

FISCAL YEAR 2021-2022 BUDGET MESSAGE

With uncertainty becoming the new normal, ONWASA has maintained utility services to our community safely and efficiently without interruption. Over the last year ONWASA staff has met the challenges of alternate schedules, telecommuting and reduced office staff while maintaining excellent product quality and outstanding customer services. The utility's processes may have changed but the organization's commitment has remained firm and focused. This commitment included the development of the Fiscal Year 2021-2022 (FY22) budget.

ONWASA's schedule for developing the FY22 budget was a culmination of several months of meetings and interactions with departments. Both video conferencing and in-person budget meetings were conducted. Although employees were performing in a very different work environment, they continued to innovate, perform with great efficiency and effectiveness, and uphold excellent customer service standards. Department heads and the budget team have worked hard to meet the needs of the organization's board-adopted plans in a financially prudent manner.

The ONWASA budget team therefore presents the proposed FY22 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 November 4, 2020 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 shall be identified in this message by referencing the corresponding goal icon. Strategic plan goals represent the most important issues that must be addressed to achieve the desired future. ONWASA's goals were driven primarily by the factors that are most critical to the organization's future success. 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 development of the budget, staff attempted to address the five greatest organizational needs that were perceived for FY22. The five greatest needs that were identified are directly tied to the Board's strategic goals: Reliable and Sufficient Infrastructure (needs 1-3); Workforce Development (need 4) and Financial Stewardship (need 5).

1. Provide service to a growing population with increasing water and wastewater demands
2. Replace or perform needed maintenance on essential aging facilities
3. Continue working on resiliency to hurricane damage
4. Retain the highly qualified and licensed staff necessary to run the utility effectively and efficiently
5. Keep the budget for FY22 within a 3% increase (or less) from FY21 budget

During 2020 the ONWASA Board of Directors updated its Capital Improvement Plan (CIP) based on new information on customer demand and newly completed water and wastewater studies. In addition, the Board of Directors received information from Raftelis Financial Consultants (Raftelis Rate Study) which set forth the rate models necessary to pay for the necessary capital improvements required to meet increasing customer demand. This budget strictly follows the Board's accepted CIP and the Raftelis Rate Study model presented to the Board in 2020. The budget includes all necessary CIP projects as well as a proposed rate increase of 8%, calculated to be necessary to pay for the increased capital construction of the utility.

ONWASA will continue to cash-pay for the design and permitting for larger projects. For smaller annual capital projects ONWASA will either cash-pay or assume smaller amounts of debt service.

A summary of important elements of the budget follow in the "FY22 Budget at a Glance" section.

FY22 Budget at a Glance

- ◆ The budget totals approximately \$31.1 million.
- ◆ In the process of budget formulation, initial budget requests from all departments totaled \$32,801,569. Management cut \$1,729,667 from those requests.
- ◆ The proposed budget is a conservative one. There are:
 - No proposed new positions
 - No proposed employee cost of living adjustments
 - No proposed employee merit-pay increases
 - Limited new equipment purchases
- ◆ In accordance with recommendations from the Utility's financial planners, the budget proposes an 8.0% increase effective July 1, 2021 on water and sewer user charges. Increased revenue is necessary to pay debt service on future infrastructure improvements. The impact to the average customer is estimated to be \$2.38 per month.
- ◆ The budget is balanced with the following Fund Totals:
 - Operating Fund: \$31,071,902
 - Restricted Fund: \$2,572,773
 - Replacement Fund: \$2,504,151
 - Capital Projects Fund: \$78,344,120
- ◆ Fund balance of \$1,567,311 has been appropriated for funding one-time capital requests.
- ◆ PFAS findings by the Department of the Navy have curtailed water production from the Dixon well fields. Due to this loss in production capability, the budget includes \$150,000 for water purchases through agreements with other governmental agencies.
- ◆ Estimated Unreserved Fund Balance is \$37.7 million, of which approximately \$12.7 million is now set aside for anticipated "pay-go" construction projects within the accepted capital improvement program.
- ◆ Highlights of ongoing capital projects include:
 - Design Swansboro Wastewater Force Main
 - Design Southeast Wastewater Solution
 - Highway 24 Regional Trunk Main Replacement
 - Main Office Roof Replacement
 - Construct Laboratory
 - Construct Warehouse
 - Hubert Water Plant Softener Rehabilitation
 - Dixon Water Plant Filter Pump Replacement

2021 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

3,303,943,000	Gallons of Water Pumped Annually
396,419,451	Gallons of Wastewater Treated Annually
16,050,000	Gallons of Stored Water
14,254,724	Gallons of Water in Underground Pipes
1,210,982	Miles Driven Annually
642,108	Meter Readings Annually
288,120	Transactions Processed Annually
162,035	Main Office - Phone Calls Handled Annually
144,140	Estimated Number of Individual Customers
83,400	Lab Analysis' Processed Annually
62,886	Work and Service Orders Processed Annually
53,111	Number of Metered Accounts
1,215	Miles of Water Mains
445	Square Miles of Service Area
185	Miles of Wastewater Mains
150	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 November 2020 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 Plan, maintains all operating and maintenance needs

and satisfies all current debt service requirements. This year the Budget Message and Budget are being delivered to the Board of Directors in advance of the April 15, 2021 regular meeting of the board. A public hearing is recommended for May 20th at 6pm in the Council Chambers at Jacksonville City Hall. The Budget Ordinance and Rate and Fee Schedule may be approved at any time thereafter.

Revenue Summary



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

System development fees are one-time sources of revenue. These fees fund capital improvements. Revenue from system development fees are anticipated to be approximately \$2,400,000. By contrast, revenue from monthly user fees are forecast to be approximately \$25,289,091.

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.

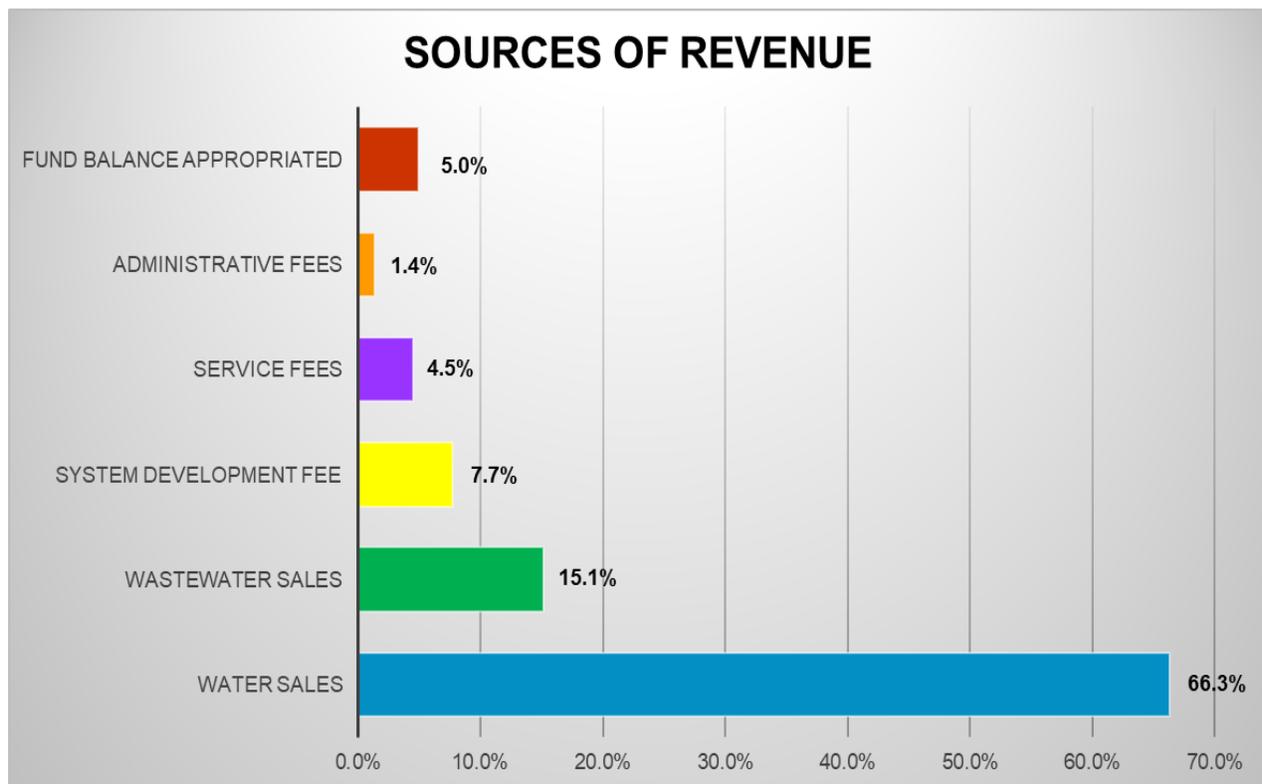
Tap fees – The purpose of this charge is for making a tap into water and/or wastewater systems. The charge will recover the cost for time and equipment plus allowance for overhead.

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 constant and the current month to month consumption levels have been increasing, which provides stable revenue. Therefore, budgeted revenue, less fund balance appropriations, in FY22 is forecast to be approximately 11.4% higher than in FY21, including the Raftelis recommended 8% water and sewer rate adjustment.

As depicted in FIGURE 1, in FY22, 66.3% of total revenue is anticipated from water services while wastewater services are expected to generate 15.1%. Service-related fees comprise approximately 4.5% of total revenue. Fund balance appropriated is approximately 5.0% of total revenue and is used for non-recurring expenditures only (capital purchases). System Development fees and administrative fees contribute to the remaining 9.1%.

Figure 1. Sources of Revenue



Proposed Rate and Fee Schedule

Other than the 8% rate adjustment recommended by Raftelis Financial, the only changes to the proposed rate and fee schedule are eleven equipment cost changes to bring ONWASA equipment rates in-line with FEMA's current schedule of equipment rates.

Proposed Changes to Fees:

Equipment Cost Per Hour:	Current	Proposed
Excavator	\$34.20	\$36.06
Trailer Equipment	\$14.15	\$16.71
Dump Truck (325 HP) (320HP)	\$60.77	\$72.05
Trencher (>85 HP)	\$25.00	\$29.53
Backhoe (>95 HP)	\$38.60	\$43.46
Line Truck (210 HP)	\$30.00	\$27.55
Pickup (130 HP)	\$14.00	\$12.78
Pump (>60 HP)	\$27.10	\$27.45
Light Tower	\$18.75	\$11.11
Asphalt Roller	\$19.50	\$12.67
Sewer Vac-Tron	\$112.50	\$85.10

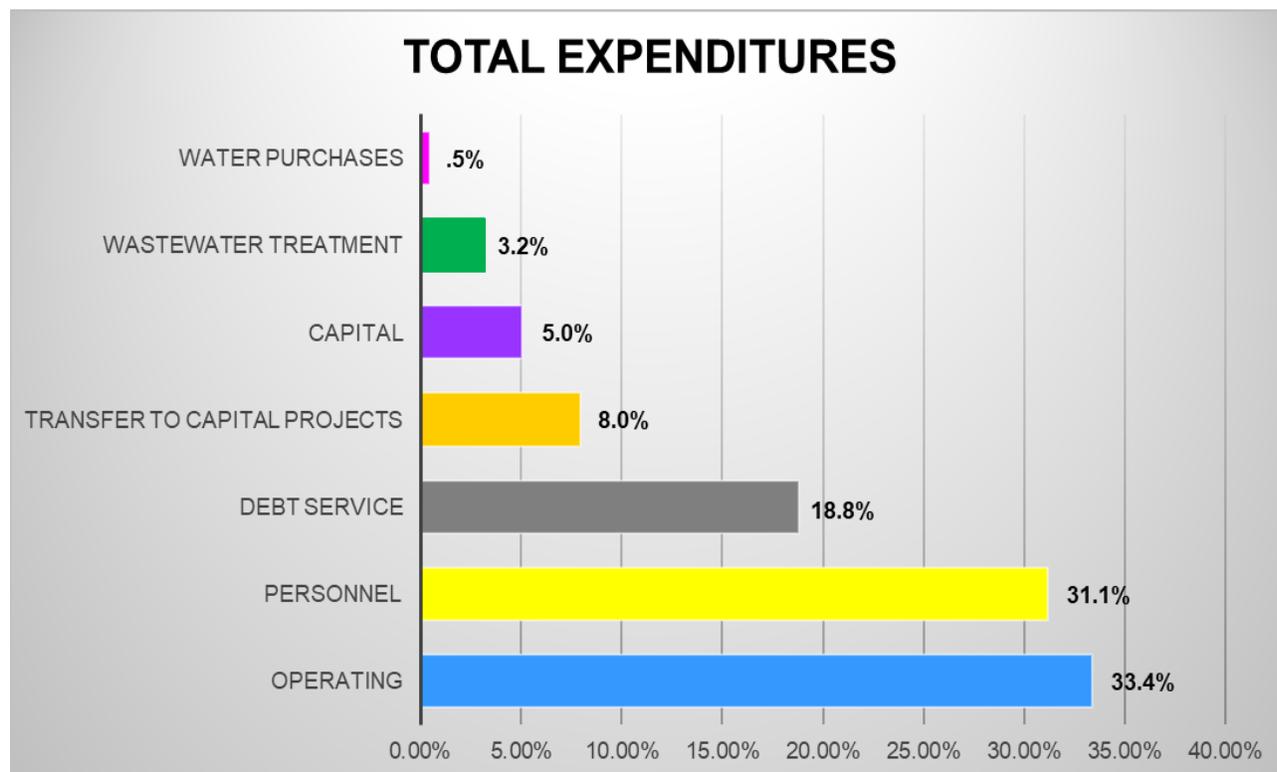
Expenditure Summary

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 21-22 Budget
Operating	\$6,333,979	\$4,041,931	\$10,375,910
Personnel	5,294,166	4,385,536	9,679,702
Debt Service	0	0	5,841,683
Transfer to Capital Projects	0	0	2,474,207
Capital	0	0	1,567,311
Wastewater Treatment	0	0	983,088
Water Purchases	0	0	150,000
Totals	\$11,628,145	\$8,427,467	\$31,071,902

Figure 2. Total Expenditures



Debt Service Summary

The annual debt service amount of \$5,841,683 is scheduled to be funded from the operating fund. This amount has decreased by \$2,261 from last year. The annual debt service for FY 21-22 includes the following amounts:

- ◆ ARRA Loan \$12,403 (Dixon Wells)
- ◆ ARRA Loan \$12,102 (Dixon Waterline)
- ◆ CG&L Loan \$90,864 (Richlands I&I Project)
- ◆ CG&L Loan \$26,714 (Hudiberg and Hunter's Creek Projects)
- ◆ United States Department of Agriculture (USDA) Loans \$987,475 (Northwest Plant)
- ◆ CG&L Loan \$104,259 (Summerhouse WWTP)
- ◆ Public Drinking Water Loan \$273,523 (Dixon RO)
- ◆ 2016 Revenue Bond Refunding \$4,259,850
- ◆ Clean Water Loan \$74,493 (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 ONWASA's replacement fund. ONWASA follows a 5-year financial planning model to forecast the need for borrowing. Portions of the following bond issues and loans are currently outstanding:

- ◆ CG&L Loan of \$.75 million
- ◆ CG&L Loan of \$.27 million
- ◆ ARRA Loan of \$.12 million
- ◆ ARRA Loan of \$.14 million
- ◆ USDA Loans of \$22.8 million
- ◆ CG&L Loan of \$1.5 million
- ◆ Public Drinking Water Loan of \$3.8 million
- ◆ 2016 issue of \$32.6 million

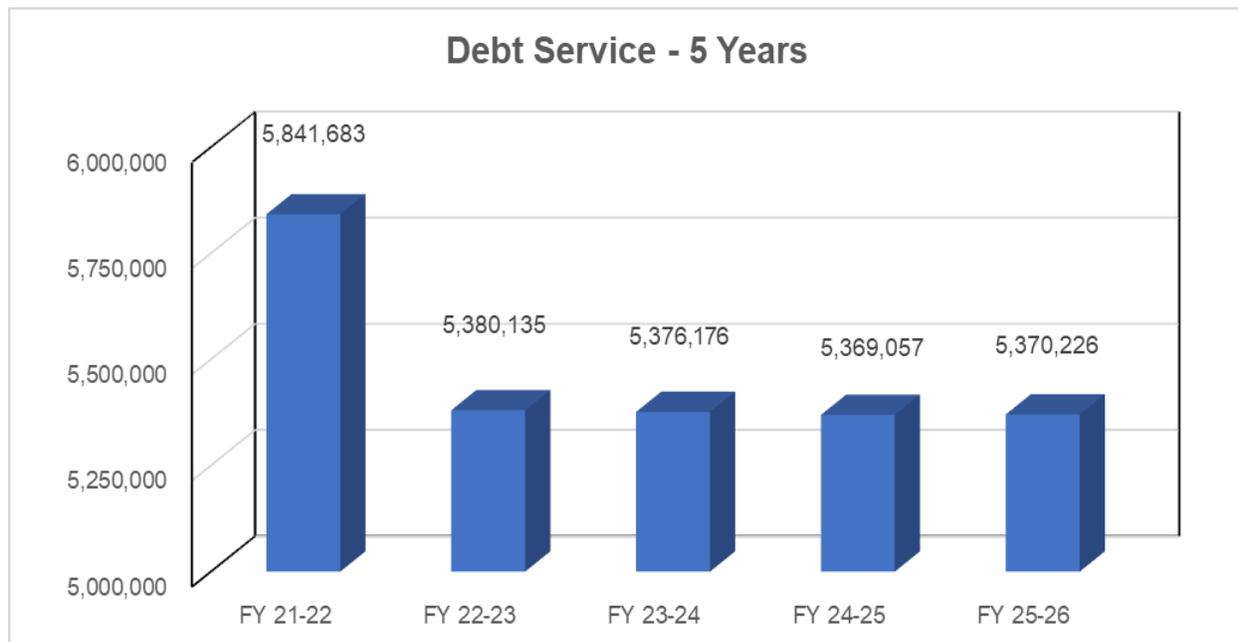
ONWASA's financial strength is based on annual debt coverage ratios. Although above the requirement to meet those coverages, ONWASA typically conserves approximately 5% of the operating budget.

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

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

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. New issuances will be necessary to construct the projects within the Board-accepted CIP.

Figure 3. Existing Debt Service



Fund Summaries

Operating Fund

The Operating Fund of \$31,071,902 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 53,500 accounts. ONWASA's service population of approximately 145,500 people represent nearly three-quarters of Onslow County's total population.

Restricted Fund

The Restricted Fund of \$2,572,773, as provided in ONWASA's bond sale documents, was voluntarily established to ensure a specific amount of 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

Onslow County's economy continues to grow in residential and commercial sectors. ONWASA sells water to Marine Corp Base Camp Lejeune (MCBCL) and there are plans to add approximately hundreds of new active-duty Marines and their dependents over the next two to three years. MCBCL has also been given the okay to begin the process to get an easement approved for Project Stoney. Project Stoney, ten years in the making, will create a freight rail service via USMC Railroad between Camp Lejeune and Cherry Point. Project Stoney along with other 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.

In other areas of the county, Phase II of the Camp Davis Industrial Park is being developed, which is expected to create 235 jobs across multiple industrial sectors. RQ Construction, a defense contractor, just purchased Shell Building #2 in Burton Park and is expected to bring over 18 jobs to the area. Richlands and Swansboro are continuing to grow with new commercial businesses coming into these areas. Housing in the county is in high demand with an average turnaround of 38 days for houses to be rented or sold. There are 434 current active permits in Onslow County for residential development; so far, 222 new Residential permits have been issued in this fiscal year to date. Each of these economic indicators show strong growth in the coming years for ONWASA.

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 22 sets of plans for construction to-date in FY21. This combination of individual site plans and subdivision approvals includes 677 new service connections.

As another indicator of economic activity, meters for new water services are released for installation as residential projects are platted or commercial projects are constructed and approved by ONWASA for use. To date, a total of 753 new meter releases have been processed in FY21 for future services, with a projected total of up to 251 additional meter releases to be completed by the end of this fiscal year.



ONWASA has received notification from Pender County that they have submitted final certifications to the state and anticipate approval to open the connection in early April 2021 to the ONWASA water system. Upon completion, ONWASA will sell a maximum of 60,000 gallons per day of water to the Maple Hill area of Pender County.

