

FISCAL YEAR 2025 BUDGET MESSAGE

It has been a pleasure working with such a talented team over the past several months to develop the budget package being presented to the Board this year. We have a dedicated group of professionals that take their roles for ONWASA very seriously and it is evident in the individual budget requests prepared by each Department. For Fiscal Year 2025 (FY25), we expect to continue to deal with reduced staff environments until we can lower our vacancy rate, as well as supply chain challenges we continue to experience.

ONWASA personnel should also be commended for their continued commitment to sustaining one of the largest Utility Authorities in the State among these ever changing and challenging times. The growth ONWASA has experienced over the last 18 months is one for the record books. This increase in our customer base brings with it an increase in water and wastewater capacity needs, as well as an increased workload felt across all departments within ONWASA.

Fortunately, here at ONWASA we have a Board and Leadership Team that have put into place strategic policies and plans that position our utility in a way that enables us to absorb this growth with minimal impact on current and future customers. The FY25 Budget that is being presented to the Board takes into consideration the growth we are experiencing and available revenue streams, while providing an environment across the Utility that ensures we are meeting the goals the Board has set forth in our existing Strategic Plan.

The ONWASA budget team therefore presents the proposed FY25 budget to the ONWASA Board of Directors. This budget is given to you pursuant to Sections 159.11 and 162A.1-19 of the North Carolina General Statutes. It is a balanced budget and meets all requirements of the North Carolina Local Government Budget and Fiscal Control Act. The budget enables the continued provision of necessary utility services to the community's growing population through the included capital improvement plan.

The FY25 budget process began on December 15, 2023, as the Finance Department sent budget development packages to all departments. On January 10th 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:



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



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



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



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



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

In the development of the budget, staff attempted to address the five greatest organizational needs that were perceived for FY25. These 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 and capacity needs.
2. Rehabilitate or upgrade assets that are reaching the end of their service life.
3. Continue working on resiliency to natural disaster damage and other threats.
4. Retain the highly qualified and licensed staff necessary to run the Utility effectively and efficiently.
5. Provide the same level of exceptional customer service by making needed procedural and operational changes to combat rising costs and supply shortages.

During 2023 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 capital improvement projects required to meet increasing customer demand. This budget strictly follows the Board's accepted CIP, which has been updated with current cost estimates, and related project timelines and the updated Raftelis Rate Study model presented to the Board last year as part of the Pluris Acquisition. The budget includes all necessary CIP projects as well as a proposed rate increase of 10.75%, calculated to be necessary to pay for the increased capital construction of the utility.

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

A summary of important elements of the budget follows in the "FY25 Budget at a Glance" section.

FY25 Budget at a Glance

- ◆ The budget totals approximately \$57 million.
- ◆ The proposed budget includes:
 - A total of eleven (11) new positions
 - An employee cost of living adjustment of 3.5% (State Average)
 - An alternative approach to funding “smaller” construction projects within the capital improvement plan.
- ◆ In accordance with recommendations from the Utility’s financial planners, Raftelis, the budget proposes a 10.75% increase effective July 1, 2024, on water and sewer user charges. Increased revenue is necessary to pay debt service on future infrastructure improvements. The impact on the average water customer is estimated to be \$3.59 per month. This is based on a 4,000 gallon per month user of water only, the new total average monthly bill would be \$36.96. The impact to the average sewer customer is estimated to be an additional \$6.44 per month. Again, this is also based on 4,000 gallons of water usage. The new total sewer bill would be \$66.41 per month. For a water and sewer customer the total monthly bill would be \$103.37 for 4,000 gallons.
- ◆ The budget is balanced with the following Fund Totals:
 - Operating Fund: \$56,999,853
 - Restricted Fund: \$2,572,773
 - Replacement Fund: \$2,504,151
 - Capital Projects Fund: \$107,457,389
- ◆ Fund balance of \$5,103,810 has been appropriated for funding one-time capital requests. Total Cash and Investments as of March 2024 was \$57,009,235. Total Unreserved Fund Balance is estimated to be approximately \$34,526,912; this does not take into account any revenues or expenses for April-June.
- ◆ Due to continued restrictions in production capability at Dixon Wells D10 and D11, the budget includes \$400,000 for potable water purchases on an as-needed basis through agreements with other governmental agencies. The majority of these water purchases are planned and scheduled to help maintain adequate water pressure along the island in North Topsail Beach.
- ◆ Estimated Unreserved Fund Balance is \$34.5 million as of March 2024. Total Cash and Investments is \$57M of which approximately \$17.4 million is now set aside for anticipated “pay-go” construction projects within the accepted capital improvement plan. An additional approximately \$5M is set aside in the Replacement and Restricted Funds, more details on those funds are further down.
- ◆ Highlights of ongoing capital improvement projects that will be active in FY25 include:

- Bidding and the start of construction for the Hwy 24/Swansboro Wastewater Force Main and Pumping Stations projects.
- Completing construction for the Topsail Island Booster Pumping Station project.
- Permitting and implementation of Interim Capacity Improvements at the Summerhouse Wastewater Treatment Plant.
- Permitting and construction of the Southeast Sewer Force Main project to connect the Holly Ridge/Summerhouse collections systems to the newly acquired wastewater treatment plant in Sneads Ferry
- Permitting and bidding for the Highway 24 Regional Trunk Water Main Replacement project.
- Bidding and installation of raw water wells at the Dixon WTP and on ONWASA's Wachovia Tract property.
- Completion of site evaluations and process design for a new water treatment plant in the Burton Park or Union Chapel Church Road area.
- Preliminary design for a proposed project to increase the capacity of the Dixon WTP from 4.0 to 6.0 MGD.

2024 ONWASA By-the-Numbers

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

Table 1. Key Numbers

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

*Total includes two months of data, not twelve months for North Topsail and Webb Creek Facilities (65,438,005) due to the November 2023 purchase.

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

Budget Process

As stated previously, the budget process for ONWASA began in December of 2023 and was completed in accordance with North Carolina's General Statute Chapter 159, also known as *The Local Government Budget and Fiscal Control Act*. During the budget process, ONWASA staff worked together to develop a budget that supports the adopted Strategic Plan, Capital Improvement Plan, maintains all operating and maintenance needs and satisfies all current debt service requirements. This year the Budget Message and Budget are being delivered to the Board of Directors in advance of the May 16th, regular meeting of the Board. A public hearing is recommended for June 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 \$3,500,000. By contrast, revenue from monthly user fees are forecasted to be approximately \$47,790,543.

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

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

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

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

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

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

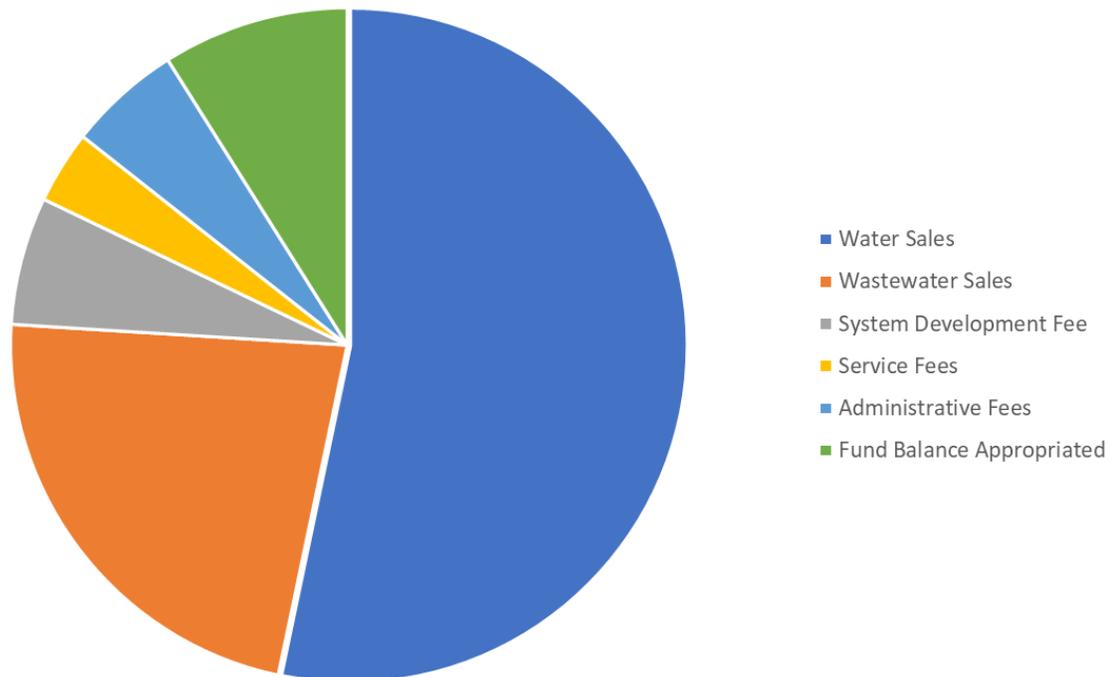
Tap fees – The charge is for making a service connection to ONWASA water and/or wastewater systems. The charge will cover the cost for time, materials, and equipment plus allowance for overhead.

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

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 FY24 is forecast to be approximately 22.01% higher than in FY23, including the Raftelis recommended 10.75% water and sewer rate adjustment.

As depicted in FIGURE 1, in FY24, 53.3% of total revenue is anticipated from water services while wastewater services are expected to generate 22.7%. Service-related fees comprise approximately 3.5% of total revenue. Fund balance appropriated is approximately 9.0% of total revenue and is used for non-recurring expenditures only (capital purchases). System Development fees and administrative fees contribute to the remaining 11.5%.

Figure 1. Sources of Revenue



Proposed Rate and Fee Schedule

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

- System Development Fees decrease per the Raftelis update.
 - See the Raftelis Fee Update.
- After Hours Service Call fee decrease per staff recommendation.
 - Current - \$175
 - Proposed - \$100
- Meter Downsize Fee added:
 - \$250.00 plus cost of materials
- Change Sewer Bulk fee to “by contract only - fee to be determined”
 - Until we get excess capacity, we should not offer bulk sewer unless it is a special situation for a partner agency.
- Development Services rate updates:
 - We will be recommending rate adjustments for items such as plan reviews and inspections. The services we provide through Development Services shouldn't come at a cost to other rate payers. Therefore, rates will be adjusted accordingly.

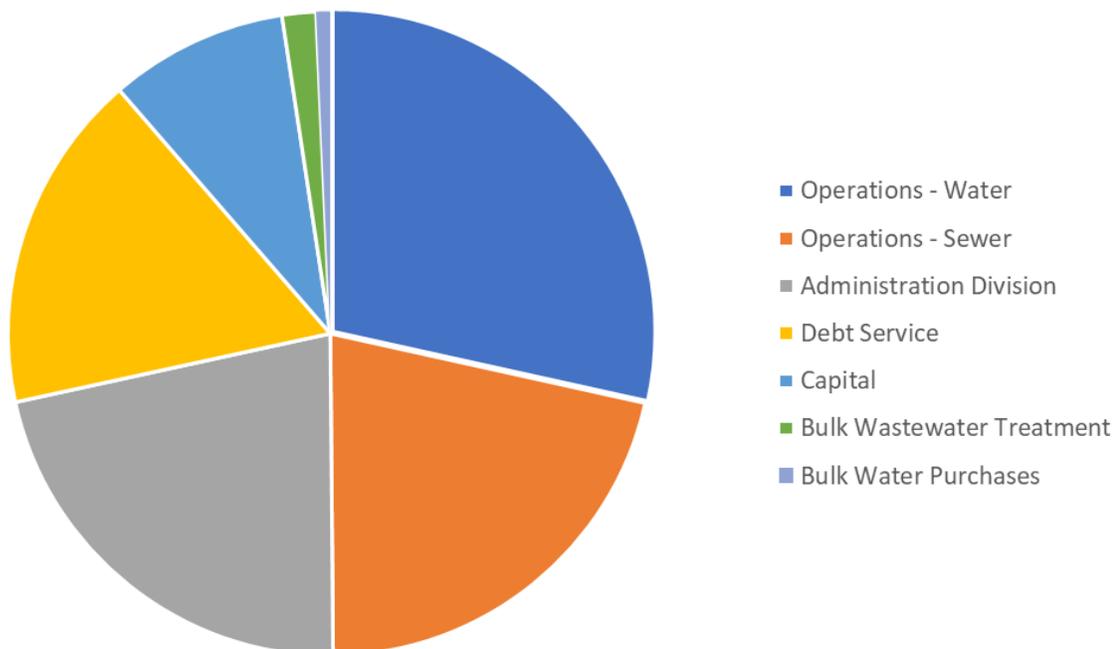
Expenditure Summary

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

Table 2. Major Categories of Expenditures

Major Categories	Operating	Personnel	Total FY 24-25 Budget
Operations - Water	\$9,880,514	\$6,344,562	\$16,225,076
Operations - Sewer	7,322,196	4,874,088	12,196,284
Administration Division	5,288,597	7,091,796	12,380,393
Debt Service	0	0	9,724,090
Capital	0	0	5,103,810
Bulk Wastewater Treatment	0	0	970,200
Bulk Water Purchases	0	0	400,000
Totals	\$22,491,307	\$18,310,446	\$56,999,853

Figure 2. Total Expenditures



Debt Service Summary

The annual debt service amount of \$9,724,090 is scheduled to be funded from the operating fund. This amount has increased by \$4,347,914 from last year. The annual debt service for FY 24-25 includes the following amounts:

- ◆ ARRA Loan \$12,402 (Dixon Wells)
- ◆ ARRA Loan \$12,102 (Dixon Waterline)
- ◆ CG&L Loan \$85,337 (Richlands I&I Project)
- ◆ CG&L Loan \$25,153 (Hudiberg and Hunter's Creek Projects)
- ◆ United States Department of Agriculture (USDA) Loans \$987,249(Northwest Plant)
- ◆ CG&L Loan \$104,259 (Summerhouse WWTP)
- ◆ Public Drinking Water Loan \$273,523 (Dixon RO)
- ◆ 2016 Revenue Bond Refunding \$3,797,925
- ◆ Clean Water Loan \$71,107 (Western Onslow Trunk Sewer)
- ◆ 2023 Revenue Bond \$3,112,100
- ◆ Future Financing \$1,242,933

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 \$.51 million
- ◆ CG&L Loan of \$.20 million
- ◆ ARRA Loan of \$.09 million
- ◆ ARRA Loan of \$.10 million
- ◆ USDA Loans of \$30.6 million
- ◆ CG&L Loan of \$.89 million
- ◆ Public Drinking Water Loan of \$3.0 million
- ◆ 2016 issue of \$29.2 million
- ◆ Clean Water Loan \$.86 million
- ◆ 2023 issue of \$ 48.4 million

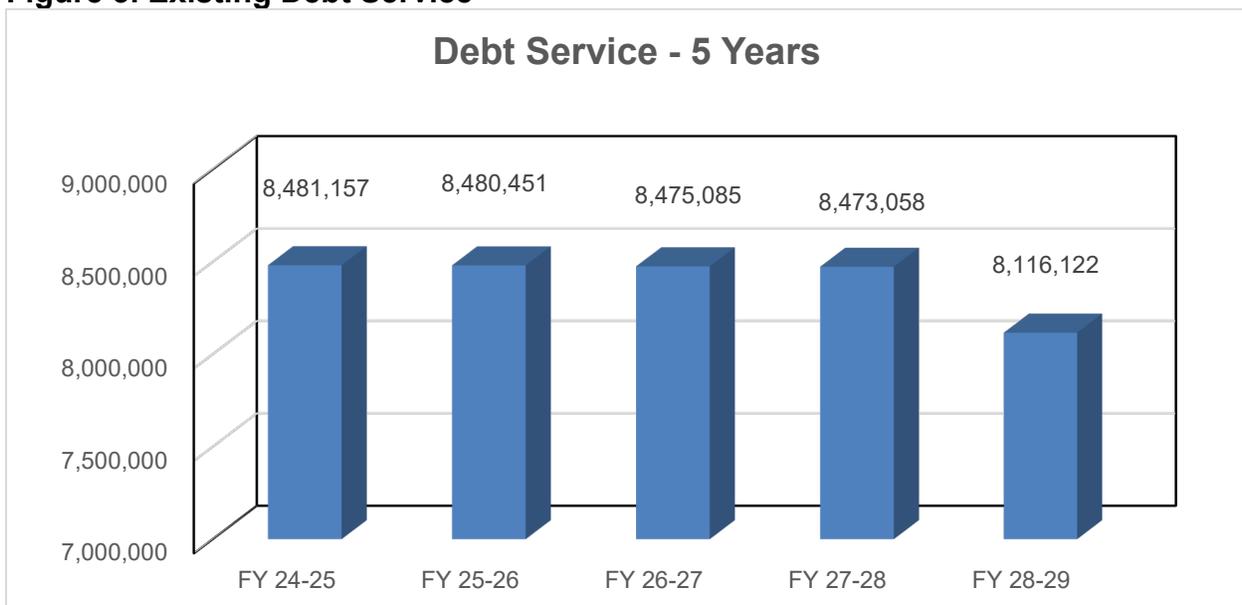
ONWASA's financial strength is based on annual debt coverage ratios. Although above the requirement to meet those coverages, ONWASA typically conserves approximately 5% of the operating budget.

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, which will be necessary to construct the projects included within the Board-accepted CIP.

Figure 3. Existing Debt Service



Fund Summaries

Operating Fund

The Operating Fund of \$56,999,853 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 58,000 accounts. ONWASA's service population of approximately 157,343 people represents 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 money for contingencies and debt service payment in case of and/or emergencies is always held in reserve. These funds are contained within and segmented from ONWASA's overall fund balance.

Replacement Fund

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

Growth in Both Population and Demand

Onslow County's economy continues to grow in both the residential and commercial sectors. Within the Sneads Ferry and Town of Holly Ridge areas there are projects already underway to construct approximately 1,215 residential units, as well as several commercial and light industrial businesses planning to come to these same areas. Richlands is currently planning an additional 457 residential units. Swansboro is continuing to grow as well, with the construction of an additional 698 residential units planned along with a new RV Park and new commercial developments. Housing in the county is in high demand with an average turnaround of 27 days for houses to be rented or sold. There are 3,445 permits in Onslow County for residential development; so far, 646 new residential permits have been issued in this fiscal year to date. All these economic indicators show strong growth in the coming years for ONWASA.

The Development Services Section, which is responsible for review and approval of private development projects that connect to ONWASA water and/or sewer infrastructure, has approved 25 sets of plans for construction to-date in FY24. This combination of individual site plans and subdivision approvals includes 913 new service connections for a total of 899 new residential and 45 new commercial units. Currently, 11 additional projects are in review and will result in 225 new services for a total of 1,169 residential and commercial units at full build-out.

As another indicator of economic activity, meters for new water services are released for installation as residential projects are platted or commercial projects are constructed and approved by ONWASA for use. To date, a total of 876 new meter releases have been processed in FY24 for future services, with a projected total of up to 135 additional meter releases to be completed by the end of this fiscal year.

Customer water demand is increasing. There was a 4.5% increase in demand year over year from 2022 to 2023. Every indication is that the growth trend will continue. Over the same period, sewer gallons billed has increased by 20%.

Public Servants

The FY 25 budget proposal includes eleven (11) new positions out of a total of thirty-three (33) that were requested by Department Administrators during the budget process. The

large number of positions originally requested is due primarily to the demands placed on existing staff to support the addition of the wastewater infrastructure acquired in 2023 and the reflection of the need across multiple departments of the Authority for additional staff. The positions proposed include one full collections field crew (4), lift station crew (3), and a collections field foreman (1), SCC operator (1), a utility inspector (1), facilities maintenance supervisor (1). The total number of positions at ONWASA will be increased to 183, broken down by the budgetary department as shown in TABLE 3.



Table 3. Positions by Department

Administration	2	Facilities Maintenance	9
Administration - Operations	3	Laboratory	4
Information Technology	7	Northwest Regional WRF	6
Finance	8	Southeast Regional WWTP	4
Engineering	10	Swansboro WWTP	3
Meters	16	North Topsail WWTP	4
Customer Service	17	Webb Creek WWTP	2
Collections	36	Human Resources	3
Distribution	25	Dixon WTP	7
Water Quality	2	Hubert WTP	7
SCC	8		
Total Number of Permanent Positions - 183			

Retaining Highly Qualified Employees

ONWASA continues to attempt to maintain an acceptable position relative to what other regional utility 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 ONWASA to retain highly qualified employees. Communication and positive reinforcement with employees are also key approaches to ensuring that all employees are aware of their importance in the continued successful operations of the utility. The formal employee appreciation program ensures positive feedback is provided to employees for their consistent dedication and hard work. We have also conducted an internal employee survey and feedback forms and will continue to do this on a regular basis. Leadership will use this grassroots feedback to update policies and procedures that accomplish our mission all the while keeping the employees and customers at the forefront.

Being mindful of the Raftelis recommended rate adjustment and cap on operational increases, the proposed budget is very conservative. Management cut as many operational requests as possible without negatively affecting day-to-day operations. We did include 11 new full-time positions and a 3.5% COLA across the

board. A total of 33 new positions were initially requested by all departments, along with some additional position reclassifications. The team prioritized these position requests and decided to include the top 11 positions in the final FY25 budget request. This request will increase our FTEs from 172 to 183.

The U S Bureau of Labor Statistics reports a Consumer Price Index (CPI) increase in its South Region, which includes North Carolina, of 3.7% between March 2023 - March 2024. See the attached report for reference. Therefore, as mentioned earlier, we are proposing a 3.5% COLA for all employees, despite being under the current CPI. According to a recent survey of municipalities across the State and our region, we have seen upwards of a 5% COLA being proposed. The team and our staff are grateful for the Board's consideration of this COLA request and are prepared to calculate the impact of any COLA adjustments the Board sees fit.

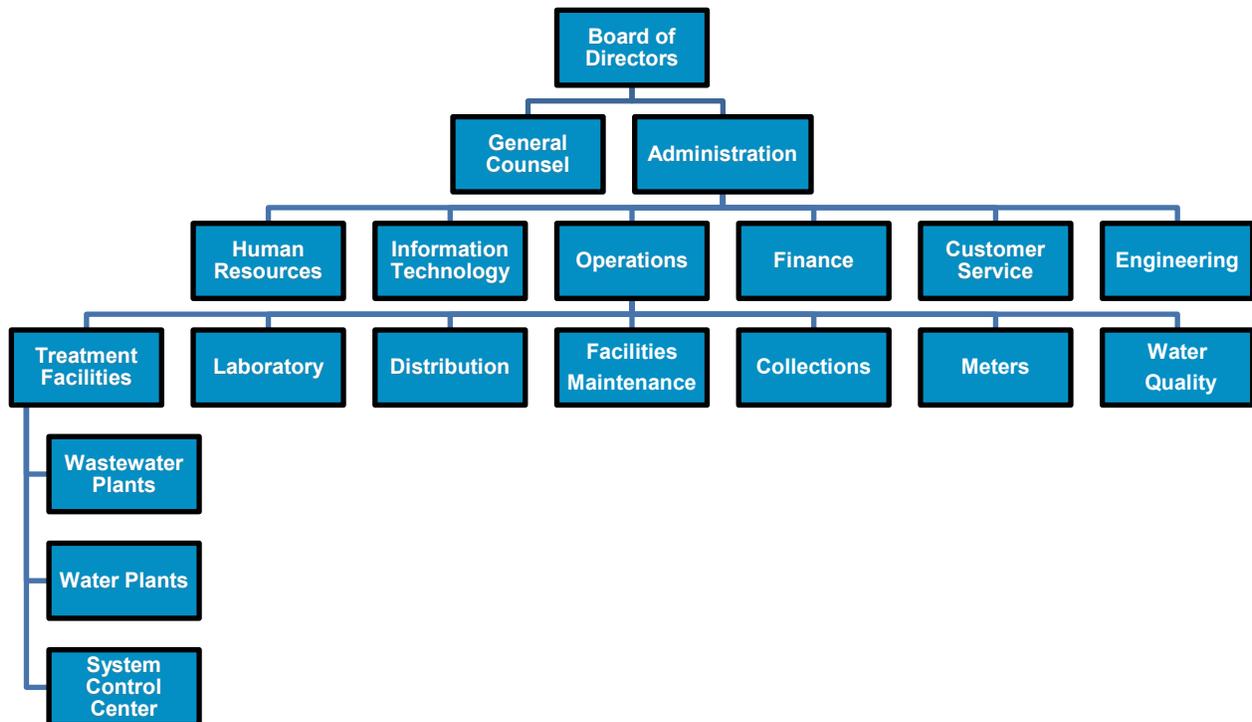
There are no further recommended changes to benefit levels.



Organizational Overview

The budget has been prepared with funding for 183 full-time positions. Eleven new positions have been proposed. A diagram depicting the table of organization of the utility is shown in FIGURE 4.

Figure 4. Organizational Chart





Proposed Capital Construction

As shown in FIGURE 5, ONWASA is divided into four “Service Areas” which total 445 square miles. Based on the current Capital Improvement Plan (CIP), projects will be underway in each of these Service Areas during FY24.

In general, capital projects that are scheduled to be under design and/or construction in FY24 can be classified into three main categories:

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

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

Figure 5. Service Areas

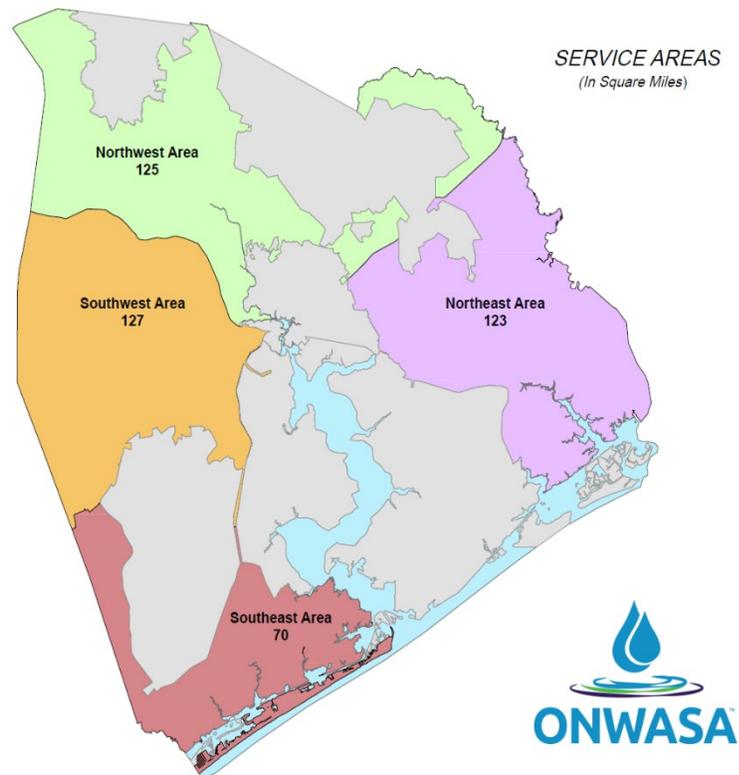


Table 4. Proposed Annual Capital Projects and Equipment – Summary

Proposed Annual Projects and Equipment - Summary					
Department	Amount				Totals
	Equipment	Vehicles	Technology	Other Improvements	
IT		\$52,500.00	\$337,500.00		\$390,000.00
Engineering		\$105,000.00			\$105,000.00
Meters		\$150,000.00			\$150,000.00
Facilities Maintenance	\$566,500.00	\$75,000.00		\$30,000.00	\$671,500.00
Collections	\$1,004,310.00	\$1,914,000.00		\$80,000.00	\$2,998,310.00
Northwest	\$30,000.00	\$55,000.00			\$85,000.00
Southeast	\$49,000.00				\$49,000.00
Distribution	\$380,000.00	\$161,000.00			\$541,000.00
North Topsail	\$84,000.00		\$25,000.00	\$5,000.00	\$114,000.00
Totals	\$2,113,810.00	\$2,512,500.00	\$362,500.00	\$115,000.00	\$5,103,810.00

Smaller-scope projects, that will typically take more than a single fiscal year to complete and are over \$5,000 in estimated cost, are no longer included in the proposed operating budget but have been shifted to the Capital Improvement Plan. Typical projects include: water main replacements; critical equipment (primarily pumps and motors) replacements; and, sewer main repairs or relocations. These smaller projects are bundled together within a general capital project titled *Water and Sewer Operational Improvements* that will allow time for completion as well as provide a dedicated source of funding.

