



CITY OF HENDERSONVILLE
WATER SEWER ADVISORY COUNCIL
Wastewater Treatment Plant | 99 Balfour Rd. | Hendersonville, NC 28792
Monday, October 26, 2026 – 4:00 PM

AGENDA

1. CALL TO ORDER

2. APPROVAL OF AGENDA

A. Approval of Agenda – *Dr. Jennifer Hensley, Chairperson*

3. APPROVAL OF MINUTES

A. Approval of Minutes – *Dr. Jennifer Hensley, Chairperson*

B. July 27, 2026 - *Jill Murray, City Clerk*

4. OLD BUSINESS

5. NEW BUSINESS

A. Approval of 2027 Annual Schedule of Regular Meetings - *Jill Murray, City Clerk*

B. Summary of Recent Quarter Activities – *Adam Steurer, Utilities Director*

C. Hurricane Helene Recovery Update – *Adam Steurer, Utilities Director*

D. WWTF Expansion and Flood Mitigation Project Update – *Staff*

E. WWTF Tour – *Staff*

6. OTHER BUSINESS

7. ADJOURNMENT

The City of Hendersonville is committed to providing accessible facilities, programs and services for all people in compliance with the Americans with Disabilities Act (ADA). Should you need assistance or an accommodation for this meeting please contact the City Clerk no later than 24 hours prior to the meeting at 697-3005.



**CITY OF HENDERSONVILLE
WATER AND SEWER ADVISORY COUNCIL
AGENDA ITEM SUMMARY**

SUBMITTER: Adam Steurer, Utilities Director **MEETING DATE:** 10/26/2026
AGENDA SECTION: APPROVAL OF AGENDA **DEPARTMENT:** Water & Sewer
TITLE OF ITEM: Approval of Agenda – *Dr. Jennifer Hensley, Chairperson*

SUGGESTED MOTION(S):

I move that the Water and Sewer Advisory Council approve the agenda for the October 26, 2026 meeting.

SUMMARY:

The agenda for the October 26, 2026 meeting of the Water and Sewer Advisory Council is submitted for approval.

BUDGET IMPACT: N/A

Is this expenditure approved in the current fiscal year budget? N/A

If no, describe how it will be funded. N/A

ATTACHMENTS:

Agenda



CITY OF HENDERSONVILLE WATER SEWER ADVISORY COUNCIL

Hendersonville Wastewater Treatment Facility | 99 Balfour Road | Hendersonville,
NC 28792

Monday, October 26, 2026 – 4:00 PM

AGENDA

1. **CALL TO ORDER**
2. **APPROVAL OF AGENDA**
 - A. Approval of Agenda – *Dr. Jennifer Hensley, Chairperson*
3. **APPROVAL OF MINUTES**
 - A. Approval of Minutes (July 27, 2026) – *Dr. Jennifer Hensley, Chairperson*
4. **OLD BUSINESS**
5. **NEW BUSINESS**
 - A. Summary of Recent Quarter Activities – *Adam Steurer, Utilities Director*
 - B. Hurricane Helene Recovery Update – *Adam Steurer, Utilities Director*
 - C. WWTF Expansion and Flood Mitigation Project Update – *Staff*
 - D. WWTF Tour – *Staff*
6. **OTHER BUSINESS**
7. **ADJOURNMENT**

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**CITY OF HENDERSONVILLE
WATER AND SEWER ADVISORY COUNCIL
AGENDA ITEM SUMMARY**

SUBMITTER: Adam Steurer, Utilities Director **MEETING DATE:** 10/26/2026
AGENDA SECTION: APPROVAL OF MINUTES **DEPARTMENT:** Water & Sewer
TITLE OF ITEM: Approval of Minutes – *Dr. Jennifer Hensley, Chairperson*

SUGGESTED MOTION(S):

I move that the Water and Sewer Advisory Council approve the minutes for the July 27, 2026 meeting.

SUMMARY:

The minutes from the July 27, 2026 meeting of the Water and Sewer Advisory Council is submitted for approval.

BUDGET IMPACT: N/A

Is this expenditure approved in the current fiscal year budget? N/A

If no, describe how it will be funded. N/A

ATTACHMENTS:

Draft 7/27/2026 Meeting Minutes



CITY OF HENDERSONVILLE
WATER SEWER ADVISORY COUNCIL
 City Hall Council Chambers | 160 6th Avenue E. | Hendersonville, NC 28792
 Monday, July 27, 2026 – 4:00 PM

MINUTES

- Present: City of Hendersonville Council Member & Chair Jennifer Hensley; City of Saluda Kevin Burnett; Village of Flat Rock Cheryl Stuller; Town of Laurel Park Travis Bonnema; Town of Mills River Councilwoman Sandra Goode; Chamber of Commerce Jay Frazier; Henderson County Water/Sewer Customer Representative Andrew Riddle and Town of Fletcher Amber McKinney
- Absent: City of Hendersonville Water/Sewer Customer Representative Chuck McGrady; Budget & Evaluation Director Adam Murr; Assistant City Manager-Public Works; Brent Detwiler and Partnership for Economic Development Michael Giblin
- Staff Present: City Manager John Connet; City Clerk Jill Murray; Utilities Director Adam Steurer; Communications Director Allison Justus; Finance Director Krystal Powell and Utilities Engineer II Devin Owen

1. CALL TO ORDER

Chairwoman Jennifer Hensley called the meeting to order at 4:00 p.m. and welcomed those in attendance.

2. APPROVAL OF AGENDA

Jay Frazier moved to approve the agenda as presented. A unanimous vote of the Committee Members present followed. Motion carried.

3. APPROVAL OF MINUTES – April 27, 2026 - Jill Murray, City Clerk

Amber McKinney moved to approve the minutes of April 27, 2026, as presented. A unanimous vote of the Committee Members present followed. Motion carried.

4. OLD BUSINESS – None

5. NEW BUSINESS

A. Summary of Recent Quarter Activities - Adam Steuer, Utilities Director

Utilities Director Adam Steurer gave the following brief PowerPoint presentation.

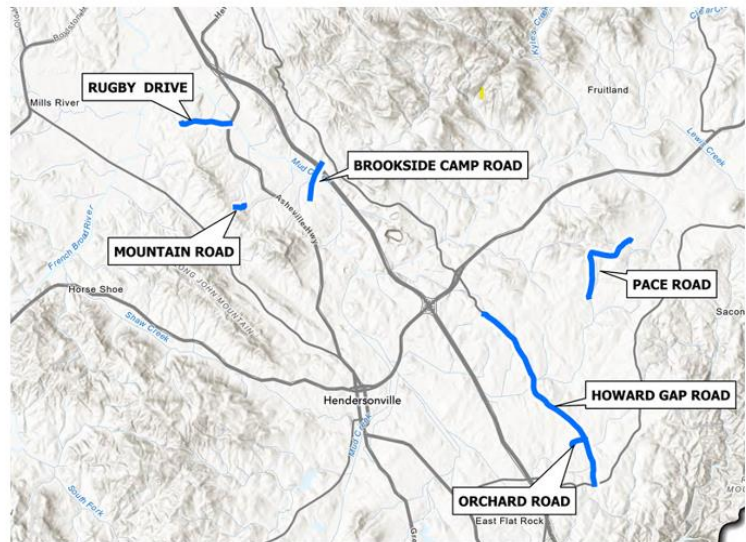
Water and Sewer Department Update

- [2026 Quarter 2 Report](#)
- Project Updates



Water Distribution System Resiliency Looping

- ~8 miles of water pipes
- Provide redundant water supply in areas of the distribution system
- Improve water service to Upward Road Area
- Status : Design
- Construction: Beginning Late 2027
- Funding
 - \$6.75M – SRF Grant
 - \$1.86M – CDBG Grant
 - \$1.94M – Golden LEAF Grant
 - \$6.75M – 0% interest SRF Loan
 - **\$17.3M – TOTAL**



Wastewater Treatment Facility Improvements

Flood Mitigation

- Elevate/Relocate/Protect
- Status: 90% Design
- Cost Estimate: \$102M

Expansion

- 4.8 mgd to 6.0 mgd
- Status: 90% Design
- Cost Estimate: \$23M



WWTF Funding

WWTF Flood Mitigation - \$102M Estimate

Funding Source	Grant	Loan
SRF – Helene	\$8M	\$1M, 0% interest
SRF/SRP - Traditional	\$3M	\$38M, “low-interest”
FEMA – Public Assistance	<i>TBD</i>	
FEMA – Hazard Mitigation	<i>TBD</i>	
CDBG – Disaster Recovery	<i>Up to \$15M</i>	
TOTAL SECURED	\$11M	\$39M

WWTF Expansion - \$23M Estimate

Funding Source	Grant	Loan
US Economic Development Admin.	<i>\$20.1M</i>	
Dogwood Health Trust	\$2M	
TOTAL SECURED	\$2M	

B. Sewer Collection System Master Plan Update - Devin Owen, Utilities Engineer II

Utilities Engineer Devin Owen gave the following PowerPoint presentation.



