

BRUNSWICK REGIONAL WATER & SEWER H2GO  
SPECIAL MEETING  
MONDAY NOVEMBER 4, 2024  
  
OFFICIAL MINUTES

CALL TO ORDER:

Chairman Ronnie Jenkins called the meeting, located at Brunswick Regional Water and Sewer Reverse Osmosis Water Treatment Plant Training Room, to order at 5 P.m.; a quorum was present. The assembly was led in the Pledge of Allegiance.

MEMBERS PRESENT:

Present from the Board of Commissioners were members Ronnie Jenkins, Chairman, Barry Laub, Vice Chairman, Rodney McCoy, Secretary, Bill Beer, and Steve Hosmer, present from H2GO was Bob Walker, Executive Director, Lloyd Brown, IT Director, and Deana Greiner, Clerk to the Board. Also present was the attorney, Steve Coble.

PARKWOOD LANDING TOWNHOMES HOA

Board members representing the HOA from Park Landing Townhomes in Brunswick Forest presented to the board their comments and concerns regarding tiered irrigation rates; their handouts are incorporated and made a part of these minutes as Exhibit A.

It was explained that Park Landing Townhomes has 20 irrigation meters that serve 82 townhomes. It was explained that Park Landing Townhomes felt the tiered rates were unfair to them given the nature of their system; they provided the H2GO Board with documentation on their findings. It was explained that Park Landing go through great lengths to work with their landscaping company to make sure they are properly irrigating while following H2GO policies. The Park Landing Townhomes board asked that H2GO take these items into consideration when discussing tiered rates in the future; they also asked that the board consider refunding them the excess charges of \$451 they paid for the month of August and September.

It was said that Park Landing Townhomes understand the issue of why the tiered rates were considered. Members of Park Landing Townhomes expressed that H2GO should look at other options; they expressed that RO Water was not necessary for irrigation. There was a suggestion for looking into the possibilities of other resources.

H2GO thanked the board of Parkland Townhomes for their comments and suggestions; they thanked them for their professionalism in this matter.

EXECUTIVE SESSION TO DISCUSS CONTRACT NEGOCIATIONS, PURSUANT TO NCGS 143-318.11 (A)(5)

Commissioner Beer made the motion for the board to enter the executive session to discuss contract negotiations, pursuant to NCGS 143-318.11 (a)(5); a vote was called, and the motion was carried unanimously.

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

There was nothing to report on from the Executive Session.

The board asked Mr. Walker for his opinion on Park Landing Townhomes. Mr. Walker explained that he felt that Park Landing was asking for an accumulate billing in that they wanted to divide their usage by 82 units. Mr. Walker explained that legally we cannot do this. It was said that we should not consider refunding any money, it was said that in doing so it would open the gate for many other requests. Mr. Walker stated that if the time came that tiered rates are considered again that there will be a need to identify certain special exceptions.

ADJOURNMENT:

Commissioner Hosmer made the motion to adjourn the meeting at 5:59 p.m.; a vote was called, and the motion was carried unanimously.

  
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Ronnie Jenkins, Chairman

  
\_\_\_\_\_  
Rodney McCoy, Secretary

\_\_\_\_\_  
Deana Greiner, CMC  
Clerk to the Board

\_\_\_\_\_  
Date of Approval

## AGENDA

Monday, November 4, 2024

Presentation to the H2GO Board of Commissioners

### Introduction ---- Dave Chianese

- Thank you
- Introductions
- We are a responsible townhome association with 82 townhomes (41 buildings)
- There are Twenty (20) H2GO water meters that provide irrigation
- We are in compliance with H2GOs Irrigation Policy (refer to attached letter from Bob Walker)
- Work closely with our contracted landscaper – Mainscape who
  - Maintains lawns
  - Follows guidelines from Bolivia Horticulture Center of Brunswick County
  - Monitors and maintains the irrigation system

### The Facts – Tony Fascenda (details attached)

- How Park Landing Townhomes (PLT) regulates irrigation
- How the H2GO Tier Rate structure affects PLT
- PLT has never irrigated beyond the first Tier Rate Structure in consumption
- August 6<sup>th</sup> meeting with H2GO and response
- Targeted Consumption Misrepresentations
- The need for common sense billing

### Closing – Florence Chianese

- Compelled to follow established guidelines from
  - The Brunswick Forest Master Association
  - PLTs Governing Documents
  - Required lawn maintenance
  - Appearance matters
  - Fines
- Why are we here?
  - With the H2GO Tiered Rate structure, townhome billing should mimic billing of single-family homes - one meter per home
  - The H2GO Tiered Rate structure misrepresents the actual gallons utilized per townhome
  - PLT should not be discriminated against because we utilize multi-unit meters
  - We are also requesting a refund of the excess charges occurred for August and September 2024

Thank you for your time and concern for our community and if there is any additional information you may need, please contact anyone of us.