Customer water demand is increasing. There was a 0.8% increase in demand in calendar year (CY) 2020 compared to CY 2019. Every indication is that the growth trend will continue. Over the same period, sewer gallons billed has increased 14.8%.

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 - Operation:	5	Laboratory	3
Information Technology	7	Northwest Regional WRF	4
Finance	9	Southeast Regional WW1	3
Engineering	6	Swansboro WWTP	4
Meters	16	Human Resources	2
Customer Service	12	Dixon WTP	6
Collections	11	Hubert WTP	6
Distribution	20	SCC	6
Total Number of Permanent Positions - 125			

Retaining Highly Qualified Employees

The utility continues to attempt to maintain a good position relative to what other regional utilities providers are paying. Therefore, the complete employment package is continuously reviewed, and revisions offered as budget allows.

Employee engagement and training has been and continues to be an essential practice at the utility to retain highly qualified employees. Communication and positive reinforcement with employees are also key approaches to ensuring that all employees are aware of their importance in the continued successful operations of the utility. The formal employee appreciation program is in place to make sure positive feedback is provided to employees for their consistent dedication and hard work.

Being mindful of the Raftelis recommended rate adjustment and cap on operational increases, the proposed budget is very conservative. Management cut as many operational requests as possible without negatively affecting day-to-day operations. In addition, no funding is proposed for a cost of living increase or related merit pay bonuses.

Although the budget is austere, the Budget Team commends the entire ONWASA team to the Board of Directors. The past 12 months are unprecedented in ONWASA's operations. Weekly reports kept the Board of Directors apprised of COVID-19 impacts to staffing and the organization. Departments took drastic measures to keep enough employees isolated and/or healthy to continue

uninterrupted operations of the utility. For example, employees at water and sewer plants worked demanding 7 days on/7 days off schedules for around a year. The utility is proud to claim that there was zero interrupted water or sewer service due to COVID-19.

In recognition of the performance of the ONWASA team, the Board of Directors is respectfully requested to consider the award of bonus days to the workforce. This measure is identical to that taken by such government agencies as the State of North Carolina and the County of Onslow. The CEO would recommend awarding staff at least four (4) bonus days off to all employees of record as of July 1, 2021.

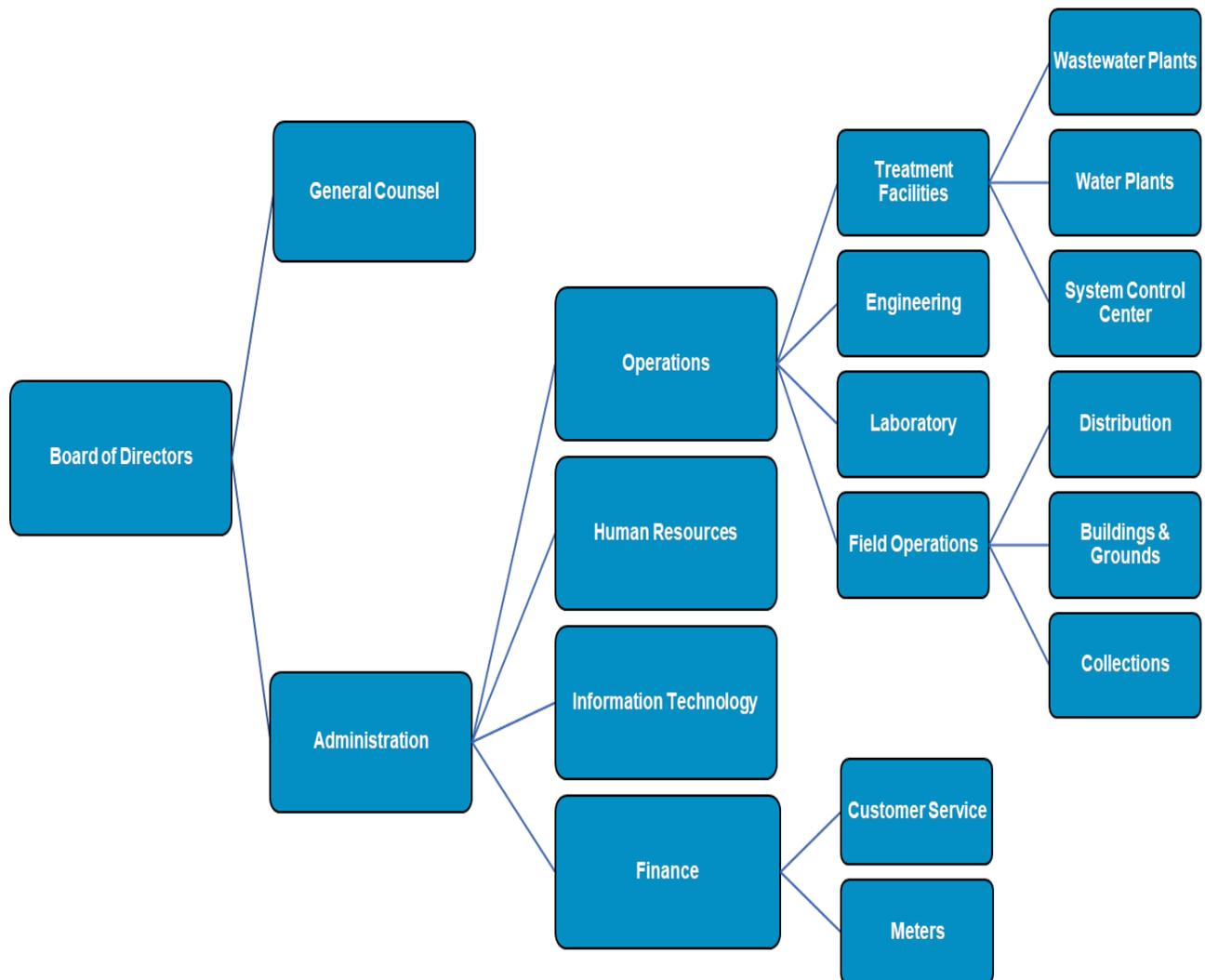
There are no further recommended changes to benefit levels.

Organizational Overview



The budget has been prepared with funding for 125 full time positions. No additional positions have been funded however at least one position has been repurposed. A diagram depicting the table of organization of the utility is shown in FIGURE 4.

Figure 4. Organizational Chart



Proposed Capital Construction



As shown in FIGURE 5, ONWASA is divided into four “service areas” which total over 445 square miles. Based on the Capital Improvement Plan (CIP) accepted by the Board of Directors in 2020, projects are planned in each of these service areas and at the main office facility during FY22.

In general, capital projects that are scheduled to be under design and/or construction in FY22 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.

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 operating 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 on TABLE 4.

Figure 5. Service Areas

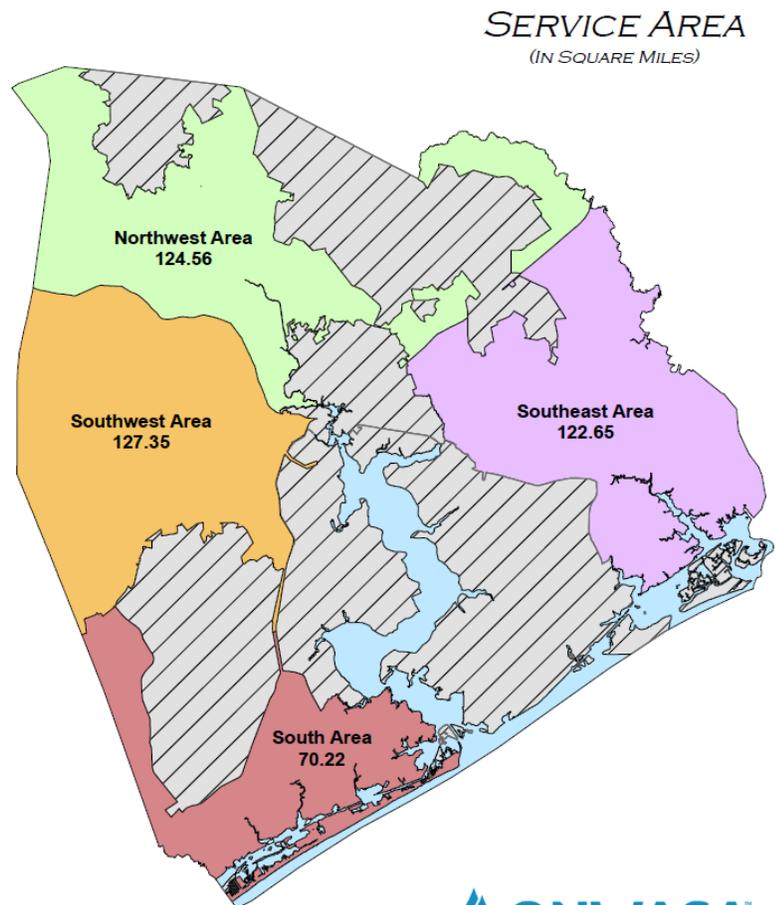


Table 4. Proposed Annual Capital Projects and Equipment

Proposed Annual Projects and Equipment						
Category	Department	Request	Qty	Unit Cost	Ext. Cost	Justification
O t h e r I m p r o v e m e n t s	Buildings & Grounds	AC Unit	1	10,000	10,000	Replace HVAC Unit on 228 Georgetown Building
		AC Unit	1	15,000	15,000	Replace HVAC Unit on 232 Georgetown Building
		Furniture	1	57,500	57,500	Furniture for new Lab and Warehouse
	Collections	Update Single Phase to Three Phase	1	22,050	22,050	Upgrade Pump Station for more efficient operations
		Relocation of Sewer Line in Richlands	1	65,000	65,000	Line goes under business building
	Dixon	Clear Well Stand Pipe	1	60,000	60,000	Provide backpressure to RO
		Evaluate SCADA Control Panel	1	50,000	50,000	Current control panel has insufficient points for future expansions
		Waste Upgrade	1	50,000	50,000	Engineered Upgrade to the waste pumps, vaults, and discharge line
		Filter Pump Replacement	1	73,650	73,650	Replacement of one of the 50HP filter pumps on DT 1 with a 100HP filter pump to help equalize the flow through the tanks
	Hubert	Rehab Softeners 5&6	1	200,000	200,000	Softeners are developing rust holes(leaks) and must be repaired. Softener #5 has 5 patches that are welded and 2 new leaks. Salt is used during our regeneration process which accelerates the corrosion.
		Replace well Discharge Piping	4	10,000	40,000	Replace severely corroded 8" ductile piping located in chemical feed room at Black Creek wells 4,5,6 and 11. These pipes are 35+ years old and are in a very corrosive environment.
		CL 17 Chlorine Analyzer and SCADA Programming	1	7,000	7,000	Chlorine Analyzer and Scada programming required at BC10 to monitor the chlorine residual reading
		Elevated Tank Overflow Pump Control Panel.	2	12,000	24,000	Existing control panels at the Gum Branch and Catherine Lake elevated tanks are corroded and internal components are obsolete which may cause operational issues.
		Burton Tank Actuated valve and SCADA Programming	1	22,110	22,110	Replace the existing altitude valve with an electric controlled actuated valve. We currently have no SCADA control of the operation of this valve. The existing valve operates of system pressure that leads to the elevated tank overflowing at times.
	NWWRF	In Plant Pump Station Coating Repair	1	55,000	55,000	Immediate repair of the In plant pump station wetwell. Interior coating has collapsed. Needs removed and new coating applied.
E q u i p m e n t	Buildings & Grounds	Hoshizaki KML700 Ice Machine	1	7,000	7,000	One unit to replace the two older units in the bay. Multiple repairs made on existing units. Has a hard time producing enough ice in the summer time for field staff.
	Collections	Bypass Pump - 8"	1	65,000	65,000	Add a bypass pump at WOTS Pump Station for emergency situations
	Dixon	Filter Pump #4 Replacement Motor	1	9,000	9,000	The motor on Filter Pump #4 has been rebuilt 5 times in the past 2 years.

Table 4, Continued.

V e h i c l e s	Meters	1/2 ton full size pickup truck	2	45,000	90,000	Replace Truck #823 and #860 for high mileage
	Collections	Crew Truck 4500	1	65,000	65,000	Replace Truck #866 for high mileage
	Distribution	Crew cab crew truck with utility bed 4x4	2	80,000	160,000	Replace Truck #849 and #813 for high mileage
	Hubert	Mid size 4X4 Extended Cab Pickup with Towing Package	1	55,501	55,501	Truck has a damaged engine and does not run
C o m p u t e r T e c h n o l o g y	IT	Rubrik Backup Appliance Replacement	1	90,000	90,000	Replacement of Primary Backup with (3) years warranty
		Northwest to EOC Microwave Telemetry Replacement	1	40,000	40,000	Replacement for End of Life Microwave Telemetry Link
		Meridian Report IQ Reporting Software	1	13,000	13,000	CIS and FIS reporting software
		Meridian Customized Software Changes	1	30,000	30,000	Improvements and Functionality
		Network Switches	4	12,500	50,000	Network Switch for Lab Building/Warehouse
		Dell Powerstore SAN for DR	1	75,000	75,000	SAN Storage for DR
		Replacement DR/DataCenter Servers	2	20,000	40,000	Replacement of EOL (End of Life) servers in Datacenter
		GPS Unit	1	9,000	9,000	End of life for existing GPS unit
	Meters	MC 3 Lite AMR Collector	1	17,500	17,500	To read AMR water meters
Total Operating Capital Requests FY 21					1,567,311	

Larger projects are included in the accepted Capital Improvement Program (CIP) of the utility. As mentioned earlier, the CIP is a formal document that has been accepted 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 accepted CIP
6. The proposed budget is provided to the Board of Directors for consideration

During the FY22 budget cycle this normal process continues to be minimally interrupted by the COVID-19 Pandemic and ensuing State of North Carolina protective measures. However, much needed sewer and water projects continue to move forward with design and bidding for FY 22.

The budget has been created using the updated, Board-accepted CIP and Rate Study. The current Rate Study recommends an 8% increase in FY22 to meet the requirements of the CIP.

The two most important sewer projects faced by ONWASA are wastewater solutions for Swansboro and Southeast. The most important water project faced by ONWASA is the Highway 24 Regional Trunk Main Replacement.

During the COVID-19 pandemic, the following process is being followed:

1. All current CIP projects continue as scheduled.
2. The proposed budget is developed using the updated, accepted CIP and Rate Study.
3. The proposed budget is provided to the Board of Directors no later than April 15, 2021, with possible adoption at a public meeting on May 20, 2021.
4. Staff, consultants and financial analysts continue to move forward on designing, bidding and financing of the three most important sewer and water projects.
5. Continue with current construction projects already under way to be completed by the end of FY 22.

With the updated CIP and Rate Study, ONWASA continues to work on multiple approved CIP projects with a major focus on the three most important sewer and water projects.

A full copy of ONWASA's current CIP is included as an appendix. Brief descriptions of the CIP projects currently scheduled for either design or construction activity during FY22 are included in this section.

Building Roof Replacements CIP-001

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

Laboratory Addition CIP-002A

Completion of construction contract to build a new water quality testing laboratory with additional office space adjacent to the Administration Building at the Central Office Complex. The laboratory is currently housed in a stand-alone modular building that has exceeded its original service life.

Warehouse CIP-002B

Completion of construction contract to build a basic metal warehouse for parts and equipment adjacent to the main vehicle parking area. The new warehouse will provide more secure inventory space to meet future needs.

Southwest Service Area Upgrades, Project 2 CIP-004

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.

Summerhouse WWTP Infiltration Pond Capacity Assessment CIP-005

Completion of design, competitive bidding and construction of a project to increase the capacity of Pond 2 to accept additional discharge from the plant. *Note: Further work on this project is dependent on completion of an ongoing capacity assessment study and alternatives analysis.*

Swansboro WWTP Replacement CIP-006

Completion of design, competitive bidding, permitting and easement acquisition for the construction of a sewer force main and pumping station(s) along Highway 24 in order to connect the Swansboro area collection system to the Piney Green pump station. This will provide additional treatment capacity in the Swansboro area by diverting flow to Marine Corps Base Camp Lejeune for treatment under an existing agreement with ONWASA.

Heather Loop Road Gravity Sewer Improvements CIP-007

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.

Kenwood/Bishops Ridge Service Extension CIP-008

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.

Emergency Power Systems Upgrades (formerly *Permanent/Standby Power Upgrades with ATS*) CIP-011

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

Pumping Station Assessment/Rehabilitation CIP-016

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.

Highway 24 Regional Trunk Main Replacement CIP-017

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.

Union Chapel Wells/WTP/Storage Facility CIP-025

Completion of site analysis, preliminary design, and permitting for the construction of a new water treatment facility along Union Chapel Road in northwestern Onslow County. This facility would help address the steadily increasing demand for potable water due to growth in Onslow County, and also increase the resiliency of ONWASA's water supply system in the event of an issue at one of our other treatment facilities.

Southeast Area Regional Wastewater Treatment Plant CIP-028

Completion of design, competitive bidding, permitting and easement acquisition for the construction of a sewer force main and pumping station(s) to transmit wastewater influent from both plants to Marine Corps Base Camp Lejeune for treatment. This will provide additional treatment capacity in the Southeast area.

Topsail Island Booster Station CIP-032

Completion of design, permitting, competitive bidding for the construction of a booster pumping station located on the main transmission line on the island. This station could significantly increase pressure when activated.

Hargett Street Wastewater Pump Station Rehabilitation CIP-033A

Completion of easement acquisition, competitive bidding and construction of project to remove the existing pump station and replace with gravity sewer lines/manholes that will direct influent flow to another nearby ONWASA pump station.

Shore Drive Wastewater Pump Station Rehabilitation CIP-033B

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

Piney Green Sewer Phase 2 – Hickory Grove Lagoon Closure CIP-034

Completion of design, competitive bidding and construction of a project to demolish legacy treatment equipment and stabilize the lagoon water level for closure of this site. 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.

Hurricane Florence

Completion of 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, was completed at the end of calendar year 2020 and those systems are now operational. 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 first 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.

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 FY21 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 FY22

Update on Major FY21 Initiatives

Last year, ONWASA's leadership team identified the following improvements to be targeted during FY21. A status report follows each item.

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.

Status: One additional improvement has been completely implemented.

Palo Alto firewall solution - A new Palo Alto Network firewall solution has been successfully installed and implemented across all ten ONWASA networked facilities and on all ONWASA servers and end user devices. This robust new updated firewall system is a next generation type of system designed to prevent threat actor intrusion, viruses, and malware. This technology makes better use of whitelisting, blacklisting, and scanning of applications approved to run on the network.

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.

Status: Twenty-Five PC's, thirty laptops, four tablets, and eight iPads have been deployed throughout the year.

Recreate Non-Critical Databases. ONWASA will work to recreate non-critical databases, such as the large-format construction drawings 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 as well as large-format construction drawings that provide as-built system information.

Robust Infrastructure. ONWASA will work to improve its critical operational infrastructure 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 to increase operating duration have been completed at several Black Creek well sites, and funding for work at additional well locations is included in the current Capital Improvement Plan.

Laboratory Replacement – A new water chemistry laboratory is now under construction and should be completed in early 2022. This building will replace an existing remote modular building that is subject to wind and water damage with a new masonry structure directly connected to the Main Office Administration Building. It is designed for 24-hour operation even during severe weather events.

Roof Replacements - In addition to the work on generators mentioned previously, roof replacements are currently planned at four existing well site buildings as well as at the Main Office Administration Building. This is part of a long-term effort to replace existing roofs that are nearing or at the end of their lifespan.

Stream Crossings - ONWASA continues to investigate potential external funding sources to support an initiative to replace approximately 45 water main aerial stream crossings, which are highly vulnerable to flood and debris damage during storm events, with underground piping via horizontal directional drill techniques.

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

Status: Fully implemented. ONWASA held a full-scale training exercise in May of 2018 and 2019. The 2018 exercise took place on May 30, 2018 and the 2019 exercise took place on May 9, 2019. The 2020 exercise was planned for May of

that year but was postponed due to the COVID-19 pandemic. The 2021 exercise will take place prior to peak Atlantic Hurricane Season.

CIP Implementation. Implement 100% of 2021 CIP Projects and implement 100% of 2022 CIP Projects.

Status: Ongoing. 75% of projects have begun. Status of individual projects with CIP funding through FY21 is as follows.

