	\$ 380.28	\$ 403.10
4"	\$ 477.51	\$ 528.84	\$ 560.57	\$ 594.21	\$ 629.86
6"	\$ 955.01	\$ 1,057.67	\$ 1,121.13	\$ 1,188.40	\$ 1,259.71
% Change	10.8%	10.8%	6.0%	6.0%	6.0%
<u>Water Volumetric</u>					
Tier 1 [0-3,000 gal]	\$ 4.42	\$ 4.90	\$ 5.19	\$ 5.50	\$ 5.83
Tier 2 [3,001-7,500 gal]	\$ 4.57	\$ 5.06	\$ 5.36	\$ 5.69	\$ 6.03
Tier 3 [7,501-15,000 gal]	\$ 5.91	\$ 6.55	\$ 6.94	\$ 7.35	\$ 7.80
Tier 4 [15,001-25,000 gal]	\$ 7.73	\$ 8.56	\$ 9.07	\$ 9.62	\$ 10.20
Tier 5 [25,001+ gal]	\$ 9.07	\$ 10.05	\$ 10.65	\$ 11.29	\$ 11.96
True Bulk [per 1,000 gal]	\$ 5.93	\$ 6.57	\$ 6.96	\$ 7.38	\$ 7.82
Master Meter [per 1,000 gal]	\$ 5.93	\$ 6.57	\$ 6.96	\$ 7.38	\$ 7.82
% Change	10.9%	10.8%	6.0%	6.0%	6.0%
<u>Irrigation Volumetric</u>					
Tier 1 [0-3,000 gal]	\$ 6.62	\$ 7.33	\$ 7.77	\$ 8.24	\$ 8.73
Tier 2 [3,001-7,500 gal]	\$ 6.84	\$ 7.58	\$ 8.03	\$ 8.51	\$ 9.02
Tier 3 [7,501-15,000 gal]	\$ 8.90	\$ 9.86	\$ 10.45	\$ 11.08	\$ 11.74
Tier 4 [15,001-25,000 gal]	\$ 11.62	\$ 12.87	\$ 13.64	\$ 14.46	\$ 15.33
Tier 5 [25,001+ gal]	\$ 13.64	\$ 15.11	\$ 16.01	\$ 16.97	\$ 17.99

Water Customer Impacts		FY 2025	FY 2026	FY 2027	FY 2028	FY 2029
	<i>Kgal</i>					
Residential - 3/4"	5	\$ 41.54	\$ 46.01	\$ 48.77	\$ 51.69	\$ 54.79
\$ Change		\$ 4.05	\$ 4.47	\$ 2.76	\$ 2.93	\$ 310.2%
% Change		10.8%	10.8%	6.0%	6.0%	6.0%

Notes:

- (1) Rate increases for FY 2025 were approved by the Board and implemented on July 1, 2024. Rate increases for FY 2026 and beyond are projected for each year of the forecast period and are assumed to be implemented on July 1st of each year.

Exhibit 9 (Continued): Projected Water and Wastewater Charges

Wastewater Rate Increases (1)	Approved	Projected for Fiscal Year Ending June 30th			
	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029
Fixed	10.75%	10.75%	10.75%	9.00%	6.00%
Volumetric	10.75%	10.75%	10.75%	9.00%	6.00%

Wastewater Rates	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029
<u>Base Charge</u>					
Meter Size					
3/4"	\$ 31.10	\$ 34.44	\$ 38.15	\$ 41.58	\$ 44.07
1"	\$ 77.96	\$ 86.34	\$ 95.62	\$ 104.23	\$ 110.48
1.5"	\$ 155.52	\$ 172.24	\$ 190.75	\$ 207.92	\$ 220.40
2"	\$ 248.83	\$ 275.58	\$ 305.20	\$ 332.67	\$ 352.63
3"	\$ 496.49	\$ 549.86	\$ 608.97	\$ 663.78	\$ 703.61
4"	\$ 774.45	\$ 857.70	\$ 949.91	\$ 1,035.40	\$ 1,097.52
% Change	10.7%	10.8%	10.8%	9.0%	6.0%
<u>Wastewater Volumetric</u>					
Per 1,000 gal	\$ 8.83	\$ 9.78	\$ 10.83	\$ 11.81	\$ 12.51
% Change	10.8%	10.8%	10.8%	9.0%	6.0%

Wastewater Customer Impacts	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029
Kgal					
Residential - 3/4"	\$ 75.25	\$ 83.34	\$ 92.30	\$ 100.61	\$ 106.64
\$ Change	\$ 7.32	\$ 8.09	\$ 8.96	\$ 8.31	\$ 6.04
% Change	10.8%	10.8%	10.8%	9.0%	6.00%

Combined Water/Wastewater Customer Impacts	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029
Residential - 3/4"	\$ 116.79	\$ 129.34	\$ 141.06	\$ 152.30	\$ 161.43
\$ Change	\$ 11.37	\$ 12.55	\$ 11.72	\$ 11.23	\$ 9.14
% Change	10.8%	10.8%	9.1%	8.0%	6.0%

Notes:

- (2) Rate increases for FY 2025 were approved by the Board and implemented on July 1, 2024. Rate increases for FY 2026 and beyond are projected for each year of the forecast period.

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CONSUMER PRICE INDEX



March 2025

SOUTHEAST INFORMATION OFFICE • Atlanta, GA • 404-893-4222 • bls.gov/regions/southeast
For release: Thursday, April 10, 2025

Group	All urban consumers			Wage earners & clerical workers		
	Index	Percent change		Index	Percent change	
		Mar 24 to Mar 25	Feb 25 to Mar 25		Mar 24 to Mar 25	Feb 25 to Mar 25
U.S. City Average¹						
All items (1982-84=100)	319.799	2.4	0.2	313.250	2.2	0.3
All items (1967=100)	957.974	-	-	933.077	-	-
Food and beverages	334.920	2.9	0.4	334.611	2.8	0.5
Housing	343.512	3.7	0.3	339.579	3.7	0.4
Apparel	134.082	0.3	1.0	133.898	0.0	1.0
Transportation	270.061	-0.9	-0.4	274.567	-1.0	-0.3
Medical care	574.739	2.6	0.2	582.440	2.7	0.2
Recreation ²	140.740	1.9	0.0	131.977	0.9	0.0
Education & communication ²	146.621	0.5	0.1	130.852	0.1	0.1
Other goods and services	574.766	3.8	1.0	633.726	3.5	0.8
South¹						
All items (1982-84=100)	310.183	1.9	0.1	304.308	1.5	0.0
All items (1977=100)	503.161	-	-	492.861	-	-
Food and beverages	328.811	2.5	0.2	328.067	2.3	0.2
Housing	321.598	3.5	0.4	322.347	3.4	0.4
Apparel	143.383	-1.0	1.5	142.291	-1.2	1.0
Transportation	269.429	-1.9	-1.0	268.467	-2.0	-1.1
Medical care	540.453	2.0	-0.3	555.589	1.8	-0.4
Recreation ²	140.756	1.6	-0.8	130.682	-0.1	-0.6
Education & communication ²	140.989	-0.2	0.3	122.590	-0.3	0.2
Other goods and services	548.562	3.6	0.6	597.122	3.8	0.4
Group	All urban consumers			Wage earners & clerical workers		
	Index	Percent change		Index	Percent change	
		Mar 24 to Mar 25	Jan 25 to Mar 25		Mar 24 to Mar 25	Jan 25 to Mar 25
Tampa-St. Petersburg-Clearwater, FL³						
All items (1987=100)	305.407	2.1	0.7	301.253	2.1	1.0
Food and beverages	303.066	4.0	1.1	309.440	3.4	1.2
Housing	341.830	4.1	1.8	341.447	3.9	1.6
Apparel	144.310	2.0	6.8	133.861	6.3	10.4
Transportation	260.598	-2.8	-1.4	277.471	-3.3	-1.2
Medical care	540.852	6.3	0.5	552.884	5.4	0.6
Recreation ²	131.482	-5.0	-1.9	130.480	-2.7	1.4
Education & communication ²	133.844	-0.9	-0.3	122.213	-0.1	-0.2
Other goods and services	376.291	1.7	0.3	400.972	2.2	1.1

¹Indexes on a 1982-84=100 base, unless otherwise noted.

²Indexes on a December 1997=100 base.

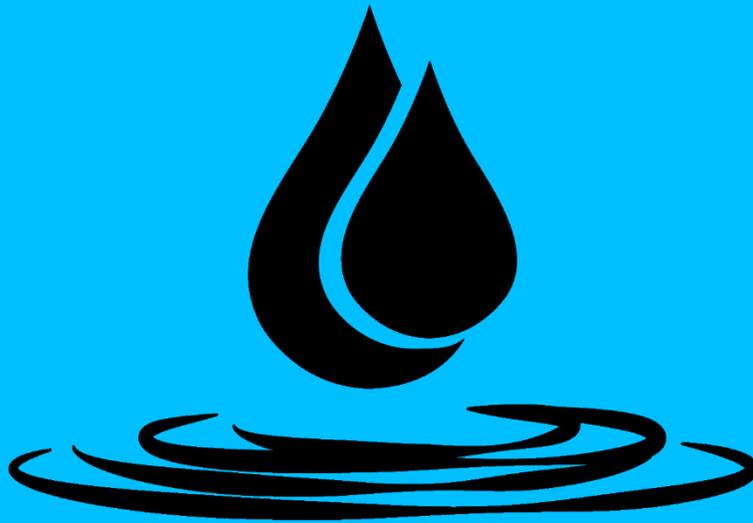
³Indexes on a 1987=100 base, unless otherwise noted.

- Data not available.

*Full survey for Tampa-St. Petersburg-Clearwater, FL is compiled every two months and is published for January, March, May, July, September, and November. Note: All data are not seasonally adjusted.

BUDGET DETAIL

- SUMMARY OF REVENUE & EXPENDITURES
- REVENUE
- EXPENDITURES BY DEPARTMENT
- PROPOSED ANNUAL PROJECTS AND EQUIPMENT
- DEBT-SERVICE REQUIREMENTS



ONWASATM

Proposed Budget FY 25-26
Summary of Revenue & Expenditures

Revenue	Operating	Annual Capital	Total
Water/Sewer/Admin	\$52,465,465	\$6,795,000	\$59,260,465
System Development Fees - Water	2,000,000	0	2,000,000
Water Tap Fees	500,000	0	500,000
System Development Fees - Sewer	1,500,000	0	1,500,000
Sewer Tap Fees	5,500	0	5,500
Total	\$56,470,965	\$6,795,000	\$63,265,965

Expenditures	Operating	Annual Capital	Total
Administration	\$850,657	\$0	\$850,657
Administration - Operations	\$683,263	\$50,000	\$733,263
Information Technology	\$3,114,815	\$262,500	\$3,377,315
Finance	\$1,266,643	\$85,000	\$1,351,643
Engineering	\$3,104,706	\$47,500	\$3,152,206
Meters	\$2,281,338	\$150,000	\$2,431,338
Customer Service	\$2,190,093	\$0	\$2,190,093
Facilities Maintenance	\$2,469,052	\$595,000	\$3,064,052
Collections	\$5,794,294	\$2,148,000	\$7,942,294
Dixon WTP	\$3,346,538	\$400,000	\$3,746,538
Hubert WTP	\$3,756,455	\$1,628,000	\$5,384,455
Laboratory	\$644,041	\$60,000	\$704,041
North Topsail WWTP	\$2,369,164	\$50,000	\$2,419,164
Northwest Regional WRF	\$1,233,504	\$0	\$1,233,504
Southeast Regional WWTP	\$1,448,037	\$0	\$1,448,037
Swansboro WWTP	\$818,795	\$50,000	\$868,795
Webb Creek WWTP	\$891,444	\$700,000	\$1,591,444
SCC	\$787,071	\$0	\$787,071
Human Resources	\$627,825	\$0	\$627,825
Non-Departmental	\$1,821,767	\$0	\$1,821,767
Distribution	\$3,797,470	\$569,000	\$4,366,470
Water Quality	\$243,292	\$0	\$243,292
Wastewater Purchases	\$970,000	\$0	\$970,000
Water Purchases	\$400,000	\$0	\$400,000
Debt Service	\$11,560,701	\$0	\$11,560,701
Transfer to Capital Projects	\$0	\$0	\$0
Total	\$56,470,965	\$6,795,000	\$63,265,965

