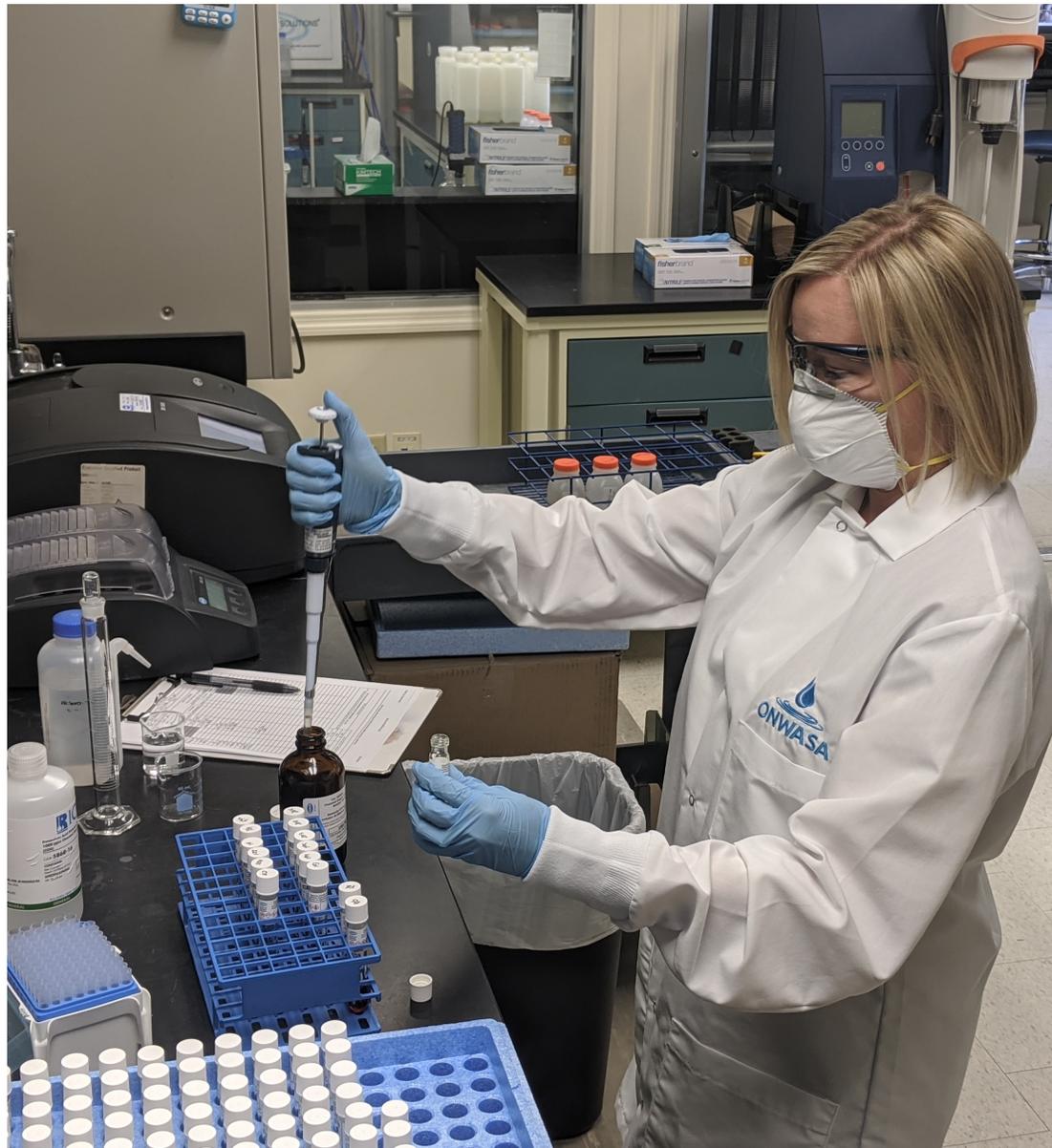


2020-2021 Proposed Budget



FISCAL YEAR 2020-2021 BUDGET MESSAGE

In uncertain times such as these it is comforting to know that utility service to the community continues uninterrupted. Through implementation of numerous safeguards, schedule changes, PPEs, and social distancing, water service to our customers continues unabated. So too, did budget development.

ONWASA's normally advanced timeline for budget development meant that most staff meetings occurred prior to the COVID-19 crisis. Budget finalization occurred electronically, with staff working both as telecommuters and from the main office. I am proud to serve with our utility workers and commend them to the Board and the public for their ability to perform complex tasks through adversity.

I therefore present the proposed Fiscal Year 2020-2021 (FY21) 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 program.

The budget process began on December 6, 2019 as the Finance Department sent budget packages to all departments. On December 19th a budget kickoff meeting was held with departmental personnel. 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 may be identified in this message by referencing the 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. The goals include:



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



Enhanced Customer Experience: Creating a culture that delivers an enhanced customer experience.



Communication and Partnership: Fostering an environment that encourages open communication and supports partnerships.



Financial Stewardship: Generating revenues sufficient to support operations and growth, while maintaining affordable rates.



Reliable and Sufficient Infrastructure: Planning, delivering, and maintaining dependable infrastructure necessary to address the changing needs of the service area.

In the original development of the budget and the CIP, staff attempted to address the four greatest organizational needs that were perceived for Fiscal Year 20-21. The first three that were identified are directly tied to the Board's strategic goal of Reliable and Sufficient Infrastructure. Item four is tied to the strategic plan goal of Workforce Development.

1. Provide service to a growing population with increasing water & wastewater demands
2. Become more resilient to hurricane damage
3. Replace or perform needed maintenance on essential aging facilities
4. Retain the highly qualified and licensed staff necessary to run the utility

These four needs are real. But so too is the current economic crisis brought on by the COVID-19 outbreak. Both small and large businesses in Onslow County have closed their doors because of the necessary state actions to fight the spread of the Novel Coronavirus. In times such as these, ONWASA must be sensitive to the needs of the community. After much internal discussion, management believes that the best way to help the community at this time is to forestall the planned utility rate increase that was scheduled for July 1, 2020.

ONWASA had embarked upon a capital program that called for moderate increases in rates over 5 consecutive years. This was after an 8-year period in which rates had remained unchanged. The utility rate increase scheduled for FY 20-21 was a 5.5% increase to pay for new debt brought on by new construction. However, three factors have contributed to delay of new debt issuance. The first was Hurricane Florence recovery. The second was Cyber-Attack recovery. The third has been the need to complete a thorough analysis of wastewater alternatives for both Swansboro and Southeast wastewater service areas.

After careful study of ONWASA's available fund balance and schedule for future debt issuance, staff believes that ONWASA can cash-pay for necessary design and permitting in order to continue forward movement on the largest projects before the utility (which are the wastewater solutions). Design and permitting is expected to last at least 12 months, which extends the projects past this fiscal year. In addition, ONWASA can pay outright, or assume smaller amounts of debt service for smaller annual capital projects.

A summary of important elements of the budget follow in the "FY21 Budget at a Glance section.

FY21 Budget at a Glance

- ◆ The budget totals approximately \$28.8 million.
- ◆ In the process of budget formulation, initial budget requests from all departments totaled \$29,636,049. Management cut \$833,858 from those requests.
- ◆ Although the utility's 5-year financial plan called for a 5.5% rate increase effective July 1, 2020, considering the COVID-19 Pandemic and ensuing financial hardships, all scheduled rate increases have been postponed 1 year. There is no utility rate increase within the proposed budget.
- ◆ No new employee positions are proposed for the utility. Reorganizations have helped the Authority move resources where needed to help meet changing demands. It is hoped that additional efficiencies can be gained through continued efforts to automate certain processes.
- ◆ The budget is balanced with the following Fund Totals:
 - Operating Fund: \$28,802,191
 - Restricted Fund: \$2,572,773
 - Replacement Fund: \$2,504,151
 - Capital Projects Fund: \$64,732,290
- ◆ Fund balance of \$1,392,200 has been appropriated for funding one-time capital requests.
- ◆ Estimated Unreserved Fund Balance is \$30 million, of which approximately \$7 million is now set aside for anticipated "pay-go" construction projects within the adopted capital improvement program.
- ◆ Capital construction efforts continue within this budget using accumulated fund balance coupled with financing strategies that do not rely on an increase in rates. Highlights of major capital projects and equipment this fiscal year are as follows:
 - Design Swansboro Wastewater Force Main
 - Design Southeast Wastewater Solution
 - Highway 24 Regional Trunk Main Replacement
 - Construct Laboratory and Parts Warehouse
 - Dixon Water Plant Filter Rehabilitation
 - Black Creek Well 10 Assessment and Repair
 - Collections 8" Bypass Pump
 - Replace Crane Truck
 - Channel Monster High-Flow Sewer Grinder

2020 ONWASA By-the-Numbers

ONWASA is the 3rd largest water authority in North Carolina. TABLE 1 provides perspective on activities funded through the annual budget.

Table 1. Key Numbers

3,270,013,600	Gallons of Water Pumped Annually
439,747,374	Gallons of Wastewater Treated Annually
16,050,000	Gallons of Stored Water
14,803,381	Gallons of Water in Underground Pipes
1,126,799	Miles Driven Annually
623,338	Meter Readings Annually
151,424	Main Office - Phone Calls Handled Annually
142,198	Estimated Number of Individual Consumers
131,563	Transactions Processed Annually
62,277	Work and Service Orders Processed Annually
52,248	Number of Metered Accounts
72,017	Lab Analysis' Processed Annually
1,200	Miles of Water Mains
445	Square Miles of Service Area
183	Miles of Wastewater Mains
149	Facilities to Maintain
125	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 December 2019 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's staff worked together to develop a budget that supports ONWASA's adopted strategic plan, Capital Improvement Program, 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 on or before April 30th. A special meeting (which may take place electronically if necessary) must be held to set the public hearing date. A public hearing is being recommended for May 21st at 6pm in the Council Chambers at Jacksonville City Hall. The Budget Ordinance, necessary Project Budget Ordinances 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” in order 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 \$2,200,000. By contrast, revenue from monthly user fees are forecast to be approximately \$22,377,491.

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.

Fixed wastewater charges – Fixed 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 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.

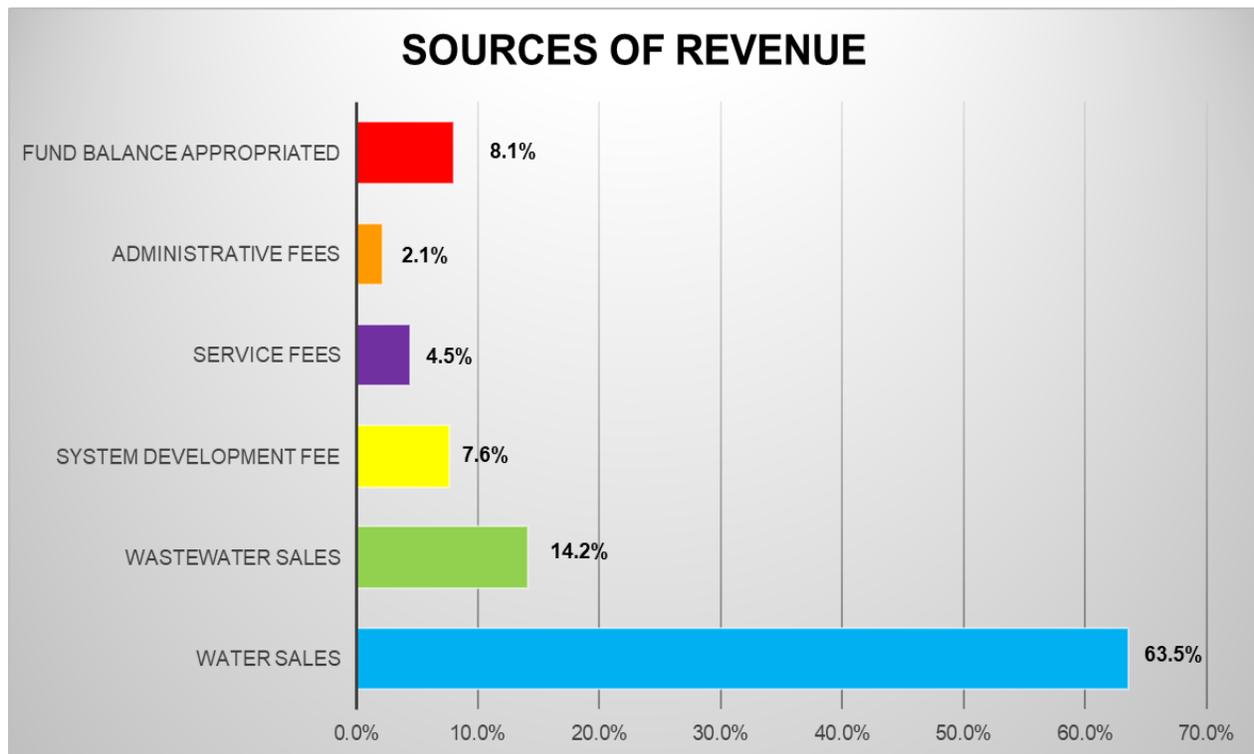
Tap fees – The purpose of this charge is for making a tap into water and/or wastewater systems. The charge will recover the cost for time and equipment plus allowance for overhead.

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.

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 fairly constant and the current month to month consumption levels have been increasing, which provides stable revenue. However, due to COVID-19 and the North Carolina Executive Order 124, we have slightly reduced budgeted revenue amounts for non-payment fees and meter sales. Therefore, budgeted revenue, less fund balance appropriations, in FY 20-21 is forecast to be approximately 4.6% higher than in FY19-20 with no rate increase.

As depicted in FIGURE 1, in FY 20-21, 63.5% of total revenue is anticipated from water services while wastewater services are expected to generate 14.2%. Service-related fees comprise approximately 4.5% of total revenue. Fund balance appropriated is approximately 8.1% of total revenue and is used for non-recurring expenditures only (capital purchases). System Development fees and administrative fees contribute to the remaining 9.7%.

Figure 1. Sources of Revenue



Proposed Rate and Fee Schedule

No changes are proposed to utility rates. Three changes are proposed to the fee schedule. The first two changes are optional to the customer. The third fee seeks to recover costs for increased employee review time for large private developments.

Proposed Changes to Fees:

1. **Manual Meter-Read Fee.** This fee would be charged to a customer only if the customer demands that the AMR or AMI radio-read meter be removed from their property and replaced with a manual-read meter. This recurring monthly fee would cover the expense of an employee reading the meter manually, once per month. The requested amount is \$50 per manual read, the same amount as a service call.

Current Fee: NA

Proposed Fee: \$50 per manual read

2. **Meter Relocation Fee.** This fee would only be charged to a customer if the customer requests a meter to be moved for the customer's own reasons.

Current Fee:	\$300 if the relocation is less than 10 feet \$300 plus cost of materials if the relocation is greater than 10 feet (a new tap is installed)
Proposed Fee:	\$300 plus cost of materials since no new tap is required \$950 if a new tap is required. This is the actual cost of placing a new tap, including labor and equipment.

3. Plan Review Fee

Current Fee:	\$50 for plans with no main extensions \$100 for plans with main extensions
Proposed Fee:	\$50 for plans with no main extensions \$100 for plans with main extensions but less than 100 lots \$150 for plans with main extensions and 100 lots or more

The Development Services Division reviews engineering plans and drawings for private development to ensure compliance with all applicable laws and regulations. The Development Services Division wishes to vary the amount of fee charged based on the size of the private development rather than whether there are main extensions.

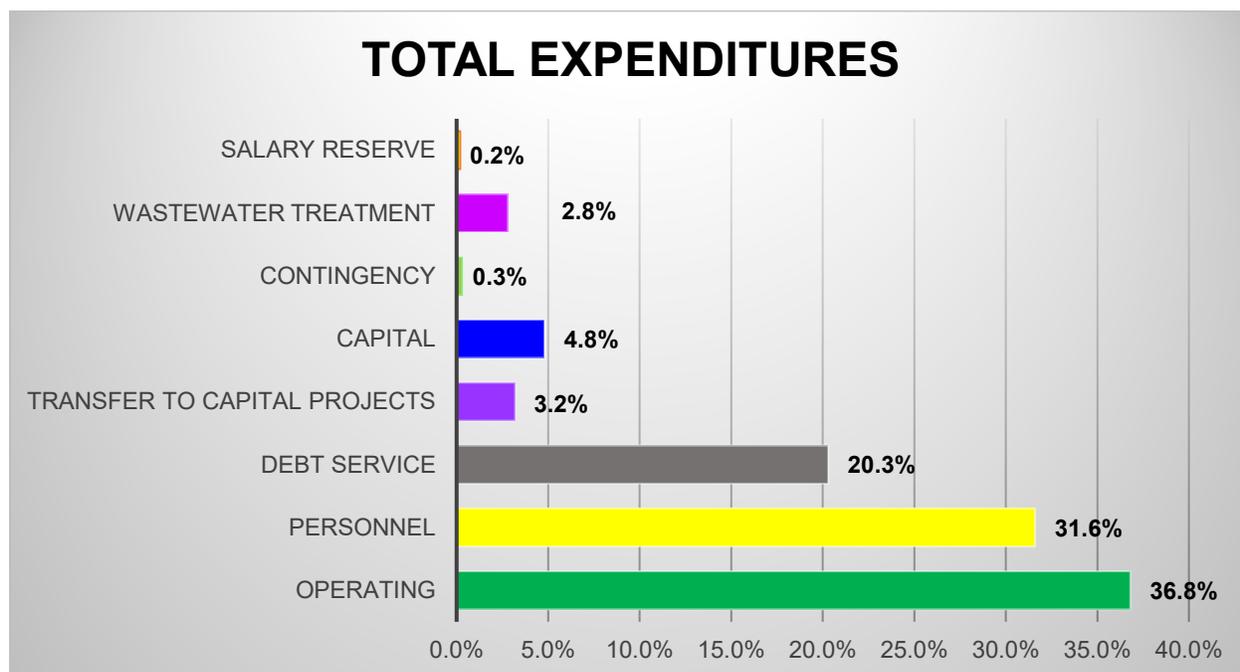
Expenditure Summary

Expenditures are classified in 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 pie chart demonstrates the relative proportions of the total cost by major category of expense.

Table 2. Major Categories of Expenditures

Major Categories	Operation Division	Administration Division	Total FY 20-21 Budget
Operating	\$6,784,067	\$3,821,805	\$10,605,872
Personnel	4,751,154	4,339,521	\$9,090,675
Debt Service	0	0	\$5,844,444
Transfer to Capital Projects			\$930,000
Capital	1,010,600	381,600	\$1,392,200
Contingency	0	0	\$71,000
Wastewater Treatment	0	0	\$810,000
Salary Reserve	0	0	\$58,000
Totals	\$12,545,821	\$8,542,926	\$28,802,191

Figure 2. Total Expenditures



Debt Service Summary

The annual debt service amount of \$5,844,444 is scheduled to be funded from operating. This amount has decreased by \$2,273 from last year. The annual debt service for FY 21 includes the following amounts:

- ◆ ARRA Loan \$12,403 (Dixon Wells)
- ◆ ARRA Loan \$12,102 (Dixon Waterline)
- ◆ CG&L Loan \$92,706 (Richlands I&I Project)
- ◆ CG&L Loan \$27,235 (Hudiberg and Hunter's Creek Projects)
- ◆ United States Department of Agriculture (USDA) Loans \$988,044 (Northwest Plant)
- ◆ CG&L Loan \$104,259 (Summerhouse WWTP)
- ◆ Public Drinking Water Loan \$273,523 (Dixon RO)
- ◆ 2016 Revenue Bond Refunding \$4,258,550
- ◆ Clean Water Loan \$75,622 (Western Onslow Trunk Sewer)

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 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 \$.74 million
- ◆ CG&L Loan of \$.25 million
- ◆ ARRA Loan of \$.13 million
- ◆ ARRA Loan of \$.15 million

- ◆ USDA Loans of \$22.8 million
- ◆ CG&L Loan of \$1.6 million
- ◆ Public Drinking Water Loan of \$4.1 million
- ◆ 2016 issue of \$34.1 million

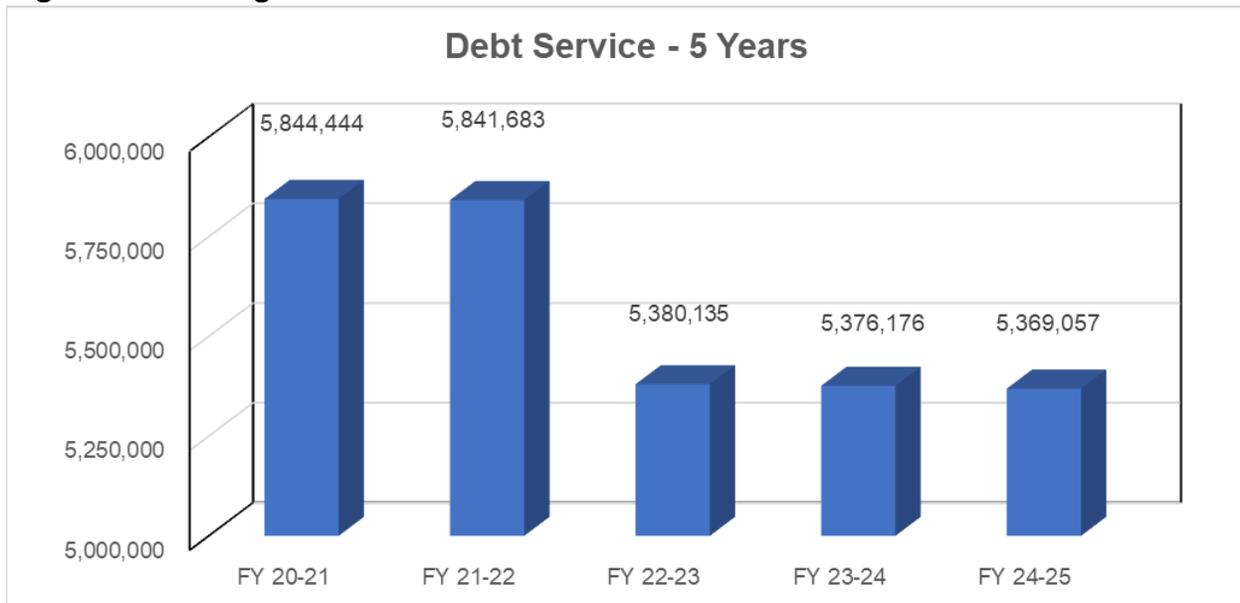
ONWASA’s financial strength is based on annual debt coverage ratios. Although above the requirement to meet those coverages, ONWASA typically conserves approximately 5% of the operating budget.

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 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:

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

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.

Figure 3. Existing Debt Service



Fund Summaries

Operating Fund

The Operating Fund of \$28,802,191 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 52,000 accounts. ONWASA's service population of approximately 145,000 people represent nearly three-quarters of Onslow County's total population.

Restricted Fund

As provided in ONWASA's bond sale documents, the Restricted Fund of \$2,572,773, has voluntarily established this fund to ensure a specific amount of monies 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

ONWASA's customer base continues to expand with approximately 800 new active duty Marines and their dependents arriving in 2021 and another 800 arriving in 2022. In addition, massive MCBCL/MCI-East construction programs are anticipated to bring thousands of construction workers with an unknown number of family members to the area over the next several years.

The Development Services Division, which is responsible for review and approval of private development projects that connect to ONWASA water and/or sewer infrastructure, have approved 29 sets of plans for construction to-date in FY 19-20. This combination of individual site plans and subdivision approvals includes 585 new service connections.

As another indicator of 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 515 new meter releases have been processed to-date in FY20-21 for future services, with a projected total of up to 244 additional meter releases to be completed by the end of this fiscal year.



ONWASA has received word from Pender County that they are finally in the construction bidding phase of connection to the ONWASA water system. Upon completion, ONWASA will begin selling water to the Maple Hill area of Pender County. Construction on this long-awaited project by Pender County should be complete this coming fiscal year.

There continues to be increasing demand for water. As of the date of this writing, daily water demand is up an average of 9% over last year. We expect this trend to continue.

Public Servants

The budget has been prepared with no new employees added to the organization. The total number of positions remains steady at 125. These positions are in the budgetary departments shown in TABLE 3.

Table 3. Positions by Department

Administration	2	Buildings & Grounds	3
Administration - Operations	5	Laboratory	3
Information Technology	7	Northwest Regional WRF	4
Finance	9	Southeast Regional WWTP	3
Engineering	6	Swansboro WWTP	4
Meters	17	Human Resources	2
Customer Service	12	Dixon WTP	6
Collections	11	Hubert WTP	6
Distribution	19	SCC	6
Total Number of Permanent Positions - 125			

Retaining Highly Qualified Employees



The very best plants using the latest technology and equipment will not run themselves. ONWASA's continued operations depend on retaining highly qualified and fully licensed employees.

According to data obtained through the Bureau of Labor Statistics, the 12-month Consumer Price Index (CPI) for All Urban Consumers (CPI-U) between March 2019 and March 2020 was 1.5% overall. No newer CPI data was available as of the completion of the budget. Due to local economic changes associated with COVID-19 the budget proposal has delayed a 3% cost of living adjustment until January 1, 2021, effectively cutting it to 1.5% for this fiscal year. If the Authority has financial difficulties, further decisions could be made by that time.

The utility attempts to maintain good position relative to what other regional utility providers are paying. In addition to the COLA, this proposal continues the practice of tying merit pay to performance appraisals. \$58,000 of the budget proposal is pay for performance. Last year's award averaged \$450.

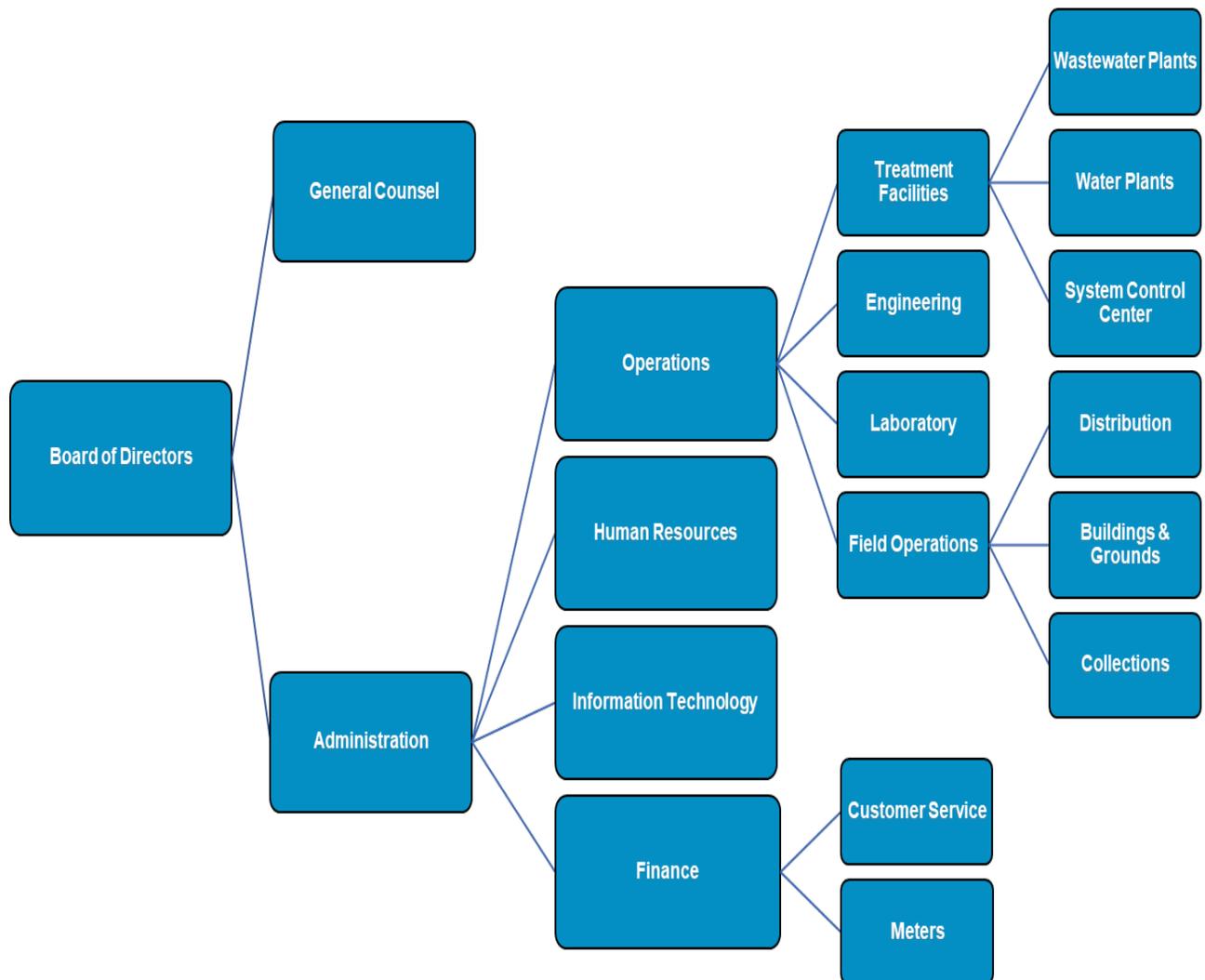
All other benefits remain unchanged. The BLS March CPI report is included as an **appendix**.

Organizational Overview



During FY 2019-2020 the CEO instituted a reorganization of many departments, following consultation with the Board, to create better organizational efficiency. A diagram depicting the new 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 over 445 square miles. Based on the Capital Improvement Program (CIP) approved by the Board of Directors in 2018, projects are planned in each of these service areas and at the main office facility during FY21.

In general, capital projects that are scheduled to be under design and/or construction in FY21 can be classified in three main categories:

- ◆ Rehabilitation or replacement of existing facilities, such as building roof repairs, water and sewer main replacements and a new water laboratory building.
- ◆ Expansion of existing service areas or production capacity, including treatment plant upgrades, sewer collection system expansion and new raw water wells.
- ◆ Planning for future construction projects, such as evaluation of existing sewage pump stations or treatment facility capacity studies.

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 annual budget. 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 at TABLE 4.