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

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

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

6. The proposed budget and CIP is provided to the Board of Directors for consideration, revisions and eventual approval.

The proposed FY25 budget has been created using an updated version of the most recent, Board-accepted CIP and associated Rate Study. The current Rate Study recommends a 10.75% increase in FY25 to meet the requirements of the CIP.

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

A full copy of ONWASA's current CIP, which reflects recent changes in some project schedules and estimated costs, is included as an appendix. Brief descriptions of the CIP projects currently scheduled for either design or construction activity during FY25 are included in this section.

Building Roof Replacements, CIP-001

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

Water Main Interconnections Phase 3, CIP-003B

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

Summerhouse WWTP Interim Capacity Improvements, CIP-005

Completion of design, competitive bidding and construction of project(s) necessary to increase the permitted treatment capacity of the Summerhouse WWTP to address anticipated additional demand, until a permanent solution can be implemented (see CIP-028). **Status: Project design is completed and is in process of bid/award for construction.**

Highway 24 Wastewater Improvements, CIP-006

Completion of competitive bidding and beginning construction of a sewer force main and pumping station(s) along Highway 24 in order to connect the Swansboro area collection system to the Piney Green pump station. This will provide additional treatment capacity in the Swansboro area by sending all flow to Marine Corps Base Camp Lejeune for treatment under an existing agreement with ONWASA. **Status: Project has been Advertised for Bid 4/20/24, Award anticipated 6/16/24.**

Emergency Power Systems Upgrades, CIP-011

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

for future long-term power outage events. **Status: Construction on top priority sites underway, additional sites to be bid this FY.**

Pumping Station Assessment/Rehabilitation, CIP-016

Completion of a three-year program to conduct field inspections, perform condition assessments and prioritize rehabilitation projects for the 76 sewage pumping stations currently operated by ONWASA. The data gathered will be used to estimate future capital improvement project needs and will serve as the first phase for a future asset management program. This also includes beginning design work for the Mount Pleasant Pump Station, which is a high priority due to its location next to a major water body in the Northeast Service area. **Status: This program is being expanded to include the 127 critical pump stations acquired in North Topsail Island and the Webb Creek areas in November 2023. Priority list development in process.**

Highway 24 Regional Trunk Main Replacement, CIP-017

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

Union Chapel Wells/WTP/Storage Facility, CIP-025

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

Southeast Wastewater Treatment Plants Capacity Improvements, CIP-028

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

the construction of force mains and pumping stations to send flow to another existing facility in the area for treatment. **Status: Phase 1 construction contract to be bid July 2024 with award December 2024. Phase 2 field work and design initiated.**

Topsail Island Booster Station, CIP-032

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

Hargett Street Wastewater Pump Station Rehabilitation, CIP-033A

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

Shore Drive Wastewater Pump Station Rehabilitation, CIP-033B

Completion of design, competitive bidding and construction for rehabilitation and protective coating of the interior masonry wet well and an adjacent brick manhole, along with replacement of deteriorated discharge piping and repairs or replacement of pump station controls and equipment. **Status: Final design to be completed by June 15, 2024, then bid in FY25.**

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

Completion of competitive bidding and construction of a project to demolish legacy treatment equipment and stabilize lagoon water level at this former wastewater treatment 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. **Status: This project is completed, site formally closed and the operating permit has been rescinded.**

North Topsail Beach Water Tank, CIP –040

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

Hurricane Florence

Completion and final close out of the construction for the projects associated with recovery from flood damage sustained by the Northwest Regional Water Reclamation Facility during Hurricane Florence. This project consists of electrical system reconstruction (including an elevated distribution and controls center), and hazard mitigation improvements to protect critical systems and allow for a shorter recovery period after a future flood event. **Status: Project closeout in process, Substantial Completion March 27, 2024.**

Water and Sewer Operational Improvements

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

Dixon Water Treatment Plant Expansion, CIP-038

The project consists of: the review of prior studies and system information; evaluating the water quality of existing and proposed raw water sources; assessing existing plant treatment systems and determining suitable methods for expansion of treatment capacity from 4.0 to 6.0 MGD; investigating future plant modifications necessary to comply with pending PFAS regulations; and, reviewing existing operational facilities to accommodate

additional staff. The resulting information will be used to determine future capital improvement plan needs. **Status: Process design is near completion, final design will begin in FY 25.**

Water Supply Master Plan, CIP 039

The planning project consists of: the review of prior studies and system information; updates to the existing ONWASA Hydraulic Model and GIS systems; use of the updated model to identify water distribution system deficiencies and determine the impact of proposed additional water supply and storage facilities; and, prioritizing of needed improvements for use in future capital improvement planning. **Status: Selection of the Engineer (Hazen) to perform the Water System work has been finalized and the scope/fee/schedule is being developed for the first task of assessing and updating the water model, last updated in 2019.**

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 FY24 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 FY25

Update on Major FY24 Initiatives

Last year, ONWASA's leadership team identified the following improvements to be targeted during FY24. 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: Completed.

Next Generation Firewall install and implementation – ONWASA has completed the initial installation and implementation of a Palo Alto Networks next generation firewall appliance and virtual private networking (VPN) system. This

system is the backbone of ONWASA's cyber-security enhancements. This system improves authorized accessibility to the ONWASA network to all of the remote site locations, to include the main office, Water Treatment Plants, Wastewater Treatment Plants, member government Town Hall sites and various other field operational sites such as water tanks, water wells, and sewer pump stations. 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 continue to shift its regular PC replacement program into laptops to allow "anywhere" computing for employees.

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

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

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

Status: Ongoing. Information on specific projects follow:

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

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

Aerial Crossings - ONWASA continues to investigate potential external funding sources to support an initiative to replace approximately 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.

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

Status: Substantial completion has been accomplished at the Northwest Regional Water Reclamation Facility. Final Close out should happen by August 2024. This is the final recovery project associated with the Hurricane Florence event.

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

Status: (Swansboro): Design for projects to construct force mains and pumping stations connecting Swansboro to the Piney Green pumping station were Advertised for Bid on 4/30/24. The start of construction is anticipated by **July 2024**.

Status: (Southeast): The acquisition of the NT WWTP served the current needs for capacity and the design of a new plant has been put on hold.

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

Status: Design work is complete for the Regional Trunk Main Replacement project, however a schedule for securing all permits, bidding and construction has not been determined pending the securing of utility easements from Marine Corps Base Camp Lejeune. Work on the source water master plan is now underway, with up to three test wells were constructed in 2023 with 2 of the 3 wells providing significant potential sources of water, testing of a potential surface water source being planned and a contract for additional water system modeling has been awarded.

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

Status: Staff continues to work with Raftelis and Legal Counsel to develop a final draft for Board consideration in FY25.

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. This progress update will conclude the current Strategic Plan as we will transition to the Updated Strategic Plan (See Appendix) beginning in July 2024.



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.

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

Review and enhance the hiring and onboarding processes

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

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

Human Resources is transitioning back to the normal onboarding program which includes orientation, training, facility tours, departmental leadership personnel meeting with the

new hire to provide expectations as well as a meeting with the CEO which includes customer service expectations, as well as an organizational values brief.

Develop a formal employee appreciation program to recognize excellent service

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

Formalize career paths and individual professional development plans

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

The Chief Human Resources Officer will also continue to work in tandem with the department heads to review individualized professional development plans for employees and supervisors and will be collaborating with Coastal Carolina Community College continuing education division to conduct specialized leadership training.

Create opportunities for employees to participate in cross-functional teams

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



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

Customer service accomplished the following improvements in FY24 to improve the customer experience:

- Redesigned the ebill statements to provide a more robust experience for the customer that now include a link the monthly newsletter and the Customer Portal.
- Modified paper statements to include a QR Code to access the Customer Service Survey to increase survey responses with valuable feedback from customers.
- Added a Customer Service Representative position to reduce the workload per representative and reduce customer wait times.
- Improved the payment options in response to customer feedback to allow scheduled payments.

ONWASA Customer Service continues in FY25 to respond to customer feedback and explore options to better serve customers through the following:

- Improve automated call out processes and messages.
- Creating videos to assist customers with their bills and accounts.
- Review and improve customer educational resources.

- Rejuvenate the Customer Service training for all ONWASA personnel.
- Complete a survey one year from the Pluris Acquisition to receive valuable feedback from customers after the transition.



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

ONWASA continues to partner with the City of Jacksonville, Onslow County Government, and Coastal Carolina Community College to maintain a new fiber optic cable link from Georgetown Road connecting to the City of Jacksonville's existing fiber-optic network. This new link allows ONWASA to have a hard-wired link to the Onslow County Emergency Operations (EOC) complex at the Jacksonville Town Commons area. This link allows us to continue partnership opportunities and to access other areas of the County with dark fiber into the future.

Next Generation Firewall install and implementation – ONWASA has completed the initial installation and implementation of a Palo Alto Networks next generation firewall appliance and virtual private networking (VPN) system. This system is the back-bone of ONWASA's cyber-security enhancements. This system improves authorized accessibility to the ONWASA network to all of the remote site locations, to include the main office, Water Treatment Plants, Wastewater Treatment Plants, member government Town Hall sites and various other field operational sites such as water tanks, water wells, and sewer pump stations.

The ONWASA Mitel Voice-Over IP phone system has now been fully converted from old copper wiring to fiber-optic internet transmission protocols. This has resulted in faster, more reliable call center communications.

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, which eliminates the need for a physical phone set. This has provided much needed portability during the pandemic.

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

ONWASA has installed 60 cellular based modems with externally mounted antennas in service vehicles and crew trucks to enable secure communication with the ONWASA network. This enables Service staff and Crew Leaders real-time access to service orders, Geographical Information Systems (GIS) information, and the ability to access and update customer outage information in the field.

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

External Communications

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

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 2023	June 2023	February 2024	March 2024
Facebook Followers	2,502	2,559	2,670	2,678
Blackboard Connect- Total Phones Called	14,548	16,049	10,431	7,228
Blackboard Connect – Total Unique Messages	55	62	44	40
Website Visitors	28,718	28,116	34,597	34,743

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 employee donations of toys and canned food were made to Christmas Cheer as well as to the CHEW! Program to help hungry kids in the community. ONWASA employees will be encouraged to participate more in the ONWASA Community Support Program. This program, that we refer to as ONWASA Cares, creates community engagement opportunities for ONWASA employees that are meaningful, purposeful and helps those in need. As an example, employees recently showed their support for community programs such as National Day of Prayer and Purple Up for the Military Child.

ONWASA has partnered with the Swansboro and Jacksonville Chambers of Commerce as well as the Onslow County School System to make presentations to the community through business expos and job fairs about water resources, the science of water, and the public services ONWASA provides. ONWASA laboratory staff have recently volunteered at Sturgeon City Environmental Education Center's science fair.

ONWASA's CEO was appointed to the Military Affairs Committee. The purpose of the Military Affairs Committee of the Jacksonville-Onslow Chamber of Commerce is to maintain and continually improve the relationship between the military and civilian communities. ONWASA strives to be a key community partner and is honored to be represented on this important committee. The CEO is also an active member of the Jacksonville Rotary Club. This past year the CEO was also asked to serve on the local Salvation Army Board that serves Onslow and Jones Counties as well as serve on the Sturgeon City Board.

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

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

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: 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, a 10.75% rate increase for utilities is proposed.

ONWASA continues to explore alternate sources of revenue with minimal increases to operating costs. ONWASA is proceeding with multiple interlocal agreements to sell potable water. The Interlocal agreement already in place with the City of Jacksonville for areas where it is ONWASA water lines and the City of Jacksonville sewer lines. ONWASA also serves part of the Pender County Water System in the Maple Hill area with an inner

connection. With the strong growth in the area, more opportunities for shared resources are expected to arise in the future.

ONWASA will continue its efforts to sell timber from two of its larger tracks of land during the next fiscal year. This is all part of the overall timber management plan as recommended by our professional timber consultant. In FY 24 we received approximately \$170,000 in revenue from timber sales.

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

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

ONWASA successfully closed on the purchase of a large private sewer provider in the County. One of the main decision-making factors was the financial feasibility of such a purchase. The only way we would take on such a task is if it was a good business and financial decision and would not negatively impact our current customer base. Ultimately, economies of scale will prevail in that customers on both sides will benefit in the long term. With that being said, there may be future private system acquisitions that would make good financial sense to consider for our customers and the citizens of Onslow County.



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 original ONWASA Ten Year CIP originally adopted in May 2018, then updated in Fall 2020 and again as part of the FY24 budget process.

CIP projects for which construction and final acceptance will be completed in FY24 or in early FY25 include: the Topsail Island Booster Pumping Station, Summerhouse Wastewater Treatment Plant Interim Capacity Improvements; Ocean Road Water and Sewer main extension, Jenkins Street Pump Station upgrades. Planning and/or design work is also underway for multiple CIP projects, including work involving three different wastewater treatment facilities; a regional trunk water main; pump station rehabilitations.

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

FY25 Major Work Initiatives

The following major work initiatives are currently planned for FY25.

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

Wastewater Solutions. Complete design, permitting, easement acquisition and begin construction of projects to provide capacity improvements in the Northeast and Southeast Service Areas.

Water Solutions. Complete easement acquisition and permitting for the Highway 24 Regional Trunk Main replacement project, as well as completing work on a source water master plan and begin implementation of selected projects (test well installations, Dixon WTP expansion).

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

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

Utility Ordinance Updates. Complete language and supporting documents necessary to create a draft Sewer Use Section within our Utility Ordinance, distribute for internal/external review, and prepare a final version to be submitted to the ONWASA Board of Directors for consideration. Also begin review of the current Manual of Standards, Specifications and Details (MSSD) with the goal of having a draft update done by the end of FY24. This will be part of an overall all Utility Ordinance update and rewrite with the assistance of an outside consultant. Several amendments have been made over the years, the goal is to update the ordinance into one updated document that provides the legal structure needed to perform the mission and work of ONWASA.



Informing ONWASA's Customers

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

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

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

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

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

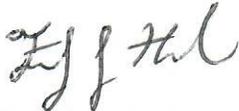
Staff recommends the public hearing on the proposed FY25 budget take place at the regular meeting of the Board of Directors in the Council Chambers of Jacksonville City Hall, 815 New Bridge Street, Jacksonville on Thursday, June 20, 2024.

Conclusion

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

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

Respectfully Submitted,



Franky J. Howard
CEO

MESSAGE APPENDIX

- 2024 CAPITAL IMPROVEMENT PLAN UPDATE
- CUSTOMER SATISFACTION SURVEY
- MONTHLY NEWSLETTER (MAY 2024-JUNE 2023)
- PROPOSED FY25 BUDGET ORDINANCE
- STRATEGIC PLAN
- US BUREAU OF LABOR STATISTICS CPI REPORT
- UPDATED SYSTEM DEVELOPMENT FEE ANALYSIS



ONWASATM

**ONWASA 10 YEAR CAPITAL PLAN
2024 UPDATE**

No.	Project Description	Type	Service Area	YEARS 1-5 CAPITAL IMPROVEMENT NEEDS					YEARS 6 - 10	Project Total
				FY24	FY25	FY26	FY27	FY28	FY29-33	
	Buildings/Misc. Operational Projects									
CIP-035	Water & Sewer Operational Improvements (D+C)	R	Various	2,500,000		1,500,000			4,500,000	8,500,000
N/A	Disaster Recovery Response Contracts (C only)	R	Various		1,000,000		1,000,000		3,000,000	5,000,000
CIP-001	Building Roof Replacements (D+C)	R	Various	\$357,157	\$250,000	\$250,000	\$250,000		\$500,000	\$1,607,157
CIP-011	Emergency Power Systems Upgrades (D+C)	R	Various	982,911	1,482,911	500,000	500,000	250,000	1,500,000	5,215,822
	WATER SYSTEM									
	Raw Water and Monitoring Wells									
CIP-010	ORWRG Aquifer Study Monitoring Wells (D+C)	R	Various		175,000		150,000		300,000	625,000
	Union Chapel WTP									
CIP-025A	Union Chapel WTP Feasibility and New Well Sites (D+C)	E	Southwest	75,000	1,000,000	1,500,000	3,000,000		11,250,000	16,825,000
CIP-025B	Union Chapel Water Treatment Facility (D+C)	E	Southwest				36,000,000		96,000,000	132,000,000
	Water Distribution System - Renovation									
CIP-032	Topsail Island Booster Pumping Station (D+C)	R	Southeast	2,752,513						2,752,513
CIP-040	North Topsail Beach Water Tank (D+C)	R	Southeast	500,000	2,500,000	500,000				3,500,000
CIP-017	Highway 24 Regional Trunk Water Main (D+C)	R	Northeast	1,500,000	10,250,000	10,250,000				22,000,000
CIP-003	Water Main Interconnections, Phases 3 - 7 (D+C)	R	Various	300,000		500,000		500,000	1,500,000	2,800,000
CIP-037	Water Main Aerial Crossing Replacements, Phase 1 (D+C)	R	Various		1,238,741					1,238,741
CIP-004	SW Service Area Upgrades, Project 2 - Hwy 17 Trunk Main (D+C)	R	Southwest		250,000	500,000	5,100,000		16,200,000	22,050,000
CIP-018	Queens Creek Road Water Main Upgrades (D+C)	R	Northeast						5,400,000	5,400,000
CIP-019	Rocky Run Road Water Main Upgrades (D+C)	R	Northeast						6,500,000	6,500,000
CIP-038	Dixon WTP Expansion (D)	E	Various	300,000	5,000,000	15,000,000	10,000,000			30,300,000
CIP-039	Water Master Plan (D)	E	Various	150,000	250,000	250,000				150,000
CIP-041	Ocean Road Water Extension (D+C)	R	Southeast	500,000	100,000					600,000
	WASTEWATER SYSTEM									
	Northwest Regional Water Reclamation Facility									
N/A	Hurricane Florence Recovery (C only)	R	Northwest	48,942						48,942
	Southeast Regional WWTPs									
CIP-005	Summerhouse Interim Capacity Improvements (D+C)	R	Southeast	3,582,900						3,582,900
CIP-028	Capacity Improvements (Project To Be Determined)	E	Southeast	10,000,000			1,750,000	16,625,000		28,375,000
	Swansboro WWTP									
CIP-006A	Hwy 24 Utility Improvements - Wastewater Force Main (D+C)	E	Northeast	8,000,000	18,000,000	4,130,000				30,130,000

**ONWASA 10 YEAR CAPITAL PLAN
2024 UPDATE**

No.	Project Description	Type	Service Area	YEARS 1-5 CAPITAL IMPROVEMENT NEEDS					YEARS 6 - 10	Project Total
				FY24	FY25	FY26	FY27	FY28	FY29-33	
	WASTEWATER SYSTEM (cont.)									
	Wastewater Collection System - Renovation									
CIP-016	Pumping Station Assessments/Rehabilitation (D+C)	R	Various	500,000	1,000,000	1,000,000		1,000,000	3,000,000	6,500,000
CIP-033	Hargett Street & Shore Drive Pump Stations Rehabilitation (D+C)	R	Various	500,000	500,000					1,000,000
CIP-034	Piney Green Sewer Phase 2 - Hickory Grove Closure (C only)	R	Northeast	227,927						227,927
CIP-036	Mount Pleasant Road Pump Station Relocation (D+C)	R	Northeast	178,030	1,000,000					1,178,030
CIP-042	Ocean Road/ Jenkins Street Pump Station (D+C)	E	Southeast	750,000	3,500,000	250,000				4,500,000
	Wastewater Collection System - Expansion									
CIP-008	NW Plant - Kenwood/Bishops Ridge Service Extension (D+C)	E	Southwest					500,000	5,800,000	6,300,000
CIP-020	NW Plant - Liberty Park Road Service Extension (D+C)	E	Southwest					250,000	2,700,000	2,950,000
CIP-021	NW Plant - Hill Farms Service Extension (D+C)	E	Northwest					460,000	4,600,000	5,060,000
CIP-022	NW Plant - Denise Dr/Greystone Dr Service Extension (D+C)	E	Southwest					400,000	4,000,000	4,400,000
CIP-029	NW Plant - Plum Point Sewer Extension (D+C)	E	Southwest					400,000	4,400,000	4,800,000
CIP-030	Piney Green FM - Birchwood Park Service Extension (D+C)	E	Northeast					150,000	1,400,000	1,550,000
	Totals			\$33,255,380	\$42,246,652	\$20,880,000	\$47,750,000	\$20,535,000	\$172,550,000	\$367,667,032
							Total: Years 1-5	\$164,667,032		

Notes:

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

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

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

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

D - Design, C - Construction

ONWASA CUSTOMER SATISFACTION SURVEY

Prepared for:



October 30, 2023

Prepared by:



***Product
Acceptance &
Research***

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

Methodology

Background / Objectives / Key Dates

Background: Product Acceptance & Research has conducted several waves of customer satisfaction tracking for ONWASA, dating back to 2017. This report represents findings from 2023.

Objectives: To discover...

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

Key Dates

- Launched: 10/4/23
- Closed: 10/19/23
- Reported: 10/30/23

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

Jack Welch

Methodology

Action Standards / Method / Sample Composition

Action Standards: Findings from this research will be used to focus future marketing efforts.

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

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

Response Rate	April 2017	April 2019	October 2021	October 2023
Emails Sent	4,001	8,171	8,371	10,000
Responses	408	736	581	603
Response Rate	10.2%	9.0%	6.9%	6.0%

Methodology

Estimated Sampling Error / Disclosures

Estimated Sampling Error: Given a sample of 603 respondents and measuring this group at the 95% confidence level, the sampling error would be approximately $\pm 4.0\%$.

The base for charts/graphs includes 600 residential and 3 commercial respondents, as noted throughout the report.



EXECUTIVE SUMMARY

“The customer experience is the next competitive battleground.”

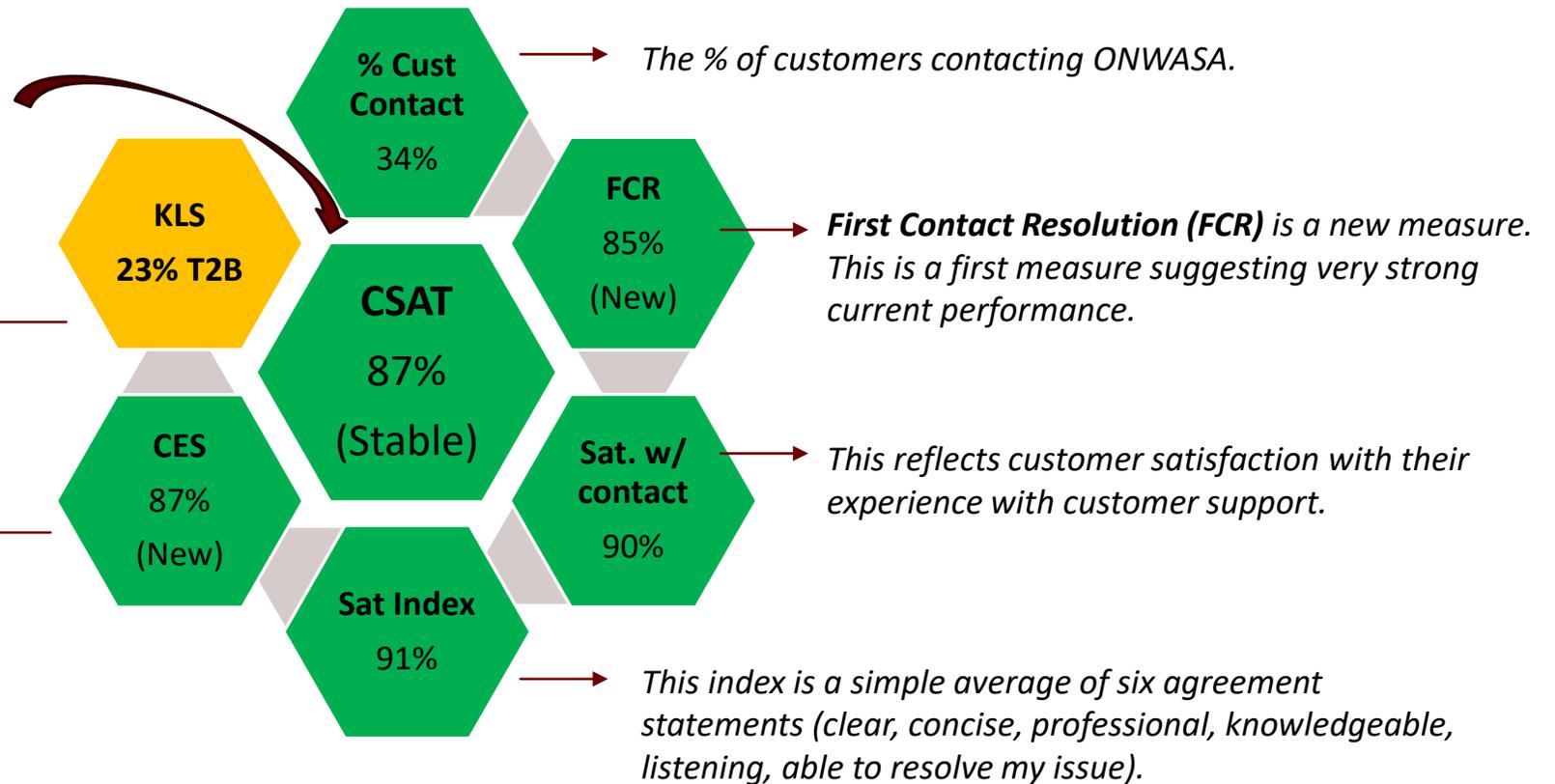
- Jerry Gregoire, CIO, Dell Computers

Executive Summary: Core Metrics Dashboard

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

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

The Customer Effort Score (CES) is also a new metric focused on how easy or difficult it is to do business with ONWASA. This **initial score** of 87% is a strong initial performance level.



KEY LEARNING & IMPLICATIONS

In the big picture, this wave's data paints a picture of *strong performance, stable for most factors and directionally improved for others*. This data suggests similar actions as were indicated in the 2021 wave.

- Customers said ONWASA's **5-year focus** should be *improving the water and system for existing customers*.
- *Water taste, aftertaste, and water pressure* continue to be voiced as concerns by this year's sample.
- Those customers who interacted with ONWASA in the past year gave *strong positive agreement scores* that were improved over 2021.
- In days to come, the two new metrics introduced in this wave – First Contact Resolution (FCR) and Customer Effort Score (CES) – will give you added perspective about customers' experience with resolving problems and overall ease of doing business with ONWASA. *Current information should be considered a baseline*. That said, experience with other firms and other industries, suggests these are *good initial performance levels*.