CIP-001 Building Roof Replacements – Construction of a central office roof replacement project is now underway, with a construction completed in calendar year 2021. Additional sites to begin design in FY21, based on available funds.

CIP-002A Laboratory Addition - Construction of a new lab building is now underway, with a completion date in late FY22.

CIP-002B Warehouse Addition - Construction of a new warehouse is now underway, with a completion date in late FY22

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 – The design and construction to increase the capacity of Pond 2 to accept additional discharge from the plant is underway.

CIP-006 Swansboro WWTP Replacement – Design is anticipated to be completed the fall of 2021 and construction of the force main and pump stations is scheduled to start in the early calendar 2022

CIP-007 Heather Loop Road Gravity Sewer Improvements – Design work is now underway; anticipate bidding and construction start before the end of CY2021.

CIP-008 Kenwood / Bishops Ridge Service Extension – Design work is currently underway; anticipate bidding and construction on CY2022.

CIP-011 Emergency Power Systems Upgrades – An initial round of improvements has been completed; currently preparing to bid for construction at additional sites for projects in FY22.

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 FY21.

CIP-017 Highway 24 Regional Trunk Main Replacement – Design work has started on the new larger diameter water main. Bidding for construction, to be done in coordination with the sewer force main, is scheduled late 2021.

CIP-025 Union Chapel Wells/WTP Storage Facility - A professional services contract to begin site evaluations, process analysis and preliminary design should be executed by the end of 2021.

CIP-028 Southeast Regional WWTP Design and Permitting – A schedule for design and construction of the force main and pump stations has not been established at this time

CIP-032 Topsail Island Booster Station – A professional services contract to begin design, permitting, bidding and construction oversight was executed in August 2020. Design and bidding are expected to be completed by the end of 2021.

CIP-033A Hargett Street Pump Station Rehabilitation – Design work has been completed. Bidding and construction have been delayed pending easement acquisition.

CIP-033B Shore Drive Pump Station Rehabilitation – Completion of design, bidding and construction has been delayed pending resolution with NCDOT's culvert replacement project in the same area.

CIP-034 Piney Green Sewer Phase 2 – Hickory Grove Lagoon – Bidding documents are being prepared to demolish the legacy treatment equipment and stabilize the lagoon. It is anticipated the project will be completed by the end of 2021.

Hurricane Florence - Completion of construction for projects associated with recovery from flood damage sustained by the Northwest Regional Water Reclamation Facility during Hurricane Florence.

Disaster Recovery Response - Completion of the first 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

Financing Plan Completion. Based on the accepted CIP and accepted 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 accepted CIP. Based on schedule for two of the three most important projects, a plan for financing these projects will start in the fall of 2021.

DEC Financial Consultants are under contract and will actively work with staff, the ONWASA Attorney, and Wooten Engineering to complete the plan for financing.

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.

The COVID-19 Pandemic presented many challenges for ONWASA and focusing on maintaining employee trust, communications, wellbeing, engagement, safety, and performance were the primary focus this past year as always. The navigation through the changes to the work environment and people management have been perplexing at times but through collaboration between staff and management ONWASA successfully transitioned into a remote work model with limited onsite staff.

Review and enhance the hiring and onboarding processes

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

The computer software system that allows Human Resources to disseminate qualified employment applications to hiring managers in a timelier manner, has been working efficiently and ONWASA has continued to hire during this the COVID-19 pandemic, but the average time from job post-to-offer date has slowed significantly which is consistent with the current local and national environment. Human Resources will continue to monitor and benchmark data to determine the level of improvement achieved.

Human Resources modified the employee onboarding process to a virtual on-boarding program during the COVID-19 pandemic. The normal program which includes orientation, training, facility tours, departmental leadership personnel meeting with the new hire to provide expectations as well as a meeting with the CEO which includes customer service expectations, as well as an organizational values brief will be continuing as the COVID-19 pandemic allows.

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 a continuous process. ONWASA has career paths in place due to certification, education and training requirements for each position as indicated on the job description. The Chief Human Resources Officer in tandem with the department heads continues to review 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 is continually being reviewed. During the COVID-19 pandemic, this was continued through virtual collaborations.



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 continues to conduct Customer Satisfaction Surveys throughout the year to stay abreast of ONWASA's customer needs. Current overall satisfaction is very high among respondents.

Customer Service has continued changing processes for the benefit of the customer. In FY21 ONWASA implemented the following new measures to provide for a better customer experience:

- Relaxed guidelines for new service installation applications by no longer requiring building permit submittal prior to completion.
- Improved customer notification processes by generating all automated communications through Customer Service, such as:
 - Water outages
 - Account notifications
 - Usage notifications
- Added the ONWASA Advisory and Alerts Information map on the ONWASA website, to simplify outage and boil water advisories.
- Updated the payment arrangement policy to allow customers up to two years to pay for leak usage charges.
- Implemented extensive cleaning, sanitization processes and installed glass partitions to keep ONWASA's customers and employees safe during the COVID-19 pandemic.
- Extended payment arrangements for balances accrued during Executive Order 142 by providing an additional six months beyond the time indicated in the Executive Order.

- Updated the drive-thru window to lessen the glare and offer a clear line of sight to improve customer comfort during transactions.
- Added Kiosk payment options through JOEMC locations in Sneads Ferry and Jacksonville to offer contactless payment services during the COVID-19 pandemic.



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 has upgraded from a CenturyLink DSL connection to a Century Link Fiber connection. This provides a significant increase in internet speed as well as a viable back up internet connection.

The Century Link PRI phone connection was upgraded to a Century Link SIP connection. This resulted in all phone lines being converted from copper to all internet-based phone lines.

ONWASA upgraded to a Mitel call center with softphones giving Customer Service Call Center Agents the ability to use software loaded on their laptops as their phone system eliminating the need for a physical phone set. This provided much needed portability during the pandemic.

ONWASA replaced end of life cycle hardware phone system controller with a Mitel virtual phone system controller. This allows the phone controller to be easier to manage and more cost-efficient virtual server environment.

Cellular based modems with externally mounted antennas have been installed in eight Collections and Engineering vehicles

ONWASA has continued efforts to encourage the use of SharePoint and Teams sites, and OneDrive. These tools proved valuable for sharing information while team members worked remotely during the pandemic.

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 Commons. It also provides a reliable, redundant connection that is currently handled 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 in April 2021.

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 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	April 2020	July 2020	October 2020	February 2021
Facebook Followers	1,847	1,951	2,038	2,089
Blackboard Connect- Total Phones Called	46,666	9,316	5,992	5,108
Blackboard Connect- Total Unique Messages	48	55	40	44
Website Visitors	28,494	30,354	29,922	29,147

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 employees may not have been able to donate their time in person over the past year like in year's past due to COVID-19 but staff did donate toys and canned food. Donations of toys and canned food were made to Christmas Cheer as well as to the CHEW! Program to help hungry kids in the community. As the COVID-19 pandemic starts to subside, ONWASA employees will be able to participate in the Community Support Program. This Program creates community engagement opportunities for ONWASA employees that are meaningful, purposeful and helps those in need.

Prior to COVID restrictions, ONWASA 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 water resources, the science of water, and the public services ONWASA provides. As COVID restrictions are lifted, we will do so again.

ONWASA's 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. In 2021 the CEO was elected Chairman-Elect of the Chamber of Commerce.

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



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 FY22 budget has been developed with 7 out of 18 budget departments showing a decrease in annual operational expenditures in FY22 versus the prior FY21 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 2018 Rate Study was revised in FY21 after the Board updated the CIP. The Rate Study identified and communicated the revenue required for operations and the accepted CIP for the next five years. In accordance with the rate study an 8% rate increase for utilities is proposed.

ONWASA continues to explore alternate sources of revenue with minimal increases to operating costs. ONWASA is proceeding with multiple interlocal agreements to sell potable water. Interlocal agreements already in place include: an agreement with Pender County for the Maple Hill interconnect, which is scheduled to be completed any day now and the various agreements with the City of Jacksonville in areas where it is ONWASA water lines and the City of Jacksonville sewer lines. With the strong growth in the area, more opportunities for shared resources are expected to arise in the future.

Production processes are being reviewed to lower utility and 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 Plan (CIP) originally adopted in May 2018 and updated in the Fall of 2020. A total of nineteen (19) individual projects were identified for funding starting in FY19 through FY21. Despite

significant impacts to project schedules caused by Hurricane Florence and COVID-19, progress has been made on eighteen (18) of these projects

CIP projects now in the construction phase include: the completion of construction of a new water chemistry laboratory, warehouse metal building, central office roof replacement and Northwest Regional WRF rehabilitation. Planning and/or design work is also underway for multiple CIP projects, including: three different wastewater treatment facilities; regional trunk watermain; pump station rehabilitations; water booster station and, the expansion of the sewer 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 CIP was completed in Fall of 2020.

In addition to implementation of the CIP, this goal is measured by reductions in the amount of unaccounted for (unbillable) potable water throughout the system. Although staff efforts have been impacted by COVID-19, all water production/usage data sources are being reviewed monthly to determine the actual volume of unaccounted for (unbilled) water. Along with better tracking, reporting of leaks and associated repairs help identify and prioritize where future improvements are needed. To accomplish this goal, ONWASA has implemented a proactive approach to line maintenance which should reduce the number of emergency main breaks or leaks. ONWASA has also begun projects to increase resiliency to weather-related damage, such as the replacement of water main aerial crossings with directionally-bored underground water mains.

It is important to note that the above information provides a brief 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 these types of projects planned for FY22.

- 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.

FY22 Major Work Initiatives

The following major work initiatives are currently planned for FY22.

Meridian. Implement upgrade for financial and billing software to include more mobile functionality for employees and customers.

Wastewater Solutions. Continue with the design, permitting, easement acquisition and construction for capacity improvements at both Swansboro and Southeast wastewater service areas.

Water Solutions. Continue with the design, permitting, easement acquisition and construction for Highway 24 Regional Trunk Main replacement.

Robust Infrastructure. Continue projects to improve generator and fuel supply infrastructure, replace roofs and stream-crossings, and improve connectivity for resiliency during natural disasters.

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

Laboratory. Complete construction on the brick-and-mortar laboratory building in FY22.

Warehouse. Complete construction of the metal building in FY22.

Informing ONWASA's Customers

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

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

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

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

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

Staff recommends the public hearing on the proposed FY22 budget take place at the regular meeting of the Board of Directors in the Council Chambers of Jacksonville City Hall, 815 New Bridge Street, Jacksonville on Thursday, May 20, 2021.

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, Information Technology, Operations, as well as the Clerk to the Board.

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

Respectfully Submitted,



Jeffrey Hudson
Chief Executive Officer



Tiffany Riggs
Chief Financial Officer



David Mohr
Chief Operations Officer



Joetta Guist
Chief Human Resources Officer



David Bergman
Chief Information Officer

**ONWASA 10 YEAR CAPITAL IMPROVEMENT PLAN
2020 UPDATE- FINAL**

August 25, 2020
(rev 02/04/2021)

No.	Project Description	Type	Service Area	YEARS 1-5 CAPITAL IMPROVEMENT NEEDS					YEARS 6 - 10	Project Total
				FY20-21	FY21-22	FY22-23	FY23-24	FY24-25	FY25-30	
Buildings/Miscellaneous Projects										
CIP-001	Building Roof Replacements	R	Various	\$850,000					\$500,000	\$1,350,000
CIP-002A	Laboratory Addition	R	Central Office	2,700,000						2,700,000
CIP-002B	Parts and Equipment Warehouse	R	Central Office	1,100,000						1,100,000
CIP-011	Emergency Power Systems Upgrades	R	Various	250,000	150,000	150,000	150,000	150,000		850,000
N/A	Disaster Recovery Response Contracts	R	Various	1,000,000	500,000	500,000	500,000	500,000		3,000,000
WATER SYSTEM										
Raw Water and Monitoring Wells										
CIP-010	ORWRG Aquifer Study Monitoring Wells	R	Various	175,000					150,000	325,000
Union Chapel WTP										
CIP-025	Union Chapel Wells / WTP / Storage Facility	E	Southwest	350,000	2,000,000				27,650,000	30,000,000
Water Distribution System - Renovation										
CIP-003	Water Main Interconnections - Phase 2	R	Various	250,000	209,325					459,325
CIP-017	Highway 24 Regional Trunk Main Replacement	R	Swansboro	800,000	10,000,000	4,200,000				15,000,000
CIP-032	Topsail Island Booster Pumping Station	R	Stump Sound	250,000	1,250,000					1,500,000
CIP-018	Queens Creek Road Water Main Upgrades	R	Swansboro				300,000	3,500,000		3,800,000
CIP-019	Rocky Run Road Water Main Upgrades	R	White Oak					250,000	4,850,000	5,100,000
CIP-004	SW Service Area Upgrades, Project 2 (Hwy 17 Trunk Main)	R	Southwest	349,661					9,650,339	10,000,000
CIP-024	Bannermans Mill Road Water Main Upgrades	R	Richlands					250,000	2,250,000	2,500,000
CIP-026	SW Service Area Upgrades, Project 3	R	Southwest						3,000,000	3,000,000
WASTEWATER SYSTEM										
Northwest Regional Water Reclamation Facility										
N/A	Hurricane Florence Recovery	R	Richlands	2,640,183						2,640,183
Southeast Regional WWTPs										
CIP-005	Infiltration Pond Capacity Assessment/Rehabilitation	R	Stump Sound	631,500						631,500
CIP-014	Treatment Train 3 Rehabilitation	R	Stump Sound		250,000					250,000
CIP-023	Treatment Train 4 Rehabilitation	R	Stump Sound				250,000			250,000
CIP-028	Capacity Improvements (Alt. # 4)	E	Stump Sound	1,800,000	18,000,000					19,800,000
Swansboro WWTP										
CIP-013	Infiltration Pond Flow Meters	R	Swansboro	165,000						165,000
CIP-006	Capacity Improvements (Alt. # 1)	E	Swansboro	1,860,000	13,940,000					15,800,000

**ONWASA 10 YEAR CAPITAL IMPROVEMENT PLAN
2020 UPDATE- FINAL**

August 25, 2020
(rev 02/04/2021)

No.	Project Description	Type	Service Area	YEARS 1-5 CAPITAL IMPROVEMENT NEEDS					YEARS 6 - 10	Project Total
				FY20-21	FY21-22	FY22-23	FY23-24	FY24-25	FY25-30	
	WASTEWATER SYSTEM (cont.)									
	Wastewater Collection System - Renovation									
CIP-007	Heather Loop Road Gravity Sewer Improvements	R	White Oak	192,730						192,730
CIP-015	County Landfill Force Main Tie-In	R	Southwest		100,000					100,000
CIP-016	Pumping Station Assessment/Rehabilitation	R	Various	200,000	100,000	100,000	250,000	200,000		850,000
CIP-033	Hargett Street and Shore Drive Pump Stations Rehabilitation	R	Various	379,227						379,227
CIP-034	Piney Green Sewer Phase 2 - Hickory Grove Closure	R	White Oak	243,226						243,226
	Wastewater Collection System - Expansion									
CIP-008	NW Plant - Kenwood/Bishops Ridge Service Extension	E	Southwest	240,507		2,000,000				2,240,507
CIP-020	NW Plant - Liberty Park Road Service Extension	E	Southwest				250,000	1,150,000		1,400,000
CIP-021	NW Plant - Hill Farms Service Extension	E	Richlands					240,000	1,260,000	1,500,000
CIP-022	NW Plant - Denise Dr/Greystone Dr Service Extension	E	Southwest						3,250,000	3,250,000
CIP-029	NW Plant - Plum Point Sewer Extension	E	Southwest						3,600,000	3,600,000
CIP-030	Piney Green FM - Birchwood Park Service Extension	E	White Oak						1,075,000	1,075,000
	Totals			\$16,427,034	\$46,499,325	\$6,950,000	\$1,700,000	\$6,240,000	\$57,235,339	\$135,051,698
							Total: Years 1-5	\$77,816,359		

Notes:

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

All cost estimates are based on 2020 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 Codes: E - System Expansion Project R - Repair/Rehabilitation Project

02/04/2021 - Adjusted CIP-028 costs to reflect revised project cost estimate.

THE FLOW

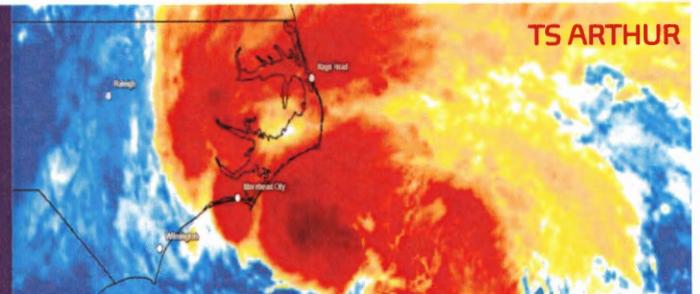
CUSTOMER NEWSLETTER

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



FROM THE DESK OF
JEFF HUDSON, CEO

Storms



June 1st marks the official start of the Atlantic Hurricane Season. Tropical Storm Arthur didn't get the memo. Arthur was the first named storm of 2020. The National Weather Service also reports that it is the first storm that has impacted Eastern North Carolina in May since Tropical Storm Anna in May 2015. Arthur also makes May 2020 the 6th straight May that a named storm has formed. Thankfully, the ONWASA service area was spared the heaviest affects of Arthur. Although Arthur was only a tropical storm, ONWASA put our severe weather plans into effect. We "battened down the hatches", double-checked generators, topped off fuel and treatment plant supplies, and ensured that we had everything we needed to weather the storm. It was a good exercise in advance of any hurricane. With our experienced staff, new generator equipment and fuel tanks, and emergency construction contracts I am confident in our ability to meet many weather challenges. But how well we know that hurricanes aren't the only storms of life!

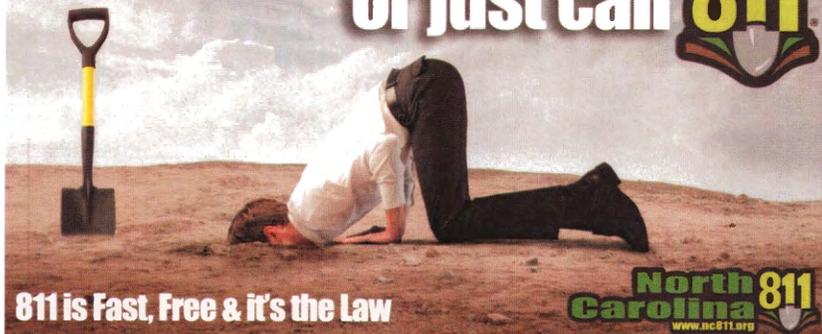
As I write this June newsletter in the month of May, North Carolina continues under Phase 1 of the state's plan to reopen following the Coronavirus Pandemic. By the time you receive this newsletter I am hopeful that we will have entered Phase 2 or Phase 3, with businesses in full recovery from our social distancing and economic shutdown. Many of our fellow North Carolinians are experiencing hardship. The NC Department of Commerce reports that between March 15th and May 19th unemployment claims grew from 3,000 a week to as much as 20,000 per day.

To help our customers ONWASA temporarily suspended all late fees and utility disconnections for non-payment. Unless extended, that financial assistance program was set to expire at the end of May. Even though most customers were able to pay for the utility services they used between March and May 2020, we know that some could not. These are unprecedented times. All customers will be given six (6) months to pay off any unpaid usage charges that accumulated between March 15th and May 31st with no late penalties. Our Customer Service Representatives are ready to help any customer make arrangements. Please call them at 910-455-0722. Starting June 1st normal billing practices are expected to resume.

I am proud of the fact that ONWASA began helping our customers well before the state ordered all utilities to do so. Now, as we transition back to normal operations we will continue our focus on excellent customer service.

Don't know where your underground utilities are?

You could do this...
or just call **811**



811 is Fast, Free & it's the Law

North Carolina 811
www.nc811.org

2019 Water Quality Report

ONWASA will soon be publishing the 2019 Water Quality Report for our utility. The water quality report is a snapshot of last year's water quality. Included are details about your sources of water, what it contains, and how it compares to standards set by regulatory agencies. Our constant goal is to provide you with a safe and dependable supply of drinking water. Once completed and published to the ONWASA website, the full report may be viewed at the "Forms, Applications & Reports" page of the ONWASA website at <https://www.onwasa.com/177/Forms-Applications-Reports>

Projects in the 2020-2021 Budget

A growing Onslow County population requires continuous investment in utility infrastructure. Here are highlights of ONWASA's construction program for the coming year.