Sewer Collection System Master Plan Update

July 27, 2026

Sewer Collection System Master Plan Update

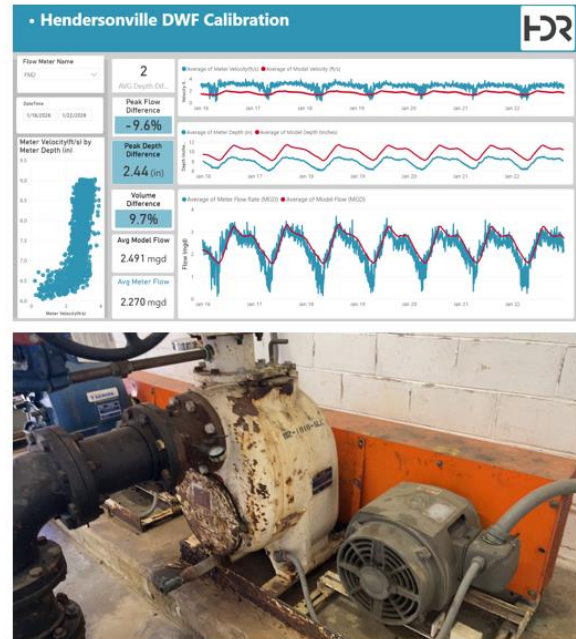
- Project will update our existing 2019 Master Plan
 - 2019 plan available at:
 - www.hendersonvillenc.gov/water-sewer/about-us/utility-planning
- 2026 Master Plan Update Includes 4 tasks:
 1. Sewer Collection System Data & Infrastructure Review
 2. Hydraulic Model Development, Calibration, and Evaluations
 3. Risk Prioritization and Asset Management Planning
 4. Capital Improvement Plan Development and Master Plan Documentation



Sewer Collection System Master Plan Update

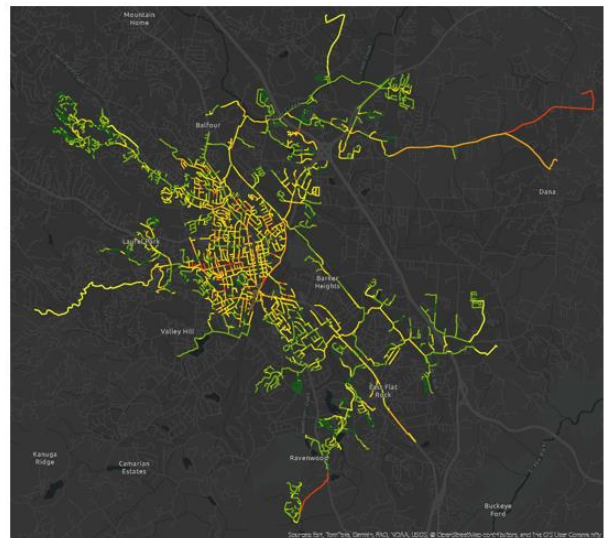
- Latest Progress
 - Data collection for gravity sewers and force mains complete
 - Data collection for pump stations in progress
 - 1:1 digital sewer model in development
 - Risk Prioritization framework has been established*
 - Future anticipated 2045 Service Area in development*

*Additional info in upcoming slides



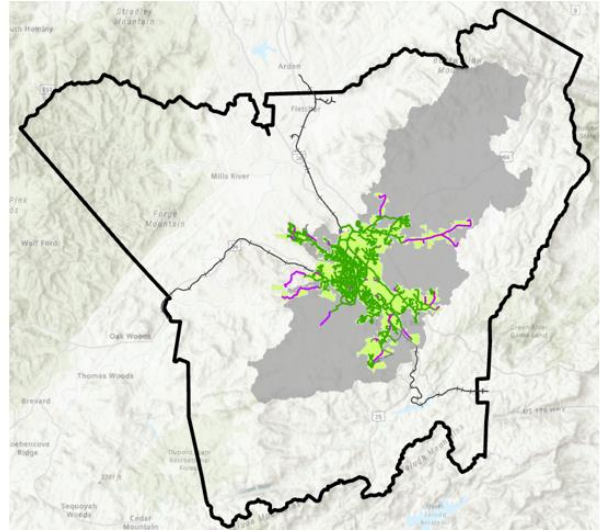
Sewer Collection System Master Plan Update

- Risk Framework
 - Lines given a Risk score of **1** to **5**
 - $[\text{Risk}] = [\text{Likelihood of Failure}] * 65\% + [\text{Consequence of Failure}] * 35\%$
 - Likelihood of Failure established by known information about asset
 - Consequence of Failure established by anticipated impacts to customers, environment, etc.



Sewer Collection System Master Plan Update

- **Service Area**
 - Sewer infrastructure costs too much to not plan for tomorrow's needs today.
 - Ultimate buildout of sewer system is dependent on watersheds upstream of Wastewater Treatment Facility.
 - **Realistically, what areas will need public sewer in the next 20 years?**



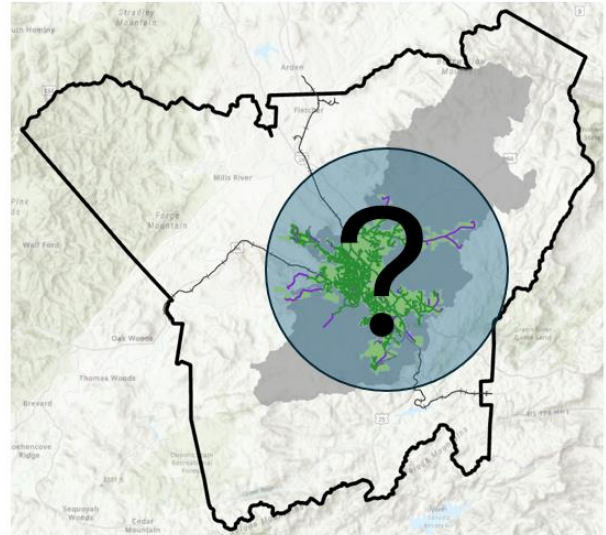
Sewer Collection System Master Plan Update

- **Next Steps**
 - **Establish a 2045 Anticipated Service Area Boundary.**
 - Model future flow needs based upon latest Land Use Plan within anticipated future service area.
 - Develop Capital Improvements Plan to ensure infrastructure can support anticipated needs.
- **Schedule**
 - Project scheduled to be completed in late 2026.

	Number of Months	Month Year Start	Month Year End	2025-10	2025-11	2025-12	2026-01	2026-02	2026-03	2026-04	2026-05	2026-06	2026-07	2026-08	2026-09	2026-10	2026-11
Task 1 - Sewer Collection System Data & Infrastructure Review			2025-10	2026-07													
✓ Project Kick-off	1	2025-11	2025-11														
✓ Data Request	2	2025-10	2025-11														
✓ Data Gap Assessment and Addressing Gaps	4	2025-11	2026-02														
✓ Pump Station Assessment	1	2026-01	2026-01														
Task 2 - Hydraulic Model Development, Calibration, and Evaluations			2025-11	2026-07													
✓ Flow Monitoring	2	2026-01	2026-02														
✓ Hydraulic Model Development	4	2025-11	2026-02														
✓ Hydraulic Model Calibration and Validation	2	2026-03	2026-04														
✓ System Performance Criteria Development	1	2026-01	2026-01														
Flow Projections	2	2026-01	2026-02														
Existing and Future Conditions Analysis	3	2026-06	2026-07														
Task 3 - Risk Prioritization and Asset Management Planning			2026-06	2026-06													
Risk Framework	2	2026-01	2026-02														
R&R Project Identification	3	2026-03	2026-05														
Task 4 - CIP Development and Master Plan Documentation			2026-07	2026-11													
20-Year Capital Improvement Plan and Cash Flow Analysis	2	2026-07	2026-08														
Master Plan Document	3	2026-09	2026-11														

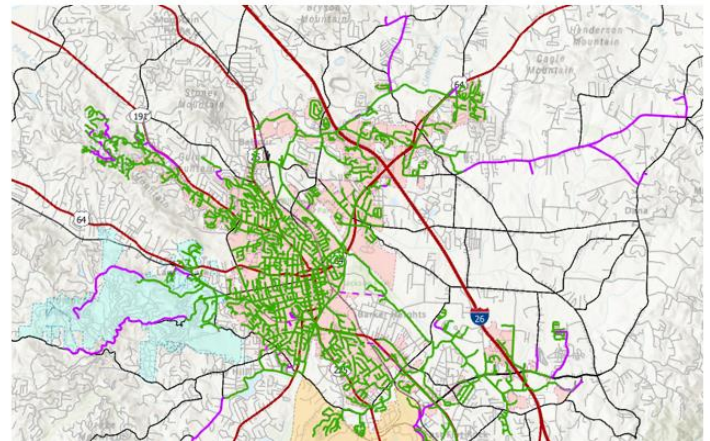
Sewer Collection System Master Plan Update

- 2045 Service Area
 - Stakeholder feedback is key to understanding future needs, and to allow us to sustainably serve our community.
 - Project is seeking stakeholder engagement to establish a 2045 service area boundary.
 - **Initial feedback can be gathered today**
 - **Formal Collaborative Workshop also scheduled for Tuesday August 4th at 11:00 AM at City Hall**
 - All Advisory Board members are welcome to attend



Sewer Collection System Master Plan Update

Questions and
initial feedback?



Sewer Collection System Master Plan Update

- Considerations for 2045 Service Area
 - Managing Existing Service Area
 - Existing Capacity Restrictions – Reduce SSOs / Accept Future Growth
 - Replace Aging Infrastructure / Pipes
 - Abandon Existing Pump Stations – Reduction in Operational Costs
 - Possible New Service Areas
 - New Industrial Development – Economic Development
 - New Residential Development – Where is growth going to happen? When?
 - Septic Tank Conversions – Public Health



C. Water Shortage Response Plan Update - Adam Steuer, Utilities Director

Utilities Director Adam Steuer gave the following PowerPoint presentation.



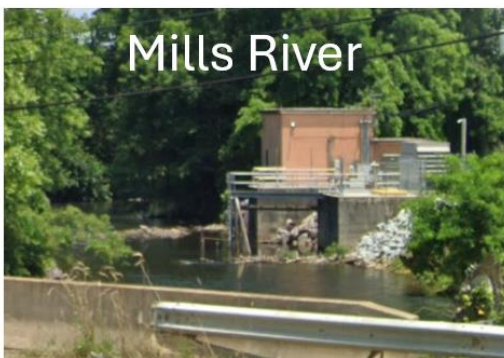
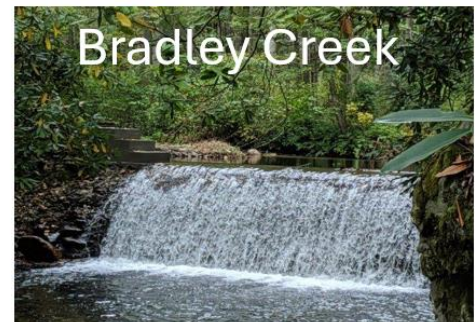
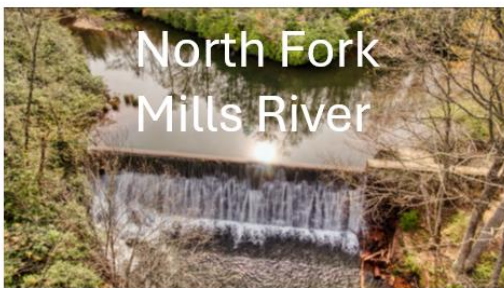
Water Shortage Response Plan Update

City of Hendersonville, NC
July 2026

What is a Water Shortage Response Plan?