DETAILED FINDINGS

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

Warren Buffet

OVERALL SATISFACTION IS INCREASING

Overall satisfaction with ONWASA was essentially unchanged from 2021 (2 pt. decline). While we always want to see improvement in these scores, the reality is that once you hit marks in the upper 80s, it is increasingly difficult to maintain and/or improve satisfaction – especially as your organization’s footprint increases or your total customer base grows.

When you focus on the individual descriptors across time, the current wave lost ground for Very Satisfied responses while Somewhat Satisfied and Somewhat Dissatisfied increased marginally.

How satisfied are you with ONWASA overall?

Overall Satisfaction with ONWASA					
	<u>2017</u>	<u>2019</u>	<u>2021</u>		<u>2023</u>
			Residential	Commercial	Residential
Top 2 Box	77%	82%	89%	100%	87%
Very Satisfied	54%	63%	73%	100%	68%
Somewhat Satisfied	23%	19%	16%	0%	19%
Neither	5%	4%	4%	0%	4%
Somewhat Dissatisfied	9%	4%	3%	0%	5%
Very Dissatisfied	9%	10%	4%	0%	4%

The detail of the 3 Commercial responses may be viewed in the attached spreadsheet.

Importance vs. Performance – Gap Analysis

Residential customers’ ratings of **importance** are intuitive; safety remains at the top of the list followed by sensory attributes and functional aspects of service delivery. Note that the order of importance was almost identical to 2021. With all score above a 9.5, it is

Residential Gap Analysis	Residential 2021			Residential 2023		
	Importance	Agreement	Gap	Importance	Agreement	Gap
Water is safe	9.9	9.01	-0.89	9.84	8.93	-0.91
Water is clear/colorless	9.78	9.31	-0.47	9.76	9.31	-0.45
Water has no odor	9.73	9.1	-0.63	9.72	8.97	-0.75
Water has no chemical aftertaste	9.71	8.74	-0.97	9.67	8.6	-1.07
Water has no chemical taste	9.68	8.66	-1.02	9.68	8.55	-1.13
There is no interruption of water service	9.49	9.44	-0.05	9.54	9.43	-0.11
Water pressure is sufficient	9.44	8.25	-1.19	9.51	8.47	-1.04

clear these are the right attributes to track for importance. **Agreement** scores (and the resulting gaps) are very close to those observed in 2021 for Safe and Clear/Colorless, varying only by hundredths of a point.

Agreement scores typically trail Importance slightly. When the gaps are within about 1 point, there is usually little action to be taken. In this case, we encourage you to monitor customer complaints focusing on Chemical Taste and Aftertaste, Insufficient Water Pressure. If those are frequently mentioned disposition codes in your interactions, it may be helpful to establish a response standard if those counts exceed a given number per month.

Please rate your level of agreement with each statement below regarding the ONWASA water system.
 (1 = “Do not agree at all;” 10 = “Agree completely) ”



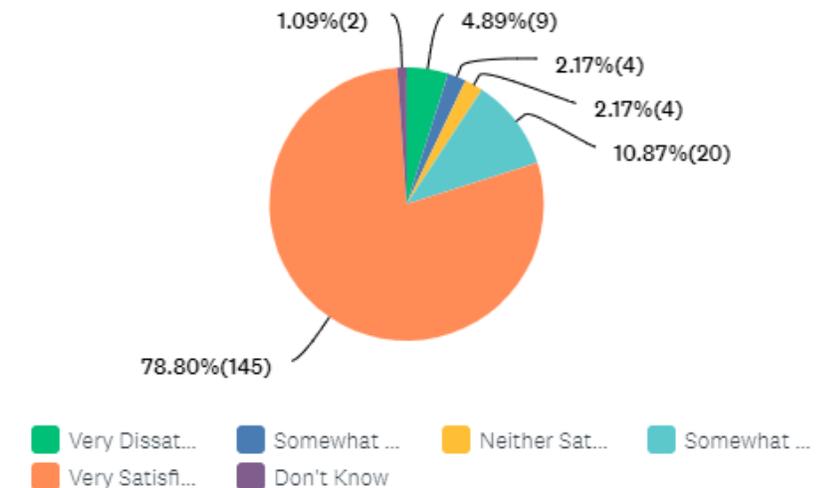
Strong Satisfaction with Employee Interactions; Strong Initial Read of First Contact Resolution (FCR)

34% of the 549 residential customers responding to this question interacted with an ONWASA employee in the past year.

- **85% said the ONWASA employee was able to resolve their issue in one contact.** First Contact Resolution (FCR) is a new item in this year's survey, so we have no internal benchmark. A web search focused on utilities providing water service suggests a strong score would be in the 80% to 90% range.
- 79% reported that they were "very satisfied" with those ONWASA employees overall (same as last wave). The combined T2B score was *90% positive* (up directionally from 2021). *Chart to right.*

How satisfied are you with ONWASA employees overall?

Answered: 184 Skipped: 419



... Note: Last year we proposed the addition of FCR and Customer Effort Score (CES), reported elsewhere in this 2023 report.

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

Introducing ONWASA's Customer Effort Score (CES)

The Customer Effort Score (CES) was developed in 2010 by the Corporate Executive Board (CEB Global, now Gartner) when their research showed that “effort” was a key driver of customer loyalty. A review of the literature shows that the scale varies widely from one user to the next (5-pt., 7-pt., 9-pt., 10-pt., 100-pt., etc.). We use a 10-point scale to more easily triangulate results with other performance measures we track. In this case, those other factors include Customer Satisfaction (CSAT), the Performance Index (matrix of six agreement statements, and this measure of ease of doing business with ONWASA (CES).

In this case, there is strong alignment among these measures.

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

Improved Agreement with ONWASA Employee Statements

All six of these agreement statements showed improvement over the 2021 scores. A simple average of the six scores shows a ~5% improvement over 2021.

These are all strong scores. Your challenge will be maintaining this level of performance as ONWASA continues to grow (i.e., expanded customer count, range of services offered, and/or expanded footprint).

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

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

General Information Communication Preferences

Key thoughts:

1. *Email, Text, and Newsletter with Monthly Bill* continued to be the **most preferred** communications methods for ONWASA customers.
2. Research conducted *outside* the scope of this project says **text messages** are best for brief/urgent messages, **email** for less pressing messages (but when a dialog or response may be needed), **newsletters** are *claimed* to be read – but often lack specific recall), and **door hangers** are typically good for highly targeted content.
3. Note that this question used a 10-point scale - and the **highest** scores were **only** a 6.92 for text and 6.91 for email. It may take something really unique to stir customers' interest in general information.

Text Message	Email	Newsletter with your monthly bill	Door Hanger	Mass media (Radio/TV)	Website	FB Page	Twitter Feed
6.92	6.91	6.61	5.19	4.18	4.02	3.25	1.69

“The best customer service is if the customer doesn’t need to call you, doesn’t need to talk to you. It just works.”

- Jeff Bezos

Texts and Emails are Preferred for Urgent Messages

In 2023, **Residential** customers continued to prefer **text communications** for urgent messages. This aligns with extensive external data about text usage and preferences compared to other communications.

Collectively, text and email form a top tier for urgent communications – with a substantial gulf separating the next most frequent response categories.

Note that the tiers have remained highly uniform across all four waves of testing.

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

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

Most Pay the Water Bill Online

As a reminder, the answer options changed in 2021, resulting in some shifts in the proportion of responses by category.

In the current year compare 2021 Residential to the 2023 column. *“Online”* remained the top response for residential customers in 2023 (65%), though this dropped from 71% in the last measure. *“Check/Credit Card Draft”* followed at a great distance (continuing at 19%). Use of *“Mail,” “Automated Phone Service,”* and *“Drop Box”* were unchanged. *“In-Person”* fell directionally (not a statistical change).

Bill Payment Method						
	2017	2019		2021		2023
				Resi. n=553	Comm. n=8	Resi. n=601
Online	76%	82%	Online	71%	50%	65%
	NA	NA	Check/Credit Card Draft	19%	25%	19%
By Mail	13%	13%	Mail	7%	13%	7%
In Person	8%	7%	In Person	3%	13%	2%
Mobile App	5%	5%	Automated phone service	9%	0	9%
Drop Box	1%	1%	Drop Box	1%	0	1%

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

Nominal Change in Customer Knowledge of ONWASA's Offerings

Residents' level of *knowledge about ONWASA's services has remained about the same* through the four waves of tracking cited here (variation of only 0.3%).

The variations you see on any of these lines fall within the expected wave-to-wave performance. As an example, the "Knows a little (1-3)" has fluctuated only 2% in current wave with a range of response across the four waves of only 5%.

It would appear that there is an opportunity to improve customer (especially new customer) knowledge of ONWASA. This might look like an enhanced onboarding process.

Knowledge About ONWASA Services				
	2017	2019	2021	2023
A Little (1-3)	29%	25%	29%	27%
Very Little (1)	19%	16%	18%	19%
Neutral (4-7)	54%	54%	50%	50%
A Great Deal (10)	7%	5%	6%	6%
A Lot (8-10)	17%	21%	21%	23%
Mean	5.0	5.3	5.2	5.2

n=552

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

Customers' Top Concern: Improving Existing Systems

The residential perspective today is extremely close to the response in 2021. The “other” category is a bit larger and included 10 comments about *pricing*, 8 focused on the *need to improve quality*, 2 about the *importance of safety*, 5 about *water pressure*, 2 pertaining on *infrastructure issues*, and 7 wanting to choose *multiple responses*. (Detail in spreadsheet.)

Primary Focus for ONWASA Over the Next 5 Years					
	2017	2019	2021		2023
			Residential	Commercial	Residential
Improving the existing water and sewer system for existing customers	47%	51%	48%	0%	47%
Maintaining the existing water and sewer system for existing customers	36%	30%	33%	63%	30%
Expanding the <u>sewer</u> system into new service areas	10%	13%	10%	38%	12%
Expanding the <u>water</u> system into new service areas	4%	4%	4%	0%	4%
Something else	3%	2%	4%	0%	7%
			n=547	n=8	n=542

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

SAMPLE COMPOSITION

Customer Tenure Increasing Slightly

The eight-year trend continues to show a falling proportion of customers reporting they have been a customer for *less than 5 years*.

All other categories have increased during the same time period.

As your customer base extends their tenure with ONWASA it may be useful to watch carefully for “silent sufferers” – customers with long-standing unresolved small nagging problems. This can be an opportunity to enhance your relationship with customers. Customers’ general familiarity may not reflect your actual policies or service proposition.

Length of Time Customer of ONWASA (in Years)					
	2017	2019	2021		2023
			Resi.	Commercial	Resi.
<5 Years	61%	48%	41%	25%	34%
5-<10 Years	19%	19%	23%	38%	25%
10-<20 Years	11%	18%	20%	13%	23%
20+ Years	8%	15%	15%	13%	18%
Not Sure	1%	n.a.	1%	13%	1%
			<i>n=547</i>	<i>n=8</i>	<i>N=542</i>

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

About a Third of Respondents were from Jacksonville

The current response from Jacksonville and Sneads Ferry were a bit smaller than in 2021, but generally aligns with 2019.

“Other” has grown substantially from prior waves. In this case, “other” includes 30 listings in addition to the six communities shown to the right. The largest of these was Maysville (16), Beulaville (8), N. Topsail (8), Surf City (7), Midway Park (6), Maple Hill (5), Apex (3), and Stella (3). All others listings were single mentions.

What is your/your company's Zip Code?

City of Residence					
	2017	2019	2021		2023
			Residential	Commercial	Residential
			n=547	n=8	n=476
Jacksonville	34%	31%	36%	75%	30%
Sneads Ferry	17%	18%	18%	0%	12%
Hubert	13%	16%	14%	0%	15%
Holly Ridge	12%	13%	8%	25%	8%
Richlands	11%	12%	10%	0%	11%
Swansboro	8%	8%	7%	0%	6%
Other	4%	3%	6%	0%	17%

Thank You

Feel free to contact me with follow-up questions.

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*Product
Acceptance &
Research*



THE FLOW

CUSTOMER NEWSLETTER

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



FROM THE DESK OF

FRANKY HOWARD, CEO

Appreciation & Awareness!

**NATIONAL
MILITARY
APPRECIATION
MONTH**



Celebrate Drinking Water Week

May 5th - 11th 2024

Dear Valued Customers,

As we step into the month of May, we are excited to celebrate National Drinking Water Week with you all! This week is not just a time to recognize the essential role that water plays in our lives but also an opportunity to reflect on our commitment to providing you with safe, reliable, and high-quality drinking water.

Why National Drinking Water Week Matters

National Drinking Water Week, observed from May 5th to May 11th this year, is a nationwide initiative that highlights the importance of water in our daily lives. It serves as a reminder of the critical role that water utilities like ours play in delivering clean and safe drinking water to homes, businesses, and communities.

Our Commitment to Water Quality

At ONWASA, ensuring the quality and safety of your drinking water is our top priority. We adhere to rigorous standards set by regulatory bodies such as the Environmental Protection Agency (EPA) to ensure that the water you receive meets or exceeds all health and safety requirements. From regular testing to robust treatment processes, we employ best practices to deliver water that you can trust.

Celebrating Sustainability

This National Drinking Water Week, we also want to highlight our commitment to sustainability and environmental stewardship. We continuously invest in technologies and practices that promote water conservation, reduce waste, and protect our water sources. By working together with our community, we aim to create a more sustainable future for generations to come.

Tips for Conserving Water at Home

As part of our celebration, we encourage you to join us in conserving water at home.

-CONTINUED FROM PAGE 1

Here are a few simple tips that can make a big difference:

1. Fix leaks promptly: Check faucets, pipes, and fixtures for leaks and repair them promptly to prevent water wastage.
2. Use water-efficient appliances: Upgrade to water-efficient appliances such as dishwashers and washing machines to reduce water consumption.
3. Water wisely: Water your outdoor plants early in the morning or late in the evening to minimize evaporation.
4. Collect rainwater: Consider installing a rain barrel to collect rainwater for outdoor use, such as watering plants or washing your car.

Get Involved

National Drinking Water Week is also a great time to get involved in community initiatives focused on water conservation and awareness. Stay tuned for events and activities in our area where you can participate and learn more about how you can contribute to water sustainability.

Stay Connected

We value your feedback and input. If you have any questions, concerns, or suggestions regarding your water service, please don't hesitate to reach out to us. You can contact us through our customer service line or visit our website for more information.

Thank you for being a valued customer of ONWASA. Together, we can celebrate National Drinking Water Week and continue to ensure a sustainable and healthy water future for all.

May is also National Military Appreciation Month. Here at ONWASA we are grateful for the partnerships we have with Marine Corps Base Camp Lejeune and Marine Corps Air Station New River. As a regional utility provider, it is imperative that we have great partnerships with other utility providers in the area.

We hope you have a blessed and prosperous May here in our great Onslow County. We also welcome all the new customers that have chosen Onslow County to be their new place to live and or work.

Strawberry-Lemonade Italian Ice



Servings: 6
Serving Size: 1 cup

INGREDIENTS

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

DIRECTIONS

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



NUTRITIONAL INFO

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

SOURCE: AMERICAN HEART ASSOCIATION

THE FLOW

CUSTOMER NEWSLETTER

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



FROM THE DESK OF

FRANKY HOWARD, CEO

Spring Has Sprung!



National Safe Digging Month
April 2024

Spring has officially sprung here in Onslow County. This year, spring has kicked off with lots of pollen and warmer weather. With these warmer spring temperatures, I'm sure many of you are like I am and are ready to get some yard work and outside projects started. April is National Safe Digging Month, and we here at ONWASA wanted to remind everyone to call 811 three days before you dig. There are many utilities, like our own water and sewer lines, that may be buried underground throughout your yard. When you call 811, they will walk you through the process of ensuring these underground utilities are properly located and marked. Please do your part to ensure your safety and to ensure services are not disrupted for your neighborhood. ONWASA has our very own utility locators that will respond to the many 811 request we get on a daily basis. In fact, our staff completed an average of nearly 1700/month for the past year. That comes out to nearly 80/day. Please keep in mind however that we only locate the lines that belong to ONWASA. With the water line, that means we locate up to the water meter. On the Sewer line that is up to the cleanout within the right of way.

Last month we had the pleasure of officially kicking off our North Topsail Booster Pumping Station project. This project has been in the works for some time now, and we at ONWASA are excited to get it under contract. The Board awarded this project to a local contractor, Carolina Utilities, who was the low bid. We are also happy to be working with a local Onslow County contractor. The expected completion of this project is in the Aug-Oct timeframe based on a few key component lead times. In the meantime, ONWASA is utilizing our emergency interconnection with the Town of Surf City to supply water to over 1000 customers at the south end of the island in Onslow County. Most of these customers are actually Surf City residents. We are grateful for our partnership and working relationship with the leadership at Surf City. Speaking of partnerships, we have a great one with the City of Jacksonville and their media services group. They broadcast and record our regular ONWASA Board meetings and also agreed to come out and capture this groundbreaking. It can be seen online at <https://youtu.be/IAKzNr3EjJA>.

I wanted to end with highlighting a local event coming up next month. I had a customer reach out to remind me that we have National Day of Prayer coming up on May 2th. You can learn more about area happenings here in our newsletter each month. With that, I am open to hearing from other community organizations that have events that we could help spread the word on. We would love to use this platform to help get the word out about the many good things that we have going on across the County.

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Praying that we all have a great April and start to Spring 2024. As always, I ask that you reach out to us if you have any questions or concerns. I would also like to ask that you share your experiences with ON-WASA interactions by completing our customer surveys when given the opportunity.

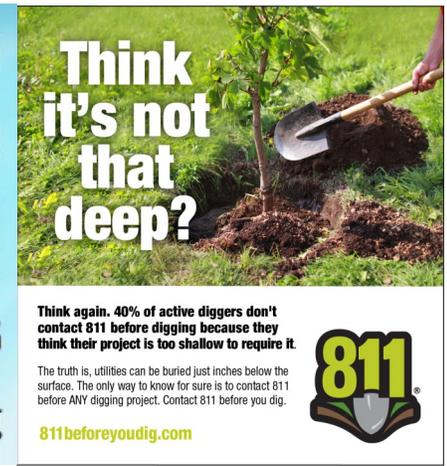
Thank you for being our valued customers and consumers.



April is National Safe Digging Month

North Carolina 811
www.nc811.org

Contact 811 Before You Dig



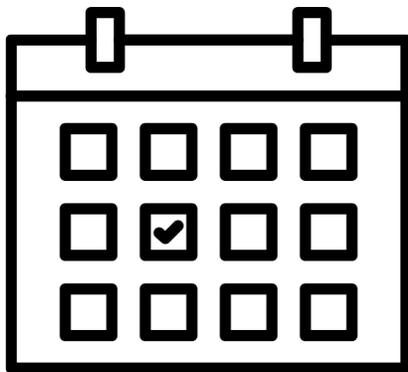
Think it's not that deep?

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

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

811

811beforeyoudig.com



AREA HAPPENINGS

National Day of Prayer
Beirut Memorial
Jacksonville
Thursday, May 2nd
Noon

Week of The Young Child 2024
One Place
April 6-12th

Visit oneplaceonslow.org to learn about the full week of fun for children and families!

Strawberry Freezer Jam



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

INGREDIENTS

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

DIRECTIONS

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



THE FLOW

CUSTOMER NEWSLETTER

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



FROM THE DESK OF
FRANKY HOWARD, CEO

Protect & Save!



FIX A LEAK WEEK

March 18, 2024 - March 24, 2024

March 2024 marks my second year here at ONWASA in the role as CEO. As I embark on my third year, I am excited about all the things in store for ONWASA and Onslow County. We continue to position ourselves to be great partners when it comes to embracing the unprecedented amount of growth, we are experiencing here in Onslow County. One common need for economic development throughout the County is exceptional quality water and sewer services and sufficient capacity to serve our community's needs.

March is home to several annual observations that relate to water. March 10th through the 16th is National Groundwater Awareness Week this year. As I have shared before, ONWASA is extremely fortunate that our primary water source is deep water aquifers as opposed to surface water from open sources such as reservoirs or rivers. In fact, we operate 35 active wells across all of Onslow County. Most of these wells are in the Castle Hayne and Black Creek Aquifers, which are over 200 feet deep. You may be wondering how you can help during groundwater awareness week, that's a great question. Even though these are deep water aquifers we all must do our part to ensure they remain healthy and clean for years to come. There are over 70 public water supply wells across the County. This is why it is important to properly dispose of harmful chemicals to ensure they do not make their way into the aquifers and from a planning standpoint we should manage as best as possible the use of land around these important public water supply wells. Our goal is to locate any new wells in areas that are best suited for providing superior quality raw water for many years.

March is also home to Fix a Leak Week. This year it is March 18th through the 24th. The following was taken directly from the EPA's website for Fix a Leak Week: *The average household's leaks can account for nearly 10,000 gallons of water wasted every year and ten percent of homes have leaks that waste 90 gallons or more per day. Common types of leaks found in the home are worn toilet flappers, dripping faucets, and other leaking valves. These types of leaks are often easy to fix, requiring only a few tools and hardware that can pay for themselves in water savings. Fixing easily corrected household water leaks can save homeowners about 10 percent on their water bills. To check for leaks in your home, you first need to determine whether you're wasting water and then identify the source of the leak.*

Here are some tips for finding leaks:

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

Four more helpful tips and information visit this website: <https://www.epa.gov/watersense/fix-leak-week>

ONWASA staff are also doing our part to “fix” leaks that happen from time to time throughout our distribution system. Keep in mind some of our water mains have been in the ground for over 30 years, some are even 50 years or older. We have stepped up our efforts this year to find and eliminate any leaks within our system. We do highly encourage citizens to report any leaks they see that appear to be from our water system so that we can further investigate and make proper repairs.

Lastly, I wanted to point out that March 22nd is World Water Day. This years national theme is “Water for Peace”. I found some interesting facts on the UNs website for World Water Day, <https://www.un.org/en/observances/water-day>. Over 3 billion people depend on water that crosses national borders, and 2.2 billion still live without safely managed drinking water, including 115 million people who drink surface water. This again is why I am so thankful that we are blessed to live in a country that takes water resources seriously and provisions are in place to ensure we are supplying safe drinking water to all our customers and consumers.

That concludes my thoughts for March, I hope to see you around the County this month. Thank you for being our valued customers and consumers. Have a blessed March.

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



www.onwasa.com



CONTACT US



Award Winning Chili Recipe

INGREDIENTS

- 5 strips uncooked bacon chopped
- 1 lb ground beef
- 1 lb Jimmy Dean hot breakfast sausage
- 1 cup diced yellow onion
- 1 red pepper diced
- 1 tbsp garlic minced
- 1 tbsp brown sugar
- 1 tbsp chili powder
- 1/2 tsp smoked paprika
- 1 tsp cumin
- 1 tsp onion powder
- 3/4 tsp ground black pepper
- 1/2 tsp salt
- 1/8 tsp cayenne pepper
- 1 1/4 cup beef broth
- 15 oz can dark red kidney beans lightly rinsed and drained
- 15 oz can black beans lightly rinsed and drained
- 14.5 oz can diced fire roasted tomatoes undrained
- 7 oz can fire roasted green chilis
- 1/4 cup tomato paste
- 1 tbsp worcestershire sauce
- 1 can of whole kernel corn

Servings: 6 Serving Size: 1 cup

DIRECTIONS

- Place chopped (uncooked) bacon in a large pot or Dutch oven and cook over medium heat until crisp and cooked through. Remove bacon to a paper towel lined plate and drain all but 1 1/2 Tablespoons of grease.
- Add onion and pepper and cook until softened, about 3-5 minutes.
- Add garlic and cook until fragrant (about 30 seconds).
- Add beef and sausage, breaking apart with a spatula as you cook. Once meat is partially (about 50%) browned, add sugar and all spices (chili powders, paprika, cumin, onion powder, black pepper, salt, cayenne pepper) and stir well.
- Add all remaining ingredients -- beef broth, beans, can of corn, tomatoes, tomato paste, chilis, and Worcestershire sauce -- and your cooked bacon and stir well.
- Bring to a boil and cook 1-2 minutes, stirring frequently.
- Reduce heat and simmer, uncovered, stirring occasionally. Simmer for 30 minutes to allow flavor to really develop.

SOURCE: Ted Norris

THE FLOW

CUSTOMER NEWSLETTER

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



FROM THE DESK OF
FRANKY HOWARD, CEO

Goals & Growth!



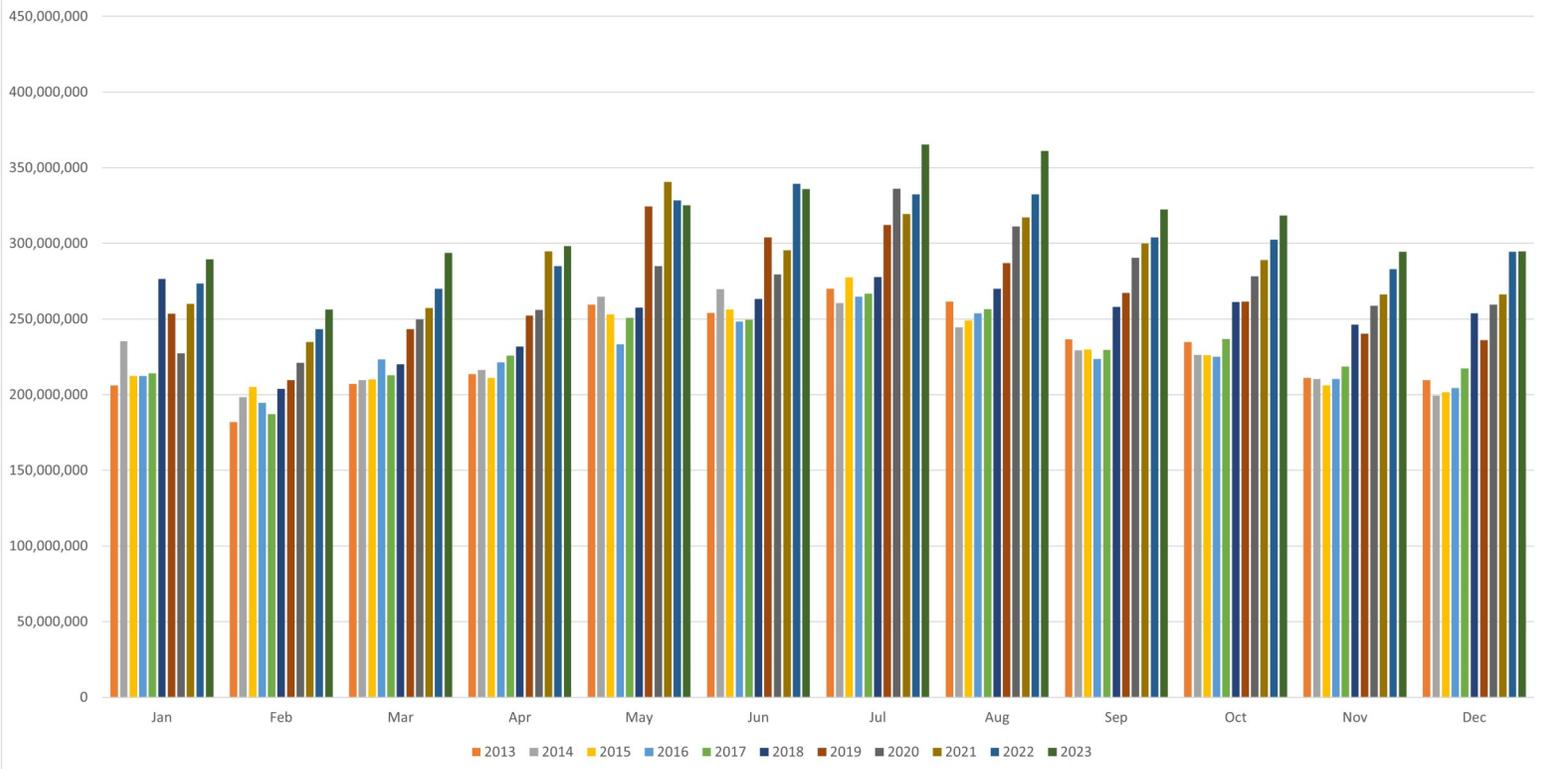
Happy February, everyone, and in case you did not already know, this year is a leap year, meaning we will have an extra day on February 29. Picking up on my notes from last month, I mentioned we have set goals internally to kick off some much-needed capital improvement projects this year. I wanted to turn the attention over to water production. We have talked quite a bit recently about sewer and wastewater treatment capacity, but the reality is that we have just as much effort being made towards increasing our drinking water treatment capacity. In fact, the single largest capital improvement project in our 10-year plan is for a new water treatment plant which would be our third treatment plant for drinking water. Our goal is to double our water treatment capacity in the next 10 years. This comes at quite the cost unfortunately and is one of the main drivers in our recent rates and fees increases. We must project the cost of these projects and ensure when the time comes to build these projects that we have the funds available to do so. This new water treatment plant could cost upwards of \$140-150M dollars and represents nearly half of the CIP project cost for the next 10 years.