Revenue				
Revenue Line Item	FY 24-25 Budget Approved	FY 24-25 YTD June Estimated	FY 25-26 Budget Recommended	FY 25-26 Budget Approved
Water Revenue	\$30,225,000	\$29,491,383	\$33,000,000	
Sprinkler	102,000	102,858	102,000	
System Development Fees - Water	2,000,000	2,549,372	2,000,000	
Tap Fees - Water	600,000	510,115	500,000	
Sewer Revenue	12,750,000	13,373,456	15,000,000	
System Development Fees - Sewer	1,500,000	1,988,883	1,500,000	
Tap Fees - Wastewater	5,500	30,166	5,500	
Grinder Pump Fee	-	-	200,000	
Sewer Reservation Fees	227,491	227,491	227,491	
Connection	477,842	337,218	350,000	
Suspension	700,000	747,996	750,000	
Meter Sales	175,000	234,618	170,000	
After Hours Calls	17,400	26,025	15,000	
Service Call Fee	1,700	336	1,500	
Inspection Fees	14,900	10,527	14,000	
Service Charge	2,600	4,677	2,500	
Late Fees	350,000	530,897	350,000	
Sewer Billing Fees	77,000	64,400	60,000	
Property Leases	27,660	42,024	42,024	
Bad Check Fees	12,000	24,663	12,000	
Tampering Fees	1,000	-	-	
Interest Earned on Investments	2,200,000	3,079,032	2,000,000	
Sale of Surplus Property	20,000	7,746	20,000	
Fireflow	2,500	3,212	2,500	
Line Flushing	1,800	5,884	1,800	
Plan Review Fees	2,500	3,886	2,500	
Plat Review Fees	300	406	300	
Landlord Transfer Fee	500	1,204	500	
Miscellaneous	40,000	306,079	40,000	
Timber Sales	360,000	615,208	100,000	
Collection of Written Off Accounts	750	1,876	750	
Manual Meter-Read Fee	600	579	600	
Letter of Credit/Property Letters	-	-	-	
Fund Balance Appropriated	19,655,906	-	6,795,000	
Total Revenue	\$71,551,949	\$54,322,217	\$63,265,965	\$0

Expenditure Statement - Administration

Expenditure Line Item	FY 24-25 Adopted Budget	Activity YTD Mar '25	Estimated FY 24-25	Department Requested FY 25-26 Budget	Management Recommended FY 25-26 Budget
SALARIES	320,562	227,207	318,837	335,996	335,996
LONGEVITY PAY	8,083	7,753	7,753	10,467	10,467
FICA	25,087	17,451	24,836	26,398	26,398
HOSPITALIZATION	80,031	51,317	70,465	56,686	56,686
DENTAL	864	623	831	864	864
VISION	149	107	143	149	149
LIFE INSURANCE	121	89	119	128	128
RETIREMENT	47,284	33,825	47,062	51,979	52,313
RETIREMENT (401K)	9,837	2,569	5,538	10,351	10,351
BOARD STIPEND/MEETINGS	18,000	13,500	18,000	18,000	18,000
PROFESSIONAL SERVICES	130,032	84,370	87,000	87,000	145,000
PROFESSIONAL SERVICES-LEGAL	52,500	5,617	10,617	52,500	60,000
POSTAGE	300	69	104	300	300
TELEPHONE	500	260	407	500	500
TRAVEL	5,630	1,124	3,258	5,630	5,630
TRAINING	6,300	230	2,030	6,300	6,300
DUES	5,445	3,217	3,717	8,595	8,595
RENT - EQUIPMENT	25,000	8,382	17,430	25,000	25,000
OFFICE SUPPLIES	2,000	45	1,000	2,000	2,000
DEPARTMENTAL SUPPLIES	8,000	4,390	6,290	8,000	8,000
CONTRACTED SERVICES	5,000	1,500	5,000	5,000	5,000
PROMOTION/PUBLIC RELATIONS	71,980	35,264	45,085	72,480	72,480
MISCELLANEOUS	500	(0)	50	500	500
Totals	823,205	498,909	675,573	784,823	850,657

Expenditure Statement - Administration Operations

Expenditure Line Item	FY 24-25 Adopted Budget	Activity YTD Mar '25	Estimated FY 24-25	Department Requested FY 25-26 Budget	Management Recommended FY 25-26 Budget
SALARIES	332,472	237,081	332,410	471,627	472,383
LONGEVITY PAY	15,559	15,180	15,180	22,333	22,333
OVERTIME	500	171	248	510	510
FICA	26,635	18,637	25,975	37,674	37,732
HOSPITALIZATION	25,753	18,214	24,290	35,620	35,620
DENTAL	1,295	934	1,246	1,727	1,727
VISION	224	161	215	298	298
LIFE INSURANCE	181	134	178	256	256
RETIREMENT	51,554	37,369	51,505	76,019	76,508
RETIREMENT (401K)	10,445	4,605	7,601	14,774	14,796
UNIFORMS	1,000	-	500	1,000	1,450
PROFESSIONAL SERVICES	-	-	-	-	5,000
POSTAGE	-	-	-	100	100
TELEPHONE	100	14	62	100	100
TRAVEL	200	-	-	1,500	1,500
TRAINING	3,000	175	2,000	3,000	3,000
DUES	2,500	113	1,513	420	750
MAINTENANCE AND REPAIR - AUTO	420	-	200	1,000	1,000
OFFICE SUPPLIES	400	212	351	400	400
DEPARTMENTAL SUPPLIES	1,500	608	698	1,500	1,500
FUEL	1,000	175	500	2,500	4,600
MISCELLANEOUS	500	41	251	1,700	1,700
VEHICLES	-	-	-	-	50,000
Totals	475,238	333,824	464,924	674,058	733,263

Expenditure Statement - Information Technology

Expenditure Line Item	FY 24-25 Adopted Budget	Activity YTD Mar '25	Estimated FY 24-25	Department Requested FY 25-26 Budget	Management Recommended FY 25-26 Budget
SALARIES	687,275	488,949	678,049	721,392	721,392
LONGEVITY PAY	12,840	12,837	12,837	16,495	16,495
OVERTIME	1,000	78	578	1,020	1,020
FICA	53,601	37,351	51,907	56,312	56,312
HOSPITALIZATION	95,344	59,066	80,690	79,001	79,001
DENTAL	3,023	2,111	2,803	3,023	3,023
VISION	522	364	484	522	522
LIFE INSURANCE	422	303	401	448	448
RETIREMENT	99,130	69,806	98,236	104,025	104,694
RETIREMENT (401K)	20,126	13,741	19,498	20,248	20,248
UNIFORMS	400	315	400	400	800
PROFESSIONAL SERVICES	250,000	147,712	174,973	206,500	206,500
POSTAGE	400	8	158	400	400
TELEPHONE	360	260	356	360	360
COMMUNICATIONS	193,100	114,116	178,417	206,100	223,100
TRAVEL	10,000	2,323	7,889	10,000	10,000
TRAINING	30,000	9,343	18,043	35,000	35,000
DUES	3,500	-	3,500	6,000	6,000
EQUIPMENT MAINTENANCE CONTRACTS	1,006,400	770,457	933,025	1,213,800	1,290,800
MAINTENANCE AND REPAIR - AUTO	5,000	1,006	4,006	5,000	5,000
MAINTENANCE AND REPAIR - SCADA	40,000	11,543	26,543	40,000	40,000
OFFICE SUPPLIES	200	-	100	200	200
DEPARTMENTAL SUPPLIES	3,500	270	1,256	3,500	3,500
FUEL	2,000	788	1,501	2,000	3,000
NON-CAPITAL EQUIPMENT	1,500	-	1,500	-	-
NON-CAPITAL COMP/TECH EQUIPMENT	479,325	241,864	280,785	287,000	287,000
COMPUTER/TECH EQUIPMENT	495,344	169,292	348,053	262,500	262,500
VEHICLES	52,500	39,898	39,898	-	-
Totals	3,546,812	2,193,800	2,965,886	3,281,246	3,377,315

Expenditure Statement - Finance					
Expenditure Line Item	FY 24-25 Adopted Budget	Activity YTD Mar '25	Estimated FY 24-25	Department Requested FY 25-26 Budget	Management Recommended FY 25-26 Budget
SALARIES	633,388	437,606	615,765	744,073	673,008
LONGEVITY PAY	7,832	7,832	7,832	10,526	10,526
OVERTIME	2,000	1,387	1,845	3,060	3,060
FICA	49,104	32,999	46,738	57,719	52,306
HOSPITALIZATION	101,773	60,053	79,529	117,975	109,070
DENTAL	3,454	2,041	2,699	3,886	3,454
VISION	596	304	404	671	596
LIFE INSURANCE	482	333	442	576	512
RETIREMENT	95,167	66,219	92,672	116,578	106,254
RETIREMENT (401K)	19,256	8,928	14,515	22,634	20,512
UNIFORMS	2,025	867	1,381	2,025	2,025
PROFESSIONAL SERVICES	135,000	71,506	116,506	235,000	235,000
POSTAGE	7,500	3,873	5,473	7,500	7,500
TELEPHONE	750	325	457	750	750
TRAVEL	3,250	1,408	3,208	9,120	9,120
TRAINING	3,000	1,590	2,940	5,500	5,500
DUES	1,000	800	960	2,000	2,000
RENT - EQUIPMENT	8,500	1,781	3,443	12,000	12,000
OFFICE SUPPLIES	1,750	-	576	2,000	2,000
DEPARTMENTAL SUPPLIES	8,000	6,035	7,607	10,000	10,000
FUEL	450	180	447	500	500
FUEL FOR EQUIPMENT	100	-	100	100	100
CONTRACTED SERVICES	350	199	302	350	350
MISCELLANEOUS	150	(0)	150	500	500
EQUIPMENT	-	-	-	85,000	85,000
Totals	1,084,877	706,268	1,005,991	1,450,043	1,351,643