Figure 5. Service Areas

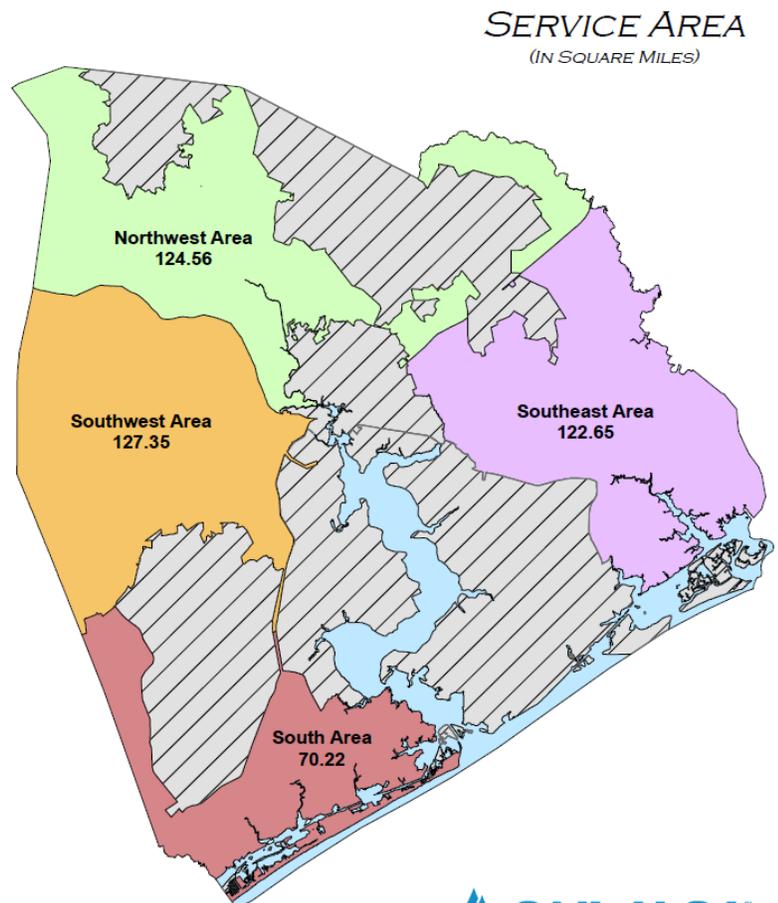


Table 4. Proposed Annual Capital Projects and Equipment

Category	Department	Request	Qty	Unit Cost	Ext. Cost	Justification
Other Improvements	Building & Grounds	Office remodel	1	\$10,000	\$10,000	Main hall door upgrade
		AC units	1	10,000	10,000	Replace aging units
	Collections	Holly Ridge HWY 17 crossing repair	1	50,000	50,000	To repair 8" gravity Truss pipe that runs across Hwy 17 in Holly Ridge
		Hwy 24 Halls Creek transmission line	1	75,000	75,000	To slip line 12" PVC transmission line under HWY24
		Relocate sewer line in Richlands	1	65,000	65,000	Sewer line goes under a business
	Dixon	Clearwell stand pipe	1	40,000	40,000	Provide backpressure to RO
		Well 2 rehabilitation	1	15,000	15,000	Loss of flow from 600 GPM to 175 GPM
		Filters rehabilitation	1	200,000	200,000	Planned rehabilitation of the filters.
		Elevated tank overflow pump control panel	2	9,000	18,000	Existing control panels at the Sneads Ferry Elevated Tank and Southwest Elevated Tank are corroded and internal components are obsolete. These issues cause intermittent operational issues.
	Hubert	Pull Black Creek Well 10	1	100,000	100,000	This well has suspected casing issues. Level of pump was raised several years ago due to it pulling air. We also need this well pulled to generate well construction records to satisfy the States CCPCUA permit renewal requirements.
		Repair /Evaluate SCADA control panel	1	40,000	40,000	Components were severely damaged during July 2016 Lightning Strike. Some of the points could not be used due to this. The damaged points limits the options if there are issues with the existing points. The damaged points also limit the future expansion of instrumentation and equipment This quote request has been submitted to the IT Dept.
		Elevated Tank Overflow pump control panel	2	9,000	18,000	Existing control panels at the Hubert Elevated Tank and Pumpkin Center Tank are corroded and internal components are obsolete. These issues cause intermittent operational issues.
	Install 450 gallon hypo tank with larger storage area at Black Creek Well 4	1	7,000	7,000	Existing Hypo storage tank is undersized.. Need at least 2 week supply like the other BC well sites.	
Equipment	Collections	Channel Monster	1	43,800	43,800	To replace the one at Piney Green PS. The current one has been repaired many times and keeps breaking down.
		8" Bypass pump	1	65,000	65,000	To bypass pump station if equipment fails
		Hose reel	1	25,000	25,000	To jet in areas not accessible by the vac truck
	Distribution	Vac Tron	1	60,000	60,000	Replace unit 912
		Backhoe trailer 12 ton	1	20,000	20,000	Replace unit 983
	Dixon	D.l. water machine	1	5,800	5,800	Current machine no longer goes to full specs when filters are replaced and has a slow leak.
		Spare reverse osmosis (RO) motor	1	12,000	12,000	We currently have three RO motors in operation, if one fails we will have a RO skid down and require weekly permeate flushes to preserve membrane adding 5-7 Man hours a week.
		Spare Waste Pump	1	18,000	18,000	With the current upgrade the plant will not have an backup waste pump of the proper size.
		Compositor	1	6,000	6,000	Current machine is failing.

Table 4, Continued.

V e h i c l e s	Collections	Crane truck	1	107,000	107,000	Replace unit 809 in Collections and transfer to Buildings & Grounds. Buildings & Grounds unit 832 will be returned to the County.
C o m p u t e r T e c h n o l o g y	IT	ATS customized software changes	1	30,000	30,000	Improvements and Functionality
		ATS/Meridian & XC2 Integration	1	5,000	5,000	Integrate ATS/Meridian & XC2
		Microwave links replacements	1	85,000	85,000	Replacement for end of life microwave telemetry links
		Network Switches (4)	1	30,000	30,000	Network Switches for Lab annex
		Nutanix Hyper-Converge server technology and storage	1	150,000	150,000	Data center in Lab annex
		Network switches for Nutanix project	1	14,000	14,000	Switches for Nutanix DataCenter
		TerraSync GPS software	1	7,000	7,000	Replacement Software for ESRI ArcPad GPS software
		Swansboro SCADA Wonderware licensing	1	30,000	30,000	Wonderware Historian licensing
	Meters	MC 3 Lite AMR Unit	2	15,300	30,600	Additional unit to read AMR meters
Total Operating Capital Requests FY 21					\$1,392,200	

Larger projects are included in the adopted Capital Improvement Program (CIP) of the utility. As mentioned earlier, the CIP is a formal document that has been approved by the Board of Directors and is generally considered separate from the annual operating budget.

Although separate from the budget, the CIP is obviously funded by the utility's budget. ONWASA's normal process of budget and CIP development includes:

1. Staff and consultants/engineers conduct research into projects needed to serve the community in the future based on customer demand
2. Staff develops a draft CIP which keeps supply ahead of demand
3. Staff provides versions of the draft CIP to financial analysts who determine possible rate impacts
4. The proposed CIP is vetted, changed, or approved by the Board of Directors
5. The proposed budget is developed considering the approved CIP
6. The proposed budget is provided to the Board of Directors for consideration

During the FY21 budget cycle this normal process has been interrupted by the COVID-19 Pandemic and ensuing State of North Carolina protective measures. Although much research has been conducted, rate impact meetings and workshops were postponed in the interest of public health.

Therefore, the budget has been created using the existing, Board-approved CIP. The Authority has the financial wherewithal to continue work on approved CIP projects without an increase in user rates during the 2020-2021 fiscal year.

To be clear, an update to the CIP is needed. Some previously identified projects have proposed timeline changes. In addition, staff has identified some new projects that are needed. Arguably, the two most important projects faced by ONWASA are new wastewater solutions for Swansboro and Southeast. The solution eventually chosen by the Authority's Board could have a dramatic effect on the CIP, the budget, and rates. A hasty decision would not be wise.

Previously, the Board of Directors narrowed the Swansboro wastewater solution from six (6) to three (3) alternatives. All three alternatives that were short-listed by the Board of Directors included a wastewater force main from Swansboro to the Camp Lejeune wastewater plant. Therefore, staff has engaged engineers to begin siting and design of that single component of the Swansboro solution. To be perfectly clear, work in this regard does not eliminate the ONWASA plant at Swansboro or the Authority's ability to increase the size of the existing plant or to build a new one. It does, however, move a wastewater capacity solution forward.

In the Southeast Service Area (Holly Ridge and Summerhouse) the Authority has applied for a permit revision to increase the capacity of an existing rapid infiltration basin used by the Summerhouse plant. Both staff and the Authority's consultants believe the permit increase will be granted which buys time for a long-term wastewater solution to be finalized.

In the wake of the COVID-19 crisis, the following process is being followed:

1. All current CIP projects continue as scheduled.
2. The proposed budget is developed using the existing, approved CIP *and simultaneously staff continues to work with consultant engineers and financial analysts to finish a proposed update to the CIP.*
3. The proposed budget is provided to the Board of Directors no later than April 30, 2020, with possible adoption at a public meeting on May 21, 2020.
4. Staff, consultants and financial analysts complete the wastewater alternatives studies along with a proposed update to the CIP no later than July 2020.
5. Proposed wastewater alternatives and a proposed update to the CIP with full financial analysis is presented to the board upon completion.
6. The board selects a wastewater alternative and modifies, approves, or rejects an update to the CIP at workshop(s).
7. Using the 2020 Board-approved CIP, staff creates the Authority's budget for FY2021-2022 and presents that to the Board no later than May 1, 2021.

With some adjustments in project scheduling, the Authority has the financial wherewithal to continue work on multiple approved CIP projects without an increase in user rates during the 2020-2021 fiscal year.

A full copy of the Authority's current CIP is included as an **appendix**. Brief descriptions of the CIP projects currently scheduled for either design or construction activity during FY21 are included in this section.

Piney Green Sewer Phase 2 – Hickory Grove Lagoon Closure

Completion of design, competitive bidding and construction of a project to remove structures and create an overflow weir in the embankment of a former 3-acre treatment lagoon. This work will allow the site to be formally closed and the operating permit revoked, as flow previously going to this facility is now pumped to the Piney Green Road force main.

Building Roof Replacements

Completion of design, competitive bidding and construction of a project to replace the roof of the Administration Building at the Central Office Complex, which has developed multiple leaks during heavy rain events, as well as beginning the design of roof repairs or replacements at various field facilities, based on a previous roof evaluation/survey.

Water Main Interconnections – Phase 2

Completion of a construction contract to restore a section of water main cut during road culvert installation, and the replacement of two existing aerial stream crossings damaged during Hurricane Florence, using horizontal directional drill (HDD) methods. This will improve distribution system flow in the affected areas and virtually eliminate the potential for damage during future severe weather events.

Summerhouse WWTP Infiltration Pond Capacity Assessment/Rehabilitation

Completion of design, competitive bidding and construction of a project to remove an impervious clay layer from the bottom of one of two infiltration ponds serving the Summerhouse WWTP, as well as upgrading the pond's existing groundwater lowering system, in order to increase its capacity to accept discharge from the plant. *Note: Further work on this project is dependent on completion of an ongoing capacity assessment study and alternatives analysis.*

Hargett Street and Shore Drive Wastewater Pump Stations Rehabilitation

Completion of design, competitive bidding and construction of projects to rehabilitate an existing sewage pumping station within the Swansboro area collection system (the Shore Drive PS), and replacement of an existing outdated sewage pumping station within the Richlands area collection system (the Hargett Street PS) with new gravity sewer mains in order to direct flow to an adjacent pumping station.

Swansboro WWTP Infiltration Pond Flow Meters

Completion of design, competitive bidding and construction of a project to install flow metering systems at each of the four infiltration ponds serving the Swansboro WWTP, in order to better monitor and report the amount of flow directed to each pond as required under the facility's operating permit.

Hurricane Florence

Completion of design, competitive bidding and construction for two additional projects associated with recovery from flood damage sustained by the Northwest Regional Water Reclamation Facility during Hurricane Florence. An initial project, restoration of disc filtration and ultraviolet (UV) disinfection systems, is now under construction and should be completed by October 2020. The remaining two projects consist of electrical system reconstruction (including an elevated electrical distribution and controls center), and a mitigation project to protect critical systems and allow for a shorter recovery period after a future flood event.

Disaster Recovery Response

Completion of the second year on a pair of two-year contracts to provide on-call construction activities (primarily water and sewer main repairs) due to severe weather events or other emergency situations.

Emergency Power Systems Upgrades (formerly *Permanent/Standby Power Upgrades with ATS*)

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.

Kenwood/Bishops Ridge Service Extension

Completion of design and permitting for a future construction project to extend sewer service connections to approximately 80 additional homes in the Kenwood and Bishops Ridge subdivisions within the Southwest Service Area. Work will include gravity sewer mains and manholes, along with a new wastewater pumping station to convey wastewater to the Northwest Water Reclamation facility.

Heather Loop Road Gravity Sewer Improvements

Completion of design, competitive bidding and construction of a project to replace a small section of gravity sewer main within the Hunters Creek subdivision that was originally constructed with old truss-style pipe material and is subject to frequent failures.

Laboratory Addition and Warehouse Renovations

Completion of competitive bidding and construction of projects to build a new water quality testing laboratory with additional office space adjacent to the Administration Building at the Central Office Complex, as well as a basic metal parts and equipment warehouse adjacent to the main vehicle parking area at the same location. The laboratory is currently housed in a stand-alone modular building that has exceeded its original service life, and the new warehouse will provide more protected storage space in addition to serving as a central dispatching point for Field Operations crews.

Southwest Service Area Upgrades, Project 2

Completion of additional water modelling and preliminary design services necessary to refine the scope of work and extent of distribution system upgrades needed to improve

water system pressure/flow characteristics in the Southwest Service Area. This includes the potential replacement of the trunk water main from the Dixon WTP to the Verona booster station. A schedule for final design and construction of the necessary improvements will be developed as part of this process.

Swansboro WWTP Renovation

Completion of design, permitting and easement acquisition for the construction of a sewage 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 diverting flow to Marine Corps Base Camp Lejeune for treatment under an existing agreement with ONWASA. *Note: The final scope of work on this project is dependent on completion of an ongoing capacity assessment study and alternatives analysis.*

Pumping Station Assessment/Rehabilitation

Completion of the second year of a three-year program to conduct field inspections, perform condition assessments and prioritize rehabilitation projects for the 75 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.

South Area Regional Wastewater Treatment Plant – Design and Permitting

Based on the completion of an ongoing capacity assessment study and alternatives analysis, completion of preliminary design work for construction of improvements under the selected alternative will be initiated.

Highway 24 Regional Trunk Main Replacement

Completion of design, permitting and easement acquisition for the construction of a new trunk water main connecting the Hubert Water Treatment Plant with a booster pumping station in the Piney Green area. The existing trunk main has experienced multiple failures in recent years and this condition effectively limits the amount of water that can be moved from the plant to that portion of the distribution system.

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 FY20 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 the FY21 year

Update on Major FY20 Initiatives

Last year, ONWASA's leadership team identified the following improvements to be targeted during FY20. A status report follows each item.

Continued Cyber-Security Enhancement. ONWASA will further enhance its cyber-security through the placement of additional new software solutions and a contract for real-time security services with a leading cyber-security firm.

Status: Two additional high-level layers of protection have been completely implemented. One additional improvement has been procured but awaiting final implementation.

Carbon Black – This is a whitelisting software solution that runs on all ONWASA servers, user desktop pc's and laptops. Carbon Black blocks any software that attempts to execute on protected assets that have not been specifically approved to execute by the ONWASA IT department. Any software not specifically approved to run on ONWASA systems will be blocked from doing so.

Managed Security Service - ONWASA has also contracted with and fully implemented a Managed Security Service with Agio, a dedicated cyber-security services company based in Raleigh, NC, to monitor our network and end user assets 24/7, 365 days per year by way of software designed to monitor the event logs and assigned protocols of all protected network assets. This solution will flag and quarantine any suspicious cyber traffic or unauthorized activity. Once quarantined, only an ONWASA IT staff member can clear the activity for use or take additional action to mitigate the threat.

Palo Alto firewall solution - A new network firewall solution has been procured and the equipment has arrived on site. At this time, we are waiting until after the COVID-19 event is mitigated before implementation, to alleviate any significant network downtime while we have so many users tele-commuting at the present time.

Physical Security Enhancements. ONWASA will complete enhancements, which are already under construction, to further protect essential assets.

Status: Fully implemented. All identified vulnerable areas on critical assets were modified. Details left out intentionally.

Recreate Non-Critical Databases. ONWASA will work to recreate non-critical databases, such as the HR job description database.

Status: Ongoing. While not specifically a database, Development Services has begun scanning hard copy files to recreate at least a portion of the archived documents from more recent private development projects that were lost in the cyberattack. Funding is being requested in the FY20-21 budget to begin a similar project to scan and archive large-format construction drawings that provide as-built system information.

Robust Infrastructure. ONWASA will work to improve its generator and fuel supply infrastructure, well infrastructure, stream-crossings, and connectivity to better prepare for future natural disasters.

Status: Ongoing. Information on specific projects follow.

Generators - Projects to pad-mount generators and provide larger fuel tanks have been completed at three Black Creek well sites, and funding for work at additional well locations is included in the current Capital Improvement Program. A full inventory and review of all generator assets was also initiated in order to determine where purchase of additional units or shifting if existing generators to other locations may be necessary.

Well infrastructure - In addition to the work on well site generators and planned rehabilitation projects at existing well sites, multiple wells have had lockable housings and/or cypher-lock style doors installed to prevent unauthorized access. Construction of two new wells to increase raw water supply to the Dixon WTP is scheduled for completion by July 2020, and the next phase of work at the proposed Union Chapel well field (raw water mains to connect the wells to a future treatment facility) will be ready to bid for construction by mid-calendar year (CY) 2020.

Stream crossings - A construction contract to replace two stream crossings damaged during Hurricane Florence is now being executed, with construction completion expected by Fall 2020. We continue to investigate potential outside funding sources to replace additional stream crossings with underground piping via horizontal directional drill techniques.

Other - During FY 2020 a *Risk and Resiliency Assessment* of the ONWASA water system was completed by a consulting engineering firm. This report, mandated by the USEPA, reviewed various aspects of our water treatment and distribution systems versus potential threats – both natural and manmade – and will be used to help develop future projects to increase resiliency.

Hurricane Training. ONWASA will hold a full-scale training exercise for a hurricane event every year prior to hurricane season.

Status: Fully implemented. ONWASA held a full-scale training exercise in each of the past two years. The 2018 exercise took place on May 30, 2018 and the 2019 exercise took place on May 9, 2019. Another exercise was planned for May of this year but will likely be postponed until June or July due to the COVID-19 crisis. The exercise will take place prior to peak Atlantic Hurricane Season.

CIP Implementation. Implement 100% of 2019 CIP Projects (which were delayed by Hurricane Florence and the cyber-attack) and implement 100% of 2020 CIP Projects.

Status: Ongoing. 75% of projects have begun. Status of individual projects with CIP funding in FY 18-19 and/or FY 19-20 is as follows.

CIP-001 Building Roof Replacements – Design of a central office roof replacement project is now underway, with a construction start later this calendar year and completion in 2021. Additional sites to begin design in FY 20-21, based on available funds.

CIP-002 Laboratory Addition and Warehouse Renovations - Design of a new lab building and separate field operations facility is now underway, with a construction start anticipated later this calendar year and completion in CY2021.

CIP-003 Water Main Interconnections Phase 2 – Construction to start before the end of FY 19-20 and is scheduled for completion by September 2020.

CIP-004 SW Service Area Upgrades, Project 2 – System modelling to identify priority project(s) has been completed; design start not scheduled pending CIP priority and available funding.

CIP-005 Summerhouse WWTP Infiltration Pond Capacity Assessment / Rehabilitation – Assessment completed and a request to increase disposal capacity submitted to NCDEQ. Design and construction of pond improvements not scheduled pending selection of an operational alternative from the results of a separate WWTP condition and capacity assessment.

CIP-006 Swansboro WWTP Plant Renovation or Replacement – A condition and capacity assessment has been completed during FY19-20; design and construction are not scheduled pending selection of an operational alternative, however preliminary route evaluation work for a future force main construction project is underway.

CIP-007 Heather Loop Road Gravity Sewer Improvements – Design work is now underway; anticipate bidding and construction start before the end of CY2020.

CIP-008 Kenwood / Bishops Ridge Service Extension – Design work is currently underway; anticipate bidding and construction on CY2021.

CIP-009 Local Read Meter Replacements – The final installation phase now underway and should be completed during this fiscal year FY19-20.

CIP-010 ORWRG Regional Aquifer Study (Cost Share) – No progress to date due to suspension of ORWRG meetings in CY2019.

CIP-011 Permanent/Standby Power Upgrades with ATS – An initial round of improvements has been completed; currently identifying additional sites for projects in FY 20-21.

CIP-012 Highway 50 Wells (D-10 & D-11) and Raw Water Mains – Construction now underway, with all work scheduled for completion by July 1, 2020.

CIP-013 Swansboro WWTP Infiltration Pond Flow Meters – No progress in FY19-20 following previous failure to award a construction contract due to cost overrun; anticipate initiating redesign in FY20-21.

CIP-014 Summerhouse WWTP Treatment Train 3 Rehabilitation – No progress to date; design and construction of these improvements is not currently scheduled pending selection of an operational alternative from the results of a separate WWTP condition and capacity assessment.

CIP-015 County Landfill Force Main Tie-In – No progress to date; project is dependent on design, bidding and construction of tie-in project by the City of Jacksonville.

CIP-016 Pumping Station Assessment / Rehabilitation – A professional services contract to complete the first round of evaluations has been executed and field work should start before the end of FY19-20.

Financing Plan Completion. Based on the adopted CIP and adopted rate study, complete a plan for financing necessary capital construction using DEC Financial Consultants.

Status: Ongoing. The organization has begun multiple projects according to the adopted CIP. However, the CIP must be updated based on new customer demand as well as field data concerning the water system, well production, and plant capacity.

Both Raftelis Financial Services and DEC Financial Consultants are under contract and are actively working with staff, the Authority Attorney, and Wooten Engineering to update the CIP for presentation to the Board of Directors in 2020.

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 skilled and dedicated. Accordingly, ONWASA will attract, retain, motivate, manage, and reward exceptional employees who make significant contributions to its success.

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

Review and enhance the hiring and onboarding processes

The hiring and onboarding processes have been revised 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.

The new computer software system allows Human Resources to disseminate qualified employment applications to hiring managers in a timelier manner, which shall decrease the average time from job post-to-offer date. Human Resources is currently reviewing benchmark data to determine the level of improvement achieved.

HR has modified the employee onboarding process from a form-processing and safety meeting to an organization-wide onboarding program. The program 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 are 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 in process but is not complete. ONWASA has career paths in place due to certification, education and training requirements for each position as indicated on the job description. The Human Resources Director in tandem with the Department Head's will be reviewing individualized professional development plans for employees.

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 in the teams is continually being reviewed for opportunities. For example, customer service employees are given the opportunity to ride along with metering employees to be able to understand what is entailed in the metering function. Cross-functional teams are also being offered in other areas, such as the system control center and the water treatment plants, human resources and finance, and collections and the wastewater treatment plants.



Enhanced Customer Experience. The ONWASA team recognizes the importance of communicating with customers and showing genuine interest in solving their problems. This is done with superior service that fulfills needs and provides lasting value.

Progress: The Customer Services Department has instituted a system of customer satisfaction surveys. Customers are encouraged to answer the surveys throughout the year. Current overall satisfaction is very high among respondents. A copy of responses from customers are included as an **appendix**.

Customer Services has continued changing processes for the benefit of the customer. In FY 20 ONWASA undertook the following new measures to provide for a better customer experience:

- Relaxed guidelines for returned items for payment options allows the customer to use credit cards where previously customers could only use cash or money order
- Relaxed guideline for cash only payment scenarios from lifetime of cash only to only 24 months of cash only with good payment history
- Increased the number of courtesy calls placed to customers to help customers keep track of important account information such as:
 - Problems with credit card payments
 - Notice of high usage at a service address
 - Notice that late penalties are about to be charged
- Began taking iPad payments at customer vehicles for elderly or disabled customers requiring car side service
- Streamlined process by starting direct service order dispatch from Customer Service-to Meters, decreasing service order completion time
- Implemented one-call-resolution with streamlined communications for leaks and water quality by providing Customer Service Representatives with training on customer leak and water quality response
- Provided new training to Customer Service Representatives on Geographical Information Systems (GIS) to expedite new service requests and help locate meters
- Updated Deceased Customer Policy to allow 90 days for transfer of the account to a new account owner without additional charge

- Updated Customer Guide (included as an **appendix**) and placed it online
- Updated monthly customer account statements to create additional clarity based on customer feedback
- Decreased the time ONWASA holds account deposits from 36 months to 24 months



Communication and Partnership. ONWASA has committed to maintaining effective internal and external partnerships in furtherance of its mission and vision. Ensuring the utility's success requires strong, consistent communication through a variety of mediums.

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 invested in an additional forty (40) Dell ruggedized laptops for use by operations personnel in the field. These much-improved laptops have been deployed to all Meters, Distribution, and Sewer Collections crews. With these new devices, staff in the field can remotely connect to the office for much needed real time information such as the customer service work order system, GIS mapping programs, employee email, and the Kronos timekeeping system.

Cellular based modems with externally mounted antennas have been installed in over thirty (30) ONWASA Field Operations' and Meters' vehicles. These modems and antennas have made a tremendous difference in the remote connection reliability and capabilities for use with the new laptops.

ONWASA Wastewater Plants and Sewer Collection crews began using new tablet devices when collecting data during their operational and maintenance rounds. The tablets and software products enable staff to quickly share data collected with internal partners such as the Lab and Engineering for analysis.

ONWASA has continued efforts to encourage the use of SharePoint and Teams sites, promoting improved departmental communications by providing new tools such as the Kyocera Microsoft connector. With this tool employees may scan documents directly to SharePoint or Teams sites increasing process efficiencies.

External Communications

ONWASA is in the process of partnering with the City of Jacksonville, Coastal Carolina Community College, and Onslow County to construct a new fiber optic cable connection that will go from the ONWASA Main Office to Highway 17 to connect into existing COJ fiber-optic infrastructure. The new connection will enable ONWASA to have a "hardwire" communication tunnel to Onslow County Emergency Operation Center

at the Jacksonville Town Commons. It also provides a reliable, redundant connection that we currently handle by way of a wireless point-to-point telemetry system for our SCADA system. Multiple MOU's will be necessary to complete this project and will be presented to the Board for consideration later in the calendar year.

To provide customers with improved outage communication, ONWASA's GIS staff created a web-based tool for searching outage information by service address. When a service address is entered, current and planned outages associated with the address are displayed. Calls, text, and emails continue to be sent to all customers affected by outages, but in the case of a missed call or incorrect contact information this provides a self-help tool for the customer.

Continued efforts in improving communications with our ONWASA customer base include an increased social media and web-based presence. Administration, along with the Customer Service Department have greatly increased the ability and frequency of communicating directly with our customer base through Facebook, the ONWASA.com website, and Blackboard Connect. Blackboard Connect is a mass communication customer call out system for water outage, account payment and disconnect notices and other high priority communications with ONWASA customers.

TABLE 5 provides communication statistics.

Table 5. Customer Contact Statistics

Contact Method	July 2019	September 2019	January 2020	March 2020
Facebook Followers	1,677	1,779	1,818	1,844
Blackboard Connect- Total Phones Called	7,975	11,508	8,034	46,658
Blackboard Connect- Total Unique Messages	44	55	38	53
Website Visitors	27,973	28,806	27,015	28,536

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. Copies of this fiscal year's newsletters are included as an **appendix**.

Increase community involvement, stakeholder engagement, and partnerships

ONWASA staff negotiated an updated Intergovernmental Service Agreement for Wastewater with MCI-East/MCBCL for the continued provision of wastewater treatment services by the base to ONWASA which was approved by the Board of Directors in December 2019. Important changes in the agreement include the base granting to ONWASA a 10-foot utility easement on base property along Highway 24 between

Piney Green Road and Swansboro. ONWASA staff requested this to simplify the construction of any future wastewater trunk main along Highway 24. ONWASA's main pump station to the base is located at Piney Green.

ONWASA employees provided a combined 45 hours of volunteer time for local nonprofits by participating in the Community Support Program. This Program creates community engagement opportunities for ONWASA employees that are meaningful, purposeful and helps those in need.

ONWASA has partnered with the Swansboro and Jacksonville Chambers of Commerce as well as the Onslow County School System to make presentations to the community through business expos and job fairs about our water resources, the science of water, and the public services ONWASA provides.

ONWASA CEO was appointed to the Jacksonville Onslow Chamber of Commerce Executive Committee where he also represents ONWASA as a member of the Board of Directors.



Financial Stewardship. Operating a utility is a resource-intensive endeavor, which depends on appropriate operating and capital funding. ONWASA is committed to utilizing its financial resources in a strategic and efficient manner.

Progress: The true measure of financial stewardship may be found in the budget itself. As mentioned earlier within this budget message, ONWASA's FY20 budget has been developed with 9 out of 18 budget departments showing a decrease in annual operational expenditures in FY20 versus the prior FY19 year. This has been accomplished by careful budgeting and monitoring all expenditures.

ONWASA completed and implemented recommendations from the 2018 Rate Study starting with the adoption of the FY19 budget. The Rate Study identified and communicated the revenue required for operations and the adopted Capital Improvement Program for the next five years.

ONWASA is proceeding with interlocal agreements to sell potable water. These will provide alternative revenue sources to ONWASA with minimal increases in operating costs.

Production processes are being reviewed to lower chemical expenses.

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



Reliable and Sufficient Infrastructure. ONWASA is proud of its work on existing infrastructure system and the new infrastructure under construction. A continued focus on developing and maintaining as sustainable infrastructure that will meet customer needs now and, in the future, will be critical to success.

Progress: Progress on this goal is measured primarily through the successful and timely completion of projects within the ONWASA Ten Year Capital Improvement Program (CIP) originally adopted in May 2018. A total of sixteen (16) individual projects were identified for funding in FY18-19 and FY19-20, the first two years of the new CIP. Despite significant impacts to project schedules caused by Hurricane Florence and ongoing recovery efforts at the Northwest Regional Water Reclamation Facility, progress has been made on twelve (12) of these projects

CIP projects now in the construction phase include: the completion of two new raw water supply wells and transmission mains in the Holly Ridge area that will serve the Dixon WTP; restoration of disconnected water mains and replacement of outdated aerial stream crossings at selected locations within the distribution system; and, the final phase of local read water meter replacements that will increase meter reading efficiency and accuracy. Planning and/or design work is also underway for multiple CIP projects, including: assessing the current physical condition and developing alternatives to address future capacity needs at three different wastewater treatment facilities; the construction of a new water testing laboratory and warehouse building at the ONWASA Central Office facility; and, the expansion of the sewage collection system within the Kenwood and Bishop Ridge residential subdivisions.

Based on a review of existing project schedules, identification of additional priority projects since 2018 and funding considerations, an update to the current CIP is currently being developed and will be presented to the Board of Directors later in CY2020.

