

BRUNSWICK REGIONAL WATER & SEWER H2GO
REGULAR BOARD MEETING
WEDNESDAY February 19, 2025

OFFICIAL MINUTES

CALL TO ORDER:

Chairman Ronnie Jenkins called the meeting to order at 5:00 p.m.; a quorum was present. The assembly cited the Pledge of Allegiance.

MEMBERS PRESENT:

Present from the Board of Commissioners were members Ronnie Jenkins, Chairman, Barry Laub, Vice Chairman, Rodney McCoy, Secretary, and Commissioners Bill Beer, and Steve Hosmer. Present from H2GO were Bob Walker, Executive Director, Russ Lane, Assistant Executive Director-Operations, Scott Hook, Assistant Executive Director-Administration, Ken Brown, Finance Director, Jennifer Phillips, Deputy Finance Director, Sara Meyer, Human Resource Director, Brenda Thurman, Customer Service Manager, Adrianna Weber, Engineering Director, Lloyd Brown, IT Manager, and Deana Greiner, Clerk to the Board. Also present was Mr. Steve Coble with Coble Law Firm.

DISCUSSION/ADJUSTMENT OF AGENDA:

Chairman Jenkins asked if there were any adjustments to the agenda. Staff stated that all adjustments were presented in red, which consisted of adding the Malmo Ventures Second Amendment agreement and Encroachment Agreement to the Executive Director's Report; deleting the Gurkin Construction Purchase Order under the Engineering Report and adding the WWTP Feasibility Study under the Engineering Report. **Commissioner Beer made the motion to accept the agenda as amended. A vote was called, and the motion was carried unanimously.**

PUBLIC HEARING: RATE AND FEE SCHEDULE:

Chairman Jenkins explained that this public hearing was to hear comments regarding proposed changes to the Rate and Fee Schedule; he explained that the only rates being discussed pertained to Irrigation Rates.

Commissioner Hosmer made the motion to open the public hearing to discuss the proposed irrigation rate changes to the Rate and Fee Schedule; a vote was called, and the motion was carried unanimously.

David Chianese of 3037 Eno Lane: In addition to written comments; which are hereby incorporated and made a part of these minutes as Exhibit A; Mr. Chianese explained that tiered rates would not work for their situation and expressed that they felt the first option of increasing the irrigation rate to \$8 was too much. Mr. Chianese stated that he felt the board was not listening to them.

Fran Smolak of 1119 Spring Glen Ct: Mrs. Smolak explained she came in with the belief that the water rates were going up rather than the irrigation rates; she stated that she still buys bottled water. Mrs. Smolak expressed that the board needed to give more feedback on these issues.

Chairman Jenkins reported that there was one other set of written comments submitted to the clerk, which are hereby incorporated and made a part of these minutes as Exhibit B.

Commissioner McCoy made the motion to close the public hearing; a vote was called, and the motion was carried unanimously.

CONSENT AGENDA:

Commissioner McCoy made the motion to approve the consent agenda which consisted of January 15, 2025, Regular Board Meeting Minutes, January 31, 2025 Workshop Meeting Minutes; January 1-31, 2025, Check Register, the Financial Statements for January 2025, Brunswick Forest Phase 9 Section 1 Deed of Dedication, Highland Hills Village Deed of Dedication, Del Webb at Mallory Creek Phase 1C Deed of Dedication, Brunswick Forest Phase 9 Section 1 Performance Guarantee Release, Del Webb at Mallory Creek Phase 1C-Yolks Performance Guarantee Release, and Del Webb at Mallory Creek Phase 1C-Lift Station Guarantee Release. A vote was called, and the motion was carried unanimously.

COMMISSIONERS REPORT:

No discussion occurred.

PUBLIC COMMENTS:

Chairman Jenkins opened the floor for public comments.

David Chianese of 3037 Eno Lane: Mr. Chianese voiced his concerns about the board taking action on the proposed irrigation rates; he felt that the board should not vote on this item without allowing more time for customers input on the issue. Mr. Chianese expressed that it felt to him that the board was not listening.

OLD BUSINESS:

None discussed.