So why are we trying to double our drinking water treatment capacity? If you have been a customer for a while, you should recall some of the historical growth data that I have shared in the last couple of years. For 2023, ONWASA added over 1300 new metered accounts which was a 2.4% growth rate and just under the 2.9% growth we experienced in 2022. For the past 6 years we have seen an average annual growth of 2.5% each year and a total growth of 14.9%. Our largest growth year was 2021 when we added over 1700 metered accounts. What does this all mean for water capacity? When you look at our water production numbers over this same period, we have averaged a 5.2% year-over-year growth in water production and a total increase of 31.3%. It's interesting to me that on a percentage basis we are seeing a higher growth in water production per year than we are seeing in growth in accounts. The bottom line is that with this type of growth pressure on our system we are accelerating our capacity expansion efforts. To see all of this on a graph check out the monthly comparison chart showing month over month growth for the past 10 years. In total, ONWASA has over 57,800 metered water accounts making us the second largest water and sewer authority in the State following behind Cape Fear Public Utility Authority who is the largest.

February is also Black History Month and as in years past, ONWASA’s main office will be a stop on the African American Heritage Trail Tour for the Jacksonville Onslow Chamber of Commerce. The reason for the stop is that we are located in what was part of the Historic Georgetown High School. This was the only black high school for the County during its time of operation. This past year the Georgetown High School Alumni Association placed a new monument in the front parking lot of the ONWASA office. If you haven’t had a chance to see the monument, please take a moment to do so, it is very impressive and informative. Thank you for being our valued customers and consumers! Have a wonderful and blessed February.



Monthly Comparison 2013-2023



AREA HAPPENINGS



**Swansboro Area Chamber of Commerce
Community Showcase**

Saturday, February 24, 2024 10 a.m. until 3 p.m.
Swansboro Rotary Civic Center
More than 60 exhibitors, door prizes,
free food samples from area restaurants & more!



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



Jambalaya

Prep Time: 20 min
Cook Time: 35 min
6 servings

INGREDIENTS

- 2 1/2 cups water
- 1 (14 oz) can diced tomatoes
- 1 (8 oz) can tomato sauce
- 1/2 lb smoked sausage, fully cooked, cut into 1/4 inch slices
- 1/2 lb medium fresh shrimp, peeled and deveined
- 1 cup long grain rice
- 3 tablespoon dried parsley flakes
- 1 tablespoon beef bouillon granules
- 1/2 teaspoon garlic powder
- 1/2 teaspoon thyme leaves
- 1/2 teaspoon ground black pepper
- 1/4 teaspoon salt
- 1 bay leaf

INSTRUCTIONS

- Combine rice and all spices in a small bowl
- Combine rice mix, water, tomatoes, tomato sauce, and smoked sausage in a Dutch oven, cover, reduce heat, and let simmer for 20 minutes.
- Add shrimp and cook for an additional 10 minutes.
- Serve immediately.

THE FLOW

CUSTOMER NEWSLETTER

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



FROM THE DESK OF
FRANKY HOWARD, CEO

Goals for a New Year!

ONWASA CARES



Welcome to 2024! Yes, we have embarked on a new year. Here at ONWASA, like many of you, we set goals for the upcoming year. We will continue to work towards completing our projects within our capital improvement plan, particularly those that are set for the next 5 years. This month, we should begin construction on our North Topsail Beach water pressure booster station. The goal is to have this project up and running by June 2024. We will also be bidding out the remaining work at our Summerhouse Wastewater Treatment Plant so that we can meet the ever-growing demand on our sewer capacity for that area of the County. We should also be bidding out the Hwy 24 sewer force main that will connect the Swansboro wastewater system to the Piney Green system that ultimately gets treated on the Base through our interlocal agreement. Lastly, we will be completing the design work and bidding for the force main that will connect the former Pluris system to the ONWASA Southeast system (Holly Ridge, Summerhouse). ONWASA has added 1,449 water accounts over the last 12 months, that is over 120 per month or 2.5%. We also added 386 sewer customers. Many large utilities are happy to see a 1% growth rate. This larger than normal growth comes as both a blessing and a challenge

I also wanted to take the time to brag on our great ONWASA employees. This past Christmas we set an internal goal to surpass \$3,000 in total of donations which is what we took in last year for the Christmas Cheer program. We did just that! Our employees donated \$4,200 worth of toys and gift cards that we turned over to the Onslow Christmas Cheer program. We even made it on the front page of The Daily News. Our employees are some of the best and most generous and always go above and beyond. We even had several employees volunteer to help in the distribution efforts of Christmas Cheer through our ONWASA Cares program.

I hope all of you had a great 2023 and have a great start to your 2024. We are excited to serve all our new and existing customers this coming year here at ONWASA. Please let us know how we can serve you better by participating in one of our survey opportunities when you get a chance. As I have said in the past, we really do encourage feedback and enjoy hearing what you have to say.

Thank you for being our customers!

IMPORTANT!

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

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

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



811 is Fast, Free & it's the Law

North Carolina 811
www.nc811.org



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

Homemade Chicken and Noodles

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

Ingredients

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

SOURCE: thepioneerwoman.com



Instructions

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

THE FLOW

CUSTOMER NEWSLETTER

December 2023 Edition 228 Georgetown Road, Jacksonville, NC 28540 (910) 455-0722 www.onwasa.com



FROM THE DESK OF

FRANKY HOWARD, CEO

The blessings of growth..

Did December 2023 sneak up on anyone else as fast as it did for me? I cannot believe another year has come and gone so quickly. For me personally it's been a challenging year but one that my family will never forget. Mainly due to the fact we added a child into the family by adopting our foster baby of two years, Nevaeh, this past March. Speaking of family, we "adopted" or accepted over 1400 new customers into the ONWASA family this past 12 months. This puts our new total customer count just over 57,600. As always, we welcome all our new customers to ONWASA and Onslow County.

This past month we welcomed nearly 7,000 new sewer customers with the acquisition of the two Pluris facilities in Onslow County. This brings our total sewer accounts to nearly 14,000. We are very grateful to have all these new customers join the ONWASA family. In addition to this we have added quite a few new employees to the ONWASA family this past 12 months. During the budget we added 16 new positions and most recently with the Pluris acquisition we needed to add 25 more to take over operations of their two wastewater facilities and service the new collection system. This brings our total employee count to 172. We are just as grateful to have a dedicated team of employees that come to work every day to serve you, our customers. Speaking of our great team of employees, I have to take a moment to brag about their recent generosity. We were tasked with gathering donations for a local feeding effort known as the Basket Brigade of the Jacksonville Rotary Club. Each year the club raises donations and prepare baskets of food items to provide over 400 families across Onslow County a full Thanksgiving meal. ONWASA employees donated 1,000 boxes of instant mashed potatoes and an additional \$1300 in gift cards for the club to use and purchase more food needed to fill the baskets. Words cannot express how proud I was to present these blessings to our Jacksonville Rotary Club. ONWASA employees are some of the best and they never cease to amaze me when tasked with such challenges.

As we enter the colder months of the year, we like to remind our customers of ways to prevent unexpected and costly water leaks due to pipes freezing. For a complete list of winter weather tips go to our website: <https://www.onwasa.com/DocumentCenter/View/3708/Winter-Weather-Tips> One of the most common ways pipes are exposed to freezing temperatures is by leaving the garden hose connected to the outside faucet or spigot this time of the year. When the temperatures drop over night it freezes the water left in the hose and that freezing water can continue to freeze the water on the other side of the faucet under the house and cause the pipes under the house to burst. This can cause costly damage. Also consider adding a cover over the outside faucet for an extra layer of protection. If you happen to experience an unexpected water leak we do have a policy that can offer a one time leak adjustment.

Looking into the upcoming year of 2024, we here at ONWASA are excited for several projects to either begin to make a significant milestone. We have nearly \$250 million in capital improvement projects planned over the next 10 years so each year we have to strategically tackle certain projects to stay on track. This coming year we will make significant strides to increase our wastewater capacity to serve the ever-growing demand and growth in Onslow County. We will also work to complete our highly anticipated water system booster station to help balance the water pressure demands up and down North Topsail Beach.

That concludes my thoughts for December, I pray each of you have a great and safe Holiday season this year and would like to wish you all a Merry Christmas and Happy New Year on behalf of Onslow Water and Sewer Authority. We are blessed to have such great customers and consumers. Thank you and I look forward to seeing you around Onslow County.

Merry Christmas
AND HAPPY NEW YEAR!

Our offices will be closed on December 25th thru 27th in observation of Christmas and on January 1st in observation of New Year's Day.

2024

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December

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THE FLOW

CUSTOMER NEWSLETTER

November 2023 Edition 228 Georgetown Road, Jacksonville, NC 28540 (910) 455-0722 www.onwasa.com



FROM THE DESK OF
FRANKY HOWARD, CEO

Thankful!



FATS, OILS & GREASE

CONTAIN IT, DON'T DRAIN IT!

By the time many of you are reading this, ONWASA officials should have closed on the Pluris wastewater system acquisition for the Webb Creek and North Topsail/Sneads Ferry systems. Last year this time I discussed the many different wastewater plants ONWASA operates across the County. We can now add two more facilities to that list. As a reminder and for those that are new to ONWASA, over a year ago we began investigating the feasibility of acquiring these two wastewater systems owned and operated by Pluris in Onslow County. During this time, we hired teams of experts to review this transaction prior to seeking local and State approvals. This acquisition was being compared to the project that was in the works at the time to build our own new wastewater plant to replace the Holly Ridge and Summerhouse plants. The last engineers estimate we received before we proceeded with this acquisition was over \$80 million to build our new 1MGD capacity wastewater plant. This acquisition will come in at just over half that cost with similar available capacity and nearly 7000 new customers to help with economies of scale. Speaking of the former Pluris customers, we would like to officially welcome you as ONWASA water AND sewer customers. Most of you were already ONWASA water customers. From here on out you will need to contact ONWASA for all your wastewater needs. You will be receiving a final billing from Pluris for the usage prior to November 9th. Your first billing from ONWASA will be for the usage from November 9th and on.

As part of this project, we are simultaneously looking into the expansion of these plants to ensure we have the continued capacity to serve the ever-growing need for wastewater treatment in this high growth area of Onslow County. We were also fortunate to receive the \$10 Million grant through the State budget to help offset the cost of connecting the wastewater systems in our southeast service area and tap into the available capacity at the newly acquired facility.

Being November, I would be remised if I didn't mention our gratitude to both our Veterans and Marines that make up the Onslow County community we know today. I have the pleasure of serving on the Jacksonville Onslow Chamber of Commerce Military Affairs Committee where we meet monthly and honor a deserving service member who has been nominated by their peers or command. It is amazing the amount of talented and dedicated servicemembers we have among the various military duty stations here in Onslow County. November 10th is the birthday of the United States Marine Corps, this year marks 248 years. November 11th is Veterans Day, ONWASA offices will be closed on Friday November 10th in observation of Veterans Day. Here at ONWASA, we are proud to have several Veterans employed among the ranks. Nearly 20% of our workforce are Veterans, this is one statistic that makes ONWASA as resilient as we are.

November is also when we all collectively gather with family and friends to reflect on all the many things we are thankful for in our personal lives. I know here at ONWASA we have many things to be thankful for this year. We are blessed to have great customers and consumers that make up the community we serve every day. We are also blessed with a great team of staff and employees that dedicate their profession and talents to providing the best water and sewer utili-

Cranberry Sauce

 Servings: 9 servings
Prep & Cook Time: 20 min

INGREDIENTS

1 cup sugar
1 cup water
4 cups fresh or frozen cranberries
optional mix-ins: pecans, orange zest, raisins, cinnamon

DIRECTIONS

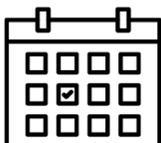
- Rinse the cranberries discarding damaged or bruised cranberries.
- Boil the water with sugar in a medium saucepan on high heat. Stir to dissolve the sugar.
- Add the cranberries to the pot and return to a boil. Lower the heat and simmer for 10 minutes or until most of the cranberries have burst.
- Stir in the optional mix-ins, if using.
- Remove the pot from heat and let cool completely at room temperature then transfer to a bowl to chill in the refrigerator.



SOURCE: [simplyrecipes.com](https://www.simplyrecipes.com)



AREA HAPPENINGS



NORTH CAROLINA SYMPHONY

Presents a
HOLIDAY POPS CONCERT
Wednesday, December 20, 2023 @ 7:30 PM
Northside High School Auditorium
Adults: \$23/SC-Military: \$20/Students: \$7
ncsymphony.org



Our offices will be closed in observance of Veterans Day on November 10th and for Thanksgiving from November 22nd - 24th.



THE FLOW

CUSTOMER NEWSLETTER

October 2023 Edition 228 Georgetown Road, Jacksonville, NC 28540 (910) 455-0722 www.onwasa.com



FROM THE DESK OF
FRANKY HOWARD, CEO



Imagine a Day
With(out) Water
October 19, 2023



OCTOBER 1
NATIONAL COFFEE DAY

*ONWASA is proud to be the producer of the
main ingredient in your cup of coffee!*

*Valuing and investing in our water
infrastructure helps to ensure our
consumers can rely on drinking water
that is safe.*

Alternative revenues, you may have seen this term if you read our strategic plan or goals and wondered what we are referring to. It's one of our missions here at ONWASA to seek ways to generate alternative revenues to help offset expenses and reduce the burden on our rate payers and customers. I'm happy to report to you that 2023 has been a good year for ONWASA alternative revenues. Just last month we received word that we were awarded a \$1M funding award through the State to help offset the cost of the mandatory Lead and Copper service line inventory that is currently underway. This brings me to another term that is often used in local government, unfunded mandates. Prior to receiving this grant, we were dealing with yet another unfunded mandate at the local government level by having to perform the lead and copper service line inventory. So far, we have inventoried over 6,000 of the 37,000 service lines throughout our system that are within the install dates that we have to inventory. With this state funding we will be able to cover the cost of completing the remaining inventory process as required by the State and EPA at little to no cost to our customers. The purpose of the inventory is to identify any lead or copper service lines so that we can replace them with current and updated EPA approved materials. Our system is relatively new so we feel pretty confident that the majority of the service lines were installed well after lead lines were no longer in use.

Additional alternative revenues that ONWASA has generated this past year are the result of proper management of our timber acreage. So far we have generated over \$600,000 from timber sales. We didn't just randomly select parcels to be logged, we employed the help of a local timber management consultant, Pine State Forestry. With these timber revenues we also plan to cover the expense of reforestation and a Comprehensive Timber Management Plan for nearly 2000 acres of property owned by ONWASA. With this management plan and the help of Pine State Forestry we are now considered a North Carolina Certified Tree Farm. You may see some new signage in and around these parcels owned by ONWASA, one is located just off Gum Branch and is part of the land needed for the Northwest Wastewater Treatment Plant that serves the greater Richlands area, the other parcel is what we call the Wachovia Tract and it is part of historic Camp Davis in the Holly Ridge area. It was initially purchased for a wastewater treatment plant but has since become the location of raw water wells that feed the Dixon Water Treatment Plant. We have also recently entered into an agreement with Jacksonville Onslow Economic Development Corporation to sell 258 acres of the Wachovia Tract to expand the highly successful Camp Davis Industrial Park. The revenue from this sale and the timber sales will more than cover the initial investment cost to ONWASA for this land. Any future revenue from the site will further add to the alternative revenues generated here at ONWASA.

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Finally, and probably most significant are the alternative revenues or funding we have been successful in lobbying our state legislators for within the past 18 months. The first is a \$10 million State Budget allocation to help with the capital cost of sewer infrastructure improvements in our Southeast Service Area. We will be connecting the two sewer collections systems of ONWASA and the current Pluris system in the Sneads Ferry area to increase our sewer collection system footprint and to access the capacity at the Pluris Plant. This will help ONWASA serve our growing customer base in that area both more quickly and more efficiently. The second is a \$5 million State Budget allocation to offset the cost of all the improvements being made at the Northwest Wastewater Treatment Plant in the Richlands area. We are very grateful for the legislators that have supported us and helped to secure these much needed funds for Onslow County. Thank you, Senator Michael Lazzara, former ONWASA Board Member, and Representatives Phil Shepard and Jimmy Dixon.

Hope all of you have a great October, see you around Onslow County. Thank you for being our valued customers and consumers.

Slow Cooker Apple Butter

 Servings: 32 servings
Prep & Cook Time: 12 hrs 30 min



INGREDIENTS

6 1/2 pounds apples peeled, cored, and sliced	1/2 teaspoon freshly grated nutmeg
1/4 teaspoon ground cloves	1 cup granulated sugar
1 cup light brown sugar	1/4 teaspoon salt
1 tablespoon pure vanilla extract	1 tablespoon ground cinnamon

DIRECTIONS

- Place the apples in a slow cooker. In a medium bowl, combine sugars, cinnamon, nutmeg, cloves and salt. Pour the mixture over the apples and mix well
- Cook in slow cooker on low for about 10 hours, stirring occasionally, until the mixture is thickened and dark brown.
- Uncover, stir in vanilla and continue cooking uncovered on low for about 2 hours.
- Use an immersion blender to puree the apple butter until smooth.
- Spoon the mixture into containers, cover, and refrigerate for up to two weeks or freeze.
- Serve on breads, muffins, pork chops, or just eat it with a spoon.

SOURCE: mybakingaddiction.com



CALL BEFORE YOU DIG! SAFETY IS IN YOUR HANDS.



OUR OFFICES WILL BE CLOSED IN OBSERVANCE OF VETERANS DAY
ON NOVEMBER 10, 2023





THE FLOW

CUSTOMER NEWSLETTER

September 2023 Edition 228 Georgetown Road, Jacksonville, NC 28540 (910) 455-0722 www.onwasa.com



FROM THE DESK OF
FRANKY HOWARD, CEO

Prepare & Protect!



Ready.gov

Prepare. Plan. Stay Informed.

SEPTEMBER
NATIONAL
PREPAREDNESS
MONTH



Protect the
SOURCE

Source Water Protection Week
Sept. 24 – 30, 2023

#ProtecttheSource

It's September 2023 and I bet many of you are ready for some Fall weather after enduring some record-breaking heat earlier this summer. I know I sure am, as much as I enjoy the summer, I prefer the fall temperatures. Speaking of record breaking, here at ONWASA we continue to break some growth records in the way of new customers and water production numbers. We are still averaging over 120 new accounts per month and water production is averaging an increase on average of 5% more year over year for the past five years. With all this constant growth and demand on our current infrastructure we have had to accelerate several capital improvement projects within our 5-10 plan. This past year was also the year we were required by North Carolina law to update our System Development Fee study. Within our current CIP there are over \$300M in estimated capital improvement projects set for the next 5-10 years. Many of which had to have their cost estimates revised due to the recent inflationary impacts seen across our industry when looking at similar projects that have been bid out within the last 12-18 months. As a reminder, our budget is 100% balanced on the fees we generate or alternative revenue sources such as grants or timber management revenues. New this past year, we began to actively manage our surplus timber acres through a contract with local timber management consultant. Just this past year we have brought in over \$600,000 in additional alternative revenues. We will be reforesting these areas for a long-term sustainable revenue source in years to come.

September 24-30, 2023 is National Source Water Protection week. Here at ONWASA, your trusted water utility provider, we take water quality seriously. As we mentioned last month, we added a new position and dedicated department for Water Quality. However, water quality goes beyond what we are doing here at ONWASA. It all begins with the environment we all live in and call home. We must all do our part to protect the drinking water that provides life to this community. Without a safe and reliable source water to draw from, our options in providing quality drinking water would be limited and more costly. Let's unite to safeguard our precious water sources. By keeping rivers, lakes and groundwater pollution-free, we ensure safe and healthy drinking water for everyone for years to come.

September is also National Preparedness Month. Here in Eastern North Carolina, when we think about preparedness, we most likely think about Hurricanes. However, in North Carolina the term used today is "All-Hazards" planning since we are subject to a list of natural disasters or general hazards such as Hurricanes, Snow and Ice storms, Severe Thunderstorms, Tornadoes, Floods and Lightning strikes. Most any of those storm types can cause a disruption in your Utilities including your ONWASA water service. This is why we recommend you follow the North Carolina and Onslow County Emergency Management plans and recommendations when it comes to being prepared for a natural disaster. You can visit readync.gov for more information on how you can be prepared for when disaster strikes.

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Basic Disaster Supplies Kit

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

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

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

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Having worked for County government during many types of disasters myself, I have seen first hand how it makes a world of difference when residents plan and prepare in advance rather than wait for the County/State or Federal government to step in. It could take several days before outside resources are made available so with that being said, the recommendation for drinking water is to have one gallon per person in your household for 3-7 days. It's ONWASA's goal to keep the water flowing during these types of hazards, but sometimes natural disasters have other plans that may cause temporary disruptions to water service. Do your part today and build your personal preparedness kit for your family.

Lastly, I wanted to mention a project that some of you may have already received a direct letter on from the North Carolina Utilities Commission. That is the planned purchase of the privately owned Pluris wastewater facilities in Hubert and Sneads Ferry. ONWASA was approached with this purchase idea several months ago and since then have been exploring the financial feasibility as well as reviewing the current conditions and capacities of the two facilities with the help of third party Financial and Engineering experts. It was ultimately determined that this purchase made financial sense as well as provided a combined capacity improvement for waste water services in and around these areas of Onslow County. The capacity that we will gain with this purchase is much more cost effective than building additional facilities on our own. There are several more steps involved in getting this project approved at the State level as well as securing the funding to support the purchase. The current anticipated closing for the transaction is mid to late November 2023.

I hope each of you have a wonderful and blessed September here in Onslow County. I look forward to seeing you around the County. Please reach out to us here at ONWASA if we can be of an assistance. We pride ourselves in providing excellent customer service to all our customers and consumers. Thank you for being our valued customer.

Sausage Squash Kabobs



Servings: 4 servings

Prep & Cook Time: 20 min



INGREDIENTS

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

DIRECTIONS

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

SOURCE: [tasteofhome.com](https://www.tasteofhome.com)

THE FLOW

CUSTOMER NEWSLETTER

August 2023 Edition 228 Georgetown Road, Jacksonville, NC 28540 (910) 455-0722 www.onwasa.com



FROM THE DESK OF
FRANKY HOWARD, CEO

*High-quality is Our
Standard....*



The dog days of summer are upon us for sure here in Eastern North Carolina. I hope everyone is enjoying their summer despite the record heat we have been experiencing lately. Things have been busy here at ONWASA the past month as we entered into the new Fiscal Year and kicked off some new initiatives and projects. One of our new initiatives goes right along with August being National Water Quality Month. We have created a new Water Quality Division within ONWASA that will be staffed with trained professionals who will solely focus on end user water quality throughout or entire water distribution network. If you didn't already know, ONWASA currently maintains over 1,233 miles of water mains across Onslow County. This team will also spearhead our water flushing program to ensure our customers get the highest quality water and our water supply through the system stays within the state required parameters. Here is a quote from Brian Terry our Water Quality Compliance Manager, "I think all ONWASA customers deserve to have clean and safe water delivered to their home or business. Even after a natural disaster, delivering safe drinking water to our customers is our top priority. That's why the Water Quality Department takes pride to ensure all water meets the State and EPA requirements." Brian has over 18 years experience in the industry with 9 of those years spent here at ONWASA in various positions through the organization and he also holds a variety of water system operator certifications including A-Distribution Operator, Cross Connection Control Operator, and C-Well Operator. This background and experience will help him in his new role as Water Quality Compliance Manager for ONWASA.

This will be a great addition to the team of professionals we already have in place here at ONWASA that is working 24/7 to ensure we provide top quality water. As you may already know, we recently built a new laboratory onto the main office here in Jacksonville. This new state of the art lab is staffed with trained and skilled professionals that monitor and analyze the thousands of water samples taken by our own field staff. To help with the workload and to continue to ensure we are processing samples on a timely manner, we have added an additional lab technician position this year as well. This will bring our total Lab staff count up to 4 and also help with future succession planning.

Just a friendly reminder that we all play a part in water quality in Onslow County and eastern NC. Even the smallest amount of pollutants, such as used motor oil can eventually make its way into a body of water. One gallon of oil can pollute over 250,000 gallons of water. Always use proper disposal methods for all your household waste to ensure our waterways remain clean and healthy for recreational and drinking water needs.

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Fortunately, here in Onslow County our raw water source is buried hundreds of feet below the surface. We tap both the Black Creek and Castle Hayne aquifers with an average depth of 591' and 184', respectively.

To learn more about our water quality, you can always find details in the annual Drinking Water Quality Report on our website. As always, I would like to thank you for being our customers and for your confidence in our service to you. I hope you have a great rest of your August and enjoy these last few days of summer with your family and friends.

Crock Pot Chicken and Rice



Servings: 6

INGREDIENTS

2-3 chicken breasts

3 cups water

1 can cream of mushroom soup

1 teaspoon garlic powder

1 teaspoon onion powder

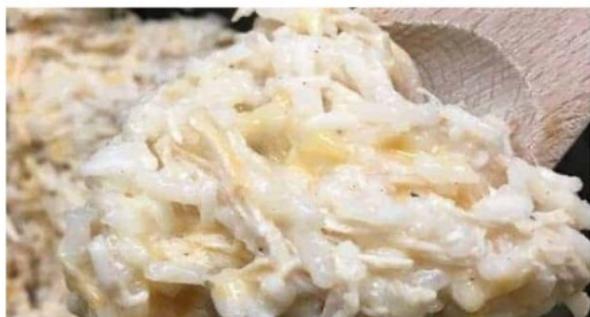
1 stick butter

salt and pepper to taste

2 cups rice

1-2 cups water for rice at the end of recipe

2 cups shredded cheddar cheese



DIRECTIONS

- Add the chicken, three cups of water, can of cream of mushroom soup, garlic powder, onion powder, salt, pepper, and butter to the crock pot.
- Stir and cover with the lid.
- Cook for 5 hours on medium, or 7 on low.
- After cooking, shred the chicken and add the rice.
- Add 1-2 cups of water over the rice, if needed. (Just make sure water covers the rice).
- Cook for one more hour, (check in 1/2 hour to see if rice is finished cooking).
- Add more water, if needed, to cook the rice more.
- Stir everything
- When rice is finished cooking, add the cheese, mix well, and serve hot.