In addition to implementation of the CIP, this goal is also measured through annual reductions in the amount of unaccounted-for (unbilled) potable water and the number of main breaks or leaks requiring emergency repairs. While progress in this area was also impacted by the hurricane, as well as the extensive loss of data in the subsequent cyber-attack, staff efforts now underway include:

- review of all water production/usage data sources to better determine the actual volume of unbilled water each month
- better tracking / reporting of leaks and associated repairs to identify and prioritize where future improvements are needed
- developing a long-term program along with possible external funding to address areas in the distribution system that are highly vulnerable to weather-related damage (with a focus on water main aerial crossings).

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

Individual departments also complete multiple smaller-scale projects or activities which are essential to maintaining a reliable infrastructure. The following items are a few examples of this type of project planned for FY21.

- Providing hard mounting of generators and increased fuel storage capacity at raw water well sites and distribution system booster stations.
- Repairing/repainting steel softener media pressure vessels at the Hubert WTP.
- Installation of new fire hydrants at specific sites identified as a priority by local fire districts.

FY21 Major Work Initiatives

The following major work initiatives are currently planned for FY21.

Wastewater Solution Implementation. Implement the Board of Director's decision on increasing wastewater capacity for Swansboro and Southeast service areas.

Update CIP. Provide Board of Directors with an information allowing the update of the Authority's CIP based on current system and demand data.

Continued Cyber-Security Enhancement. ONWASA will further enhance its cyber-security by implementing the next-generation firewall security system that has already been selected and purchased in FY20.

Continuity of Computing Operations. ONWASA will shift its regular PC replacement program into laptops to allow "anywhere" computing for employees. The cost to do so is minimal.

Robust Infrastructure. This major work is ongoing. ONWASA will continue working to improve generator and fuel supply infrastructure, well infrastructure, stream-crossings, and connectivity to better prepare for future natural disasters.

Hurricane Preparation. ONWASA will rebid its master recovery contracts and award bid(s) for rapid reconstruction following disaster.

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

Laboratory and Warehouse. Pending award of the construction contract by the Board of Directors, start construction on the brick-and-mortar laboratory building.

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 date recommended is May 21, 2020 at 6:00pm to be held at Jacksonville City Hall Council Chambers. Should this date and time be approved by the Board of Directors, the public hearing will be advertised per state statutes.

Following the required public hearing and any other workshops or meeting the Board of Directors may desire, the Board may consider adoption of the budget.

Budget adoption would take the form of approval of the FY20-21 Budget Ordinance (which covers the annual operations of the utility) and adoption of certain Project Budget Ordinances (which establish individual budgets for individual capital projects). A proposed Budget Ordinance is included as an **appendix**. Following the budget ordinance, a series of Project Budget Ordinances are also included as **appendices** for the Board's consideration.

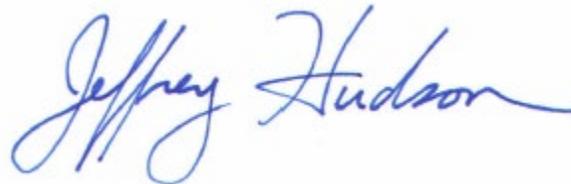
Conclusion

This proposed budget grants the resources needed to continue organization-wide improvements. 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, Operations, and each of our other departments.

In particular, Ms. Tiffany Riggs, Mr. David Mohr, Ms. Joetta Guist, Mr. David Bergman, Ms. Heather Norris, Ms. Robin King, Ms. Dawn Taylor, Mr. James McDonnel, Ms. Lakitha Smith, and Mr. Matthew Padgett have provided or coordinated necessary research to complete this proposed budget. Thanks also to Ms. Sherry Jones and Ms. Heather Norris for budget package assembly.

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, we are confident that ONWASA will not only continue operations but will also make advancements in both resiliency and service to our customers.

Respectfully Submitted,



Jeffrey Hudson
CEO

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ONWASATM



**Transmission of material in this release is embargoed until
 8:30 a.m. (EDT) April 10, 2020**

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CONSUMER PRICE INDEX – MARCH 2020

The Consumer Price Index for All Urban Consumers (CPI-U) declined 0.4 percent in March on a seasonally adjusted basis, the largest monthly decline since January 2015, the U.S. Bureau of Labor Statistics reported today. Over the last 12 months, the all items index increased 1.5 percent before seasonal adjustment.

A sharp decline in the gasoline index was a major cause of the monthly decrease in the seasonally adjusted all items index, with decreases in the indexes for airline fares, lodging away from home, and apparel also contributing. The energy index fell 5.8 percent as the gasoline index decreased 10.5 percent. The food index rose in March, increasing 0.3 percent as the food at home index rose 0.5 percent.

The index for all items less food and energy fell 0.1 percent in March, its first monthly decline since January 2010. Along with the indexes for airline fares, lodging away from home, and apparel, the index for new vehicles declined in March. The index for shelter was unchanged, with increases in the indexes for rent and for owners' equivalent rent offsetting the aforementioned decline in the index for lodging away from home. Indexes that increased in March include medical care, used cars and trucks, motor vehicle insurance, and education.

The all items index increased 1.5 percent for the 12 months ending March, a notably smaller increase than the 2.3-percent increase for the period ending February. The index for all items less food and energy rose 2.1 percent over the last 12 months. The food index rose 1.9 percent over the last 12 months, while the energy index declined 5.7 percent.

Chart 1. One-month percent change in CPI for All Urban Consumers (CPI-U), seasonally adjusted, Mar. 2019 - Mar. 2020
 Percent change

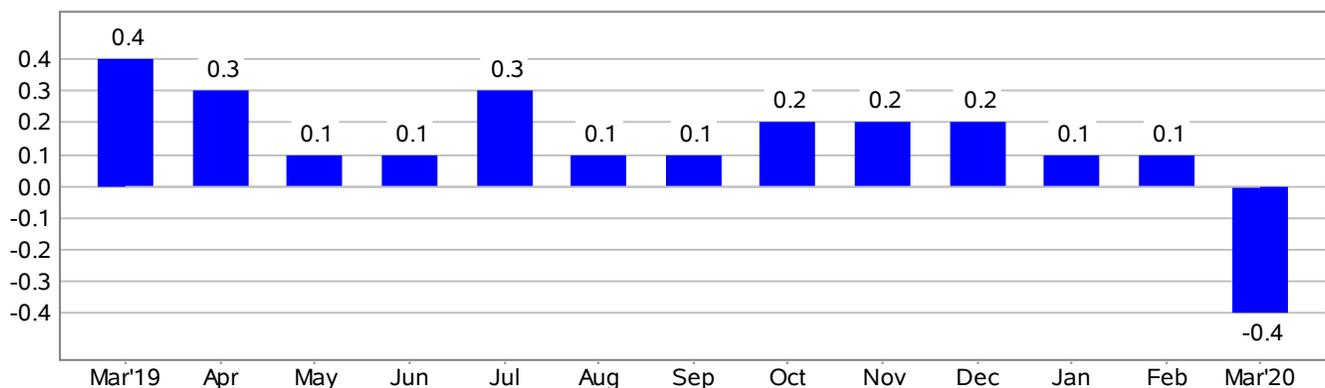


Chart 2. 12-month percent change in CPI for All Urban Consumers (CPI-U), not seasonally adjusted, Mar. 2019 - Mar. 2020

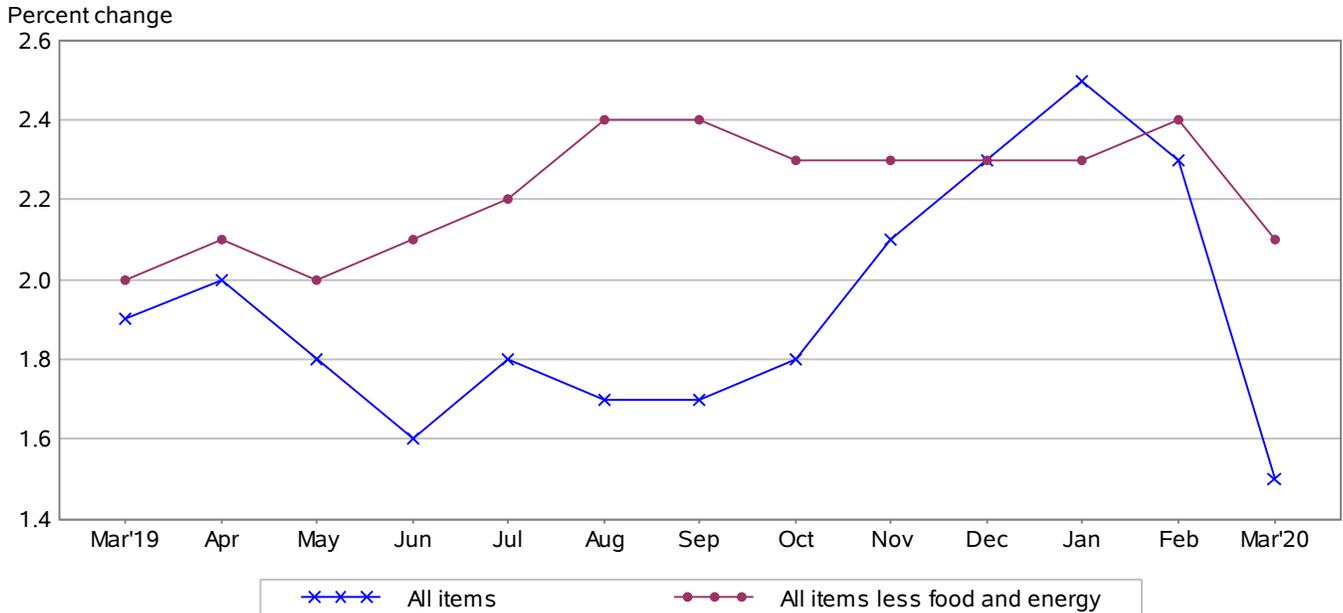


Table A. Percent changes in CPI for All Urban Consumers (CPI-U): U.S. city average

	Seasonally adjusted changes from preceding month							Un-adjusted 12-mos. ended Mar. 2020
	Sep. 2019	Oct. 2019	Nov. 2019	Dec. 2019	Jan. 2020	Feb. 2020	Mar. 2020	
All items.....	0.1	0.2	0.2	0.2	0.1	0.1	-0.4	1.5
Food.....	0.2	0.2	0.1	0.2	0.2	0.4	0.3	1.9
Food at home.....	0.1	0.2	0.1	0.0	0.1	0.5	0.5	1.1
Food away from home ¹	0.3	0.2	0.2	0.3	0.4	0.2	0.2	3.0
Energy.....	-0.8	1.7	0.8	1.6	-0.7	-2.0	-5.8	-5.7
Energy commodities.....	-1.5	2.6	1.2	3.0	-1.6	-3.5	-10.4	-10.4
Gasoline (all types).....	-1.5	2.7	1.2	3.1	-1.6	-3.4	-10.5	-10.2
Fuel oil.....	-0.6	1.1	1.0	1.1	-0.4	-8.5	-13.7	-20.1
Energy services.....	0.1	0.7	0.2	-0.2	0.6	-0.3	-0.5	-0.5
Electricity.....	0.2	0.6	0.2	-0.2	0.4	-0.1	-0.2	0.2
Utility (piped) gas service.....	-0.2	1.2	0.5	-0.5	1.0	-0.9	-1.4	-2.9
All items less food and energy.....	0.2	0.1	0.2	0.1	0.2	0.2	-0.1	2.1
Commodities less food and energy commodities.....	0.0	-0.4	-0.1	0.0	0.0	0.2	-0.3	-0.2
New vehicles.....	-0.1	-0.1	-0.1	0.1	0.0	0.1	-0.4	-0.4
Used cars and trucks.....	0.6	-1.2	-0.7	-0.4	-1.2	0.4	0.8	0.1
Apparel.....	-0.3	-1.7	0.6	0.1	0.7	0.4	-2.0	-1.6
Medical care commodities.....	-0.1	1.0	0.0	1.0	-0.6	-0.6	0.0	1.3
Services less energy services.....	0.2	0.3	0.3	0.2	0.3	0.2	0.0	2.8
Shelter.....	0.3	0.1	0.3	0.2	0.4	0.3	0.0	3.0
Transportation services.....	0.2	0.1	0.0	-0.1	0.3	0.3	-1.9	-0.7
Medical care services.....	0.4	0.8	0.4	0.3	0.3	0.3	0.5	5.5

¹ Not seasonally adjusted.

Food

The food index increased 0.3 percent in March, after rising 0.4 percent in February. The index for food at home increased 0.5 percent in March, the same increase as the prior month. All six major grocery store food group indexes increased in March. The index for nonalcoholic beverages rose 0.9 percent, its third consecutive increase. The index for fruits and vegetables rose 0.8 percent in March after being unchanged in February.

The index for dairy and related products continued to rise, increasing 0.6 percent in March after a 1.1-percent increase in February. The index for other food at home also rose 0.6 percent over the month, and the indexes for cereals and bakery products and for meats, poultry, fish, and eggs each increased 0.1 percent.

The index for food away from home rose 0.2 percent in March, the same increase as the prior month. The index for limited service meals rose 0.4 percent, while the index for full service meals was unchanged in March.

The food at home index increased 1.1 percent over the last 12 months. The index for dairy and related products increased 3.7 percent over the last year. The index for meats, poultry, fish, and eggs rose 2.3 percent, with the beef index increasing 3.8 percent. The indexes for nonalcoholic beverages and for other food at home both rose 1.4 percent over the last 12 months, while the index for cereals and bakery products increased slightly, rising 0.1 percent. The fruits and vegetables index declined 1.9 percent, with the fresh fruits index falling 3.5 percent. The index for food away from home rose 3.0 percent over the last year. The index for full service meals increased 3.2 percent and the index for limited service meals rose 2.8 percent over the last 12 months.

Energy

The energy index declined 5.8 percent in March, its largest monthly decrease since January 2015. The gasoline index fell for the third month in a row, declining 10.5 percent; before seasonal adjustment, gasoline prices fell 7.4 percent. The other major energy component indexes also declined in March. The index for fuel oil declined sharply, falling 13.7 percent. The index for natural gas fell 1.4 percent, and the electricity index decreased 0.2 percent.

The energy index fell 5.7 percent over the past 12 months, its largest 12-month decline since the period ending August 2016. The gasoline index decreased 10.2 percent, while the fuel oil index fell 20.1 percent. The index for natural gas declined more modestly, falling 2.9 percent. The electricity index increased slightly over the last 12 months, rising 0.2 percent.

All items less food and energy

The index for all items less food and energy decreased 0.1 percent in March. The shelter index was unchanged in March. The indexes for rent and owners' equivalent rent both increased 0.3 percent, but were offset by a 6.8-percent decline in the index for lodging away from home. The airline fares index declined sharply in March, falling 12.6 percent following a 0.3-percent decline in February. The apparel index fell 2.0 percent in March after rising in each of the prior 4 months. The index for new vehicles fell 0.4 percent in March after rising in February.

The medical care index rose 0.4 percent in March, though its component indexes were mixed. The index for physicians' services rose 0.3 percent, and the index for hospital services increased 0.4 percent. The prescription drugs index, however, decreased 0.2 percent. The index for used cars and trucks increased 0.8 percent in March, and the index for motor vehicle insurance rose 0.6 percent. The indexes for education, recreation, tobacco, alcoholic beverages, and personal care all also increased in March.

The index for all items less food and energy rose 2.1 percent over the past 12 months. The shelter index rose 3.0 percent over the 12-month span, and the medical care index rose 4.7 percent. Indexes that declined over the past 12 months include airline fares (-10.6 percent), apparel (-1.6 percent), and new vehicles (-0.4 percent).

Not seasonally adjusted CPI measures

The Consumer Price Index for All Urban Consumers (CPI-U) increased 1.5 percent over the last 12 months to an index level of 258.115 (1982-84=100). For the month, the index decreased 0.2 percent prior to seasonal adjustment.

The Consumer Price Index for Urban Wage Earners and Clerical Workers (CPI-W) increased 1.5 percent over the last 12 months to an index level of 251.375 (1982-84=100). For the month, the index decreased 0.2 percent prior to seasonal adjustment.

The Chained Consumer Price Index for All Urban Consumers (C-CPI-U) increased 1.3 percent over the last 12 months. For the month, the index decreased 0.3 percent on a not seasonally adjusted basis. Please note that the indexes for the past 10 to 12 months are subject to revision.

The Consumer Price Index for April 2020 is scheduled to be released on Tuesday, May 12, 2020 at 8:30 a.m. (EDT).

Coronavirus (COVID-19) Impact on March 2020 Consumer Price Index Data

The Consumer Price Index (CPI) program suspended data collection by personal visit on March 16, 2020. When possible, data normally collected by personal visit were collected either online or by phone. Additionally, data collection in March was affected by the temporary closing or limited operations of certain types of establishments. These factors resulted in an increase in the number of prices being considered temporarily unavailable and imputed. While the CPI program attempted to collect as much data as possible, many indexes are based on smaller amounts of collected prices than usual, and a small number of indexes that are normally published were not published this month. Additional information is available at www.bls.gov/bls/effects-of-covid-19-pandemic-on-bls-price-indexes.htm#CPI.

Specific information about the impact of COVID-19 on March 2020 CPI data collection is available at www.bls.gov/cpi/additional-resources/covid19-statement-march-2020.htm.

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No.	Project Description	Type	Service Area	YEARS 1-5 CAPITAL IMPROVEMENT NEEDS					YEARS 6 - 10	Project Total
				FY18-19	FY19-20	FY20-21	FY21-22	FY22-23	FY23-28	
Buildings/Miscellaneous Projects										
1	Building Roof Replacements	R	Various	\$450,000	\$400,000				\$175,000	\$1,025,000
2	Local Read Meter Replacements	R	Various	2,100,000	2,100,000					4,200,000
3	Laboratory Addition and Warehouse Renovations	R	Central Office	2,100,000						2,100,000
WATER SYSTEM										
Raw Water and Monitoring Wells										
4	ORWRG Regional Aquifer Study (Cost Share)	E	Various	175,000					150,000	325,000
Generators at Elevated Tanks & Well Sites										
5	Permanent/Standby Power Upgrades with ATS	E	Various	63,000	45,000	25,000	20,000			153,000
Dixon WTP										
6	Highway 50 Wells (D-10 & D-11) and Raw Water Mains	E	Stump Sound	1,075,000						1,075,000
Union Chapel WTP										
7	Union Chapel WTP / Storage Facility - Design & Permitting	E	Southwest						3,000,000	3,000,000
Water Distribution System - Renovation										
8	Water Main Interconnections - Phase 2	R	Various	150,000						150,000
9	SW Service Area Upgrades, Project 2	R	Southwest	400,000	3,100,000					3,500,000
10	Highway 24 Regional Trunk Main Replacement	R	Swansboro			2,000,000	13,000,000			15,000,000
11	Queens Creek Road Water Main Upgrades	R	Swansboro			350,000	3,750,000			4,100,000
12	Rocky Run Road Water Main Upgrades	R	White Oak			400,000	4,700,000			5,100,000
13	Bannermans Mill Road Water Main Upgrades	R	Richlands					250,000	2,250,000	2,500,000
14	SW Service Area Upgrades, Project 3	R	Southwest						2,900,000	2,900,000
WASTEWATER SYSTEM										
Summerhouse WWTP										
15	Infiltration Pond Capacity Assessment/Rehabilitation	R	Stump Sound	650,000						650,000
16	Treatment Train 3 Rehabilitation	E	Stump Sound		250,000					250,000
17	Treatment Train 4 Rehabilitation	E	Stump Sound				250,000			250,000
18	Plant Condition/Capacity Assessment	R	Stump Sound						150,000	150,000
Swansboro WWTP										
19	Infiltration Pond Flow Meters	R	Swansboro	75,000						75,000
20	Plant Renovation or Replacement	R	Swansboro	3,000,000	25,000,000					28,000,000
New Southeast Regional WWTP										
21	New WWTP - Design & Permitting	E	Regional						4,000,000	4,000,000

No.	Project Description	Type	Service Area	YEARS 1-5 CAPITAL IMPROVEMENT NEEDS					YEARS 6 - 10	Project Total
				FY18-19	FY19-20	FY20-21	FY21-22	FY22-23	FY23-28	
	WASTEWATER SYSTEM (cont.)									
	Wastewater Collection System - Renovation									
22	Heather Loop Road Gravity Sewer Improvements	R	White Oak	50,000	100,000					150,000
23	County Landfill Force Main Tie-In	R	Southwest		100,000					100,000
24	Pumping Station Assessment/Rehabilitation	R	Various		150,000	100,000	100,000		500,000	850,000
	Wastewater Collection System - Expansion									
25	NW Plant - Kenwood/Bishops Ridge Service Extension	E	Southwest	325,000	2,000,000					2,325,000
26	NW Plant - Liberty Park Road Service Extension	E	Southwest			250,000	1,150,000			1,400,000
27	NW Plant - Hill Farms Service Extension	E	Richlands			240,000	1,260,000			1,500,000
28	NW Plant - Denise Dr/Greystone Dr Service Extension	E	Southwest			500,000	2,750,000			3,250,000
29	NW Plant - Plum Point Sewer Extension	E	Southwest						3,600,000	3,600,000
30	Piney Green FM - Birchwood Park Service Extension	E	White Oak						1,075,000	1,075,000
Totals				\$10,613,000	\$33,245,000	\$3,865,000	\$26,980,000	\$250,000	\$17,800,000	\$92,753,000
								Total: Years 1-5	\$74,953,000	

Notes:

All cost estimates are based on 2018 dollars and 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 E - System expansion project.

Type R - System rehabilitation/repair project.

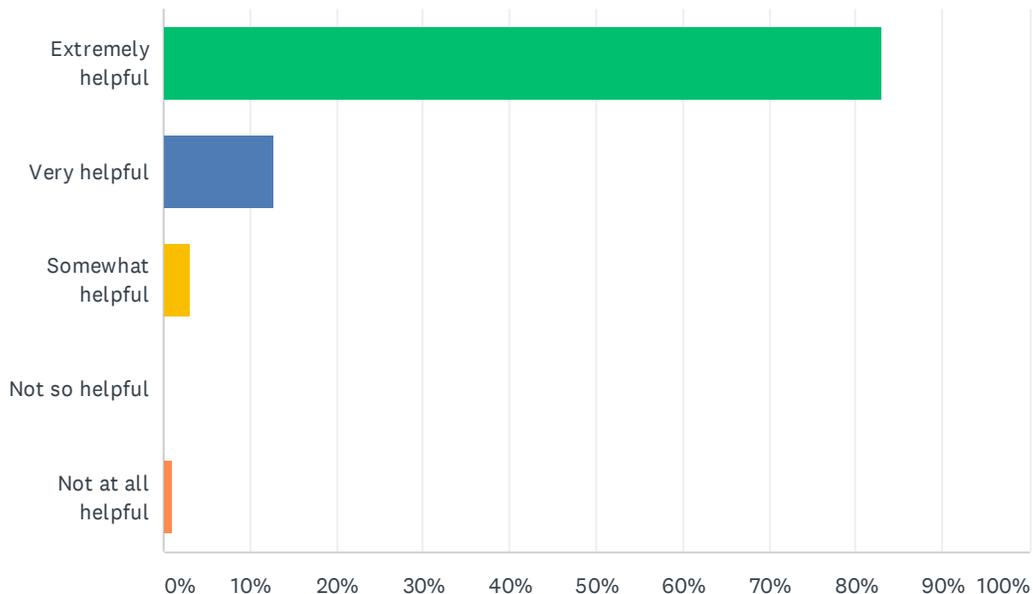
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ONWASATM

Q1 How helpful was our customer service representative?

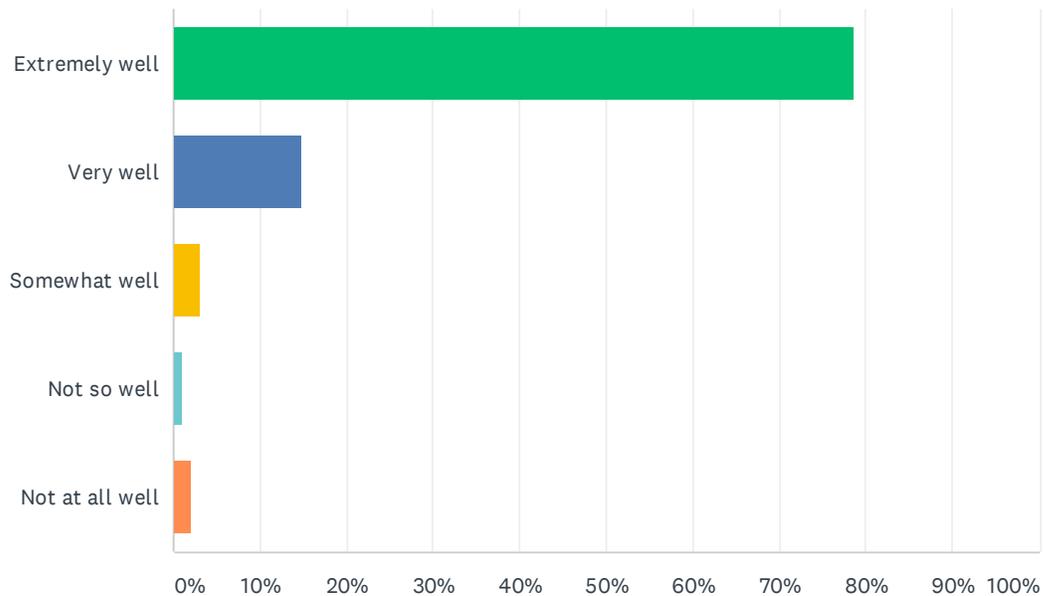
Answered: 94 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely helpful	82.98%	78
Very helpful	12.77%	12
Somewhat helpful	3.19%	3
Not so helpful	0.00%	0
Not at all helpful	1.06%	1
TOTAL		94

Q2 How well did we understand your questions and concerns?

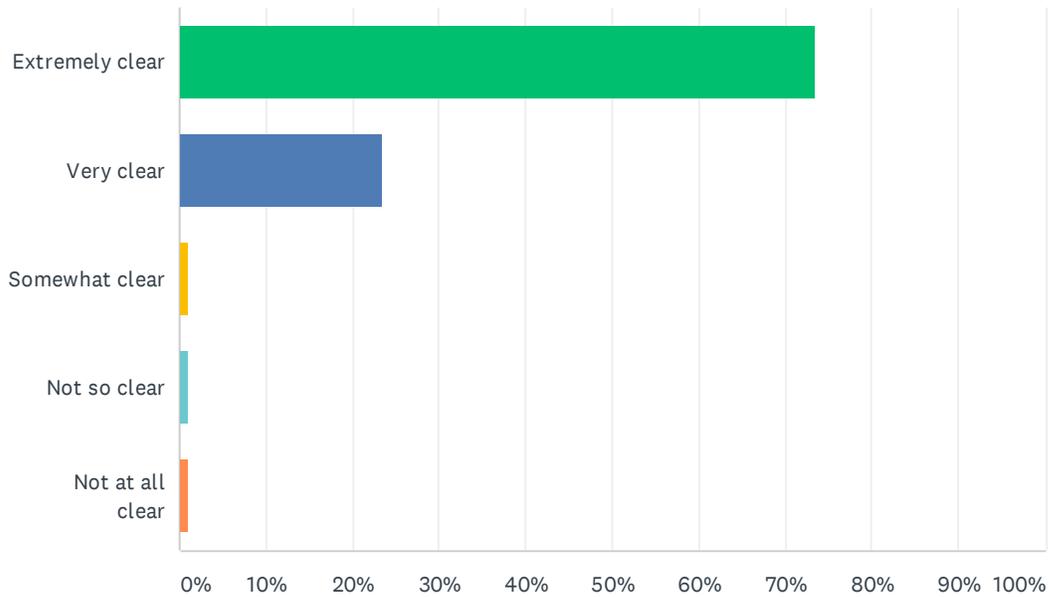
Answered: 94 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely well	78.72%	74
Very well	14.89%	14
Somewhat well	3.19%	3
Not so well	1.06%	1
Not at all well	2.13%	2
TOTAL		94

Q3 How clear was the information that our customer service representative provided to you?

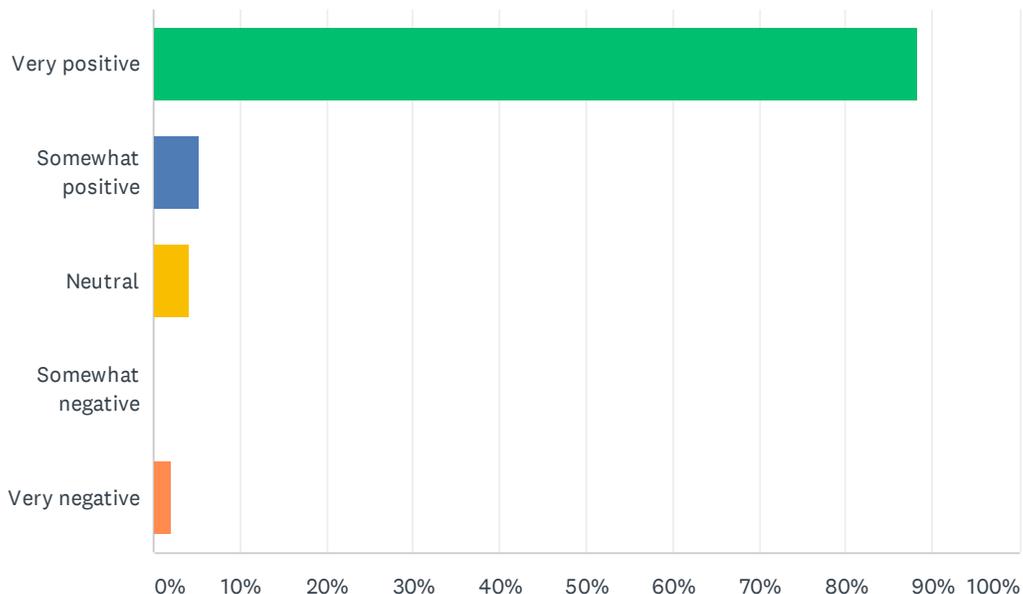
Answered: 94 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely clear	73.40%	69
Very clear	23.40%	22
Somewhat clear	1.06%	1
Not so clear	1.06%	1
Not at all clear	1.06%	1
TOTAL		94

Q4 Overall, how would you rate the quality of your customer service experience?