NEW BUSINESS:

Proposed Irrigation Rates:

Digital Media Marketing Efforts and 2025 Strategy: Leah Bradley with InSea Creations was present; she gave a review of her plan for our upcoming social media publications and a

recap of our past quarter publications. InSea Creations power point presentation with this review is hereby incorporated and made a part of these minutes as Exhibit C.

EXECUTIVE DIRECTOR'S REPORT:

Resolution 2025-02-01 Approving Mutual Termination Agreement between H2GO and the Town of Leland Regarding JUA for Savannah Branch:

East Lake Development Agreement:

Malmo Ventures Second Amendment:

Encroachment Agreement Malmo H2GO:

Mr. Walker stated that discussion on the first four items in his report will be better suited in Executive Session and that the Board could take action after they come out of Executive Session.

BRIC2024 Invitation to Submit Full ASR Well Project Funding: Mr. Walker reported to the board that we have been selected to submit a full application for the BRIC2024 Grant for the funding of our ASR Well project.

ASSISTANT EXECUTIVE DIRECTOR'S REPORT-ADMINISTRATION:

Mr. Hook stated that he had nothing to report.

HUMAN RESOURCE DIRECTOR'S REPORT:

Monthly Report: Mrs. Meyer stated that her monthly report was included in the agenda packet; she stated that there was nothing new to report this month, no new hires, no terminations.

The board circled back around to Mr. Walker; Commissioner Laub asked about the County tabling a request from us. Mr. Walker explained that we had approached the County to see if they would be interested in giving us the abandoned waterline under US17; he said this was the line that originally fed Brunswick Forest when we were buying water from the County. It was said that the County tabled that decision and there would be more discussion on this in the future.

FINANCE OFFICER'S REPORT:

FY2025 Fund 23 Budget Ordinance Amendment Mr. Brown presented to the board a budget ordinance amendment for Fund 23 to cover some directional drilling; he said the money would be taken from the System Development Fees. **Commissioner Beer made the motion to approve FY2025 Fund 23 Budget Ordinance Amendment as presented; a vote was called, and the motion was carried unanimously.**

Presidio Network Solutions Inc Mr. Brown presented to the board a three-year service contract to Presidio Network Solutions; he explained that this was for cyber security. It was said that this was a three-year contract totaling \$100304.01, with the first year being at \$34552.89. It was said that this item will come out of the software line item of the operation budget. Commissioner Hosmer made the motion to approve the Presidio Network Solutions Inc contract as presented; a vote was called, and the motion was carried unanimously.

Service Contract: Charles R. Underwood Inc Mr. Brown presented to the board the service contract for Charles R Underwood; he explained that this item did not need approval, however, staff wanted to present it to the board for transparency. Mr. Brown explained that this was a maintenance contract for the RO Plant that would allow Charles R. Underwood to perform maintenance on an as needed basis. It was said that in an emergency this would save time in finding a vendor to do the repair work and essentially saving money. It was said that Mr. Coble has reviewed and approved of this contract.

ASSISTANT EXECUTIVE DIRECTOR'S REPORT-OPERATIONS:

Update: Distribution and Sewer Collection Systems Growth for 2024 Mr. Lane reported to the board that we had 27 Deed of Dedications last year; that resulted in an additional 89000 feet of water line, 65000 feet of gravity sewer, and 16000 feet of force main.

There were questions about fleet maintenance; Mr. Lane stated that we do all the maintenance that we are equipped to do. Mr. Lane said that we are unable to do transmission work and diagnostics.

ENGINEERING DIRECTOR'S REPORT

Grayson Park Phase 3B Remaining Lots DOD Ms. Weber presented to the board a deed of dedication for Grayson Park Phase 3B; she explained that this was one we did previously; however, the developer added a few extra lots. Commissioner Beer made the motion to approve the deed of dedication for Grayson Park Phase 3B as presented; a vote was called, and the motion was carried unanimously.

Wesco Fund 16 Flow Meters Ms. Weber presented to the board a purchase order from Wesco to purchase flow meters for the Well Sites at \$74517.48. Commissioner Hosmer made the motion to approve the purchase order to purchase flow meters from Wesco as presented, a vote was called, and the motion was carried unanimously.