Expenditure Statement - Engineering					
Expenditure Line Item	FY 24-25 Adopted Budget	Activity YTD Mar '25	Estimated FY 24-25	Department Requested FY 25-26 Budget	Management Recommended FY 25-26 Budget
SALARIES	791,869	455,264	644,721	848,226	860,226
LONGEVITY PAY	11,304	11,304	11,304	7,414	7,414
OVERTIME	1,885	446	1,146	2,040	2,040
FICA	61,211	33,848	48,496	65,338	66,256
HOSPITALIZATION	104,623	64,182	85,186	130,433	130,433
DENTAL	4,318	2,422	3,245	4,318	4,318
VISION	745	406	538	745	745
LIFE INSURANCE	603	311	410	640	640
RETIREMENT	117,512	68,797	96,806	131,132	131,975
RETIREMENT (401K)	24,004	9,807	15,657	25,624	25,984
UNIFORMS	4,200	1,368	2,241	4,200	4,600
PROFESSIONAL SERVICES	700,000	119,395	686,195	1,315,000	1,815,000
POSTAGE	400	141	210	300	400
TELEPHONE	365	260	356	250	250
TRAVEL	3,100	632	2,000	2,500	2,500
TRAINING	3,400	1,536	3,436	7,650	7,650
DUES	1,550	874	1,544	3,075	3,075
MAINTENANCE AND REPAIR - AUTO	12,500	3,001	5,549	17,500	17,500
OFFICE SUPPLIES	1,200	582	670	1,500	1,500
DEPARTMENTAL SUPPLIES	5,500	2,820	5,090	4,400	4,400
FUEL	27,300	5,562	8,827	30,000	17,000
CONTRACTED SERVICES	300	199	300	300	300
NON-CAPITAL EQUIPMENT	1,500	-	1,500	-	-
MISCELLANEOUS	500	270	365	500	500
VEHICLES	105,000	80,338	81,338	105,000	47,500
EQUIPMENT	-	-	-	10,000	-
Totals	1,984,889	863,765	1,707,132	2,718,085	3,152,206

Expenditure Statement - Meters					
Expenditure Line Item	FY 24-25 Adopted Budget	Activity YTD Mar '25	Estimated FY 24-25	Department Requested FY 25-26 Budget	Management Recommended FY 25-26 Budget
SALARIES	892,892	619,257	875,922	1,142,342	958,665
LONGEVITY PAY	17,386	17,386	17,386	20,026	20,026
OVERTIME	66,000	46,863	65,993	67,320	67,320
FICA	74,345	49,801	71,058	93,715	79,723
HOSPITALIZATION	153,919	100,516	134,554	195,862	160,242
DENTAL	6,909	4,775	6,384	8,636	6,909
VISION	1,192	830	1,119	1,490	1,192
LIFE INSURANCE	964	689	918	1,280	1,024
RETIREMENT	142,037	99,883	140,288	186,761	160,087
RETIREMENT (401K)	29,155	17,452	25,826	36,751	31,263
UNIFORMS	14,500	4,518	10,764	15,150	15,150
POSTAGE	5,625	3,265	5,362	3,500	3,500
TELEPHONE	200	14	37	200	200
TRAVEL	6,064	92	592	3,660	3,660
TRAINING	5,810	1,582	2,582	3,685	3,685
DUES	746	421	746	852	852
MAINTENANCE AND REPAIR	563,000	429,898	544,553	586,000	586,000
MAINTENANCE AND REPAIR - EQUIPMENT	4,400	652	2,352	4,620	4,620
MAINTENANCE AND REPAIR - AUTO	57,750	21,439	43,862	60,600	60,600
OFFICE SUPPLIES	735	39	120	770	770
DEPARTMENTAL SUPPLIES	22,050	8,627	11,069	27,350	27,350
FUEL	149,400	30,108	51,567	163,100	86,000
FUEL FOR EQUIPMENT	2,000	10	1,010	2,000	2,000
MISCELLANEOUS	500	(1)	99	500	500
OTHER IMPROVEMENTS	-	-	-	3,000,000	-
VEHICLES	150,000	144,438	149,593	150,000	150,000
Totals	2,367,579	1,602,552	2,163,757	5,776,170	2,431,338

Expenditure Statement - Customer Service

Expenditure Line Item	FY 24-25 Adopted Budget	Activity YTD Mar '25	Estimated FY 24-25	Department Requested FY 25-26 Budget	Management Recommended FY 25-26 Budget
SALARIES	955,792	677,270	954,412	1,050,737	1,007,135
LONGEVITY PAY	14,093	14,093	14,093	16,723	16,723
OVERTIME	5,000	2,757	1,488	5,100	5,100
FICA	74,497	51,545	72,745	81,708	78,387
HOSPITALIZATION	125,907	90,393	118,925	160,290	151,385
DENTAL	7,341	4,948	6,560	7,773	7,341
VISION	1,267	889	1,188	1,341	1,267
LIFE INSURANCE	1,025	739	971	1,152	1,088
RETIREMENT	144,659	103,091	144,044	165,526	159,796
RETIREMENT (401K)	29,214	16,924	25,410	32,043	30,740
PROFESSIONAL SERVICES	590,048	424,743	560,393	692,548	351,283
POSTAGE	309,495	231,890	308,478	318,444	318,444
TELEPHONE	1,000	652	986	1,000	1,000
TRAVEL	1,000	-	1,000	2,000	2,000
TRAINING	3,065	-	500	4,130	4,130
RENT - EQUIPMENT	20,444	11,698	19,573	24,444	24,444
OFFICE SUPPLIES	3,000	803	1,303	3,000	3,000
DEPARTMENTAL SUPPLIES	20,280	10,568	9,780	20,380	20,380
FUEL	1,400	247	406	1,600	700
CONTRACTED SERVICES	2,710	650	914	2,900	2,900
NON-CAPITAL COMPUTER/TECH EQUIPMENT	-	-	-	-	2,500
MISCELLANEOUS	350	4	4	350	350
CASH OVER/SHORT	-	-	-	-	-
Totals	2,311,587	1,643,905	2,243,173	2,593,189	2,190,093

Expenditure Statement - Facilities Maintenance

Expenditure Line Item	FY 24-25 Adopted Budget	Activity YTD Mar '25	Estimated FY 24-25	Department Requested FY 25-26 Budget	Management Recommended FY 25-26 Budget
SALARIES	482,199	293,893	440,539	488,941	488,941
LONGEVITY PAY	2,603	3,039	3,039	2,508	2,508
OVERTIME	6,300	1,387	2,387	6,747	6,747
FICA	37,408	22,603	33,909	37,957	37,957
HOSPITALIZATION	77,258	36,427	56,328	80,145	80,145
DENTAL	3,886	2,180	3,287	3,886	3,886
VISION	671	406	607	671	671
LIFE INSURANCE	543	325	474	576	576
RETIREMENT	71,300	43,674	65,211	75,476	75,961
RETIREMENT (401K)	14,670	5,554	10,122	14,885	14,885
UNIFORMS	6,500	4,113	5,465	6,500	6,500
POSTAGE	50	-	-	50	50
TELEPHONE	360	14	62	360	360
UTILITIES	85,400	52,647	82,545	89,670	89,670
TRAVEL	6,807	1,285	2,857	6,960	6,960
TRAINING	3,920	2,001	3,271	3,620	3,620
DUES	1,674	547	1,047	1,119	1,119
MAINTENANCE AND REPAIR	273,915	97,889	145,730	287,611	302,611
MAINTENANCE AND REPAIR - TANKS	246,514	132,651	225,000	270,846	261,938
MAINTENANCE AND REPAIR - EQUIPMENT	23,008	10,178	16,884	24,159	24,159
EQUIPMENT MAINTENANCE CONTRACTS	134,750	91,033	90,000	151,488	151,488
MAINTENANCE AND REPAIR - AUTO	26,250	28,076	33,884	27,563	27,563
OPERATING PERMITS	125	-	125	125	125
RENT - EQUIPMENT	500	-	500	500	500
OFFICE SUPPLIES	250	42	200	300	300
DEPARTMENTAL SUPPLIES	12,130	5,535	7,777	13,612	13,612
FUEL	27,300	9,415	14,278	28,665	25,000
FUEL FOR EQUIPMENT	104,500	7,368	47,251	109,725	60,000
CONTRACTED SERVICES	725,800	264,625	504,069	772,700	772,700
NON-CAPITAL EQUIPMENT	9,275	5,665	8,165	8,500	8,500
OTHER IMPROVEMENTS	100,800	77,412	98,185	381,500	215,000
EQUIPMENT	566,500	35,854	535,854	1,322,000	180,000
VEHICLES	255,320	230,459	229,999	200,000	200,000
Totals	3,308,486	1,466,299	2,669,054	4,419,365	3,064,052

Expenditure Statement - Collections					
Expenditure Line Item	FY 24-25 Adopted Budget	Activity YTD Mar '25	Estimated FY 24-25	Department Requested FY 25-26 Budget	Management Recommended FY 25-26 Budget
SALARIES	1,932,126	1,026,061	1,563,694	1,979,359	1,979,359
LONGEVITY PAY	14,351	14,063	14,063	16,543	16,543
OVERTIME	155,000	95,545	147,658	107,100	107,100
FICA	161,836	85,048	130,332	160,253	160,253
HOSPITALIZATION	234,032	130,194	171,305	311,674	311,674
DENTAL	15,545	7,508	11,470	15,113	15,113
VISION	2,682	1,307	2,628	2,608	2,608
LIFE INSURANCE	2,170	1,155	2,170	2,241	2,241
RETIREMENT	308,980	167,123	253,990	321,472	323,540
RETIREMENT (401K)	63,465	22,828	41,283	62,844	62,844
UNIFORMS	25,700	13,098	20,078	28,875	28,875
POSTAGE	150	-	-	150	150
TELEPHONE	500	14	63	500	500
UTILITIES	326,400	200,961	303,652	395,220	395,220
TRAVEL	20,000	1,976	9,530	20,000	20,000
TRAINING	26,500	13,652	18,215	32,500	32,500
DUES	6,780	1,214	4,500	6,780	6,780
MAINTENANCE AND REPAIR	998,117	754,797	920,685	1,200,000	1,000,000
MAINTENANCE AND REPAIR - GRINDER PUMP	-	-	-	-	200,000
MAINTENANCE AND REPAIR - EQUIPMENT	161,775	85,207	108,578	169,864	169,864
EQUIPMENT MAINTENANCE CONTRACTS	117,200	51,432	68,059	176,842	176,842
MAINTENANCE AND REPAIR - AUTO	159,500	96,756	118,814	151,725	151,725
OPERATING PERMITS	5,240	-	-	3,930	3,930
TREATMENT SUPPLIES	114,000	8,123	90,123	116,928	116,928
LAB SUPPLIES	-	-	-	9,600	9,600
RENT - EQUIPMENT	4,000	2,419	2,800	12,000	12,000
OFFICE SUPPLIES	1,400	471	1,400	1,000	1,000
DEPARTMENTAL SUPPLIES	76,745	53,538	63,035	38,450	38,450
FUEL	103,800	64,840	91,633	194,040	150,000
FUEL FOR EQUIPMENT	16,800	5,542	11,479	17,640	17,640
CONTRACTED SERVICES	23,840	7,172	20,402	23,840	23,840
NON-CAPITAL EQUIPMENT	100,183	90,383	100,183	251,925	251,925
PENALTIES & ASSESSMENTS	5,000	-	-	5,000	5,000
MISCELLANEOUS	250	55	230	250	250
OTHER IMPROVEMENTS	262,731	102,286	182,731	992,500	992,500
EQUIPMENT	1,042,560	403,920	592,376	690,500	475,500
VEHICLES	1,914,000	244,667	1,453,732	980,000	680,000
Totals	8,403,358	3,753,355	6,520,891	8,499,266	7,942,294