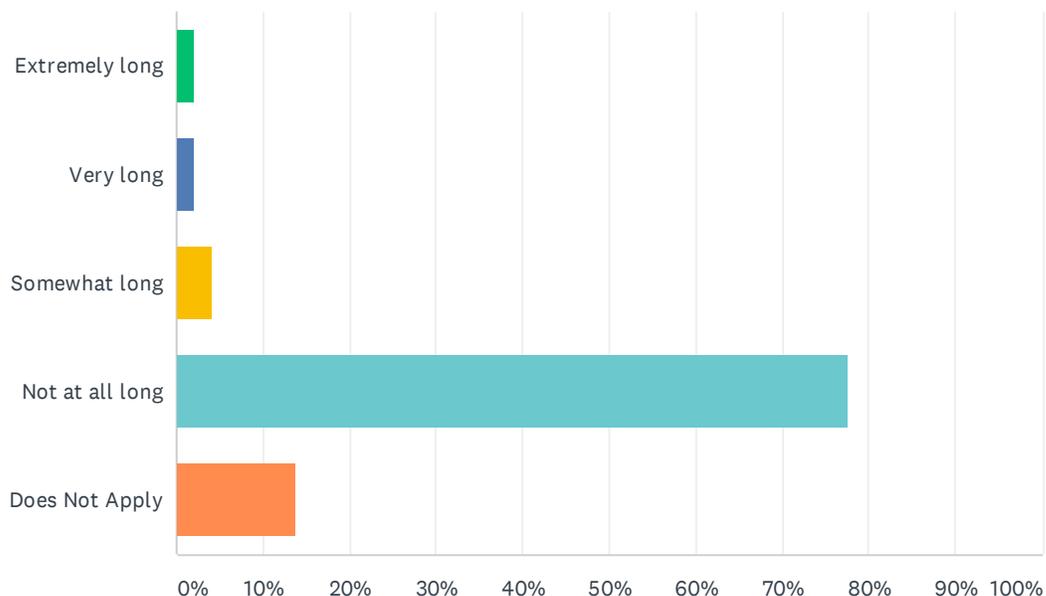
Answered: 94 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very positive	88.30%	83
Somewhat positive	5.32%	5
Neutral	4.26%	4
Somewhat negative	0.00%	0
Very negative	2.13%	2
TOTAL		94

Q5 How long was your wait on hold before speaking with our customer service representative?

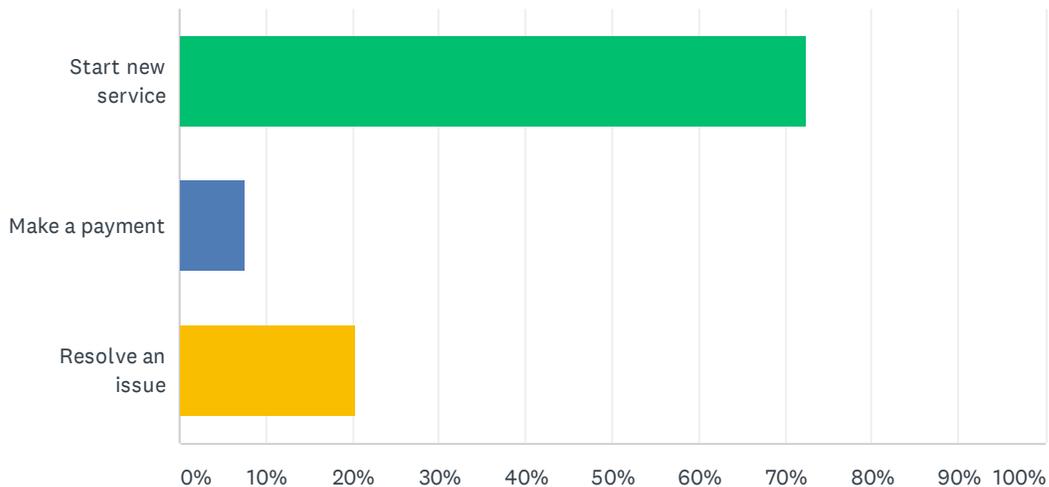
Answered: 94 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely long	2.13%	2
Very long	2.13%	2
Somewhat long	4.26%	4
Not at all long	77.66%	73
Does Not Apply	13.83%	13
TOTAL		94

Q6 What was your primary purpose for this visit?

Answered: 94 Skipped: 0



ANSWER CHOICES	RESPONSES
Start new service	72.34% 68
Make a payment	7.45% 7
Resolve an issue	20.21% 19
TOTAL	94

Q7 Do you have any other comments, questions, or concerns?

Answered: 72 Skipped: 22

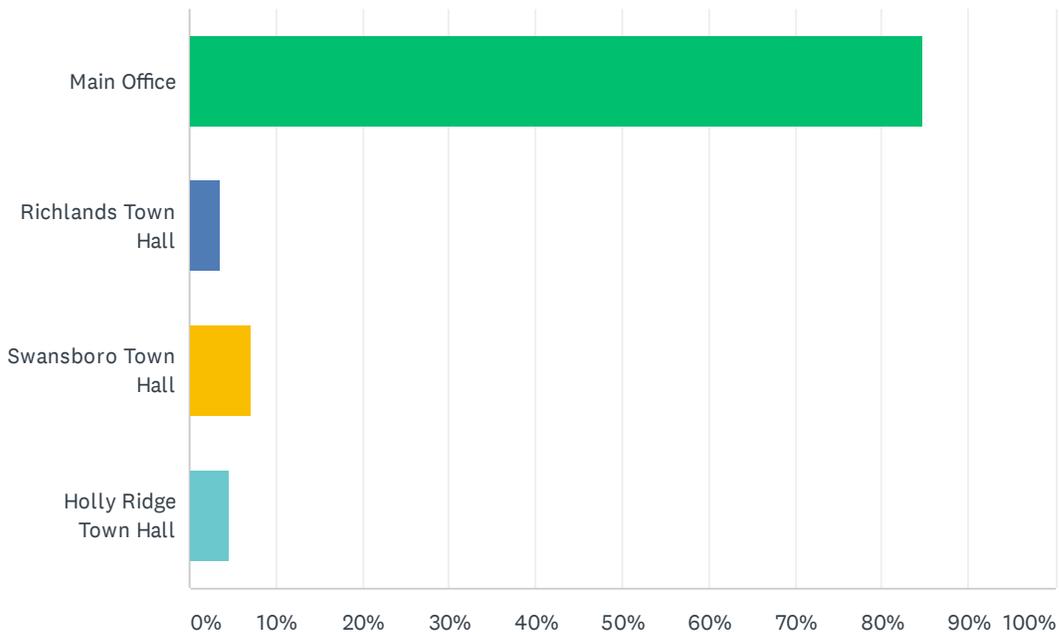
Q8 What was the date of your visit?

Answered: 88 Skipped: 6

ANSWER CHOICES	RESPONSES	
Date / Time	100.00%	88

Q9 What ONWASA Branch did you visit?

Answered: 85 Skipped: 9



ANSWER CHOICES	RESPONSES	
Main Office	84.71%	72
Richlands Town Hall	3.53%	3
Swansboro Town Hall	7.06%	6
Holly Ridge Town Hall	4.71%	4
TOTAL		85

Q10 Name of who helped you?

Answered: 85 Skipped: 9

Q11 To be entered into the quarterly drawing, please provide a valid email address

Answered: 91 Skipped: 3

Q12 Please enter your name

Answered: 94 Skipped: 0

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ONWASATM



Customer Guide



***Essential Information About
Your Water Utility***



Welcome

Thank you for being our customer. ONWASA's mission is to protect our community's health and the environment by providing high-quality water utility services through excellent customer experiences.

Our Customer Service Team created this guide to provide you with answers to questions our customers frequently ask. If you have questions not addressed in this guide, please do not hesitate to contact Customer Service at (910) 455-0722 or online through the Customer Portal at ONWASA.com.

Who We Are

ONWASA is one of the largest water providers in North Carolina. We are a special government authority that provides water and wastewater services to area of Onslow County outside the City of Jacksonville, as well as the towns of Holly Ridge, Swansboro, Richlands, North Topsail Beach, and portions of Surf City. ONWASA also provides bulk water services to Pender County and local military bases.

We are continuing to grow and expand as families discover how great it is to live in eastern North Carolina. ONWASA does not receive tax dollars and must generate all of our revenue from services provided to the customer. For that reason, we are commonly referred to as a water utility. We are managed by a Chief Executive Officer, with an eight-member Board of Directors making all policy decisions and setting the overall direction of the water utility.



Establishing Service

An application and payment of a connection fee is required to establish service. You can do it one of several ways: online, by mail, or in our main or satellite offices in the town halls of Richlands, Swansboro, and Holly Ridge.

New customers can fill out an online Application for Water Service form. Once your online form is submitted, an ONWASA representative will contact you within two business days. We are happy to provide same-day service for all requests received before 4 p.m ET. After 4 p.m., after-hours fees apply.

A deposit is normally required. In certain situations, such as having a good payment history with ONWASA or another utility, ONWASA offers options to allow waiver of this requirement. Contact Customer Service for waiver qualifications.



Payments & Billing

ONWASA offers a variety of ways to pay your bill that fit your lifestyle and the demands on your time.

We offer online bill payment; kiosk payment in Richlands and Swansboro Handy Mart Stores; automated telephone payment (IVR) using your credit or debit card by calling 1-877-302-2787; and in-person at our main office or one of our satellite office locations.

Drop boxes are available for check and money order payments only at our main and satellite offices. Please do not leave cash in any of the drop boxes.



E-Billing

Many ONWASA customers find our E-Billing system to be a very convenient way to manage their accounts. Our FREE Customer Portal enables you to access your account to electronically view your usage and pay your bills.

By registering your account at [ONWASA.com](https://www.onwasa.com), you can gain important information about your bill any time, day or night. You can see your usage, account history, payment history, set up credit card or bank drafting, update contact information, and pay your bill online, all for free.

To register for E-Billing today, visit our Customer Portal and [click the 'Register' link](#).



Rates & Fees

Providing clean water to our local communities is no small task. We must strike a balance every year between properly maintaining our systems for current and future generations and setting our rates and fees so they are affordable for all.

To fund necessary infrastructure projects, water and sewer rates may need to rise. You can find our Rates & Fee Schedule on our website, [ONWASA.com](https://www.onwasa.com).

As always, if you would like to speak to us about your rates and fees, we invite you to call us at (910) 455-0722 or contact us by using the [Contact Us link](#) on our website.



Excellent Water Quality

ONWASA is completely committed to providing you with a safe and dependable supply of drinking water. We want you to know how we continually improve the water treatment process and protect our water resources.

Our efforts begin with selecting the best possible source of "raw" or untreated water available to us; we exclusively use ancient underground aquifers buried deep below the earth. Some of our wells are more than 600 feet deep! The aquifers are very hard to contaminate, making them excellent sources for water. ONWASA does NOT use surface water, rainwater, or sea water as drinking water sources. Once the raw water is obtained, we treat it using advanced treatment methods, including reverse osmosis. All of our water system operators are state-certified and highly trained.

We conduct thousands of lab tests both at our water treatment plants and at our own laboratory. Our federally-mandated water quality report can be found online at [ONWASA.com](https://www.onwasa.com). It details how ONWASA works to meet or exceed all state and federal drinking water standards.



Leak Prevention & Detection

The best way to avoid higher bills caused by water leaks is to prevent them from happening in the first place. Here are some steps you can take:

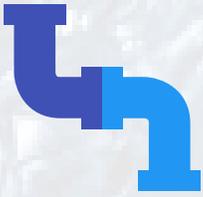
- Know where your home's water shutoff is in case of emergency. Read our "Meters" section to find your shutoff valve.
- Listen for running water in your bathrooms.
- Inspect under your sinks, dishwashers, and refrigerators.
- Check washing machine hoses and connections.
- Check for pipe condensation and corrosion.
- Check your water heater for bulges and corrosion.
- Disconnect outside hoses when they are not in use to make sure the water is off.



A dripping faucet or constantly running toilet is fairly obvious, but hidden leaks - such as those in an irrigation system - could waste hundreds of gallons per day. There are several ways to find a leak. To start, look at your water meter when all of your water is off. If the meter is still moving, you may have a leak.



Check your toilets, making sure the flappers are working well by using food coloring in your tank. Irrigation systems and outside faucets are also main culprits, especially after the winter months. Look for wet areas on your lawn. Check your washing and dishwashing machines as well.



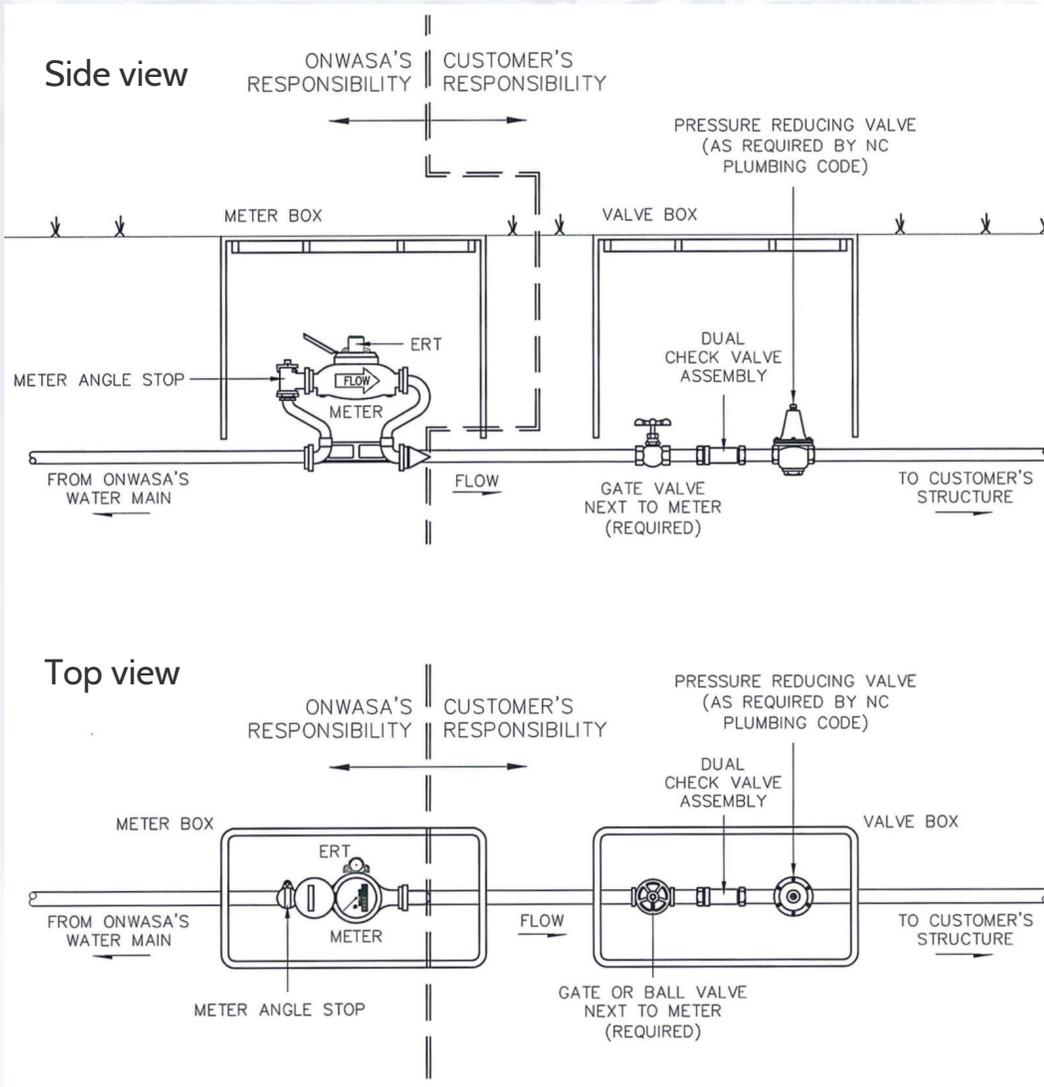
What's in My Yard?

The devices that provide you with your water are mostly underground, making them a mystery to many property owners. Some of the equipment is owned by ONWASA and should not be disturbed for your safety. Other devices belong to property owners and are their responsibilities.

Below are diagrams of typical ONWASA water devices that should not be disturbed, including your water meter. Your meter may use a radio transmitter for more efficient reading by our staff.

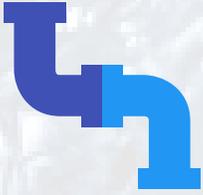
Your Shutoff Valve

Your gate or ball valve (shown below) on the home/business side of your water meter allows you to easily shut off your water in case of any emergency.



Meter & Valve Boxes Similar to Diagrams



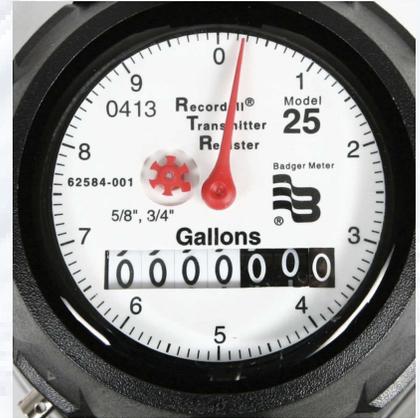


What's in My Yard? (continued)

Meters

Water meters may be manufactured by different companies but all achieve three basic functions. First, they measure the amount of water you use to determine your bill.

Second, your meter has a leak indicator. A small triangle or gear-shaped object spins when water is flowing to your home. If ALL of your water is turned off and this indicator is still moving, you likely have a leak.



Third, your meter gives you the ability to determine your current usage. You can read your meter and get the current number of gallons then subtract it from your last reading, which you can find on your last bill or by calling Customer Service.

Backflow Prevention Devices

Some properties are connected to backflow prevention devices that protect ONWASA's water system from possible contaminants "flowing back" into our water. All properties with swimming pools or irrigation systems tied into ONWASA's water supply must have a backflow preventer. The device is the responsibility of the property owner.

Properties with an outdoor fixture within fifty (50) feet of a permanent, non-potable body of water (ocean, sound, lake, river, etc.) must also have backflow prevention devices.

Typical Backflow Prevention Device

Covered



Uncovered





Call 811 Before You Dig

There are millions of miles of buried utilities under ground that are vital to everyday life like water, electricity, and natural gas. Because of all of the devices in your yard, you must call 811 before digging around your home to protect yourself and others from unintentionally hitting utility lines.

When you call 811 a few days before you dig, your underground utility lines will be marked FOR FREE. This will prevent injury to you or your family, damage to your property, utility service outages to the entire neighborhood, and potential fines and repair costs.



Service Disconnection

ONWASA offers an easy-to-use, [online form](#) for you to use to disconnect your service. Please complete the required information in its entirety to have your services disconnected. Upon receipt of your request, ONWASA will complete the disconnection within five (5) business days from the date confirmed. (Completed Monday-Friday, 8 a.m. to 5 p.m.)

Upon completion of the disconnection, ONWASA will generate a final statement which will show any balance owed or credit balance to be refunded. This statement, and any further correspondence, will be sent to the forwarding address supplied.



Hurricane Preparations

- Store at least one gallon of water per day for each person and each pet. You should consider storing more water than this for hot climates, for pregnant women, and for persons who are sick. (Try to store a 2-week supply if possible).
- Use of food-grade water storage containers, like those found at surplus or camping supply stores, is recommended if you prepare stored water yourself.
- For more preparation steps, [visit www.ready.gov/hurricanes](http://www.ready.gov/hurricanes).



ONWASA's Customer Alert System

ONWASA's Notify Me Customer Alert System provides our customers with email, text, and phone messages about service outages, boil water advisories, and other incidents. You can also receive non-emergency announcements like bid openings and holiday office closings.

If you miss a Notify Me call, dial 1-855-4-REPLAY (473-7529) to hear the last call made to your phone number. Sign up for Notify Me today at ONWASA.com!



Change of Address

ONWASA offers an easy-to-use, [online form](#) for you to use to change the mailing address for billing statements. The form is not to be used when moving water and/or wastewater services to a different address. If you need further help, please call (910) 455-0722 to speak with a customer service representative.



Customer Assistance

As a responsible water utility that provides important services to you and your family, ONWASA believes you have the right to ask us about issues of concern, especially about your bill. We also want to make sure you are proactively informed about how our work and how it may impact your account. For Financial Assistance information, please visit our website.



Defining Sewer Line Responsibility

When a water or sewer problem occurs outside of your home, it can be confusing where your responsibility ends and ONWASA's responsibility begins. **For sewer lines, the property owner is responsible all the way to the main.**





Frequently Asked Questions

How often will I be billed?

ONWASA customers are billed monthly. You will receive your first account statement for 30-45 days after becoming an ONWASA customer. ONWASA customers only pay for services they have used since their last meter reading.

Can I receive an extension to pay my bill?

Yes, ONWASA offers payment arrangement options to assist customers. Please contact Customer Service at (910) 455-0722 for assistance.

How can I pay my bill?

- By phone at 1-877-302-2787
- [Online at ONWASA.com](https://www.onwasa.com)
- Kiosk located in Handy Marts in Swansboro and Richlands
- In person at four locations in Jacksonville, Holly Ridge, Richlands, and Swansboro.

How do I know if I have a leak?

Many water leaks are visible on the property or within the home, but some are less visible and may be noticed when higher usage shows on a water account statement.

Water meters have a leak indicator near the dials, in the shape of a gear or triangle, to assist in leak identification. By turning off any fixtures that use water, you will be able to check for a leak using the leak indicator. If the leak indicator is turning with all fixtures are in the off position, a leak may be present.

What should I do if I experience discoloration in my water?

Naturally occurring minerals in your water, such as iron, manganese, calcium, chloride and other dissolved minerals sometimes come out of the dissolved state in a reaction to the chlorine used to treat your water.

Iron specifically will settle at the bottom of your pipes until high flow rates disturb the particles allowing it to mix back in with your water. This causes a brown or yellow tinge in your water. It is not a health threat and will often clear within 10-15 minutes. You may choose to expedite the process of flushing your lines by running cold water in the tub or shower.

Should the problem persist, please contact our water quality team for assistance at (910) 937-7524.



Frequently Asked Questions

Why am I experiencing low water pressure?

You may be experiencing a service issue in your neighborhood. Please contact Customer Service at (910) 455-0722 or our Emergency Line at (910) 937-7524 to report the situation and receive additional information.

What should I do if there is a water main break in my area?

ONWASA personnel will notify affected customers with an automated call, text, or e-mail when an outage is identified and again when water is restored. Customers can assist in this process by ensuring their contact information is accurate on their ONWASA account. Once the repair is completed, a precautionary boil water advisory will be issued until water quality results confirm it can be lifted. The water is completely safe to use for showering, laundry, or other household tasks. However, as a precaution, customers should boil any water used for consumption for three minutes, and let it cool, prior to consumption. If you experience discolored water, review our FAQ on page 10.

Why am I charged a base charge and usage?

The base charge covers the fixed costs associated with providing system facility capacity and the repayment of annual debt service. The usage, volumetric or fixed, charge covers direct and indirect costs associated with supply, treatment, distribution, collection and administration.

Can I opt-out of paper account statements?

Yes, you may choose e-statements by logging in to the Customer Portal at ONWASA.com. Then choose Account Management. Select the tab Paperless Options. Then select from the following options: Email or Paperless Bill.

How does ONWASA prepare for inclement weather?

ONWASA regularly conducts emergency response exercises for inclement weather. Preparations are made to respond quickly and efficiently should an outage occur due to inclement weather.

ONWASA uses a telephone, e-mail, and text notification system to ensure communication with our customers during inclement weather. In order to receive urgent notifications from ONWASA is to ensure your contact information is updated regularly.

How do I update my contact information?

You may update your contact information by e-mailing the changes to updateinfo@onwasa.com or by contacting Customer Service at (910) 455-0722.

ONWASA Contact Information

228 Georgetown Rd.
Jacksonville, NC 28540
Main Line: (910) 455-0722
Fax: (910) 455-2583

Customer Service:
(910) 455-0722

Office Hours:
Monday - Friday
8:00 am - 5:00 pm

**For Emergencies &
Water Main Leaks/Breaks:
(910) 937-7524**

ONWASA Satellite Office Locations

Holly Ridge Town Hall
212 Dyson Street
Holly Ridge, NC 28445
Phone: (910) 329-7081
Monday-Friday
8am to 5pm

Richlands Town Hall
302 S Wilmington St.
Richlands, NC 28574
Phone: (910) 324-3301
Monday-Friday
8am to 5pm

Swansboro Town Hall
601 W. Corbett Ave.
Swansboro, NC 28584
Phone: (910) 326-4428
Monday-Thursday
8am to 5pm
Friday 8am to 1pm

Stay Connected!

You can update your contact information quickly and easily
by e-mailing changes to updateinfo@onwasa.com.

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ONWASATM



THE FLOW

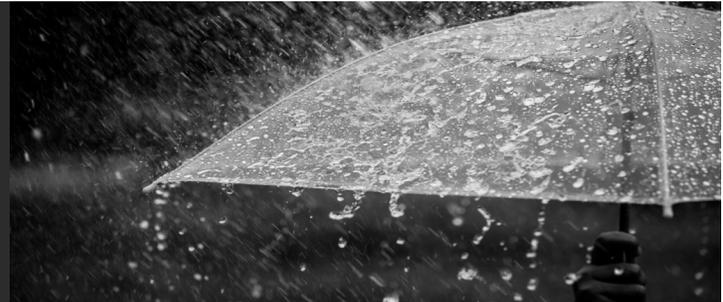
CUSTOMER NEWSLETTER

July 2019 Edition 228 Georgetown Road, Jacksonville, NC 28540 (910)455-0722 www.onwasa.com



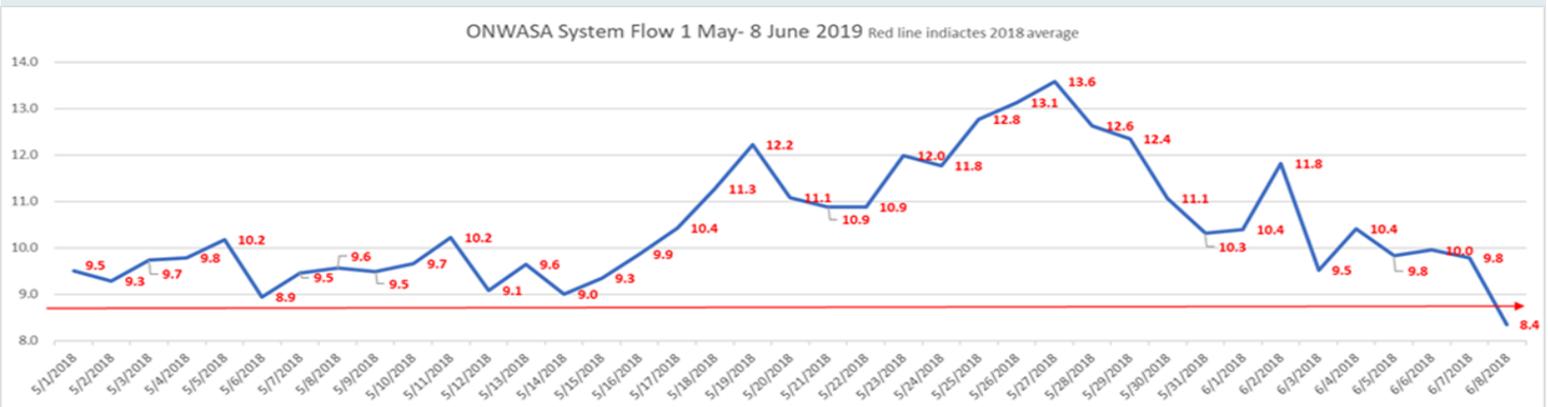
FROM THE DESK OF
JEFF HUDSON, CEO

THE EFFECT OF RAIN



I have spoken to several friends recently who asked whether our water supply had recovered since we had gotten some rain. I told them yes, we were better off now that rain had come. The way one of them asked the question prompted me to follow up. I asked if they believed we got our drinking water from rainfall. My friend paused and said yes, isn't that why we asked people to conserve water? It is so natural to believe that when you see water fall from the sky it is immediately connected to the water that comes out of our faucets. In some places that is certainly true. Mankind has been using cisterns and rain barrels for ages. Many parts of our own country depend on massive reservoirs filled by rainwater or snowmelt. ONWASA depends on ancient deep underground aquifers for water.

My friend was correct when he thought that rainfall had helped us. But the rainfall did not put more water into our tanks ... it encouraged our customers to use less water! The chart below shows our system flow during the period of the recent drought. As our area went from abnormally dry to drought conditions our customers began using more and more water to irrigate their lawns or gardens. As the weather became hotter, families started filling pools. And as tourist season began thousands of travelers came to our service area. Demand peaked Memorial Day Weekend at 13.6 million gallons per day. With rainfall, demand fell to 8.4 million gallons. We never ran out of water, but our reserves dropped from over 16 million to 6 million gallons. Hence our request to use water wisely!



Where do we get our water?

There are underground water sources in Eastern North Carolina called aquifers. Aquifers are not underground rivers or lakes, but as defined by Wikipedia, “an underground layer of water-bearing permeable rock, rock fractures or consolidated materials (gravel, sand, or silt).” ONWASA extracts groundwater from deep underground aquifers using a system of water wells. As you see from the illustration below, different aquifers can “overlap” each other at different depths. This occurs due to impermeable layers of the earth that water cannot move through. ONWASA uses two aquifers that have different characteristics. The Black Creek Aquifer is so pure that the Town of Richlands once called itself “The Town of Perfect Water” since they drank exclusively from that aquifer. The Castle Hayne Aquifer has a lot more water than the Black Creek, but it is not as pure and must be treated. ONWASA continues to explore new raw water sources deep underground, where the most pure water in the region is located.

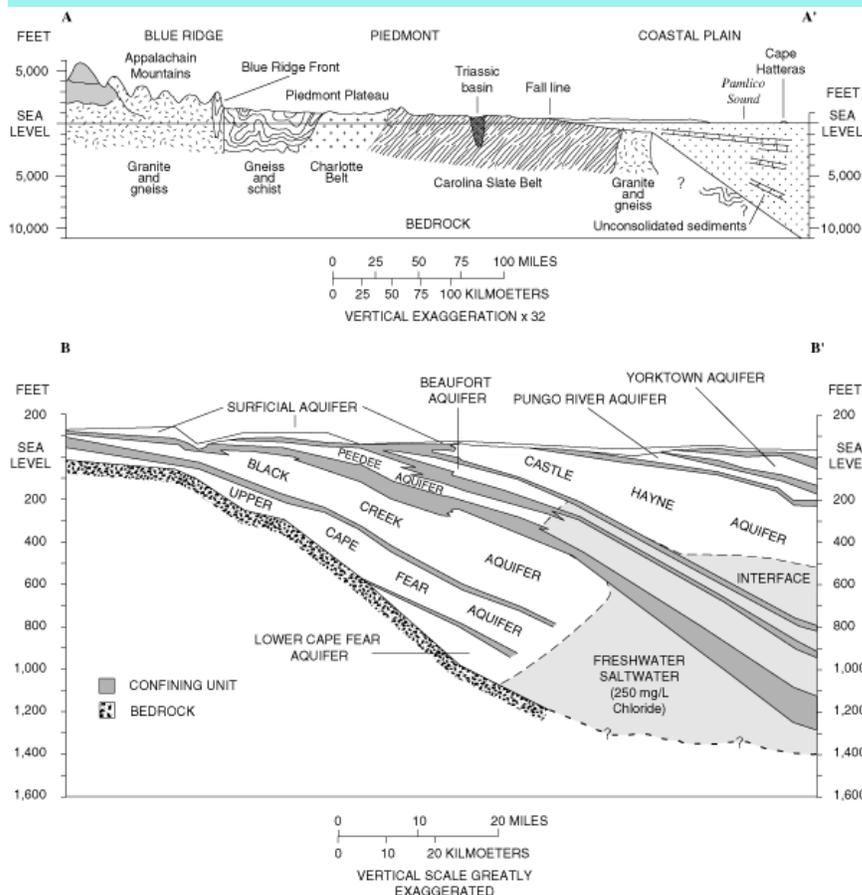


Figure 2.--Geologic section A - A' across North Carolina and hydrogeologic section B - B' in the Coastal Plain of North Carolina (as shown in figure 1).