SOURCE: backtomysouthernroots.com



CALL BEFORE YOU DIG! SAFETY IS IN YOUR HANDS.



OUR OFFICES WILL BE CLOSED IN OBSERVANCE OF LABOR DAY ON
SEPTEMBER 4, 2023





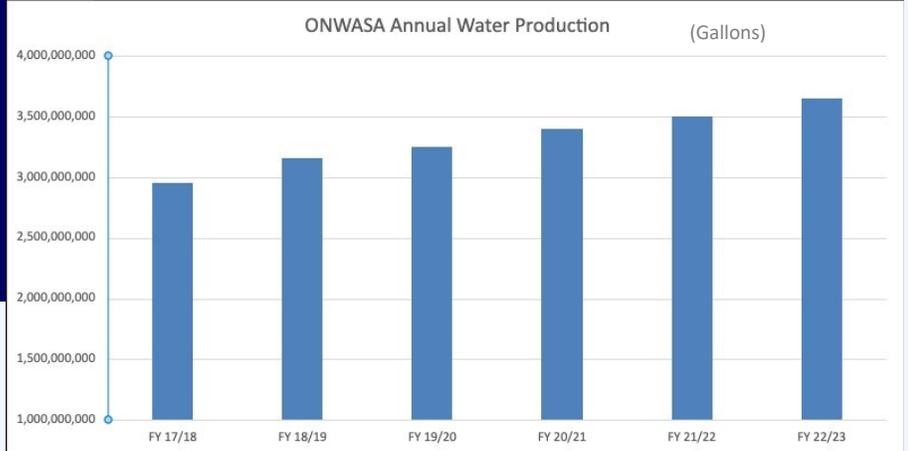
THE FLOW

CUSTOMER NEWSLETTER

July 2023 Edition 228 Georgetown Road, Jacksonville, NC 28540 (910) 455-0722 www.onwasa.com



FROM THE DESK OF
FRANKY HOWARD, CEO
Growth & Demand....



Summer is officially here and with that comes increased demand and use of drinking water resources nationwide. Hence the need for a national “smart irrigation month”. Do you irrigate with ONWASA water? If so, consider checking out the Irrigation Association’s website, www.irrigation.org/IA to see if your system is up to date and as efficient as possible. This not only saves you money every time your irrigation system comes on, it helps save our precious drinking water resource that is in high demand this month. Fortunately, over the past few months we have seen an increase in rainfall. This has helped to keep us out of a drought situation and has eased up on the demand to use our drinking water for irrigation. As you can see in this graphic provided by my Treatment Facilities Administrator here at ONWASA, our annual production of drinking water has grown year over year for the past six years. This is mainly driven by the fact our customer base has increased at a record-breaking pace from 50,261 metered accounts in 2017 to 57,112 metered accounts as of May 2023. That is a six-year average of over 95 new accounts per month. More recently we have been adding over 140 new accounts per month. This amount of growth has an immediate impact on the system. Which is why we are asking for your help monitoring your water usage in times of peak demand. We also monitor the current drought conditions across the state. Indirectly, when we are in peak drought situations, we see an increased demand to use our drinking water to compensate for the lack of rainfall. Again, so far this year, the drought has not been serious enough and our water levels have been above what would trigger the State requirements to invoke voluntary or even mandatory water conservation measures.

As you can see in this graphic provided by my Treatment Facilities Administrator here at ONWASA, our annual production of drinking water has grown year over year for the past six years. This is mainly driven by the fact our customer base has increased at a record-breaking pace from 50,261 metered accounts in 2017 to 57,112 metered accounts as of May 2023. That is a six-year average of over 95 new accounts per month. More recently we have been adding over 140 new accounts per month. This amount of growth has an immediate impact on the system. Which is why we are asking for your help monitoring your water usage in times of peak demand. We also monitor the current drought conditions across the state. Indirectly, when we are in peak drought situations, we see an increased demand to use our drinking water to compensate for the lack of rainfall. Again, so far this year, the drought has not been serious enough and our water levels have been above what would trigger the State

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requirements to invoke voluntary or even mandatory water conservation measures. Another topic that is common this time of the year in certain parts of our system is water pressure. Each year we place data loggers throughout the water system that monitor and log system pressure. We use this data to make system improvement decisions to ensure we are maintaining acceptable water pressures. The State requires all water utilities to maintain at least 30 PSI throughout the system and at the meter. To date, the lowest we have seen on any of our monitoring devices has been the mid-40s. One of the areas that has experienced the most pressure issues is along North Topsail Beach and our Surf City customers. To help offset this, ONWASA is designing a booster pump station that will automatically boost system pressure along the island in peak demand situations. We hope to have this station up and running sometime next year. We have also revised the backflow rules that will allow some customers to have their devices removed if they meet the new guidelines. If you would like your service reviewed by our staff, please call in to set up an inspection. These backflow devices have been known to cause pressure to drop 10-12 PSI on the customer side. Another more common problem is getting ground level pressures up 2-3 floors of a multistory dwelling. In this situation, we encourage customers to consult with a licensed plumber to have a residential booster pump installed to increase water pressure to upper floors of the home or condo. Lastly, I leave you with this, July is also a new fiscal year and budget cycle for ONWASA. With that our staff is tasked with the challenge of providing exceptional utility services across all of Onslow County to an ever-growing customer base, all the while staying within an approved budget. Couple that with today's staggering inflation numbers and supply chain issues, some may think that is an impossible task! This year we are also on year four of implementing a multi-year rate study to ensure ONWASA is in a sound position financially to deal with several large capital improvement projects that benefit the entire utility. ONWASA's water only customers that use an average of 5000 gallons per month will see a \$2.80/month increase for the coming year, sewer customers will see an additional \$5.03 increase. The Board chose a multi-year approach to spread the impact of these capital improvement cost over time rather than having a single large jump in rates at one time. We still pride ourselves in providing an affordable utility service to our customers at the same time we are thankful and blessed to be fiscally able to make these required capital improvements that benefit all our customers and future customers.

I'll leave you with a chart we call ONWASA by the Numbers, this is something we share with our Board every year in our budget process. These are a variety of statistics and measurements that help portray the impact ONWASA has across Onslow County:

2023 ONWASA By-the-Numbers

◆ 3,698,402,796	Gallons of Water Pumped Annually
◆ 332,139,548	Gallons of Wastewater Treated Annually
◆ 16,050,000	Gallons of Stored Water
◆ 14,425,644	Gallons of Water Stored in Underground Pipes
◆ 1,005,463	Miles Driven Annually
◆ 683,543	Meter Readings Annually
◆ 281,298	Transactions Processed Annually
◆ 243,584	Main Office - Phone Calls Handled Annually
◆ 153,883	Estimated Number of Individual Customers
◆ 68,783	Lab Analysis' Processed Annually
◆ 67,954	Work and Service Orders Processed Annually
◆ 56,846	Number of Metered Accounts
◆ 1,237	Miles of Water Mains
◆ 445	Square Miles of Service Area
◆ 195	Miles of Wastewater Mains
◆ 152	Facilities to Maintain
◆ 131	Full Time Positions

Blueberry Breakfast Cake

🍴 Servings: 16 pieces
Serving Size: 1 slice

INGREDIENTS

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

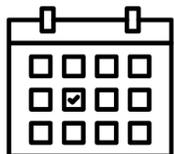


DIRECTIONS

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

SOURCE: amandascooking.com

AREA HAPPENINGS



STUFF THE BUS

August 12th 7:00 am-7:00 pm

August 13th 7:00 am - 7:00 pm

Donated school supplies can be dropped off at Walmart Yopp Road or the United Way office.

🌐 www.uwonslow.org



United Way of Onslow County





THE FLOW

CUSTOMER NEWSLETTER

June 2023 Edition 228 Georgetown Road, Jacksonville, NC 28540 (910)455-0722 www.onwasa.com



FROM THE DESK OF

FRANKY HOWARD, CEO

*It is always a great
time to prepare!*



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

As your water utility provider, we think about resiliency in every aspect of our organization. Our goal is to minimize any potential service disruption as a result of natural disasters or any other unexpected situations. In fact, we operate and maintain over 110 backup generators throughout all our facilities across Onslow County. Over the last two years we have been evaluating our facilities and making plans to add additional generators to maintain critical infrastructure in times of power outages. We have also been upgrading the ones we already have in place to make sure they can operate under load for the maximum run time. We also have over 16 million gallons of water stored in tanks, and another over 14 million gallons is stored in underground pipes. Even with all these measures in place, there is the possibility that during a disaster our customers may experience a service disruption. As you will read at the Ready NC site, they recommend having 1 gallon of water per person per day for up to 3-7 days in your emergency preparedness kit for your household.

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

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

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I wanted to also point out a ONWASA fun fact this month that many of you may not be aware of. Our main office at 228 Georgetown Road in Jacksonville is the site where the historic Georgetown High School was built and operated for many years. For 50 years it served the local African American community as it was the only high school for African Americans in Onslow County. If you have ever participated in the Onslow County African American Heritage Trail, our office is a stop on that tour. Inside the main lobby we have a display case of historical information and items that is maintained by the Georgetown Alumni Association. In fact, the association is in the process of erecting a new historical marker and monument in one of our parking lot islands. Later in June, the Georgetown community will hold their 23rd Annual Juneteenth Celebration at the park next to our office. Speaking of Juneteenth, ONWASA offices will be closed on Monday, June 19th, in observation of Juneteenth.

Lastly, I hope all our customers and consumers have a great June. We also would like to welcome our new customers, just in the last couple of months we have added over 200 new accounts/taps here at ONWASA, this brings our total water customer count to over 57000 making us the second largest Water and Sewer Authority in the State of NC. Thank you for being our customers and helping us to continue to break some records here in Onslow County. I pray we have a mild Hurricane season in 2023. As a reminder, you can send us any Community happenings so we can highlight those in our monthly customer newsletter.

See you around Onslow County!

IMPORTANT!

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

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

Ingredients

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

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

8 6-inch wooden or metal skewers

For sauce:

2 tablespoons ketchup

2 tablespoons lite soy sauce

2 tablespoons honey

2 teaspoons orange juice

1 teaspoon garlic, minced (about 1 clove)

1 teaspoon ginger, minced

hawaiian huli huli chicken

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

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

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

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

**Onslow Water & Sewer Authority
Budget Ordinance
Fiscal Year 2024-2025**

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

SECTION I. The following revenues are estimated to be available for the appropriations made for the Fiscal Year beginning July 1, 2024 and ending June 30, 2025:

Revenue	
Water Revenue	-
Sewer Revenue	\$30,927,000
System Development Fees - Water	12,982,991
System Development Fees - Wastewater	2,000,000
Operating Fees and Charges	1,500,000
Fund Balance Appropriated	2,246,052
Interest Income	5,103,810
Miscellaneous Income	2,200,000
	40,000
Total Revenue	<u><u>\$56,999,853</u></u>

Appropriations	
Administrative Departments	\$12,380,393
Operations Departments	29,791,560
Capital	5,103,810
Debt Service	9,724,090
Total Appropriations	<u><u>\$56,999,853</u></u>

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

Revenue	
Fund 40 Capital Projects	-
Fund 42 Capital Projects	\$31,082,389
	75,875,000
Total Revenue	<u><u>\$107,457,389</u></u>

Appropriations	
Building Roof Replacements	1,250,000
Disaster Recovery	1,000,000
Dixon WTP Expansion	300,000
Emergency Power Systems Upgrades	2,100,000
Hargett Street & Shore Drive Pump Station Rehabilitation	390,000
Holly Ridge & Summerhouse WWTPs Capacity Assessment	31,750,000
HWY 24 Regional Trunk Main Replacement	15,000,000
Kenwood/Bishop's Ridge Sewer Service Extension	2,325,000
North Topsail Beach Water Tank	3,000,000
Northwest Regional WRF Hurricane Florence	11,724,839
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 Interim Capacity Projects	1,132,000

Water and Sewer Operational Improvements	7,085,000
Swansboro WWTP Renovation or Replacement	19,450,000
Topsail Island Booster Station	2,752,513
Water Supply Master Plan	150,000
Water Supply Planning and Development	1,988,247
Water Main Interconnections Phase II	300,000
Total Appropriations	<u>\$107,457,389</u>

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

- A. Budget Officer may transfer funds between line-item expenditures within a division or department as long as the original operating or capital project fund appropriation amount is not changed.
- B. Budget Officer may transfer funds between divisions as long as the original fund appropriation amount is not changed. An official report of any transfers must be made to the Board of Directors at its next regular meeting following any transfers.
- C. Budget Officer may not transfer any amounts between funds, except as approved by the Board of Directors by an amendment to the Budget Ordinance.
- D. Budget Officer shall at each regular Board Meeting provide a line-item Budget Revenue and Summary Expenditure report showing the prior month's fiscal activity and, in a form, so prescribed and accepted by the Board of Directors.
- E. Budget Officer may authorize and execute purchases, contract change orders and contracts for services not to exceed the dollar thresholds for formal bids set forth in the North Carolina Public Contracting Statutes for any one purchase, change order or service contract without the prior approval of the Board of Directors.
- F. Budget Officer shall authorize an ONWASA funded 401K match, not to exceed 3% for each contributing employee.
- G. Budget Officer shall implement a 3.5% COLA to the Pay Plan to include all active employees effective the first full pay period in July 2024.
- H. Budget Officer shall update the ONWASA Pay Plan to include 2.5% steps to continue the employee merit program.

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

Adopted the 20th day of June 2024.

Michael R Bennett, Chairman

Attest:

Heather Norris, Clerk to the Board



2024 **STRATEGIC PLAN**



CONTENTS

- 01** Message From the Chief Executive Officer
- 02** Introduction
- 04** Environmental Scan
- 06** Strategic Progress Review
- 08** SOAR
- 09** Strategic Direction
- 10** Goals
- 12** Strategic Framework





Message From the Chief Executive Officer

The Onslow Water and Sewer Authority (ONWASA) is proud to be the respected regional Water and Sewer Utility provider for Onslow County.

Over the years, we have grown to be the second-largest water and sewer authority in North Carolina. To manage this type of growth, we must constantly measure our effectiveness and the quality of the service we are providing to our community. One tool that helps in this process is the ONWASA Strategic Plan. Over the past five years, the exceptional work put into creating the 2018-2022 ONWASA Strategic Plan has greatly benefited us. This document has been our fundamental tool and has provided guiding principles for all our actions over the last five years. To maintain relevance, we have updated our Strategic plan for the next five-year period. This process was much like the development of the original plan in that it sought input from key stakeholders, ONWASA employees, and Board members. We are incredibly grateful for the many people that provided contributions to this 2023 Update of the ONWASA Strategic Plan.

I believe this updated Strategic Plan will guide our organization into this next phase of our growth and development. As stated earlier, we have built upon the already proven and solid original strategic plan, which has positioned ONWASA to be the respected regional water and sewer utility provider it is today. With this updated strategic plan in place, I look forward to the things we will accomplish in the next five years.

Franky Howard
Chief Executive Officer

INTRODUCTION

The Onslow Water and Sewer Authority (ONWASA) initiated a strategic planning process in January 2023 to update its vision and develop a framework to guide the organization in achieving long-term goals and objectives.

This process builds upon the work initiated through the organization's 2018-2022 Strategic Plan. The strategic framework presented in this document will serve as a blueprint for decision-making and resource allocation to ensure continued success in the management of ONWASA's resources and assets.



ONWASA's strategic plan update honors how events of the last five years have shaped the organization, while focusing forward to meet the community's needs and address the anticipated impact of industry trends.

ONWASA's strategic planning process was designed to ensure:

A shared vision of ONWASA's ultimate goals. Organizations driven by clear purposes and shared values have a greater capacity to succeed than those that are not.

A collective understanding of the available resources, the environment, and the principles upon which strategies will be based.

Acceptance of the direction and urgency of the strategic and operating plans, which will be integrated into the way ONWASA is operated on a day-to-day basis. From an implementation standpoint, it was important for the plan to have clear alignment with the people and roles necessary to ensure accountability and progress on each of the strategic priorities.



Water and sewer projects require years of preparation and development. Strategic planning is therefore essential to providing the services necessary for the growth of Onslow County. This plan will be our guide for both current and future growth.”

Royce Bennett
Chairman / ONWASA Board of Directors

ONWASA’s strategic planning process involved input from a broad group of stakeholders. Major elements of the process included:

○ **Kick-Off Workshop**

A core strategic planning team (Core Team), consisting of members of ONWASA’s senior management team, met to review the implementation progress and process used with the 2018 Strategic Plan. The group discussed accomplishments, where work was still underway, and what some of the goal areas might be for continued success in the future.

○ **Stakeholder Input**

Input was obtained from ONWASA’s Board of Directors, leadership team, and employees through a combination of interviews, stakeholder focus groups, and an online employee survey with more than 85 responses.

○ **Foundation Workshop**

The Core Team met to consider the stakeholder input and to draft the organization’s vision, mission, values, and goal areas.

○ **Strategy Workshop**

The Core Team made preliminary decisions concerning strategies and metrics to be included in the final plan.

○ **Core Team Review**

After documentation of the Strategy Workshop results, the Core Team met again to review and revise, as necessary, the elements of ONWASA’s strategic plan.

ENVIRONMENTAL SCAN

Organizational Overview

ONWASA provides water and sewer services to the unincorporated areas of Onslow County, including areas outside of the City limits of Jacksonville and the towns of Holly Ridge, Swansboro, Richlands, North Topsail Beach, and Surf City, North Carolina.

ONWASA has 147 full time positions, which helps the authority to serve more than 153,000 people within the County. ONWASA is the second largest water and sewer authority in the State of North Carolina.

Community Overview

Located in southeastern North Carolina, ONWASA serves a unique community comprised of a large military population – due to the locality of US Marine Corps bases Camp Lejeune and Air Station New River – and a high number of seasonal visitors due to its coastal communities. Onslow County’s coastal location provides many ways to enjoy the outdoors, including beaches, parks, golf courses, biking trails, and more, attracting visitors from all over who venture to this area to enjoy its beachfront charm.

Thanks to its unique character and proximity to military bases, Onslow County continues to grow. The County experienced nearly a 17 percent growth in population between 2010 and 2022, rising from 177,772 residents to 207,298. While the region has typically experienced waves of seasonal visitors, many are now living or residing in the County, resulting in consistent levels of high demand as opposed to the seasonal peaks and valleys of the past. The median household income in the County is \$54,732, which is lower than that of the state of North Carolina as whole (\$60,516). The Department of Defense remains the largest employer in the County, followed by Onslow County Board of Education, Marine Corps Exchange Service, Wal-Mart Associates, Inc., Onslow County Government, and Onslow Memorial Hospital, all having more than 1,000 employees.



3,751,835,963
GALLONS OF WATER
PUMPED ANNUALLY



635,612,363
GALLONS OF WASTEWATER
TREATED ANNUALLY



14,506,640
GALLONS OF WATER STORED
IN UNDERGROUND PIPES



702,770
METER READINGS
ANNUALLY

ONWASA is the second largest water and sewer authority in the State of North Carolina, serving more than 153,000 people in the County.



295,065

TRANSACTIONS PROCESSED ANNUALLY



58,154

NUMBER OF METERED ACCOUNTS



172

FULL TIME POSITIONS



245,184

MAIN OFFICE - PHONE CALLS HANDLED ANNUALLY



1,244

MILES OF WATER MAINS



247

MILES OF WASTEWATER MAINS



104,511

LAB ANALYSIS' PROCESSED ANNUALLY



445

SQUARE MILES OF SERVICE AREA



70,902

WORK SERVICE ORDERS PROCESSED ANNUALLY



312

FACILITIES TO MAINTAIN

**2023
BY THE
NUMBERS**



STRATEGIC PROGRESS REVIEW

ONWASA's 2018-2022 Strategic Plan addressed five issues, related to infrastructure and operational demands, a skilled and engaged workforce, communication, financial viability, and customer experience. The Core Team considered the successes and the items still in progress from the organization's 2018-2022 Strategic Plan to determine areas where continued focus is necessary.

This section highlights the successes associated with each of the previous plans' goal areas.

1

Attract, Develop, and Retain a Skilled, Engaged, and Versatile Team

ONWASA successfully implemented and communicated comprehensive career paths, empowering employees to envision and pursue their professional growth within the organization. Retaining and supporting an engaged workforce is a key component to ensuring ONWASA's future success.

2

Deliver an Enhanced Customer Experience

ONWASA undertook a concerted effort to enhance the customer experience and satisfaction levels, recognizing the vital role of customer feedback in driving continuous improvement. ONWASA successfully achieved notable improvements in customer survey results, with overall customer satisfaction increasing by 12 points between 2017 and 2021 and customers reporting an increase in ONWASA's ability to resolve their problem.



ONWASA recognizes the critical role effective communication plays in fostering engagement and a positive work culture.

3

Foster an Environment of Open Communication and Supportive Partnerships

ONWASA made significant strides in improving communications with its employees, recognizing the critical role effective communication plays in fostering engagement and a positive work culture. Through a thoughtful and comprehensive approach, ONWASA implemented various initiatives to enhance internal communications including monthly informational emails from the CEO to staff and implementing employee survey opportunities.

ONWASA also enhanced its community partnerships by actively participating in charity events and featuring local events in its customer newsletter, The Flow. Supporting local initiatives demonstrates ONWASA's commitment to being a responsible corporate citizen and establishes stronger connections with the community.

4

Generate Revenue to Support Operations and Growth

ONWASA diligently implemented the recommendations outlined in the 2018 Rate Study, recognizing the importance of ensuring a fair and sustainable pricing structure to continue providing essential services to the community and preparing for future needs.

5

Address Growing Infrastructure and Business Demands

ONWASA developed and executed a ten-year needs assessment, aimed at ensuring a comprehensive evaluation of their infrastructure requirements and future demands. The organization also formulated an associated five-year capital program to strategically prioritize critical projects and proactively address future challenges to maintaining service reliability.



STRENGTHS & OPPORTUNITIES & ASPIRATIONS & RESULTS

ONWASA utilized a Strengths, Opportunities, Aspirations, and Results (SOAR) analysis to form the basis for its strategic plan.

635,612,363

GALLONS OF WASTEWATER TREATED ANNUALLY

Strengths

- Employees
- Excellent product quality
- Adaptable to changing environment
- Dedication to customer service

Opportunities

- Embracing changes as the industry evolves
- Resource planning to meet future needs
- Comprehensive professional development

Aspirations

- Excellent workforce development and training opportunities
- Updated facilities and infrastructure

Results

14,506,640

GALLONS OF WATER STORED IN UNDERGROUND PIPES

- Workforce Development
- Operational Quality
- Financial Sustainability

702,770

METER READINGS ANNUALLY

- Customer Satisfaction
- Communication and Engagement

STRATEGIC DIRECTION

This Strategic Plan serves as a blueprint for future decision making. Furthermore, this plan provides a structure by which annual reviews can be accomplished to assure that goals and objectives retain their relevance over time. By laying out a course of action, this plan represents a disciplined process for making the fundamental decisions that will shape ONWASA's long-term strategic success.

This Strategic Plan contains the organization's vision, mission statement, values, goals, measures, and strategies. It addresses ONWASA's current challenges and helps to ensure continued success in operations and the management of resources and assets.



Vision

To be the most respected regional utility, providing exceptional service to our community.



Mission

Our skilled team protects the community's health and the environment by providing high-quality utility services.



Values

Integrity – Doing the right thing

Respect – Treating others as we would like to be treated

Dedication – To our mission, our employees, and our community

Stewardship – Protecting our environmental and financial resources

Collaboration – Working together as a community toward shared goals



Goals represent the most important issues that must be addressed to achieve the organization's desired future.

GOALS

ONWASA has determined that the following five goals represent the highest priority areas for the organization to focus its resources.



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

A high-performing workforce requires individuals who are knowledgeable, dedicated, and supported. ONWASA is focused on equipping its workforce with the necessary skills and training to succeed in their careers and providing comprehensive professional development opportunities.



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

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



Financial Sustainability

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

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



Customer Satisfaction

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

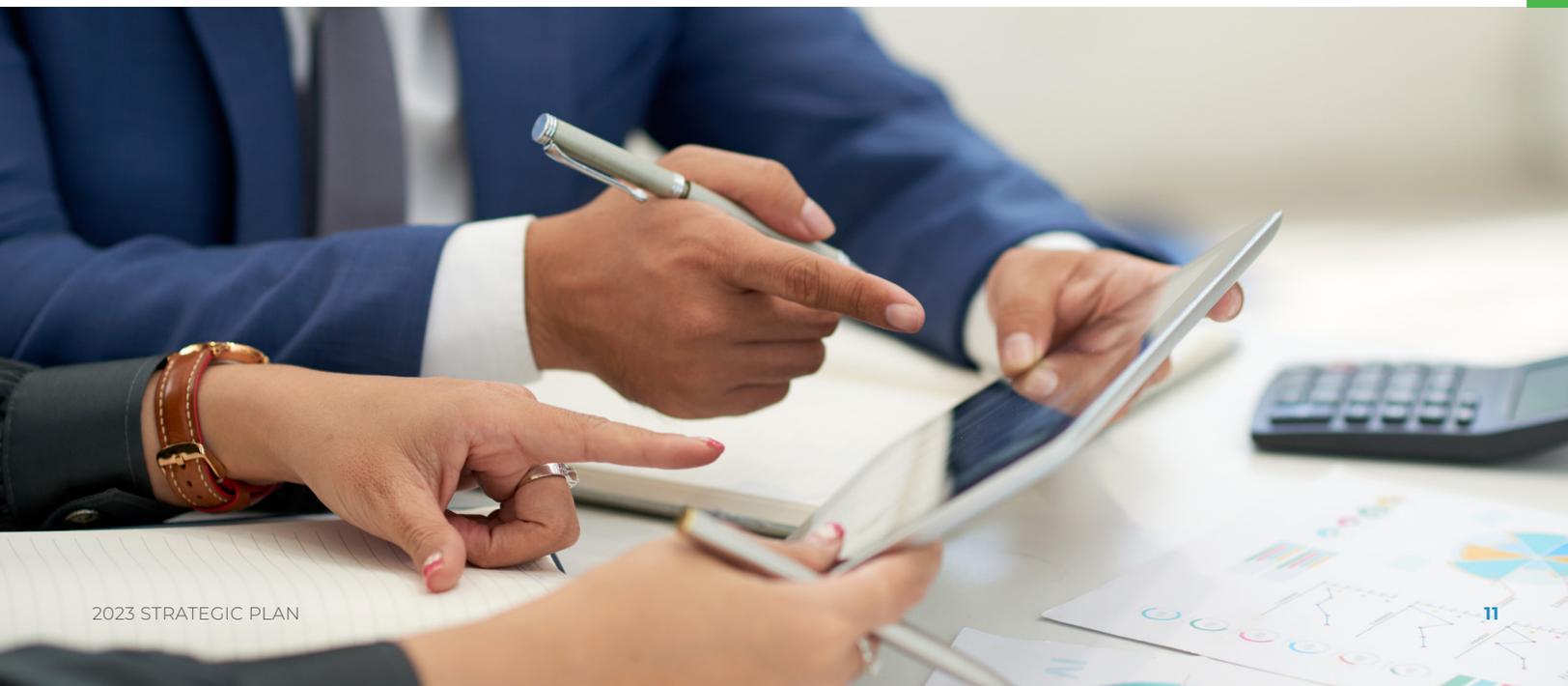
Customer satisfaction is vital to maintaining positive relationships in the community and long-term success as a utility provider. ONWASA will continue to advance its efforts in providing a comprehensive customer experience with a focus on responsiveness, professionalism, and providing quick resolutions.