### Park Landing Board of Directors

Florence Chianese, President ([chianesef@att.net](mailto:chianesef@att.net))

Roberta Renk, Vice President ([robertarenk@gmail.com](mailto:robertarenk@gmail.com))

Tony Fascenda, Secretary ([tony@fascenda.com](mailto:tony@fascenda.com))

Sandy Hicks, Finance Officer ([slhcrnp@verizon.net](mailto:slhcrnp@verizon.net))

Rachelle Martin, Member at Large ([cdrmartin@gmail.com](mailto:cdrmartin@gmail.com))



**chianesef@att.net**

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**From:** Bob Walker <bwalker@h2goonline.com>  
**Sent:** Monday, February 21, 2022 4:46 PM  
**To:** chianesef@att.net  
**Cc:** RON JENKINS; Barry.laub1@gmail.com; Rodney McCoy (rmccoy1951@gmail.com); Steve Hosmer; Bill Beer; Deana Greiner; Tyler Wittkofsky  
**Subject:** RE: H2GO Irrigation Policy

Florence,

Thank you for reaching out last week to discuss the exceptional situation regarding irrigation for the Park Landing Townhomes. It is my understanding 82 townhome units receive irrigation from a system operated, scheduled, and controlled by the Park Landing HOA; and during irrigation periods, both odd and even addresses will be irrigated. You have relayed that the system is typically set for irrigation on a 2-day per week event schedule and during summer months that does increase to 3-day per week events; and there are rain sensors to help manage irrigation usage, frequency, and timing – excellent!

It appears the Park Landing HOA is a responsible user of irrigation water and for that, thank you. The Park Landing Townhomes are indeed an exceptional situation to H2GO's irrigation policy and is considered to be compliant with the new policy. I understand there will be exceptions such as yours and appreciate the opportunity to have been able to discuss this with you.

The primary goal of the policy is to reduce peak-demands on the water system – that is to say, to split weekly usage from 6,000 irrigation customers across alternating days to avoid random, imbalanced peak usages occurring on a single day of the week.

Thank you for your continued efforts to help ensure the sustainability of our water resources.

If you have any further questions or concerns, please contact me.

Bob



**Bob Walker, Executive Director**  
Brunswick Regional Water & Sewer H2GO  
**Office:** 910-371-9949 ext. 1006  
**Mobile:** 910-279-4581  
**Web:** [www.H2GOonline.com](http://www.H2GOonline.com)

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## The Issue at Hand

As David Chianese stated, we have 82 townhomes in our HOA. We are responsible for irrigation, and we are the sole payer. We work closely with Mainscape, our irrigation maintenance vendor. Collectively we monitor water consumption carefully. We maintain our system and strictly limit water consumption.

When Park Landing was built, rather than install 82 irrigation meters, one for each townhome, we only used 20 meters, 62 additional meters were not needed. Vastly simplified construction, maintenance and management. Makes total sense. The average is 4.3 townhomes/meter. If we had a separate irrigation meter for each townhome like most HOAs, we wouldn't be here today.

When I looked at the Tiered Rate structure in late July, I began to understand the ramifications. The new Tiered Rate structure placed a 60% penalty for a ¾" meter if consumption goes over 5,000 gallons. If it goes over 10,000 gallons, the penalty increases to 140% and so on up to a rate 5x the base. Let me give you an example. When I looked at the irrigation meter serving my house at 3017 Eno Lane, there are five additional townhomes connected to the meter. If each of these six townhomes used 5,000 gallons in July, we would have been charged \$150 for 30,000 gallons. In August, however, under the Tiering structure, the same 30,000 gallons of water would have been charged \$475. Consumption didn't change. Each townhome consumed the same 5,000 gallons... *all within the first tier*. Not recognizing that multiple units share consumption on a single meter doesn't make sense.

We met with H2GO in their offices on August 6<sup>th</sup>. We were told that there was nothing they could do. So, I wrote to Mr. Walker on 20 August and explained the situation. Mr. Walker called me on the 26<sup>th</sup> of August and requested I send him my spreadsheet detailing my findings. The next day, Mr. Walker returned an updated spreadsheet saying, "It does appear most of your irrigation controls need to be adjusted to reduce excessive irrigation." Most? This was surprising.