Expenditure Statement - Dixon

Expenditure Line Item	FY 24-25 Adopted Budget	Activity YTD Mar '25	Estimated FY 24-25	Department Requested FY 25-26 Budget	Management Recommended FY 25-26 Budget
SALARIES	507,253	308,501	435,086	511,596	511,596
LONGEVITY PAY	9,874	9,706	9,706	11,546	11,546
OVERTIME	15,595	8,221	10,894	15,907	15,907
FICA	40,663	24,297	34,225	41,076	41,076
HOSPITALIZATION	83,918	28,332	37,459	62,335	62,335
DENTAL	3,023	2,041	2,699	3,023	3,023
VISION	522	352	465	522	522
LIFE INSURANCE	422	293	386	448	448
RETIREMENT	78,895	48,402	67,585	83,122	83,657
RETIREMENT (401K)	15,946	6,369	10,378	16,108	16,108
UNIFORMS	6,700	2,253	5,068	6,845	6,845
PROFESSIONAL SERVICES	61,050	20,924	41,000	23,550	23,550
POSTAGE	200	134	161	200	200
TELEPHONE	700	14	63	700	700
UTILITIES	305,156	224,198	314,445	356,246	356,246
TRAVEL	42,500	1,355	4,601	35,000	35,000
TRAINING	14,675	1,625	4,170	12,225	12,225
DUES	1,855	630	650	1,500	1,500
MAINTENANCE AND REPAIR	714,500	389,261	528,953	552,000	582,000
MAINTENANCE AND REPAIR - LAGOONS	10,000	-	-	10,000	10,000
MAINTENANCE AND REPAIR - TANKS	64,436	56,057	56,057	90,000	63,763
MAINTENANCE AND REPAIR - EQUIPMENT	1,500	-	600	2,500	2,500
EQUIPMENT MAINTENANCE CONTRACTS	1,000	-	-	9,000	9,000
MAINTENANCE AND REPAIR - AUTO	10,000	3,498	6,401	10,000	10,000
OPERATING PERMITS	1,760	1,150	1,150	1,760	1,760
TREATMENT SUPPLIES	1,163,090	495,786	851,441	1,123,521	1,123,521
LAB TREATMENT SUPPLIES	11,075	3,673	7,742	11,060	11,060
RENT - EQUIPMENT	1,000	-	-	1,000	1,000
OFFICE SUPPLIES	2,150	1,629	2,140	1,250	1,250
DEPARTMENTAL SUPPLIES	7,500	4,877	7,349	8,000	8,000
FUEL	25,714	4,961	9,430	25,714	16,000
FUEL FOR EQUIPMENT	16,000	313	11,000	16,000	16,000
CONTRACTED SERVICES	14,225	8,294	11,901	5,700	5,700
CONTRACTED SERVICES - SLUDGE	300,000	-	-	300,000	300,000
NON-CAPITAL EQUIPMENT	6,300	5,808	6,300	2,500	2,500
OTHER IMPROVEMENTS	-	-	-	850,000	350,000
EQUIPMENT	20,870	-	20,870	-	-
VEHICLES	-	-	-	58,500	50,000
COMPUTER/TECH EQUIPMENT	-	-	-	-	-
Totals	3,560,067	1,662,955	2,500,375	4,260,454	3,746,538

Expenditure Statement - Hubert

Expenditure Line Item	FY 24-25 Adopted Budget	Activity YTD Mar '25	Estimated FY 24-25	Department Requested FY 25-26 Budget	Management Recommended FY 25-26 Budget
SALARIES	494,516	339,308	479,152	515,535	515,535
LONGEVITY PAY	11,833	10,857	10,857	13,271	13,271
OVERTIME	17,095	12,528	16,600	15,907	15,907
FICA	39,859	27,287	38,324	41,508	41,508
HOSPITALIZATION	60,090	41,149	54,642	62,335	70,260
DENTAL	3,023	2,076	2,834	3,023	3,023
VISION	522	364	484	522	522
LIFE INSURANCE	422	303	401	448	448
RETIREMENT	77,328	53,943	75,327	84,000	84,541
RETIREMENT (401K)	15,631	9,092	13,516	16,277	16,277
UNIFORMS	6,700	2,773	4,649	6,640	6,640
PROFESSIONAL SERVICES*	15,000	1,550	5,000	15,000	15,000
POSTAGE	400	145	189	500	500
TELEPHONE	360	14	63	400	400
UTILITIES	710,358	416,770	584,874	710,358	710,358
TRAVEL	15,000	1,287	2,715	12,500	12,500
TRAINING	7,450	2,200	2,470	6,500	6,500
DUES	1,220	788	1,000	1,430	1,430
MAINTENANCE AND REPAIR	547,742	241,007	308,154	903,250	903,250
MAINTENANCE AND REPAIR - LAGOONS	25,000	23,358	24,958	10,000	10,000
MAINTENANCE AND REPAIR - TANKS	94,436	48,436	94,436	106,000	79,763
MAINTENANCE AND REPAIR - EQUIPMENT	3,500	2,050	3,450	2,000	2,000
EQUIPMENT MAINTENANCE CONTRACTS	-	-	-	10,500	10,500
MAINTENANCE AND REPAIR - AUTO	11,550	4,721	11,254	11,550	11,550
OPERATING PERMITS	1,760	1,150	1,150	1,760	1,760
TREATMENT SUPPLIES	944,637	508,697	684,825	959,512	959,512
LAB TREATMENT SUPPLIES	8,850	5,952	8,380	10,150	10,150
RENT - EQUIPMENT	1,000	-	-	1,000	1,000
OFFICE SUPPLIES	1,200	173	646	1,450	1,450
DEPARTMENTAL SUPPLIES	4,000	2,127	3,901	4,000	4,000
FUEL	24,571	6,985	11,278	24,571	19,000
FUEL FOR EQUIPMENT	16,000	-	6,500	16,000	16,000
CONTRACTED SERVICES	15,200	11,562	14,976	5,200	5,200
CONTRACTED SERVICES - SLUDGE	110,000	-	-	200,000	200,000
NON-CAPITAL EQUIPMENT	4,450	1,520	2,450	2,700	700
PENALTIES & ASSESSMENTS	6,000	-	-	6,000	6,000
OTHER IMPROVEMENTS	290,000	-	-	5,028,000	1,628,000
EQUIPMENT	74,725	34,717	66,962	7,500	-
Totals	3,661,428	1,814,889	2,536,416	8,817,297	5,384,455

Expenditure Statement - Laboratory					
Expenditure Line Item	FY 24-25 Adopted Budget	Activity YTD Mar '25	Estimated FY 24-25	Department Requested FY 25-26 Budget	Management Recommended FY 25-26 Budget
SALARIES	311,847	211,722	307,214	292,551	292,551
LONGEVITY PAY	4,064	4,064	4,064	100	100
OVERTIME	1,000	433	653	1,530	1,530
FICA	24,209	16,488	23,812	22,411	22,411
HOSPITALIZATION	34,337	16,190	22,340	35,620	35,620
DENTAL	1,727	1,107	1,505	1,727	1,727
VISION	298	191	269	298	298
LIFE INSURANCE	241	150	202	256	256
RETIREMENT	45,320	31,746	45,883	44,807	45,095
RETIREMENT (401K)	9,263	4,870	7,742	8,788	8,788
PROFESSIONAL SERVICES	64,175	22,284	40,000	64,175	64,175
POSTAGE	500	215	364	500	500
TELEPHONE	200	14	63	200	200
TRAVEL	500	-	-	-	1,500
TRAINING	4,475	-	1,500	5,000	5,000
MAINTENANCE & REPAIR - EQUIPMENT	5,000	3,070	5,000	5,000	5,000
EQUIPMENT MAINTENANCE CONTRACTS	49,600	34,605	43,275	46,300	46,300
OPERATING PERMITS	4,850	3,466	4,850	5,410	5,410
LAB TREATMENT SUPPLIES	89,780	54,818	87,468	90,780	90,780
OFFICE SUPPLIES	250	85	250	400	400
DEPARTMENTAL SUPPLIES	6,000	3,852	5,173	7,000	7,000
FUEL	100	-	-	100	100
CONTRACTED SERVICES	-	-	-	2,000	2,000
NON-CAPITAL EQUIPMENT	14,250	-	14,250	7,300	7,300
EQUIPMENT	-	-	-	60,000	60,000
Totals	671,986	409,369	615,877	702,253	704,041

Expenditure Statement - Northwest Regional WRF

Expenditure Line Item	FY 24-25 Adopted Budget	Activity YTD Mar '25	Estimated FY 24-25	Department Requested FY 25-26 Budget	Management Recommended FY 25-26 Budget
SALARIES	430,530	288,044	409,298	417,369	417,369
LONGEVITY PAY	7,875	7,875	7,875	2,391	2,391
OVERTIME	9,500	4,504	6,680	9,690	9,690
FICA	34,200	21,969	31,483	32,719	32,719
HOSPITALIZATION	51,505	33,729	45,856	53,430	53,430
DENTAL	2,591	1,695	2,284	2,591	2,591
VISION	447	292	394	447	447
LIFE INSURANCE	362	236	316	384	384
RETIREMENT	66,300	44,659	63,017	66,134	66,559
RETIREMENT (401K)	13,412	8,474	12,177	12,831	12,831
UNIFORMS	6,150	879	4,319		5,700
PROFESSIONAL SERVICES	-	-	-	15,000	15,000
POSTAGE	50	-	63	50	50
TELEPHONE	500	14	88,586	500	500
UTILITIES	171,340	59,916	1,000	110,000	110,000
TRAVEL	15,000	-	1,536	15,000	15,000
TRAINING	6,420	536	605	6,420	6,420
DUES	605	493	175,808	880	880
MAINTENANCE & REPAIR	257,863	85,092	140,439	168,500	168,500
MAINTENANCE & REPAIR - TANKS	140,439	140,439	5,661	40,000	40,000
MAINTENANCE & REPAIR - EQUIPMENT	7,100	233	19,828	6,100	6,100
EQUIPMENT MAINTENANCE CONTRACTS	20,000	15,028	11,294	21,000	21,000
MAINTENANCE & REPAIR - AUTO	12,000	1,032	1,760	6,000	6,000
OPERATING PERMITS	1,880	1,760	78,554	1,880	1,880
TREATMENT SUPPLIES	103,012	31,580	10,027	85,733	85,733
LAB SUPPLIES	16,875	4,027	-	26,565	26,565
RENT - EQUIPMENT	4,000	-	-	2,000	2,000
OFFICE SUPPLIES	500	289	483	600	600
DEPARTMENTAL SUPPLIES	5,500	544	3,544	5,500	5,500
FUEL	9,500	2,293	6,998	9,000	6,000
FUEL FOR EQUIPMENT	14,000	60	3,560	12,000	5,500
CONTRACTED SERVICES	11,665	4,300	7,800	17,665	17,665
CONTRACTED SERVICES - SLUDGE	78,000	31,800	76,800	85,800	85,800
PENALTIES & ASSESSMENTS	2,500	-	-	2,500	2,500
MISCELLANEOUS	200	8	201	200	200
EQUIPMENT	30,000	28,047	28,047	-	-
VEHICLES	55,000	43,811	43,811	-	-
Totals	1,586,821	863,658	1,290,104	1,236,879	1,233,504