FRESH SALSA

INGREDIENTS

- 6 tomatoes, preferably Roma
- 1/2 medium onion, finely chopped
- 1 clove garlic, finely minced
- 2 jalapeno peppers, finely chopped
- 3 Tbsp cilantro, chopped
- Add lime juice to taste
- 1/8 Tsp oregano, finely crushed
- 1/8 Tsp salt
- 1/8 Tsp pepper
- 1/2 avocado, diced (black skin)

INSTRUCTIONS

1. Combine all ingredients in glass bowl.
2. Serve immediately or refrigerate and serve within 4 to 5 hours.

Yield: 8 servings

Serving size: 1/2 cup

Each serving provides:

Calories: 42	Sodium: 44 mg
Total fat: <2g	Total fiber: 2 g
Saturated fat: <1g	Protein: 1 g
Cholesterol: 0 mg	Carbohydrates: 27g
Potassium: 337mg	

IMPORTANT!

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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.
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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.

THE FLOW

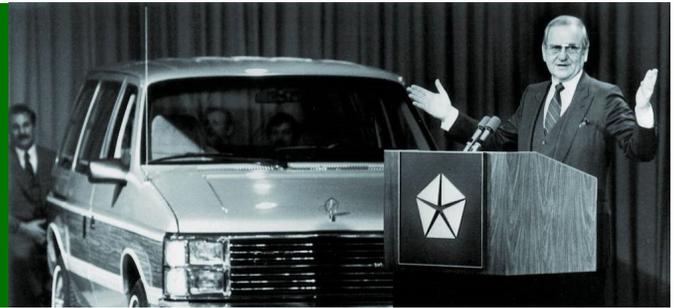
CUSTOMER NEWSLETTER

August 2019 Edition 228 Georgetown Road, Jacksonville, NC 28540 (910)455-0722 www.onwasa.com



FROM THE DESK OF
JEFF HUDSON, CEO

Remembering Lee Iacocca



Between the new *Darel's Bakery & Sweets* and *Vital Signs* sign company on Jacksonville's Marine Boulevard is a large building that is the former home of *Marine Chevrolet*. My Dad, Billy, worked there for many years in the 1960s and 1970s. Perhaps that early exposure to the automotive industry made me interested in motor company icons like Lee Iacocca.

With all the distractions of daily life, you might have missed the fact that this giant of American business died last month at the age of 94. Mr. Iacocca was known for his development of the Ford Mustang and the Pinto back in the 1960s. As the CEO of Chrysler Corporation he was credited with completely rebuilding the company. Among his successes at Chrysler was the introduction of the minivan and the acquisition of AMC (including Jeep). In the 1980s it was common to see Iacocca in Chrysler ads, often commenting: "If you can find a better car, buy it."

Iacocca was named the 18th-greatest American CEO of all time by *Portfolio Magazine* and the 5th most influential business leader of the past 25 years by *CNN*. He certainly made his mark on American business. A particularly good read is his *New York Times* bestselling book *Where Have All the Leaders Gone?* Lee Iacocca's business philosophy can be demonstrated, in part, by some of his sayings. He said, "We are continually faced by great opportunities brilliantly disguised as insoluble problems." And, "The most successful businessman is the man who holds onto the old just as long as it is good, and grabs the new just as soon as it is better." And then, one of my personal favorites, "I hire people brighter than me and then I get out of their way."

On its face, it might be hard to compare ONWASA with Chrysler. We aren't a multi-billion-dollar industry with thousands of employees. But the product we sell is arguably more important than a car. Our community consumes our product: water. We all need water at home, at restaurants, at work, etc.. And just because ONWASA is smaller doesn't mean that sound business principles aren't important. I am proud to say that the team here at ONWASA is facing the problems of growth and customer demand as opportunities to build a more robust infrastructure. Just because we have long used a certain tool, a policy or process does not mean that there is not a better way of doing business. That is why we are investing in new technology like reverse osmosis and Automated Meter Reading (AMR) systems, and why we have made sweeping changes to backflow and billing policies, our website, customer communications, storm preparedness, and cyber security.

Finally, as we meet the challenges of the future, we are committed to recruiting and retaining the best utility workers possible to help ensure that you are served in the manner you deserve. Thank you for your business!



This graphic provides a good illustration of where the responsibility for water and sewer lines shifts from the water utility to the property owner.

On the water line, the utility's responsibility ends at the water meter. Such equipment as backflow prevention devices, pressure reducing valves, hand gate valves and other plumbing fixtures are the responsibility of the property owner.

On the sewer line, the utility's responsibility ends at the sewer tap into the sewer main by the sewer service line.

All of ONWASA's water and sewer mains are located either in a dedicated utility easement or inside of the State of North Carolina's road right-of-way.

To avoid costly repairs, property owners should always call 811 before digging. ONWASA lines, as well as other utility lines will be located for your safety!

IMPORTANT!

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Chicken Mandarin

(Courtesy of the American Heart Association)

INGREDIENTS

- 1/4 cup all-purpose flour
- 4 boneless, skinless chicken breast halves (about 4 ounces each), all visible fat discarded
- 2 teaspoons canola or corn oil
- 2 teaspoons light tub margarine
- 1/2 cup fresh orange juice
- 1/4 cup fresh lemon juice
- 1 11-ounce can mandarin oranges, packed in juice, drained, juice reserved
- 2 tablespoons honey
- 1 1/2 teaspoons lowest sodium available soy sauce
- 1/2 teaspoon ground ginger

INSTRUCTIONS

1. Put the flour in a shallow dish. Dip the chicken in the flour, turning to coat and lightly shaking off any excess. Transfer to a plate.
2. In a large skillet, heat the oil and margarine over medium-high heat, swirling to coat the bottom. Cook the chicken for 1 minute on each side (the chicken won't be done at this point). Transfer to a large plate.
3. In a medium bowl, whisk together the orange juice, lemon juice, juice from the mandarin oranges, honey, soy sauce, and ginger.
4. Return the chicken to the skillet. Pour the sauce over the chicken. Reduce the heat to medium low. Simmer, covered, for 15 minutes, or until the chicken is no longer pink in the center. Add the mandarin oranges 5 to 10 minutes before the chicken is done.

Nutrition Facts

Calories	259
Total Fat	6.0 g
Saturated Fat	1.0 g
Trans Fat	0.0 g
Polyunsaturated Fat	1.5 g
Monounsaturated Fat	3.0 g
Cholesterol	73 mg
Sodium	199 mg
Total Carbohydrate	25 g
Dietary Fiber	1 g
Sugars	18 g
Protein	26 g

Dietary Exchanges

1 fruit, 1/2 other carbohydrate, 3 lean meat

THE FLOW

CUSTOMER NEWSLETTER

September 2019 Edition 228 Georgetown Road, Jacksonville, NC 28540 (910)455-0722 www.onwasa.com



**FROM THE DESK OF
JEFF HUDSON, CEO**

The Value of Drinking Water

This summer I had the good fortune of being invited on a backpacking trip along a small section of the Appalachian Trail. Much to the relief of my wife, I was able to return from the trip without breaking anything. I must admit that I was encouraged to take extra precautions when she said just prior to my departure, “Have a great time. Say, your life insurance is paid-up, isn’t it?” So, with that encouragement I went to the mountains and began hiking. I’d be lying to say that I didn’t think of Bill Bryson’s book *A Walk In The Woods*. Of course I was also thinking about the old TV show *When Animals Attack!* My group had the right gear and plenty of food. But it was just not possible for us to carry enough water.

Water is heavy. One liter of water weighs 2.205 pounds. But water is, arguably, the most important thing you pack. We solved the problem by filtering water from mountain springs along the trail. (See picture above.) As I slowly worked on refilling our water reserves, I thought about work. My fellow hikers and I filtered only a few liters during the time we were away. ONWASA produces over 3 billion gallons of water a year. And water is just as important in our homes as it was for us in the Jefferson National Forest.

Unfortunately, many people don’t drink enough water. Here is what the Mayo Clinic says: “Water is your body’s principal chemical component and makes up about 60 percent of your body weight. Your body depends on water to survive. Every cell, tissue and organ in your body needs water to work properly. For example, water: Gets rid of wastes through urination, perspiration and bowel movements, Keeps your temperature normal, Lubricates and cushions joints, Protects sensitive tissues. Lack of water can lead to dehydration — a condition that occurs when you don’t have enough water in your body to carry out normal functions. Even mild dehydration can drain your energy and make you tired.”

So how much water do you need? The Mayo Clinic goes on to say that “Every day you lose water through your breath, perspiration, urine and bowel movements. For your body to function properly, you must replenish its water supply by consuming beverages and foods that contain water. The National Academies of Sciences, Engineering, and Medicine determined that an adequate daily fluid intake is: About 15.5 cups (3.7 liters) of fluids for men [and] About 11.5 cups (2.7 liters) of fluids a day for women. These recommendations cover fluids from water, other beverages and food. About 20 percent of daily fluid intake usually comes from food and the rest from drinks.”

At ONWASA we realize the essential service we perform. Over the next several years we will be increasing the number of raw water sources, the size of water transmission lines, and the capacity of our water treatment plants. Thanks for being our customer.





IMPORTANT!

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EXPRESSO MINUTE STEAKS

Ingredients

- 1/2 cup strong coffee OR 1 tsp. instant coffee granules (dissolved in 1/2 cup water)
- 1 tsp. Worcestershire sauce (low sodium)
- 2 tsp. balsamic vinegar
- 1/4 tsp. salt, 1 tsp. canola or corn oil
- 4 minute steaks or thin round steaks (about 4 ounces each)
- 2 tbsp. finely chopped green onions (optional)

Directions

1. In a small bowl, stir together the coffee, Worcestershire sauce, vinegar, and salt. Set aside.
2. In a large nonstick skillet, heat 1 teaspoon oil over medium-high heat, swirling to coat the bottom. Cook 2 steaks for 1 minute. Turn over. Cook for 30 seconds, or until barely pink in the center. Transfer to a platter. Cover to keep warm. Repeat with the remaining 1 teaspoon oil and remaining steaks.
3. Stir the coffee mixture into the pan drippings, scraping to dislodge any browned bits. Bring to a boil over medium-high heat. Boil for 3 minutes, or until the mixture is reduced to 2 tablespoons, stirring frequently. Pour over the beef. Sprinkle with the green onions.

TIP: Cooking the steaks in two batches ensures that they have more room and thus will brown, not stew.

158 Calories Per Serving—26g Protein Per Serving—0g Fiber Per Serving

Courtesy of the American Heart Association, *Quick & Easy Cookbook, Second Edition*, Copyright 2012 by the American Heart Association.
 Published by Clarkson Potter/Publishers, a division of Random House, Inc. Available from booksellers everywhere.



THE FLOW

CUSTOMER NEWSLETTER

October 2019 Edition 228 Georgetown Road, Jacksonville, NC 28540 (910)455-0722 www.onwasa.com



FROM THE DESK OF JEFF HUDSON, CEO

A Change in Seasons



Fall officially began in the Northern Hemisphere on Monday, September 23rd. Although here in North Carolina, it is sometimes difficult to tell that there has been a change in the seasons. Recently, I felt my first cool morning and I was truly happy. Of course the day went on to become hot, but for a few minutes early in the day I was reminded that the season is about to change.

There have been few years that I have been happier about entering into Fall. In particular, I am ready for the 2019 Atlantic Hurricane Season to be over! ONWASA has made tremendous improvements in our disaster response protocols and training. As a result of the 2018 Hurricane Florence disaster we identified weak points in our infrastructure and have attempted to make our facilities more robust. However, as I write this customer newsletter in September, the newspaper headlines read that the US National Hurricane Center is tracking 4 areas and new storms. The truth is that ONWASA will not fully recover from Hurricane Florence for another 1 to 2 years. Our largest wastewater treatment plant is located near Richlands. That plant went under several feet of water, frying huge electrical panels and computer controls in the process. Until flood mitigation efforts are complete, every hurricane threatens that low-lying plant.

So what progress has been made at the Northwest Plant? This week one of our major equipment suppliers arrived on site to begin reconfiguring the plant and installing new control panels and pumps. Much wastewater equipment is specially manufactured and the lead-times take months. In the meanwhile, our four plant operators at that location have continued to operate one of our most advanced facilities without many computerized controls, doing everything by hand.

Over the next two years ONWASA will be starting numerous construction projects around the county. In addition to new wastewater solutions for the areas of Swansboro and Holly Ridge, our utility will be continuing to harden our infrastructure in preparation for the next storm ... which we hope will not come for a very, very long time.



Call 811 before you dig.

CUSTOMER QUESTION: Why is ONWASA trying to sell me a whole-house water filter or whole-house water softener?

ANSWER: We are not. ONWASA's water is tested thousands of times a year to ensure that it is safe for human consumption. ONWASA's water does not require a filter or softener for health reasons. Some companies are currently visiting area homes and offering to test their water. A few days or weeks later the homeowner receives a sales call to sell them a filter or softener device. These companies are NOT affiliated with ONWASA or other local government agencies such as health departments. Please be aware that this is happening.

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Crunchy Pumpkin Pie

(Courtesy of the National Institute of Health)



INGREDIENTS

For Crust

- 1 C quick cooking oats
- 1/4 C whole wheat flour
- 1/4 C ground almonds
- 2 Tbsp brown sugar
- 1/4 Tbsp salt
- 3 Tbsp vegetable oil
- 1 Tbsp water

For Filling

- 1/4 C brown sugar, packed
- 1/2 tsp ground cinnamon
- 1/4 tsp ground nutmeg
- 1/4 tsp salt
- 1 egg, beaten
- 4 tsp vanilla
- 1 C canned pumpkin
- 2/3 C evaporated skim milk

Yield: 9 servings
Serving size: 1/9 of 9-inch pie
Each serving provides:
 Calories: 169
 Total fat: 7 g
 Saturated fat: 1 g
 Cholesterol: 24 mg
 Sodium: 207 mg
 Total fiber: 3 g
 Protein: 5 g
 Carbohydrates: 22 g
 Potassium: 223 mg

INSTRUCTIONS

1. Preheat oven to 425 °F.

To prepare crust:

2. Mix oats, flour, almonds, sugar, and salt in small mixing bowl.
3. Blend oil and water in measuring cup with fork or small wire whisk until emulsified.
4. Add oil mixture to dry ingredients and mix well. If needed, add small amount of water to hold mixture together.
5. Press into 9-inch pie pan, and bake for 8–10 minutes, or until light brown.
6. Turn down oven to 350 °F.

To prepare filling:

7. Mix sugar, cinnamon, nutmeg, and salt in bowl.
8. Add egg and vanilla, and mix to blend ingredients.
9. Add pumpkin and milk, and stir to combine.

Putting it together:

10. Pour filling into prepared pie shell.
11. Bake for 45 minutes at 350 °F or until knife inserted near center comes out clean.



THE FLOW

CUSTOMER NEWSLETTER

November 2019 Edition 228 Georgetown Road, Jacksonville, NC 28540 (910)455-0722 www.onwasa.com



FROM THE DESK OF

JEFF HUDSON, CEO

Is that Old Faithful?

The spectacular picture to the right does not show a typical leak! This geyser happened when a lawn mower won the battle against a pipe in the Swansboro area. In the picture, one of our employees is working to find the correct water shut-off on that commercial property.

The fact is that one of the most difficult situations we face is when a customer has a hidden leak. Sometimes the leak is in a rental unit or the property owner is away. Perhaps the leak was underground near a wet area like a ditch or pond. I have seen leak costs reach thousands of dollars. We know that this unplanned expense is very difficult for customers. Therefore, we try to help as much as possible. But there are limits to what we can do.

I've been told that "Water is free. It falls from the sky and when leaks happen in a customer's building they should not be charged!" While water is a natural resource, there is considerable cost to getting it to you. Pumping it from deep underground, treating it for purity, pressurizing it to go through over 1,200 miles of water mains, and continually performing lab tests to ensure that it is safe all costs money. This year's budget for only one of our water treatment plants is \$2.25 million. That is why ONWASA must charge for the water that flows through a meter. The meter is the point at which the utility's water becomes the customer's water.

Our preference is that customers never have a leak! We hope that every drop of water is used for its intended purpose, not wasted. We encourage customers to keep watch on their plumbing and install hand valves to enable quick shut-offs. If a leak does occur, ONWASA is able to discount 50% of the highest month's usage during the leak period once per year, per account. It is one way that we try to help in a bad situation.

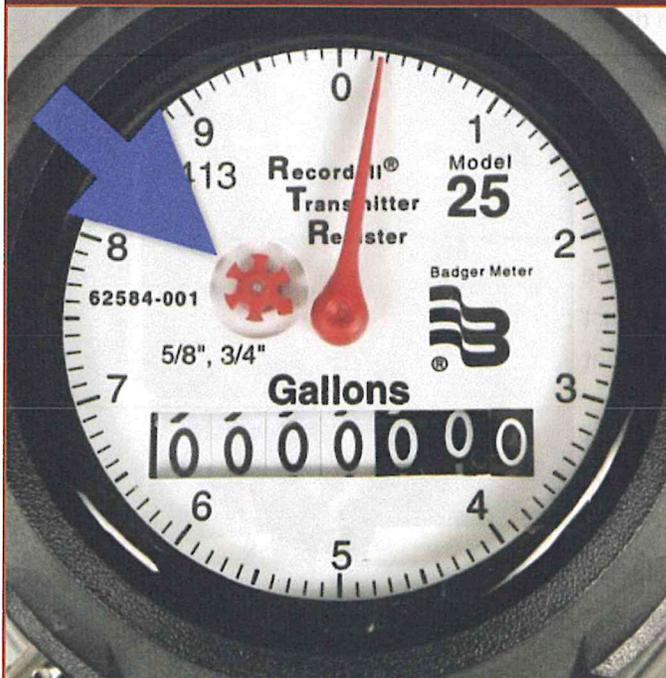


Leak Prevention & Detection

The best way to avoid higher bills caused by water leaks is to prevent them from happening in the first place. Here are some steps you can take:

- ◆ Know where your home's water shutoff is in case of emergency.
- ◆ Listen for running water in your bathrooms.
- ◆ Inspect under your sinks, dishwashers, and refrigerators.
- ◆ Check washing machine hoses & connections.
- ◆ Check for pipe condensation & corrosion.
- ◆ Check your water heater for bulges & corrosion.
- ◆ Disconnect outside hoses when they are not in use to make sure the water is off.

A dripping faucet or constantly running toilet is fairly obvious, but hidden leaks could waste huge quantities of water each day. One way to see if you have a leak is to check you water meter's leak indicator. With ALL of your water outlets turned off, see if the small red triangle or red gear-shaped object on the face of the meter is spinning. If it is, you may have a leak. The blue arrow on the picture below points to the leak indicator. You can read your current usage by taking your current number and subtracting it from the reading on your last statement.



Swansboro Area Growth Roundtable

Over 30 local elected officials, utility company employees, economic developers, business owners, NCDOT and transportation specialists



and citizens gathered at ONWASA's main office to discuss future growth in the Swansboro area. Much of the discussion ranged around the topic of infrastructure improvements needed to support anticipated development. ONWASA is currently in the process of studying new expanded sewer treatment solutions for Swansboro.

Carrot-Raisin Bread

1 1/2 C	all-purpose flour, sifted
1/2 C	sugar
1 tsp	baking powder
1/4 tsp	baking soda
1/2 tsp	salt
1 1/2 tsp	ground cinnamon
1/4 tsp	ground allspice
1	egg, beaten
1/2 C	water
2 Tbsp	vegetable oil
1/2 tsp	vanilla
1 1/2 C	carrots, finely shredded
1/4 C	pecans, chopped
1/4 C	golden raisins

You don't need lots of oil and eggs to make a rich-tasting bread—as this recipe shows.

1. Preheat oven to 350 °F. Lightly oil two, 9- by 5-inch loaf pans.
2. Stir together dry ingredients in large mixing bowl. Make well in center of dry mixture.
3. In separate bowl, mix together remaining ingredients. Add mixture all at once to dry ingredients. Stir just enough to moisten and evenly distribute carrots.
4. Turn into prepared pan. Bake for 50 minutes or until toothpick inserted in center comes out clean.
5. Cool for 5 minutes in pan. Remove from pan and complete cooling on wire rack before slicing.

Yield: 2 loaves
Serving size: 1/2-inch slice
Each serving provides:
Calories: 99
Total fat: 3 g
Saturated fat: less than 1 g
Cholesterol: 12 mg
Sodium: 97 mg
Total fiber: 1 g
Protein: 2 g
Carbohydrates: 17 g
Potassium: 69 mg

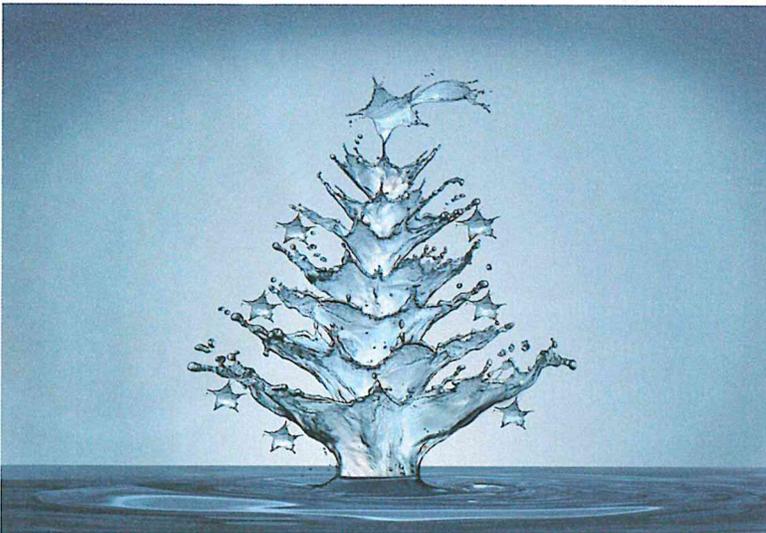


THE FLOW

CUSTOMER NEWSLETTER

December 2019 Edition

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



FROM THE DESK OF
JEFF HUDSON, CEO

*Merry Christmas &
Happy Holidays!*

When I was a kid in the 1970s one of my all-time favorite Christmas gifts was a Big Wheel Tricycle. That powerful red, blue, and yellow machine was awe-inspiring with its new plastic and stickers. For those of you not familiar with the Big Wheel, it was a low-rider that would spin around when you pulled the brake on one of the rear wheels. I think the Big Wheel was almost as iconic

as the famous slinky, hula-hoop, or Teddy Ruxpin.

Though I did not know it at the time, I know now that I was very fortunate to have such a toy. There are many children in communities across America that are less fortunate. I am reminded of the statement made by the English preacher born in 1510, John Bradford. Bradford said "There, But for the grace of God, go I." Many of my co-workers at ONWASA feel the same way. That is why we have a toy drive at our water utility every year for Onslow Community Outreach's Christmas Cheer Program. Onslow is our home and we love being able to give back to our community.



I am truly thankful for the employees of ONWASA. They serve the public every day through their efforts to provide clean, safe drinking water. They volunteer in the community. And they donate to many worthwhile causes. Merry Christmas and Happy Holidays from our ONWASA family to yours!



Sometimes disaster recovery takes a long time. Congratulations to one of our utility partners, Jones-Onslow EMC who recently held a grand reopening and ribbon cutting (picture) of their main office in Jacksonville which was severely damaged in Florence!

ONWASA is still recovering from Florence, with multiple pending reconstruction and repair projects at the Northwest Water Reclamation Facility near Richlands. Complete recovery is estimated to take at least 18 to 24 additional months as the plant is reconstructed to better withstand flood events.

Winter Weather Tips

1. Disconnect and drain outdoor hoses

Detaching the hose allows water to drain from the pipe so an overnight freeze doesn't burst the faucet or the pipe it's connected to. Consider purchasing faucet covers.

2. Insulate pipes and faucets in unheated areas

Wrap all water pipes in unheated areas (such as the garage, attic or crawl space) before temperatures plummet. Even ¼" of newspaper can provide some degree of insulation and protection to exposed pipes.

3. Consider installing "heat tape"

Install "heat tape" or similar materials on all exposed water pipe (i.e. exterior pipe, or pipe located where the temperature might drop below freezing). Use only UL-listed products and follow the manufacturer's instructions.

4. Eliminate cold air sources near water lines

Seal cracks with caulk and weather-proofing near exposed pipes. Winter winds can quickly freeze exposed water pipes.

5. Locate the shut-off valve

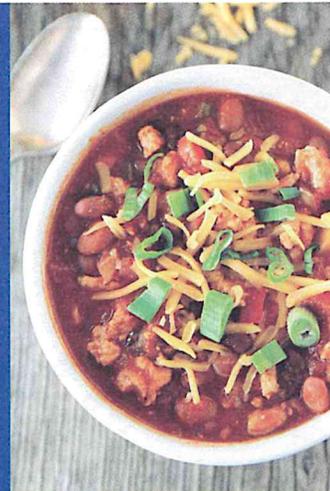
The main shut off valve turns water off to the entire house. It can usually be found where the water line enters your house or near the water heater or washing machine. Paint it a bright color and make sure everyone in the household knows where it is. This can become especially important should you have a leak.

6. Open cabinet doors

Opening cabinet doors in the kitchen and bathroom allows warmer air to circulate around the plumbing. Be sure to move any harmful cleaners or chemicals away from the reach of children

Try a healthier chili recipe!

*Turkey Chili courtesy of
UNC Healthcare!*



INGREDIENTS

- ◆ 1 tablespoon extra-virgin olive oil
- ◆ 1 pound lean ground turkey
- ◆ 1 large yellow onion, chopped
- ◆ 1 teaspoon garlic powder
- ◆ 1 teaspoon salt
- ◆ 1/2 teaspoon black pepper
- ◆ 2 large sweet potatoes, peeled and diced
- ◆ 1 15-ounce can black beans, rinsed and drained
- ◆ 1 cup uncooked quinoa
- ◆ 2-3 cups low-sodium chicken stock
- ◆ 1 28-ounce can crushed tomatoes
- ◆ 2 teaspoons cumin
- ◆ 1 tablespoon chili powder
- ◆ 2 teaspoons chipotle chili pepper
- ◆ Serve with: avocado, shredded cheese and sour cream

INSTRUCTIONS

1. Heat the olive oil in a large skillet.
2. Add the turkey, chopped onion, garlic powder, salt and pepper.
3. Brown the turkey, then transfer to slow cooker.
4. In the slow cooker, add the chopped sweet potatoes, black beans, quinoa, 2 cups chicken stock, crushed tomatoes, cumin, chili powder and chipotle chili pepper. Mix it all up.
5. Cover and cook on high for 3-4 hours or low for 5-6 hours, until the potatoes are tender. Stir in additional chicken stock if the chili is too thick.
6. Keep warm and eat chili!

What if it's too late? What if my pipes have frozen?

During extended cold weather events pipes can freeze even if you take all the proper precautions. If you turn on a faucet and only a trickle comes out, it is likely a frozen pipe. Keep the faucet open. As you treat the frozen pipe and the frozen area begins to melt, water will begin to flow through the frozen area. Running water through the pipe will help melt ice in the pipe. If you think you know where the freeze occurred and want to try thawing it yourself, the easiest tool to use is a hair dryer with a low heat setting or a portable space heater. DO NOT under any circumstances use an open flame. Using the hair dryer, wave the warm air back and forth along the pipe. DO NOT heat only one spot on the pipe, as this can cause it to burst. If you don't have a hair dryer or a space heater, wrap the frozen section with rags or towels and pour warm water over them. Be careful when heating the pipe. It may already be broken and just not leaking because the water is frozen. When you thaw it out, the water could come gushing out. Be ready to run for the master shutoff valve if necessary. If you are unable to find the frozen pipe or are uncomfortable thawing the pipe yourself contact a licensed plumber.

THE FLOW

CUSTOMER NEWSLETTER

January 2020 Edition 228 Georgetown Road, Jacksonville, NC 28540 (910)455-0722 www.onwasa.com



FROM THE DESK OF
JEFF HUDSON, CEO

2020 Vision



Sitting down to write this newsletter I was struck by the significance of the changing year. We have moved not into just “any” year, but into the year 2020. That immediately brought to my mind 20/20 vision. Something many people wish they could achieve without corrective lenses or corrective surgery! But you know, vision is more than the ability for our eyes to come into focus.

Whether in business or in your own private endeavors it is important to be able to discern where you and the organization should be heading. Helen Keller was one of the most remarkable people in our nation’s history. As she put it: “The only thing worse than being blind is having sight but no vision.”

At ONWASA it is important that we look as far into our community’s future as possible. We know that the provision of healthy, reliable water service is crucial to our families as well as our businesses. Unfortunately, it is hard to see every aspect of the future. Recently we had a major meeting here at ONWASA to talk about future plants and infrastructure that we will need. The easy part of that discussion is engineering! We are very good at figuring out what type of plant and pump and motor and well to install. The financing isn’t even the problem! We have very good financial analysts who can tell us the least expensive way to build something. Even the science behind how to find good water is accessible to us. We have hydrogeologists that can help us plant huge production wells 600 or more feet into the ground to find good “raw” water.

Friends, the hard part is knowing how many houses and how many businesses and industries will be coming to our service area in 5, 10, 15 or 20+ years. We are growing rapidly here in Onslow. In the next 12 months I anticipate that we will be either in design or construction of at least one new water production facility and two wastewater facilities. In addition, we will continue to follow the largest construction program ever undertaken by our utility. No person’s vision and predictions of the future are perfect, but we are doing our level best to prepare for thousands of new residents of our beautiful community. Thank you for being a valued customer of ONWASA!

Federal Holidays and Observances

in the United States in 2020

Jan	1	Wednesday	New Year's Day
Jan	20	Monday	Martin Luther King Jr. Day
Feb	17	Monday	President's Day
May	25	Monday	Memorial Day
Jul	3	Friday	Independence Day (Observed)
Jul	4	Saturday	Independence Day
Sept	7	Monday	Labor Day
Oct	12	Monday	Columbus Day
Nov	11	Wednesday	Veterans Day
Nov	26	Thursday	Thanksgiving Day
Dec	25	Friday	Christmas Day

ONWASA 2020 Holidays

ONWASA's offices will be closed for business on the following days of the year. The utility's system control center is operated year-round and is able to dispatch crews to emergencies.