Communication and Engagement

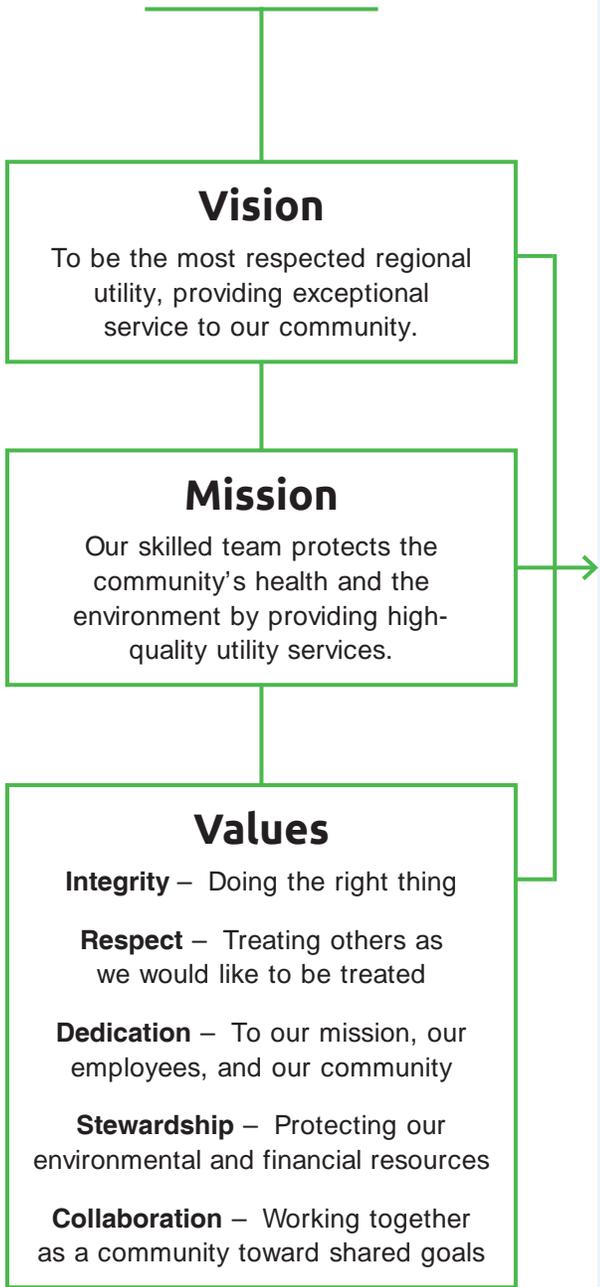
Fostering an environment that encourages open communication and accessibility, builds awareness, and supports strong partnerships.

Open communication and community engagement builds and fosters relationships based on trust and understanding. ONWASA is committed to maintaining open lines of communication to increase transparency and build awareness among internal employees and community members.





STRATEGIC FRAMEWORK



Goals



Workforce Development

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



Operational Quality

Delivering high-quality service through reliable and sufficient infrastructure, qualified personnel, and efficient operations.



Financial Sustainability

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



Customer Satisfaction

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



Communication and Engagement

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

Measures and Targets

Strategies

1. All new employees will participate in enhanced onboarding process
2. Increase the number of positions with formal professional development and career paths

1. Enhance the onboarding process to increase understanding of ONWASA's operations
2. Continue to formalize career paths and individualize professional development
3. Enhance employee communications and information sharing

1. Reduce unaccounted for and non-revenue water loss

1. Update capital improvement program and continue implementation
2. Better define and initiate asset management program
3. Reduce unaccounted for and non-revenue water loss
4. Ensure employees have the tools and training necessary to be successful

1. Maintain or improve bond rating
2. Increase non-rate revenue and grant funding

1. Complete and implement recommendations from the 2023 Rate Study
2. Identify and evaluate opportunities for alternative revenue streams and grant funding
3. Increase internal awareness of financial processes and each department's role in the budgeting process

1. Post-call survey for one-contact resolution
2. Elevate scores during post-call surveys related to one-contact resolution
3. Increase use of self-service options

1. Rejuvenate customer service training, organization-wide
2. Increase customer awareness and adoption of self-service options
3. Continue to improve policies and processes within customer service

1. Annually increase social media use and interactions
2. Increase ONWASA participation in community partnerships and events

1. Increase internal and external communications and education
2. Increase community involvement, stakeholder engagement, and partnerships



Realizing the Vision

To make our vision a reality, we have created this plan with the input of our staff and our external stakeholders to ensure that we have a blueprint in place to guide us in making the right decisions to meet and exceed their expectations.

Building on the momentum achieved through successful implementation of our 2018 Strategic Plan, ONWASA is committed to investing in its workforce, maintaining operational quality, and fostering an environment of open communication and community engagement to ensure customer satisfaction.

ONWASA is grateful to all the individuals who took the time to provide input during this strategic planning process, and we look forward to sharing our progress and success as we work to achieve our shared goals.



ONWASA™



www.onwasa.com



**Onslow Water
and Sewer Authority**



@OnslowWASA



CONSUMER PRICE INDEX



March 2024

SOUTHEAST INFORMATION OFFICE • Atlanta, GA • 404-893-4222 • bls.gov/regions/southeast
For release: Wednesday, April 10, 2024

Group	All urban consumers			Wage earners & clerical workers		
	Index	Percent change		Index	Percent change	
		Mar 23 to Mar 24	Feb 24 to Mar 24		Mar 23 to Mar 24	Feb 24 to Mar 24
U.S. City Average¹						
All items (1982-84=100)	312.332	3.5	0.6	306.502	3.5	0.7
All items (1967=100)	935.609	-	-	912.977	-	-
Food and beverages	325.491	2.2	0.1	325.352	2.4	0.1
Housing	331.247	4.7	0.5	327.430	4.7	0.4
Apparel	133.640	0.4	1.3	133.863	0.7	1.0
Transportation	272.485	4.0	2.2	277.475	4.6	2.6
Medical care	559.935	2.2	0.5	566.918	2.1	0.4
Recreation ²	138.183	1.8	-0.1	130.854	1.2	-0.1
Education & communication ²	145.822	0.2	-0.1	130.721	-0.4	-0.1
Other goods and services	553.666	4.7	0.5	612.197	5.0	0.4
South¹						
All items (1982-84=100)	304.490	3.8	0.4	299.665	3.8	0.5
All items (1977=100)	493.926	-	-	485.341	-	-
Food and beverages	320.761	2.4	0.1	320.583	2.7	0.2
Housing	310.868	5.2	0.3	311.827	5.2	0.3
Apparel	144.767	1.7	0.9	144.067	1.6	1.3
Transportation	274.736	4.3	1.5	273.996	4.4	1.6
Medical care	529.761	1.8	0.2	545.984	2.0	0.1
Recreation ²	138.500	2.1	-0.6	130.803	1.2	-0.5
Education & communication ²	141.224	0.4	0.1	122.931	-0.5	0.1
Other goods and services	529.387	4.6	0.7	575.218	4.2	0.4
Group	All urban consumers			Wage earners & clerical workers		
	Index	Percent change		Index	Percent change	
		Mar 23 to Mar 24	Jan 24 to Mar 24		Mar 23 to Mar 24	Jan 24 to Mar 24
Tampa-St. Petersburg-Clearwater, FL³						
All items (1987=100)	299.030	3.7	0.9	295.163	3.7	0.9
Food and beverages	291.308	1.1	-2.0	299.380	1.5	-2.0
Housing	328.430	5.2	0.4	328.782	4.9	0.3
Apparel	141.549	-7.2	-1.0	125.913	-6.6	-1.5
Transportation	267.971	4.1	3.4	287.000	3.7	3.6
Medical care	508.917	6.4	1.1	524.311	6.4	1.2
Recreation ²	138.431	0.3	3.0	134.087	1.5	2.6
Education & communication ²	135.014	-3.0	1.2	122.356	-2.0	1.7
Other goods and services	370.116	8.2	0.1	392.266	9.0	0.1

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

²Indexes on a December 1997=100 base.

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

- Data not available.

*Full survey for Tampa-St. Petersburg-Clearwater, FL is compiled every two months and is published for January, March, May, July, September, and November.

April 23, 2024

Mr. Franky Howard
Chief Executive Officer
Onslow Water and Sewer Authority
228 Georgetown Road
Jacksonville, NC 28540

Subject: Modification of Water and Sewer System Development Fees

Dear Mr. Howard:

In April 2023 Raftelis Financial Consultants, Inc. (“Raftelis”) completed an evaluation to develop cost-justified water and sewer system development fees for fiscal year (“FY”) 2024 for consideration by Onslow Water and Sewer Authority (“ONWASA”). The fees were calculated based on an approach for establishing system development fees set forth in North Carolina General Statute 162A Article 8 – “System Development Fees.”. The results of the analysis were documented in a report dated April 21, 2023.

Per the report, the Combined method was used to calculate the water and sewer system development fees for ONWASA, since in general, ONWASA’s existing water and sewer treatment facilities have some capacity to accommodate anticipated future growth and the capital improvements projects in the near-term are adding additional capacity to serve new customers. The following steps were completed to calculate the fees under the Combined Method: **[Note: Step 3]**

1. The replacement value of existing system facilities was calculated, and adjustments were made to derive a net replacement value estimate in accordance with Article 8. Adjustments to the calculated replacement value included deducting accumulated depreciation, developer contributions, and a portion of outstanding debt. The growth-related capital improvement projects were incorporated into the total system value, making adjustments to the calculated value to account for future debt to fund the projects. A combined net system value was calculated by adding together the net system asset replacement value (net of contributions) and the growth-related capital spending (net of grants), and subtracting the current outstanding principal and the future borrowing net present value.
2. The unit cost of system capacity was estimated by dividing the calculated system value from step 3 by the total capacity of the system. This includes the current capacity of the system (minus any capacity reserved for others by contract) plus any capacity added by the capital projects.
3. The amount of capacity assumed to be demanded by one service unit of new development was identified. One equivalent residential unit (“ERU”) was defined as the smallest service unit of new development.
4. The system development fee for one service unit of development was calculated by multiplying the cost per unit of system capacity by the capacity associated with one ERU, as defined below.

Onslow Water and Sewer Authority

- The calculated system development fee for one ERU was scaled for different categories of demand. Meter capacity ratios were used to scale system development fees from a base meter size, or the smallest unit of new development (one ERU), to different categories of demand, as defined by the different customer meter sizes.

It is Raftelis' understanding that ONWASA has recently made the decision to modify the capacity associated with one equivalent residential unit (ERU), defined as the smallest service unit of new development, for its water and sewer system. ONWASA had previously used 300 gallons per day per service unit for its water and sewer system engineering for planning purposes. ONWASA is now modifying this amount to reflect a reduced planning number of 225 gallons per day per service unit for sewer¹ and 208 gallons per day service unit for water².

To calculate the water and sewer system development fees based on this new level of sewer service, the cost per unit of water and sewer system capacity calculated in the original analysis (\$9.94 and \$19.82 per gallon per day for water and sewer, respectively) is multiplied by the revised capacity demanded by one ERU, as shown below.

Table 1: Calculation of Water and Sewer System Development Fees for One ERU

Description	WATER SYSTEM	SEWER SYSTEM
Net System Value	\$173,408,475	\$123,756,829
System Capacity (MGD)	17.44	6.24
Unit Cost of Capacity (\$ / gallon, per day)	\$9.94	\$19.82
Capacity Required for 1 ERU (gallons per day)	208	225
System Development Fee per ERU	\$2,063	\$4,460

The fee for one ERU of sewer capacity, which is equivalent to the 3/4" meter system development fee, becomes the building block for system development fees for larger meter sizes and categories of demand. Larger meter size fees are scaled off of the 3/4" meter using water meter capacity ratios. The scaling factors were based on rated meter capacities for each meter size, as published by the American Water Works Association in Principles of Water Rates, Fees, and Charges.³ The meter scaling factors are shown below with the newly calculated water and sewer system development fees.

¹ The sewer system service unit of 225 is based on 75 gallons per bedroom and the assumption of a three-bedroom home. Section 18 of Session Law 2023-137 modified the wastewater design flow rates in 15ANCAC02T.0114(b).

² The water system service unit of 208 is calculated based on the average water use for residential customers of 132 gallons per day (based on billing records), multiplied by the water system's average max day factor of 1.36 and the water system's average water loss factor of 1.16.

³ Manual of Water Supply Practices (M1), Principles of Water Rates, Fees, and Charges, American Water Works Association, 7th Edition, Table B-2 on p. 386.

Onslow Water and Sewer Authority

Table 2. Meter Capacities by Meter Size

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

The system development fees shown in Table 2 represent the maximum cost justified level of system development fees that can be assessed by ONWASA per Article 8. If ONWASA chooses to assess fees that are less than those shown in the table, the adjusted fee amounts should still reflect the scaling factors by meter size, as shown in Table 6.

We appreciate the opportunity to assist ONWASA with the calculation of its system development fees. Should you have questions or need any additional information, please do not hesitate to contact me at 704-373-1199.

Sincerely,

RAFTELIS FINANCIAL CONSULTANTS, INC.



Elaine Conti
Executive Vice President

BUDGET DETAIL

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



ONWASATM

**Proposed Budget FY 24-25
Summary of Revenue & Expenditures**

Revenue	Operating	Annual Capital	Total
Water/Sewer/Admin	\$47,790,543	\$5,103,810	\$52,894,353
System Development Fees - Water	2,000,000	0	2,000,000
Water Tap Fees	600,000	0	600,000
System Development Fees - Sewer	1,500,000	0	1,500,000
Sewer Tap Fees	5,500	0	5,500
Total	\$51,896,043	\$5,103,810	\$56,999,853

Expenditures	Operating	Annual Capital	Total
Administration	\$780,174	\$0	\$780,174
Administration - Operations	\$475,238	\$0	\$475,238
Information Technology	\$2,998,968	\$390,000	\$3,388,968
Finance	\$1,084,877	\$0	\$1,084,877
Engineering	\$1,744,889	\$105,000	\$1,849,889
Meters	\$2,217,579	\$150,000	\$2,367,579
Customer Service	\$2,311,587	\$0	\$2,311,587
Facilities Maintenance	\$2,385,866	\$671,500	\$3,057,366
Collections	\$5,184,067	\$2,998,310	\$8,182,377
Dixon WTP	\$3,539,197	\$0	\$3,539,197
Hubert WTP	\$3,626,711	\$0	\$3,626,711
Laboratory	\$671,986	\$0	\$671,986
North Topsail WWTP	\$2,478,413	\$114,000	\$2,592,413
Northwest Regional WRF	\$1,501,821	\$85,000	\$1,586,821
Southeast Regional WWTP	\$1,349,826	\$49,000	\$1,398,826
Swansboro WWTP	\$851,316	\$0	\$851,316
Webb Creek WWTP	\$830,841	\$0	\$830,841
SCC	\$838,575	\$0	\$838,575
Human Resources	\$560,585	\$0	\$560,585
Non-Departmental	\$1,585,500	\$0	\$1,585,500
Distribution	\$3,521,207	\$541,000	\$4,062,207
Water Quality	\$262,531	\$0	\$262,531
Wastewater Purchases	\$970,200	\$0	\$970,200
Water Purchases	\$400,000	\$0	\$400,000
Debt Service	\$9,724,090	\$0	\$9,724,090
Transfer to Capital Projects	\$0	\$0	\$0
Total	\$51,896,043	\$5,103,810	\$56,999,853

Revenue				
Revenue Line Item	FY 23-24 Budget Approved	FY 23 - 24 YTD June Estimated	FY 24 - 25 Budget Recommended	FY 24 -25 Budget Approved
Water Revenue	\$26,000,000	\$26,670,472	\$30,225,000	
Sprinkler	103,100	102,779	102,000	
System Development Fees - Water	2,000,000	3,199,300	2,000,000	
Tap Fees - Water	600,000	559,379	600,000	
Sewer Revenue	9,147,570	8,835,583	12,750,000	
System Development Fees - Sewer	1,500,000	2,158,752	1,500,000	
Tap Fees - Wastewater	5,700	-	5,500	
Sewer Reservation Fees	227,491	227,491	227,491	
Connection	514,800	343,547	477,842	
Suspension	665,073	702,520	700,000	
Meter Sales	176,550	174,813	175,000	
After Hours Calls	17,400	25,192	17,400	
Service Call Fee	1,700	573	1,700	
Inspection Fees	14,900	9,817	14,900	
Service Charge	2,600	5,237	2,600	
Late Fees	348,000	457,111	350,000	
Sewer Billing Fees	77,000	83,774	77,000	
Property Leases	27,500	27,660	27,660	
Bad Check Fees	12,000	17,113	12,000	
Tampering Fees	1,000	-	1,000	
Interest Earned on Investments	750,000	2,747,893	2,200,000	
Sale of Surplus Property	20,000	24,066	20,000	
Fireflow	2,500	2,813	2,500	
Line Flushing	1,800	2,513	1,800	
Plan Review Fees	2,500	3,756	2,500	
Plat Review Fees	300	193	300	
Landlord Transfer Fee	400	691	500	
Miscellaneous	48,000	138,226	40,000	
Timber Sales	265,000	169,436	360,000	
Collection of Written Off Accounts	750	2,230	750	
Manual Meter-Read Fee	600	600	600	
Letter of Credit/Property Letters	-	-	-	
Fund Balance Appropriated	10,979,855	-	5,103,810	
Total Revenue	\$53,514,089	\$46,693,530	\$56,999,853	\$0

Expenditure Statement - Administration

Expenditure Line Item	FY 23-24 Adopted Budget	Activity YTD Mar 24	Estimated FY 23-24	Department Requested FY 24- 25 Budget	Management Recommended FY 24-25 Budget
SALARIES	309,880	209,115	262,439	320,562	320,562
LONGEVITY PAY	7,845	7,085	7,085	8,083	8,083
FICA	24,289	16,437	21,864	25,087	25,087
HOSPITALIZATION	77,652	49,295	67,046	80,031	80,031
DENTAL	864	623	830	864	864
VISION	149	107	143	149	149
LIFE INSURANCE	121	87	116	121	121
RETIREMENT	43,460	29,488	38,067	47,284	47,284
RETIREMENT (401K)	6,524	2,423	3,063	9,838	9,838
BOARD STIPEND/MEETINGS	18,000	13,500	18,000	18,000	18,000
PROFESSIONAL SERVICES	143,000	109,963	143,000	87,000	87,000
PROFESSIONAL SERVICES-LEGAL	68,000	12,033	16,740	52,500	52,500
POSTAGE	250	96	250	300	300
TELEPHONE	500	168	216	500	500
TRAVEL	10,060	4,651	10,000	5,630	5,630
TRAINING	5,300	660	2,400	6,300	6,300
DUES	5,068	2,590	5,068	5,445	5,445
RENT - EQUIPMENT	22,000	9,403	22,000	25,000	25,000
OFFICE SUPPLIES	2,000	351	1,782	2,000	2,000
DEPARTMENTAL SUPPLIES	8,000	5,020	13,407	8,000	8,000
CONTRACTED SERVICES	5,000	1,000	5,000	5,000	5,000
PROMOTION/PUBLIC RELATIONS	67,730	35,411	67,730	71,980	71,980
MISCELLANEOUS	500	300	500	500	500
Totals	826,192	509,805	706,746	780,174	780,174

Expenditure Statement - Administration Operations

Expenditure Line Item	FY 23-24 Adopted Budget	Activity YTD Mar 24	Estimated FY 23-24	Department Requested FY 24- 25 Budget	Management Recommended FY 24-25 Budget
SALARIES	519,878	372,807	470,049	332,472	332,472
LONGEVITY PAY	15,800	15,506	15,506	15,559	15,559
OVERTIME	500	-	-	500	500
FICA	40,988	28,568	37,196	26,635	26,635
HOSPITALIZATION	36,502	22,492	28,078	25,753	25,753
DENTAL	2,159	1,211	1,661	1,295	1,295
VISION	373	209	286	224	224
LIFE INSURANCE	301	212	290	181	181
RETIREMENT	75,242	54,769	71,539	51,554	51,554
RETIREMENT (401K)	16,074	5,453	6,889	10,445	10,445
UNIFORMS	800	200	1,440	1,000	1,000
POSTAGE	100	1	-	-	-
TELEPHONE	300	4	3	100	100
TRAVEL	3,750	165	12	200	200
TRAINING	2,400	-	3,600	3,000	3,000
DUES	385	-	2,000	2,500	2,500
MAINTENANCE AND REPAIR - AUTO	2,400	278	385	420	420
OPERATING PERMITS	-	-	2,300	-	-
OFFICE SUPPLIES	400	39	300	400	400
DEPARTMENTAL SUPPLIES	2,000	322	1,819	1,500	1,500
FUEL	2,500	474	2,000	1,000	1,000
SAFETY PROGRAM	12,650	6,659	10,000	-	-
MISCELLANEOUS	500	(0)	250	500	500
Totals	736,002	509,370	655,604	475,238	475,238

Expenditure Statement - Information Technology					
Expenditure Line Item	FY 23-24 Adopted Budget	Activity YTD Mar 24	Estimated FY 23-24	Department Requested FY 24-25 Budget	Management Recommended FY 24-25 Budget
SALARIES	647,099	373,887	462,021	687,275	687,275
LONGEVITY PAY	12,370	12,246	12,246	12,840	12,840
OVERTIME	1,000	-	-	1,000	1,000
FICA	50,490	28,525	36,243	53,601	53,601
HOSPITALIZATION	86,547	53,080	68,830	95,344	95,344
DENTAL	3,023	1,384	1,661	3,023	3,023
VISION	522	269	358	522	522
LIFE INSURANCE	422	217	290	422	422
RETIREMENT	92,670	53,310	68,953	99,130	99,130
RETIREMENT (401K)	19,800	11,021	13,860	20,126	20,126
UNIFORMS	400	200	480	400	400
PROFESSIONAL SERVICES	216,000	81,478	216,000	250,000	250,000
POSTAGE	100	32	76	400	400
TELEPHONE	1,330	168	216	360	360
COMMUNICATIONS	137,100	93,178	125,100	193,100	193,100
TRAVEL	10,000	676	4,800	10,000	10,000
TRAINING	27,500	1,060	14,400	30,000	30,000
DUES	3,470	3,470	-	3,500	3,500
EQUIPMENT MAINTENANCE CONTRACTS	939,000	659,501	951,000	1,006,400	1,006,400
MAINTENANCE AND REPAIR - AUTO	4,500	2,223	4,000	5,000	5,000
MAINTENANCE AND REPAIR - SCADA	40,000	10,666	29,728	40,000	40,000
OFFICE SUPPLIES	200	-	100	200	200
DEPARTMENTAL SUPPLIES	3,000	514	2,442	3,500	3,500
FUEL	1,500	606	1,000	2,000	2,000
NON-CAPITAL EQUIPMENT				1,500	1,500
NON-CAPITAL COMP/TECH EQUIPMENT	201,000	129,128	180,999	479,325	479,325
COMPUTER/TECH EQUIPMENT	559,500	244,800	559,500	337,500	337,500
VEHICLES	-		-	52,500	52,500
Totals	3,058,543	1,761,640	2,754,303	3,388,968	3,388,968

Expenditure Statement - Finance					
Expenditure Line Item	FY 23-24 Adopted Budget	Activity YTD Mar 24	Estimated FY 23-24	Department Requested FY 24-25 Budget	Management Recommended FY 24-25 Budget
SALARIES	539,304	338,174	403,676	633,388	633,388
LONGEVITY PAY	8,087	6,652	15,965	7,185	7,185
OVERTIME	2,000	157	56	2,000	2,000
FICA	42,032	25,426	30,961	49,104	49,104
HOSPITALIZATION	67,726	38,840	47,790	102,720	102,720
DENTAL	3,023	1,695	2,076	3,454	3,454
VISION	522	257	329	596	596
LIFE INSURANCE	422	241	301	482	482
RETIREMENT	77,344	48,516	58,995	95,167	95,167
RETIREMENT (401K)	16,482	7,809	9,617	19,256	19,256
UNIFORMS	1,100	503	2,331	2,025	2,025
PROFESSIONAL SERVICES	131,000	75,698	131,000	135,000	135,000
POSTAGE	7,500	4,055	6,466	7,500	7,500
TELEPHONE	750	332	419	750	750
TRAVEL	2,400	1,135	4,990	3,250	3,250
TRAINING	2,000	900	2,880	3,000	3,000
DUES	720	160	720	700	700
RENT - EQUIPMENT	7,000	1,901	7,000	8,500	8,500
OFFICE SUPPLIES	1,500	-	1,200	1,750	1,750
DEPARTMENTAL SUPPLIES	6,500	2,684	6,000	8,000	8,000
FUEL	100	29	100	100	100
FUEL FOR EQUIPMENT	100	-	100	100	100
CONTRACTED SERVICES	350	187	350	350	350
MISCELLANEOUS	500	51	240	500	500
Totals	918,462	555,401	733,562	1,084,877	1,084,877

Expenditure Statement - Engineering					
Expenditure Line Item	FY 23-24 Adopted Budget	Activity YTD Mar 24	Estimated FY 23-24	Department Requested FY 24-25 Budget	Management Recommended FY 24-25 Budget
SALARIES	528,014	281,447	353,255	791,869	791,869
LONGEVITY PAY	7,891	7,822	7,822	8,868	8,868
OVERTIME	2,000	838	747	2,000	2,000
FICA	41,021	20,712	26,596	61,211	61,211
HOSPITALIZATION	72,269	43,748	55,003	107,059	107,059
DENTAL	3,023	1,592	2,076	4,318	4,318
VISION	522	275	358	745	745
LIFE INSURANCE	422	196	255	603	603
RETIREMENT	75,131	40,471	51,972	117,512	117,512
RETIREMENT (401K)	16,086	6,268	7,842	24,004	24,004
UNIFORMS	3,200	617	3,200	4,200	4,200
PROFESSIONAL SERVICES	468,500	56,713	470,000	565,000	565,000
POSTAGE	340	234	129	200	200
TELEPHONE	500	168	216	250	250
TRAVEL	3,000	-	1,800	2,000	2,000
TRAINING	4,000	425	5,160	4,500	4,500
DUES	1,300	861	2,438	1,550	1,550
MAINTENANCE AND REPAIR - AUTO	7,260	3,190	11,160	12,500	12,500
OFFICE SUPPLIES	1,000	217	1,920	1,200	1,200
DEPARTMENTAL SUPPLIES	3,220	893	3,607	3,000	3,000
FUEL	25,500	5,769	25,000	30,000	30,000
CONTRACTED SERVICES	300	187	300	300	300
NON-CAPITAL EQUIPMENT	1,000	-	1,000	1,500	1,500
MISCELLANEOUS	500	(0)	500	500	500
VEHICLES	52,500	2,094	52,500	105,000	105,000
Totals	1,318,499	474,734	1,084,857	1,849,889	1,849,889