Expenditure Statement - Southeast Regional WWTP

Expenditure Line Item	FY 24-25 Adopted Budget	Activity YTD Mar '25	Estimated FY 24-25	Department Requested FY 25-26 Budget	Management Recommended FY 25-26 Budget
SALARIES	279,227	158,725	235,440	282,279	282,279
LONGEVITY PAY	1,404	1,371	1,371	1,465	1,465
OVERTIME	15,500	10,874	15,418	14,280	14,280
FICA	22,171	12,479	18,720	22,709	22,709
HOSPITALIZATION	34,337	20,597	29,899	35,620	35,620
DENTAL	1,727	969	1,430	1,727	1,727
VISION	298	167	249	298	298
LIFE INSURANCE	241	139	199	256	256
RETIREMENT	42,853	25,357	37,428	45,787	46,081
RETIREMENT (401K)	8,694	3,348	5,900	8,906	8,906
UNIFORMS	3,333	1,424	3,219	-	4,800
PROFESSIONAL SERVICES	15,000	-	-	15,000	15,000
POSTAGE	50	-	-	50	50
TELEPHONE	500	14	13	500	500
UTILITIES	100,000	50,147	85,170	85,000	85,000
TRAVEL	30,000	1,634	3,134	15,000	15,000
TRAINING	8,850	1,116	2,616	7,480	7,480
DUES	490	103	490	550	550
MAINTENANCE AND REPAIR	504,700	145,795	205,785	173,000	173,000
MAINTENANCE AND REPAIR - EQUIPMENT	6,500	-	5,000	5,500	5,500
EQUIPMENT MAINTENANCE CONTRACTS	15,000	9,628	13,188	31,500	31,500
MAINTENANCE AND REPAIR - AUTO	7,500	1,826	7,368	4,500	4,500
OPERATING PERMITS	5,280	3,520	4,830	3,520	3,520
TREATMENT SUPPLIES	204,720	61,523	92,285	211,240	241,240
LAB TREATMENT SUPPLIES	20,818	8,212	15,212	518	19,131
RENT - EQUIPMENT	37,000	33,002	36,872	8,000	8,000
OFFICE SUPPLIES	1,500	276	1,183	500	500
DEPARTMENTAL SUPPLIES	3,290	1,936	3,253	4,000	4,000
FUEL	9,000	5,185	8,438	9,000	14,000
FUEL FOR EQUIPMENT	13,000	8,857	12,824	8,500	18,000
CONTRACTED SERVICES	16,893	7,886	15,735	23,145	23,145
CONTRACTED SERVICES - SLUDGE	229,950	118,175	211,975	360,000	360,000
NON-CAPITAL EQUIPMENT	2,000	-	-	-	-
NON-CAPITAL COMP/TECH EQUIPMENT	4,500	-	-	-	-
PENALTIES & ASSESSMENTS	3,000	-	-	-	-
MISCELLANEOUS	500	(19)	481	-	-
EQUIPMENT	49,000	7,465	7,465	-	-
Totals	1,698,826	701,730	1,082,588	1,379,830	1,448,037

Expenditure Statement - Swansboro Regional WWTP

Expenditure Line Item	FY 24-25 Adopted Budget	Activity YTD Mar '25	Estimated FY 24-25	Department Requested FY 25-26 Budget	Management Recommended FY 25-26 Budget
SALARIES	182,730	85,529	146,950	182,326	180,865
LONGEVITY PAY	125	876	876	75	75
OVERTIME	6,000	1,557	3,041	6,120	6,120
FICA	14,419	6,593	11,406	14,364	14,253
HOSPITALIZATION	25,753	10,793	18,118	26,715	26,715
DENTAL	1,295	346	615	1,295	1,295
VISION	224	113	176	224	224
LIFE INSURANCE	181	94	147	192	192
RETIREMENT	27,924	13,115	22,449	29,197	29,157
RETIREMENT (401K)	5,655	2,613	4,500	5,633	5,589
UNIFORMS	2,520	882	2,137	2,850	2,850
PROFESSIONAL SERVICES	15,000	-	-	15,000	15,000
POSTAGE	50	-	-	50	50
TELEPHONE	700	368	574	700	700
UTILITIES	75,600	46,884	73,911	80,000	80,000
TRAVEL	15,000	-	4,000	7,500	7,500
TRAINING	6,420	85	2,085	3,210	3,210
DUES	605	154	605	220	220
MAINTENANCE AND REPAIR	154,850	(6,364)	57,834	106,500	106,500
MAINTENANCE AND REPAIR - EQUIPMENT	3,500	-	500	2,000	2,000
EQUIPMENT MAINTENANCE CONTRACTS	13,000	5,066	11,066	13,000	9,000
MAINTENANCE AND REPAIR - AUTO	8,800	3,458	7,087	8,800	8,800
OPERATING PERMITS	1,760	1,760	1,760	1,760	1,760
TREATMENT SUPPLIES	23,920	4,451	19,451	23,920	23,920
LAB TREATMENT SUPPLIES	8,500	497	7,040	8,500	8,500
RENT - EQUIPMENT	8,000	2,220	7,720	8,000	8,000
OFFICE SUPPLIES	350	15	350	1,000	1,000
DEPARTMENTAL SUPPLIES	5,500	3,284	4,778	6,050	6,050
FUEL	7,000	1,197	6,136	7,000	6,000
FUEL FOR EQUIPMENT	4,000	48	3,548	4,000	6,000
CONTRACTED SERVICES	4,685	4,109	4,570	7,500	7,500
CONTRACTED SERVICES - SLUDGE	225,000	73,800	220,000	247,500	247,500
PENALTIES & ASSESSMENTS	2,000	-	-	2,000	2,000
MISCELLANEOUS	250	-	250	250	250
VEHICLES	-	-	-	40,000	50,000
Totals	851,316	263,543	643,682	863,451	868,795

Expenditure Statement - SCC					
Expenditure Line Item	FY 24-25 Adopted Budget	Activity YTD Mar '25	Estimated FY 24-25	Department Requested FY 25-26 Budget	Management Recommended FY 25-26 Budget
SALARIES	516,991	324,675	462,974	582,451	521,490
LONGEVITY PAY	2,582	2,582	2,582	3,605	3,605
OVERTIME	17,550	10,529	16,801	17,901	17,901
FICA	40,909	24,988	36,098	46,016	41,373
HOSPITALIZATION	112,146	50,069	69,121	80,145	71,240
DENTAL	3,454	2,457	3,280	3,886	3,454
VISION	596	424	576	671	596
LIFE INSURANCE	482	352	481	576	512
RETIREMENT	79,553	50,230	71,740	93,350	84,450
RETIREMENT (401K)	16,043	3,918	8,563	18,045	16,225
POSTAGE	-	-	-	50	50
TELEPHONE	200	14	63	200	200
TRAVEL	20,474	1,042	5,470	22,500	17,500
TRAINING	6,785	3,338	4,438	6,890	5,355
DUES	810	308	809	810	720
OFFICE SUPPLIES	500	141	441	600	600
DEPARTMENTAL SUPPLIES	1,100	173	1,100	1,700	1,700
FUEL	100	-	-	100	100
NON-CAPITAL EQUIPMENT	18,300	-	4,300	5,500	-
Totals	838,575	475,238	688,837	884,996	787,071

Expenditure Statement - Human Resources

Expenditure Line Item	FY 24-25 Adopted Budget	Activity YTD Mar '25	Estimated FY 24-25	Department Requested FY 25-26 Budget	Management Recommended FY 25-26 Budget
SALARIES	310,123	223,036	308,371	394,943	323,921
LONGEVITY PAY	3,363	3,313	3,313	4,575	4,575
OVERTIME	2,175	686	755	2,219	2,219
FICA	23,901	16,884	23,852	30,605	25,195
HOSPITALIZATION	22,253	12,142	16,293	35,620	26,715
DENTAL	1,295	623	831	1,727	1,295
VISION	224	107	144	298	224
LIFE INSURANCE	181	134	179	256	192
RETIREMENT	46,547	33,583	46,371	61,650	50,980
RETIREMENT (401K)	9,373	6,699	9,246	12,002	9,880
UNIFORMS	200	-	200	250	700
MEDICINE & DRUGS/VACCINATIONS/SCREENING	14,000	5,273	10,173	16,750	21,645
POSTAGE	100	20	100	100	100
TELEPHONE	400	252	399	400	400
TRAVEL	5,500	1,637	5,500	6,500	6,500
TRAINING	11,050	4,590	7,590	12,700	12,700
DUES	500	165	500	1,000	1,000
ADVERTISING	2,500	-	1,876	2,500	2,500
MAINTENANCE AND REPAIR - AUTO	2,500	876	2,500	2,500	2,500
OFFICE SUPPLIES	850	-	800	1,000	1,000
DEPARTMENTAL SUPPLIES	7,000	687	5,187	7,000	7,000
FUEL	1,000	252	600	1,000	600
CONTRACTED SERVICES	73,500	52,708	70,568	93,016	93,184
SAFETY PROGRAM	22,050	11,645	15,755	22,800	32,800
Totals	560,585	375,312	531,100	711,411	627,825

Expenditure Statement - Non-Departmental

Expenditure Line Item	FY 24-25 Adopted Budget	Activity YTD Mar '25	Estimated FY 24-25	Department Requested FY 25-26 Budget	Management Recommended FY 25-26 Budget
UNEMPLOYMENT	20,000	-	5,000	20,000	20,000
RESERVE INSURANCE DEDUCTIBLE	7,000	5,152	7,852	10,000	10,000
WORKMAN'S COMPENSATION INSURANCE	167,000	163,673	163,673	170,000	170,000
PROFESSIONAL SERVICES	180,500	151,813	180,975	200,000	200,000
MAINTENANCE AND REPAIR - AUTO	17,000	3,721	14,295	17,000	17,000
RENT-REAL ESTATE	1,000	-	1,000	1,000	1,000
AUTO INSURANCE	58,000	54,471	58,000	75,000	75,000
GENERAL INSURANCE	850,000	788,851	849,999	950,000	950,000
SATELLITE OFFICE EXPENSE - HOLLY RIDGE	35,000	26,250	35,000	35,000	35,000
SATELLITE OFFICE EXPENSE - RICHLANDS	35,000	26,250	35,000	35,000	35,000
SATELLITE OFFICE EXPENSE - SWANSBORO	35,000	26,250	35,000	35,000	35,000
SALARIES AND SUPPLIES	1,968	1,968	1,968	500,000	273,767
VEHICLES	-	-	-	93,000	-
Totals	1,407,468	1,248,400	1,387,763	2,141,000	1,821,767

Expenditure Statement - Distribution					
Expenditure Line Item	FY 24-25 Adopted Budget	Activity YTD Mar '25	Estimated FY 24-25	Department Requested FY 25-26 Budget	Management Recommended FY 25-26 Budget
SALARIES	1,410,751	833,307	1,216,795	1,702,038	1,495,350
LONGEVITY PAY	8,199	8,199	8,199	9,724	9,724
OVERTIME	88,436	73,797	107,446	77,928	77,928
FICA	113,893	67,512	99,540	136,381	120,636
HOSPITALIZATION	252,850	152,618	210,720	328,575	292,955
DENTAL	10,795	6,297	9,175	12,954	11,227
VISION	1,863	1,110	1,653	2,235	1,937
LIFE INSURANCE	1,507	932	1,385	1,921	1,665
RETIREMENT	217,393	134,993	191,157	274,117	244,301
RETIREMENT (401K)	44,664	17,621	31,291	53,483	47,308
UNIFORMS	25,330	10,482	17,349	31,590	21,700
POSTAGE	100	1	51	100	100
TELEPHONE	360	14	63	360	360
TRAVEL	13,000	-	4,000	29,000	29,000
TRAINING	26,280	5,598	6,773	26,630	26,630
DUES	4,995	1,425	3,374	5,595	5,595
MAINTENANCE AND REPAIR	634,000	424,493	596,395	665,700	665,700
MAINTENANCE AND REPAIR - EQUIPMENT	101,844	29,856	70,001	106,844	106,844
MAINTENANCE AND REPAIR - AUTO	173,250	61,922	123,474	181,850	181,850
OPERATING PERMITS	7,660	7,660	7,660	7,660	7,660
RENT - EQUIPMENT	10,000	233	9,233	10,000	10,000
OFFICE SUPPLIES	1,212	145	900	1,200	1,200
DEPARTMENTAL SUPPLIES	72,975	31,694	63,459	79,650	79,650
FUEL	150,000	46,267	91,154	157,500	118,000
FUEL FOR EQUIPMENT	12,600	2,188	11,501	13,230	9,000
CONTRACTED SERVICES	112,800	7,230	112,235	212,800	212,800
NON-CAPITAL EQUIPMENT	19,100	11,512	12,932	13,000	13,000
PENALTIES & ASSESSMENTS	5,000	-	-	5,000	5,000
MISCELLANEOUS	350	69	201	350	350
OTHER IMPROVEMENTS	108,993	105,060	105,060	230,000	150,000
EQUIPMENT	370,347	366,264	370,261	30,000	30,000
VEHICLES	421,737	312,088	421,668	865,000	389,000
Totals	4,422,284	2,720,586	3,905,103	5,272,415	4,366,470