Jan	1	New Year's Day
Jan	20	Martin Luther King Jr. Day
April	10	Good Friday
May	25	Memorial Day
Jul	3	Independence Day
Sept	7	Labor Day
Nov	11	Veterans Day
Nov	26,27	Thanksgiving
Dec	24,25,28	Christmas

CARROT AND SPICE QUICK BREAD

(CARROTS ARE GOOD FOR YOUR VISION, RIGHT?)

INGREDIENTS

- ◆ 1/2 cup sifted all-purpose flour
- ◆ 1 cup whole-wheat flour
- ◆ 2 teaspoons baking powder
- ◆ 1/2 teaspoon baking soda
- ◆ 1/2 teaspoon ground cinnamon
- ◆ 1/4 teaspoon ground ginger
- ◆ 1/3 cup trans fat-free margarine, softened to room temperature
- ◆ 1/4 cup, plus 2 tablespoons, firmly packed brown sugar
- ◆ 1/3 cup skim milk
- ◆ 2 tablespoons unsweetened orange juice
- ◆ 2 egg whites, or egg substitute equivalent to 1 egg, beaten
- ◆ 1 teaspoon vanilla extract
- ◆ 1 teaspoon grated orange rind
- ◆ 1 1/2 cups shredded carrots
- ◆ 2 tablespoons golden raisins
- ◆ 1 tablespoon finely chopped walnuts

INSTRUCTIONS

Heat oven to 375 F. Spray 2 1/2-by-4 1/2-by-8 1/2-inch loaf pan with cooking spray.

In a small bowl, combine first 6 dry ingredients. Set aside.

Using a mixer, or stirring vigorously by hand, cream margarine and sugar in a large bowl. Beat in milk, orange juice, egg, vanilla and orange rind. Stir in carrots, raisins and walnuts. Add reserved dry ingredients. Mix well.

Spoon batter into loaf pan. Bake for 45 minutes, or until wooden pick inserted in center comes out clean. Cool in pan 10 minutes. Remove from pan and let cool completely on wire rack.

Serving Size: 1/2-inch slice

110 Calories	2g Protein
15g Total carbohydrate	6g Added sugars
1g Dietary fiber	82mg Sodium
1g Saturated fat	Cholesterol—trace
5g Total fat	2g Monounsaturated fat
0g Trans fat	

Courtesy of the Mayo Clinic.



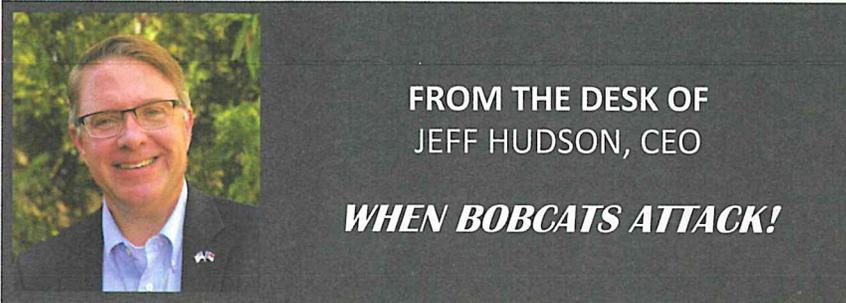
*Avoid
clogged
plumbing!*

*Never pour fats, oils, or
grease down drains!*

THE FLOW

CUSTOMER NEWSLETTER

February 2020 Edition 228 Georgetown Road, Jacksonville, NC 28540 (910)455-0722 www.onwasa.com



FROM THE DESK OF
JEFF HUDSON, CEO

WHEN BOBCATS ATTACK!



After nearly 27 years of work I thought I had seen about every type of crisis. Difficult personnel problems, building construction disasters, tornado and hurricane responses, school fires, sophisticated cyber-attacks, and even water reclamation plant that went underwater in Florence. Recently though, ONWASA experienced something I've never seen before ... a Bobcat attack!

When I write "Bobcat attack", I don't mean that ONWASA staff tangled with the medium-sized North American wild cat that ranges from southern Canada to central Mexico. Although that sort of bobcat attack would also be new for me! Rather, I am talking about an early-morning human rampage using a Bobcat-brand compact loader. The picture above shows one of five ONWASA service trucks that was totaled by an intruder driving a stolen Bobcat into the ONWASA field operations compound in Jacksonville. Thankfully, no person was harmed during the break-in. I must say that the intruder really did a number on those service trucks! According to our insurance adjusters, total vehicle damage was over \$74,000. Our compound also took some damage.

ONWASA owes a debt of thanks to the Jacksonville Police Officers that arrived on-scene and arrested the perpetrator. Several of our personnel were delayed leaving the office the day after the event, but we were able to make arrangements to get our work done. This incident emphasized to me that we simply don't know what tomorrow will hold. No matter what your business is, it is best to be prepared. For a utility that provides a critical need such as water, being prepared for unexpected difficulties is especially important.

One of the key aspects of being prepared is excellent financial management. During January's Board of Director's meeting, our Chief Financial Officer, Ms. Tiffany Riggs was recognized for receiving an "Excellence in Financial Reporting" award for the 13th consecutive year! Through the efforts of Ms. Riggs and our Finance Department, we have been good stewards of the money we earn from you, our customer. When a crisis such as a hurricane or a Bobcat attack happen, we have the funding to put solutions in place so we can keep the water flowing! I am proud to work with great employees that are able to deal with even the most unusual things to meet our community's need for clean, healthy water.

Leaks Cost Money!

The average household's leaks can account for nearly 10,000 gallons of water wasted every year and ten percent of homes have leaks that waste 90 gallons or more per day. Common types of leaks found in the home are worn toilet flappers, dripping faucets, and other leaking valves. These types of leaks are often easy to fix, requiring only a few tools and hardware that can pay for themselves in water savings. Fixing easily corrected household water leaks can save homeowners about 10 percent on their water bills.

To check for leaks in your home, you first need to determine whether you're wasting water and then identify the source of the leak. Here are some tips for finding leaks:

- ◆ Take a look at your water usage during a colder month, such as January or February. If a family of four exceeds 12,000 gallons per month, there are serious leaks.
- ◆ Check your water meter before and after a two-hour period when no water is being used. If the meter changes at all, you probably have a leak.
- ◆ Identify toilet leaks by placing a drop of food coloring in the toilet tank. If any color shows up in the bowl after 10 minutes, you have a leak. (Be sure to flush immediately after the experiment to avoid staining the tank.)
- ◆ Examine faucet gaskets and pipe fittings for any water on the outside of the pipe to check for surface leaks.



Congratulations to Mr. Eddie Caron, who retired from ONWASA after more than 33 years service to the community! Pictured here, Mr. Caron (on the right) receives a retirement clock from Director Greg Hines. Mr. Caron most recently held the position of Utility Superintendent for Wastewater.

Winter Crisp

Only 1 tablespoon of margarine is used to make the crumb topping of this cholesterol-free, tart and tangy dessert.

INGREDIENTS

FOR FILLING

- 1/2 C sugar
- 3 Tbsp all-purpose flour
- 1 tsp lemon peel, grated
- 3/4 tsp lemon juice
- 5 C apples, unpeeled, sliced
- 1 C cranberries

FOR TOPPING

- 2/3 C rolled oats
- 1/3 C brown sugar, packed
- 1/4 C whole wheat flour
- 2 tsp ground cinnamon
- 1 Tbsp soft margarine, melted

INSTRUCTIONS

1. Prepare filling by combining sugar, flour, and lemon peel in medium bowl.
2. Mix well. Add lemon juice, apples, and cranberries. Stir to mix. Spoon into 6-cup baking dish.
3. Prepare topping by combining oats, brown sugar, flour, and cinnamon in small bowl. Add melted margarine. Stir to mix.
4. Sprinkle topping over filling. Bake in 375 °F oven for approximately 40–50 minutes or until filling is bubbly and top is brown.
5. Serve warm or at room temperature.

Yield: 6 servings

Serving size: 1, 3/4-inch by 2-inch piece

Each serving provides:

Calories: 252
Total fat: 2 g
Saturated fat: less than 1 g
Cholesterol: 0 mg
Sodium: 29 mg
Total fiber: 5 g
Protein: 3 g
Carbohydrates: 58 g
Potassium: 221 mg

(Courtesy of the National Heart, Lung, and Blood Institute)

THE FLOW

CUSTOMER NEWSLETTER

March 2020 Edition 228 Georgetown Road, Jacksonville, NC 28540 (910)455-0722 www.onwasa.com



FROM THE DESK OF
JEFF HUDSON, CEO

Important Numbers



As a husband there are some important numbers I better know. My anniversary date, for example! As a dad I need to keep track of my son's grades. At work there are many more numbers for me to pay attention to. There are budget numbers, response times, transactions processed, schedules, benefit costs ... and the list goes on and on. All of those numbers are important whether they represent time, money, or quantities of things. Numbers often drive decisions.

There is another number that will soon directly affect my family and my job and YOUR family. That is the census number for Onslow County. In this March newsletter I am asking you to look ahead to Census Day on April 1, 2020.

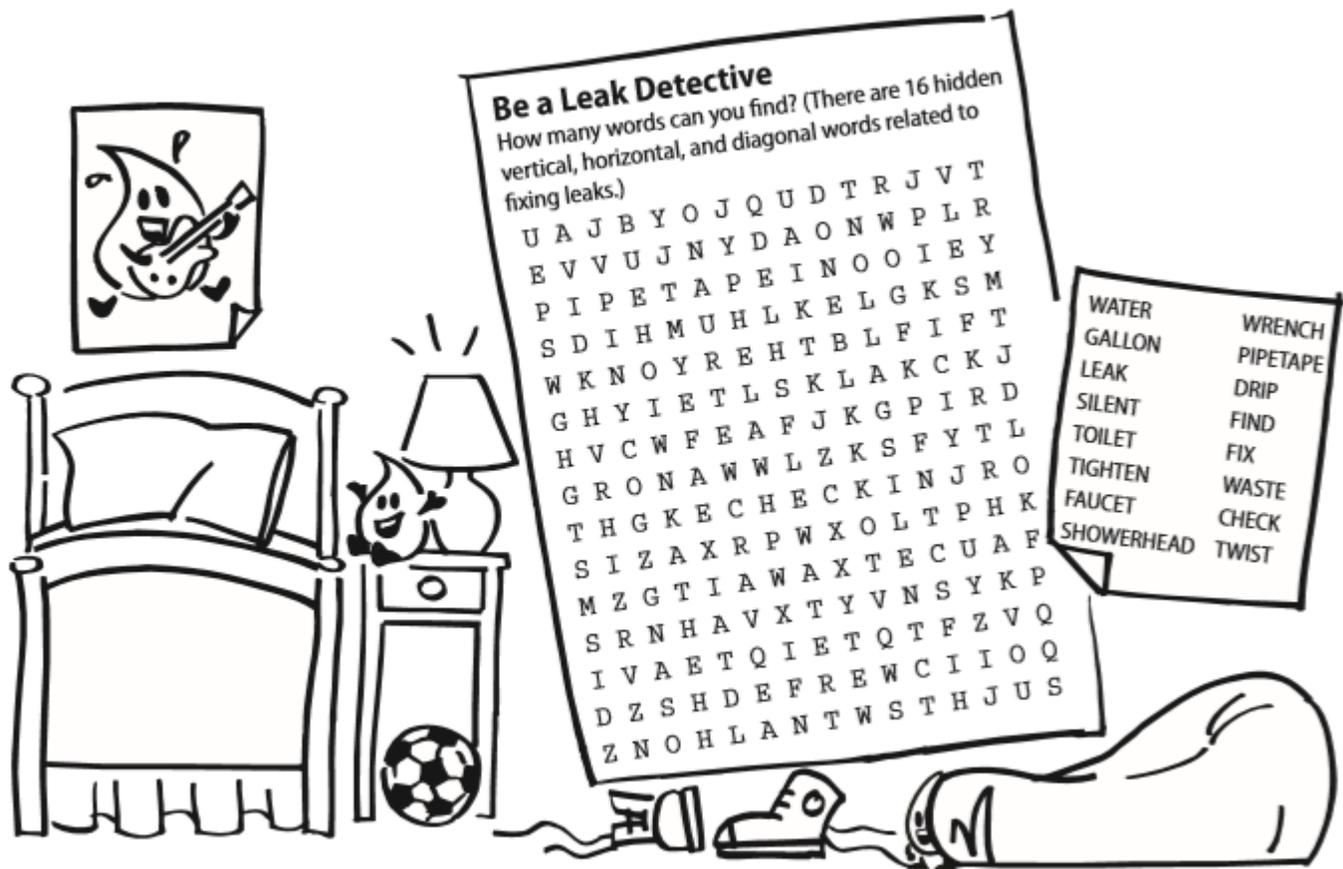
An accurate Census is vital to the success of Onslow. This community lost more than \$402 million in federal and state funds that could have come to Onslow County in the decade since the 2010 Census. That's because more than 22,000 persons were not counted here. The Census is an empirical count of everyone living in the US on April 1, 2020 and that Census number stays with communities for ten years. That's right, we have to LIVE WITH THAT NUMBER for 10 years!

Some military residents did not fill out their Census because they falsely thought that it would change their residency status they use for taxes. IT DOES NOT! That personal piece of information and any other personal information cannot be disclosed to the IRS or any other agency or organization. It's a federal crime, and Census workers take a lifetime oath to never disclose personal information.

But your information combined with others makes up a count of everyone in the US. That count is used to determine how much federal and state funds come to our area. It also determines how the US House of Representatives, the NC Senate and NC House are redistricted. The Data is valuable for businesses and companies consider locating here.

Filling out the Census is easy. You can do it online, by phone or if you want a paper form to fill out, you can do it that way also. Onslow County will open the library branches for people without internet access to fill out their forms.

Think about what Onslow County could have done if \$402 million had come into our community over the last decade. It could have benefited schools, infrastructure and programs that help our residents. If a high census count brought more grant money for water and sewer utilities it would help us keep our water rates low! Please, fill out your Census form!



SHAMROCK & GOLD SMOOTHIE RECIPE

Go Green on St. Patrick's Day! (March 17)

INGREDIENTS

2/3 cup 100% apple juice
1/2 cup fresh baby spinach
2 cups frozen pineapple chunks, no sugar added
1 cup low-fat vanilla yogurt
1 banana

INSTRUCTIONS

Add apple juice and spinach leaves to blender.
Blend first to help make it smooth and avoid leafy chunks.
Place the remaining ingredients in the blender.
Blend until smooth and serve.

Nutrition Information per Serving (1 cup):

135 Calories
1g Total Fat
0g Saturated Fat
35mg Sodium
31g Total Carbs
24g Sugars
2g Dietary Fiber
2g Protein



Courtesy of the University of Nebraska - Lincoln.

March 23, 2020

Dear Friend:



O: 910.455.0722

F: 910.347.0793

onwasa.com

228 Georgetown Rd
Jacksonville, NC 28540

For the last 3 years I've been sending you a newsletter. This month I chose to write to you because of the extraordinary situation we are facing. I wonder if our ancestors knew that they were living in historic times at the start of the Revolutionary War, or during the Great Depression, or the early days of WWII?

The future will certainly remember 2019 and 2020 and the war against COVID-19. I have no control over the vast medical resources of America. Like you, I pray for our medical community and ask the Lord to bring us a vaccine or a treatment for this disease. Despite the bad news, I want to give you a few words of encouragement.

- ◆ Your water is safe. ONWASA maintains a closed water system that uses chlorine disinfection.
- ◆ Like everyone, our employees are human and are at risk of encountering COVID-19. To minimize exposure, we have established teams that work staggered schedules.
- ◆ We have signed mutual aid agreements with other utilities to make sure we have employee backups in case members of our team become sick.
- ◆ To better serve you, we have expanded free services. You can go online and make payments or start and stop water service at onwasa.com. You can also pay by phone at 1-877-302-2787 or drop-box at the Towns of Holly Ridge, Swansboro, Richlands and at the ONWASA main office. We have partnered with Jones-Onslow EMC to establish free payment kiosks here:
 - Jones Onslow EMC Kiosk at 259 Western Blvd, Jacksonville
 - Jones Onslow EMC Kiosk at 1225 NC Hwy 210, Sneads Ferry
 - Handy Mart Convenience Store at 701 W Corbett, Swansboro
 - Handy Mart Convenience Store at 5506 Richlands Hwy, Jacksonville
- ◆ We know that this is a crisis. To help you financially, we have halted all disconnects for non-payment between March 15th and April 15th. During this time all late or non-payment charges are also waived. Normal water usage charges still apply.
- ◆ While ONWASA's lobby remains closed to the public you can still contact our office at 910-455-0722. Our call center remains open M-F, 8-5. Call us with any question about either current or new services!
- ◆ ONWASA is defined by the US Department of Homeland Security as Essential Critical Infrastructure which is NOT subject to closure. We will be at work 365 days to the year to make sure your water service is uninterrupted.

I can truthfully tell you that every one of our employees are committed to our mission and to you. May God bless us at this critical time. My prayer is that you and yours remain healthy and that we pass through this time quickly!

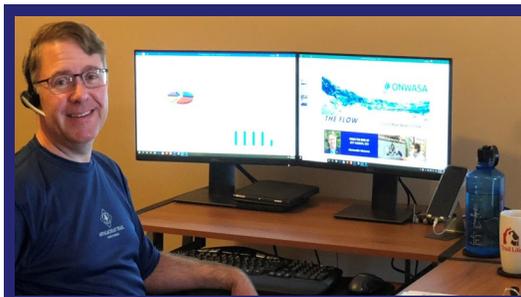
Sincerely

Jeffrey Hudson
CEO

THE FLOW

CUSTOMER NEWSLETTER

May 2020 Edition 228 Georgetown Road, Jacksonville, NC 28540 (910)455-0722 www.onwasa.com



FROM THE DESK
OF
JEFF HUDSON, CEO

*Memorable
Moments*



I am writing this newsletter on April 16th. I sincerely hope that by the time you receive this correspondence our country has “flattened the curve” of the Coronavirus Pandemic, that our stay-at-home order has been lifted and that we have begun strong economic recovery. I was speaking to my teenage son the other day about how different generations have “memorable moments”. Some shared common experience that fixes itself in our minds for as long as we live. Often, people say that they remember exactly where they were and what they were doing when some specific event happened. Maybe it was a positive event like when Neal Armstrong set foot on the moon. But often it is negative, like when JFK was shot, the Challenger disaster, or September 11th. For our children, the long COVID-19 quarantine might be a long, drawn-out “moment”.

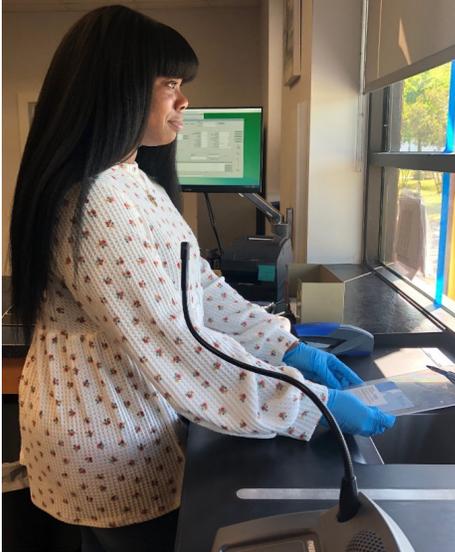
Like you, I am thankful that the death-toll has been much less than predicted. That doesn't change the tragedy of even a single individual loss of life. But it could have been so much worse. The only reason it was not was the action of every American who fought the spread by distancing themselves from others. People and businesses that could took extraordinary action, isolated or distanced themselves. But not everyone could do so.

Our healthcare community along the full continuum of care from paramedics to nurses, doctors and pharmacists are rightfully our new heroes. Thank you dear people! But I also want to thank the people behind the scenes who are called “Essential Critical Infrastructure” workers by the Federal Government. Those people kept food on the store shelves, power on, trash picked up, our internet working, and yes ... our water running.

I wrote to you on March 23rd and told you that our water was safe. It is still safe through the efforts of the public servants I work with at ONWASA. Friends, a 30-million dollar water plant does not run itself. Underground mains do not repair themselves. Wastewater plants don't keep the environment clean without operators. Your water utility employees are doing whatever it takes. We began separation through alternating shifts, isolated employees, issued protective gear, covered vacancies during quarantines, and began remote operations. Our employees are your family, friends and neighbors. They are still working 24/7 and it is my great honor to serve with them!

Thank you

Critical Infrastructure
Workers!



Toilet Paper Shortages!

Perhaps one of the most bizarre aspects of the COVID-19 crisis has been the lack of toilet paper! While there are all sorts of online jokes about the lack of TP, the truth is that toilet paper is hard to find!

Although ONWASA's main business is the supply of safe, clean drinking water, the utility does operate four wastewater plants and hundreds of miles of wastewater collection lines. In the last few weeks there have been real problems with people flushing moist toilet wipes and pouring fats, oils, and grease down the sink. Do not do that!

EVEN IF MOIST TOILET WIPES SAY THEY CAN BE FLUSHED, THEY CANNOT! Do not use rags. Do not use paper towels. Please use toilet paper only! Wake up early, take precautions for your safety, and go to a store early in the morning for that elusive toilet paper! Think of it as a treasure hunt!

Pouring oil or grease down the drain will cause a blockage in your sewer line. That is a cleanup you do NOT want to deal with!



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ONWASATM

**Onslow Water & Sewer Authority
Budget Ordinance
Fiscal Year 2020-2021**

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

SECTION I. It is estimated that the following revenues will be available for the Fiscal Year beginning July 1, 2020 and ending June 30, 2021:

FY 2020-2021 Revenue

Water Revenue	\$18,300,000
Sewer Revenue	4,077,491
System Development Fees - Water	1,400,000
System Development Fees - Wastewater	800,000
Operating Fees and Charges	1,652,500
Fund Balance Appropriated	1,392,200
Fund Balance Appropriated - Transfer to Capital Projects	930,000
Interest Income	225,000
Miscellaneous Income	25,000

Total Operating Revenue	\$28,802,191
--------------------------------	---------------------

Estimated appropriated balances for the following funds carried forward into FY 2020:

Restricted Fund	\$2,572,773
Replacement Fund	\$2,504,151

Capital Projects

Hargett Street & Shore Drive Pump Station Rehabilitation	390,000
Swansboro WWTP Renovation or Replacement	28,000,000
Swansboro WWTP Infiltration Pond Flow Meters	165,000
Piney Green Sewer Phase II – Hickory Grove Lagoon closure	1,234,790
Heather Loop Road Gravity Sewer Improvements	150,000
Kenwood/Bishop's Ridge Sewer Service Extension	2,325,000
Southwest Service Area Upgrades Project II	3,500,000
Holly Ridge WWTP and Summerhouse WRF Capacity Assessment	150,000
Summerhouse WRF Infiltration Pond Capacity	650,000
Laboratory and Warehouse Additions	3,800,000
Emergency Power Systems Upgrades	850,000
Building Roof Replacements	850,000
Water Main Interconnections Phase II	817,500
Pumping Station Assessment/Rehabilitation	850,000
Northwest Regional WRF Hurricane Florence	5,000,000
Disaster Recovery	1,000,000
HWY 24 Regional Trunk Main Replacement	15,000,000

Total Capital Projects	\$64,732,290
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Total Prior Year Appropriations	\$69,809,214
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Total Revenue	<u>\$98,611,405</u>
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SECTION II. The following amounts are hereby appropriated for the operation of the Onslow Water & Sewer Authority and its activities for the Fiscal Year beginning July 1, 2020 and ending June 30, 2021:

Operating Fund	
Administrative Departments	\$8,542,926
Operations Departments	13,355,821
Transfer to Capital Projects	930,000
Contingency	71,000
Salary Reserve	58,000
Debt Service	<u>5,844,444</u>
Total Operating Revenue	\$28,802,191
Restricted Fund	\$2,572,773
Replacement Fund	\$2,504,151
Capital Projects	
Hargett Street & Shore Drive Pump Station Rehabilitation	390,000
Swansboro WWTP Renovation or Replacement	28,000,000
Swansboro WWTP Infiltration Pond Flow Meters	165,000
Piney Green Sewer Phase II – Hickory Grove Lagoon closure	1,234,790
Heather Loop Road Gravity Sewer Improvements	150,000
Kenwood/Bishop's Ridge Sewer Service Extension	2,325,000
Southwest Service Area Upgrades Project II	3,500,000
Holly Ridge WWTP and Summerhouse WRF Capacity Assessment	150,000
Summerhouse WRF Infiltration Pond Capacity	650,000
Laboratory and Warehouse Additions	3,800,000
Emergency Power Systems Upgrades	850,000
Building Roof Replacements	850,000
Water Main Interconnections Phase II	817,500
Pumping Station Assessment/Rehabilitation	850,000
Northwest Regional WRF Hurricane Florence	5,000,000
Disaster Recovery	1,000,000
HWY 24 Regional Trunk Main Replacement	<u>15,000,000</u>
Total Capital Projects	\$64,732,290
Total Appropriations	<u><u>\$98,611,405</u></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 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 require ONWASA match 401K contributions for each 401K contributing employee; ONWASA match shall not exceed 3%.

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 ____day of May 2020.

Jerry Bittner, Chairman

Attest:

Heather Norris, Clerk to the Board

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**ONSWLOW WATER & SEWER AUTHORITY
BUILDING ROOF REPLACEMENTS
PROJECT NUMBER CIP-001**

AMENDED PROJECT ORDINANCE

BE IT ORDAINED by the Board of Directors of Onslow Water & Sewer Authority (ONWASA) that, pursuant to Section 13.2 of Chapter 159 of the General Statutes of North Carolina, the following Building Roof Replacements Project is hereby adopted:

Section I.

The Building Roof Replacements Project shall consist of the design, permitting and construction necessary to complete roof replacement work at the ONWASA Central Office Complex Administration Building, as the first phase of a multiple year project to address roof repairs or replacement system-wide. Based on a preliminary evaluation completed in 2017, many roofs at field facilities have also met or exceeded their design life or have developed leaks during heavy rain events. This work will be prioritized in order to address those facilities with roofs in the worst condition when evaluated, in order to prevent major failures that can damage building contents and structural members.

Section II.

The officers of Onslow Water & Sewer Authority are hereby directed to proceed with the Building Roof Replacements Project, Project Number CIP-001.

Section III.

The following revenue is anticipated to be available to complete the project:

Fund Balance	\$ 850,000
Total	<u>\$ 850,000</u>

Section IV.

The following amounts are appropriated for the project:

Professional Services, Admin, Permits	\$ 70,000
Construction	\$ 780,000
Total	<u>\$ 850,000</u>

Section V.

The Finance Officer is hereby directed to maintain within the Water & Sewer Fund sufficient specific detailed accounting records to provide the accounting required by federal and state regulations and in accordance with generally accepted accounting procedures.

Section VI.

The Finance Officer is directed to report monthly on the financial status of the project and on the total revenues received.

Section VII.

The Budget Officer is directed to include an analysis of past and future cost and revenues on this project as a part of every budget submission made to this Board.

Section VIII.

Copies of this Building Roof Replacements Project Ordinance shall be made available to the Budget Officer for direction in carrying out these projects.

Adopted this 21st day of May, 2020.

ONSLOW WATER & SEWER
AUTHORITY - BOARD OF
DIRECTORS

Jerry Bittner, Chairman

Heather Norris, Clerk to the Board

Project Ordinance
Building Roof Replacements
Project Number CIP-001
Budget Amendment
May 21, 2020

Budget Amendment – Fund 40/61

Department Number	General Ledger Name	General Ledger Number	Amount
	Revenue – Transfer from Operating	3709981	\$80,000
8781	Expenditure – Professional Services	8810400	(\$43,000)
8781	Expenditure - Construction	8815800	\$123,000
	Revenue – Transfer to Capital Projects	3919940	\$80,000
9910	Expenditure – Transfer to Capital Projects	8000040	\$80,000

**ONslow WATER & SEWER AUTHORITY
LABORATORY ADDITION AND WAREHOUSE RENOVATIONS
PROJECT NUMBER CIP-002**

AMENDED PROJECT ORDINANCE

BE IT ORDAINED by the Board of Directors of Onslow Water & Sewer Authority (ONWASA) that, pursuant to Section 13.2 of Chapter 159 of the General Statutes of North Carolina, the following Laboratory Addition and Warehouse Renovations Project is hereby adopted:

Section I.

The Laboratory Addition and Warehouse Renovations Project shall consist of the design, permitting, and construction of a new building adjacent to the Administration Building at the Central Office Complex that will contain a water quality testing laboratory, primary computer server room and additional office space, as well as a new freestanding parts and equipment warehouse adjacent to the main vehicle parking area at the same location. The laboratory is currently housed in a stand-alone modular building that has exceeded its original service life, and the new warehouse will provide more protected storage space in addition to serving as a central dispatching point for Field Operations crews.

Section II.

The officers of Onslow Water & Sewer Authority are hereby directed to proceed with the Laboratory Addition and Warehouse Renovations Project , Project Number CIP-002.

Section III.

The following revenue is anticipated to be available to complete the project:

Future Financing	\$ 3,800,000
Total	<u>\$ 3,800,000</u>

Section IV.

The following amounts are appropriated for the project:

Professional Services, Admin, Permits (Laboratory)	\$ 325 ,000
Professional Services, Admin, Permits (Warehouse)	\$ 185,000
Construction (Laboratory)	\$ 2,375,000
Construction (Warehouse)	\$ 915,000
Total	<u>\$ 3,800,000</u>

Section V.

The Finance Officer is hereby directed to maintain within the Water & Sewer Fund sufficient specific detailed accounting records to provide the accounting required by federal and state regulations and in accordance with generally accepted accounting procedures.

Section VI.

The Finance Officer is directed to report monthly on the financial status of the project and on the total revenues received.

Section VII.

The Budget Officer is directed to include an analysis of past and future cost and revenues on this project as a part of every budget submission made to this Board.

Section VIII.

Copies of this Laboratory Addition and Warehouse Renovations Project Ordinance shall be made available to the Budget Officer for direction in carrying out these projects.

Adopted this 21st day of May, 2020.