- Staged response for water supply shortages
 - Lack of source water (drought, contamination, etc)
 - Equipment failure
 - High system demands
 - Etc.
- Stages become more restrictive based on the shortage severity
 - Voluntary to Mandatory
 - Uses of water: non-essential, socially/economically essential, essential
 - Prohibit or reduce uses
- Legally mandated NCGS 143-355 (l)
- Hendersonville must update its WSRP for the new French Broad River Intake

Overview – Hendersonville's Water Supply



Current Water Supply

Source	Normal Conditions	Drought Conditions*
Mountain Reservoirs	4.5 mgd	~ 0 mgd
Mills River	12 mgd	>2 mgd
French Broad River	15 mgd	15 mgd
TOTAL	31.5 mgd	>17 mgd

- 2025 Average Day Demand: 7.7 mgd
- 2025 Max Day Demand: 9.9 mgd
- 2040 Average Day Demand: 11.4 mgd
- 2040 Max Day Demand: 17.0 mgd

* Drought Conditions are defined in current WSRP as when the Mills River USGS gauge drops below 55 cfs

What is a Stream Gauge?

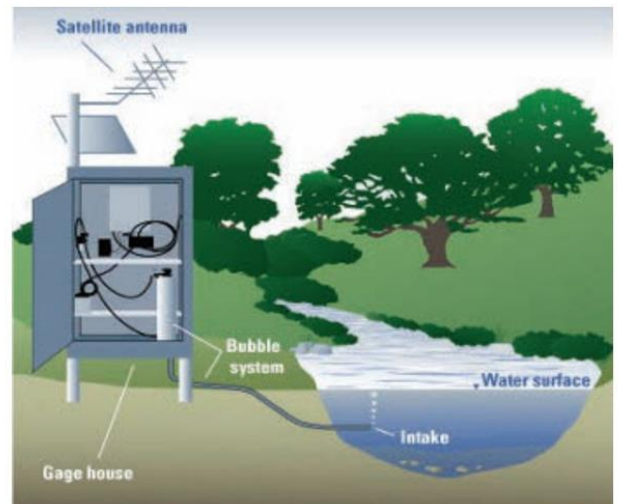
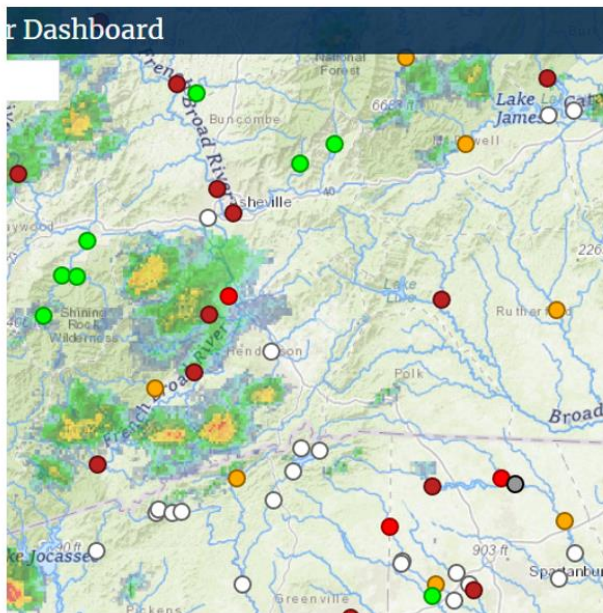


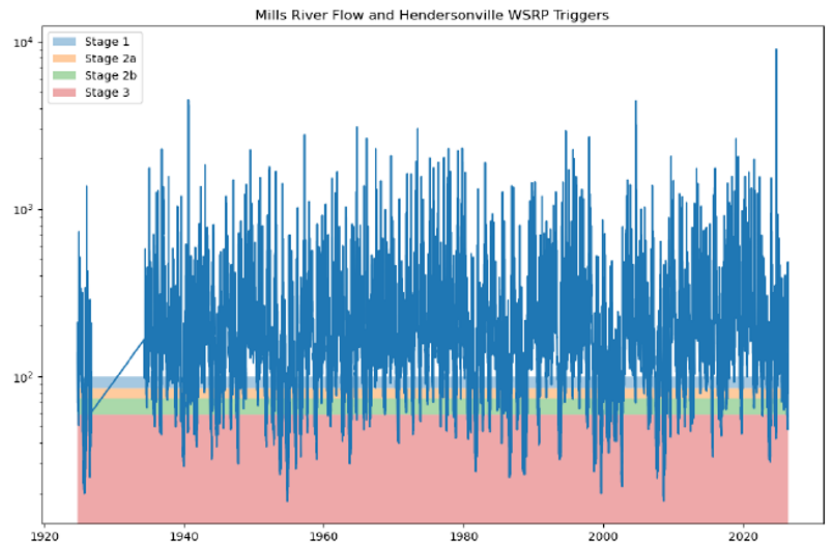
Figure 2. Diagram of a typical streamgage installation with equipment used to measure stream stage (by L.S. Coplin, U.S. Geological Survey).

Current WSRP triggers frequency analysis

As written, current WSRP has some logical inconsistencies— assuming those were errors, this would be the current WSRP requirement

- Made some adjustments for consistency:
 - Stage 1: Flow between 32.5 to 25th percentile for seven consecutive days within a 30-day period
 - Stage 2A: Flow between 24.5 to 19th percentile for 3 consecutive days
 - Stage 2B: Flow between 19 to 11.5th percentile for 3 consecutive days
 - Stage 3: Flow less than 11th percentile for 3 consecutive days

Stage	Occurrence Frequency (stage or greater)
1	23.6%
2a	17.6%
2b	14.1%
3	9.1%



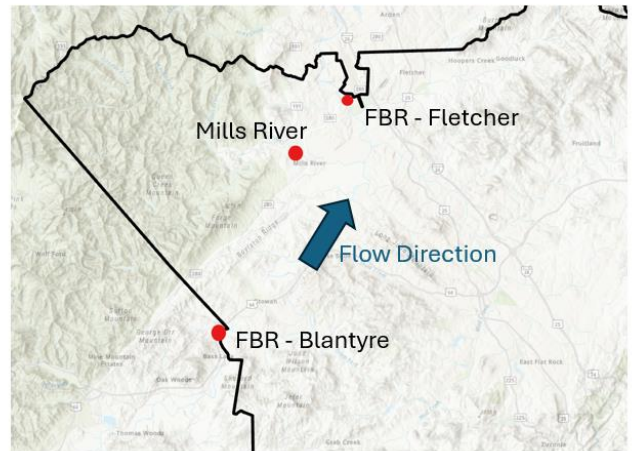
Setting Stage Triggers

- A River's 7Q10 - hydrologic benchmark representing the lowest consecutive 7-day average streamflow that statistically occurs once every 10 years.
- Regulatory agencies generally allow withdraws of 20% of 7Q10 streamflow and broadly assume no environmental impacts.
- Hendersonville's triggers and response are a policy decision based on responsible stewardship of the resource.

Stage	Source Water Demand	Withdraw within 20% 7Q10	Response
1 - Advisory	Current Full Capacity – 15mgd	Yes	Voluntary. Limit all non-essential uses
2 - Alert	Current Average Day Demand – 7.75mgd	Yes	Mandatory. Further limit or prohibit certain non-essential uses
3 - Warning	20% of Reduction of Current Average Day Demand –	Yes	Mandatory. Prohibit non-essential uses. Limit socially and economically essential uses.
4 - Emergency	30% Reduction of Current Average Day Demand – Severe Condition	No	Mandatory. Essential uses only. Water rationing.

Proposed Triggers

- All three river gauges at or below flow trigger for a 7-day rolling average
- 14-day waiting period to move into next severe response level
- Exit a stage if above a flow trigger for a 7-day rolling average (no waiting period)



Stage	Mills River (USGS 03446000) cfs	FBR Blantyre (USGS 03443000) cfs	FBR Fletcher (USGS 03447687) cfs
1 - Advisory	42	178	237
2 - Alert	42	165	214
3 - Warning	42	158	201
4 - Emergency	42	145	178

Water Use Classifications – (No Changes)

Class	Domestic	Commercial/Industrial	Public
Essential	Sustain life, hygiene and basic sanitation	none	Public Safety, Firefighting, Hospital and Patient Care
Socially/Economically Essential	Kitchen, laundry, minimal watering of vegetables/trees to sustain life	Commercial vehicle washing, laundromats, irrigating golf course greens, minimal irrigation to sustain livestock/crops, cooling operations	Filling Swimming Pools indented for use by public serving multiple households, schools, government facilities
Non-Essential	Washing vehicles, lawn irrigation, washing impervious surfaces, ornamental fountains etc.	Irrigating lawns, parks, golf courses	Irrigating public parks and recreational areas

Current Plan

Stage Title	Reduction Goal	Allowable Rate Surcharge	Effectiveness
1 – Advisory	10%	0%	Voluntary
2a – Alert Level 1	20%	110%	Mandatory
2b – Alert Level 2	30%	120%	Mandatory
3 - Emergency	40%	130%	Mandatory

Proposed Plan

Stage Title	Reduction Goal	Allowable Rate Surcharge	Effectiveness
1 - Advisory	5%	0%	Voluntary
2 - Alert	10%	110%	Mandatory
3 - Warning	20%	120%	Mandatory
4 - Emergency	30%	130%	Mandatory

Frequency Analysis: Proposed Triggers with Current Demands

- With current proposed triggers and associated WSRP assumptions, drought stages are almost never triggered with historical hydrology
- The proposed trigger levels for the French Broad flow, especially at Fletcher, are the most limiting to WSRP stage implementation— flows rarely drop below the proposed trigger levels

WSRP Stage Frequency Analysis				
	Stage 1 or greater	Stage 2 or greater	Stage 3 or greater	Stage 4 or greater
Total days (in Pd. of record)	80	40	0	0
Total yrs	3 (1954, 2002, 2008)	1 (1954)	0	0

	Mills River 7-Day Avg Flow	FB @ Blantyre 7-Day Avg Flow	FB @ Fletcher 7-Day Avg Flow
Days where Stage 1 trigger is met	3.80%	0.30%	0.12%
Days where Stage 2 trigger is met	3.80%	0.19%	0.02%
Days where Stage 3 trigger is met	3.80%	0.14%	0.00%
Days where Stage 4 trigger is met	3.80%	0.09%	0.00%

Summary of Changes

- FBR Intake reduces the historic daily hydrologic data frequencies:

Stage/Level	Current WSRR Occurrence Frequency	Proposed WSRP Occurrence Frequency	Reduction %
1 – Advisory	23.6%	0.12%	99.5%
2 - Alert	17.6%	0.02%	99.9%
3 - Warning	14.1%	0%	~100%
4 - Emergency	9.1%	0%	~100%

- Minor revisions to stage titles (match weather notifications and reduction goals)
- No major revisions to water use classifications, conservation measures, or procedures

Next Steps

- Adoption by City Council at upcoming meeting.
- Revise Water Shortage Response Ordinance
- Recommendation from the Water and Sewer Advisory Council.

