



BOQUE BANKS WATER NEWS



Construction has started on the new water tower in Indian Beach, with completion expected by February 2027. This addition will improve service for communities within our eastern coverage area. By enabling the simultaneous operation of two existing treatment plants, rather than running them alternately, the tower reduces overall pump runtimes and nearly doubles production capacity at the system's eastern end.



Shown above is the start of the water tower foundation; the small squares are concrete pylons embedded up to 20 feet deep.

Planned waterline installation will take place this off-season. A new well site is being built on Crew Dr near the Forest Hills Entrance. It will serve the existing Reverse Osmosis Water Treatment Plant on Coast Guard Rd. A 12" line will be installed bringing the raw water to the plant. Part of the waterline will be installed via an underground bore from Crew Dr to Reed Dr following parallel along Islander Dr. The remainder will be installed via traditional methods along Reed Dr and the ocean side of Coast Guard Rd to the entrance of our plant behind CCEMC's substation. This well will bring raw water with much lower chlorides (salt content) than our existing wells farther down Coast Guard Rd. The lower content will blend with existing wells while running and decrease the load on the treatment plant, thus extending the life of the plant and lowering power and chemical costs.

We are updating our credit card processing fees. Currently we charge a flat rate of \$2.95 per transaction with a limit of \$350 per transaction. Beginning November 4th, the new rate will be 2.95% per transaction with a minimum of \$2.75 per transaction. The \$350 cap per transaction has been raised to \$125,000. No more multiple payments for those with higher bills! On average 86% of our customers will see the lower \$2.75 minimum if paying via credit card.

Due to increasing operational costs, all fees, base rates, and water usage prices will increase by 5%. Customers will see this change reflected on their bills received in January 2026. A comprehensive list of updated rates will be published on our website at: BogueBanksWater.com.

It's almost time to shift focus to freezing pipes! This winter if you leave your home for an extended period, remember to turn off your customer valve by the meter box. Normally it is in a round green box directly behind the meter. Often it becomes buried by landscaping or sand/grass over the years. It is better to find it now than when you need it in an emergency! Per BBWC policies and procedures, a working customer valve is required and any connections past the meter are up to the homeowner to maintain.