- ◆ Repair 8" gravity pipe that runs across Highway 17
- ◆ Slip line 12" pipe under Highway 24
- ◆ Relocate sewer line in Richlands
- ◆ Conduct multiple well repairs and upgrades
- ◆ Complete Hickory Grove Lagoon Closure
- ◆ Re-roof multiple buildings
- ◆ Complete design of the Highway 24 Utility Corridor Project
- ◆ Rehabilitate Hargett Street and Shore Drive pump stations
- ◆ Complete repairs to the Northwest Sewer Plant in Richlands
- ◆ Complete Kenwood/Bishops Ridge sewer design & permitting
- ◆ Complete Heather Loop Road sewer line replacement
- ◆ Begin construction of new laboratory and warehouse
- ◆ Complete Phase 2 of sewage pumping station assessments
- ◆ Based on the decision by the Board of Directors, implement a sewer capacity solution for the utility's southeast service area
- ◆ Complete emergency power system upgrades at key ONWASA facilities around the county
- ◆ Install flow metering systems at the four infiltration ponds serving the utility's Swansboro area plant

Oatmeal Pecan Waffles

INGREDIENTS

For waffles:

- 1 C whole-wheat flour
- ½ C quick-cooking oats
- 2 tsp baking powder
- 1 tsp sugar
- ¼ C unsalted pecans, chopped
- 2 large eggs, separated (for pancakes, see note)
- 1½ C fat-free (skim) milk
- 1 Tbsp vegetable oil

For fruit topping:

- 2 C fresh strawberries, rinsed, stems removed, and cut in half (or substitute frozen strawberries, thawed)
- 1 C fresh blackberries, rinsed (or substitute frozen blackberries, thawed)
- 1 C fresh blueberries, rinsed (or substitute frozen blueberries, thawed)
- 1 tsp powdered sugar

INSTRUCTIONS

1. Preheat waffle iron.
2. Combine flour, oats, baking powder, sugar, and pecans in a large bowl.
3. Combine egg yolks, milk, and vegetable oil in a separate bowl, and mix well.
4. Add liquid mixture to the dry ingredients, and stir together. Do not overmix; mixture should be a bit lumpy.
5. Whip egg whites to medium peaks. Gently fold egg whites into batter (for pancakes, see note below).
6. Pour batter into preheated waffle iron, and cook until the waffle iron light signals it's done or steam stops coming out of the iron.
7. Add fresh fruit and a light dusting of powdered sugar to each waffle, and serve.

(A waffle is perfect when it is crisp and well-browned on the outside with a moist, light, airy and fluffy inside.) (Or make pancakes.)

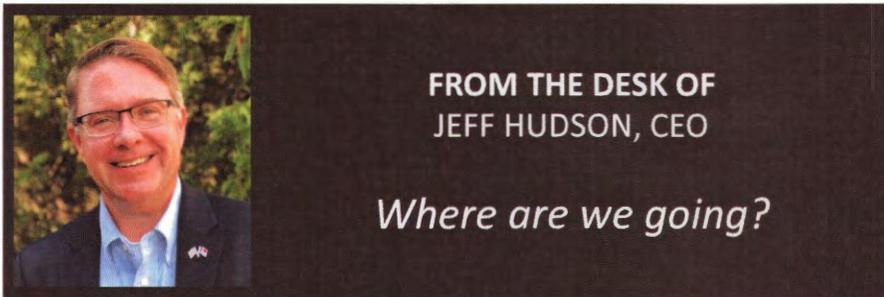
(Courtesy of the National Heart, Lung, and Blood Institute)



THE FLOW

CUSTOMER NEWSLETTER

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



By July I had hoped that several things would have become simply a bad memory. I hoped that the summer sun would totally burn up the Coronavirus. I wanted our high school seniors to move past their alternative graduations and focus on the next phase of their bright futures. I particularly looked forward to freedom of movement. I thought that businesses would be open and employment numbers would rise rapidly. But as we watch the news, we seem to have only compounded our troubles. It is easy to become discouraged and depressed. I know it affects me, just as it has affected my teenage son and my 87 year old mother. You find yourself asking the question, “Where are we going?”

After some reflection, I realize that it is not a bad question to ask. We cannot control the circumstances we find ourselves in. But we can control how we react to those circumstances. In our personal lives, this can be a time in which we draw closer to our faith, and to our fellowman. It can be a time in which we perform intentional acts of kindness, such that people see the light within us. This is no less true of agencies and organizations, who are nothing more than a collection of fellow humans that gather around a specific purpose.

At ONWASA our function is as simple as our way forward. We are fortunate in that respect. We must do everything within our power to (1) provide you with a clean, reliable source of water; (2) protect our coastal environment through the proper disposal of wastewater; and, (3) while we are accomplishing numbers 1 and 2, treat every customer ... every fellow human being fairly ... as we would want to be treated. Not every customer receives an answer they want to hear. But we are absolutely committed to listening to your specific circumstances and trying to find a way to help (if at all possible) rather than merely finding a way to say “no”.

ONWASA is going forward with plans to expand our water and wastewater systems to serve our growing population. We are doing so with **NO RATE INCREASE** this year. We are doing so with a continued focus on excellent customer service. We are thankful for you and we pray for health, peace, security, and recovery at this time.

WE NEED YOUR CORRECT CONTACT INFORMATION!

We are not able to send you urgent notices, outage information, or rapidly let you know that we found a leak on your property without your email or phone number. Please contact ONWASA today with your updated information! Your information can be updated in one of three ways. You may:

- ◆ Go to the "Customer Portal" under the "My Account Button" at www.onwasa.com
- ◆ Go to the "Contact Us" link at the bottom of ONWASA's website
- ◆ Call 910-455-0722

GREASE IS THE ENEMY!

No, we are not necessarily talking about your diet. Instead, we are referring to the fact that grease is the enemy of your household plumbing! Here are some facts you should know:

What is grease?

Grease is the common term for animal fats and vegetable oils. Animal fats and vegetable oils are lipids. Lipids are organic molecules essential to animal life for the production of hormone and energy storage. If a lipid is liquid at room temperature, it is usually referred to as "oil". If it is solid at room temperature, the lipid is referred to as "fat" or "grease". Animal fats and vegetable oils are 8-12% lighter than water and do not mix with water.

How does grease cause problems?

Greases solidify downstream during cooling; the grease sticks to the walls of drainage pipes in buildings and sewer pipes. Over time, pipe diameter is significantly reduced by grease buildup. This buildup can reduce or stop the flow of water through the pipes causing sewer backup and overflows. Grease can also cause lift station failures. It also causes significant problems at wastewater treatment plants.

What about using my garbage disposal or hot water to wash grease down the drain?

These won't prevent grease from building up in sewer pipes. Garbage disposals do not remove grease from the plumbing system. Hot water will cool down in pipes causing fats and grease to block your plumbing over time.

Chocolate Éclair Cake

Seems like a time for chocolate.



Cake:

(2) 4 oz. pkg. French Vanilla Instant Pudding

1 box Graham Crackers

9 oz. Cool Whip

3 1/2 cups Milk

Mix pudding with 3 1/2 cups milk on low speed. Mix in cool whip. Lay one layer of graham crackers in bottom of 9 x 13 inch dish. Put 1/2 of the mixture over graham crackers. Add another layer of graham crackers and then add remaining mixture on top. Top with another layer of graham crackers. Refrigerate for 2 hours.

Frosting:

3 Tbsp. Butter

3 Tbsp. Milk

2 tsp. Karo Syrup

1 1/2 cups Confectioners Sugar (sifted)

2 Tbsp. Cocoa

2 Tsp. Vanilla

In sauce pan, melt butter over low heat and add cocoa. Mix well. Remove from heat and add remaining ingredients. Mix well. Once cake has been refrigerated for 2 hours, remove cake and pour frosting on top of cake, evenly spreading frosting over entire top of cake. Cover and refrigerate for 12 hours.

Source: Contribution by Ms. Cora Mae Foy! Thank you!



THE FLOW

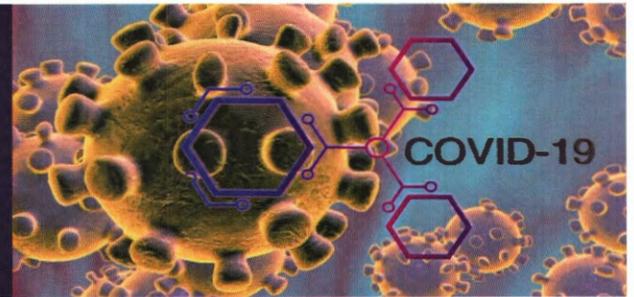
CUSTOMER NEWSLETTER

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



FROM THE DESK OF
JEFF HUDSON, CEO

It's a Moving Target



Recently, I was in a meeting about part of our community's response to COVID-19. One of the persons in the meeting said that dealing with this pandemic is like "hitting a moving target". That seems correct. As both individuals and as a community we are being called upon to be more and more flexible. State guidance has changed from stay-at-home orders to social distancing to masks. We have changed the way we interact with other people, shop, and live our daily lives. If you told me life would be like this 5 years ago I wouldn't have believed you.

I draw comfort from news reports that treatment therapies and vaccine trials are progressing. The truth is that the world has slowed, but it has not stopped. Neither has ONWASA. We have adapted and are moving forward with construction plans that will ensure that we have the water and sewer infrastructure necessary for our growing community. In 2018 ONWASA began a capital construction program. We have completed many miles of new water mains, built new raw water wells, and have done tremendous engineering and design. In 2020 we anticipate starting the next phase of construction for the future.

Like the comment made about COVID-19, we know the future is a moving target. Onslow is a very transient community, with thousands of customers moving in and out every year. Providing reliable water utility service to a changing residential and commercial landscape takes a lot of planning and engineering. Some of the largest projects we anticipate undertaking include:

- ◆ Increased wastewater capacity for the Swansboro and Holly Ridge/Stump Sound service areas. The existing wastewater treatment plants in those locations simply won't handle 20-year growth projections.
- ◆ New water transmission mains down the Highway 24 corridor. This will allow us to move huge amounts of water from production locations to areas where population growth has increased demand.
- ◆ Enhancements to the water distribution system to Topsail Island to account for peak summer demand.
- ◆ Bringing new "raw" water production wells fully online to feed our water production plants.

We are making these investments in new infrastructure for one reason... to satisfy customer expectations! Thank you for being our valued customer!



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!

We are in the 2020 Hurricane Season! We need your correct contact information. We are not able to send you urgent notices or outage information without your correct email or phone number. Quickly and easily update your information in one of 3 ways!

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

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

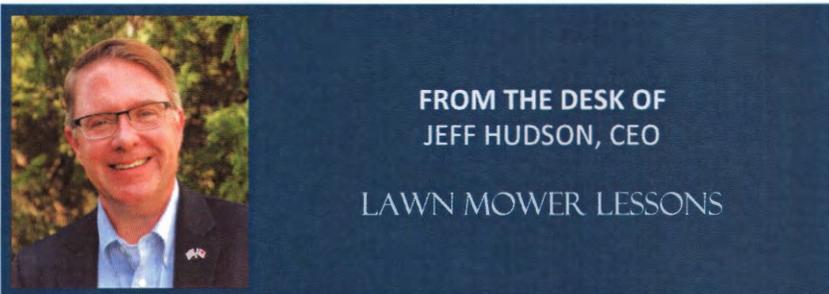
Dietary Exchanges
1 fruit, 1/2 other carbohydrate, 3 lean meat



THE FLOW

CUSTOMER NEWSLETTER

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



One of my chores growing up in Richlands was mowing a lot of grass. I did not enjoy mowing grass nearly as much as playing pickup games of basketball or football with my friends or just riding my bike up and down Highway 258. Yep, in those days you could ride your bike without the extreme risk of getting flattened. So when it was time to take care of the yard, my plan included gassing up the old cub cadet lawn tractor and running it at 65 mph. My Dad, Billy, had different ideas. There was a “pre-mow” checklist that (in my adolescent opinion) took way too long!

Tire pressure, oil levels, air filter condition, grease points, belts and hoses ... everything got a quick check. Over the years he taught me that there is a specific way you should do things. You don't cut corners when you need something to operate reliably. As we enter September 2020 I find it especially important to remember the life lesson taught over the motor of an old lawn mower. Sometimes checklists are necessary. You must be prepared.

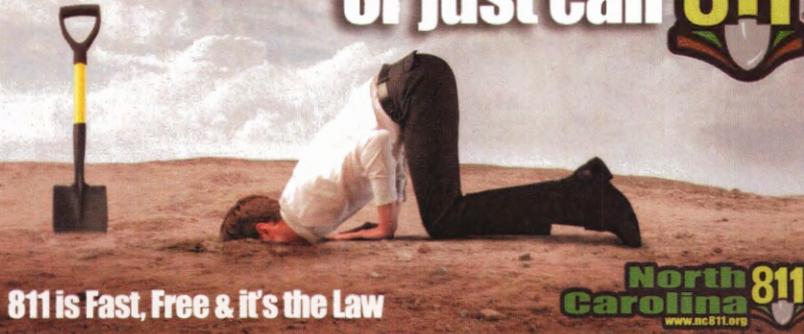
September is National Preparedness Month in the United States. Here in Eastern North Carolina we normally focus on preparing for our most likely natural disaster, hurricanes. Since 2018 however, it seems as though we have had our choice of disasters in North Carolina. Hurricanes, tropical storms, cyber-attacks, an earthquake, and of course the pandemic. At ONWASA we continue to make huge investments in preparation for any threat to our utility. We are better equipped than ever before to deal with problems. New technology, new equipment, and continued focus on training has made us more resilient. Our primary mission is to provide you with reliable, safe water utility service.

Just as your water utility has prepared, I would encourage you and your family to take time to create your own checklists and preparations. An entire array of excellent FREE online tools may be found at www.ready.gov. Of particular interest may be information on how to build your own emergency kit.

Remember, the Atlantic Hurricane Season lasts from June 1 through November 30th. This year COVID-19 has changed some emergency plans, so it is best to find out important information in advance of any storms. A great State of North Carolina source is www.readync.gov. Even more specific local information can be found at onslowcountync.gov/610/Prepare-For-An-Emergency. ONWASA also *strongly encourages* you to update your contact information (see back of this page) so we are able to give you emergency updates. Thank you and be safe!

Don't know where your underground utilities are?

You could do this...
or just call **811**



811 is Fast, Free & it's the Law

- ◆ Always call 811 three (3) working days before digging, regardless of the depth or familiarity with the property.
- ◆ Plan ahead. Call on Monday or Tuesday for work planned for an upcoming weekend, providing ample time for the approximate location of lines to be marked.
- ◆ Confirm that all lines have been marked.
- ◆ Consider moving the location of your project if it is near utility line markings.
- ◆ If a contractor has been hired, confirm that the contractor has called 811. Don't allow work to begin if the lines aren't marked.
- ◆ Visit www.call811.com for complete info

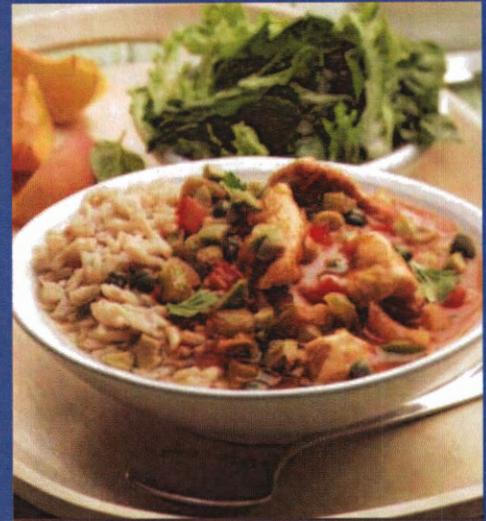
IMPORTANT!

We are approaching the most active part of the Atlantic Hurricane Season! We need your correct contact information. We are not able to send you urgent notices or outage information without your correct email or phone number.

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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.

chickadillo (chicken picadillo)



Ingredients

- 1 pound chicken breasts, boneless, skinless, cut into thin strips
- 2 teaspoons olive oil
- 1 large yellow onion, finely chopped
- 1 medium green pepper, finely chopped
- 1 medium red pepper, finely chopped
- 3 cloves garlic, mashed
- 1 /3 cup no-salt-added tomato sauce
- 1 /3 cup low-sodium chicken broth
- 1 /3 cup fresh lemon juice
- 1 /3 cup water
- 1 /4 teaspoon ground cumin
- 2 bay leaves
- 1 /4 cup golden raisins
- fresh cilantro leaves
- 1 tablespoon capers, drained
- 2 tablespoons green olives chopped

1. Heat the olive oil in a large skillet over medium heat. Add the onion, peppers, and garlic, and sauté until the vegetables are soft, about 5 minutes.
2. Add the chicken and stirfry for another 5 to 10 minutes, until the chicken has cooked through.
3. Add the tomato sauce, chicken broth, lemon juice, cumin, bay leaves, water, and raisins to the vegetables and chicken.
4. Cover the pan and reduce the heat. Simmer for 10 minutes or until the chicken is tender.
5. Remove the bay leaves and serve with brown rice and black beans. Garnish with fresh cilantro, capers, and olives.

Yields 6 servings, Serving Size 3 /4 cup, Calories 162, Total Fat 5g, Saturated Fat 1g, Cholesterol 46mg, Sodium 133mg, Total Fiber 2g, Protein 18g, Carbohydrates 13g, Potassium 380mg

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



THE FLOW

CUSTOMER NEWSLETTER

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



FROM THE DESK OF
JEFF HUDSON, CEO

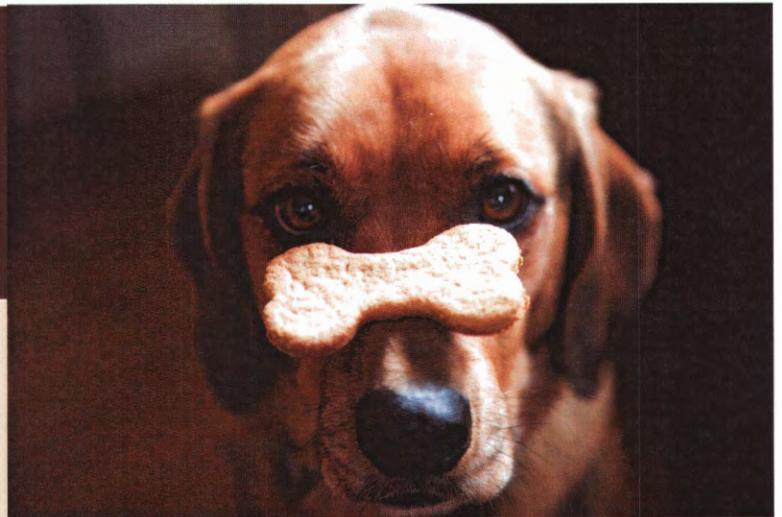
Making Friends

When I took my first tour of ONWASA in 2016 I passed through the Meter Technician shop. The room was full of meter testing equipment, workshop tables, parts, and huge new commercial meters ready to be installed in the field. None of that was surprising.

As I passed a set of shelves, I noticed a box of dog biscuits. I turned to the Metering Services Supervisor and jokingly asked “did someone leave their dog biscuits here?” The answer came with a serious expression. “Nope, we buy those dog bones because sometimes we have to make some four-legged friends!” I could immediately tell that I was listening to the voice of experience! For decades ONWASA only had access to what I will call “old manual-read” water meters. This required metering technicians to go yard-by-yard and enter readings from over 50,000 meters every month. Not only did they have to dodge very protective dogs, but also copperhead snakes, fire ants, and black widow spiders. And dog biscuits only work on dogs, not those other critters!

This is why I am particularly pleased that ONWASA is 100% complete with our conversion from “old manual-read meters” to Automatic Meter Reading (AMR) meters. AMR meters use a small radio transmitter to send a burst of data to an ONWASA vehicle as it passes by. AMR metering technology is more accurate than technicians having to key-in 50,000+ water readings every month. We have also gained in efficiency. Instead of a meter route taking 3-4 days to be read, it can be done in a matter of hours by only one technician! This has created more time for staff to perform preventative maintenance on our system, increasing our ability to provide uninterrupted service.