Looking at H2GO's consumption data in Mr. Walker's spreadsheet, NOT ONCE has PLT's per-townhome consumption gone beyond the first tier in all of 2024. Not once! Just last month, September, H2GO's data showed we used 1,991 gallons/townhome. That's only 40% of H2GO's first tier, yet we were billed at 125% due to **excess** consumption. On a per-meter basis, not one meter showed consumption beyond the first tier when accounting for the number of townhomes connected to that meter. How then, can we be charged a tiering penalty? This makes no sense. Where is the excess?

May 2024 Usage (gallons)	June 2024 Usage (gallons)	July 2024 Usage (gallons)	August 2024 Usage (gallons)	September 2024 Usage (gallons)
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<b>Per Townhome Consumption</b>					<b>3,443</b>	<b>2,584</b>	<b>4,342</b>	<b>2,207</b>	<b>1,991</b>
<i>Note: H2GO's 1st billing tier is 5,000 gallons. Our usage per townhome is consistently UNDER this first tier.</i>					69%	52%	87%	44%	40%

I tried to understand his excess water statement and I carefully went through his spreadsheet. The spreadsheet went to great lengths to explain "targeted consumption" by showing the irrigable square footage of each townhome multiplying that number by 0.844 gallons/square foot to come up with targeted consumption/meter. This is specious. It makes no accommodation for cooler months like April/May vs. blistering hot months of July/August. The targeted consumption does not enter into any billing calculations. Whether we irrigate 500,000 square feet or 500 square feet, the billing is only based on consumption. Targeted Consumption never enters into it.

Park Landing understands H2GO's concern about excess consumption, but this is strictly a billing issue. We need to use common sense. Our HOA needs to be treated on a per/townhome meter basis just like any other individual homeowner.



**From:** Tony Fascenda <tony@fascenda.com>  
**Sent:** Thursday, August 29, 2024 10:27 AM  
**To:** Bob Walker  
**Cc:** Florence Chianese  
**Subject:** Re: Park Landing II Meter Assignments  
**Attachments:** image001.png; Untitled attachment 00459.htm; Park Landing II Irrigation System rev1.xlsx; Untitled attachment 00462.htm; H2GO utility rate calculators w locked cells rev 2\_.xlsx; Untitled attachment 00465.htm

Bob,  
Thank you for the file. We are looking at the spreadsheets now and will get back to you as soon as possible.

Regards,  
Tony Fascenda  
tony@fascenda.com  
301 873-6558 mobile

On Aug 27, 2024, at 2:52 PM, Bob Walker <bob.walker@h2gonc.gov> wrote:

Tony,

Thank you for the excel file.

Attached is an updated file for your use. I have updated a couple of account numbers and meter addresses. I have also included columns for irrigable areas for each meter based on your breakdown of townhome units served by each meter.

Based on the irrigable areas, we will change our internal billing code to place each meter usage in the appropriate rate tier. Base fees will remain for actual meter size installed. Attached are rate calculators by meter size.

For reference, I have also included usage for each meter for the months of May, June, and July. It does appear most of your irrigation controls need to be adjusted to reduce excessive irrigation.

Please review the attached information and let me know if you have any questions or concerns.

Thank you.

