

## WATER & SEWER RATES Q&A

ONWASA works hard every day to ensure we meet your expectations. Our top priority is to ensure pure, healthy water is ready for you at all times. Another priority is to keep you informed about your water utility. This list will hopefully answer many questions you may have about ONWASA's efforts to maintain and expand our extensive water infrastructure. Providing over 145,000 customers with clean water is no small task. To accommodate our growing service area ONWASA's Board of Directors approved a 10-year Capital Improvement Plan (CIP) totaling \$92.7 million. To fund these necessary projects water and sewer rates must rise. As always, if you would like to speak to us about specific concerns or questions, please call us at (910) 455-0722 or contact us by using the contact us link on our website at [www.onwasa.com](http://www.onwasa.com).

### Why does ONWASA need this rate increase?

ONWASA's service area continues to grow. As reported in the Jacksonville Daily News, Onslow County grew at the rate of 9.1% between April 1, 2010 and July 1, 2017. Both increased growth, and the passage of time requires that critical infrastructure such as pump stations, treatment plants, and water mains be replaced or enlarged. The expansive list of projects below touches every part of ONWASA's service area.

- Building roof replacements in various areas, \$320,000
- Local read meter replacements in various areas, \$1.05 million
- Onslow Regional Water Resources joint study with Camp Lejeune and Jacksonville in various areas, \$125,000
- New N.C. 50 wells to pump raw water to Dixon Water Treatment Plant in the Stump Sounds area, \$2.92 million
- Union Chapel wells build out in the southwest area, \$650,000
- Union Chapel raw water mains and blending facility in the southwest area, \$3.63 million
- North Topsail bridge water main replacement in the Stump Sound area, \$1.03 million
- Water main interconnections in various areas, \$270,000
- Burton Park Boulevard water main extension in the southwest area, \$50,000
- Piney Green sewer phase two, Hickory Grove Lagoon closure in the White Oak area, \$1.23 million
- Treatment lagoon aeration system replacement in the Stump Sound area, \$350,000
- Infiltration pond flow meters in the Swansboro area, \$90,000
- Hargett Street and Shore Drive pump station rehabilitation in the Richlands area, \$900,000
- Holly Ridge gravity sewer improvements in the Stump Sound area, \$495,000
- Building roof replacements in various areas, \$450,000
- Local read meter replacements in various areas, \$2.1 million
- Laboratory addition and warehouse renovations at the central office, \$2.1 million
- Onslow Regional Water Resources joint study with Camp Lejeune and Jacksonville in various areas, \$175,000
- Permanent/standby power upgrades in various areas, \$63,000
- N.C. 50 new wells to pump raw water to Dixon Water Treatment Plant in the Stump Sound area, \$1.075 million
- Water main interconnections phase two in various areas, \$150,000
- Service area upgrades project two in the southwest area, \$400,000
- Infiltration pond capacity assessment and rehabilitation, \$650,000

- Infiltration pond flow meters in the Swansboro area, \$75,000
- Plant renovation or replacement in the Swansboro area, \$3 million
- Heather Loop Road gravity sewer improvements in the White Oak area, \$50,000
- Kenwood/Bishops Ridge service extension in the southwest area, \$325,000
- Building roof replacements in various areas, \$400,000
- Local read meter replacements in various areas, \$2.1 million
- Permanent/standby power upgrades in various areas, \$45,000
- Service area upgrades project two in the southwest area, \$3.1 million
- Treatment train three rehabilitation in the Stump Sound area, \$250,000
- Plant renovation or replacement in the Swansboro area, \$25,000,000
- Heather Loop Road gravity sewer improvements in the White Oak area, \$100,000
- County landfill force main tie-in in the southwest area, \$100,000
- Pumping station assessment and rehabilitation in various areas, \$150,000
- Kenwood/Bishops Ridge service extension in the southwest area, \$2 million
- Permanent/standby power upgrades in various areas, \$25,000
- N.C. 24 regional trunk main replacement in the Swansboro area, \$2 million
- Queens Creek Road water main upgrades in the Swansboro area, \$350,000
- Rocky Run Road water main upgrades in the White Oak area, \$400,000
- Pumping station assessment and rehabilitation in various areas, \$100,000
- Liberty Park Road service extension in the southwest area, \$250,000
- Hill Farms Service Extension in the Richlands area, \$240,000
- Denise Drive/Greystone Drive service extension in the southwest area, \$500,000
- Permanent/standby power upgrades in various areas, \$20,000
- N.C. 24 regional trunk main replacement in the Swansboro area, \$13 million
- Queens Creek Road water main upgrades in the Swansboro area, \$3.75 million
- Rocky Run Road water main upgrades in the White Oak area of the county, \$4.7 million
- Treatment train four rehabilitation in the Stump Sound area, \$250,000
- Pumping station assessment and rehabilitation in various areas, \$100,000
- Liberty Park Road service extension in the southwest area, \$1.15 million
- Hill Farms Service Extension in the Richlands area, \$1.26 million
- Denise Drive/Greystone Drive service extension in the southwest area, \$2.75 million
- Bannermans Mill Road water main upgrades in the Richlands area, \$250,000
- Building roof replacements in various areas, \$175,000
- Onslow Regional Water Resources joint study with Camp Lejeune and Jacksonville in various areas, \$150,000
- Union Chapel storage facility in the southwest area, \$3 million
- Bannermans Mill Road water main upgrades in the Richlands area, \$2.25 million
- Service area upgrades project three in the southwest area, \$2.9 million
- Plant condition/capacity assessment in the stump sound area, \$150,000
- New waste water treatment plant design and permitting in regional areas, \$4 million
- Pumping station assessment/rehabilitation in various areas, \$500,000
- Plum Point sewer extension in the southwest area, \$3.6 million

## **When was the last time ONWASA adjusted rates?**

ONWASA is proud of the fact that we have been able to hold the line on rates for eight years. While ONWASA's rates have held at 2010 numbers, other water utilities in North Carolina have averaged a 4% increase in rates each year. Without the need for a large investment in our water and sewer infrastructure, ONWASA would not need the rate increase adopted by the Board of Directors.

## **How has ONWASA controlled costs in the past?**

We are pleased to have been able to keep rates low by using specific cost-saving measures and innovation over the years. While many different financially-prudent practices have helped us keep rates low, several larger cost saving measures have helped tremendously. They include:

- 2010 ONWASA reduced water quality (increased hardness) saving \$65K
- 2013 ONWASA reduced water purchase budget from \$648K to \$100K
- 2014 ONWASA reduced water purchase budget from \$100K to \$50K
- 2015 ONWASA reduced water purchase budget from \$50K to \$0
- 2016 ONWASA refinanced debt with a resulting savings of \$1M
- 2017 ONWASA reduced 4 positions saving \$200K
- 2018 ONWASA joined the State Health Plan saving \$400K

## **How will this rate increase affect my monthly bill?**

The average ONWASA customer\* will see their monthly water bill increase by \$1.84 making their bill \$28.19 once the budget is adopted for the year starting July 1, 2018. The average monthly sewer bill will increase by \$2.14 making the bill amount \$49.89.

\*NOTE: The average ONWASA customer uses water service only and consumes approximately 5,000 gallons of water per month.