At ONWASA, we are focused on creating efficiencies both in our processes and through technology. It is all part of our continuing mission: Our team protects the community’s health and the environment by providing high-quality water utility services through excellent customer experiences. Thanks for being our customer!



October is National Adopt a Dog Month



Why not provide a shelter dog with their forever home? Adoptions through Onslow County Animal Services are available by appointment only during the Pandemic. Call 910-937-1164 to schedule an appointment! Note: a mask is required.

To view all adoptable animals, visit <https://www.onslowcountync.gov/186/Animals> for adoptable animal albums. Also, check out their Facebook page!

Meet and greets are by same day appointment. Adoption hours are 12:00-4:00pm, Tuesday-Friday and 10:00-3:30pm Saturdays. Once again, call to schedule an appointment! By the way, the dog to the left is Genevieve, a shelter pet in need of a home as of the date of this writing!

Slow Cooker Chicken And Dumplings



Ingredients

- 4 skinless, boneless chicken breasts
- 2 Tbsp. butter
- 2 (10.75 oz) cans condensed cream of chicken soup
- 1 onion, diced
- Your choice of other vegetables such as peas, carrots, or celery.
- 2 (10 oz) packages refrigerated biscuit dough, torn into pieces
- Salt and pepper to taste

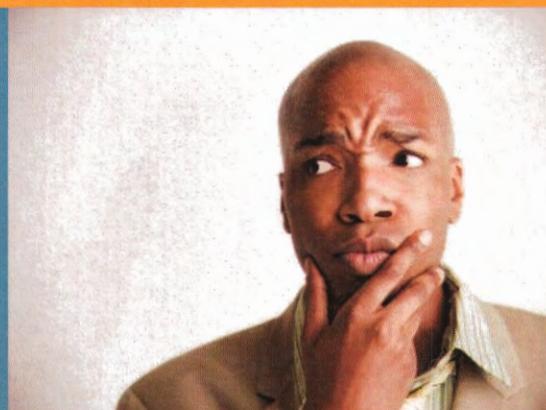
Directions

1. Place the chicken, butter, cream-based soups, and diced onions in a slow cooker and fill with enough water to cover all the ingredients.
2. Cover, and cook for 5 1/2 hours on High. Shred the chicken with a fork in the slow cooker, place the torn biscuit dough in the cooker and cook for an additional 30 minutes on high or until the dough is cooked throughout.

If you prefer, you can use fat free or low sodium cream of chicken soup.

Source: ONWASA Employee

Where is the water going?



One of the most frustrating problems for customers is high usage that is not easily explained. Once water travels through the meter it is owned by the customer. To keep bills as low as possible, it is helpful to know more about usage and leaks.

USAGE

Common household activities require a lot of water.

- ◆ An average shower uses 5 gallons of water per minute
- ◆ A full-tub bath uses 36 gallons of water
- ◆ The average person flushes 4 times daily, using 3 gallons of water per flush.
- ◆ The average person uses 3 gallons of water each time they brush their teeth.
- ◆ The average shave uses 1 gallon of water.
- ◆ Washing your hands or face uses approximately 1 gallon of water. But in these COVID-19 times, that may be more!
- ◆ The average dishwasher uses 16 gallons of water per wash.
- ◆ Hand washing dishes with running water uses 3 gallons of water per minute.
- ◆ The average washing machine uses 44 gallons per load of laundry.
- ◆ Hose sprinklers vary widely in the amount of water used. Sprinklers may use as much as 315 and 930 gallons per half hour of operation, depending on the size of the hose.

LEAKS

- ◆ A faucet that drips 10 times per minute uses 1 gallon of water a day.
- ◆ A leaking toilet can use 200 or more gallons of water per day.

THE FLOW

CUSTOMER NEWSLETTER

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



FROM THE DESK OF

JEFF HUDSON, CEO

The Science of Water

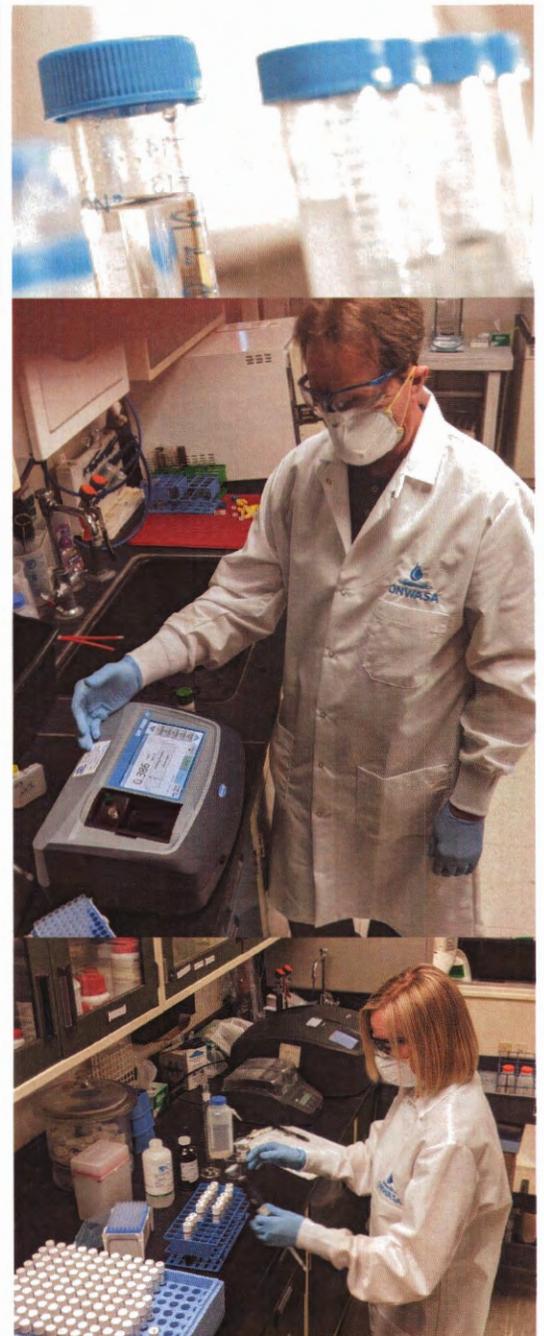
In last month's newsletter I wrote about one of my surprises when entering the utility industry in 2016. Namely, the hazards experienced by Meter Technicians as they went from yard to yard reading meters. Fast legs and a dog biscuit were once a necessity! This month I recall another real surprise, the incredible science behind the production of water.

We produce over 3 billion gallons of water a year. We don't know if the gallon you are using will wash your car tires or will go into your sweet tea. So every gallon must be healthy and safe. To accomplish this feat ONWASA has a team of skilled and certified water plant operators as well as a full in-house laboratory. We take thousands of water samples each year, adjusting our treatment processes to ensure your safety. Pictured to the right are two of our scientists, David and Denise. Their lab work is invaluable to ONWASA.

Recognizing how our laboratory is mission-critical, our utility has begun a construction project to harden the laboratory against hurricanes and other natural disasters. A construction contract has already been signed to build a new masonry building over the next few months. This is all part of ONWASA's plan to construct the robust infrastructure necessary to meet the needs of our growing community.

Recently, one of my friends talked to me about the heavy responsibility he faces in his profession. I did not disagree with him. Workers in many professions, such as the healthcare industry, fire and police service face extreme pressures. The heroes of our military make sacrifices and endure pressure others cannot imagine!

Water utilities like ONWASA face the task of producing a product that our customers take into their own bodies every day. To ensure safety we: (1) source our water from deep underground aquifers to minimize any chance of contamination; (2) maintain a secure system of plants and distribution systems; (3) recruit and retain the best operators, engineers, and chemists; and (4) rely on daily scientific tests. It is the science of water that keeps us safe. Thanks for being our customer!

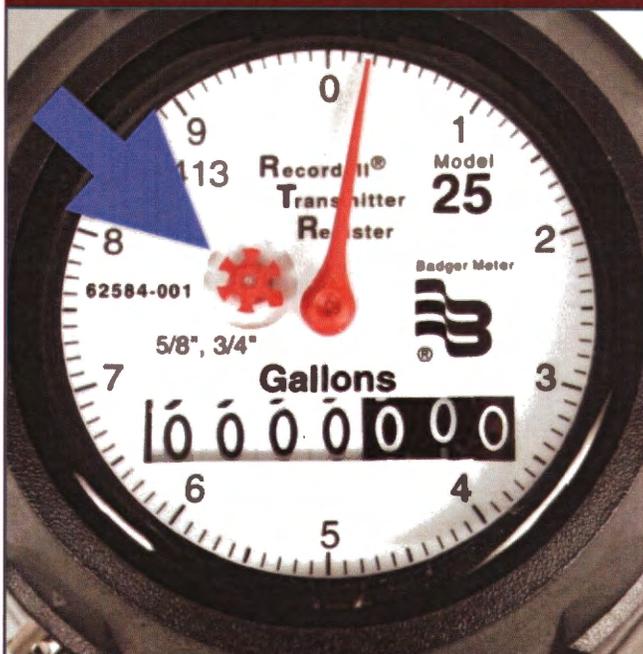


Leak Prevention & Detection

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 around your home.
- ◆ 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.



At this time of year it is important to give thanks. That might seem difficult in 2020. So many things have happened this year. We at ONWASA are very thankful for you, our valued customer. We wish you the very best this Thanksgiving and hope that you are able to have peace and joy. May God bless you and yours!



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



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

In the rearview mirror.



There are certain things I do not want to repeat. When I was 9 or 10 years old I dropped an artificial fishing lure on our red and gold shag carpet (yes it was the 70s). The lure had two, 3-prong fishing hooks and, you guessed it, one end of that lure went firmly into the carpet and the hooks on the other end went to the bone of my right thumb. Mom took out the scissors and cut out a square of carpet! The piece of carpet, the lure, my Mom and I all took a trip to Onslow Memorial Hospital!

Let's just say I'm glad that incident is far behind me. Over the years I've experienced a few things I'm glad are in the rearview mirror of life. I've been waiting for the year 2020 to join them. There's lots of commentary out there right now on calendar year 2020. Aside from COVID-19, the US experienced multiple natural disasters including raging wildfires and the most hurricanes to hit the U.S. in a single season. This year the U.S. had 16 natural disasters that each caused at least \$1 billion in damage. Layer on top of forest fires, floods and storms, the civil unrest in our society and you have a year marked by much pain. So I have felt somewhat justified in my eager anticipation of the end of 2020.

But if I were to dig just a bit deeper, I would realize that the year 2020 had redeeming value. As I write this and as you are reading this, the realization hits that we have been granted another day of life. Today we have an opportunity to do a good turn for someone else. As holiday lights go up each year many people choose to make a kind gesture to others. How much more should we do in a year such as this?

Friends, not in spite of 2020 ... but because of 2020, the employees of your water utility committed to collect as much non-perishable food and toys as possible for Onslow Christmas Cheer, a program of Onslow Community Outreach. Moreover, ONWASA employees are volunteering at Christmas Cheer as well as in local churches and non-profits around our community.

I am proud to work with employees who not only take pride in the provision of clean water, but who also give of their own time to help others. Your water utility is based in Jacksonville. Our employees live throughout the community. We are your neighbors. We are thankful for your business and we care about our collective home.

Whatever unique or hard circumstances you have been through in 2020, we wish you all the best in 2021 and beyond. May God bless you and yours this Christmas Season!

Tired of Turkey Yet? Try this!

pork chops in warm cherry sauce

INGREDIENTS

- 4 bone-in center-cut pork chops (about 5 oz each)**
- ¼ tsp salt**
- ⅓ tsp ground black pepper**
- 2 tsp olive oil, divided into 1½ tsp and ½ tsp portions**
- 1 C onion, diced**
- 1 C dry red wine**
- 1 tsp dried tarragon**
- 1 C dried cherries, either sweet Bing or tart (or substitute another dried fruit such as raisins, figs, or prunes)**

INSTRUCTIONS

1. Trim visible fat from pork chops. Sprinkle with salt and pepper.
2. In a large nonstick pan, warm 1½ teaspoons of oil over high heat. When pan is hot, brown chops on both sides, about 2 minutes per side. Remove chops from pan. Set aside.
3. Over medium heat, add remaining ½ teaspoon of oil and diced onion. Cook and stir until onion softens, about 5 minutes.
4. Add red wine. Cook and stir 1 minute to loosen the flavorful brown bits and mix them into the sauce.
5. Add tarragon and cherries. Cook and stir 1 minute to blend.
6. Return pork chops and any juices to pan. Cover. Simmer 9 minutes to thicken sauce and until pork chops are fully cooked (to a minimum internal temperature of 160 °F).
7. Serve immediately.

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

Employee Spotlight

Organization is defined as "an organized body of people with a particular purpose, especially a business, society, association, etc."

What makes our water utility the best in Eastern North Carolina are the people that work here. This month we would like to introduce you to two of our great employees.

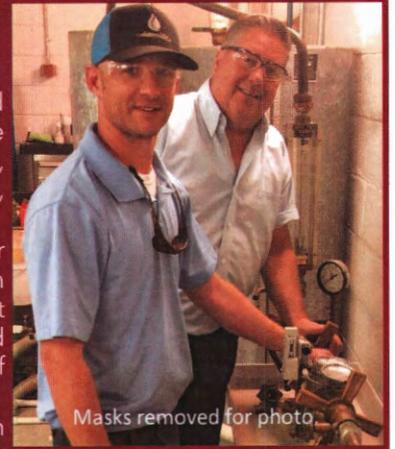
Richard Whitehurst (R in picture) is the Metering and Service Superintendent with 31 years experience. Kurt Jones (L in picture) is the Metering Supervisor with 16 years of experience.

These two gentlemen and their staff are on the front lines providing service to our customers. In their combined 47 years of experience they've seen a lot! Richard remembers having to distract a donkey with dog biscuits while another employee quickly read the meter. Kurt has been nibbled by goats in another yard. Old rural Onslow has changed a lot. So too have our methods of operation.

Richard and Kurt say the best recent innovation has been the transition from manual meters to computerized meters. This has improved accuracy and efficiency. Technicians now have more time to stop and start services, verify meter reads, and help customers who may be experiencing leaks. Richard and Kurt are motivated by the team dynamics of their department.

In their free time Richard spends time with his family, travels and sings in a gospel band, does carpentry and works outdoors. Kurt is an accomplished outdoorsman who hunts, fishes, attends drag races, and spends time with his family.

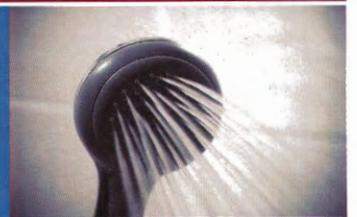
We receive many compliments from customers on our Metering Department as well as Richard and Kurt. They go the extra mile for our customers and live out one of our core values here at ONWASA, "treat others as you want to be treated".



Water Conservation Tip

One drip every second adds up to 5 gallons every day!

Check your faucets and showerheads for leaks!



ONWASA Offices will be closed on December 24th, 25th and 28th in celebration of Christmas.
We wish you and yours a safe and happy Holiday Season!



Merry Christmas

THE FLOW

CUSTOMER NEWSLETTER

January 2021 Edition 228 Georgetown Road, Jacksonville, NC 28540 (910)455-0722 www.onwasa.com



FROM THE DESK OF
JEFF HUDSON, CEO

Resolutions



Happy 2021! If you are like millions of Americans, you may have made a New Year's resolution. As usual, resolutions vary widely from improving finances, taking mini-adventures or reading more to taking control of your health. Being the water utility, we would be remiss if we didn't point out that the Mayo Clinic reports that men need around 3.7 liters of water a day and women need about 2.7 liters a day! At ONWASA we have one main resolution this year. It is to continue to provide uninterrupted, healthy water for you and your family ... every day of 2021.

To help start your year on a sweet note, we have included one of our favorite dessert recipes below. It is a health-conscious version from the National Institutes of Health. On page 2 of this newsletter, we have included a handy calendar for 2021. Wishing you and yours all the best!



INGREDIENTS

- 5 C tart apples, cored, peeled, and chopped
- 1 C sugar
- 1 C dark raisins
- 1/2 C pecans, chopped
- 1/4 C vegetable oil
- 2 tsp vanilla
- 1 egg, beaten
- 2 1/2 C sifted all-purpose flour
- 1 1/2 tsp baking soda
- 2 tsp ground cinnamon

PREP TIME: 10 minutes

COOK TIME: 40 minutes

YIELDS: 20 servings

DIRECTIONS

- 1) Preheat oven to 350° F, Lightly oil a 13x9x2-inch pan.
- 2) In a large mixing bowl, combine apples with sugar, raisins, and pecans; mix well. Let stand for 30 minutes.
- 3) Stir in oil, vanilla, and egg. Sift together flour, baking soda, and cinnamon; stir into apple mixture about 1/3 at a time, stirring just enough to moisten dry ingredients.
- 4) Turn batter into pan. Bake 35 to 40 minutes, until a toothpick inserted in the center of the cake comes out clean.
- 5) Cool cake slightly before serving.

2021

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- Jan 01 New Year's Day
- Jan 18 Martin Luther King Day
- Feb 12 Chinese New Year
- Feb 12 Lincoln's Birthday
- Feb 14 Valentine's Day
- Feb 15 President's Day
- Feb 17 Ash Wednesday
- Mar 14 Daylight Saving (begin)
- Mar 17 St. Patrick's Day
- Mar 20 Vernal equinox
- Mar 28 Passover
- Apr 01 April Fool's Day
- Apr 04 Easter
- Apr 13 Ramadan begins
- Apr 21 Admin Assistants Day
- May 09 Mother's Day
- May 23 Pentecost
- May 31 Memorial Day
- Jun 14 Flag Day
- Jun 20 Father's Day
- Jun 21 June Solstice
- Jul 04 Independence Day
- Sep 06 Labor Day
- Sep 07 Rosh Hashanah
- Sep 22 Autumnal equinox
- Oct 11 Columbus Day
- Oct 31 Halloween
- Nov 07 Daylight Saving (end)
- Nov 11 Veterans Day
- Nov 25 Thanksgiving
- Nov 28 Hanukkah begins
- Dec 21 December Solstice
- Dec 25 Christmas Day
- Dec 26 Kwanzaa begins
- Dec 31 New Year's Eve

REMINDERS:



THE FLOW

CUSTOMER NEWSLETTER

February 2021 Edition 228 Georgetown Road, Jacksonville, NC 28540 (910)455-0722 www.onwasa.com



FROM THE DESK OF
JEFF HUDSON, CEO

Fix Leaks & Save Money

I have always enjoyed reading quotes from historical figures that I respect and admire. Have you ever heard that Benjamin Franklin said “A penny saved is a penny earned”? You might be as surprised as I was to find out that he actually never said that. He did, however, write something similar in the 1737 *Poor Richard’s Almanack*. Franklin wrote “A penny saved is two pence clear.”

The idea that saving money is a good idea has never been more true than it is today. With the uncertainty in the world and the marketplace, it is a good idea to save on unnecessary expenses. One of the ways many homeowners can do that is by fixing leaks and conserving water.

Friends, you would be amazed at the number of house plumbing system leaks reported to ONWASA in a given year. Leaking water not only runs up your utility bill, but it can also lead to costly property damage.

This month we are encouraging all our utility customers to check your property for leaks. This is especially important after several days of below-freezing temperatures. Don’t forget to check water pipes leading to barns, out-buildings, and docks.

Water is a precious resource that is better to be used rather than wasted through costly leaks. You can find helpful information about leaks at onwasa.com/89/Information-on-Leaks

THE FACTS ON LEAKS

10
percent of homes have leaks that waste 90 gallons or more per day

A leaky faucet dripping at the rate of one drip per second can waste more than
3,000 gallons
per year

Did you know?