ONSLOW WATER & SEWER
AUTHORITY - BOARD OF
DIRECTORS

Jerry Bittner, Chairman

Heather Norris, Clerk to the Board

Project Ordinance
Laboratory Addition and Warehouse Renovations Project
Project Number CIP-002
Budget Amendment
May 21, 2020

Budget Amendment – Fund 42

Department Number	General Ledger Name	General Ledger Number	Amount
8203	Revenue – Future Financing	3809940	\$1,700,000
8203	Expenditure – Professional Services (Laboratory)	8203400	(\$25,000)
8203	Expenditure – Construction (Laboratory)	8235800	\$625,000
8203	Expenditure – Professional Services (Warehouse)	8203400	\$185,000
8203	Expenditure – Construction (Warehouse)	8235800	\$915,000

**ONSTLOW WATER & SEWER AUTHORITY
EMERGENCY POWER SYSTEMS UPGRADES
PROJECT NUMBER CIP-011**

PROJECT ORDINANCE

BE IT ORDAINED by the Board of Directors of Onslow Water & Sewer Authority (ONWASA) that, pursuant to Section 13.2 of Chapter 159 of the General Statutes of North Carolina, the following Emergency Power Systems Upgrades Project is hereby adopted:

Section I.

The Emergency Power Systems Upgrades Project shall consist of the design, permitting and construction necessary to complete 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.

Section II.

The officers of Onslow Water & Sewer Authority are hereby directed to proceed with the Emergency Power Systems Upgrades Project, Project Number CIP-011.

Section III.

The following revenue is anticipated to be available to complete the project:

Fund Balance	\$ 850,000
Total	<u>\$ 850,000</u>

Section IV.

The following amounts are appropriated for the project:

Professional Services, Admin, Permits	\$ 50,000
Construction	\$ 800,000
Total	<u>\$ 850,000</u>

Section V.

The Finance Officer is hereby directed to maintain within the Water & Sewer Fund sufficient specific detailed accounting records to provide the accounting required by federal and state regulations and in accordance with generally accepted accounting procedures.

Section VI.

The Finance Officer is directed to report monthly on the financial status of the project and on the total revenues received.

Section VII.

The Budget Officer is directed to include an analysis of past and future cost and revenues on this project as a part of every budget submission made to this Board.

Section VIII.

Copies of this Emergency Power Systems Upgrades Project Ordinance shall be made available to the Budget Officer for direction in carrying out these projects.

Adopted this 21st day of May, 2020.

ONslow WATER & SEWER
AUTHORITY - BOARD OF
DIRECTORS

Jerry Bittner, Chairman

Heather Norris, Clerk to the Board

Project Ordinance
 Emergency Power Systems Upgrades
 Project Number CIP-011
 Budget Amendment
 May 21, 2020

Budget Amendment – Fund 40/61

Department Number	General Ledger Name	General Ledger Number	Amount
	Revenue – Transfer from Operating	3709988	\$850,000
8787	Expenditure – Professional Services	8870400	\$50,000
8787	Expenditure - Construction	8875800	\$800,000
	Revenue – Transfer to Capital Projects	3919940	\$850,000
9910	Expenditure -Transfer to Capital Projects	8000040	\$850,000

**ONSWLOW WATER & SEWER AUTHORITY
PUMPING STATION ASSESSMENT/REHABILITATION
PROJECT NUMBER CIP-016**

AMENDED PROJECT ORDINANCE

BE IT ORDAINED by the Board of Directors of Onslow Water & Sewer Authority (ONWASA) that, pursuant to Section 13.2 of Chapter 159 of the General Statutes of North Carolina, the following Pumping Station Assessment/Rehabilitation Project is hereby adopted:

Section I.

The Pumping Station Assessment/Rehabilitation Project consists of a multi-year study to evaluate the 72 wastewater pumping stations operated and maintained by ONWASA. These vary widely in age, condition and configuration, but all are critical to the continued delivery of wastewater to treatment facilities. Under this project, funds will be used to systematically evaluate each station, including: documenting existing equipment; estimating remaining service life; recommending the work needed to address any deficiencies; and, ranking the individual priority of each station to the collection system. Funding is also included to initiate design, permitting, and construction for rehabilitation projects at the highest priority locations.

Section II.

The officers of Onslow Water & Sewer Authority are hereby directed to proceed with the Pumping Station Assessment/Rehabilitation Project, Project Number CIP-016.

Section III.

The following revenue is anticipated to be available to complete the project:

Future Financing	\$ 850,000
Total	<u>\$ 850,000</u>

Section IV.

The following amounts are appropriated for the project:

Professional Services, Admin, Permits	\$ 350,000
Construction	\$ 500,000
Total	<u>\$ 850,000</u>

Section V.

The Finance Officer is hereby directed to maintain within the Water & Sewer Fund sufficient specific detailed accounting records to provide the accounting required by federal and state regulations and in accordance with generally accepted accounting procedures.

Section VI.

The Finance Officer is directed to report monthly on the financial status of the project and on the total revenues received.

Section VII.

The Budget Officer is directed to include an analysis of past and future cost and revenues on this project as a part of every budget submission made to this Board.

Section VIII.

Copies of this Pumping Station Assessment/Rehabilitation Project Ordinance shall be made available to the Budget Officer for direction in carrying out these projects.

Adopted this 21st day of May, 2020.

ONSLOW WATER & SEWER
AUTHORITY - BOARD OF
DIRECTORS

Jerry Bittner, Chairman

Heather Norris, Clerk to the Board

Project Ordinance
Pumping Station Assessment/Rehabilitation
Project Number CIP-016
Budget Amendment
May 21, 2020

Budget Amendment – Fund 42

Department Number	General Ledger Name	General Ledger Number	Amount
	Revenue – Future Financing	3809940	\$700,000
8206	Expenditure – Professional Services	8206400	\$200,000
8206	Expenditure - Construction	8265800	\$500,000

**ONSLow WATER & SEWER AUTHORITY
HIGHWAY 24 REGIONAL TRUNK MAIN REPLACEMENT
PROJECT NUMBER CIP-017**

PROJECT ORDINANCE

BE IT ORDAINED by the Board of Directors of Onslow Water & Sewer Authority (ONWASA) that, pursuant to Section 13.2 of Chapter 159 of the General Statutes of North Carolina, the following Highway 24 Regional Trunk Main Replacement Project is hereby adopted:

Section I.

The Highway 24 Regional Trunk Main Replacement Project shall consist of the design, permitting, and construction necessary for the replacement of the existing trunk water main connecting the Hubert Water Treatment Plant with a booster pumping station in the Piney Green area. The existing 12-inch diameter trunk main has experienced multiple failures in recent years and this condition effectively limits the amount of water that can be moved from the plant to that portion of the distribution system.

Section II.

The officers of Onslow Water & Sewer Authority are hereby directed to proceed with the Highway 24 Regional Trunk Main Replacement Project, Project Number CIP-017.

Section III.

The following revenue is anticipated to be available to complete the project:

Future Financing	\$ 15,000,000
Total	<u>\$ 15,000,000</u>

Section IV.

The following amounts are appropriated for the project:

Professional Services, Admin, Permits	\$ 2,000,000
Construction	\$ 13,000,000
Total	<u>\$ 15,000,000</u>

Section V.

The Finance Officer is hereby directed to maintain within the Water & Sewer Fund sufficient specific detailed accounting records to provide the accounting required by federal and state regulations and in accordance with generally accepted accounting procedures.

Section VI.

The Finance Officer is directed to report monthly on the financial status of the project and on the total revenues received.

Section VII.

The Budget Officer is directed to include an analysis of past and future cost and revenues on this project as a part of every budget submission made to this Board.

Section VIII.

Copies of this Highway 24 Regional Trunk Main Replacement Project Ordinance shall be made available to the Budget Officer for direction in carrying out these projects.

Adopted this 21st day of May, 2020.

ONslow WATER & SEWER
AUTHORITY - BOARD OF
DIRECTORS

Jerry Bittner, Chairman

Heather Norris, Clerk to the Board

Project Ordinance
Highway 24 Regional Trunk Main Replacement
Project Number CIP-017
Budget Amendment
May 21, 2020

Budget Amendment – Fund 42

Department Number	General Ledger Name	General Ledger Number	Amount
	Revenue – Future Financing	3809940	\$15,000,000
8208	Expenditure – Professional Services	8208400	\$2,000,000
8208	Expenditure - Construction	8285800	\$13,000,000

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ONWASA
Proposed Budget FY 20-21
Summary of Revenue & Expenditures

Revenue	Operating	Annual Capital	Capital Projects	Total
Water/Sewer/Admin	\$24,094,991	\$1,392,200	\$930,000	\$26,417,191
System Development Fees - Water	1,400,000			1,400,000
Water Tap Fees	180,000			180,000
System Development Fees - Sewer	800,000			800,000
Sewer Tap Fees	5,000			5,000
Total	\$26,479,991	\$1,392,200	\$930,000	\$28,802,191

Expenditures	Operating	Capital	Capital Projects	Total
Administration	\$573,681			\$573,681
Adminstration - Operations	547,162			\$547,162
Information Technology	1,961,123	351,000		2,312,123
Finance	873,879			873,879
Engineering	711,778			711,778
Meters	1,535,811	30,600		1,566,411
Customer Service	1,514,827			1,514,827
Buildings & Grounds	1,095,757	20,000		1,115,757
Collections	1,514,060	430,800		1,944,860
Dixon WTP	1,716,876	314,800		2,031,676
Hubert WTP	2,072,543	165,000		2,237,543
Laboratory	416,336			416,336
Northwest Regional WRF	579,662			579,662
Southeast Regional WWTP	620,173			620,173
Swansboro WWTP	572,654			572,654
SCADA	406,905			406,905
Human Resources	255,077			255,077
Non-Departmental	735,150			735,150
Distribution	1,993,093	80,000		2,073,093
Wastewater Purchases	810,000			810,000
Debt Service	5,844,444			5,844,444
Salary Reserve	58,000			58,000
Contingency	71,000			71,000
Transfer to Capital Projects			930,000	930,000
Total	\$26,479,991	\$1,392,200	\$930,000	\$28,802,191

Revenue				
Revenue Line Item	FY 19-20 Adopted Budget	FY 19-20 YTD June Estimated	FY 20-21 Budget Recommended	FY 20-21 Budget Approved
Water Revenue	\$17,104,000	\$18,359,513	\$18,200,000	\$0
Sprinkler	101,000	103,000	100,000	-
System Development Fees - Water	1,400,000	2,260,725	1,400,000	-
Tap Fees - Water	180,000	200,984	180,000	-
Sewer Revenue	3,739,000	4,004,696	3,850,000	-
System Development Fees - Sewer	800,000	1,057,689	800,000	-
Tap Fees - Wastewater	5,000	1,383	5,000	-
Sewer Reservation Fees	227,492	227,492	227,491	-
Connection/Suspension Fees	1,000,000	1,019,979	950,000	-
Meter Sales	140,000	131,811	120,000	-
After Hours Calls	9,600	18,207	12,000	-
Service Call Fee	4,000	3,133	3,000	-
Inspection Fees	12,000	15,253	14,000	-
Service Charge	2,220	3,500	2,500	-
Late Fees	225,000	230,584	225,000	-
Sewer Billing Fees	75,000	76,396	75,000	-
Property Leases	30,000	27,660	27,500	-
Bad Check Fees	12,000	13,000	12,000	-
Tampering Fees	3,000	5,556	1,000	-
Interest Earned on Investments	200,000	612,621	225,000	-
Sale of Surplus Property	20,000	2,500	20,000	-
Fireflow	1,000	1,500	1,000	-
Line Flushing	250	1,000	1,000	-
Plan Review Fees	1,450	2,200	2,500	-
Plat Review Fees	200	150	200	-
Landlord Transfer Fee	500	350	300	-
Miscellaneous	25,000	54,383	25,000	-
Collection of Written Off Accounts	500	1,938	500	-
Letter of Credit/Property Letters	-	75	-	-
Fund Balance Approp-Capital Projects	2,440,000	-	930,000	-
Fund Balance Appropriated	1,391,791	-	1,392,200	-
Contributions	-	-	-	-
Total Revenue	\$29,150,003	\$28,437,278	\$28,802,191	\$0

Expenditure Statement - Administration

NAME	FY 19-20 Adopted Budget	Activity YTD March 20	Estimated FY 19-20	Department Requested FY 20-21 Budget	Management Recommended FY 20-21 Budget
SALARIES	370,418	273,865	365,153	316,949	217,088
LONGEVITY PAY	16,885	18,764	18,764	13,456	8,730
FICA	29,577	20,577	27,435	25,127	17,490
HOSPITALIZATION	81,945	49,933	66,578	75,036	68,468
DENTAL	1,617	972	1,296	1,213	809
VISION	295	179	239	221	148
LIFE INSURANCE	239	145	193	188	125
RETIREMENT	38,748	29,298	39,063	37,383	25,348
RETIREMENT (401K)	11,419	7,809	10,412	9,854	6,859
UNIFORMS	1,000	83	111	1,000	1,000
BOARD STIPEND/MEETINGS	18,600	13,500	18,000	18,600	18,600
PROFESSIONAL SERVICES	83,000	18,052	24,069	73,000	73,000
PROFESSIONAL SERVICES-LEGAL	65,000	9,810	13,080	65,000	40,000
POSTAGE	250	147	196	250	250
TELEPHONE	750	711	948	750	1,300
TRAVEL	5,980	275	367	4,980	3,980
TRAINING	1,000	465	620	700	400
DUES	2,266	1,959	2,612	2,151	2,051
MAINTENANCE AND REPAIR - AUTO	1,000	79	106	1,000	-
RENT - EQUIPMENT	22,000	9,808	13,077	22,000	22,000
OFFICE SUPPLIES	3,000	710	947	3,000	3,000
DEPARTMENTAL SUPPLIES	7,390	5,937	7,916	8,000	8,000
FUEL	1,400	502	669	1,400	-
CONTRACTED SERVICES	5,000	500	667	5,000	5,000
PROMOTION/PUBLIC RELATIONS	51,660	37,205	49,607	49,535	49,535
MISCELLANEOUS	500	60	80	500	500
TOTALS	\$820,939	\$501,343	\$662,203	\$736,293	\$573,681

Expenditure Statement - Administration Operations					
NAME	FY 19-20 Adopted Budget	Activity YTD March 20	Estimated FY 19-20	Department Requested FY 20-21 Budget	Management Recommended FY 20-21 Budget
SALARIES	-			395,435	395,435
LONGEVITY PAY	-			9,881	9,881
OVERTIME	-			500	500
FICA	-			29,618	29,618
HOSPITALIZATION	-			32,843	32,843
DENTAL	-			2,022	2,022
VISION	-			369	369
LIFE INSURANCE	-			313	313
RETIREMENT	-			44,147	44,147
RETIREMENT (401K)	-			11,615	11,615
UNIFORMS	-			1,400	1,400
POSTAGE	-			100	100
TELEPHONE	-			700	700
TRAVEL	-			2,724	2,724
TRAINING	-			2,295	2,295
DUES	-			1,710	1,710
MAINTENANCE AND REPAIR - AUTO	-			3,400	3,400
OPERATING PERMITS	-			500	500
OFFICE SUPPLIES	-			200	200
DEPARTMENTAL SUPPLIES	-			2,500	2,500
FUEL	-			2,390	2,390
SAFETY PROGRAM	-			2,000	2,000
MISCELLANEOUS	-			500	500
TOTALS	\$ -	\$ -	\$ -	\$ 547,162	\$ 547,162

Expenditure Statement - IT					
NAME	FY 19-20 Adopted Budget	Activity YTD March 20	Estimated FY 19-20	Department Requested FY 20-21 Budget	Management Recommended FY 20-21 Budget
SALARIES	449,107	348,126	464,168	488,799	474,627
LONGEVITY PAY	10,271	10,404	10,404	12,132	11,919
OVERTIME	1,000	-	-	1,000	1,000
FICA	35,181	24,638	32,851	38,192	37,139
HOSPITALIZATION	44,468	32,540	43,386	45,981	45,981
DENTAL	2,830	2,009	2,678	2,830	2,830
VISION	517	370	493	517	517
LIFE INSURANCE	418	299	399	438	438
RETIREMENT	46,796	36,339	48,452	57,472	55,188
RETIREMENT (401K)	13,797	10,366	13,821	14,977	14,564
UNIFORMS	1,035	605	807	1,140	1,140
PROFESSIONAL SERVICES	180,000	26,410	35,213	263,000	233,000
POSTAGE	150	1	1	150	150
TELEPHONE	950	640	853	1,050	1,050
COMMUNICATIONS	111,200	43,243	57,657	146,700	103,700
TRAVEL	12,000	5,083	6,777	15,000	15,000
TRAINING	30,000	870	1,160	35,000	25,000
DUES	320	-	-	320	320
EQUIPMENT MAINTENANCE CONTRACTS	726,900	460,557	614,076	811,600	776,600
MAINTENANCE AND REPAIR - AUTO	2,600	2,078	2,770	2,860	2,860
OFFICE SUPPLIES	250	-	-	250	250
DEPARTMENTAL SUPPLIES	7,700	1,510	2,014	6,000	13,000
FUEL	1,500	475	633	1,650	1,650
NON-CAPITAL COMP/TECH EQUIPMENT	201,200	149,403	199,204	148,200	143,200
COMPUTER/TECH EQUIPMENT	391,000	37,551	50,068	751,000	351,000
TOTALS	\$2,271,190	\$1,193,516	\$1,587,886	\$2,846,258	\$2,312,123

Expenditure Statement - Finance

NAME	FY 19-20 Adopted Budget	Activity YTD March 20	Estimated FY 19-20	Department Requested FY 20-21 Budget	Management Recommended FY 20-21 Budget
SALARIES	486,960	355,316	473,755	509,089	500,802
LONGEVITY PAY	9,712	8,983	8,983	14,859	14,627
OVERTIME	1,500	498	664	1,000	1,000
FICA	38,004	24,977	33,303	39,894	39,272
HOSPITALIZATION	57,173	30,970	41,294	59,118	59,118
DENTAL	3,639	1,879	2,506	3,639	3,639
VISION	664	385	514	664	664
LIFE INSURANCE	537	348	464	563	563
RETIREMENT	50,971	37,231	49,641	60,629	58,813
RETIREMENT (401K)	14,903	9,308	12,410	15,645	15,401
UNIFORMS	715	403	537	550	550
PROFESSIONAL SERVICES	82,000	52,750	70,333	161,000	147,000
POSTAGE	7,000	5,386	7,181	7,000	7,000
TELEPHONE	700	534	712	5,500	500
TRAVEL	5,450	-	-	5,450	5,450
TRAINING	2,775	220	293	2,775	2,775
DUES	370	100	133	370	370
RENT - EQUIPMENT	7,000	3,046	4,061	7,000	7,000
OFFICE SUPPLIES	1,750	80	107	1,750	1,750
DEPARTMENTAL SUPPLIES	5,250	2,908	3,877	5,300	6,085
FUEL	150	90	120	150	150
FUEL FOR EQUIPMENT	200	-	-	200	200
CONTRACTED SERVICES	250	149	198	250	250
MISCELLANEOUS	900	159	212	900	900
TOTALS	\$778,573	\$535,720	\$711,299	\$903,295	\$873,879

Expenditure Statement - Engineering					
NAME	FY 19-20 Adopted Budget	Activity YTD March 20	Estimated FY 19-20	Department Requested FY 20-21 Budget	Management Recommended FY 20-21 Budget
SALARIES	599,941	456,549	608,732	723,485	351,490
LONGEVITY PAY	13,489	13,489	13,489	14,824	7,820
OVERTIME	2,000	1,579	2,105	2,000	2,000
FICA	47,031	31,524	42,032	56,355	28,061
HOSPITALIZATION	104,449	65,622	87,496	112,687	73,275
DENTAL	4,583	3,143	4,190	4,987	2,561
VISION	824	579	772	898	455
LIFE INSURANCE	667	460	613	762	386
RETIREMENT	63,136	48,359	64,479	85,761	42,081
RETIREMENT (401K)	18,443	7,748	10,330	22,100	11,004
UNIFORMS	5,980	2,792	3,722	5,980	2,750
PROFESSIONAL SERVICES	80,000	11,135	14,847	189,000	164,000
POSTAGE	2,000	1,183	1,578	1,200	200
TELEPHONE	700	490	654	700	700
TRAVEL	1,500	1,001	1,335	2,000	1,000
TRAINING	4,000	855	1,140	4,400	2,200
DUES	850	1,087	1,449	1,265	535
MAINTENANCE AND REPAIR - EQUIPMENT	1,500	119	159	1,500	1,000
MAINTENANCE AND REPAIR - AUTO	12,650	4,691	6,254	8,000	4,000
OFFICE SUPPLIES	1,500	284	379	1,500	500
DEPARTMENTAL SUPPLIES	16,000	13,726	18,301	18,000	2,000
FUEL	27,000	11,466	15,287	25,000	13,000
CONTRACTED SERVICES	9,150	6,163	8,218	9,150	260
MISCELLANEOUS	500	(1)	(1)	500	500
VEHICLES	48,500	67,207	89,609	-	-
TOTALS	\$1,066,393	\$751,249	\$997,169	\$1,292,054	\$711,778

Expenditure Statement - Meters

Name	FY 19-20 Adopted Budget	Activity YTD March 20	Estimated FY 19-20	Department Requested FY 20-21 Budget	Management Recommended FY 20-21 Budget
SALARIES	576,462	445,811	594,415	610,591	695,655
LONGEVITY PAY	10,884	10,884	10,884	13,204	14,893
OVERTIME	30,000	22,577	30,103	30,000	30,000
FICA	47,178	33,520	44,694	49,778	56,418
HOSPITALIZATION	95,288	61,394	81,859	98,530	111,668
DENTAL	6,065	4,342	5,789	6,065	6,874
VISION	1,107	800	1,067	1,107	1,254
LIFE INSURANCE	895	652	869	939	1,064
RETIREMENT	63,396	48,952	65,269	74,880	83,780
RETIREMENT (401K)	18,502	10,880	14,507	19,521	22,125
UNIFORMS	12,075	6,067	8,090	12,075	13,575
POSTAGE	1,200	713	951	1,200	2,200
TELEPHONE	700	444	592	750	750
TRAVEL	300	560	747	300	3,300
TRAINING	2,845	1,964	2,618	2,845	3,745
DUES	600	180	240	980	1,210
MAINTENANCE AND REPAIR	350,000	265,157	353,543	350,000	335,000
MAINTENANCE AND REPAIR - EQUIPMENT	4,000	228	304	4,000	4,000
MAINTENANCE AND REPAIR - AUTO	35,000	19,615	26,153	38,500	40,500
OFFICE SUPPLIES	200	63	84	200	700
DEPARTMENTAL SUPPLIES	25,000	7,255	9,673	25,000	25,000
FUEL	69,200	26,964	35,952	76,000	81,500
FUEL FOR EQUIPMENT	100	-	-	100	100
MISCELLANEOUS	500	(0)	(1)	500	500
VEHICLES	-	-	-	105,000	-
COMPUTER/TECH EQUIPMENT	32,000	30,686	40,914	30,600	30,600
TOTALS	\$1,383,497	\$999,708	\$1,329,316	\$1,552,665	\$1,566,411

Expenditure Statement - Customer Service					
Name	FY 19-20 Adopted Budget	Activity YTD March 20	Estimated FY 19-20	Department Requested FY 20-21 Budget	Management Recommended FY 20-21 Budget
SALARIES	452,871	337,246	449,662	468,315	460,663
LONGEVITY PAY	4,167	4,068	4,068	5,019	4,945
OVERTIME	3,000	537	716	4,000	4,000
FICA	35,154	23,228	30,970	36,332	35,768
HOSPITALIZATION	149,906	101,168	134,890	152,716	152,716
DENTAL	5,257	3,370	4,493	5,257	5,257
VISION	959	615	820	959	959
LIFE INSURANCE	776	507	675	814	814
RETIREMENT	47,254	34,518	46,024	55,330	53,678
RETIREMENT (401K)	13,786	7,784	10,379	14,248	14,027
PROFESSIONAL SERVICES	423,400	282,350	376,466	447,200	457,700
POSTAGE	275,000	160,644	214,192	275,000	275,000
TELEPHONE	1,600	1,078	1,438	1,600	1,600
TRAINING	-	-	-	50	50
RENT - EQUIPMENT	22,600	9,525	12,700	42,300	31,800
OFFICE SUPPLIES	3,000	866	1,154	3,000	2,800
DEPARTMENTAL SUPPLIES	9,800	3,491	4,654	10,300	10,000
FUEL	500	95	127	500	500
CONTRACTED SERVICES	2,300	472	630	2,300	2,300
MISCELLANEOUS	500	14	19	500	250
CASH-OVER/SHORT	-	132	176	-	-
TOTALS	\$1,451,830	\$971,707	\$1,294,253	\$1,525,740	\$1,514,827

Expenditure Statement - Buildings and Grounds					
Name	FY 19-20 Adopted Budget	Activity YTD March 20	Estimated FY 19-20	Department Requested FY 20-21 Budget	Management Recommended FY 20-21 Budget
SALARIES	115,436	88,685	118,246	119,341	117,406
LONGEVITY PAY	1,699	1,700	1,700	2,215	2,181
OVERTIME	2,000	393	524	2,000	2,000
FICA	9,104	6,408	8,544	9,405	9,262
HOSPITALIZATION	19,058	14,168	18,891	19,706	19,706
DENTAL	1,213	875	1,166	1,213	1,213
VISION	221	161	215	221	221
LIFE INSURANCE	179	118	158	188	188
RETIREMENT	12,146	9,359	12,479	14,221	13,797
RETIREMENT (401K)	3,570	1,630	2,174	3,688	3,632
UNIFORMS	3,450	991	1,322	1,600	1,600
POSTAGE	100	4	5	100	100
TELEPHONE	2,500	40	53	-	650
UTILITIES	60,000	45,447	60,596	73,700	73,700
TRAVEL	852	230	307	852	-
TRAINING	600	435	580	600	465
DUES	390	310	413	390	390
MAINTENANCE AND REPAIR	65,000	24,693	32,924	65,000	71,000
MAINTENANCE AND REPAIR - TANKS	226,116	168,969	225,292	226,116	201,371
MAINTENANCE AND REPAIR - EQUIPMENT	2,000	2,704	3,606	9,500	6,500
EQUIPMENT MAINTENANCE CONTRACTS	40,000	8,516	11,355	61,300	60,000
MAINTENANCE AND REPAIR - AUTO	7,750	3,368	4,491	10,250	10,250
OPERATING PERMITS	125	-	-	125	125
RENT - EQUIPMENT	-	-	-	1,000	500
OFFICE SUPPLIES	100	18	24	100	100
DEPARTMENTAL SUPPLIES	15,000	3,129	4,172	18,340	15,500
FUEL	6,500	2,286	3,048	6,500	6,500
FUEL FOR EQUIPMENT	8,000	3,145	4,193	8,000	8,000
CONTRACTED SERVICES	286,500	140,831	187,774	388,500	458,800
NON-CAPITAL EQUIPMENT	13,300	2,000	2,667	5,865	10,600
MISCELLANEOUS	250	-	-	250	-
OTHER IMPROVEMENTS	110,000	104,142	138,855	375,000	20,000
EQUIPMENT	12,000	7,437	9,916	12,000	-
TOTALS	\$1,025,159	\$642,191	\$855,687	\$1,437,286	\$1,115,757

Expenditure Statement - Collections					
Name	FY 19-20 Adopted Budget	Activity YTD March 20	Estimated FY 19-20	Department Requested FY 20-21 Budget	Management Recommended FY 20-21 Budget
SALARIES	452,697	344,573	459,430	586,669	466,653
LONGEVITY PAY	10,077	9,038	9,038	9,102	8,915
OVERTIME	13,000	9,865	13,154	13,000	13,000
FICA	36,359	25,137	33,515	46,345	37,221
HOSPITALIZATION	94,732	63,779	85,038	112,277	92,571
DENTAL	4,448	2,981	3,974	5,661	4,448
VISION	812	549	732	1,033	812
LIFE INSURANCE	657	468	624	876	689
RETIREMENT	48,800	37,066	49,421	70,530	55,777
RETIREMENT (401K)	14,258	7,785	10,379	18,174	14,596
UNIFORMS	12,650	4,661	6,215	7,200	7,200
POSTAGE	50	25	33	50	50
TELEPHONE	2,500	2,804	3,738	4,800	4,800
UTILITIES	210,000	87,573	116,764	160,000	160,000
TRAVEL	4,586	314	419	6,692	2,536
TRAINING	5,625	1,620	2,160	8,135	5,175
DUES	580	513	684	680	680
MAINTENANCE AND REPAIR	337,500	127,018	169,357	337,500	332,500
MAINTENANCE AND REPAIR - EQUIPMENT	13,000	2,896	3,862	13,000	13,000
EQUIPMENT MAINTENANCE CONTRACTS	41,188	35,748	47,663	48,676	48,676
MAINTENANCE AND REPAIR - AUTO	40,500	32,047	42,730	40,500	40,500
OPERATING PERMITS	1,310	-	-	1,310	1,310
TREATMENT SUPPLIES	68,800	31,192	41,590	88,600	88,600
RENT - EQUIPMENT	77,500	18,153	24,204	2,500	1,000
OFFICE SUPPLIES	100	34	45	100	100
DEPARTMENTAL SUPPLIES	15,000	7,381	9,842	18,100	15,000
FUEL	32,700	20,658	27,545	32,700	32,700
FUEL FOR EQUIPMENT	15,300	728	971	15,300	15,300
CONTRACTED SERVICES	14,000	10,535	14,047	15,000	15,000
NON-CAPITAL EQUIPMENT	17,500	16,166	21,555	39,999	30,001
PENALTIES & ASSESSMENTS	5,000	-	-	5,000	5,000
MISCELLANEOUS	250	(1)	(1)	250	250
OTHER IMPROVEMENTS	142,000	-	-	225,000	190,000
EQUIPMENT	53,000	3,000	4,000	358,800	133,800
VEHICLES	-	-	-	107,000	107,000
TOTALS	\$1,786,479	\$904,306	\$1,202,729	\$2,400,559	\$1,944,860