Expenditure Statement - Water Quality

Expenditure Line Item	FY 24-25 Adopted Budget	Activity YTD Mar '25	Estimated FY 24-25	Department Requested FY 25-26 Budget	Management Recommended FY 25-26 Budget
SALARIES	112,470	74,597	106,708	162,505	113,234
LONGEVITY PAY	2,200	845	845	976	976
OVERTIME	948	198	329	2,244	2,244
FICA	8,686	5,713	8,185	12,626	8,872
HOSPITALIZATION	17,168	12,142	16,793	26,715	17,810
DENTAL	864	623	854	1,295	864
VISION	149	107	146	224	149
LIFE INSURANCE	121	89	120	192	128
RETIREMENT	16,571	11,010	15,727	25,105	17,775
RETIREMENT (401K)	3,406	1,062	2,091	4,952	3,480
UNIFORMS	2,050	604	1,679	2,100	1,700
POSTAGE	50	-	-	50	50
TRAVEL	2,000	-	1,100	2,000	2,000
TRAINING	2,420	575	1,670	2,420	2,420
DUES	250	62	250	250	250
MAINTENANCE AND REPAIR	8,000	12	6,012	6,300	6,300
MAINTENANCE AND REPAIR - AUTO	5,250	1,765	4,494	5,250	5,250
RENT - EQUIPMENT	-	-	-	-	-
LAB TREATMENT SUPPLIES	22,966	1,264	22,575	15,440	15,440
OFFICE SUPPLIES	500	31	200	500	500
DEPARTMENTAL SUPPLIES	16,962	175	6,675	17,750	17,750
FUEL	17,500	2,653	7,186	12,500	12,500
CONTRACTED SERVICES	12,000	-	10,000	10,000	10,000
NON-CAPITAL EQUIPMENT	10,000	6,327	10,000	3,600	3,600
VEHICLES	-	-	-	82,500	-
Totals	262,531	119,854	223,638	397,494	243,292

Expenditure Statement - North Topsail WWTP

Expenditure Line Item	FY 24-25 Adopted Budget	Activity YTD Mar '25	Estimated FY 24-25	Department Requested FY 25-26 Budget	Management Recommended FY 25-26 Budget
SALARIES	253,642	162,697	229,574	260,508	260,508
LONGEVITY PAY	931	745	745	1,023	1,023
OVERTIME	10,000	7,736	11,598	10,200	10,200
FICA	20,166	12,971	18,391	20,704	20,704
HOSPITALIZATION	34,337	18,888	25,314	35,620	35,620
DENTAL	1,727	1,211	1,610	1,727	1,727
VISION	298	209	278	298	298
LIFE INSURANCE	241	174	230	256	256
RETIREMENT	39,126	25,388	35,891	41,899	42,168
RETIREMENT (401K)	7,908	4,275	6,446	8,120	8,120
UNIFORMS	4,167	960	3,905	2,800	2,800
PROFESSIONAL SERVICES	15,000	-	-	15,000	15,000
POSTAGE	50	-	-	50	50
TELEPHONE	500	-	-	500	500
UTILITIES	168,548	116,463	179,298	184,008	184,008
TRAVEL	30,000	-	4,000	12,500	12,500
TRAINING	8,850	85	4,085	7,880	7,880
DUES	500	154	500	385	385
MAINTENANCE AND REPAIR	361,360	22,402	169,692	408,100	408,100
MAINTENANCE AND REPAIR - EQUIPMENT	5,000	-	5,000	13,000	13,000
EQUIPMENT MAINTENANCE CONTRACTS	19,160	7,400	18,290	31,000	31,000
MAINTENANCE AND REPAIR - AUTO	7,500	547	6,547	7,500	7,500
OPERATING PERMITS	3,520	1,760	3,520	1,760	1,760
TREATMENT SUPPLIES	418,052	158,855	268,418	447,970	499,970
LAB TREATMENT SUPPLIES	20,818	10,740	19,740	32,702	32,702
RENT - EQUIPMENT	49,000	8,361	44,361	8,000	8,000
OFFICE SUPPLIES	1,500	202	1,000	500	500
DEPARTMENTAL SUPPLIES	8,290	3,062	8,192	5,000	5,000
FUEL	9,000	1,826	4,782	9,000	5,000
FUEL FOR EQUIPMENT	8,500	575	7,575	8,500	8,500
CONTRACTED SERVICES	12,272	8,919	12,166	13,385	13,385
CONTRACTED SERVICES - SLUDGE	510,000	309,480	446,680	726,000	726,000
NON-CAPITAL EQUIPMENT	27,400	7,819	27,400	-	-
NON-CAPITAL COMP/TECH EQUIPMENT	5,550	-	5,550	-	-
PENALTIES & ASSESSMENTS	3,000	-	-	5,000	5,000
MISCELLANEOUS	500	-	-	-	-
OTHER IMPROVEMENTS	5,000	-	5,000	-	-
EQUIPMENT	126,000	77,164	126,000	-	-
COMPUTER/TECH EQUIPMENT	25,000	-	25,000	-	-
VEHICLES	-	-	-	40,000	50,000
Totals	2,222,413	971,067	1,726,777	2,360,895	2,419,164

Expenditure Statement - Webb Creek WWTP

Expenditure Line Item	FY 24-25 Adopted Budget	Activity YTD Mar '25	Estimated FY 24-25	Department Requested FY 25-26 Budget	Management Recommended FY 25-26 Budget
SALARIES	131,914	92,279	130,569	194,425	194,425
LONGEVITY PAY	1,040	1,040	1,040	1,161	1,161
OVERTIME	7,000	4,284	6,962	5,100	5,100
FICA	10,451	7,246	10,407	15,291	15,291
HOSPITALIZATION	17,168	12,142	16,293	26,715	26,715
DENTAL	864	484	750	1,295	1,295
VISION	149	107	144	224	224
LIFE INSURANCE	121	89	119	192	192
RETIREMENT	20,690	14,418	20,482	30,895	31,094
RETIREMENT (401K)	4,098	1,654	2,946	5,996	5,996
UNIFORMS	1,680	308	1,601	1,680	1,850
PROFESSIONAL SERVICES	15,000	-	-	15,000	15,000
POSTAGE	50	-	-	50	50
TELEPHONE	500	-	-	500	500
UTILITIES	52,000	33,444	51,690	56,004	56,004
TRAVEL	15,000	-	10,000	7,500	7,500
TRAINING	6,420	-	2,500	2,755	2,755
DUES	605	254	605	220	220
MAINTENANCE AND REPAIR	116,900	45,617	110,547	85,000	85,000
MAINTENANCE AND REPAIR - EQUIPMENT	3,500	13	2,513	2,000	2,000
EQUIPMENT MAINTENANCE CONTRACTS	41,500	1,000	3,000	34,500	34,500
MAINTENANCE AND REPAIR - AUTO	5,000	1,425	4,650	5,000	5,000
OPERATING PERMITS	1,760	1,150	1,150	1,760	2,260
TREATMENT SUPPLIES	129,700	52,442	109,880	136,839	136,839
LAB TREATMENT SUPPLIES	8,256	1,270	7,500	8,256	8,256
RENT - EQUIPMENT	4,000	-	-	2,000	2,000
OFFICE SUPPLIES	250	87	250	300	300
DEPARTMENTAL SUPPLIES	3,000	745	1,830	3,300	3,300
FUEL	5,000	707	3,000	5,000	3,000
FUEL FOR EQUIPMENT	1,500	-	1,500	1,500	2,000
CONTRACTED SERVICES	17,305	8,614	9,710	12,605	12,605
CONTRACTED SERVICES - SLUDGE	205,920	100,320	200,000	226,512	226,512
PENALTIES & ASSESSMENTS	2,000	-	-	2,000	2,000
MISCELLANEOUS	500	(0)	-	500	500
OTHER IMPROVEMENTS	-	-	-	650,000	650,000
VEHICLES	-	-	-	40,000	50,000
Totals	830,841	381,139	711,637	1,582,075	1,591,444

Expenditure Statement - Debt Service					
Expenditure Line Item	FY 24-25 Adopted Budget	Activity YTD Mar '25	Estimated FY 24-25	Department Requested FY 25-26 Budget	Management Recommended FY 25-26 Budget
Federal ARRA Principal - 1413	12,102	9,072	12,102	12,102	12,102
Federal ARRA Principal - 1416	12,402	9,306	12,402	12,403	12,403
CG&L Richlands I&I Principal	95,273	71,451	95,273	95,273	95,273
2014A USDA Bond Principal	179,000	134,253	179,000	183,000	183,000
2014B USDA Bond Principal	159,000	119,250	159,000	163,000	163,000
2014C USDA Bond Principal	150,000	112,500	150,000	154,000	154,000
CG&L Summerhouse WRF Principal	104,259	78,192	104,259	104,259	104,259
Drinking Water Dixon RO Principal	273,523	205,146	273,523	273,523	273,523
SRL - Lead Service Line Inventory	-	-	-	80,000	80,000
2016 Bond Principal	2,840,000	2,130,003	2,840,000	2,990,000	2,990,000
Clean Water Loan -WOTS Phase 2 Principal	56,434	42,327	56,434	56,434	56,434
2023 Bond Principal	720,000	540,000	720,000	755,000	755,000
CG&L Richlands I&I Interest	15,217	11,412	15,217	12,855	12,855
2014A USDA Bond Interest	183,089	137,313	183,089	178,838	178,838
2014B USDA Bond Interest	162,735	122,049	162,735	158,959	158,959
2014C USDA Bond Interest	153,425	115,065	153,425	149,863	149,863
2016 Bond Interest	957,925	718,443	957,925	812,175	812,175
Clean Water Loan - WOTS Phase 2 Interest	14,673	11,007	14,673	13,544	13,544
2023 Bond Interest	2,392,100	1,794,078	2,392,100	2,355,225	2,355,225
2024 Bond Interest	1,242,933	932,202	1,242,933	1,309,300	1,309,300
2026 Bond Interest	-	-	-	1,690,950	1,690,950
Totals	9,724,090	7,293,069	9,724,090	11,560,701	11,560,701

Expenditure Statement - Contengencies					
Expenditure Line Item	FY 24-25 Adopted Budget	Activity YTD Mar '25	Estimated FY 24-25	Department Requested FY 25-26 Budget	Management Recommended FY 25-26 Budget
TRANSFER TO CAPITAL PROJECT	13,576,488	-	-	-	-
WATER PURCHASES	400,000	203,363	400,000	400,000	400,000
WASTEWATER TREATMENT - MCBCL	970,000	568,350	970,000	970,000	970,000
Totals	14,946,488	771,713	1,370,000	1,370,000	1,370,000