Minor water leaks account for nearly

1

trillion gallons

of wasted water each year and is equal to annual household water use in nearly

11
million homes

A shower leaking at
10 Drips
per minute wastes more than
500
gallons per year

Repair

leaks by checking faucet washers and gaskets for wear and replacing them if necessary



Replace old toilets with WaterSense models & save



13,000

gallons of water savings for the average family

Homeowners can save



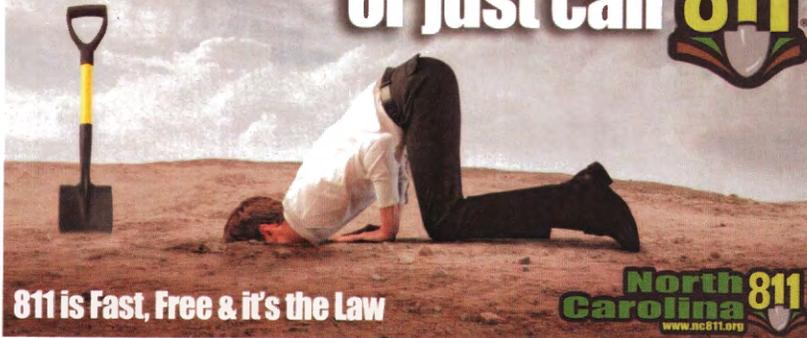
10 percent on their water bills



epa.gov/watersense

Don't know where your underground utilities are?

You could do this...
or just call **811**



CONSERVE WATER IN THE KITCHEN!

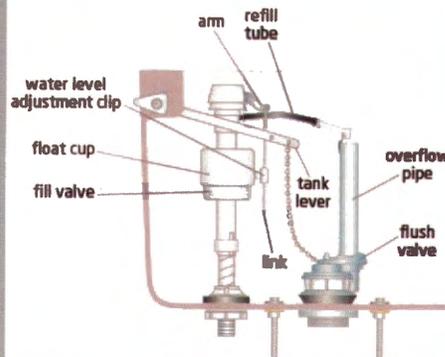
- ◆ When cooking, peel and clean vegetables in a large bowl of water instead of under running water.
- ◆ Fill your sink or basin when washing and rinsing dishes.
- ◆ Only run the dishwasher when it is full.
- ◆ When buying a dishwasher, select one with a "light-wash" option.
- ◆ Install faucet aerators.

Leaking toilets can waste thousands of gallons of water a month, leading to higher water and sewer bills. Sometimes toilet leaks are easy to hear, but many times they can be silent, making them easy to miss.

To check for leaks:

- ⇒ Remove the toilet tank lid.
- ⇒ Drop one dye tablet or 10 drops of food coloring into the tank. (Free dye tablets are available from ONWASA).
- ⇒ Put the lid back on. Do not flush.
- ⇒ Wait 20 minutes.
- ⇒ Check your toilet bowl. If you see colored water, you have a leak. If not, you don't.

What to do if you find a toilet leak: If you rent, let your landlord know that your toilet leaks right away. If you own your home, it is likely that you can fix your toilet for only a few dollars by replacing its flush valve. If you don't feel comfortable doing this work yourself, you will need to hire a plumber to do it for you.



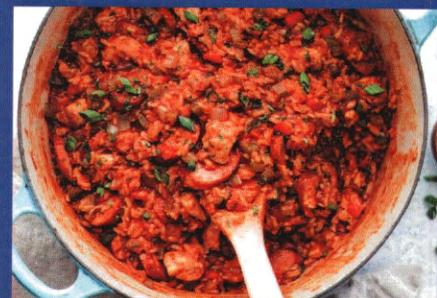
Jumpin' Jambalaya

This hearty jambalaya is made with turkey kielbasa and chicken, low-sodium broth and tomatoes, and brown rice for less saturated fat, less sodium, and more fiber.

- 1 lb. boneless, skinless chicken breast
- 14 oz low-fat turkey kielbasa
- Nonstick cooking spray
- 1 medium celery stalk, chopped
- 2 small onions, chopped
- 4 cloves garlic, chopped
- 1 small bunch green onions, chopped
- 1 medium green bell pepper, chopped
- 1 can (14 ½ oz) no-salt-added diced tomatoes
- 1 ½ c uncooked brown rice
- 4 c water
- 2 cubes low-sodium chicken bouillon
- 1 bay leaf
- 1 ½ tsp cayenne pepper
- 3 Tbsp finely chopped parsley

1. Wash chicken and pat dry. Cut the chicken breast and kielbasa into 1-inch chunks.
2. Spray a medium-sized pot with nonstick cooking spray. Brown the chicken and kielbasa over medium heat and remove from the pot.
3. Add next 6 ingredients to the same pot, and cook over medium heat for 10 minutes.
4. Return the cooked meat to the pot; add the brown rice, water, bouillon, bay leaf, and cayenne pepper. Bring to a boil. Cover, reduce heat, and let simmer for about 50 minutes, or until the water is evaporated (instant brown rice will take less time to cook).
5. Stir in parsley and serve warm.

Yield: 9 servings Each serving provides: Total fat: 4 g Cholesterol: 53 mg Total fiber: 5 g Carbohydrates: 31 g Serving size: 1 c Calories: 250 Saturated fat: 1 g Sodium: 531 mg Protein: 22 g Potassium: 427 mg



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



THE FLOW

CUSTOMER NEWSLETTER

March 2021 Edition 228 Georgetown Road, Jacksonville, NC 28540 (910)455-0722 www.onwasa.com



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

A time to build.



When I was in elementary school I was required to memorize many things. Some I learned begrudgingly, such as my multiplication tables. Even in those ancient days of the 1970s there were, in fact, electronic calculators. I asked myself, “Why should a person memorize something that could be accomplished with 5 or 6 keystrokes?” I know it helped me in the long-run, but I wasn’t happy doing it.

There were other instances, however, in which something seemed to fix itself in my memory with no effort at all. At some point along the way, one of my teachers quoted Saint Jerome to my class. Saint Jerome lived between 347 and 420 AD and was a prolific writer. He said, “Good, better, best. Never let it rest 'til your good is better and your better is best.”

That quote, along with many other influences along the way, led me to a firm belief in continuous improvement. I am proud of the fact that our team at ONWASA is similarly minded. We are not content to simply repeat the same processes over and over if there is a better way of doing things. As we move toward the future we try to examine, evaluate, and improve upon the past. Growth in our community forces us to plan ahead. Allow me to share some ways that we are making our good better, and our better best.

After Hurricane Florence, we started pre-bidding disaster recovery work. This allows us to utilize national contractors in a way that best positions us to receive repayment from FEMA for disaster recovery work.

To keep our water safe and pure, we maintain an internal laboratory staffed by three highly skilled scientists. Construction has begun on a new lab building that will be hardened against severe weather and will be large enough to increase our capacity to test water samples as our utility grows.

Design of a new sewer collections system for the Kenwood area is at 50% completion. Our capital improvement program calls for the expansion of sewer services in multiple areas over the next 10 years.

Continued on Page 2

Continued from Page 1

Design is underway to connect the Swansboro, Summerhouse, and Holly Ridge wastewater systems to Camp Lejeune. This will create much-needed capacity in the future, save our customers money over some other options, and help support the base.

We are currently studying new “raw” water sources such as areas near Richlands. What we call “raw” water is water from deep underground aquifers that is purified in our treatment plants prior to delivery to our customers. Population growth requires us to expand our sources of raw water.

There are many other smaller construction projects that must be undertaken over the next five years. ONWASA has embarked upon its largest construction program ever! We are committed to building the infrastructure necessary to produce clean drinking water, move water to where it is needed, and protect our environment through the responsible treatment of wastewater. Our full capital improvement program may be found at onwasa.com.

GREASE IS THE ENEMY!

No, we are not necessarily talking about your diet, although we try to publish healthy recipes for your use. Instead, we are referring to the fact that grease is the enemy of your household plumbing! Here are some facts you should know:

What is grease?

Grease is the common term for animal fats and vegetable oils. Animal fats and vegetable oils are lipids. Lipids are organic molecules essential to animal life for the production of hormone and energy storage. If a lipid is liquid at room temperature, it is usually referred to as “oil”. If it is solid at room temperature, the lipid is referred to as “fat” or “grease”. Animal fats and vegetable oils are 8-12% lighter than water and do not mix with water.

How does grease cause problems?

Greases solidify downstream during cooling; the grease sticks to the walls of drainage pipes in buildings and sewer pipes. Over time, pipe diameter is significantly reduced by grease buildup. This buildup can reduce or stop the flow of water through the pipes causing sewer backup and overflows. Grease can also cause lift station failures. It also causes significant problems at wastewater treatment plants.

What about using my garbage disposal or hot water to wash grease down the drain?

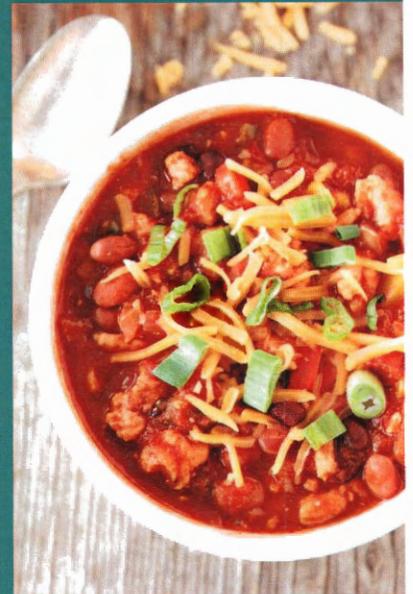
These won't prevent grease from building up in sewer pipes. Garbage disposals do not remove grease from the plumbing system. Hot water will cool down in pipes causing fats and grease to block your plumbing over time.

Why not enjoy warm, comfort foods like CHILI! There are as many chili recipes as there are cooking pots, but if you want to try a healthier alternative check out this version courtesy of UNC Healthcare!

Simple Slow Cooker Turkey-Quinoa Chili

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. Enjoy!



THE FLOW

CUSTOMER NEWSLETTER

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FROM THE DESK OF
JEFF HUDSON, CEO

Dangerous Shrubbery?



I was recently in my local home improvement store where I witnessed workers stocking a large selection of new trees and ornamental plants and shrubs. Spring began on March 20th and with Spring comes planting season! Many families in our community have beautiful amazing yards. You can really tell that they spend a lot of time and effort making sure that everything is as perfectly manicured as the gardens at Biltmore!

Before I began work in the utility business my observation of beautiful landscapes pretty much stopped there. Now I understand that danger can be associated with shrubbery. No, I'm not talking about snakes (though we do have a few copperheads hereabouts). And no, I'm not talking about the 1975 Monty Python movie in which the dreaded Knight Who Says "Ni!" demands a shrubbery of King Arthur. 'Tis a silly film.

I am talking about the fact that people across our state are harmed while in the process of digging in their own yards. If you don't find out where it's safe to dig, it's quite possible you will find a buried utility and potentially create

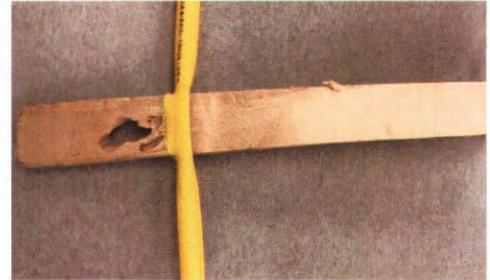
a life threatening situation. I am proud of the fact that ONWASA is a member of North Carolina 811, a non-profit organization funded by its members across North Carolina. People who need to dig can call 811 to request that utilities be located. Member utility providers then have three full working days, starting at 11:59pm the day the notice is given, to mark the locate area requested for their underground utilities or notify the excavator of no conflict in that area. Both the call and the service are free to excavators. Just dial 811. You can also easily access the utility notification center by going to the nc811.org website.

for all you
Weekend Warriors
Safe Digging Is No Accident

Always call
811
Before You Dig

nc811.org

They say a picture is worth a thousand words. From left to right: Shovel hits secondary power line. Landscaping rebar punctures gas main. Driveway stake punctures gas main. Water service line breaks are also a common occurrence. Thanks to NC811 for the photos!



Have the following information when you contact 811

- Phone number
- Address (including the county)
- Work site access
- Is it in a subdivision?
- A cross-street name (nearest intersecting street)
- Where exactly is the area you wish to have located? (are you marking the area with white paint or flags)
- Work date, time, how long will the work take, what type of work is it and who is it for North Carolina 811 provides a toll free number, 1-800-632-4949, that can be reached from anywhere in the continental United States or you may dial 811 within North Carolina.
- Monday - Friday 7:00am to 7:00pm NC811 is open for all normal locate requests (excluding holidays)
- NC811 only takes emergency locates between 7:00pm - 6:59am
- Emergency excavation or demolition notifications from excavators are accepted 24 hours a day, 7 days a week.
- Member facilities have three full business days to mark the locate area requested.

Tuna Salad

Perfect for Spring picnics!

Prep time: 10 Minutes
 Cook time: 0 Minutes
 Yields: 5 Servings
 Serving Size: 1/2 Cup

INGREDIENTS

2 cans (6 oz each) water-packed tuna
 1/2 cup chopped celery
 1/2 cup chopped green onions
 6 1/2 Tbsp low-fat mayonnaise

DIRECTIONS

1. Rinse and drain tuna for 5 minutes. Break apart with fork.
2. Add celery, onions, and mayonnaise, and mix well.



Recipe courtesy of National Institute of Health.

-  PROPOSED EXCAVATION
-  TEMPORARY SURVEY MARKINGS
-  ELECTRIC POWER LINES, CABLES, CONDUIT AND LIGHTING CABLES
-  GAS, OIL, STEAM, PETROLEUM OR GASEOUS MATERIALS
-  COMMUNICATION, ALARM OR SIGNAL LINES, CABLES OR CONDUIT
-  POTABLE WATER
-  RECLAIMED WATER, IRRIGATION, AND SLURRY LINES
-  SEWERS AND DRAIN LINES

The APWA Color Codes

Utilities mark their facilities with specific colors to indicate the type that is underground. These codes show you what those colors represent.

White Lining

Pre-marking a job site in white paint, flags or stakes is an excellent way to communicate the precise location that excavation is to take place. If the area cannot be adequately described otherwise, the law requires that this step be taken by the excavator.
www.nc811.org/white-lining.html

Learn more at: www.nc811.org/safe-digging-process.html

In addition to payment by mail, ONWASA has created many free ways to pay your monthly water bill.

- ♦ In person at our main office in Jacksonville
- ♦ In person at Holly Ridge, Richlands, and Swansboro Town Halls
- ♦ By phone with credit/debit card 1-877-302-2787
- ♦ Online at ONWASA.COM
- ♦ Use your ONWASA account number to make payments at these automated kiosk locations:
 Jones Onslow EMC—259 Western Blvd., Jacksonville
 Jones Onslow EMC—1225 NC Hwy 210, Sneads Ferry
 Handy Mart, 701 W. Corbett, Swansboro
 Handy Mart, 5506 Richlands Hwy., Jacksonville

**Onslow Water & Sewer Authority
Budget Ordinance
Fiscal Year 2021-2022**

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, 2021 and ending June 30, 2022:

FY 2021-2022 Revenue

Water Revenue	\$20,592,600
Sewer Revenue	4,696,491
System Development Fees - Water	1,600,000
System Development Fees - Wastewater	800,000
Operating Fees and Charges	1,775,500
Fund Balance Appropriated	1,567,311
Interest Income	10,000
Miscellaneous Income	30,000

Total Operating Revenue	\$31,071,902
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Estimated appropriated balances for the following funds carried forward into FY 2020:

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

Capital Projects

Building Roof Replacements	760,000
Disaster Recovery	1,000,000
Emergency Power Systems Upgrades	850,000
Hargett Street & Shore Drive Pump Station Rehabilitation	390,000
Heather Loop Road Gravity Sewer Improvements	150,000
Holly Ridge WWTP and Summerhouse WRF Capacity Assessment	3,000,000
HWY 24 Regional Trunk Main Replacement	15,000,000
Kenwood/Bishop's Ridge Sewer Service Extension	2,325,000
Laboratory	2,700,000
Northwest Regional WRF Hurricane Florence	9,801,000
Piney Green Sewer Phase II – Hickory Grove Lagoon closure	1,234,790
Pumping Station Assessment/Rehabilitation	850,000
Regional Aquifer Study	175,000
Southwest Service Area Upgrades Project II	3,500,000
Summerhouse WRF Infiltration Pond Capacity	650,000
Swansboro WWTP Infiltration Pond Flow Meters	165,000
Swansboro WWTP Renovation or Replacement	28,000,000
Topsail Island Booster Station	1,500,000
Union Chapel Wells/WTP/Storage Facility	4,285,830
Warehouse	1,190,000
Water Main Interconnections Phase II	817,500

Total Capital Projects	\$78,344,120
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Total Prior Year Appropriations	\$83,421,044
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Total Revenue	<u>\$114,492,946</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, 2021 and ending June 30, 2022:

Operating Fund

Administrative Departments	\$8,863,968
Operations Departments	13,892,044
Transfer to Capital Projects	2,474,207
Debt Service	<u>5,841,683</u>

Total Operating Revenue **\$31,071,902**

Restricted Fund **\$2,572,773**

Replacement Fund **\$2,504,151**

Capital Projects

Building Roof Replacements	760,000
Disaster Recovery	1,000,000
Emergency Power Systems Upgrades	850,000
Hargett Street & Shore Drive Pump Station Rehabilitation	390,000
Heather Loop Road Gravity Sewer Improvements	150,000
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HWY 24 Regional Trunk Main Replacement	15,000,000
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Laboratory	2,700,000
Northwest Regional WRF Hurricane Florence	9,801,000
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Pumping Station Assessment/Rehabilitation	850,000
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Union Chapel Wells/WTP/Storage Facility	4,285,830
Warehouse	1,190,000
Water Main Interconnections Phase II	<u>817,500</u>

Total Capital Projects **\$78,344,120**

Total Appropriations **\$114,492,946**

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%.
- G. Budget Officer shall require ONWASA to award 4 bonus days off to all employees.

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 2021.