McKnaughton-Mckay RTU Cabinets Ms. Weber presented to the board a purchase order from McKnaughton-McKay for RTU Cabinets for our well sites at \$60710.14. Commissioner McCoy made the motion to approve the purchase order to purchase RTU Cabinets from McKnaughton-McKay as presented, a vote was called, and the motion was carried unanimously.

Core and Main Change Order Fund 23 Ms. Weber explained to the board that because of the directional drilling that is needed there was a cause for more materials; she presented

to the board the change order for Core and Main for the added materials in the amount of \$33145.35. Commissioner Laub made the motion to approve the change order for Core and Main as presented; a vote was called, and the motion was carried unanimously.

United Rentals Change Order Fund 23 Ms. Weber explained to the board that because of the directional drilling that is needed there was a cause for longer equipment rental time from United Rentals; she presented to the board a change order in the amount of \$56580.44. Commissioner Laub made the motion to approve the change order for United Rentals as presented; a vote was called, and the motion was carried unanimously.

Electrical Panels Well Sites 6, 7, and 8 Ms. Weber presented to the board three purchase orders from Graybar for the switch gears for the electrical panels for each well site 6, 7, and 8. It was said that each well site had its own purchase order, each one at \$41064.15. Commissioner Beer made the motion to approve the three purchase orders from Graybar as presented, a vote was called, and the motion was carried unanimously.

WWTP Feasibility Study Ms. Weber presented to the board a proposal from Rummel Klepper & Kahl, LLP to perform a feasibility study for a Wastewater Treatment Plant on the west side of the district; it was said this would be a zero-discharge facility and would incorporate the use of purple pipe. It was said the cost of the feasibility study would be around \$140,000. It was said that the intent was to approach the County after the study was complete to discuss severing our current contract and or exploring other partnership options. Members of the board expressed their concern of spending money without first reaching out to the County; it was said they felt we should try to see what the County's thoughts on this before spending \$140,000.

ATTORNEY'S REPORT:

Mr. Coble stated he had nothing to report.

INFORMAL DISCUSSION:

Commissioner McCoy asked about Operational Round Up. Mr. Hook stated that we no longer have this program because our new billing software does not allow for a way for us to implement it.

Mr. Walker expressed gratitude to Mr. Lloyd Brown, Brian Griffith, and Jack Early for their work in enhancing SCADA communications between the well sites, the water storage tanks, and the plant.

EXECUTIVE SESSION:

Commissioner Beer made the motion for the board to enter executive session for the purpose of Consultation with Legal Counsel, pursuant to NCGS 143-318.11(a)(3); to discuss Contract Negotiations, pursuant to NCGS 143-318.11 (a)(5); a vote was called, and the motion carried unanimously.

Commissioner Hosmer motioned for the board to return to open session; a vote was called, and the motion was carried unanimously.

There was nothing to report out of the executive session. Upon returning to open session, the following motions were made regarding each item.

Resolution 2025-02-01 Approving Mutual Termination Agreement between H2GO and the Town of Leland Regarding JUA for Savannah Branch: Commissioner McCoy made the motion to approve the Resolution 2025-02-01 Approving Mutual Termination Agreement between H2GO and the Town of Leland Regarding JUA for Savannah Branch as presented; a vote was called, and the motion was carried unanimously.

East Lake Development Agreement: Commissioner Hosmer made the motion to approve the East Lake Development Agreement contingent upon them receiving the parcel number for the missing tract of land; a vote was called, and the motion was carried unanimously.

Malmo Ventures Second Amendment: Commissioner Beer made the motion to approve the Malmo Ventures Second Amendment as presented, a vote was called, and the motion was carried unanimously.

Encroachment Agreement Malmo H2GO: Commissioner Laub made the motion to approve the encroachment agreement as presented; a vote was called, and the motion was carried unanimously.

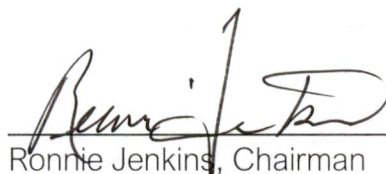
ANNOUNCEMENT OF NEXT MEETING:

Chairman Jenkins announced that there would be a workshop meeting, scheduled for March 11, 2025, at 10 a.m. located at the Training Room of the Reverse Osmosis Water Treatment Plant.