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**PARK LANDING TOWNHOMES  
IRRIGATION PROGRAMS 10/29/24**

													Sep 2024 Billing				
													<---Click header below to calculate monthly billing -->				
Meter/Irrigation Controller Address	Townhome Units Served	ADDRESSES COVERED	IRRIGABLE AREA (sq. ft)	Targeted Supplemental Irrigation Usage (gallons/month)	May 2024 Usage (gallons)	June 2024 Usage (gallons)	July 2024 Usage (gallons)	August 2024 Usage (gallons)	September 2024 Usage (gallons)	October 2024 Usage (gallons)	Targeted Usage	Excess Water Consumption	Tiering OFF	H2GO Billing Tiering ON	H2GO Billing Tired ON Meter Sharing	Average Per Townhome	
3013	Eno Lane	6	3003, 3005, 3009, 3013, 3017, 3021	9,105	7,687	19,880	12,110	18,110	9,280	7,560	0.844	98%	\$38	\$45	\$38	1,260	
3037	Eno Lane	6	3025, 3029, 3033, 3037, 3041, 3045	10,848	9,159	21,220	13,670	22,400	11,450	9,000	0.844	98%	\$45	\$57	\$45	1,500	
2080	Forest View Circle	4	2072, 2076, 2080, 2084	10,142	8,563	16,861	13,211	16,837	9,565	6,659	0.844	78%	\$33	\$38	\$33	1,665	
<del>2166</del> 2162	Forest View Circle	4	2156, 2158, 2162, 2166	14,456	12,205	13,348	10,455	13,303	7,525	4,463	0.844	37%	\$22	\$22	\$22	1,116	
2178	Forest View Circle	4	2170, 2174, 2178, 2180	15,927	13,447	9,707	13,532	17,268	9,796	5,839	0.844	43%	\$29	\$32	\$29	1,460	
2190	Forest View Circle	4	2184, 2186, 2190, 2192	11,100	9,372	19,000	15,199	19,219	11,051	8,629	0.844	92%	\$43	\$54	\$43	2,157	
2202	Forest View Circle	4	2198, 2200, 2202, 2204	17,627	14,883	26,940	16,390	24,070	13,660	19,040	0.844	128%	\$95	\$206	\$95	4,760	
4008	Haliburton Cove	4	4000, 4004, 4008, 4012	10,665	9,005	13,330	7,250	10,770	6,110	4,890	0.844	54%	\$24	\$24	\$24	1,223	
4009 COMMON	Haliburton Cove	12	3003, 304 Eno Lane, 4000, 4004, 4008, 4012, 4016, 4020, 4024, 4028, 4032, 4036 Haliburton Cove	45,700	38,585	-	400	72,500	23,600	39,100	0.844	101%	\$196	\$223	\$196	3,258	
4024	Haliburton Cove	6	4016, 4020, 4024, 4028, 4032, 4036	15,561	13,138	22,700	14,340	21,230	11,880	9,640	0.844	73%	\$48	\$62	\$48	1,607	
<del>5017</del> 5009	Killogren Way	4	5005, 5009, 5013, 5017	6,244	5,272	5,770	3,590	5,890	3,070	2,620	0.844	50%	\$13	\$13	\$13	655	
<del>5021</del> 5025	Killogren Way	4	5021, 5025, 5029, 5033	8,980	7,582	11,020	6,840	11,320	5,740	4,680	0.844	62%	\$23	\$23	\$23	1,170	
5022	Killogren Way	6	5014, 5018, 5022, 5026, 5030, 5034	12,180	10,284	22,470	13,900	20,570	11,630	9,180	0.844	89%	\$46	\$58	\$46	1,530	
5041	Killogren Way	2	5037, 5041	2,854	2,410	5,380	3,340	5,480	2,800	2,210	0.844	92%	\$11	\$11	\$11	1,105	
5042	Killogren Way	4	5038, 5042, 5046, 5050	6,168	5,208	10,020	4,800	11,840	6,230	4,870	0.844	94%	\$24	\$24	\$24	1,218	
<del>5046</del>	Killogren Way		5046, 5050														
5049	Killogren Way	2	5045, 5049	2,854	2,410	16,690	10,850	13,340	6,870	5,300	0.844	220%	\$27	\$27	\$27	2,650	
<del>5054</del>	Killogren Way																
<del>5057</del>	Killogren Way		5053, 5057														
5058	Killogren Way	4	5054, 5058, 5062, 5066	6,780	5,724	12,310	8,170	12,870	6,680	5,400	0.844	94%	\$27	\$28	\$27	1,350	
5061	Killogren Way	4	5061, 5065, 5053, 5057	6,680	5,640	3,880	4,310	9,270	6,010	3,560	0.844	63%	\$18	\$18	\$18	890	
<del>5062</del>	Killogren Way																
<del>5065</del>	Killogren Way																
<del>5066</del>	Killogren Way																
2311	Willbrook Ct	4	2307, 2311, 2315, 2319	11,846	10,002	12,530	15,590	12,550	7,100	4,200	0.844	42%	\$21	\$21	\$21	1,050	
2320	Willbrook Ct	6	2304, 2308, 2312, 2316, 2320, 2324	12,370	10,444	19,290	23,930	17,180	10,930	6,452	0.844	62%	\$32	\$37	\$32	1,075	
20		82			201,018	282,346	211,877	356,017	180,977	163,292	-	84%	\$816	\$1,025	\$816		
<b>Per Townhome Consumption</b>						<b>3,443</b>	<b>2,584</b>	<b>4,342</b>	<b>2,207</b>	<b>1,991</b>			<b>EXCESS BILLING 126%</b>			<b>1,635</b>	
Note: H2GO's 1st billing tier is 5,000 gallons. Our usage per townhome is consistently UNDER this first tier.						69%	52%	87%	44%	40%	0%						