After some discussion with the board, Travis Bonnema made a motion to move forward with the response plan as presented and bring it in front of City Council. A unanimous vote of the Committee Members present followed. Motion carried.

D. Utility Billing Policy & Procedures Revisions - Adam Steuer, Utilities Director

Utilities Director Adam Steuerer gave the following brief PowerPoint presentation.



Billing Policy and Procedure Revisions

July 27, 2026

Summary from April 27, 2026 Meeting

- Meter Tampering
- Delinquent Processing – reduce time to disconnection
- Security Deposits
- Corrective Billing
- Adjustments (Leak & Swimming Pools)
- Credit Card Processing Fees

Property Owner & Tenant Responsibility



Current Challenge

When a tenant or owner leaves or stops service without paying the remaining balance, collection opportunities are limited.



KEY RECOMMENDATION

Proposed Solution

- Update contract terms that hold the property owner or tenant liable for paying balance on account before they can start service on a new account
- Service automatically transfers to owner once tenant service ends and owner responsible for charges
- No owner deposit for non-owner-occupied property
- Formal process to dispute amounts owed
- Ordinance, Policy & Contract updated to best practices



Result

Improved collections

Reduced bad debt

Greater accountability

PATH TO ADOPTION

Implementation Timeline



WHAT TAKES EFFECT

- New customer contract terms
- Ordinance amendment
- Billing policy amendment
- Credit card fees absorbed by customer
- Disconnection 4 weeks earlier for unpaid account balances – will waive late fees for initial months
- Collection efforts kick off
- New leak adjustment policy
- Other minor policy changes

IMPLEMENTATION STEPS

- ✓ Staff training
- ✓ Customer notification campaign (letters, social media, website, realtors, attorneys)
- ✓ New contracts process made easy — customers can complete electronically without visiting City Hall

6. **OTHER BUSINESS** – None

7. **ADJOURNMENT**

There being no further business, the meeting was adjourned at 5:05p.m.

Jennifer Hensley, Mayor Pro Tem & Chairwoman

ATTEST:

Jill Murray, City Clerk

NOTICE

City of Hendersonville Water/Sewer Advisory Council | 160 6th Avenue E., Hendersonville, NC 28792

CITY OF HENDERSONVILLE

Water & Sewer Advisory Council

ANNUAL SCHEDULE OF REGULAR MEETINGS 2027

The following Regular Meetings of the City of Hendersonville **Water & Sewer Advisory Council** are held **Quarterly on the fourth Monday of January, April, July, and October, at 4:00 p.m.** in the 2nd Floor Meeting Room of City Hall, 160 6th Avenue East, Hendersonville NC, unless otherwise noticed. The regular meetings will be conducted in person.

The following Water & Sewer Advisory Council meetings have been scheduled for 2027.

January 25, 2027

April 26, 2027

July 26, 2027

October 25, 2027

Meetings are open to the public.

Jill Murray, City Clerk

The Water and Sewer Advisory Council is a requirement of the 2002 Mud Creek Sewer District Purchase and Interlocal Cooperation and Settlement Agreement with Henderson County.

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Adopted: 10/26/2026 Posted: 10/27/2026
<https://www.hendersonvillenc.gov>





**CITY OF HENDERSONVILLE
WATER AND SEWER ADVISORY COUNCIL
AGENDA ITEM SUMMARY**

SUBMITTER: Adam Steurer, Utilities Director **MEETING DATE:** 10/26/2026
AGENDA SECTION: NEW BUISNESS **DEPARTMENT:** Water & Sewer
TITLE OF ITEM: Summary of Recent Quarter Activities – *Adam Steurer, Utilities Director*

SUGGESTED MOTION(S):

N/A

SUMMARY:

Staff will present a summary of recent quarter activities.

BUDGET IMPACT: N/A

Is this expenditure approved in the current fiscal year budget? N/A

If no, describe how it will be funded. N/A

ATTACHMENTS:

2026 3rd Quarter Report



2026 – 3rd Quarter Report

City of Hendersonville - Water and Sewer Department

2026 3rd Quarter Report

Reporting Period: July through September 2026

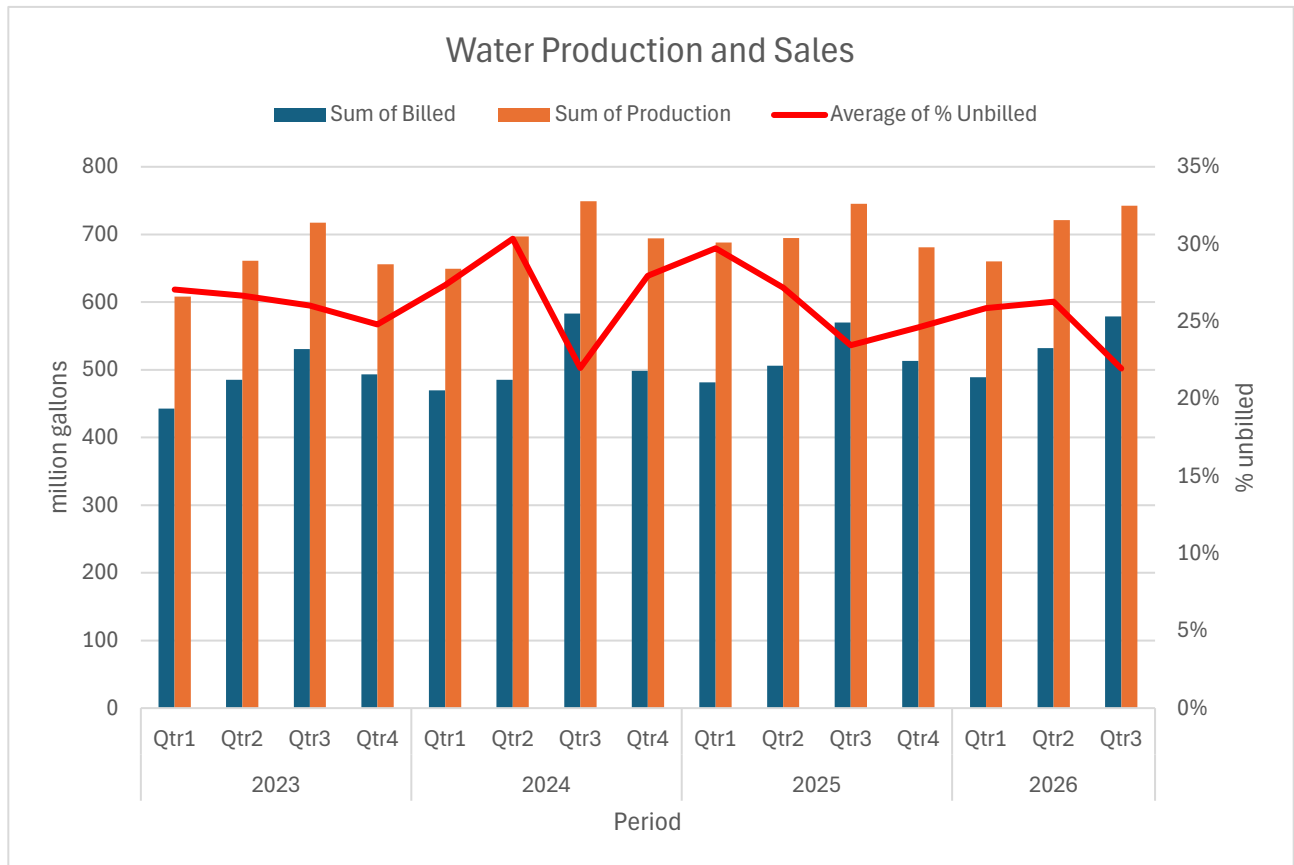
Publish Date: October 21, 2026

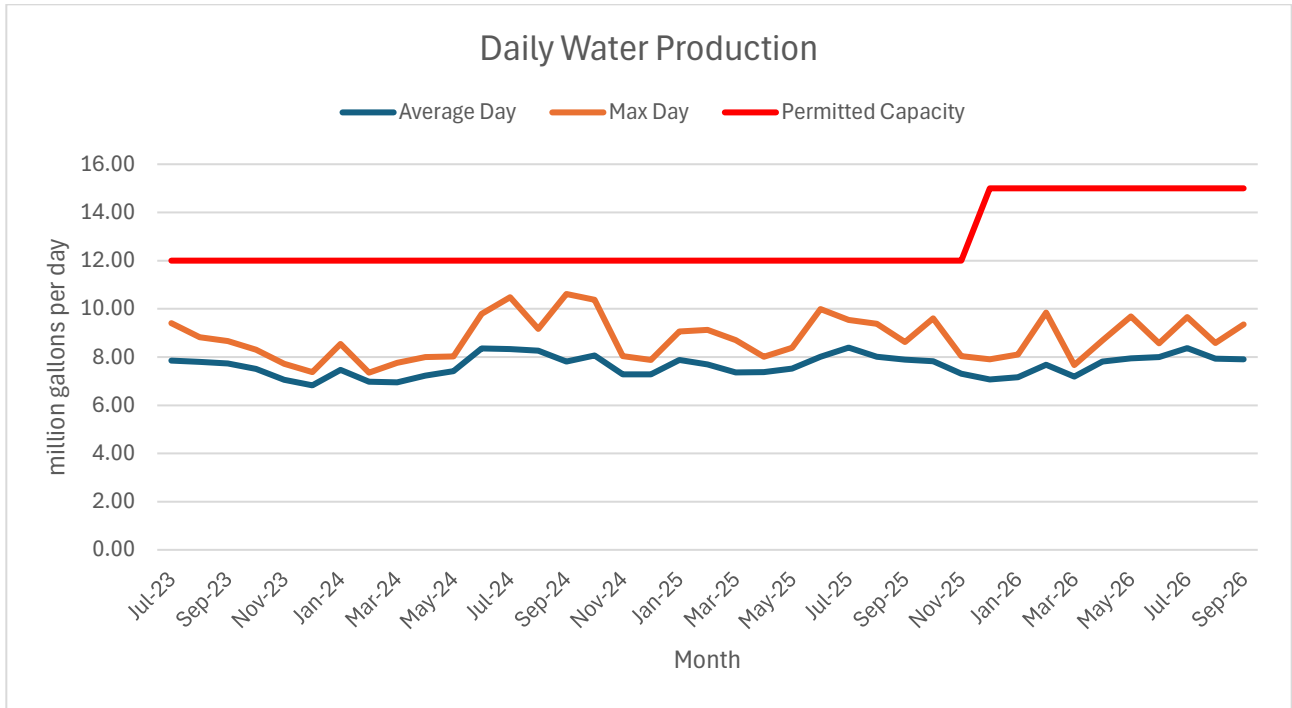
Utility Mission and Vision

Our mission is to operate a great utility for our customers.