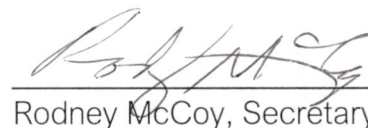
Chairman Jenkins announced the next Regular Board Meeting to be March 19, 2025, to be located at the Training Room of the Reverse Osmosis Water Treatment Plant, at 5 p.m.

ADJOURNMENT:

Commissioner Beer made the motion to adjourn the meeting at 7:22 p.m., a vote was called, and the motion was carried unanimously.



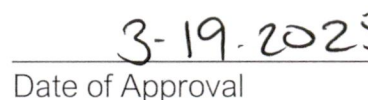
Ronnie Jenkins, Chairman



Rodney McCoy, Secretary



Deana Greiner, CMC Clerk to Board



Date of Approval

February 19, 2025

H2GO Board of Commissioners
516 Village Rd. NE
P.O. Box 2230
Leland, NC 28451

ATTN: Ms. Deana Greiner, Clerk to the Board

Subject: Comments to Proposed Irrigation Rate Increase Per Rate Hearing on WED,
February 19, 2025

Dear Mr. Board Chair and Commissioners:

My name is Karen Pallansch and I reside at 1415 Cross Water Circle, Leland. I am unable to attend tonight's public hearing and therefore am providing in-person comments. I submit these written comments and ask that they be added to the public record as part of the Public Hearing held on Irrigation Rates.

I offer the following comments for the Board's consideration:

1. No revenues were provided to assess these potential rates against. This creates an incomplete case for review of any rate increase, even something seemingly simple like irrigation. This lack of information is a disservice to the public, who pay these regressive fees due to the monopolistic nature of your services.
2. There was no explanation or analysis provided of the variety of rate structures available to meet the goal of water conservation. Without this basic education and rate setting context from the board to the public, there is an appearance that this rate was constructed using random analytics to serve an unwritten.
3. I do agree that those who use excessive amounts of drinking water for irrigation should be charged appropriately. Irrigation water is not free and its overuse directly impacts the ability to supply drinking water for daily use and firefighting needs, and support the rapid growth currently seen in our community.
4. I encourage H2GO to consider installing water reuse and/or stormwater capture systems for all new irrigation systems under way or currently in planning. These systems would use recycled wastewater or captured stormwater for irrigation, offsetting the need for continued, expensive drinking water infrastructure to provide irrigation needs.
5. I encourage H2GO to invest in better education to the public regarding irrigation, drinking water, and ways that the public can better manage their outside water needs, such as rain barrels, natural landscaping, etc. H2GO should consider offering competitive grants to allow homeowners and communities to install water management options, such as rain swales, rain barrels, native landscaping, and permeable paving to better manage landscaped water needs without the use of

irrigation water. Perhaps part of the potential revenue that this increase will cause could be apportioned to a grant fund for these activities.

6. I encourage H2GO to create a finance and budget citizen advisory committee to the board to provide a sounding board, learn from your consultants and staff and provide input to the board on important issues and provide review of proposed budgets and rates.
7. No mention of affordability in this rate setting was made. Affordability should be at the forefront of every rate setting action.
8. I requested a copy of the rate setting calculations and documents. In my experience, these documents are available to show the detailed calculations, values and goals direction to the rate consultant from the board, and option trade-offs reviewed. I only received a short PDF of a presentation given to the board of commissioners, which provides limited and poorly presented information.
9. The information publicly provided lacks context and explanation. Unless one has worked in the water sector, they would not understand meter equivalency ratios, the 'why' behind some of the data presented, as well as the terms of art and abbreviations used throughout the presentation. It is important that information provided to the public that they pay for through their rates is made understandable and relatable so that they can understand the ask at a public hearing and thoughtfully respond to proposals under review.
10. There was a very limited timeframe for customers to learn about the proposed rates and provide feedback.
11. The document made available to me a few weeks ago notes on the last page the "rates effective May 1, 2025". No document should state something that has not happened or been approved by board vote; it should be presented as "draft" or "proposed", otherwise, it skirts ethical lines in my opinion.
12. If there was a problem because of water use during the drought, the fact that NO additional communications or education have been sent out to the public until January 2025 regarding an irrigation rate workshop (subsequently rescheduled to January 29 due to snow) is concerning. It is hard to support this proposal given that no follow up communications were held during or after the summer's concerns.