Expenditure Statement - Meters					
Expenditure Line Item	FY 23-24 Adopted Budget	Activity YTD Mar 24	Estimated FY 23-24	Department Requested FY 24-25 Budget	Management Recommended FY 24-25 Budget
SALARIES	820,230	607,610	764,244	1,080,826	892,892
LONGEVITY PAY	14,535	14,499	14,499	17,114	16,934
OVERTIME	60,000	42,984	62,257	63,000	63,000
FICA	68,404	48,820	63,324	88,471	74,345
HOSPITALIZATION	133,429	95,989	120,793	188,708	154,371
DENTAL	6,909	4,879	6,643	8,636	6,909
VISION	1,192	860	1,146	1,490	1,192
LIFE INSURANCE	964	695	927	1,206	964
RETIREMENT	123,984	92,203	119,325	168,854	142,037
RETIREMENT (401K)	26,825	16,813	20,564	34,695	29,155
UNIFORMS	10,600	3,751	10,600	14,500	14,500
POSTAGE	2,500	2,108	2,653	2,625	2,625
TELEPHONE	200	5	12	200	200
TRAVEL	2,425	881	1,500	6,064	6,064
TRAINING	4,815	2,420	4,815	5,810	5,810
DUES	713	421	713	746	746
MAINTENANCE AND REPAIR	471,000	315,954	437,572	563,000	563,000
MAINTENANCE AND REPAIR - EQUIPMENT	4,200	180	3,840	4,400	4,400
MAINTENANCE AND REPAIR - AUTO	45,000	30,911	45,000	57,750	57,750
OFFICE SUPPLIES	700	73	240	735	735
DEPARTMENTAL SUPPLIES	21,000	6,313	15,287	22,050	22,050
FUEL	125,000	36,287	120,000	155,400	155,400
FUEL FOR EQUIPMENT	2,000	-	2,000	2,000	2,000
NON-CAPITAL EQUIPMENT	2,850	-	2,850	-	-
MISCELLANEOUS	500	(1)	240	500	500
EQUIPMENT	44,000	30,772	44,000	-	-
VEHICLES	119,000	93,460	119,000	213,000	150,000
COMPUTER/TECH EQUIPMENT	-	-	-	-	-
Totals	2,112,975	1,448,886	1,984,045	2,701,780	2,367,579

Expenditure Statement - Customer Service

Expenditure Line Item	FY 23-24 Adopted Budget	Activity YTD Mar 24	Estimated FY 23-24	Department Requested FY 24- 25 Budget	Management Recommended FY 24-25 Budget
SALARIES	847,701	582,415	713,030	955,792	955,792
LONGEVITY PAY	10,598	10,419	10,419	14,068	14,068
OVERTIME	4,000	1,843	2,225	5,000	5,000
FICA	65,861	43,942	54,618	74,497	74,497
HOSPITALIZATION	121,527	74,627	87,042	145,932	145,932
DENTAL	7,168	4,809	6,311	7,341	7,341
VISION	1,237	842	1,089	1,267	1,267
LIFE INSURANCE	1,000	676	868	1,025	1,025
RETIREMENT	121,655	83,884	104,385	144,659	144,659
RETIREMENT (401K)	25,829	12,565	14,444	29,214	29,214
PROFESSIONAL SERVICES	591,370	357,583	591,370	591,548	591,548
POSTAGE	272,000	227,584	275,495	289,495	289,495
TELEPHONE	1,000	495	622	1,000	1,000
TRAVEL	4,000	-	-	4,000	4,000
TRAINING	6,195	1,275	3,660	6,065	6,065
RENT - EQUIPMENT	25,460	18,708	25,460	12,944	12,944
OFFICE SUPPLIES	3,000	706	3,336	3,000	3,000
DEPARTMENTAL SUPPLIES	18,208	9,696	18,208	20,280	20,280
FUEL	700	216	1,200	1,400	1,400
CONTRACTED SERVICES	2,580	605	3,600	2,710	2,710
MISCELLANEOUS	250	159	257	350	350
CASH OVER/SHORT	-	-	-	-	-
Totals	2,131,339	1,433,049	1,917,639	2,311,587	2,311,587

Expenditure Statement - Facilities Maintenance

Expenditure Line Item	FY 23-24 Adopted Budget	Activity YTD Mar 24	Estimated FY 23-24	Department Requested FY 24- 25 Budget	Management Recommended FY 24-25 Budget
SALARIES	430,157	147,072	158,737	533,770	482,199
LONGEVITY PAY	2,401	2,384	2,384	2,615	2,603
OVERTIME	6,000	764	1,006	6,300	6,300
FICA	32,817	11,373	12,519	41,282	37,408
HOSPITALIZATION	60,189	19,072	18,251	85,842	77,258
DENTAL	3,626	1,384	1,578	4,318	3,886
VISION	626	239	258	745	671
LIFE INSURANCE	507	173	188	603	543
RETIREMENT	59,938	21,017	23,106	78,670	71,300
RETIREMENT (401K)	12,868	1,487	1,567	16,189	14,670
UNIFORMS	6,600	2,235	3,847	6,500	6,500
POSTAGE	50	-	-	50	50
TELEPHONE	200	5	12	360	360
UTILITIES	78,000	47,969	65,924	85,400	85,400
TRAVEL	1,662	-	1,000	6,807	6,807
TRAINING	1,520	915	1,520	3,920	3,920
DUES	974	202	974	1,674	1,674
MAINTENANCE AND REPAIR	243,730	178,349	187,028	273,915	273,915
MAINTENANCE AND REPAIR - TANKS	334,850	267,274	329,376	246,514	246,514
MAINTENANCE AND REPAIR - EQUIPMENT	13,008	3,877	8,307	23,008	23,008
EQUIPMENT MAINTENANCE CONTRACTS	140,000	22,978	95,000	134,750	134,750
MAINTENANCE AND REPAIR - AUTO	40,000	8,301	41,418	26,250	26,250
OPERATING PERMITS	125	-	-	125	125
RENT - EQUIPMENT	500	-	-	500	500
OFFICE SUPPLIES	100	11	120	250	250
DEPARTMENTAL SUPPLIES	11,550	4,003	12,539	12,130	12,130
FUEL	26,000	5,315	36,000	27,300	27,300
FUEL FOR EQUIPMENT	90,000	7,699	144,000	104,500	104,500
CONTRACTED SERVICES	694,600	290,636	613,852	725,800	725,800
NON-CAPITAL EQUIPMENT	10,050	-	-	9,275	9,275
OTHER IMPROVEMENTS	231,789	33,976	96,212	268,000	30,000
EQUIPMENT	94,000	16,033	96,080	566,500	566,500
VEHICLES	189,000	59,918	138,222	255,000	75,000
Totals	2,817,437	1,154,661	2,091,027	3,548,862	3,057,366

Expenditure Statement - Collections					
Expenditure Line Item	FY 23-24 Adopted Budget	Activity YTD Mar 24	Estimated FY 23-24	Department Requested FY 24-25 Budget	Management Recommended FY 24-25 Budget
SALARIES	1,179,909	660,198	604,035	2,174,830	2,032,126
LONGEVITY PAY	12,456	12,456	12,456	14,428	14,351
OVERTIME	63,000	45,776	26,807	80,000	80,000
FICA	96,113	53,851	49,706	172,535	161,836
HOSPITALIZATION	151,323	88,070	71,599	343,369	309,032
DENTAL	9,929	5,225	5,232	17,272	15,545
VISION	1,714	955	860	2,980	2,682
LIFE INSURANCE	1,386	744	707	2,411	2,170
RETIREMENT	173,438	100,552	92,096	329,118	308,980
RETIREMENT (401K)	37,690	15,552	14,263	67,662	63,465
UNIFORMS	22,000	11,770	30,756	25,700	25,700
POSTAGE	150	-	-	150	150
TELEPHONE	2,000	5	12	500	500
UTILITIES	338,475	150,413	130,076	376,400	376,400
TRAVEL	6,572	3,429	6,595	20,000	20,000
TRAINING	10,760	9,569	13,212	31,500	31,500
DUES	2,636	665	6,326	6,780	6,780
MAINTENANCE AND REPAIR	715,911	339,466	455,385	750,000	750,000
MAINTENANCE AND REPAIR - EQUIPMENT	132,500	104,769	95,500	161,775	161,775
EQUIPMENT MAINTENANCE CONTRACTS	91,108	45,575	91,108	117,200	117,200
MAINTENANCE AND REPAIR - AUTO	90,000	47,799	90,000	124,500	124,500
OPERATING PERMITS	4,310	-	-	5,240	5,240
TREATMENT SUPPLIES	164,000	40,632	184,000	114,000	114,000
RENT - EQUIPMENT	4,000	1,500	1,200	4,000	4,000
OFFICE SUPPLIES	360	57	-	400	400
DEPARTMENTAL SUPPLIES	56,000	33,347	33,991	76,745	76,745
FUEL	116,000	47,852	192,000	184,800	184,800
FUEL FOR EQUIPMENT	16,000	1,030	14,400	16,800	16,800
CONTRACTED SERVICES	52,240	12,365	46,800	23,840	23,840
NON-CAPITAL EQUIPMENT	83,095	76,741	-	148,300	148,300
PENALTIES & ASSESSMENTS	5,000	891	2,137	5,000	5,000
MISCELLANEOUS	250	7	599	250	250
OTHER IMPROVEMENTS	661,500	8,250	661,500	985,400	80,000
EQUIPMENT	819,935	137,487	879,935	1,004,310	1,004,310
VEHICLES	333,164	101,238	333,164	2,155,000	1,914,000
Totals	5,454,924	2,158,236	4,146,458	9,543,195	8,182,377

Expenditure Statement - Dixon					
Expenditure Line Item	FY 23-24 Adopted Budget	Activity YTD Mar 24	Estimated FY 23-24	Department Requested FY 24-25 Budget	Management Recommended FY 24-25 Budget
SALARIES	451,835	306,871	370,037	568,151	507,253
LONGEVITY PAY	7,468	7,468	7,468	9,921	9,874
OVERTIME	16,500	12,300	13,022	15,595	15,595
FICA	36,013	24,380	29,964	45,238	40,663
HOSPITALIZATION	74,843	44,883	57,629	92,502	83,918
DENTAL	3,023	2,041	2,575	3,454	3,023
VISION	522	352	444	596	522
LIFE INSURANCE	422	290	370	482	422
RETIREMENT	66,537	46,129	56,650	87,812	78,895
RETIREMENT (401K)	14,123	5,645	7,015	17,740	15,946
UNIFORMS	5,540	2,458	9,319	6,700	6,700
PROFESSIONAL SERVICES	59,775	32,220	93,732	61,050	61,050
POSTAGE	200	131	168	200	200
TELEPHONE	700	5	12	700	700
UTILITIES	360,000	213,361	287,422	305,156	305,156
TRAVEL	11,300	2,884	3,175	42,500	42,500
TRAINING	7,290	3,244	3,991	14,675	14,675
DUES	1,080	585	-	1,855	1,855
MAINTENANCE AND REPAIR	316,201	171,886	246,326	717,100	717,100
MAINTENANCE AND REPAIR - LAGOONS	480,000	-	7,200	1,510,000	10,000
MAINTENANCE AND REPAIR - TANKS	63,842	55,936	63,842	64,436	64,436
MAINTENANCE AND REPAIR - EQUIPMENT	1,500	-	600	1,500	1,500
EQUIPMENT MAINTENANCE CONTRACTS	1,000	-	-	1,000	1,000
MAINTENANCE AND REPAIR - AUTO	8,000	4,216	15,120	10,000	10,000
OPERATING PERMITS	1,150	1,150	2,760	1,760	1,760
TREATMENT SUPPLIES	995,680	467,083	1,266,744	1,163,090	1,163,090
LAB TREATMENT SUPPLIES	7,725	4,322	11,179	11,075	11,075
RENT - EQUIPMENT	1,000	-	-	1,000	1,000
OFFICE SUPPLIES	500	441	816	2,150	2,150
DEPARTMENTAL SUPPLIES	4,900	3,247	8,350	7,500	7,500
FUEL	22,500	6,441	20,000	25,714	25,714
FUEL FOR EQUIPMENT	14,500	-	24,000	16,000	16,000
CONTRACTED SERVICES	12,100	7,615	19,622	14,225	14,225
CONTRACTED SERVICES - SLUDGE	-	-	-	300,000	300,000
NON-CAPITAL EQUIPMENT	4,500	3,498	3,500	3,700	3,700
NON-CAPITAL COMP/TECH EQUIPMENT	-	-	-	7,565,500	-
VEHICLES	84,000	204	50,000	-	-
COMPUTER/TECH EQUIPMENT	-	-	-	-	-
Totals	3,136,269	1,431,284	2,683,053	12,690,077	3,539,197

Expenditure Statement - Hubert					
Expenditure Line Item	FY 23-24 Adopted Budget	Activity YTD Mar 24	Estimated FY 23-24	Department Requested FY 24-25 Budget	Management Recommended FY 24-25 Budget
SALARIES	447,295	308,687	370,327	555,351	494,516
LONGEVITY PAY	8,774	9,429	9,429	11,890	11,833
OVERTIME	13,000	8,182	12,581	15,595	15,595
FICA	35,781	24,513	30,432	44,430	39,859
HOSPITALIZATION	51,102	38,776	47,734	68,674	60,090
DENTAL	3,023	2,111	2,741	3,454	3,023
VISION	522	364	473	596	522
LIFE INSURANCE	422	295	382	482	422
RETIREMENT	66,107	46,081	57,295	86,237	77,328
RETIREMENT (401K)	14,032	8,192	9,300	17,423	15,631
UNIFORMS	4,600	2,013	10,174	6,700	6,700
PROFESSIONAL SERVICES*	13,500	5,455	10,524	15,000	15,000
POSTAGE	300	104	122	400	400
TELEPHONE	350	5	12	360	360
UTILITIES	670,000	402,060	497,765	710,358	710,358
TRAVEL	8,500	3,240	6,295	15,000	15,000
TRAINING	4,525	2,050	4,380	7,450	7,450
DUES	905	534	-	1,220	1,220
MAINTENANCE AND REPAIR	846,310	252,289	745,675	808,250	808,250
MAINTENANCE AND REPAIR - LAGOONS	275,000	-	275,000	10,000	10,000
MAINTENANCE AND REPAIR - TANKS	84,436	55,936	64,436	94,436	94,436
MAINTENANCE AND REPAIR - EQUIPMENT	1,500	-	-	1,500	1,500
MAINTENANCE AND REPAIR - AUTO	11,000	5,078	16,174	11,550	11,550
OPERATING PERMITS	1,150	860	2,064	1,760	1,760
TREATMENT SUPPLIES	885,295	519,475	1,050,238	944,637	944,637
LAB TREATMENT SUPPLIES	8,390	4,635	12,607	8,850	8,850
RENT - EQUIPMENT	1,000	-	-	1,000	1,000
OFFICE SUPPLIES	500	72	173	1,200	1,200
DEPARTMENTAL SUPPLIES	3,800	985	1,872	4,000	4,000
FUEL	21,500	6,617	45,600	24,571	24,571
FUEL FOR EQUIPMENT	21,525	2,662	33,600	16,000	16,000
CONTRACTED SERVICES	19,500	10,596	23,426	15,200	15,200
CONTRACTED SERVICES - SLUDGE	-	-	-	200,000	200,000
NON-CAPITAL EQUIPMENT	2,000	1,843	4,423	2,450	2,450
PENALTIES & ASSESSMENTS	6,000	-	-	6,000	6,000
OTHER IMPROVEMENTS	545,827	-	545,827	2,152,000	-
EQUIPMENT	39,200	37,742			
VEHICLES	50,200	204	50,000	-	-
Totals	4,166,871	1,761,083	3,941,079	5,864,024	3,626,711

Expenditure Statement - Laboratory

Expenditure Line Item	FY 23-24 Adopted Budget	Activity YTD Mar 24	Estimated FY 23-24	Department Requested FY 24- 25 Budget	Management Recommended FY 24-25 Budget
SALARIES	294,139	205,245	225,727	311,847	311,847
LONGEVITY PAY	6,752	6,752	6,752	4,039	4,039
OVERTIME	1,000	94	-	1,000	1,000
FICA	22,934	16,133	18,372	24,209	24,209
HOSPITALIZATION	24,201	13,944	14,040	34,337	34,337
DENTAL	1,727	796	830	1,727	1,727
VISION	298	137	144	298	298
LIFE INSURANCE	241	128	166	241	241
RETIREMENT	41,801	29,524	33,770	45,320	45,320
RETIREMENT (401K)	8,995	5,628	6,773	9,263	9,263
PROFESSIONAL SERVICES	50,000	23,162	48,000	64,175	64,175
POSTAGE	750	103	929	500	500
TELEPHONE	200	5	12	200	200
TRAVEL	-	-	-	-	-
TRAINING	-	-	-	5,000	5,000
MAINTENANCE & REPAIR - EQUIPMENT	14,800	4,068	9,434	5,000	5,000
EQUIPMENT MAINTENANCE CONTRACTS	46,750	34,865	29,906	49,600	49,600
OPERATING PERMITS	4,850	2,414	6,720	4,850	4,850
LAB TREATMENT SUPPLIES	119,700	54,906	105,809	89,780	89,780
OFFICE SUPPLIES	250	164	480	250	250
DEPARTMENTAL SUPPLIES	8,000	3,400	8,782	6,000	6,000
FUEL	100	-	240	100	100
NON-CAPITAL EQUIPMENT	14,250	690	1,656	14,250	14,250
Totals	661,738	402,158	518,541	671,986	671,986

Expenditure Statement - Northwest Regional WRF

Expenditure Line Item	FY 23-24 Adopted Budget	Activity YTD Mar 24	Estimated FY 23-24	Department Requested FY 24- 25 Budget	Management Recommended FY 24-25 Budget
SALARIES	387,476	271,564	348,079	491,053	430,530
LONGEVITY PAY	7,488	7,488	7,488	7,912	7,875
OVERTIME	6,000	5,628	9,756	9,500	9,500
FICA	30,581	21,265	28,315	38,746	34,200
HOSPITALIZATION	42,871	33,063	42,118	60,090	51,505
DENTAL	2,591	1,488	2,076	3,023	2,591
VISION	447	310	430	522	447
LIFE INSURANCE	362	256	348	422	362
RETIREMENT	56,474	40,212	53,081	75,158	66,300
RETIREMENT (401K)	11,992	7,281	8,906	15,194	13,412
UNIFORMS	3,400	1,676	8,064	6,150	6,150
POSTAGE	50	-	-	50	50
TELEPHONE	500	5	12	500	500
UTILITIES	156,309	66,735	79,042	171,340	171,340
TRAVEL	9,805	977	4,454	15,000	15,000
TRAINING	4,625	1,085	3,324	6,420	6,420
DUES	525	513	792	605	605
MAINTENANCE & REPAIR	102,573	57,396	102,573	284,500	284,500
MAINTENANCE & REPAIR - TANKS	65,447	-	52,447	113,802	113,802
MAINTENANCE & REPAIR - EQUIPMENT	5,600	73	5,600	7,100	7,100
EQUIPMENT MAINTENANCE CONTRACTS	-	-	-	20,000	20,000
MAINTENANCE & REPAIR - AUTO	10,000	1,552	10,000	12,000	12,000
OPERATING PERMITS	1,410	1,310	1,410	1,880	1,880
TREATMENT SUPPLIES	94,817	7,960	13,164	103,012	103,012
LAB SUPPLIES	11,000	6,840	11,760	16,875	16,875
RENT - EQUIPMENT	-	-	-	4,000	4,000
OFFICE SUPPLIES	500	202	770	500	500
DEPARTMENTAL SUPPLIES	5,500	977	3,708	5,500	5,500
FUEL	9,000	2,956	9,000	9,500	9,500
FUEL FOR EQUIPMENT	12,000	190	12,000	14,000	14,000
CONTRACTED SERVICES	18,140	4,235	18,140	11,665	11,665
CONTRACTED SERVICES - SLUDGE	58,500	27,985	58,500	78,000	78,000
PENALTIES & ASSESSMENTS	2,500	-	-	2,500	2,500
MISCELLANEOUS	200	40	200	200	200
OTHER IMPROVEMENTS	30,000				-
EQUIPMENT	-		-	30,000	30,000
VEHICLES	-		-	80,000	55,000
Totals	1,148,683	571,264	895,557	1,696,719	1,586,821

Expenditure Statement - Southeast Regional WWTP

Expenditure Line Item	FY 23-24 Adopted Budget	Activity YTD Mar 24	Estimated FY 23-24	Department Requested FY 24- 25 Budget	Management Recommended FY 24-25 Budget
SALARIES	383,846	173,714	156,307		279,227
LONGEVITY PAY	1,353	1,347	1,347		1,404
OVERTIME	6,000	4,419	1,959		10,000
FICA	28,629	12,948	11,401		22,171
HOSPITALIZATION	45,510	26,044	22,462		34,337
DENTAL	2,589	1,315	1,246		1,727
VISION	447	257	215		298
LIFE INSURANCE	362	184	174		241
RETIREMENT	53,856	25,277	22,714		42,853
RETIREMENT (401K)	11,473	4,358	3,565		8,694
UNIFORMS	3,950	1,677	3,729		3,333
PROFESSIONAL SERVICES	17,000	-	-		15,000
POSTAGE	100	-	-		50
TELEPHONE	1,300	4	12		500
UTILITIES	238,000	117,804	85,833		100,000
TRAVEL	5,700	1,212	-		30,000
TRAINING	2,495	2,334	1,524		8,850
DUES	465	457	219		490
MAINTENANCE AND REPAIR	216,200	112,249	161,235		238,700
MAINTENANCE AND REPAIR - EQUIPMENT	11,500	5,918	7,100		6,500
EQUIPMENT MAINTENANCE CONTRACTS	-	-	6,475		15,000
MAINTENANCE AND REPAIR - AUTO	13,000	5,493	10,500		7,500
OPERATING PERMITS	10,240	2,620	2,619		5,280
TREATMENT SUPPLIES	254,160	118,046	235,200		209,720
LAB TREATMENT SUPPLIES	29,882	10,691	22,200		20,818
RENT - EQUIPMENT	13,000	3,071	8,000		8,000
OFFICE SUPPLIES	1,000	437	480		1,500
DEPARTMENTAL SUPPLIES	8,200	4,150	9,912		3,290
FUEL	28,000	4,134	15,100		9,000
FUEL FOR EQUIPMENT	12,850	18	12,000		8,500
CONTRACTED SERVICES	51,725	19,011	21,005		16,893
CONTRACTED SERVICES - SLUDGE	389,950	96,895	57,200		229,950
NON-CAPITAL EQUIPMENT	14,300	7,745	18,598		2,000
NON-CAPITAL COMP/TECH EQUIPMENT		-	-		4,500
PENALTIES & ASSESSMENTS	6,000	-	1,500		3,000
MISCELLANEOUS	500	-	-		500
EQUIPMENT	72,300	7,927	20,000		49,000
VEHICLES	23,500	21,907	52,577		-
Totals	1,959,383	793,661	974,408	-	1,398,826

Expenditure Statement - Swansboro Regional WWTP

Expenditure Line Item	FY 23-24 Adopted Budget	Activity YTD Mar 24	Estimated FY 23-24	Department Requested FY 24- 25 Budget	Management Recommended FY 24-25 Budget
SALARIES	245,815	111,936	83,537		182,730
LONGEVITY PAY	983	959	959		125
OVERTIME	6,000	2,545	967		6,000
FICA	18,837	8,750	6,573		14,419
HOSPITALIZATION	28,766	16,057	12,635		25,753
DENTAL	1,640	865	664		1,295
VISION	283	149	115		224
LIFE INSURANCE	229	121	93		181
RETIREMENT	34,722	16,330	12,300		27,924
RETIREMENT (401K)	7,386	2,896	2,513		5,655
UNIFORMS	4,000	762	4,236		2,520
PROFESSIONAL SERVICES	-	-	-		15,000
POSTAGE	100	-	-		50
TELEPHONE	1,200	290	367		700
UTILITIES	117,236	62,574	58,167		75,600
TRAVEL	3,900	739	-		15,000
TRAINING	1,770	1,666	2,880		6,420
DUES	210	205	219		605
MAINTENANCE AND REPAIR	58,750	21,014	53,795		154,850
MAINTENANCE AND REPAIR - EQUIPMENT	3,000	-	7,100		3,500
EQUIPMENT MAINTENANCE CONTRACTS	-	-	6,475		13,000
MAINTENANCE AND REPAIR - AUTO	13,000	1,578	10,500		8,800
OPERATING PERMITS	4,170	2,910	2,619		1,760
TREATMENT SUPPLIES	96,920	42,529	29,040		23,920
LAB TREATMENT SUPPLIES	5,801	942	4,800		8,500
RENT - EQUIPMENT	12,500	-	8,000		8,000
OFFICE SUPPLIES	700	397	991		350
DEPARTMENTAL SUPPLIES	8,500	2,363	4,369		5,500
FUEL	12,000	1,483	15,100		7,000
FUEL FOR EQUIPMENT	7,000	-	4,800		4,000
CONTRACTED SERVICES	13,400	7,627	21,005		4,685
CONTRACTED SERVICES - SLUDGE	176,500	98,388	57,200		225,000
PENALTIES & ASSESSMENTS	4,000		1,500		2,000
MISCELLANEOUS	250		240		250
Totals	889,568	406,075	413,760	-	851,316

Expenditure Statement - SCC					
Expenditure Line Item	FY 23-24 Adopted Budget	Activity YTD Mar 24	Estimated FY 23-24	Department Requested FY 24- 25 Budget	Management Recommended FY 24-25 Budget
SALARIES	384,241	260,991	311,678	577,893	516,991
LONGEVITY PAY	3,004	2,201	2,201	2,567	2,556
OVERTIME	19,500	13,156	17,930	17,550	17,550
FICA	30,636	20,306	24,425	45,481	40,909
HOSPITALIZATION	95,021	63,534	80,570	120,730	112,146
DENTAL	3,023	2,111	2,741	3,886	3,454
VISION	522	364	473	671	596
LIFE INSURANCE	422	295	382	543	482
RETIREMENT	56,576	39,031	47,285	88,463	79,553
RETIREMENT (401K)	12,014	3,300	3,869	17,835	16,043
TELEPHONE	350	4	12	200	200
TRAVEL	9,300	1,682	4,471	37,500	32,500
TRAINING	5,895	2,452	6,720	11,460	6,785
DUES	630	154	-	810	810
OFFICE SUPPLIES	250	208	250	500	500
DEPARTMENTAL SUPPLIES	1,160	545	1,160	1,100	1,100
FUEL	100	-	100	100	100
NON-CAPITAL EQUIPMENT	1,000	702	1,000	6,300	6,300
Totals	623,644	411,036	505,267	933,589	838,575

Expenditure Statement - Human Resources

Expenditure Line Item	FY 23-24 Adopted Budget	Activity YTD Mar 24	Estimated FY 23-24	Department Requested FY 24- 25 Budget	Management Recommended FY 24-25 Budget
SALARIES	244,814	174,592	201,166	308,616	307,123
LONGEVITY PAY	3,130	3,130	3,130	3,378	3,363
OVERTIME	1,000	31	46	2,175	2,175
FICA	18,958	13,137	15,379	24,014	23,901
HOSPITALIZATION	19,323	13,855	14,040	25,753	25,753
DENTAL	1,123	761	830	1,295	1,295
VISION	194	137	144	224	224
LIFE INSURANCE	157	97	115	181	181
RETIREMENT	34,947	25,060	29,407	46,268	46,047
RETIREMENT (401K)	7,434	5,019	6,012	9,418	9,373
UNIFORMS	-	-	-	200	200
MEDICINE & DRUGS/VACCINATIONS/SCREENING	17,240	9,381	13,042	14,000	14,000
POSTAGE	100	35	202	100	100
TELEPHONE	400	170	216	400	400
TRAVEL	4,000	515	8,436	5,500	5,500
TRAINING	10,050	1,149	11,330	11,050	11,050
DUES	400	169	900	500	500
ADVERTISING	2,500	-	1,440	2,500	2,500
MAINTENANCE AND REPAIR - AUTO	-	-	-	2,500	2,500
OFFICE SUPPLIES	850	(28)	240	850	850
DEPARTMENTAL SUPPLIES	6,000	1,117	6,888	7,000	7,000
FUEL	-	-	-	1,000	1,000
CONTRACTED SERVICES	71,437	24,343	94,529	73,500	73,500
SAFETY PROGRAM	-	-	-	57,050	22,050
Totals	444,057	272,669	407,492	597,472	560,585