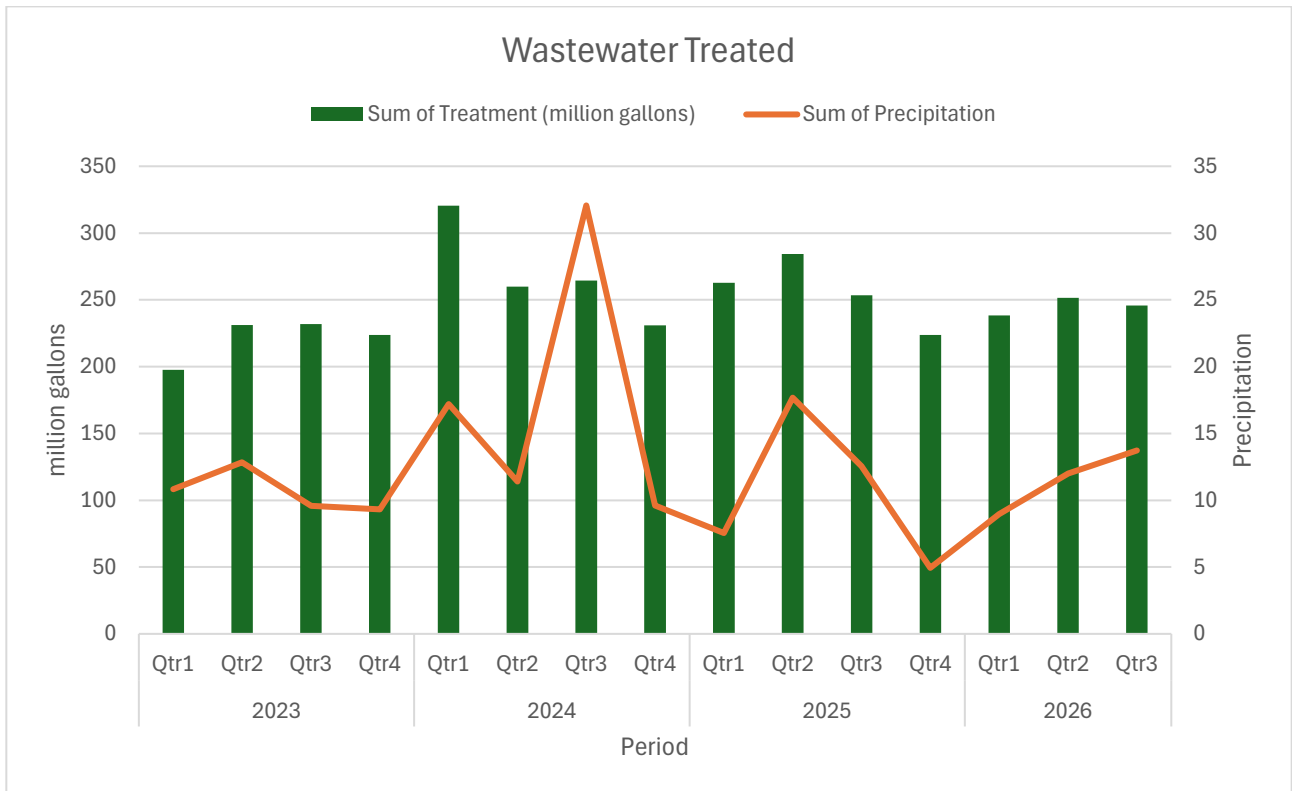
We envision a Hendersonville region with trusted, safe, high-quality, affordable water and wastewater service and a utility system that is responsive to the demands of its customers and regional growth.

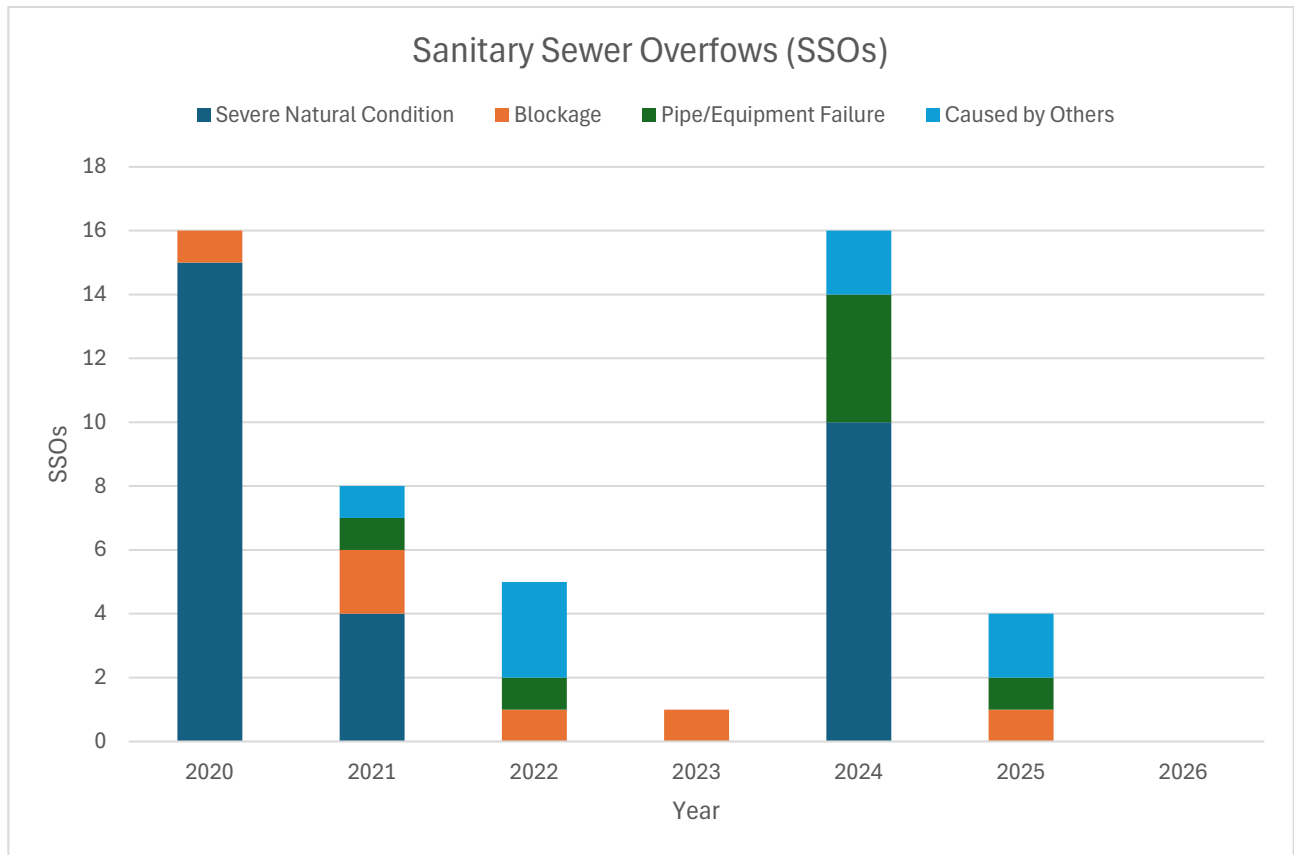
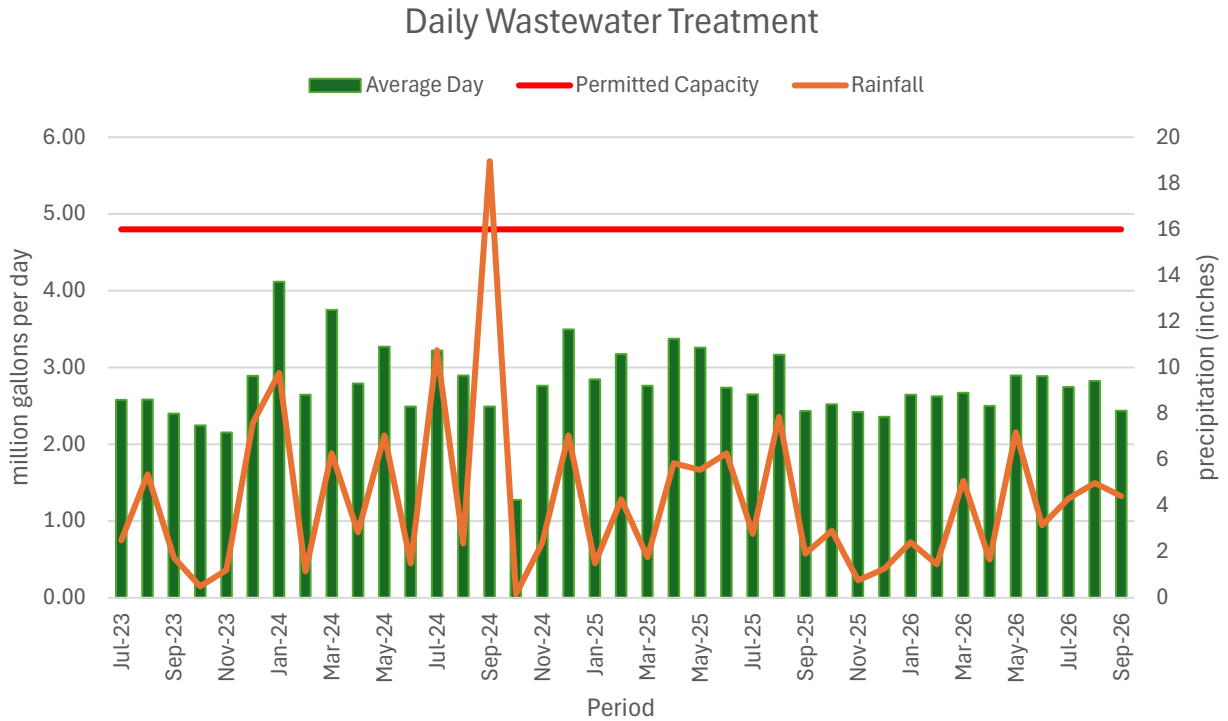
Water Operations





Wastewater Operations





Financial Management

Expenditures (Through Q1 FY2027)**

Expenditure Type	Actuals (Approximate)	Adopted Budget	Amended Budget	% Expended
Personnel & Benefits	\$3,011,943	\$15,222,786	\$15,222,786	19.8%
Operating	\$2,332,311	\$8,650,494	\$8,648,553	27.0%
Capital	\$159,746	\$1,448,070	\$1,450,011	11.0%
Debt Service	\$3,927	\$6,252,550	\$6,252,550	0.1%
Other (Sources)/Uses	--	\$1,265,000*	\$1,295,767	--
TOTAL	\$5,507,615	\$32,838,900	\$32,869,667	17.4%

Other (Sources)/Uses:

- Transfer Out \$1,265,000 adopted - \$1,295,767 amended to Utility Capital Reserve Fund.