Expenditure Statement - Dixon Water Treatment Plant

Name	FY 19-20 Adopted Budget	Activity YTD March 20	Estimated FY 19-20	Department Requested FY 20-21 Budget	Management Recommended FY 20-21 Budget
SALARIES	274,287	159,768	213,023	300,857	294,910
LONGEVITY PAY	4,409	2,546	2,546	5,260	5,203
OVERTIME	11,000	8,305	11,073	11,000	11,000
FICA	22,139	11,904	15,873	24,146	23,704
HOSPITALIZATION	61,138	40,169	53,559	61,467	61,467
DENTAL	2,426	1,426	1,901	2,426	2,426
VISION	443	257	342	443	443
LIFE INSURANCE	358	208	277	376	376
RETIREMENT	29,590	17,384	23,178	36,655	35,457
RETIREMENT (401K)	8,682	4,897	6,529	9,469	9,296
UNIFORMS	5,520	2,099	2,798	1,400	3,500
PROFESSIONAL SERVICES	7,275	1,752	2,336	7,275	7,275
POSTAGE	100	67	90	100	100
TELEPHONE	1,200	835	1,114	1,250	1,250
UTILITIES	300,000	195,991	261,322	300,000	350,000
TRAVEL	13,000	477	636	12,400	10,400
TRAINING	4,070	2,890	3,853	4,010	3,560
DUES	940	470	627	1,010	980
MAINTENANCE AND REPAIR	179,040	172,788	230,385	130,750	130,750
MAINTENANCE AND REPAIR - LAGOONS	10,000	-	-	310,000	210,000
MAINTENANCE AND REPAIR - TANKS	43,636	43,636	58,181	43,636	43,636
MAINTENANCE AND REPAIR - EQUIPMENT	2,000	103	137	2,000	2,000
EQUIPMENT MAINTENANCE CONTRACTS	2,750	-	-	1,000	1,000
MAINTENANCE AND REPAIR - AUTO	8,000	5,423	7,231	8,000	8,000
OPERATING PERMITS	2,000	860	1,147	2,000	2,000
TREATMENT SUPPLIES	425,000	244,550	326,067	443,325	449,825
LAB TREATMENT SUPPLIES	5,795	1,825	2,434	10,473	6,273
RENT - EQUIPMENT	1,000	-	-	1,000	1,000
OFFICE SUPPLIES	400	26	35	1,000	400
DEPARTMENTAL SUPPLIES	5,095	3,202	4,270	5,545	5,545
FUEL	14,400	4,200	5,600	14,400	14,400
FUEL FOR EQUIPMENT	5,000	58	77	5,000	5,000
CONTRACTED SERVICES	6,600	5,218	6,957	9,000	9,000
NON-CAPITAL EQUIPMENT	1,500	1,355	1,807	2,500	6,700
NON-CAPITAL COMP/TECH EQUIPMENT	-	-	-	700	-
OTHER IMPROVEMENTS	57,218	20,944	27,926	366,400	273,000
EQUIPMENT	5,298	4,993	6,657	41,800	41,800
VEHICLES	27,500	27,438	36,584	45,000	-
TOTALS	\$1,548,809	\$988,063	\$1,316,569	\$2,223,073	\$2,031,676

Expenditure Statement - Hubert Water Treatment Plant					
Name	FY 19-20 Adopted Budget	Activity YTD March 20	Estimated FY 19-20	Department Requested FY 20-21 Budget	Management Recommended FY 20-21 Budget
SALARIES	277,054	205,056	273,408	319,064	278,908
LONGEVITY PAY	5,503	5,503	5,503	5,683	5,595
OVERTIME	11,000	4,733	6,311	11,000	11,000
FICA	22,435	14,631	19,508	25,565	22,517
HOSPITALIZATION	38,115	27,271	36,361	45,981	39,412
DENTAL	2,426	1,685	2,246	2,830	2,426
VISION	443	310	414	517	443
LIFE INSURANCE	358	251	335	438	376
RETIREMENT	30,112	21,979	29,305	38,894	33,740
RETIREMENT (401K)	8,798	5,806	7,742	10,026	8,830
UNIFORMS	4,945	1,645	2,193	3,000	3,000
PROFESSIONAL SERVICES	7,500	453	604	7,500	7,500
POSTAGE	300	209	279	300	300
TELEPHONE	950	640	853	900	900
UTILITIES	615,000	371,110	494,814	633,600	613,600
TRAVEL	2,000	496	661	3,400	3,400
TRAINING	865	775	1,033	1,460	1,460
DUES	520	230	307	670	670
MAINTENANCE AND REPAIR	225,000	166,909	222,546	230,000	262,000
MAINTENANCE AND REPAIR - LAGOONS	18,500	12,805	17,073	210,000	210,000
MAINTENANCE AND REPAIR - TANKS	43,636	43,636	58,181	43,636	43,635
MAINTENANCE AND REPAIR - EQUIPMENT	2,000	1,387	1,850	2,000	2,000
EQUIPMENT MAINTENANCE CONTRACTS	4,700	-	-	-	-
MAINTENANCE AND REPAIR - AUTO	12,500	1,094	1,459	12,500	12,500
OPERATING PERMITS	2,000	860	1,147	2,000	2,000
TREATMENT SUPPLIES	348,573	294,869	393,158	420,623	458,481
LAB TREATMENT SUPPLIES	6,550	2,215	2,954	11,200	7,000
RENT - EQUIPMENT	1,000	-	-	1,000	1,000
OFFICE SUPPLIES	300	75	100	400	400
DEPARTMENTAL SUPPLIES	3,500	1,670	2,227	3,500	3,500
FUEL	11,000	5,834	7,778	15,000	15,000
FUEL FOR EQUIPMENT	5,000	162	216	5,250	5,250
CONTRACTED SERVICES	6,600	4,820	6,427	9,000	9,000
NON-CAPITAL EQUIPMENT	3,500	2,925	3,901	2,500	6,700
OTHER IMPROVEMENTS	530,000	69,000	92,000	620,000	165,000
EQUIPMENT	5,300	4,993	6,657	-	-
VEHICLES	-	-	-	39,000	-
TOTALS	\$2,257,983	\$1,276,039	\$1,699,551	\$2,738,437	\$2,237,543

Expenditure Statement - Laboratory					
Name	FY 19-20 Adopted Budget	Activity YTD March 20	Estimated FY 19-20	Department Requested FY 20-21 Budget	Management Recommended FY 20-21 Budget
SALARIES	170,154	132,689	176,919	175,848	173,027
LONGEVITY PAY	3,727	3,726	3,726	3,839	3,779
FICA	13,288	9,682	12,909	13,678	13,468
HOSPITALIZATION	40,816	24,974	33,299	41,464	41,464
DENTAL	1,213	583	778	1,213	1,213
VISION	221	107	143	221	221
LIFE INSURANCE	179	130	174	188	188
RETIREMENT	17,537	13,711	18,281	20,464	19,849
RETIREMENT (401K)	5,210	3,915	5,219	5,364	5,282
PROFESSIONAL SERVICES	36,850	21,019	28,025	26,900	26,900
POSTAGE	650	1,062	1,415	712	1,000
TELEPHONE	700	444	592	592	592
TRAVEL	2,000	-	-	2,000	-
TRAINING	1,750	-	-	1,450	-
EQUIPMENT MAINTENANCE CONTRACTS	28,363	20,420	27,226	44,300	29,300
OPERATING PERMITS	3,700	2,954	3,939	3,700	3,700
TREATMENT SUPPLIES	42,000	22,965	30,620	40,000	40,000
LAB TREATMENT SUPPLIES	36,000	18,846	25,128	40,000	40,000
OFFICE SUPPLIES	200	30	40	240	240
DEPARTMENTAL SUPPLIES	3,000	2,171	2,895	4,233	4,233
FUEL	100	-	-	180	180
NON-CAPITAL EQUIPMENT	4,700	1,584	2,112	11,700	11,700
NON-CAPITAL COMP/TECH EQUIPMENT	-	-	-	12,000	-
EQUIPMENT	43,000	38,271	51,028	55,000	-
TOTALS	\$455,358	\$319,282	\$424,467	\$505,286	\$416,336

Expenditure Statement - Northwest Regional Water Reclamation Facility

Name	FY 19-20 Adopted Budget	Activity YTD March 20	Estimated FY 19-20	Department Requested FY 20-21 Budget	Management Recommended FY 20-21 Budget
SALARIES	169,270	126,666	168,888	180,052	177,162
LONGEVITY PAY	2,418	3,249	3,249	2,564	2,526
OVERTIME	6,000	3,723	4,964	6,000	6,000
FICA	13,579	9,449	12,599	14,359	14,146
HOSPITALIZATION	25,410	15,724	20,965	26,275	26,275
DENTAL	1,617	1,037	1,382	1,617	1,617
VISION	295	191	255	295	295
LIFE INSURANCE	239	154	206	250	250
RETIREMENT	18,177	13,611	18,148	21,785	21,146
RETIREMENT (401K)	5,326	3,582	4,776	5,631	5,547
UNIFORMS	3,220	1,118	1,491	2,100	2,100
POSTAGE	100	21	28	100	100
TELEPHONE	950	640	853	950	950
UTILITIES	145,000	85,545	114,060	145,000	145,000
TRAVEL	-	-	-	3,000	3,000
TRAINING	1,055	721	961	1,740	1,740
DUES	200	103	137	200	200
MAINTENANCE AND REPAIR	42,500	4,572	6,096	50,000	38,900
MAINTENANCE AND REPAIR - EQUIPMENT	2,100	1,609	2,145	5,800	5,800
EQUIPMENT MAINTENANCE CONTRACTS	4,192	1,690	2,254	4,192	4,192
MAINTENANCE AND REPAIR - AUTO	8,000	1,353	1,804	8,000	8,000
OPERATING PERMITS	1,410	1,410	1,880	1,410	1,410
TREATMENT SUPPLIES	39,827	5,079	6,773	41,513	41,513
LAB TREATMENT SUPPLIES	8,100	5,195	6,926	10,000	10,000
RENT - EQUIPMENT	2,500	-	-	-	-
OFFICE SUPPLIES	300	112	149	500	500
DEPARTMENTAL SUPPLIES	3,500	2,229	2,972	4,000	4,000
FUEL	3,300	1,676	2,235	3,630	3,630
FUEL FOR EQUIPMENT	6,300	202	269	6,363	6,363
CONTRACTED SERVICES	2,840	1,911	2,548	2,560	3,100
CONTRACTED SERVICES - SLUDGE	40,100	-	-	42,100	39,100
NON-CAPITAL EQUIPMENT	6,500	3,653	4,871	-	-
PENALTIES & ASSESSMENTS	5,000	-	-	5,000	5,000
MISCELLANEOUS	100	-	-	100	100
OTHER IMPROVEMENTS	-	-	-	95,000	-
EQUIPMENT	-	3,000	4,000	-	-
VEHICLES	59,975	30,352	40,469	-	-
TOTALS	\$629,400	\$329,578	\$438,354	\$692,086	\$579,662

Expenditure Statement - Southeast Regional Wastewater Plants

Name	FY 19-20 Adopted Budget	Activity YTD March 20	Estimated FY 19-20	Department Requested FY 20-21 Budget	Management Recommended FY 20-21 Budget
SALARIES	111,390	72,516	96,688	108,582	106,820
LONGEVITY PAY	956	125	125	619	610
OVERTIME	3,000	2,512	3,349	3,000	3,000
FICA	8,814	5,307	7,076	8,541	8,412
HOSPITALIZATION	19,058	9,964	13,285	19,706	19,706
DENTAL	1,213	842	1,123	1,213	1,213
VISION	221	155	207	221	221
LIFE INSURANCE	179	126	167	188	188
RETIREMENT	11,879	7,699	10,265	13,040	12,656
RETIREMENT (401K)	3,457	1,675	2,234	3,349	3,299
UNIFORMS	2,415	1,164	1,551	2,000	2,000
POSTAGE	50	-	-	50	50
TELEPHONE	1,300	835	1,114	1,430	1,430
UTILITIES	155,000	62,189	82,919	120,000	120,000
TRAVEL	2,000	-	-	2,000	2,000
TRAINING	1,100	592	789	1,100	1,100
DUES	156	-	-	156	156
MAINTENANCE AND REPAIR	66,600	36,338	48,451	171,500	171,500
MAINTENANCE AND REPAIR - EQUIPMENT	10,000	658	878	10,000	5,000
EQUIPMENT MAINTENANCE CONTRACTS	1,000	550	733	1,000	1,564
MAINTENANCE AND REPAIR - AUTO	10,000	160	213	10,000	8,000
OPERATING PERMITS	2,620	1,310	1,747	2,620	2,620
TREATMENT SUPPLIES	56,855	47,129	62,839	73,963	73,963
LAB TREATMENT SUPPLIES	3,000	1,189	1,585	3,000	3,000
RENT - EQUIPMENT	2,900	2,730	3,640	2,900	2,900
OFFICE SUPPLIES	500	5	6	500	500
DEPARTMENTAL SUPPLIES	5,000	682	909	5,000	5,000
FUEL	4,900	2,081	2,775	5,400	5,400
FUEL FOR EQUIPMENT	4,200	1,522	2,030	4,620	2,500
CONTRACTED SERVICES	8,745	5,884	7,845	17,347	11,765
CONTRACTED SERVICES - SLUDGE	27,500	24,600	32,800	41,600	41,600
NON-CAPITAL EQUIPMENT	1,500	-	-	-	-
PENALTIES & ASSESSMENTS	1,500	-	-	1,500	1,500
MISCELLANEOUS	500	-	-	500	500
EQUIPMENT	-	-	-	125,000	-
OTHER IMPROVEMENTS	131,000	2,850	3,800	-	-
TOTALS	\$660,508	\$293,388	\$391,142	\$761,645	\$620,173

Expenditure Statement - Swansboro Wastewater Treatment Plant					
Name	FY 19-20 Adopted Budget	Activity YTD March 20	Estimated FY 19-20	Department Requested FY 20-21 Budget	Management Recommended FY 20-21 Budget
SALARIES	168,422	121,797	162,396	174,105	171,289
LONGEVITY PAY	1,146	1,146	1,146	1,530	1,506
OVERTIME	2,000	1,357	1,810	2,000	2,000
FICA	13,111	8,681	11,575	13,521	13,314
HOSPITALIZATION	25,410	15,696	20,929	26,275	26,275
DENTAL	1,617	972	1,296	1,617	1,617
VISION	295	185	247	295	295
LIFE INSURANCE	239	150	200	250	250
RETIREMENT	17,546	12,648	16,864	20,504	19,894
RETIREMENT (401K)	5,142	3,556	4,741	5,302	5,221
UNIFORMS	3,381	1,755	2,340	2,500	2,500
POSTAGE	50	1	1	50	50
TELEPHONE	1,200	785	1,047	1,320	1,320
UTILITIES	70,000	41,378	55,171	73,500	73,500
TRAVEL	2,000	-	-	2,000	2,000
TRAINING	1,050	180	240	1,050	1,050
DUES	208	103	137	208	208
MAINTENANCE AND REPAIR	61,950	39,554	52,738	114,600	105,750
MAINTENANCE AND REPAIR - EQUIPMENT	3,700	880	1,173	3,500	3,500
EQUIPMENT MAINTENANCE CONTRACTS	500	220	293	500	500
MAINTENANCE AND REPAIR - AUTO	10,000	804	1,072	10,000	10,000
OPERATING PERMITS	2,170	2,170	2,893	2,170	2,170
TREATMENT SUPPLIES	17,555	8,835	11,780	17,885	15,885
LAB TREATMENT SUPPLIES	3,000	1,408	1,877	3,000	3,000
RENT - EQUIPMENT	1,450	1,120	1,493	1,450	1,450
OFFICE SUPPLIES	400	47	63	400	400
DEPARTMENTAL SUPPLIES	5,000	875	1,166	5,000	5,000
FUEL	6,400	2,925	3,900	7,000	7,000
FUEL FOR EQUIPMENT	4,400	1,023	1,364	4,800	4,800
CONTRACTED SERVICES	2,560	9,368	12,490	24,480	16,860
CONTRACTED SERVICES - SLUDGE	80,000	31,850	42,467	72,800	72,800
PENALTIES & ASSESSMENTS	1,000	-	-	1,000	1,000
MISCELLANEOUS	250	-	-	250	250
TOTALS	\$513,152	\$311,468	\$414,909	\$594,862	\$572,654

Expenditure Statement - System Control Center					
Name	FY 19-20 Adopted Budget	Activity YTD March 20	Estimated FY 19-20	Department Requested FY 20-21 Budget	Management Recommended FY 20-21 Budget
SALARIES	251,956	182,496	243,328	244,557	240,885
LONGEVITY PAY	3,193	3,956	3,956	1,459	1,438
OVERTIME	8,500	7,115	9,487	8,500	8,500
FICA	20,149	13,429	17,905	19,382	19,113
HOSPITALIZATION	64,655	28,985	38,647	90,228	90,228
DENTAL	2,496	1,555	2,074	2,496	2,496
VISION	455	281	374	455	455
LIFE INSURANCE	368	232	309	386	386
RETIREMENT	27,032	19,763	26,350	29,452	28,619
RETIREMENT (401K)	7,902	5,606	7,474	7,601	7,495
TELEPHONE	950	640	853	1,100	1,100
TRAVEL	6,000	1,806	2,408	3,400	3,400
TRAINING	2,340	1,195	1,593	1,490	1,410
DUES	-	-	-	260	180
FUEL	-	-	-	-	200
OFFICE SUPPLIES	150	105	140	250	250
DEPARTMENTAL SUPPLIES	650	371	495	750	750
TOTALS	\$396,796	\$267,534	\$355,393	\$411,766	\$406,905

Expenditure Statement - Human Resources					
Name	FY 19-20 Adopted Budget	Activity YTD March 20	Estimated FY 19-20	Department Requested FY 20-21 Budget	Management Recommended FY 20-21 Budget
SALARIES	193,844	151,126	201,501	203,256	141,738
LONGEVITY PAY	3,160	3,160	3,160	3,860	2,136
OVERTIME	1,000	157	210	1,000	1,000
FICA	15,131	10,614	14,152	15,841	11,227
HOSPITALIZATION	19,058	14,169	18,892	19,706	13,137
DENTAL	1,213	875	1,166	1,213	809
VISION	221	161	215	221	148
LIFE INSURANCE	179	130	174	188	125
RETIREMENT	20,268	15,743	20,991	24,047	16,754
RETIREMENT (401K)	5,933	3,439	4,585	6,212	4,403
MEDICINE & DRUGS/VACCINATIONS/SCREENING	6,533	2,713	3,617	7,881	7,171
POSTAGE	250	46	62	250	250
TELEPHONE	750	519	692	750	750
TRAVEL	4,724	557	742	4,174	1,380
TRAINING	7,599	1,819	2,425	8,445	5,650
DUES	1,740	1,444	1,925	1,895	650
MAINTENANCE AND REPAIR - AUTO	2,200	701	934	2,400	-
OPERATING PERMITS	500	-	-	500	-
ADVERTISING	2,000	-	-	2,000	2,000
OFFICE SUPPLIES	400	127	170	400	400
DEPARTMENTAL SUPPLIES	3,250	356	474	4,250	3,250
FUEL	400	128	170	440	-
CONTRACTED SERVICES	44,524	25,978	34,637	45,855	42,099
SAFETY PROGRAM	2,000	236	314	2,000	-
TOTALS	\$336,877	\$234,198	\$311,211	\$356,784	\$255,077

Expenditure Statement - Non-Departmental					
Name	FY 19-20 Adopted Budget	Activity YTD March 20	Estimated FY 19-20	Department Requested FY 20-21 Budget	Management Recommended FY 20-21 Budget
UNEMPLOYMENT	25,000	636	848	25,000	25,000
RESERVE INSURANCE DEDUCTIBLE	8,000	327	436	8,000	8,000
WORKMAN'S COMPENSATION INSURANCE	130,000	110,855	147,807	130,000	130,000
MAINTENANCE AND REPAIR - AUTO	15,000	8,571	11,427	15,000	18,150
RENT-REAL ESTATE	1,000	-	-	1,000	1,000
AUTO INSURANCE	29,000	21,752	29,002	33,500	23,000
GENERAL INSURANCE	410,000	371,209	494,945	470,000	425,000
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
TOTALS	\$723,000	\$592,100	\$789,467	\$787,500	\$735,150

Expenditure Statement - Contingencies					
Name	FY 19-20 Adopted Budget	Activity YTD March 20	Estimated FY 19-20	Department Requested FY 20-21 Budget	Management Recommended FY 20-21 Budget
WASTEWATER PURCHASES	685,000	-	-	810,000	810,000
TRANSFER TO CAPITAL PROJECTS	2,440,000	340,983	454,644	930,000	930,000
CONTINGENCIES	52,000	-	-	71,000	71,000
SALARY RESERVE	45,000	-	-	58,000	58,000
DEBT	5,846,717	4,385,043	5,846,724	5,844,444	5,844,444
TOTALS	\$9,068,717	\$4,726,026	\$6,301,368	\$7,713,444	\$7,713,444

Expenditure Statement - Distribution					
Name	FY 19-20 Adopted Budget	Activity YTD March 20	Estimated FY 19-20	Department Requested FY 20-21 Budget	Management Recommended FY 20-21 Budget
SALARIES	741,463	518,685	691,581	908,552	783,798
LONGEVITY PAY	14,121	11,143	11,143	11,888	12,707
OVERTIME	25,000	31,504	42,005	45,000	45,000
FICA	59,652	38,707	51,610	73,502	64,380
HOSPITALIZATION	114,346	63,074	84,098	144,511	124,805
DENTAL	7,278	4,536	6,048	8,896	7,683
VISION	1,328	835	1,114	1,623	1,402
LIFE INSURANCE	1,075	714	952	1,377	1,189
RETIREMENT	80,069	57,451	76,601	111,994	96,777
RETIREMENT (401K)	23,394	13,524	18,032	28,824	25,247
UNIFORMS	13,800	9,172	12,230	14,300	15,450
POSTAGE	100	1	1	100	100
TELEPHONE	700	444	592	750	750
UTILITIES	65,000	29,771	39,694	45,000	47,500
TRAVEL	8,157	2,093	2,791	18,582	13,510
TRAINING	9,690	9,259	12,345	17,555	13,595
DUES	1,590	667	889	1,510	1,400
MAINTENANCE AND REPAIR	350,000	262,335	349,780	350,000	345,000
MAINTENANCE AND REPAIR - EQUIPMENT	70,000	53,424	71,233	70,000	70,000
MAINTENANCE AND REPAIR - AUTO	90,000	50,355	67,140	90,000	92,000
OPERATING PERMITS	5,300	5,250	7,000	5,300	5,300
RENT - EQUIPMENT	5,000	-	-	5,000	1,000
OFFICE SUPPLIES	600	77	102	600	1,100
DEPARTMENTAL SUPPLIES	33,000	14,737	19,650	45,000	44,000
FUEL	51,600	22,885	30,514	51,600	57,050
FUEL FOR EQUIPMENT	1,800	1,005	1,339	1,800	1,800
NON-CAPITAL EQUIPMENT	60,930	5,734	7,645	12,400	56,200
PENALTIES & ASSESSMENTS	5,000	-	-	5,000	5,000
MISCELLANEOUS	350	(1)	(1)	350	350
CONTRACTED SERVICES	-	-	-	50,000	59,000
OTHER IMPROVEMENTS	75,000	-	-	125,000	-
EQUIPMENT	-	14,000	18,667	93,500	80,000
VEHICLES	60,000	59,296	79,062	60,000	-
TOTALS	\$1,975,343	\$1,280,678	\$1,703,857	\$2,399,514	\$2,073,093

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)	DEQ (WOTS P2)	
	Principal	Interest	Principal	Interest	Principal	Principal			Principal	Interest
2021	74,284	18,422	20,989	6,246	12,102	12,403	104,259	273,523	56,434	19,188
2022	74,284	16,580	20,989	5,726	12,102	12,403	104,259	273,523	56,434	18,059
2023	74,284	14,738	20,989	5,205	12,102	12,403	104,259	273,523	56,434	16,930
2024	74,284	12,896	20,989	4,685	12,102	12,403	104,259	273,523	56,434	15,802
2025	74,284	11,053	20,989	4,164	12,102	12,403	104,259	273,523	56,434	14,673
2026	74,284	9,211	20,989	3,644	12,102	12,403	104,259	273,523	56,434	13,544
2027	74,284	7,369	20,989	3,123	12,102	12,403	104,259	273,523	56,434	12,416
2028	74,284	5,527	20,989	2,603	12,102	12,403	104,259	273,523	56,434	11,287
2029	74,284	3,684	20,989	2,082	12,102	12,403	104,259	273,523	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	742,840	101,323	251,864	40,600	133,125	148,831	1,563,885	4,102,841	1,072,247	214,449

Debt Service Requirements

Page 2 of 2

Year Ending June 30	USDA - 2014A		USDA - 2014B		USDA - 2014C		2016		Total		Grand Total
	Principal	Interest	Principal	Interest	Principal	Interest	Principal	Interest	Principal	Interest	
2021	163,000	199,144	145,000	177,009	137,000	166,891	2,800,000	1,458,550	3,798,993	2,045,450	5,844,444
2022	167,000	195,273	148,000	173,565	140,000	163,638	2,925,000	1,334,850	3,933,993	1,907,690	5,841,683
2023	171,000	191,306	152,000	170,050	143,000	160,313	2,605,000	1,196,600	3,624,993	1,755,142	5,380,135
2024	175,000	187,245	156,000	166,440	147,000	156,916	2,720,000	1,080,200	3,751,993	1,624,183	5,376,176
2025	179,000	183,089	159,000	162,735	150,000	153,425	2,840,000	957,925	3,881,993	1,487,064	5,369,057
2026	183,000	178,838	163,000	158,959	154,000	149,863	2,990,000	812,175	4,043,993	1,326,233	5,370,226
2027	188,000	174,491	167,000	155,088	157,000	146,205	3,140,000	658,925	4,205,993	1,157,616	5,363,610
2028	192,000	170,026	171,000	151,121	161,000	142,476	3,290,000	511,300	4,367,993	994,340	5,362,333
2029	197,000	165,466	175,000	147,060	165,000	138,653	3,080,000	365,175	4,170,993	832,278	5,003,272
2030	201,000	160,788	179,000	142,904	169,000	134,734	1,825,000	256,238	2,927,993	707,096	3,635,089
2031	206,000	156,014	183,000	138,653	173,000	130,720	1,900,000	186,300	2,941,709	620,628	3,562,337
2032	211,000	151,121	188,000	134,306	177,000	126,611	1,970,000	108,900	3,013,608	528,231	3,541,839
2033	216,000	146,110	192,000	129,841	181,000	122,408	2,050,000	34,750	3,073,216	438,752	3,511,968
2034	221,000	140,980	197,000	125,281	185,000	118,109			1,037,216	388,885	1,426,101
2035	226,000	135,731	201,000	120,603	190,000	113,715			1,051,216	373,435	1,424,651
2036	232,000	130,364	206,000	115,829	194,000	109,203			688,434	357,652	1,046,086
2037	237,000	124,854	211,000	110,936	199,000	104,595			703,434	341,514	1,044,948
2038	243,000	119,225	216,000	105,925	204,000	99,869			663,000	325,019	988,019
2039	249,000	113,454	221,000	100,795	208,000	95,024			678,000	309,273	987,273
2040-2054	4,528,000	907,606	4,023,000	806,028	3,793,000	760,475			12,344,000	2,474,109	14,818,109
Totals	8,385,000	3,931,124	7,453,000	3,493,126	7,027,000	3,293,840	34,135,000	8,961,888	64,902,765	19,994,590	84,897,355

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Fiscal Year 2020 - 2021 Proposed Rate and Fee Schedule

Water

I. Residential & Commercial Customers

Base Water Charges*	
Meter Size	Base Charge
3/4"	\$13.72
1"	\$34.26
1.5"	\$68.47
2"	\$109.50
2.5"	\$164.31
3"	\$219.05
4"	\$342.26
6"	\$684.54

*For service through a Master Meter the fixed charges per unit shall assume a 3/4 inch meter; 3/4" meter charges apply to all residential meters.

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	Irrigation Meters 1,000 Gallons
First 3,000	\$3.17	\$4.75
Next 4,500	\$3.28	\$4.93
Next 7,500	\$4.24	\$6.38
Next 10,000	\$5.54	\$8.31
Over 25,000	\$6.50	\$9.78

Bulk Meter \$4.24 per 1,000 gallons

Master Meter (including Multi Users): \$4.24 per 1,000 gallons

Sewer Bulk Fee \$4.62 per 1,000 gallons

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 Rate per 1,000 Gallons	Base Sewer Charges**	
	Meter Size	Base Charge
\$6.32	3/4"	\$22.29
\$6.32	1"	\$55.88
\$6.32	1.5"	\$111.47
\$6.32	2"	\$178.36
\$6.32	3"	\$355.87
\$6.32	4"	\$555.11

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

Water & Sewer

IV. Tap Installation Fees

Water	
Tap Size	Fee
3/4 x 5/8 tap	\$950.00
1"	\$1,165.00
1-1/2" & above	\$650 + Materials
Sewer	
Tap Size	Fee
4" Residential Only	\$1,000 + Materials

V. System Development Fees

Meter Size	Water	Sewer
3/4"	\$2,032	\$3,700
1"	\$3,386	\$6,167
1.5"	\$6,773	\$12,333
2"	\$10,836	\$19,733
3"	\$21,672	\$39,467
4"	\$33,863	\$61,667
6"	\$67,725	\$123,333
8"	\$108,360	\$197,333
10"	\$162,540	\$283,667

VI. 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

VII. Private Utility Billing (Water/Wastewater)

Administrative Set Up Fee	\$1,000.00
Per Account	\$3.00
Administrative Fee- Rate Changes & Mailings	\$250.00 Plus Cost

VIII. 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	\$1,500.00

Water & Sewer - Continued

IX. 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)
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 + 5% of balance due >\$120.00 assessed 25th day from statement date
Lock Replacement Fee	\$6.00
Meter Test	\$65.00
After Hours, Weekends and Holidays Service Call	
After 4:00 pm until 7:00 pm	\$55.00
After 7:00 pm	\$175.00
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
Tampering Fees - Meters, Water and Sewer Lines, Backflow Devices, Cross Connections, Water and Sewer Mains, Hydrants, Manholes and Unauthorized Sewer Dumping	
Residential	\$150.00 per occurrence
Commercial	\$525.00 per occurrence
Mains, Hydrants & Unauthorized Dumping	\$1,050.00 per occurrence
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	
Relocation less than or equal to 10 feet	\$300.00
No new tap required	\$300.00 plus cost of materials
Relocation greater than 10 feet	\$300.00 plus cost
New tap required	\$950.00

Water & Sewer - Continued

X. Administrative Fees

Returned Payment	\$25.00 each
Copies (8 1/2 x 11)	\$0.10 per page
Customer List	\$0.10 per name

XI. 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

XII. Map Fees

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

XIII. 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.

Equipment Cost Per Hour:

Excavator	\$34.20
Trailer Equipment	\$14.15
Dump Truck (325 HP) (320HP)	\$60.77
Trencher (>85 HP)	\$25.00
Backhoe (>95 HP)	\$38.60
Line Truck (210 HP)	\$30.00
Pickup (130 HP)	\$14.00
Pump (>60 HP)	\$27.10
Light Tower	\$18.75
Asphalt Roller	\$19.50
Sewer Vac-Tron	\$112.50
Sewer Jetter (>100 HP)	\$150.00
Sewer Jet/Vac Combo Truck	\$375.00
Main Line Camera Equipment	\$6.00 per foot
Sewer Lateral Camera Equipment	\$3.00 per foot

Surface restorations-gravel, soil/erosion control \$150.00

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

XIV. 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:

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

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

Jerry Bittner, Chairman

Adopted the ___ day of May 2020.

Attest:

Heather Norris, Clerk to the Board