Proposed Annual Projects and Equipment

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Department	Equipment	Amount	Justification
Finance	Fork Lift (warehouse)	85,000	Replace 2001 Mitsubishi FG40-LP 8,000 lbs Forklift (Onslow County)
Collections	Lateral Camera	16,000	To replace envirosight lat camera due to parts being obsolete
Collections	Core Drill	8,500	To core manholes and stations for bypass connections, laterals, etc
Collections	Pump for Towne Pointe ps	60,000	Spare pump for station per deq requirements
Collections	4" (CD 150) stationary bypass pump	130,000	To prevent spills and be in compliance with the permit @ Folkstone Heights & Permetta Branch
Collections	6" Stationary Bypass pump	89,000	To prevent spills at South Branch ps
Collections	4" (CD103) Stationary Bypass	72,000	To prevent spills at Glenwood ps.
Collections	200 Gallon fuel tank for bypass pump	20,000	To increase fuel capacity at South Branch
Collections	8" Stationary bypass pump	80,000	To prevent spills at Shore Dr PS
Distribution	Air Compressor	30,000	Replacement (unit 1001)
Facilities Maintenance	AC Units replacement	30,000	To Replace (2) HVAC Units a year at 228 Georgetown Rd
Facilities Maintenance	A/C Unit Replacement for WTP	70,000	Repalce A/C Unit @ Dixon/Hubert WTP
Facilities Maintenance	Northwest WWTP Genset Controller Upgrade	80,000	To replace existing controller due to parts for current one becoming obsolete
Laboratory	AQ400 Automated Multi-Chemistry Discrete Analyzer	60,000	Product life cycle
Total Equipment		\$830,500	

Department	Vehicles	Amount	Justification
AdminOps	Light-duty(1500), full-size truck	50,000	Vehicle for Treatment Facilities Administrator (replace 803)
Collections	Heavy-duty(5500), crew truck w/utility bed	110,000	To replace 852 due to maintenance and repair history
Collections	Heavy-duty(5500), crew truck w/utility bed and crane	195,000	To replace 892 (Pluris old crane truck)
Collections	Heavy-duty(3500), crew truck w/utility bed	75,000	To replace 888 for fieldforeman (Pluris F-150)
Collections	Wastewater tanker trucks (2)	300,000	To pump in haul in case a major station goes down
Distribution	Tandem axle dump truck	258,000	To replace 814 and 873
Distribution	Mid-size Truck	48,000	To replace 847 (Locator)
Distribution	Heavy-duty(2500), crew truck w/utility bed	83,000	In event of Field Foreman is added
Dixon WTP	Light-duty(1500), full-size truck	50,000	Water Treatment Plant operations (replace 877)
Engineering	Mid-size Truck (2)	47,500	Professional Engineer (1); Development Services Administrator (1)
Facilities Maintenance	Heavy-duty(5500), crew truck w/utility bed and crane	200,000	To replace 809
Meters	Light-duty(1500), full-size truck	50,000	To replace 858
Meters	Light-duty(1500), full-size truck	50,000	To replace 831
Meters	Light-duty(1500), full-size truck	50,000	To replace 805
North Topsail WWTF	Mid-size Truck	50,000	Wastewater Treatment Plant operations
Swansboro WWTF	Mid-size Truck	50,000	Wastewater Treatment Plant operations
Webb Creek WWTF	Mid-size Truck	50,000	Wastewater Treatment Plant operations
Total Vehicles		1,716,500	

Proposed Annual Projects and Equipment

Page 2 of 2

Department	Technology	Amount	Justification
Information Technology	Webb Creek Gate Access Control Project	15,000	Access Control on non-existing roll gate - OQ
Information Technology	North Topsail Gate Access Control Project	10,000	Access Control on roll gate - OQ
Information Technology	Summerhouse Gate Access Control Project	10,000	Access Control on roll gate - OQ
Information Technology	Summerhouse WWTP CCTV camera system	25,000	SH WWTP CCTV camera system - OQ
Information Technology	Network Switches	37,500	Replacement of End Of Life (EOL) hardware - OQ
Information Technology	Verona Booster Green Booster PLC Replacement	20,000	PLC Conversion Project for End of Life (EOL) PLC - OQ
Information Technology	Half Moon Booster Green Booster PLC Replacement	20,000	PLC Conversion Project for End of Life (EOL) with PLC - OQ
Information Technology	Replacement Data Center servers	125,000	Replacement of End Of Life (EOL) servers - OQ
Total Technology		\$262,500	

Department	Other Improvements	Amount	Justification
Collections	The Villas station rehab	300,000	Install submersible pump and new panel (Will need Engineering support)
Collections	Ocean Bay Village rehab	90,000	pumps, panel, rails
Collections	River Rd station rehab	90,000	pumps, panel, rails
Collections	North Shore Villages Station rehab	90,000	pumps, panel, rails
Collections	Ocean Ridge Pump station rehab	50,000	new pumps and rails for station
Collections	Hard pipe bypass at Heritage PS	80,000	To hard pipe bypass pump into wet well and discharge so that hoses don't blow out.
Collections	Replace panel at Swansboro high school	140,000	panel is outdated, transfer switch and main disconnect is in bad shape
Collections	Raise and replace control panel at Pirates Cove	30,000	Panel is close to the ground where it can flood and is outdated.
Collections	Pumps and rails for Walnut station	25,000	Replace pumps that impellers are obsolete and rails that have deteriorated
Collections	Spare pumps for Moore St and River Reach station	5,500	Spare pumps on hand per deq requirements
Collections	Pumps for Gamble Way station	7,000	Spare pump on hand per deq requirements
Collections	Hard pipe bypass at Shore Dr PS	80,000	To hard pipe bypass pump into wet well and discharge so that hoses don't blow out.
Collections	Extend Fence for Shore Dr	5,000	To make room to install permanent bypass
Distribution	Blue Creek RD Directional Bore	150,000	750' 6" C-905 directional bore across southwest creek. This is a group of (3) aerial crossing
Dixon WTP	Vessel Rehab	350,000	The media has reached the end of its projected life and the some vessels have shown leaks from wear.
Facilities Maintenance	40x71x16 Metal Building	175,000	To store equipment and vac truck in at Hunters Creek Pump Station
Facilities Maintenance	24x25x8 Metal Building	20,000	To store operations equipment in at main complex
Facilities Maintenance	ONWASA Street Sign	20,000	To replace sign due to weather/age damages
Hubert WTP	Hubert Well Hydraulic Upgrades	300,000	To increase raw water supply from 5.2mgd to 6.0mgd
Hubert WTP	Rehab Softeners 1&2	700,000	Complete rehabilitation and replacement of media on two (2) softener vessels
Hubert WTP	Pull Black Creek Well 10	250,000	Repair casing issues causing yield reduction
Hubert WTP	Control overflow vault control panel at Catherines Lake tank.	25,000	Recommended replacement
Hubert WTP	Black Creek discharge pipe replacement at well 8,12 and 13.	90,000	Replace corroded 8" ductile iron discharge pipes
Hubert WTP	Sodium Permanganate Bulk Tank	200,000	Upgrade existing tank to 6,000 gallon capacity
Hubert WTP	Black Creek Wells Valve Controller (PLC) Replacement	63,000	End of life replacement
Webb Creek WWTF	Sludge Holding Tank/ Pump System (Using Old SBR)	300,000	Rehab old SBR and convert to holding tank for proper sludge management and disposal. Add to permit
Webb Creek WWTF	EQ Storage Tank	350,000	Add Old EQ tank to permit and rehab for storm surge and steady plant operations.
Total Other Improvements		\$3,985,500	

Grand Total		\$6,795,000	
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Debt Service Requirements

Page 1 of 2

Year Ending June 30	CG&L - 01		CG&L - 02		Federal ARRA 1413	Federal ARRA 1416	CG&L (SHWRF)	Drinking Water (Dixon RO)	State Revolving Loan (Lead Service)	DEQ (WOTS P2)	
	Principal	Interest	Principal	Interest	Principal	Principal				Principal	Interest
2026	74,284	9,211	20,989	3,644	12,102	12,403	104,259	273,523	80,000	56,434	13,544
2027	74,284	7,369	20,989	3,123	12,102	12,403	104,259	273,523	80,000	56,434	12,416
2028	74,284	5,527	20,989	2,603	12,102	12,403	104,259	273,523	80,000	56,434	11,287
2029	74,284	3,684	20,989	2,082	12,102	12,403	104,259	273,523	80,000	56,434	10,158
2030	74,284	1,842	20,989	1,562	12,102	12,403	104,259	273,523	-	56,434	9,029
2031	-	-	20,989	1,041	12,102	12,403	104,259	273,523	-	56,434	7,901
2032	-	-	20,989	521	-	12,403	104,259	273,523	-	56,434	6,772
2033	-	-	-	-	-	-	104,259	273,523	-	56,434	5,643
2034	-	-	-	-	-	-	104,259	273,523	-	56,434	4,515
2035	-	-	-	-	-	-	104,259	273,523	-	56,434	3,386
2036	-	-	-	-	-	-	-	-	-	56,434	2,257
2037	-	-	-	-	-	-	-	-	-	56,434	1,129
Totals	371,420	27,634	146,921	14,575	72,614	86,818	1,042,590	2,735,228	320,000	677,209	88,037