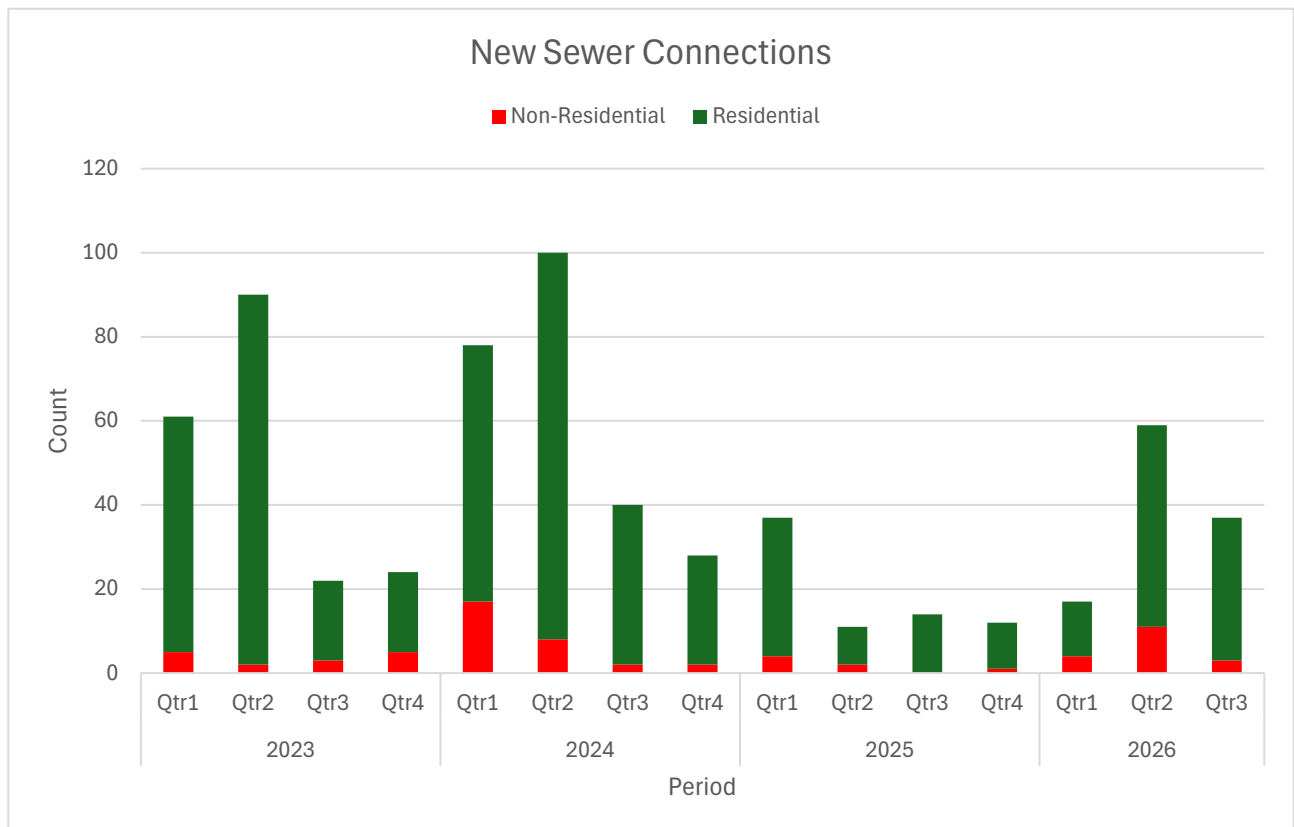
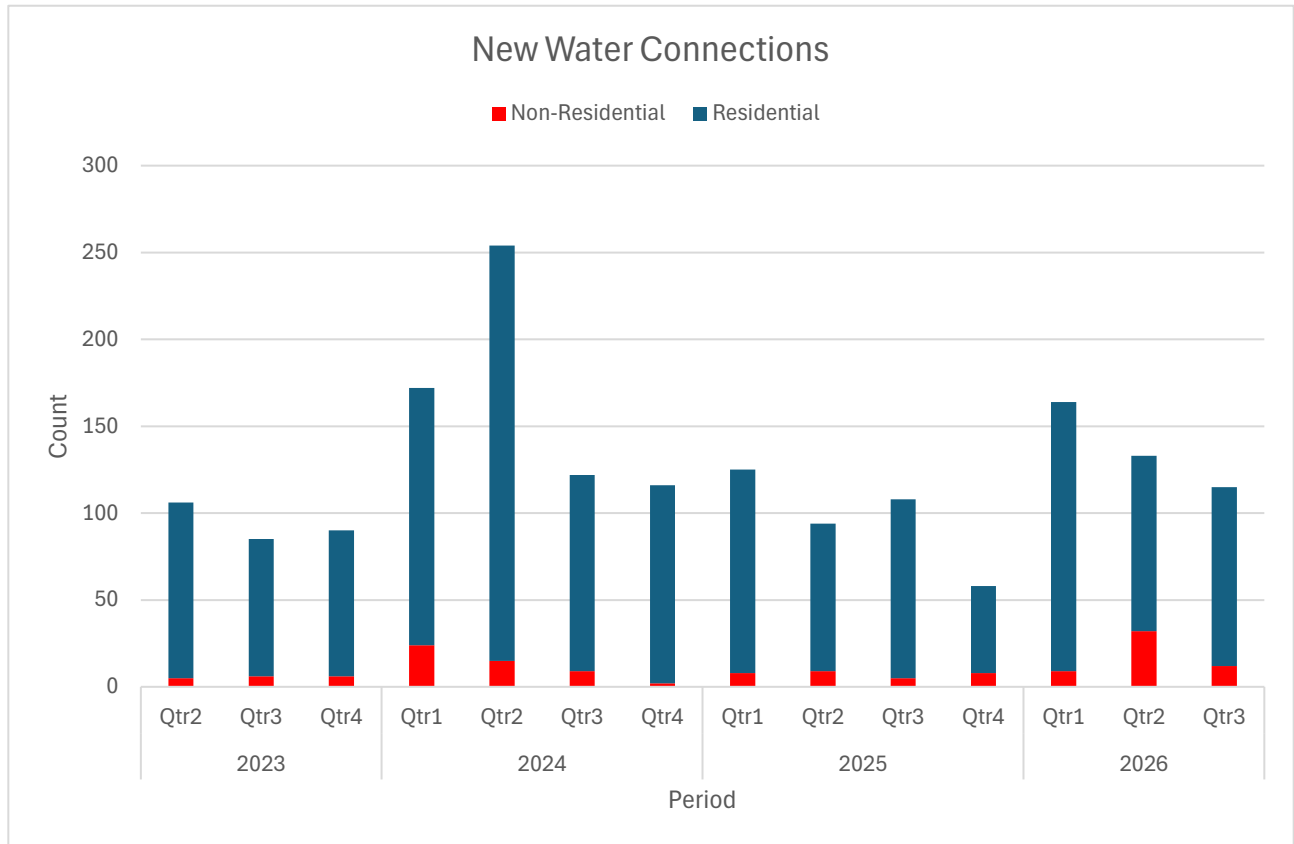
Revenues (Through Q1 FY2027) **

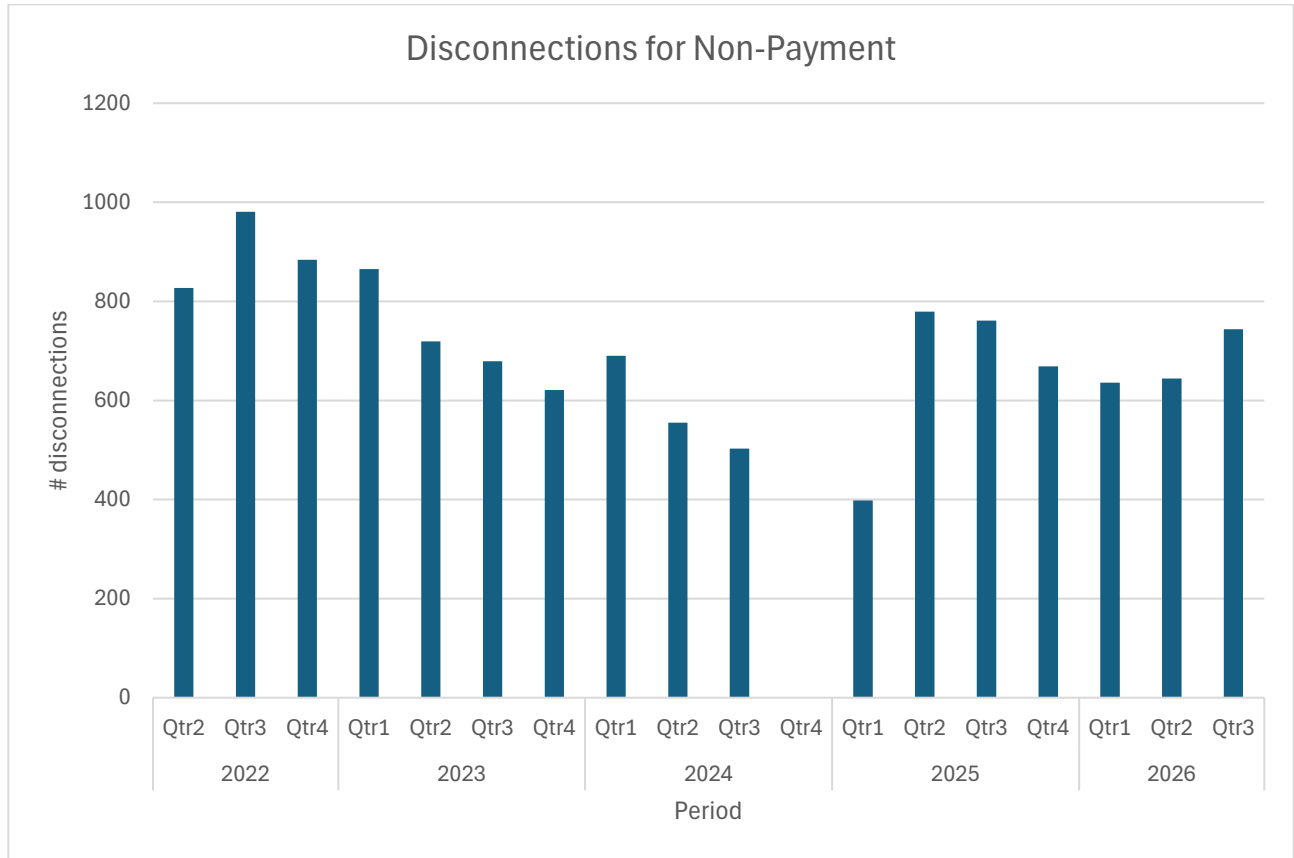
Revenue Type	Actuals (Approximate)*	Adopted Budget	Amended Budget	% Forecasted
Water Sales	\$3,563,108	\$18,400,000	\$18,400,000	-22.5%
Sewer Sales	\$1,693,255	\$9,100,000	\$9,100,000	-25.6%
Misc. Revenue	\$747,630	\$2,171,000	\$2,171,000	37.7%
Fund Balance Appropriation	--	\$3,167,900	\$3,198,667	--
TOTAL	\$6,003,993	\$32,838,900	\$32,869,667	-19.1%