Expenditure Statement - Non-Departmental

Expenditure Line Item	FY 23-24 Adopted Budget	Activity YTD Mar 24	Estimated FY 23-24	Department Requested FY 24- 25 Budget	Management Recommended FY 24-25 Budget
UNEMPLOYMENT	13,200	12,566	8,200	20,000	20,000
RESERVE INSURANCE DEDUCTIBLE	7,000	942	1,200	7,000	7,000
WORKMAN'S COMPENSATION INSURANCE	127,000	126,657	126,657	175,000	175,000
PROFESSIONAL SERVICES	55,500	31,737	60,500	60,500	60,500
MAINTENANCE AND REPAIR - AUTO	16,500	4,520	25,000	17,000	17,000
RENT-REAL ESTATE	1,000		-	1,000	1,000
AUTO INSURANCE	41,600	39,891	36,252	50,000	50,000
GENERAL INSURANCE	657,386	651,073	616,777	850,000	850,000
SATELLITE OFFICE EXPENSE - HOLLY RIDGE	35,000	26,250	35,000	35,000	35,000
SATELLITE OFFICE EXPENSE - RICHLANDS	35,000	26,250	35,000	35,000	35,000
SATELLITE OFFICE EXPENSE - SWANSBORO	35,000	26,250	35,000	35,000	35,000
SALARIES AND SUPPLIES	327,212	165,894	353,712	300,000	300,000
Totals	1,351,398	1,112,028	1,333,298	1,585,500	1,585,500

Expenditure Statement - Distribution					
Expenditure Line Item	FY 23-24 Adopted Budget	Activity YTD Mar 24	Estimated FY 23-24	Department Requested FY 24-25 Budget	Management Recommended FY 24-25 Budget
SALARIES	1,227,878	799,606	987,013	1,694,529	1,410,751
LONGEVITY PAY	9,898	9,874	9,874	12,692	12,635
OVERTIME	60,000	44,957	58,082	68,000	68,000
FICA	99,148	62,891	78,594	135,206	113,893
HOSPITALIZATION	206,398	134,403	160,215	295,771	252,850
DENTAL	10,363	6,401	8,138	12,954	10,795
VISION	1,788	1,170	1,475	2,235	1,863
LIFE INSURANCE	1,447	951	1,217	1,808	1,507
RETIREMENT	180,482	119,644	149,516	258,038	217,393
RETIREMENT (401K)	38,880	17,624	22,810	53,022	44,664
UNIFORMS	21,600	10,001	33,801	25,330	25,330
POSTAGE	100	-	-	100	100
TELEPHONE	200	4	12	360	360
UTILITIES	34,125	13,678	17,690	395,831	-
TRAVEL	19,285	6,083	27,159	29,000	29,000
TRAINING	17,600	9,423	26,088	26,280	26,280
DUES	3,339	1,341	3,569	4,995	4,995
MAINTENANCE AND REPAIR	595,100	392,600	605,100	634,000	634,000
MAINTENANCE AND REPAIR - EQUIPMENT	87,947	46,133	77,947	101,844	101,844
MAINTENANCE AND REPAIR - AUTO	165,000	58,008	165,000	173,250	173,250
OPERATING PERMITS	7,700	7,660	7,700	7,660	7,660
RENT - EQUIPMENT	15,000	340	8,400	10,000	10,000
OFFICE SUPPLIES	1,155	-	480	1,212	1,212
DEPARTMENTAL SUPPLIES	58,500	26,261	63,368	72,975	72,975
FUEL	125,000	56,984	125,000	150,000	150,000
FUEL FOR EQUIPMENT	12,000	2,531	12,000	12,600	12,600
CONTRACTED SERVICES	117,600	7,817	25,200	112,800	112,800
NON-CAPITAL EQUIPMENT	30,500	16,960	40,703	19,100	19,100
PENALTIES & ASSESSMENTS	5,000	-	-	5,000	5,000
MISCELLANEOUS	350	(0)	240	350	350
OTHER IMPROVEMENTS	-	-	-	350,000	-
EQUIPMENT	631,125	417,885	631,125	380,000	380,000
VEHICLES	771,321	96,529	771,321	866,000	161,000
Totals	4,555,829	2,367,760	4,118,836	5,912,942	4,062,207

Expenditure Statement - Water Quality					
Expenditure Line Item	FY 23-24 Adopted Budget	Activity YTD Mar 24	Estimated FY 23-24	Department Requested FY 24-25 Budget	Management Recommended FY 24-25 Budget
SALARIES	108,380	59,608	79,124	162,262	112,470
LONGEVITY PAY	1,824	750	750	953	948
OVERTIME	2,000	373	461	2,200	2,200
FICA	8,431	4,467	5,837	12,425	8,686
HOSPITALIZATION	14,601	7,557	8,423	25,753	17,168
DENTAL	864	381	415	1,295	864
VISION	149	66	72	224	149
LIFE INSURANCE	121	58	70	181	121
RETIREMENT	15,275	8,464	11,396	23,680	16,571
RETIREMENT (401K)	3,305	725	1,098	4,872	3,406
UNIFORMS	1,200	922	1,200	2,050	2,050
POSTAGE	-	-	-	50	50
TRAVEL	1,704	-	1,500	2,000	2,000
TRAINING	1,330	50	1,050	2,420	2,420
DUES	212	-	212	250	250
MAINTENANCE AND REPAIR	7,300	203	3,982	8,000	8,000
MAINTENANCE AND REPAIR - AUTO	5,000	936	5,000	5,250	5,250
RENT - EQUIPMENT	-	-	-	-	-
LAB TREATMENT SUPPLIES	42,317	6,379	42,000	22,966	22,966
OFFICE SUPPLIES	500	151	500	500	500
DEPARTMENTAL SUPPLIES	24,551	2,664	24,376	16,962	16,962
FUEL	17,500	1,956	17,500	17,500	17,500
CONTRACTED SERVICES	11,000	-	10,000	12,000	12,000
NON-CAPITAL EQUIPMENT	40,720	15,409	37,807	10,000	10,000
EQUIPMENT	7,181	6,812	7,181	-	-
VEHICLES	82,500	59,795	60,320	82,500	-
Totals	397,965	177,724	320,274	416,293	262,531

Expenditure Statement - North Topsail WWTP					
Expenditure Line Item	FY 23-24 Adopted Budget	Activity YTD Mar 24	Estimated FY 23-24	Department Requested FY 24-25 Budget	Management Recommended FY 24-25 Budget
SALARIES					253,642
LONGEVITY PAY					931
OVERTIME					10,000
FICA					20,166
HOSPITALIZATION					34,337
DENTAL					1,727
VISION					298
LIFE INSURANCE					241
RETIREMENT					39,126
RETIREMENT (401K)					7,908
UNIFORMS					4,167
PROFESSIONAL SERVICES					15,000
POSTAGE					50
TELEPHONE					500
UTILITIES					100,000
TRAVEL					30,000
TRAINING					8,850
DUES					500
MAINTENANCE AND REPAIR					752,900
MAINTENANCE AND REPAIR - EQUIPMENT					5,000
EQUIPMENT MAINTENANCE CONTRACTS					5,000
MAINTENANCE AND REPAIR - AUTO					7,500
OPERATING PERMITS					3,520
TREATMENT SUPPLIES					561,600
LAB TREATMENT SUPPLIES					20,818
RENT - EQUIPMENT					9,000
OFFICE SUPPLIES					1,500
DEPARTMENTAL SUPPLIES					3,290
FUEL					9,000
FUEL FOR EQUIPMENT					8,500
CONTRACTED SERVICES					16,892
CONTRACTED SERVICES - SLUDGE					510,000
NON-CAPITAL EQUIPMENT					27,400
NON-CAPITAL COMP/TECH EQUIPMENT					5,550
PENALTIES & ASSESSMENTS					3,000
MISCELLANEOUS					500
OTHER IMPROVEMENTS	-	-	-	-	5,000
EQUIPMENT					84,000
COMPUTER/TECH EQUIPMENT					25,000
VEHICLES					-
Totals	-	-	-	-	2,592,413

Expenditure Statement - Webb Creek WWTP

Expenditure Line Item	FY 23-24 Adopted Budget	Activity YTD Mar 24	Estimated FY 23-24	Department Requested FY 24- 25 Budget	Management Recommended FY 24-25 Budget
SALARIES					131,914
LONGEVITY PAY					1,040
OVERTIME					4,000
FICA					10,451
HOSPITALIZATION					17,168
DENTAL					864
VISION					149
LIFE INSURANCE					121
RETIREMENT					20,190
RETIREMENT (401K)					4,098
UNIFORMS					1,680
PROFESSIONAL SERVICES					15,000
POSTAGE					50
TELEPHONE					500
UTILITIES					42,000
TRAVEL					15,000
TRAINING					6,420
DUES					605
MAINTENANCE AND REPAIR					142,900
MAINTENANCE AND REPAIR - EQUIPMENT					3,500
EQUIPMENT MAINTENANCE CONTRACTS					41,500
MAINTENANCE AND REPAIR - AUTO					5,000
OPERATING PERMITS					1,760
TREATMENT SUPPLIES					129,700
LAB TREATMENT SUPPLIES					8,256
RENT - EQUIPMENT					4,000
OFFICE SUPPLIES					250
DEPARTMENTAL SUPPLIES					3,000
FUEL					5,000
FUEL FOR EQUIPMENT					1,500
CONTRACTED SERVICES					4,805
CONTRACTED SERVICES - SLUDGE					205,920
NON-CAPITAL EQUIPMENT					-
NON-CAPITAL COMP/TECH EQUIPMENT					-
PENALTIES & ASSESSMENTS					2,000
MISCELLANEOUS					500
EQUIPMENT					-
COMPUTER/TECH EQUIPMENT					-
VEHICLES					-
Totals	-	-	-	-	830,841

Proposed Annual Projects and Equipment			
Department	Equipment	Amount	Justification
Collections	Side by side UTV	\$36,110	To carry jetting reel for right of ways
Collections	Tripod Kit	\$6,200	For confined space entry
Collections	Mini-excavator	\$75,000	To be pulled behind small dump truck to install taps or make repairs
Collections	Excavator	\$150,000	To install simplex stations, and repairs on the beach
Collections	Trailer for mini-excavator	\$15,000	Trailers to pull mini behind small dump bed
Collections	Trailer for excavator	\$25,000	To haul big excavator/tractors
Collections	4" stationary bypass pump	\$150,000	To place at two stations acquired from pluris to meet permit requirements
Collections	8" Stationary bypass pump	\$160,000	To prevent spills at Hunters Creek and Towne Pointe pump stations
Collections	8" Portable bypass pumps	\$160,000	Back up pumps to prevent spills
Collections	Bypass pump hoses (6)	\$90,000	Hoses for each bypass pump
Collections	Lateral camera	\$16,000	To replace lateral camera that software is outdated
Collections	Flow meters (5)	\$70,000	To calculate flow for main stations
Collections	Pull behind light towers (2)	\$36,000	Light towers for big jobs at night
Collections	Vac truck lateral reels (3)	\$15,000	To mount on vac trucks to clear lateral blockages
Distribution	Vac Tron	\$80,000	Replace 926 with history of repairs
Distribution	Air Compressor	\$30,000	Replace 934 with history of repairs (bought used from COJ)
Distribution	Mini Excavator	\$75,000	Replace 902 with history of repairs
Distribution	Trailer	\$15,000	Used to haul equipment to jobsites
Distribution	Locator (2)	\$36,000	Locating machine for locating water/sewer mains, and GPS assests in the system
Distribution	Vac Tron/Valve Exerciser	\$100,000	Used to clean out and exercise valves
Distribution	Hammer Attachment	\$22,000	Jack Hammer attachment for excavator, used to break up concrete and asphalt
Distribution	Ground Penetrating Radar	\$22,000	To locate underground utilities
Facilities Maintenance	Fuel Polishing System	\$11,000	Additional system to keep diesel fuel in generators and other equipment polished for water and trash on a regular basis
Facilities Maintenance	200KW Generator	\$100,000	Spare portable genrator
Facilities Maintenance	60KW Generator	\$65,000	To replace generator at Hubert Well 1
Facilities Maintenance	To install and replace Roll Gate Units (2)	\$24,000	To install roll gate at Webb Creek and update NTB WWTP's
Facilities Maintenance	700/800KW Generator	\$300,000	Back up generator for WTP's/WWTP's
Facilities Maintenance	AC Units replacement (2)	\$30,000	To Replace (2) HVAC Units a year at 228 Georgetown Rd
Facilities Maintenance	AC Unit Replacement For Dixon WTP	\$30,000	To Repalce RTU #2 At Dixon WTP
Facilities Maintenance	Reception desk glass sheild	\$6,500	For safety purpose.
North Topsail WWTP	DR3900 meter	\$7,500	To assist in better running the plant and staying compliant with our NPDES permit by letting us run immediate process control such as, Ammonia, Nitrate, Phosphorus, COD, etc...
North Topsail WWTP	TU5300SC Turbidimeter skids	\$15,000	Replace both obsolete 1720E at North Topsail that is at the end of its lifecycle, issues calibrating, parts have been discontinued. Turbidity monitoring required by permit.
North Topsail WWTP	Deionized water filter unit	\$7,000	Used to filter water for lab standards and analysis.
North Topsail WWTP	Digester level monitoring	\$5,000	Run electrical line and purchase equipment to monitor the digester level to have early warning of pump or valve failures that may cause spills. Tank currently has no level monitoring.
North Topsail WWTP	Waste activated sludge flow meter	\$6,500	Flow meter to install on the WAS line to track daily WAS to better budget for future sludge hauling and plant operations.
North Topsail WWTP	Polaris Ranger 570	\$30,000	Plant rounds, spray field inspections and repairs
North Topsail WWTP	Air conditioning unit	\$8,000	Control room ac units are failing and need to be replaced.
North Topsail WWTP	Conference Table	\$5,000	For the two meeting rooms at NT. Weekly safety meetings, project meetings, training etc.
Southeast WWTP	L-Shaped Desk	\$10,000	Needed for increased operators and computer.
Southeast WWTP	Deionized water filter unit	\$7,000	Used to filter water for lab standards and analysis.
Southeast WWTP	Effluent PS control panel	\$32,000	Duplex control panel with variable flow rate - reduce starts and stops on the effluent pump station which has caused issues with pump breakdown and failure. Will give more consistant flow and monitoring on the pump station and reduce maintenance costs.
Northwest WWTP	Polaris Ranger 570	\$30,000	Replace old/ used unit that needs extensive work.
Total Equipment		\$2,113,810	
Department	Vehicles	Amount	Justification
Collections	One and a half ton w/ dump bed	\$132,000	To pull mini excavator and do jobs without big dump trucks
Collections	One and a half ton crew truck (2)	\$227,000	Two new crews
Collections	One and a half ton w/crane	\$202,000	To replace 892
Collections	Three quarter ton	\$82,000	New Field Foreman
Collections	Tandem dump truck	\$207,000	To pull big excavator/Tractors, haul spoil and rock
Collections	3.5 yd vac truck	\$457,000	Non CDL vac truck for emergencies and to clean sewer mains/lateral
Collections	12 yd vac truck	\$607,000	Vac truck to Clear main line blockages/laterals, clean mainlines, to pump and haul in emergency situations.
Distribution	Fiat Bed Dump Truck	\$108,000	4500 or 5500 class with small dump bed to haul materials and pull equipment
Distribution	Mid size truck (ext. cab, 4x4)	\$53,000	replace truck 806 with over 200k miles
Engineering	Mid size truck (ext. cab, 4x4)	\$52,500	New Utility Inspector
Engineering	Mid size SUV	\$52,500	Development Services Project Manager
Facilities Maintenance	Full Size Ext Cab 4x4 Pick-Up Truck	\$75,000	Truck For Supervisor
Meters	1/2 Ton Full Size Pick Up	\$50,000	Trk # 831 (mileage190,454) high mileage and normal wear and tear.
Meters	1/2 Ton Full Size Pick Up	\$50,000	Trk #844 (mileage 196,389) high mileage and normal wear and tear.
Meters	1/2 Ton Full Size Pick Up	\$50,000	Trk # 853 (mileage 161,302) high mileage and normal wear and tear.
Information Technology	Mid size SUV	\$52,500	SUV used to visit worksites
Northwest WWTP	1/2 Ton Full Size Pick Up	\$55,000	Replace 829
Total Vehicles		\$2,512,500	
Department	Technology	Amount	Justification
Information Technology	Webb Creek Gate Access Control Project	\$15,000	Access Control on non-existing roll gate
Information Technology	North Topsail Gate Access Control Project	\$10,000	Access Control on roll gate
Information Technology	Summerhouse Gate Access Control Project	\$10,000	Access Control on roll gate
Information Technology	Network Switches (3)	\$37,500	Replacement of End Of Life (EOL) hardware
Information Technology	Rubrik Backup Appliance Replacement	\$90,000	Replacement of End Of Life (EOL) hardware
Information Technology	Piney Green Booster PLC Replacement	\$25,000	PLC Convesion Project for End of Life (EOL) with SLC-50/5
Information Technology	Additional R580 GPS Unit	\$10,000	Field GPS Collection Device
Information Technology	Mitel Call recording Server Upgrade	\$7,000	Call Phone Recording Server Upgrade due to End of Support
Information Technology	Plotter Replacement	\$15,000	Replacement of End Of Life (EOL) hardware- contingency
Information Technology	SCC SCADA Workstation and Software	\$20,000	SCC workstation and software licenses to montior Pluris Plants
Information Technology	Teller Area CCTV Camera Project	\$15,000	Additional Cameras for Teller Area
Information Technology	Meter Gate/Lab Gate Safety Release	\$8,000	Safety Release for Lab
Information Technology	Ring Central VOIP Cloud Solution	\$75,000	VOIP Phone Cloud Solution
North Topsail WWTP	Main Control Panel HMI	\$25,000	Current main HMI is inoperable and outdated, no backup to the main SCADA PC. If SCADA PC goes down, we can not run and monitor the plant.
Total Technology		\$362,500	
Department	Other Improvements	Amount	Justification
Collections	Coat Manholes	\$80,000	To coat existing manholes that are deteriorating
Facilities Maintenance	Power pole with plug in	\$10,000	To install service pole with plug in for the asphalt truck and dump trailers
Facilities Maintenance	Remodel Maintenance building	\$10,000	To paint walls and floors in maintenance building
Facilities Maintenance	Stormwater Sump Pump & Basin	\$10,000	To install by employee entrance sidewalk to keep stormwater pumped off of sidewalk
North Topsail WWTP	Lab sink	\$5,000	No sink or running water in the operations and lab, run water lines, purchase and install sink.
Total Other Improvements		\$115,000	
Grand Total		\$5,103,810	

Debt Service Requirements

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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
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	445,704	38,687	167,910	18,739	84,716	99,221	1,146,849	3,008,750	733,643	102,710

Debt Service Requirements

Page 2 of 2

Year Ending June 30	USDA - 2014A		USDA - 2014B		USDA - 2014C		2016		2023		Future Debt		Total		Grand Total
	Principal	Interest	Principal	Interest	Principal	Interest	Principal	Interest	Principal	Interest	Principal	Interest	Principal	Interest	
2025	179,000	183,089	159,000	162,735	150,000	153,425	2,840,000	957,925	720,000	2,392,100	0	1,242,933	4,601,993	5,122,097	9,724,090
2026	183,000	178,838	163,000	158,959	154,000	149,863	2,990,000	812,175	755,000	2,355,225			4,798,993	3,681,458	8,480,451
2027	188,000	174,491	167,000	155,088	157,000	146,205	3,140,000	658,925	795,000	2,316,475			5,000,993	3,474,091	8,475,085
2028	192,000	170,026	171,000	151,121	161,000	142,476	3,290,000	511,300	835,000	2,275,725			5,202,993	3,270,065	8,473,058
2029	197,000	165,466	175,000	147,060	165,000	138,653	3,080,000	365,175	880,000	2,232,850			5,050,993	3,065,128	8,116,122
2030	201,000	160,788	179,000	142,904	169,000	134,734	1,825,000	256,238	925,000	2,187,725			3,852,993	2,894,821	6,747,814
2031	206,000	156,014	183,000	138,653	173,000	130,720	1,900,000	186,300	970,000	2,140,350			3,911,709	2,760,978	6,672,687
2032	211,000	151,121	188,000	134,306	177,000	126,611	1,970,000	108,900	1,020,000	2,090,600			4,033,608	2,618,831	6,652,439
2033	216,000	146,110	192,000	129,841	181,000	122,408	2,050,000	34,750	1,065,000	2,043,800			4,138,216	2,482,552	6,620,768
2034	221,000	140,980	197,000	125,281	185,000	118,109			1,115,000	1,994,625			2,152,216	2,383,510	4,535,726
2035	226,000	135,731	201,000	120,603	190,000	113,715			1,175,000	1,937,375			2,226,216	2,310,810	4,537,026
2036	232,000	130,364	206,000	115,829	194,000	109,203			1,235,000	1,877,125			1,923,434	2,234,777	4,158,211
2037	237,000	124,854	211,000	110,936	199,000	104,595			1,295,000	1,813,875			1,998,434	2,155,389	4,153,823
2038	243,000	119,225	216,000	105,925	204,000	99,869			1,365,000	1,747,375			2,028,000	2,072,394	4,100,394
2039	249,000	113,454	221,000	100,795	208,000	95,024			1,435,000	1,677,375			2,113,000	1,986,648	4,099,648
2040	255,000	107,540	226,000	95,546	213,000	90,084			1,505,000	1,603,875			2,199,000	1,897,045	4,096,045
2041	261,000	101,484	232,000	90,179	218,000	85,025			1,585,000	1,526,625			2,296,000	1,803,313	4,099,313
2042	267,000	95,285	237,000	84,669	224,000	79,848			1,665,000	1,445,375			2,393,000	1,705,177	4,098,177
2043-2054	3,745,000	603,298	3,328,000	535,634	3,138,000	505,519			28,075,000	9,253,375			38,286,000	10,897,825	49,183,825
Totals	7,709,000	3,158,156	6,852,000	2,806,063	6,460,000	2,646,083	23,085,000	3,891,688	48,415,000	44,911,850	0	1,242,933	98,207,792	58,816,908	157,024,700

PROPOSED RATE & FEE SCHEDULE

- PROPOSED FY25 RATE & FEE SCHEDULE
- PROPOSED RATE INCREASES BY OTHER UTILITIES



ONWASATM



Fiscal Year 2024 - 2025 Proposed Rate and Fee Schedule

Water

I. Residential & Commercial Customers

Base Water Charges		
Meter Size	Base-Charge	Base Charge
3/4"	\$17.28	\$19.14
1"	\$43.16	\$47.80
1.5"	\$86.26	\$95.53
2"	\$137.94	\$152.77
2.5"	\$206.97	\$229.22
3"	\$275.94	\$305.60
4"	\$431.16	\$477.51
6"	\$862.31	\$955.01

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	\$3.99	\$4.42	\$5.98	\$6.62
Next 4,500	\$4.13	\$4.57	\$6.18	\$6.84
Next 7,500	\$5.34	\$5.91	\$8.04	\$8.90
Next 10,000	\$6.98	\$7.73	\$10.49	\$11.62
Over 25,000	\$8.19	\$9.07	\$12.32	\$13.64

Bulk Meter \$5.35 per 1,000 gallons \$5.93 per 1,000 gallons

Master Meter (including Multi Users): \$5.35 per 1,000-gallons

Sewer Bulk Fee \$5.67 per 1,000-gallons By Contract Only

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

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

Sewer

III. Residential & Commercial Customers

User Fees*	Base Sewer Charges			
Rate per 1,000-Gallons	Rate per 1,000 Gallons	Meter Size	Base-Charge	Base Charge
\$7.97	\$8.83	3/4"	\$28.08	\$31.10
\$7.97	\$8.83	1"	\$70.39	\$77.96
\$7.97	\$8.83	1.5"	\$140.42	\$155.52
\$7.97	\$8.83	2"	\$224.68	\$248.83
\$7.97	\$8.83	3"	\$448.30	\$496.49
\$7.97	\$8.83	4"	\$699.28	\$774.45

**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	\$1,620.00
1"	\$1,910.00
1-1/2" & above	\$1,100 plus Materials
Sewer	
Tap Size	Fee
4" Residential Only	Cost plus 10%

V. System Development Fees

Meter Size	Water	Water	Sewer	Sewer
3/4"	\$2,983	\$2,063	\$4,823	\$4,460
1"	\$4,971	\$3,438	\$9,912	\$7,432
1.5"	\$9,943	\$6,877	\$19,823	\$14,867
2"	\$15,907	\$11,003	\$31,717	\$23,785
3"	\$31,814	\$22,005	\$63,435	\$47,570
4"	\$49,710	\$34,384	\$99,117	\$74,329
6"	\$99,419	\$68,766	\$198,232	\$148,656
8"	\$159,071	\$110,026	\$317,172	\$237,850
10"	\$238,606	\$165,039	\$455,936	\$356,775

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
 Private Utility Listing \$0.10 per Account
 By Contract Only

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 \$2,000.00

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)
Meter Downsize Fee	\$250.00 plus cost of materials
Manual Meter-Read Fee	\$50.00 per manual read
Credit Letters/Property	\$5.00
Connect Fee	\$35.00
Non-Payment Fee	\$60.00
Late Fee	\$6.00 up to \$120.00 balance due \$6.00 plus 5% of balance due >\$120.00 assessed 25th day from statement date
Lock Replacement Fee	\$6.00
Meter Test	\$65.00
After Hours, Monday-Friday (except for Holidays)	
After 4:00 pm until 7:00 pm	\$55.00
After 7:00 pm	\$175.00 \$100.00
After Hours, Weekends and Holidays Service Call	
8:00 am until 7:00 pm	\$55.00
After 7:00 pm	\$175.00 \$100.00
Landlord Transfer Fee	\$20.00
Inspection fee prior to start of service:	
1st Visit	No Charge (Residential & Commercial)
Every visit after the 1st	\$60.00
Plan Review Fee of Developer's Project Plans	
Plans with main extension(s)	\$150.00 more than 100 lots
Plans with main extension(s)	\$100.00 less than 100 lots
Plans with no main extension(s)	\$50.00
Plan Re-review Fee	Same as Plan Review Fees
Hydrant Flow Test Data	\$75.00 per test
Flush/Fill/Chlorinate	\$3.75 per 1,000 gallons
Plat Review Fee of Developer's Project Plans	
1st Review	No Charge
Every review after the 1st	\$50.00
Backflow Inspection Fee	
1st Visit	No Charge (Residential & Commercial)
Every visit after the 1st	\$60.00 (each time Residential & Commercial)
Hydrant Meter Test for damaged meters	\$100.00 plus cost of replacement parts
Meter Relocation Fee	
No new tap required	\$325.00 plus cost of materials
New tap required	See Tap Fees

Water & Sewer - Continued

X. Administrative Fees

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

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

Map File Preparation \$35.00

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

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 plus a 2% administrative fee.

Equipment Cost Per Hour:

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

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

Sewer Boring Charge-based on contract price per foot

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

Water & Sewer - Continued

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:

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

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

Michael R. Bennett, Chairman

Adopted the ____ day of June 2024.

Attest:

Heather Norris, Clerk to the Board