Overall, as a semi-retired water professional, I ask that no decision be made this evening at the public hearing or afterward in the meeting. I believe more information, as noted above, is due to the public for review. Any vote should be held at your next meeting on March 19th at the earliest.

I appreciate the opportunity to provide these written comments.

Sincerely,



Karen L. Pallansch, P.E., BCEE, WEF Fellow

Dear H2Go Board of Commissioners,

Unfortunately, none of your newly proposed tiered rates recognize the unique environment at Park Landing Townhomes. Despite multiple presentations and careful explanations to you and H2GO about our shared meter system, it appears that you've chosen to completely ignore our efforts.

We have explained to you many times at several meetings that PLT has 20 water meters supplying 82 customers in PLT. H2GO uses the terms "Customer" and "Meter" interchangeably. Our 20 "meters" serve 82 "customers" and these terms are not interchangeable. A tiered rate structure that does not take into account our shared usage is ill conceived and from our point, deliberately punitive when there is no valid reason to do so.

It was stated at your meetings that you would have to make considerations for this issue, none of these rates on your charts take into consideration of square footage being irrigated.

At the last meeting, you stated that your primary goal is to reduce overwatering and provide a disincentive to those customers who do. PLT has provided irrefutable evidence to you that we are not over watering, yet these new tiered rates will severely penalize our townhome association AS IF we are overwatering. We have repeatedly requested you explain how PLT is over watering and those requests have been ignored.

While we support your efforts to conserve water and disincentive excessive irrigation, we state once again, we are not doing so, and your new proposed rates will unfairly and indiscriminately penalize our HOA. All we ask for is fairness.

Regards,

Park Landing Townhomes

Exhibit G 3-19-25 Minutes



INSEA CREATIONS

DIGITAL MARKETING OVERVIEW

Presented by inSea Creations
February 19, 2025



H₂GO

Brunswick Re
Water & Sew



INSEA CREATIONS



2024 RECAP

Deliverables

- Month 1 (November 1-30):
 - Initial brand refresh for social media
 - Creation of templates for meetings, announcements, and highlights
 - Minimum of one new feed post and one new story post weekly on Facebook and Instagram
- Month 2 (December 1-31):
 - Continuation of social media management as described above
 - Attendance at Board of Commissioners Meeting with summary reporting
 - Published internal newsletter by first week of December



INSEA CREATIONS



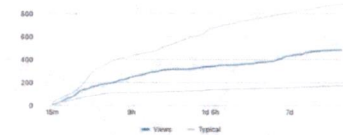
2024 RECAP

Overview

Views 487 Reach 296 Interactions 4 Link clicks --

This post's views are typical compared to your recent Facebook posts.

Views 487



From followers

From non-followers 20%

This post's interactions are typical compared to your recent Facebook posts.

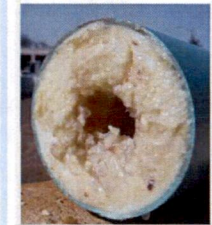
Interactions 4

Reactions 2 Comments 0 Shares 2 Saves 0

Feed preview

H2GO
Published by H2GO
November 28 at 10:05AM

This Thanksgiving, give your drains & pipes something to be thankful for. 🦃
Avoid rinsing grease down the drain—it solidifies and causes clogs! Use H2GO. Dispose of grease properly after it cools by placing it in a container and throwing it in the trash. Let's keep our pipes clear and our water flowing! 🙌 Happy Thanksgiving!
#H2GO #H2GOCo #H2GO #H2GO #Thanksgiving #Thanksgiving #Thanksgiving #Thanksgiving #H2GO #H2GO #H2GO #H2GO #H2GO #H2GO #H2GO #H2GO #H2GO #H2GO