**Revenues are underreported. A few weeks of the reporting quarter revenue was not received at the publish date of this report due to billing cycle schedules.*

***Approximate and shall not be considered audited financial information.*

Customer Service and Connections





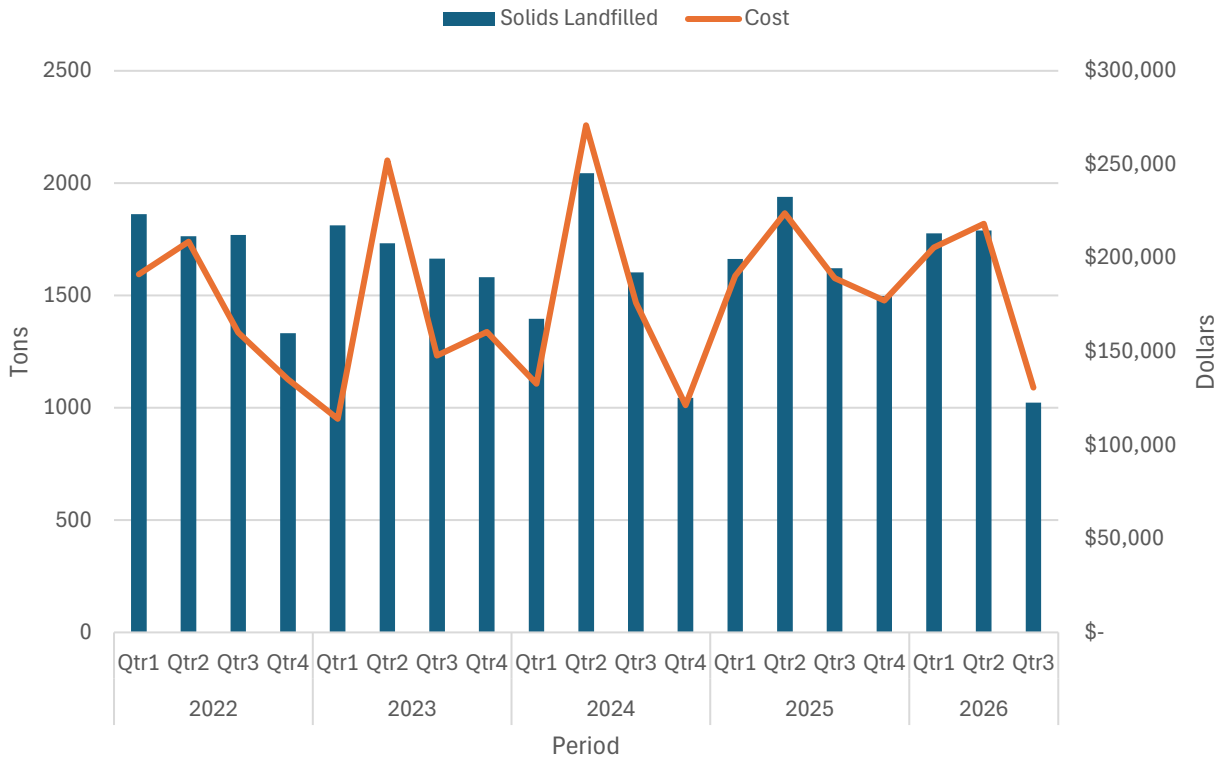
On Time Bill Collection Rate Q3 - 2026 = 99.22%

On Time Bill Collection Rate Goal = 99.50%

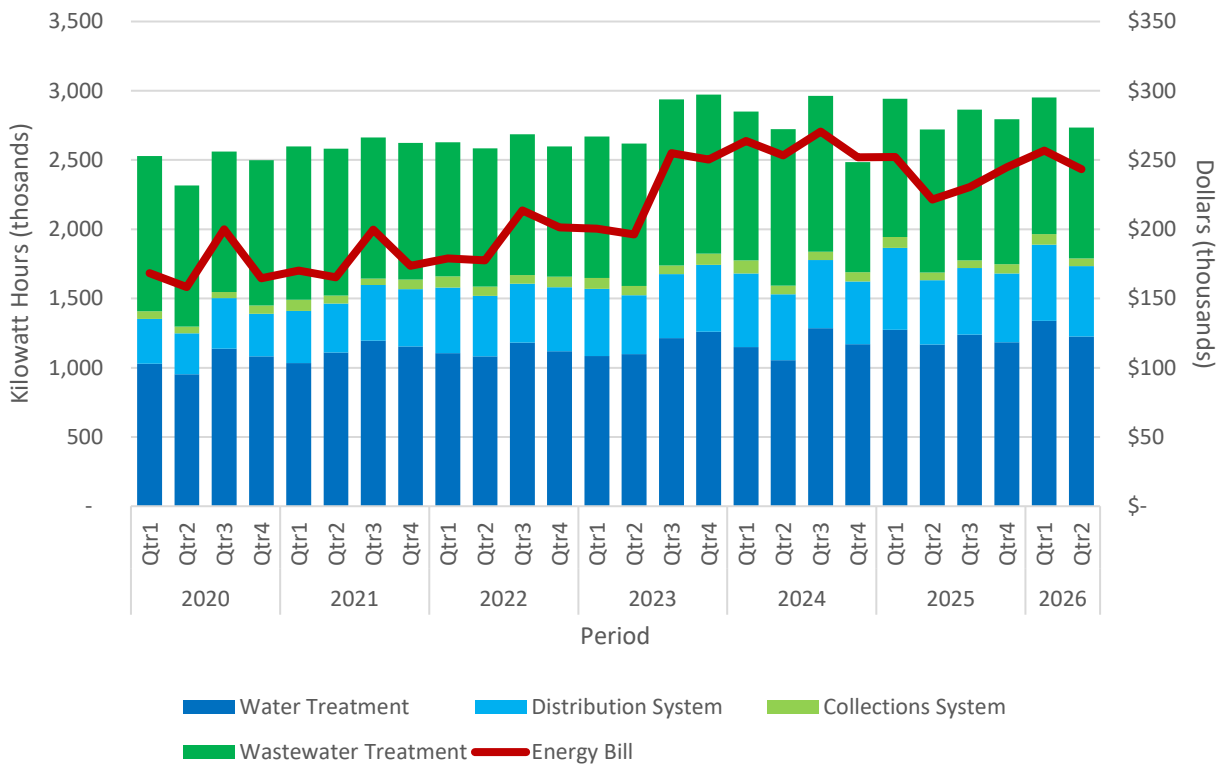
**Disconnections for non-payment suspended between 10/1/2024 and 2/28/2025 due to Hurricane Helene.*