Jerry Bittner, Chairman

Attest:

Heather Norris, Clerk to the Board

ONWASA
Proposed Budget FY 21-22
Summary of Revenue & Expenditures

Revenue	Operating	Annual Capital	Total
Water/Sewer/Admin	\$26,874,591	\$1,567,311	\$28,441,902
System Development Fees - Water	1,600,000		1,600,000
Water Tap Fees	225,000		225,000
System Development Fees - Sewer	800,000		800,000
Sewer Tap Fees	5,000		5,000
Total	\$29,504,591	\$1,567,311	\$31,071,902

Expenditures	Operating	Annual Capital	Total
Administration	\$587,331		\$587,331
Adminstration - Operations	613,345		613,345
Information Technology	2,029,104	347,000	2,376,104
Finance	916,458		916,458
Engineering	702,710		702,710
Meters	1,501,264	107,500	1,608,764
Customer Service	1,494,138		1,494,138
Buildings & Grounds	1,228,841	89,500	1,318,341
Collections	1,580,146	217,050	1,797,196
Dixon WTP	1,736,143	242,650	1,978,793
Hubert WTP	1,970,591	348,611	2,319,202
Laboratory	422,113		422,113
Northwest Regional WRF	719,803	55,000	774,803
Southeast Regional WWTP	575,276		575,276
Swansboro WWTP	383,078		383,078
SCC	395,936		395,936
Human Resources	270,799		270,799
Non-Departmental	802,150		802,150
Distribution	2,126,387	160,000	2,286,387
Wastewater Purchases	983,088		983,088
Water Purchases	150,000		150,000
Debt Service	5,841,683		5,841,683
Transfer to Capital Projects	2,474,207		2,474,207
Total	\$29,504,591	\$1,567,311	\$31,071,902

Revenue				
Revenue Line Item	FY 20-21 Budget Recommended	FY 20-21 YTD June Estimated	FY 21-22 Budget Recommended	FY 21-22 Budget Approved
Water Revenue	\$18,200,000	\$18,805,510	\$20,491,600	\$0
Sprinkler	100,000	102,310	101,000	-
System Development Fees - Water	1,400,000	2,519,652	1,600,000	-
Tap Fees - Water	180,000	238,669	225,000	-
Sewer Revenue	3,850,000	4,261,154	4,469,000	-
System Development Fees - Sewer	800,000	830,233	800,000	-
Tap Fees - Wastewater	5,000	4,431	5,000	-
Sewer Reservation Fees	227,491	227,491	227,491	-
Connection/Suspension Fees	950,000	1,037,694	1,000,000	-
Meter Sales	120,000	135,515	125,000	-
After Hours Calls	12,000	14,895	12,000	-
Service Call Fee	3,000	700	1,500	-
Inspection Fees	14,000	17,040	14,000	-
Service Charge	2,500	3,080	2,500	-
Late Fees	225,000	261,808	250,000	-
Sewer Billing Fees	75,000	77,004	75,000	-
Property Leases	27,500	27,660	27,500	-
Bad Check Fees	12,000	9,738	12,000	-
Tampering Fees	1,000	1,962	1,000	-
Interest Earned on Investments	225,000	8,242	10,000	-
Sale of Surplus Property	20,000	60,024	20,000	-
Fireflow	1,000	975	1,000	-
Line Flushing	1,000	31	1,000	-
Plan Review Fees	2,500	1,300	1,500	-
Plat Review Fees	200	-	200	-
Landlord Transfer Fee	300	300	300	-
Miscellaneous	25,000	39,764	30,000	-
Collection of Written Off Accounts	500	983	500	-
Manual Meter-Read Fee	-	550	500	-
Letter of Credit/Property Letters	-	15	-	-
Fund Balance Approp-Capital Projects	930,000	-	-	-
Fund Balance Appropriated	1,392,200	137,011	1,567,311	-
Contributions	-	-	-	-
Total Revenue	\$28,802,191	\$28,825,741	\$31,071,902	\$0

Expenditure Statement - Administration

Expenditure Line Item	FY 20-21 Adopted Budget	Activity YTD Oct 20	Estimated FY 20-21	Department Requested FY 21-22 Budget	Management Recommended FY 21-22 Budget
Salaries	\$217,088	\$73,370	\$176,087	\$237,773	\$237,773
Longevity Pay	8,730	8,431	8,431	9,697	9,697
Fica	17,490	6,166	14,797	18,833	18,833
Hospitalization	68,468	21,296	51,110	67,810	67,810
Dental	809	259	622	824	824
Vision	148	48	115	150	150
Life Insurance	125	39	93	125	125
Retirement	25,348	9,139	21,934	28,737	28,737
Retirement (401K)	6,859	2,201	5,283	7,386	7,386
Uniforms	1,000	0	600	0	0
Board Stipend/Meetings	18,600	6,000	14,400	18,600	18,600
Professional Services	129,514	0	157,954	75,000	70,000
Professional Services-Legal	40,000	5,446	13,069	40,000	35,000
Postage	250	0	0	250	250
Telephone	1,300	85	204	500	500
Travel	3,980	163	3,991	3,980	3,980
Training	400	0	480	400	400
Dues	2,051	1,520	3,648	2,031	2,031
Rent - Equipment	22,000	4,302	44,015	25,000	22,000
Office Supplies	3,000	0	720	3,000	2,000
Departmental Supplies	8,000	1,567	7,335	8,000	8,000
Contracted Services	5,000	0	0	5,000	5,000
Promotion/Public Relations	49,535	10,546	93,564	49,535	47,735
Miscellaneous	500	0	480	500	500
Totals	\$630,195	\$150,576	\$618,932	\$603,131	\$587,331

Expenditure Statement - Administration Operations

Expenditure Line Item	FY 20-21 Adopted Budget	Activity YTD Oct 20	Estimated FY 20-21	Department Requested FY 21-22 Budget	Management Recommended FY 21-22 Budget
Salaries	\$395,435	\$139,316	\$334,359	\$427,509	\$432,258
Longevity Pay	9,881	11,837	11,837	12,543	10,854
Overtime	500	0	0	500	500
Fica	29,618	10,361	24,866	33,578	33,807
Hospitalization	32,843	11,712	28,109	32,573	32,573
Dental	2,022	745	1,788	2,059	2,059
Vision	369	137	330	374	374
Life Insurance	313	106	255	312	312
Retirement	44,147	17,283	41,479	52,467	69,005
Retirement (401K)	11,615	2,107	5,057	13,168	13,258
Uniforms	1,400	0	960	1,000	1,000
Postage	100	0	0	100	100
Telephone	700	(16)	(38)	500	500
Travel	2,724	0	1,200	3,250	3,250
Training	2,295	0	1,200	2,700	2,700
Dues	1,710	0	0	1,485	1,485
Maintenance And Repair - Auto	3,400	0	3,120	3,400	3,400
Operating Permits	500	0	0	510	510
Office Supplies	200	97	480	400	400
Departmental Supplies	2,500	60	1,344	2,000	2,000
Fuel	2,390	184	4,800	1,000	1,000
Safety Program	2,000	66	2,400	2,000	1,500
Miscellaneous	500	0	480	500	500
Totals	\$547,162	\$193,995	\$464,026	\$593,928	\$613,345

Expenditure Statement - Information Technology

Expenditure Line Item	FY 20-21 Adopted Budget	Activity YTD Oct 20	Estimated FY 20-21	Department Requested FY 21-22 Budget	Management Recommended FY 21-22 Budget
Salaries	\$474,627	\$159,589	\$383,014	\$503,725	\$500,725
Longevity Pay	11,919	11,527	11,527	14,477	14,477
Overtime	1,000	0	0	1,000	1,000
Fica	37,139	11,799	28,317	39,575	39,345
Hospitalization	45,981	14,906	35,775	45,602	45,602
Dental	2,830	907	2,177	2,883	2,883
Vision	517	167	401	524	524
Life Insurance	438	135	324	437	437
Retirement	55,188	19,465	46,717	61,794	61,432
Retirement (401K)	14,564	4,788	11,490	15,519	15,429
Uniforms	1,140	150	960	800	800
Professional Services	233,000	17,674	297,600	190,000	175,000
Postage	150	12	29	150	150
Telephone	1,050	85	204	650	650
Communications	103,700	24,210	190,889	105,600	105,600
Travel	15,000	25	12,061	15,000	5,000
Training	25,000	3,750	23,400	27,000	22,000
Dues	320	0	240	400	400
Equipment Maintenance Contracts	776,600	199,145	1,205,709	883,500	883,500
Maintenance And Repair - Auto	2,860	833	5,040	3,000	3,000
Office Supplies	250	0	240	250	250
Departmental Supplies	13,000	1,956	11,846	5,000	5,000
Fuel	1,650	180	3,120	1,400	1,400
Non-Capital Comp/Tech Equipment	143,200	2,812	154,830	164,000	144,500
Vehicles	0	0	0	49,550	0
Computer/Tech Equipment	406,377	44,693	417,741	381,000	347,000
Totals	\$2,367,500	\$518,808	\$2,843,651	\$2,512,836	\$2,376,104

Expenditure Statement - Finance

Expenditure Line Item	FY 20-21 Adopted Budget	Activity YTD Oct 20	Estimated FY 20-21	Department Requested FY 21-22 Budget	Management Recommended FY 21-22 Budget
Salaries	\$500,802	\$163,831	\$393,195	\$521,551	\$520,700
Longevity Pay	14,627	14,429	14,429	14,237	14,237
Overtime	1,000	227	227	1,000	1,000
Fica	39,272	12,196	29,271	40,913	40,848
Hospitalization	59,118	17,036	40,885	93,461	93,461
Dental	3,639	1,037	2,488	3,707	3,707
Vision	664	191	458	674	674
Life Insurance	563	155	371	562	562
Retirement	58,813	20,452	49,085	64,198	64,095
Retirement (401K)	15,401	4,922	11,812	16,044	16,019
Uniforms	550	104	692	600	600
Professional Services	147,000	48,426	148,141	147,000	119,000
Postage	7,000	1,507	3,617	7,000	7,000
Telephone	500	153	366	700	700
Travel	5,450	0	4,800	9,450	8,900
Training	2,775	0	0	8,775	8,250
Dues	370	0	240	370	370
Rent - Equipment	7,000	1,424	10,267	7,000	7,000
Office Supplies	1,750	107	1,200	1,750	1,750
Departmental Supplies	6,085	314	5,261	6,085	6,085
Fuel	150	0	240	150	150
Fuel For Equipment	200	0	0	200	200
Contracted Services	250	94	490	250	250
Miscellaneous	900	(0)	239	900	900
Totals	\$873,879	\$286,602	\$717,775	\$946,577	\$916,458

Expenditure Statement - Engineering

Expenditure Line Item	FY 20-21 Adopted Budget	Activity YTD Oct 20	Estimated FY 20-21	Department Requested FY 21-22 Budget	Management Recommended FY 21-22 Budget
Salaries	\$351,490	\$85,339	\$204,814	\$361,039	\$358,419
Longevity Pay	7,820	7,713	7,713	8,409	8,409
Overtime	2,000	607	607	2,000	2,000
Fica	28,061	6,158	14,779	28,315	28,114
Hospitalization	73,275	16,793	40,304	56,733	56,733
Dental	2,561	648	1,555	2,471	2,471
Vision	455	119	286	449	449
Life Insurance	386	90	216	374	374
Retirement	42,081	10,780	25,873	44,587	44,271
Retirement (401K)	11,004	1,365	3,277	11,104	11,025
Uniforms	2,750	176	5,107	3,400	3,400
Professional Services	172,347	3,940	88,432	200,000	157,000
Postage	200	147	353	200	200
Telephone	700	85	204	350	350
Travel	1,000	0	1,200	1,500	1,500
Training	2,200	113	2,670	2,200	2,200
Dues	535	0	240	785	785
Maintenance And Repair - Equip	1,000	272	652	1,000	1,000
Maintenance And Repair - Auto	4,000	1,814	6,479	6,000	5,000
Office Supplies	500	26	1,200	750	750
Departmental Supplies	2,000	718	3,481	2,500	2,500
Fuel	13,000	2,064	24,000	15,000	15,000
Contracted Services	260	94	490	260	260
Miscellaneous	500	(0)	479	500	500
Vehicles	0	0	0	44,400	0
Totals	\$720,125	\$139,062	\$434,412	\$794,326	\$702,710

Expenditure Statement - Meters

Expenditure Line Item	FY 20-21 Adopted Budget	Activity YTD Oct 20	Estimated FY 20-21	Department Requested FY 21-22 Budget	Management Recommended FY 21-22 Budget
Salaries	\$695,655	\$235,022	\$564,052	\$713,646	\$666,536
Longevity Pay	14,893	14,421	14,421	16,942	15,089
Overtime	30,000	11,052	11,052	30,000	30,000
Fica	56,418	18,078	43,386	57,979	54,247
Hospitalization	111,668	31,942	76,660	136,644	130,129
Dental	6,874	2,203	5,288	7,001	6,589
Vision	1,254	406	974	1,273	1,198
Life Insurance	1,064	328	788	1,061	998
Retirement	83,780	29,615	71,075	90,434	84,612
Retirement (401K)	22,125	5,970	14,327	22,737	21,273
Uniforms	13,575	1,470	3,528	10,000	10,000
Postage	2,200	481	1,155	2,200	2,200
Telephone	750	18	42	500	500
Travel	3,300	0	0	300	300
Training	3,745	275	660	2,080	1,515
Dues	1,210	0	0	1,378	1,178
Maintenance And Repair	335,000	110,685	265,644	335,000	330,000
Maintenance And Repair - Equip	4,000	103	247	4,000	4,000
Maintenance And Repair - Auto	40,500	3,876	9,301	40,500	40,500
Office Supplies	700	0	0	700	700
Departmental Supplies	25,000	2,992	7,180	25,000	20,000
Fuel	81,500	9,984	23,962	79,000	79,000
Fuel For Equipment	100	0	0	100	100
Miscellaneous	500	(0)	(1)	600	600
Vehicles	0	0	0	90,000	90,000
Computer/Tech Equipment	30,600	30,600	73,440	35,000	17,500
Totals	\$1,566,411	\$509,519	\$1,187,183	\$1,704,075	\$1,608,764

Expenditure Statement - Customer Service

Expenditure Line Item	FY 20-21 Adopted Budget	Activity YTD Oct 20	Estimated FY 20-21	Department Requested FY 21-22 Budget	Management Recommended FY 21-22 Budget
Salaries	\$460,663	\$150,628	\$361,507	\$475,262	\$461,425
Longevity Pay	4,945	5,067	5,067	5,444	5,589
Overtime	4,000	31	31	4,000	4,000
Fica	35,768	10,578	25,388	36,941	35,898
Hospitalization	152,716	41,761	100,226	117,362	117,362
Dental	5,257	1,555	3,732	4,942	4,942
Vision	959	287	688	899	899
Life Insurance	814	232	556	749	749
Retirement	53,678	17,867	42,880	55,635	56,421
Retirement (401K)	14,027	3,127	7,505	13,882	14,077
Uniforms	0	0	0	0	0
Professional Services	457,700	123,739	312,138	491,900	461,900
Postage	275,000	79,847	191,632	275,000	272,000
Telephone	1,600	222	533	1,000	1,000
Travel	0	0	0	4,000	4,000
Training	50	0	72	6,050	6,050
Rent - Equipment	31,800	5,206	40,567	27,916	27,916
Office Supplies	2,800	290	3,621	2,800	2,800
Departmental Supplies	10,000	758	12,888	17,060	15,060
Fuel	500	0	960	500	500
Contracted Services	2,300	187	2,928	2,300	1,300
Miscellaneous	250	(0)	239	250	250
Cash-Over/Short	0	(22)	(54)	0	0
Totals	\$1,514,827	\$441,357	\$1,113,103	\$1,543,892	\$1,494,138

Expenditure Statement - Buildings & Grounds

Expenditure Line Item	FY 20-21 Adopted Budget	Activity YTD Oct 20	Estimated FY 20-21	Department Requested FY 21-22 Budget	Management Recommended FY 21-22 Budget
Salaries	\$117,406	\$39,561	\$94,946	\$119,183	\$119,183
Longevity Pay	2,181	2,152	2,152	2,240	2,240
Overtime	2,000	407	407	2,000	2,000
Fica	9,262	2,973	7,136	9,407	9,407
Hospitalization	19,706	6,388	15,332	19,544	19,544
Dental	1,213	389	933	1,236	1,236
Vision	221	72	172	225	225
Life Insurance	188	51	123	187	187
Retirement	13,797	4,848	11,635	14,716	14,716
Retirement (401K)	3,632	741	1,779	3,689	3,689
Uniforms	1,600	173	3,425	2,200	2,200
Postage	100	0	0	100	100
Telephone	650	18	42	500	500
Utilities	73,700	19,229	46,149	73,000	73,000
Travel	852	230	1,752	0	0
Training	465	125	660	380	380
Dues	390	0	360	398	398
Maintenance And Repair	71,000	12,652	104,460	139,550	149,550
Maintenance And Repair - Tanks	201,371	58,406	480,000	211,273	211,273
Maintenance And Repair - Equip	6,500	2,119	11,685	6,825	6,825
Equipment Maintenance Contracts	60,000	41,615	128,489	75,513	75,513
Maintenance And Repair - Auto	10,250	2,208	16,614	10,250	10,250
Operating Permits	125	0	0	125	125
Rent - Equipment	500	0	0	500	500
Office Supplies	100	0	120	100	100
Departmental Supplies	15,500	1,255	15,882	15,000	15,000
Fuel	6,500	933	12,000	5,750	5,750
Fuel For Equipment	8,000	3,737	15,600	10,600	10,600
Contracted Services	458,800	129,797	508,452	505,550	490,550
Non-Capital Equipment	10,600	1,168	2,803	3,800	3,800
Other Improvements	36,080	15,028	50,908	351,000	82,500
Equipment	0	0	0	7,000	7,000
Totals	\$1,132,689	\$346,274	\$1,534,016	\$1,591,841	\$1,318,341

Expenditure Statement - Collections

Expenditure Line Item	FY 20-21 Adopted Budget	Activity YTD Oct 20	Estimated FY 20-21	Department Requested FY 21-22 Budget	Management Recommended FY 21-22 Budget
Salaries	\$466,653	\$153,495	\$368,388	\$474,156	\$474,156
Longevity Pay	8,915	9,293	9,293	10,551	10,551
Overtime	13,000	8,500	8,500	25,000	25,000
Fica	37,221	11,873	28,495	38,858	38,858
Hospitalization	92,571	28,953	69,487	71,660	71,660
Dental	4,448	1,361	3,266	4,530	4,530
Vision	812	251	602	824	824
Life Insurance	689	203	487	686	686
Retirement	55,777	19,641	47,138	61,152	61,152
Retirement (401K)	14,596	3,790	9,095	15,238	15,238
Uniforms	7,200	1,373	11,396	7,000	7,000
Postage	50	0	0	50	50
Telephone	4,800	759	1,821	4,000	4,000
Utilities	160,000	31,165	74,795	180,500	180,500
Travel	2,536	0	3,600	10,144	7,608
Training	5,175	438	5,850	7,050	7,050
Dues	680	0	480	690	690
Maintenance And Repair	332,500	48,678	281,863	349,125	349,125
Maintenance And Repair - Equip	13,000	1,965	15,881	13,650	13,650
Equipment Maintenance Contracts	48,676	34,211	109,065	49,924	49,924
Maintenance And Repair - Auto	40,500	33,770	94,333	65,000	65,000
Operating Permits	1,310	0	0	1,310	1,310
Treatment Supplies	88,600	9,628	192,000	90,284	90,284
Rent - Equipment	1,000	122	706	1,000	1,000
Office Supplies	100	0	120	100	100
Departmental Supplies	15,000	3,621	13,421	15,000	15,000
Fuel	32,700	7,930	72,000	43,000	43,000
Fuel For Equipment	15,300	217	27,600	850	850
Contracted Services	15,000	4,087	36,000	15,000	15,000
Non-Capital Equipment	30,001	21,455	51,492	21,100	21,100
Penalties & Assessments	5,000	0	0	5,000	5,000
Miscellaneous	250	(0)	239	250	250
Other Improvements	207,086	7,650	39,720	109,100	87,050
Equipment	133,800	61,798	252,045	172,500	65,000
Vehicles	107,000	0	239,940	65,000	65,000
Totals	\$1,961,946	\$506,224	\$2,069,119	\$1,929,282	\$1,797,196

Expenditure Statement - Dixon

Expenditure Line Item	FY 20-21 Adopted Budget	Activity YTD Oct 20	Estimated FY 20-21	Department Requested FY 21-22 Budget	Management Recommended FY 21-22 Budget
Salaries	\$294,910	\$89,713	\$215,310	\$268,304	\$268,304
Longevity Pay	5,203	3,033	3,033	4,966	4,966
Overtime	11,000	2,092	2,092	11,000	11,000
Fica	23,704	6,680	16,031	21,672	21,672
Hospitalization	61,467	17,797	42,713	59,434	59,434
Dental	2,426	648	1,555	2,471	2,471
Vision	443	119	287	449	449
Life Insurance	376	97	232	374	374
Retirement	35,457	9,070	21,768	34,092	34,092
Retirement (401K)	9,296	2,094	5,024	8,499	8,499
Uniforms	3,500	648	6,994	3,900	3,900
Professional Services	7,275	525	12,000	7,275	7,275
Postage	100	75	180	100	100
Telephone	1,250	152	366	700	700
Utilities	350,000	85,258	204,619	505,107	505,107
Travel	10,400	0	12,000	10,400	10,400
Training	3,560	383	4,950	3,660	3,580
Dues	980	0	960	990	690
Maintenance And Repair	130,750	18,233	119,353	207,155	156,505
Maintenance And Repair - Lagoons	210,000	7,625	18,300	26,000	10,000
Maintenance And Repair - Tanks	43,636	43,636	104,726	75,896	60,072
Maintenance And Repair - Equip	2,000	0	2,400	1,500	1,500
Equipment Maintenance Contracts	1,000	0	0	1,000	1,000
Maintenance And Repair - Auto	8,000	208	10,181	8,000	8,000
Operating Permits	2,000	0	0	1,000	1,000
Treatment Supplies	449,825	107,538	590,880	505,828	505,828
Lab Treatment Supplies	6,273	282	9,895	6,325	6,325
Rent - Equipment	1,000	0	0	1,000	1,000
Office Supplies	400	0	240	1,400	900
Departmental Supplies	5,545	661	3,956	5,000	5,000
Fuel	14,400	1,060	20,400	8,050	11,000
Fuel For Equipment	5,000	12	2,400	12,500	12,500
Contracted Services	9,000	3,831	17,201	9,500	9,500
Non-Capital Equipment	6,700	6,030	14,472	3,000	3,000
Non-Capital Comp/Tech Equipment	0	0	0	5,000	0
Other Improvements	279,050	0	67,320	205,365	233,650
Equipment	41,800	11,623	42,340	9,000	9,000
Vehicles	0	0	0	47,533	0
Totals	\$2,037,726	\$419,120	\$1,574,178	\$2,083,445	\$1,978,793