View post on Facebook

TOP PERFORMING CONTENT OF NOVEMBER

Total Page Reach (Facebook): 650
Total Content Views (Facebook): 4.1k

Total Page Reach (Instagram): 17
Total Content Views (Instagram): 93

Exhibit C 3-19-25 Minutes



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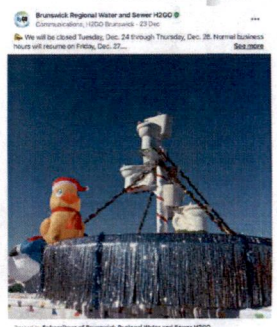
2024 RECAP

BRUNSWICK REGIONAL WATER
AND SEWER, H2GO

MONDAY, 2 DECEMBER 2024

The Water Cooler

NEXTDOOR



META

TOP PERFORMING
CONTENT OF
DECEMBER

Total Page Reach (Facebook): 1.4k
Total Content Views (Facebook): 4.4k
Total Page Reach (Instagram): 10
Total Content Views (Instagram): 68



INSEA CREATIONS

2025



Q1 CONTENT *

• EDUCATIONAL TOPICS:

- ✓ Winterize Irrigation
 - Consumer Confidence Report
- ✓ Frozen Pipe Prevention
 - Annual RPZ Testing
 - Tiered Irrigation Rates
 - Water Conservation
 - Annual Wastewater & Collections
 - Irrigation Schedule
- ✓ FAQ's : sourced from H2GO website

• PUBLIC NOTICES:

- ✓ BOC Meetings : Regular & special meetings, workshops, public hearings
- ✓ Holiday closures (Influx of notices in this quarter)
 - Urgent public announcements : Boil advisories, water conservation alerts, sewer system overflows, traffic disruptions, water service interruptions

Exhibit C 3-19-25 Minutes



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JANUARY

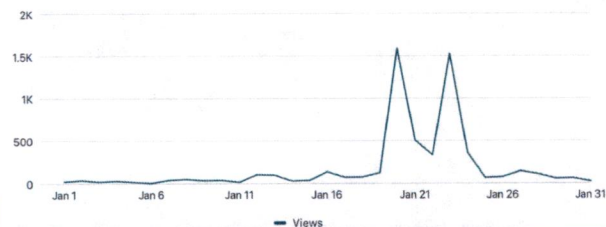


Content overview

Breakdown: Organic/ads

All Reels Videos Live Posts Stories

Views 5.8K ↑ 33% Reach 2.2K ↑ 53.7% 3-second views 2 ↑ 100% 1-minute views 0 0% Content interactions 52 ↑ 108% Watch time 24s ↑ 61.6%



Views breakdown

Jan 1 - Jan 31

Total 5,832 ↑ 33%
From organic 100% 0%
From ads 0% 0%

TOP CONTENT: JAN.

H2GO
Published by Brunswick Rws
January 23 at 5:00 PM · 🌐

🚧 Facilities will be closed tomorrow, Jan. 24, due to inclement weather. Stay safe!

Water Emergencies 📞 (910) 367-1537
Sewer Emergencies 📞 (910) 367-2084

#BrunswickCounty #BrunsCo #BRWS #NC #H2GO

H2GO

Facilities are closed Friday, Jan. 24 due to inclement weather

📞 WATER EMERGENCIES: (910) 367-1537
📞 SEWER EMERGENCIES: (910) 367-2084

META

NEXTDOOR

Brunswick Regional Water and Sewer H2GO
Communications, H2GO Brunswick · 13 Jan

Board of Commissioners Meeting:

BOARD OF COMMISSIONERS Meeting

JAN 15

Posted to Subscribers of Brunswick Regional Water and Sewer H2GO
1,092 Impressions



INSEA CREATIONS

FEBRUARY

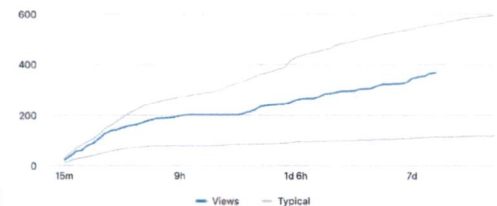


Overview

Views **367** Reach **220** Interactions **4** Link clicks **--**

This post's views are typical compared to your recent Facebook posts.

Views **367**



Feed preview

H2GO
Published by Brunswick Rws
February 7 at 2:01PM

Happy #FunFAQFriday!