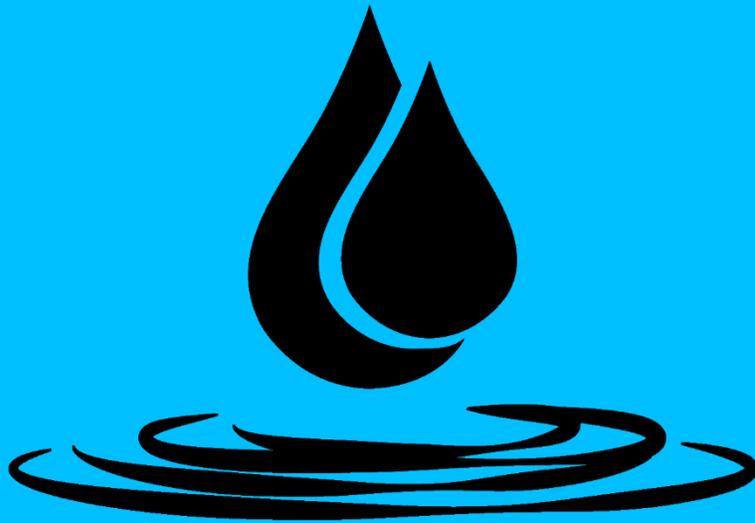
Debt Service Requirements

Page 2 of 2

Year Ending June 30	USDA - 2014A		USDA - 2014B		USDA - 2014C		2016		2023		2024		2026 (Future Bond Sale)		Total	
	Principal	Interest	Principal	Interest	Principal	Interest	Principal	Interest	Principal	Interest	Principal	Interest	Principal	Interest	Principal	Interest
2026	183,000	178,838	163,000	158,959	154,000	149,863	2,990,000	812,175	755,000	2,355,225	-	1,309,300	-	1,690,950	4,878,993	6,681,708
2027	188,000	174,491	167,000	155,088	157,000	146,205	3,140,000	658,925	795,000	2,316,475	470,000	1,297,550	-	-	5,550,993	4,771,641
2028	192,000	170,026	171,000	151,121	161,000	142,476	3,290,000	511,300	835,000	2,275,725	495,000	1,273,425	-	-	5,777,993	4,543,490
2029	197,000	165,466	175,000	147,060	165,000	138,653	3,080,000	365,175	880,000	2,232,850	520,000	1,248,050	-	-	5,650,993	4,313,178
2030	201,000	160,788	179,000	142,904	169,000	134,734	1,825,000	256,238	925,000	2,187,725	545,000	1,221,425	-	-	4,397,993	4,116,246
2031	206,000	156,014	183,000	138,653	173,000	130,720	1,900,000	186,300	970,000	2,140,350	575,000	1,193,425	-	-	4,486,709	3,954,403
2032	211,000	151,121	188,000	134,306	177,000	126,611	1,970,000	108,900	1,020,000	2,090,600	605,000	1,163,925	-	-	4,638,608	3,782,756
2033	216,000	146,110	192,000	129,841	181,000	122,408	2,050,000	34,750	1,065,000	2,043,800	635,000	1,132,925	-	-	4,773,216	3,615,477
2034	221,000	140,980	197,000	125,281	185,000	118,109	-	-	1,115,000	1,994,625	665,000	1,100,425	-	-	2,817,216	3,483,935
2035	226,000	135,731	201,000	120,603	190,000	113,715	-	-	1,175,000	1,937,375	700,000	1,066,300	-	-	2,926,216	3,377,110
2036	232,000	130,364	206,000	115,829	194,000	109,203	-	-	1,235,000	1,877,125	735,000	1,030,425	-	-	2,658,434	3,265,202
2037	237,000	124,854	211,000	110,936	199,000	104,595	-	-	1,295,000	1,813,875	775,000	992,675	-	-	2,773,434	3,148,064
2038	243,000	119,225	216,000	105,925	204,000	99,869	-	-	1,365,000	1,747,375	815,000	952,925	-	-	2,843,000	3,025,319
2039	249,000	113,454	221,000	100,795	208,000	95,024	-	-	1,435,000	1,677,375	855,000	911,175	-	-	2,968,000	2,897,823
2040	255,000	107,540	226,000	95,546	213,000	90,084	-	-	1,505,000	1,603,875	900,000	867,300	-	-	3,099,000	2,764,345
2041	261,000	101,484	232,000	90,179	218,000	85,025	-	-	1,585,000	1,526,625	945,000	821,175	-	-	3,241,000	2,624,488
2042	267,000	95,285	237,000	84,669	224,000	79,848	-	-	1,665,000	1,445,375	995,000	772,675	-	-	3,388,000	2,477,851
2043	273,000	88,944	243,000	79,040	229,000	74,528	-	-	1,750,000	1,360,000	1,045,000	721,675	-	-	3,540,000	2,324,186
2044-2054	3,472,000	514,354	3,085,000	456,594	2,909,000	430,991	-	-	26,325,000	7,893,375	16,825,000	4,384,325	-	-	52,616,000	13,679,639
Totals	7,530,000	2,975,068	6,693,000	2,643,328	6,310,000	2,492,658	20,245,000	2,933,763	47,695,000	42,519,750	29,100,000	23,461,100	-	1,690,950	123,025,799	78,846,860

PROPOSED RATE & FEE SCHEDULE

- PROPOSED FY26 RATE & FEE SCHEDULE



ONWASATM



Fiscal Year 2025 - 2026 Proposed Rate and Fee Schedule

Water

I. Residential & Commercial Customers

Base Water Charges		
Meter Size	Base-Charge	Base Charge
3/4"	\$19.14	\$21.20
1"	\$47.80	\$52.94
1.5"	\$95.53	\$105.80
2"	\$152.77	\$169.19
2.5"	\$229.22	\$253.86
3"	\$305.60	\$338.45
4"	\$477.54	\$528.84
6"	\$955.04	\$1,057.67

Note - NC GS 2008-143 states all water to an irrigation system must be provided through an individually metered connection unless the requirements are met under NC GS 143-355.4.

II. User Fees

Usage(Gallons)	Water Meters 1,000 Gallons	Water Meters 1,000 Gallons	Irrigation Meters 1,000 Gallons	Irrigation Meters 1,000 Gallons
First 3,000	\$4.42	\$4.90	\$6.62	\$7.33
Next 4,500	\$4.57	\$5.06	\$6.84	\$7.58
Next 7,500	\$5.94	\$6.55	\$8.90	\$9.86
Next 10,000	\$7.73	\$8.56	\$11.62	\$12.87
Over 25,000	\$9.07	\$10.05	\$13.64	\$15.11

Bulk Meter \$5.93 per 1,000-gallons \$6.57 per 1,000 gallons

Master Meter (including Multi Users): \$5.93 per 1,000-gallons \$6.57 per 1,000 gallons

Sewer Bulk Fee By Contract Only

Volunteer Fire & Rescue Squads Primary Operations Building (water & sewer each):

0-20,000 gallons \$1.00 Flat Rate
 Over 20,000 gallons Follow the applicable rates above

Sewer

III. Residential & Commercial Customers

User Fees*		Base Sewer Charges		
Rate per 1,000-Gallons	Rate per 1,000 Gallons	Meter Size	Base-Charge	Base Charge
\$8.83	\$9.78	3/4"	\$31.10	\$34.44
\$8.83	\$9.78	1"	\$77.96	\$86.34
\$8.83	\$9.78	1.5"	\$155.52	\$172.24
\$8.83	\$9.78	2"	\$248.83	\$275.58
\$8.83	\$9.78	3"	\$496.49	\$549.86
\$8.83	\$9.78	4"	\$774.45	\$857.70

IV. Residential Grinder Pump Fee, monthly \$15.00

**No sewer charges are billed for meters exclusively used for irrigation.*

Water & Sewer

V. Tap Installation Fees

Water		Water	
Tap Size	Fee	Tap All Sizes	Fee
3/4 x 5/8 tap	\$1,620.00	Water Tap	Cost plus 10%
1"	\$1,910.00	Irrigation Split-out	
1-1/2" & above	\$1,100 plus Materials	Irrigation Stand-alone	
Sewer			
Tap Size	Fee		
4" Residential Only	Cost plus 10%		

VI. System Development Fees

Meter Size	Water	Sewer
3/4"	\$2,063	\$4,460
1"	\$3,438	\$7,432
1.5"	\$6,877	\$14,867
2"	\$11,003	\$23,785
3"	\$22,005	\$47,570
4"	\$34,384	\$74,329
6"	\$68,766	\$148,656
8"	\$110,026	\$237,850
10"	\$165,039	\$356,775

VII. Water or Sewer Tap Inspection Fees

On site less than 4 hours during a work day	\$150.00 Per Site, Per Customer
On site more than 4 hours during a work day	\$300.00 Per Site, Per Customer

VIII. Private Utility Billing (Water/Wastewater)

By Contract Only

IX. Deposits

Meter Size	Deposit for Water	Deposit for Sewer
3/4"	\$100	\$100
1"	\$200	\$200
1.5"	\$340	\$340
2"	\$490	\$490
3"	\$1,080	\$1,080
4"	\$1,370	\$1,370
6"	\$2,740	\$2,740
8"	\$4,925	\$4,925
10"	\$7,685	\$7,685
12"	\$9,680	\$9,680

Standing Deposits(Contractors & Realtors)	\$500.00
3/4" Hydrant Meter Assembly	\$500.00
3" Hydrant Meter Assembly	\$2,000.00

Water & Sewer - Continued

X. Miscellaneous Charges	
Administrative Service Fee	\$40.00
Service Call Fee	\$50.00 per account (1st visit per account per year is at no charge - Does not apply to reconnect after disconnection)
Meter Downsize Fee	\$250.00 plus cost of materials
Manual Meter-Read Fee	\$50.00 per manual read
Credit Letters/Property	\$5.00
Connect Fee	\$35.00
Non-Payment Fee	\$60.00
Late Fee	\$6.00 up to \$120.00 balance due \$6.00 plus 5% of balance due >\$120.00 assessed 25th day from statement date
Lock Replacement Fee	\$6.00
Meter Test	\$65.00
After Hours, Monday-Friday (except for Holidays)	
After 4:00 pm until 7:00 pm	\$55.00
After 7:00 pm	\$100.00
After Hours, Weekends and Holidays Service Call	
8:00 am until 7:00 pm	\$55.00
After 7:00 pm	\$100.00
Landlord Transfer Fee	\$20.00
Inspection fee prior to start of service:	
1st Visit	No Charge (Residential & Commercial)
Every visit after the 1st	\$60.00
Plan Review Fee of Developer's Project Plans	
Plans with main extension(s)	\$150.00 more than 100 lots
Plans with main extension(s)	\$100.00 less than 100 lots
Plans with no main extension(s)	\$50.00
Hydrant Flow Test Data	\$75.00 per test
Flush/Fill/Chlorinate	\$3.75 per 1,000 gallons
Plat Review Fee of Developer's Project Plans	
1st Review	No Charge
Every review after the 1st	\$50.00
Backflow Inspection Fee	
1st Visit	No Charge (Residential & Commercial)
Every visit after the 1st	\$60.00 (each time Residential & Commercial)
Hydrant Meter Test for damaged meters	\$100.00 plus cost of replacement parts
Meter Relocation Fee	
No new tap required	\$325.00 plus cost of materials
New tap required	See Tap Fees

Water & Sewer - Continued

XI. Administrative Fees

Returned Payment	\$25.00-\$35.00 each
Copies (8 1/2 x 11)	\$0.10 per page
Transaction Fee(credit card processor)	2.45%

XII. Administrative Fees - Continued

Monthly Fire Connection Charge (Sprinkler Head)	
1" sprinkler connection	\$40.00 per month
1 1/2" sprinkler connection	\$45.00 per month
2" sprinkler connection	\$50.00 per month
4" sprinkler connection	\$60.00 per month
6" sprinkler connection	\$80.00 per month
8" sprinkler connection	\$150.00 per month
10" sprinkler connection	\$300.00 per month
12" sprinkler connection	\$450.00 per month

XIII. Map Fees

Map File Preparation \$35.00

Size	Color/Ortho	B/W/TOPO	Property Lines
8.5 x 11	\$5.00	\$3.00	\$2.00
11 x 17	\$8.00	\$5.00	\$2.00
24 x 36	\$20.00	\$10.00	\$6.00
36 x 48	\$25.00	\$15.00	\$8.00

XIV. Service/Repair Fees

Materials:

Pipe and accessories will be charged out at the cost listed on the most current Onslow Water and Sewer Authority Inventory Sheet on file plus a 2% administrative fee.

Equipment Cost Per Hour:

Excavator	\$39.07
Trailer Equipment	\$16.99
Dump Truck (325 HP) (320HP)	\$73.31
Trencher (>85 HP)	\$29.85
Backhoe (>95 HP)	\$43.91
Line Truck (210 HP)	\$25.53
Pickup (130 HP)	\$11.75
Pump (>60 HP)	\$26.88
Light Tower	\$10.56
Asphalt Roller	\$12.84
Sewer Vac-Tron	\$86.29
Sewer Jetter (>100 HP)	\$60.00
Sewer Jet/Vac Combo Truck	\$88.16
Main Line Camera Equipment	\$14.00 per hour
Sewer Lateral Camera Equipment	\$3.00 per foot

Surface restorations-gravel, soil/erosion control \$200.00

Sewer Boring Charge-based on contract price per foot

Rental charges for additional equipment (if needed) will be charged at the rate ONWASA is paying to rent the equipment plus a 2% administrative fee.

Water & Sewer - Continued

XV. Service/Repair Fees - Continued

Labor and Benefits:

Hourly Rate

Average hourly rate + 30%

Overtime Rate

Average hourly rate by 1.5 + 30%

Water Loss Charges:

Water charges are based on the following formula:

$Q(\text{GPM}) \times \text{time} = \text{Total Gallons}$

$\text{TGL} \times \$\text{Bulk Rate}/1,000 = \text{Total Water Loss Charges}$

Michael R. Bennett, Chairman

Adopted the 18th day of June 2025.

Attest:

Heather Norris, Clerk to the Board