Expenditure Statement - Hubert

Expenditure Line Item	FY 20-21 Adopted Budget	Activity YTD Oct 20	Estimated FY 20-21	Department Requested FY 21-22 Budget	Management Recommended FY 21-22 Budget
Salaries	\$278,908	\$82,216	\$197,317	\$282,918	\$282,918
Longevity Pay	5,595	4,909	4,909	5,751	5,751
Overtime	11,000	2,400	2,400	12,000	12,000
Fica	22,517	6,226	14,942	22,923	22,923
Hospitalization	39,412	11,180	26,831	39,087	39,087
Dental	2,426	648	1,555	2,471	2,471
Vision	443	119	286	449	449
Life Insurance	376	97	232	374	374
Retirement	33,740	10,258	24,620	36,070	36,070
Retirement (401K)	8,830	2,539	6,092	8,990	8,990
Uniforms	3,000	710	6,150	4,800	4,800
Professional Services	7,500	501	9,600	7,500	7,500
Postage	300	19	120	300	300
Telephone	900	85	204	650	650
Utilities	613,600	146,835	352,403	684,000	684,000
Travel	3,400	155	5,173	3,400	3,400
Training	1,460	50	1,320	1,480	1,480
Dues	670	0	360	690	690
Maintenance And Repair	262,000	52,264	190,145	324,200	250,900
Maintenance And Repair - Logo	210,000	213	3,261	27,000	10,000
Maintenance And Repair - Tanks	43,635	43,636	104,726	92,026	68,290
Maintenance And Repair - Equip	2,000	218	2,400	1,500	1,500
Maintenance And Repair - Auto	12,500	862	8,400	12,500	12,500
Operating Permits	2,000	860	2,064	1,000	1,000
Treatment Supplies	458,481	139,418	650,522	465,273	465,273
Lab Treatment Supplies	7,000	962	9,344	5,975	5,975
Rent - Equipment	1,000	0	0	1,000	1,000
Office Supplies	400	121	561	400	400
Departmental Supplies	3,500	1,069	5,992	4,900	4,900
Fuel	15,000	1,981	24,000	15,000	13,500
Fuel For Equipment	5,250	7	6,000	12,000	12,000
Contracted Services	9,000	4,086	17,851	9,500	9,500
Non-Capital Equipment	6,700	5,565	14,643	0	0
Non-Capital Comp/Tech Equipment	0	0	0	5,000	0
Other Improvements	315,000	150,000	418,790	478,110	293,110
Vehicles	0	0	0	55,501	55,501
Totals	\$2,387,543	\$670,208	\$2,113,213	\$2,624,738	\$2,319,202

Expenditure Statement - Laboratory

Expenditure Line Item	FY 20-21 Adopted Budget	Activity YTD Oct 20	Estimated FY 20-21	Department Requested FY 21-22 Budget	Management Recommended FY 21-22 Budget
Salaries	\$173,027	\$58,789	\$141,093	\$175,618	\$175,618
Longevity Pay	3,779	3,726	3,726	3,839	3,839
Fica	13,468	4,451	4,451	13,678	13,678
Hospitalization	41,464	4,259	10,221	19,544	19,544
Dental	1,213	259	622	1,236	1,236
Vision	221	48	115	225	225
Life Insurance	188	58	139	187	187
Retirement	19,849	7,057	16,938	21,173	21,173
Retirement (401K)	5,282	1,764	4,233	5,363	5,363
Professional Services	26,900	5,599	48,156	39,750	39,750
Postage	1,000	421	1,010	1,000	1,000
Telephone	592	18	42	500	500
Travel	0	0	0	2,000	2,000
Training	0	0	0	2,000	2,000
Equipment Maintenance Contracts	29,300	5,720	26,876	32,100	32,100
Operating Permits	3,700	2,954	7,320	3,700	3,700
Treatment Supplies	40,000	10,054	39,899	40,000	40,000
Lab Treatment Supplies	40,000	12,015	55,761	40,000	40,000
Office Supplies	240	0	240	250	250
Departmental Supplies	4,233	749	4,197	4,000	4,000
Fuel	180	0	240	150	150
Non-Capital Equipment	11,700	4,838	11,971	15,800	15,800
Non-Capital Comp/Tech Equipment	0	0	0	0	0
Totals	\$416,336	\$122,777	\$377,251	\$422,113	\$422,113

Expenditure Statement - Northwest Regional WRF

Expenditure Line Item	FY 20-21 Adopted Budget	Activity YTD Oct 20	Estimated FY 20-21	Department Requested FY 21-22 Budget	Management Recommended FY 21-22 Budget
Salaries	\$177,162	\$52,284	\$125,482	\$218,507	\$222,520
Longevity Pay	2,526	2,468	2,468	2,700	2,750
Overtime	6,000	2,213	2,213	6,000	6,000
Fica	14,146	4,008	9,619	17,318	17,628
Hospitalization	26,275	6,388	15,332	32,573	32,573
Dental	1,617	389	933	2,059	2,059
Vision	295	72	172	374	374
Life Insurance	250	58	139	312	312
Retirement	21,146	6,511	15,626	27,215	27,705
Retirement (401K)	5,547	1,538	3,690	6,792	6,913
Uniforms	2,100	908	4,900	3,500	3,500
Postage	100	0	0	100	100
Telephone	950	85	204	500	500
Utilities	145,000	26,403	63,367	125,000	125,000
Travel	3,000	0	3,600	6,800	6,800
Training	1,740	0	1,800	2,740	2,740
Dues	200	0	240	275	275
Maintenance And Repair	38,900	4,676	48,747	527,500	118,400
Maintenance And Repair - Equip	5,800	900	3,600	3,500	3,500
Equipment Maintenance Contracts	4,192	458	2,299	8,900	8,900
Maintenance And Repair - Auto	8,000	521	8,501	6,000	6,000
Operating Permits	1,410	1,410	3,384	1,410	1,410
Treatment Supplies	41,513	13,681	58,131	43,739	43,739
Lab Treatment Supplies	10,000	3,382	12,568	15,725	15,725
Office Supplies	500	32	240	500	500
Departmental Supplies	4,000	391	3,366	4,500	4,500
Fuel	3,630	363	7,200	3,400	3,400
Fuel For Equipment	6,363	23	2,400	7,300	7,300
Contracted Services	3,100	738	7,224	3,580	3,580
Contracted Services - Sludge	39,100	0	0	40,000	40,000
Penalties & Assessments	5,000	0	0	5,000	5,000
Miscellaneous	100	35	120	100	100
Other Improvements	0	0	0	0	55,000
Totals	\$579,662	\$129,934	\$407,566	\$1,123,919	\$774,803

Expenditure Statement - Southeast Regional WWTP

Expenditure Line Item	FY 20-21 Adopted Budget	Activity YTD Oct 20	Estimated FY 20-21	Department Requested FY 21-22 Budget	Management Recommended FY 21-22 Budget
Salaries	\$106,820	\$28,817	\$69,160	\$120,283	\$120,283
Longevity Pay	610	553	553	125	125
Overtime	3,000	799	799	3,000	3,000
Fica	8,412	2,116	5,079	9,406	9,406
Hospitalization	19,706	2,662	6,388	19,544	19,544
Dental	1,213	259	622	1,236	1,236
Vision	221	48	115	225	225
Life Insurance	188	39	93	187	187
Retirement	12,656	3,472	8,334	14,714	14,714
Retirement (401K)	3,299	520	1,247	3,689	3,689
Uniforms	2,000	554	3,157	2,000	2,000
Postage	50	0	0	50	50
Telephone	1,430	152	366	800	800
Utilities	120,000	23,688	56,851	120,000	120,000
Travel	2,000	0	2,400	6,800	5,100
Training	1,100	0	1,200	1,920	1,920
Dues	156	0	0	165	165
Maintenance And Repair	171,500	11,058	76,406	120,600	108,600
Maintenance And Repair - Equip	5,000	0	1,680	5,000	5,000
Equipment Maintenance Contracts	1,564	0	588	1,564	1,564
Maintenance And Repair - Auto	8,000	0	7,680	6,000	6,000
Operating Permits	2,620	1,310	3,144	2,620	2,620
Treatment Supplies	73,963	21,263	170,267	72,463	69,683
Lab Treatment Supplies	3,000	1,372	3,653	3,000	3,000
Rent - Equipment	2,900	280	6,960	11,600	5,800
Office Supplies	500	35	240	500	500
Departmental Supplies	5,000	159	1,489	5,000	5,000
Fuel	5,400	537	8,400	5,000	5,000
Fuel For Equipment	2,500	9	6,000	4,700	4,700
Contracted Services	11,765	4,066	27,600	11,765	11,765
Contracted Services - Sludge	41,600	9,100	21,840	41,600	41,600
Penalties & Assessments	1,500	0	0	1,500	1,500
Miscellaneous	500	0	240	500	500
Other Improvements	12,350	0	29,640	0	0
Totals	\$632,523	\$112,868	\$522,191	\$597,556	\$575,276

Expenditure Statement - Swansboro WWTP

Expenditure Line Item	FY 20-21 Adopted Budget	Activity YTD Oct 20	Estimated FY 20-21	Department Requested FY 21-22 Budget	Management Recommended FY 21-22 Budget
Salaries	\$171,289	\$57,995	\$139,187	\$107,435	\$107,435
Longevity Pay	1,506	1,485	1,485	605	605
Overtime	2,000	586	586	2,000	2,000
Fica	13,314	4,209	10,102	8,387	8,387
Hospitalization	26,275	6,388	15,332	19,544	19,544
Dental	1,617	259	622	1,236	1,236
Vision	295	95	229	225	225
Life Insurance	250	77	185	187	187
Retirement	19,894	6,868	16,482	13,249	13,249
Retirement (401K)	5,221	1,757	4,218	3,288	3,288
Uniforms	2,500	292	3,253	2,500	2,500
Postage	50	0	0	50	50
Telephone	1,320	135	325	700	700
Utilities	73,500	13,879	33,310	60,000	60,000
Travel	2,000	32	2,477	4,000	4,000
Training	1,050	180	1,200	2,240	2,240
Dues	208	0	240	165	165
Maintenance And Repair	105,750	14,041	44,087	55,450	39,700
Maintenance And Repair - Equip	3,500	68	1,920	3,500	3,500
Equipment Maintenance Contracts	500	0	588	500	500
Maintenance And Repair - Auto	10,000	124	8,400	8,000	8,000
Operating Permits	2,170	1,310	3,144	2,170	2,170
Treatment Supplies	15,885	5,250	13,800	18,285	10,727
Lab Treatment Supplies	3,000	1,336	3,685	3,000	3,000
Rent - Equipment	1,450	560	3,480	1,450	1,160
Office Supplies	400	0	240	400	400
Departmental Supplies	5,000	96	2,526	5,000	5,000
Fuel	7,000	574	12,000	5,400	5,400
Fuel For Equipment	4,800	85	7,200	5,800	5,800
Contracted Services	16,860	885	6,720	2,860	2,860
Contracted Services - Sludge	72,800	0	174,720	72,800	67,800
Penalties & Assessments	1,000	0	0	1,000	1,000
Miscellaneous	250	0	240	250	250
Totals	\$572,654	\$118,565	\$511,983	\$411,676	\$383,078

Expenditure Statement - SCC

Expenditure Line Item	FY 20-21 Adopted Budget	Activity YTD Oct 20	Estimated FY 20-21	Department Requested FY 21-22 Budget	Management Recommended FY 21-22 Budget
Salaries	\$240,885	\$65,969	\$158,327	\$238,416	\$239,283
Longevity Pay	1,438	638	638	791	791
Overtime	8,500	4,504	4,504	13,500	13,500
Fica	19,113	4,854	11,651	19,268	19,334
Hospitalization	90,228	20,842	50,021	76,691	76,691
Dental	2,496	713	1,711	2,471	2,471
Vision	455	131	315	449	449
Life Insurance	386	106	255	374	374
Retirement	28,619	8,139	19,533	30,296	30,400
Retirement (401K)	7,495	1,585	3,804	7,557	7,583
Telephone	1,100	85	204	500	500
Travel	3,400	469	5,926	2,000	2,000
Training	1,410	965	2,520	1,100	1,100
Dues	180	0	0	210	210
Office Supplies	250	0	120	250	250
Departmental Supplies	750	157	942	800	800
Fuel	200	0	480	200	200
Totals	\$406,905	\$109,159	\$260,951	\$394,873	\$395,936

Expenditure Statement - Human Resources

Expenditure Line Item	FY 20-21 Adopted Budget	Activity YTD Oct 20	Estimated FY 20-21	Department Requested FY 21-22 Budget	Management Recommended FY 21-22 Budget
Salaries	\$141,738	\$50,999	\$122,397	\$155,687	\$155,687
Longevity Pay	2,136	2,107	2,107	1,584	1,584
Overtime	1,000	21	21	1,000	1,000
Fica	11,227	3,626	8,703	12,062	12,062
Hospitalization	13,137	3,727	8,944	13,029	13,029
Dental	809	259	622	824	824
Vision	148	48	115	150	150
Life Insurance	125	39	93	125	125
Retirement	16,754	6,069	14,565	18,911	18,911
Retirement (401K)	4,403	1,312	3,149	4,730	4,730
Medicine&Drugs/Vaccinations/Screening	7,171	843	5,623	8,407	8,407
Postage	250	48	234	250	250
Telephone	750	86	205	400	400
Travel	1,380	0	1,200	3,000	3,000
Training	5,650	841	9,219	7,050	3,800
Dues	650	0	720	800	800
Advertising	2,000	0	1,200	2,000	2,000
Office Supplies	400	171	783	500	500
Departmental Supplies	3,250	149	1,480	3,250	3,250
Contracted Services	42,099	11,179	80,948	40,290	40,290
Totals	\$255,077	\$81,523	\$262,329	\$274,049	\$270,799

Expenditure Statement - Non-Departmental

Expenditure Line Item	FY 20-21 Adopted Budget	Activity YTD Oct 20	Estimated FY 20-21	Department Requested FY 21-22 Budget	Management Recommended FY 21-22 Budget
Unemployment	\$25,000	\$2,260	\$5,424	\$25,000	\$23,000
Reserve Insurance Deductible	8,000	338	811	8,000	7,000
Workman's Compensation Insurance	130,000	93,923	225,416	130,000	130,000
Maintenance And Repair - Auto	18,150	4,834	27,686	18,150	18,150
Rent-Real Estate	1,000	0	0	1,000	1,000
Auto Insurance	23,000	22,033	52,878	30,000	30,000
General Insurance	425,000	389,861	935,665	488,000	488,000
Satellite Office Expense - Holly Ridge	35,000	20,417	49,000	35,000	35,000
Satellite Office Expense - Richlands	35,000	23,333	56,000	35,000	35,000
Satellite Office Expense - Swansboro	35,000	26,250	63,000	35,000	35,000
Totals	\$735,150	\$583,248	\$1,415,880	\$805,150	\$802,150

Expenditure Statement - Distribution

Expenditure Line Item	FY 20-21 Adopted Budget	Activity YTD Oct 20	Estimated FY 20-21	Department Requested FY 21-22 Budget	Management Recommended FY 21-22 Budget
Salaries	\$783,798	\$252,133	\$605,120	\$800,589	\$841,894
Longevity Pay	12,707	11,880	11,880	13,420	13,445
Overtime	45,000	14,868	14,868	25,000	30,000
Fica	64,380	19,049	45,716	63,953	67,485
Hospitalization	124,805	34,603	83,048	123,777	130,291
Dental	7,683	2,236	5,365	7,825	8,237
Vision	1,402	412	988	1,423	1,498
Life Insurance	1,189	352	846	1,186	1,248
Retirement	96,777	32,099	77,038	100,941	106,521
Retirement (401K)	25,247	6,462	15,510	25,079	26,465
Uniforms	15,450	2,058	15,126	13,500	13,500
Postage	100	0	0	100	100
Telephone	750	18	42	500	500
Utilities	47,500	14,110	33,863	47,500	47,500
Travel	13,510	0	12,000	13,510	10,122
Training	13,595	2,723	13,758	16,685	16,285
Dues	1,400	0	240	1,396	1,396
Maintenance And Repair	345,000	106,846	375,749	355,350	355,350
Maintenance And Repair - Equip	70,000	21,480	113,087	72,100	70,700
Maintenance And Repair - Auto	92,000	24,284	127,133	96,600	94,600
Operating Permits	5,300	5,250	12,600	5,300	5,300
Rent - Equipment	1,000	0	2,400	1,000	1,000
Office Supplies	1,100	0	720	1,100	1,100
Departmental Supplies	44,000	8,093	30,450	44,000	44,000
Fuel	57,050	12,395	108,000	75,000	70,000
Fuel For Equipment	1,800	293	3,840	2,000	2,000
Contracted Services	59,000	1,924	24,240	109,000	109,000
Non-Capital Equipment	56,200	5,491	13,178	101,500	51,500
Penalties & Assessments	5,000	0	0	5,000	5,000
Miscellaneous	350	(0)	(1)	350	350
Other Improvements	75,000	0	0	0	0
Equipment	80,000	40,947	150,287	25,500	0
Vehicles	0	0	134,474	245,000	160,000
Totals	\$2,148,093	\$620,003	\$2,031,566	\$2,395,184	\$2,286,387

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
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	668,556	82,901	230,876	34,354	121,023	136,428	1,459,626	3,829,319	902,945	153,501

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	
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	255,000	107,540	226,000	95,546	213,000	90,084			694,000	293,170	987,170
2041-2054	4,273,000	800,066	3,797,000	710,481	3,580,000	670,391			11,650,000	2,180,939	13,830,939
Totals	8,222,000	3,731,980	7,308,000	3,316,117	6,890,000	3,126,949	31,335,000	7,503,338	61,103,772	17,949,140	79,052,911



Fiscal Year 2021 - 2022 Proposed Rate and Fee Schedule

Water

I. Residential & Commercial Customers

Base Water Charges*		
Meter Size	Base-Charge	Base Charge
3/4"	\$13.72	\$14.82
1"	\$34.26	\$37.00
1.5"	\$68.47	\$73.94
2"	\$109.50	\$118.26
2.5"	\$164.34	\$177.44
3"	\$219.05	\$236.57
4"	\$342.26	\$369.65
6"	\$684.54	\$739.29

*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	Water Meters 1,000 Gallons	Irrigation Meters 1,000 Gallons	Irrigation Meters 1,000 Gallons
First 3,000	\$3.17	\$3.42	\$4.75	\$5.13
Next 4,500	\$3.28	\$3.54	\$4.93	\$5.31
Next 7,500	\$4.24	\$4.58	\$6.38	\$6.89
Next 10,000	\$5.54	\$5.98	\$8.31	\$8.97
Over 25,000	\$6.50	\$7.02	\$9.78	\$10.56

Bulk Meter \$4.24 per 1,000-gallons \$4.58 per 1,000 gallons

Master Meter (including Multi Users): \$4.24 per 1,000-gallons \$4.58 per 1,000 gallons

Sewer Bulk Fee \$4.62 per 1,000-gallons \$4.86 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		Base Sewer Charges**		
Rate per 1,000 Gallons	Rate per 1,000 Gallons	Meter Size	Base-Charge	Base Charge
\$6.32	\$6.83	3/4"	\$22.29	\$24.07
\$6.32	\$6.83	1"	\$55.88	\$60.35
\$6.32	\$6.83	1.5"	\$111.47	\$120.39
\$6.32	\$6.83	2"	\$178.36	\$192.63
\$6.32	\$6.83	3"	\$355.87	\$384.34
\$6.32	\$6.83	4"	\$555.11	\$599.52

**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	
No new tap required	\$300.00 plus cost of materials
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	\$36.06
Trailer Equipment	\$44.15	\$16.71
Dump Truck (325 HP) (320HP)	\$60.77	\$72.05
Trencher (>85 HP)	\$25.00	\$29.53
Backhoe (>95 HP)	\$38.60	\$43.46
Line Truck (210 HP)	\$30.00	\$27.55
Pickup (130 HP)	\$44.00	\$12.78
Pump (>60 HP)	\$27.10	\$27.45
Light Tower	\$18.75	\$11.11
Asphalt Roller	\$19.50	\$12.67
Sewer Vac-Tron	\$112.50	\$85.10
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 2021.

Attest:

Heather Norris, Clerk to the Board