Q: What is an RPZ?
A: An RPZ (Reduced Pressure Zone) backflow preventer is a crucial device in your irrigation system. It's installed downstream of the meter to prevent contamination from entering H2GO's water supply....
[See more](#)

Q&A

NEW CAMPAIGNS: FEB.

- #FunFAQFriday
 - Ways to work through FAQ's on the H2GO site and build evergreen content beneficial to residents.
- Valentines Day Content

**Roses are red,
violets are blue,
H2GO's Reverse
Osmosis plant
was made for
me and you**

to:
from:

**Fire hydrants are red,
the sky is blue, make
sure your hydrant is
easy to get to**

to:
from:

**Tank you for
being my
Valentine**

to:
from:

META



INSEA CREATIONS

2025



Q2 CONTENT*

• EDUCATIONAL TOPICS:

- Educational topics to build social media content for:
- NC811 National Safe Digging Month
- Hurricane Preparedness
 - Water service interruptions
- Water conservation & irrigation schedule
- Wastewater dos and don'ts
- CIP Projects
- FY 2026 Budget
- FAQ's: sourced from H2GO website

• PUBLIC NOTICES:

- BOC Meetings: Regular & special meetings, workshops, public hearings
- Holiday closures
- Urgent public announcements: Boil advisories, water conservation alerts, sewer system overflows, traffic disruptions, water service interruptions

Exhibit C 3/19/25 Minutes



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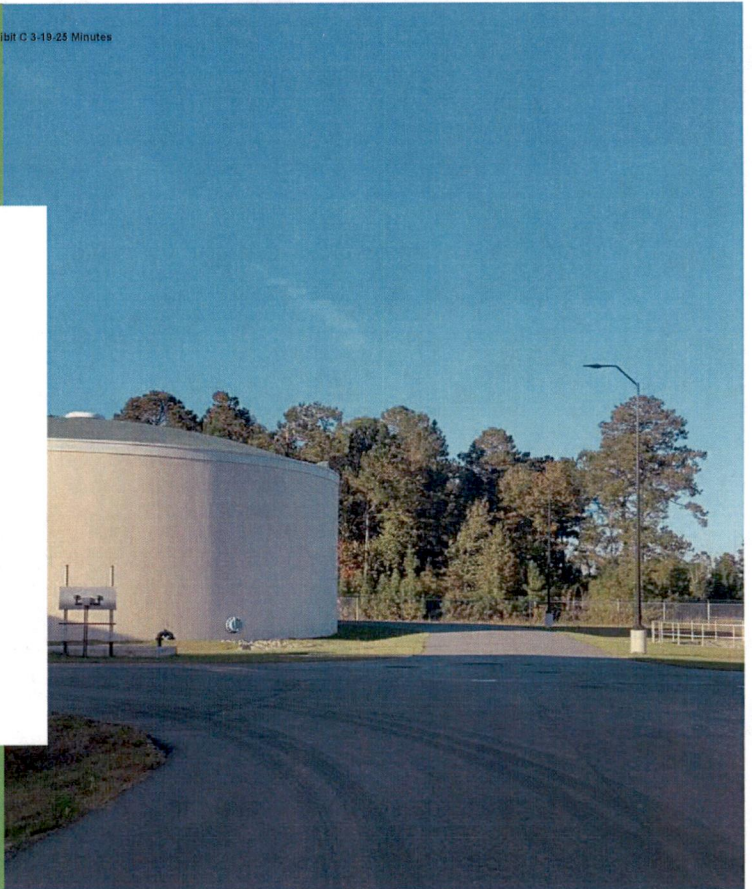


INTERNAL NEWSLETTER

COMMUNITY WATER AND SEWER, H2GO MONDAY, 2 DECEMBER 2024.

The Water Cooler

The Water Cooler is a quarterly newsletter developed for internal communications among staff to highlight and summarize key concepts, initiatives, and community development.





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PLATFORMS IN USE



NEXTDOOR



FACEBOOK



INSTAGRAM



X



LINKEDIN



Exhibit C 3-19-25 Minutes



INSEA CREATIONS

THANK YOU



(919) 353 - 1921



LEAH@INSEACREATIONS.COM