Sustainability

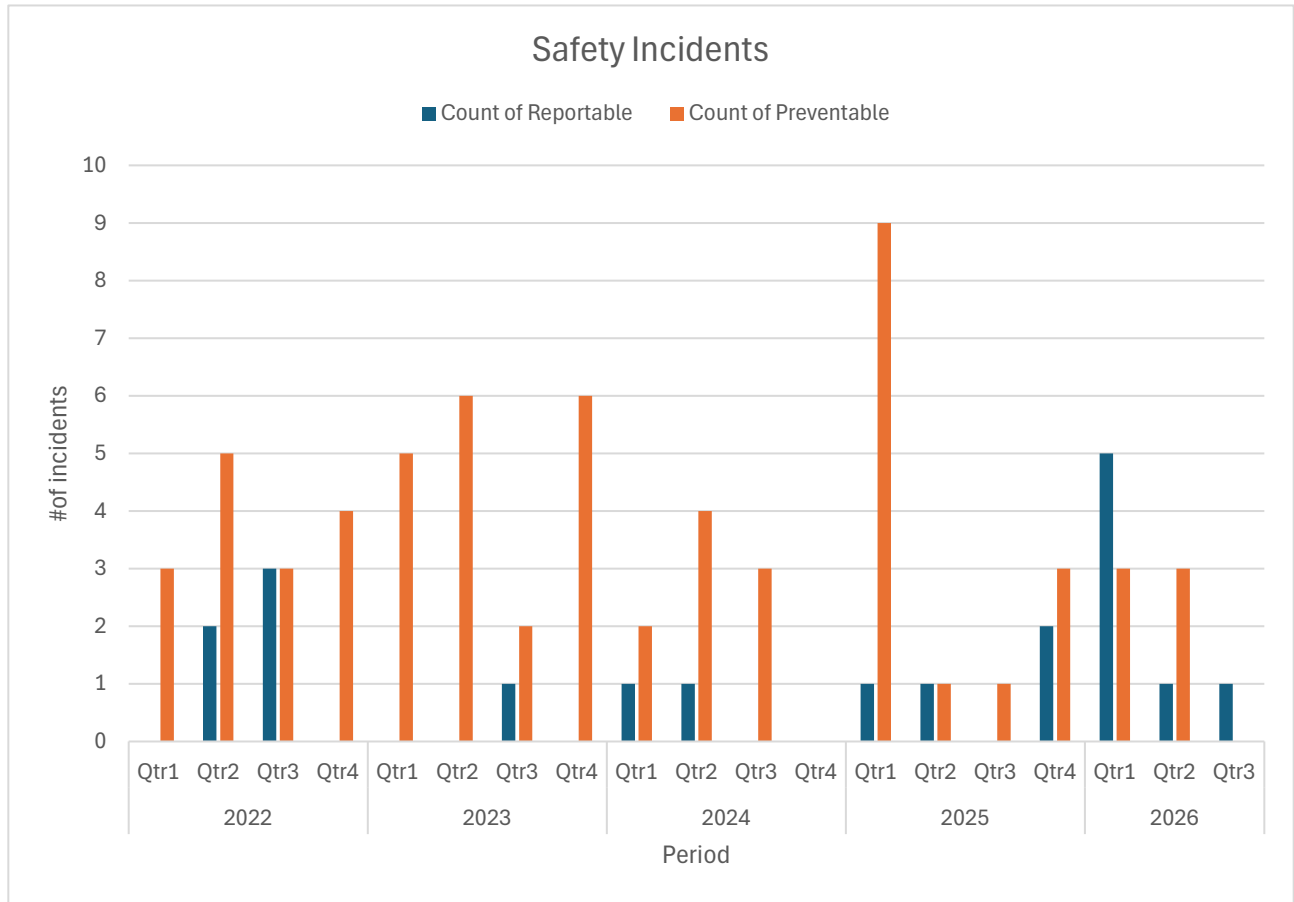
Treatment Solids Disposal Management



Energy Usage by Facility Type

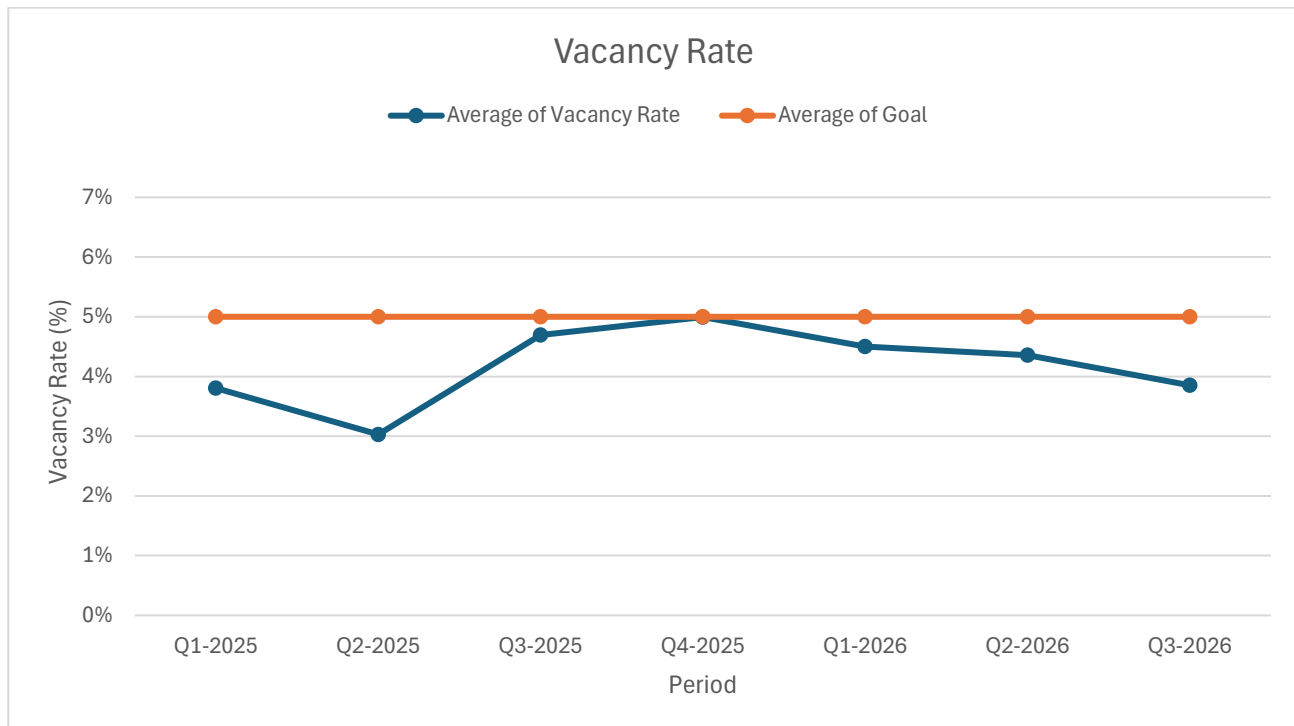


Staff



2025 Total Recordable Case (TRC) rate: **4.18** (State 2021-2023 Target Rate 5.34)

Estimated 2026 Q3 TRC rate: **4.25**



Current Vacancies

- Administration 0 of 7
- Field Operations 4 of 64
- Water Treatment 0 of 13
- Wastewater Treatment 0 of 10
- Technology and Metering 0 of 8

New Team Members

- Matt Lussier - Facilities Maintenance Mechanic
- Logan Osteen - Generator Maintenance Technician
- Evan Doughty - Line Maintenance Mechanic
- Daniel Watson - Meter Technician
- Kenneth Page - Line Maintenance Mechanic
- Terry Anders - Senior Warehouse Specialist

Staff Accomplishments and Accolades

- **Gary Norton - Surface Water Operator of the Year** - Chief Water Treatment Plant Operator Gary Norton was named North Carolina's A-Surface Operator of the Year by the North Carolina Waterworks Operators Association (NCWOA). The award recognizes operators who demonstrate outstanding ability, devotion, and technical expertise in the operation of a water treatment facility. Norton has worked at Hendersonville's Water Treatment Facility for 33 years. He started as a third-shift operator and has worked in every aspect of the facility, including operations, maintenance, laboratory, and compliance.
- **Chad Thompson - MVP** - Superintendent at the Carl Sandburg National Historic Site, sent a message to express appreciation for Chad Thompson who respond courteously and swiftly with park personnel to get water restored quickly after a water pipe broke in the pumphouse in the within park.
- **Kasey Lyons Sudderberg - Quarterly MVP** - Kasey received the city-wide Quarterly MVP (Q2 2026) award for being instrumental in the development of the Fats Oils and Grease (FOG) program including routine inspections and creating a public education awareness day - Grease Busters Day. Kasey has had a direct impact on Hendersonville's recognition as a leading utility in grease management.

Operator Certifications Obtained

- McIntyre Sudderberg: Wastewater Treatment Biological Operator I
- Chris Davis: Wastewater Treatment Biological Operator I

Departmental Awards, Achievements and Events

- The United States Economic Development Administration (EDA) recently awarded a **\$20.1 million grant** to the City for capacity expansion of the Wastewater Treatment Facility. This funding will go towards the City's WWTF Expansion and Flood Mitigation Project. To date the City has received \$72.1 million towards the project; \$39 million in low-interest loans and \$33.1 of grant funding.



Water Treatment Manager Ricky Levi, Chief Water Treatment Plant Operator Gary Norton, and Utilities Director Adam Steurer at NCWOA Awards Banquet September 2026.



The Wastewater Treatment Facility Expansion and Flood Mitigation project team and funding agencies met at the WWTF to celebrate the funding milestones.

- In partnership with the Public Works Department, a **new drinking water fountain** was installed on Main Street at the intersection of West Allen and the Ecusta Trail. The new water fountain will serve as a great amenity for the public and Ecusta Trail users and promote the utility's high-quality tap water.
- The utility recently completed another milestone in its **lead service line (LSL) compliance** efforts. 340 randomly selected unknown material water service lines were physically inspected by staff, and all were confirmed as non-lead. This work is in addition to an extensive records review and a previous inspection of 88 addition service lines that had the highest likelihood of lead service line presence due to age and maintenance records. With greater than 95% confidence less than 1% of lead service lines in the water system may contain lead materials. Additional information is available on the [City's Lead Service Line webpage](#).



Utility and City staff pose to commission the new main street drinking water fountain.

- Hendersonville hosted US Environmental Protection Agency (EPA) Deputy Administrator David Fotouhi and EPA Region 4 Administrator Kevin McOmber on a visit to Western North Carolina. Hendersonville utility leaders participated in a roundtable discussion with other regional utilities highlighting EPA's role in restoring and strengthening water and wastewater infrastructure following Hurricane Helene. Additional details from the visit are available at [EPA's press release](#).



Hendersonville hosts US EPA administrators and other regional utility leaders in a discussion of water and wastewater restoration and resiliency following Hurricane Helene.



**CITY OF HENDERSONVILLE
WATER AND SEWER ADVISORY COUNCIL
AGENDA ITEM SUMMARY**

SUBMITTER: Adam Steurer, Utilities Director **MEETING DATE:** 10/26/2026
AGENDA SECTION: NEW BUISNESS **DEPARTMENT:** Water & Sewer
TITLE OF ITEM: Hurricane Helene Recovery Update – *Adam Steurer, Utilities Director*

SUGGESTED MOTION(S):

N/A

SUMMARY:

Staff will present an update on the utility's Hurricane Helene Recovery.

BUDGET IMPACT: N/A

Is this expenditure approved in the current fiscal year budget? N/A

If no, describe how it will be funded. N/A

ATTACHMENTS:



**CITY OF HENDERSONVILLE
WATER AND SEWER ADVISORY COUNCIL
AGENDA ITEM SUMMARY**

SUBMITTER: Adam Steurer, Utilities Director **MEETING DATE:** 10/26/2026
AGENDA SECTION: NEW BUISNESS **DEPARTMENT:** Water & Sewer
TITLE OF ITEM: WWTF Expansion and Flood Mitigation Project Update – *Staff*

SUGGESTED MOTION(S):

N/A

SUMMARY:

Staff will present an update on the Wastewater Treatment Facility Expansion and Flood Mitigation Project.

BUDGET IMPACT: N/A

Is this expenditure approved in the current fiscal year budget? N/A

If no, describe how it will be funded. N/A

ATTACHMENTS:



**CITY OF HENDERSONVILLE
WATER AND SEWER ADVISORY COUNCIL
AGENDA ITEM SUMMARY**

SUBMITTER: Adam Steurer, Utilities Director **MEETING DATE:** 10/26/2026
AGENDA SECTION: NEW BUISNESS **DEPARTMENT:** Water & Sewer
TITLE OF ITEM: WWTF Tour – *Staff*

SUGGESTED MOTION(S):

N/A

SUMMARY:

Staff will provide a walking tour of the WWTF.

BUDGET IMPACT: N/A

Is this expenditure approved in the current fiscal year budget? N/A

If no, describe how it will be funded. N/A

ATTACHMENTS: