



CITY OF HENDERSONVILLE
WATER SEWER ADVISORY COUNCIL
City Hall - Council Chambers | 160 Sixth Avenue E. | Hendersonville, NC 28792
Monday, April 27, 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 - *Jill Murray, City Clerk*

July 28, 2025

October 27, 2025

4. **OLD BUSINESS**

5. **NEW BUSINESS**

A. Adopt 2026 Meeting Schedule – *Adam Steurer, Utilities Director*

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

C. Draft FY27 Budget – *Adam Steurer, Utilities Director*

D. Customer Service and Billing Policy Revisions – *Adam Steurer, Utilities Director*

E. Project and Funding Awards Update – *Adam Steurer, Utilities Director*

6. **OTHER BUSINESS**

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.

7. **ADJOURNMENT**



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

SUBMITTER: Adam Steurer, Utilities Director **MEETING DATE:** 04/27/2026
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 April 27, 2026 meeting.

SUMMARY:

The agenda for the April 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:

Agenda



CITY OF HENDERSONVILLE
WATER SEWER ADVISORY COUNCIL
 Hendersonville WWTP | 99 Balfour Rd. | Hendersonville, NC 28791
 Monday, October 27, 2025 – 4:00 PM

MINUTES

Present: City of Hendersonville Council Member & Chair Jennifer Hensley; Town of Mills River Councilwoman Sandra Goode; Town of Laurel Park Travis Bonnema; City of Saluda Kevin Burnett

Absent: City Clerk Jill Murray; Budget & Evaluation Director Adam Murr; Partnership for Economic Development Representative Eddie Bingham; County Commissioner Jay Egolf; City of Hendersonville Water/Sewer Customer Representative Chuck McGrady; Henderson County Water/Sewer Customer Representative Andrew Riddle; Town of Fletcher Amber McKinney; Chamber of Commerce Jay Frazier; and Village of Flat Rock Cheryl Stuller

Staff Present: City Manager John Connet; Utilities Director Adam Steurer; Assistant City Manager Brent Detwiler; Utilities Engineer Devin Owen; and others.

1. CALL TO ORDER

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

Due to there being no quorum, the following items could not be discussed, and the meeting could not continue.

2. APPROVAL OF AGENDA

3. **APPROVAL OF MINUTES** – *July 28, 2025 - Jill Murray, City Clerk*

4. **OLD BUSINESS** - None

5. NEW BUSINESS

A. **Summary of 2025 Quarter 3 Activities** - *Adam Steuer, Utilities Director*

B. **Water and Sewer Commission Update** - *John Connet, City Manager*

C. **Wastewater Treatment Facility Tour** - *Adam Steuer, Utilities Director & Garrett Demoss, Wastewater Treatment Facility Manager*

6. **OTHER BUSINESS** - None

7. ADJOURNMENT

There being no further business, the meeting was adjourned at 4:15 p.m.

Jennifer Hensley, Mayor Pro Tem & Chairwoman

ATTEST:

Jill Murray, City Clerk



CITY OF HENDERSONVILLE
WATER SEWER ADVISORY COUNCIL
 City Hall-Council Chambers | 160 6th Avenue E. | Hendersonville, NC 28792
 Monday, July 28, 2025 – 4:00 PM

MINUTES

Present: City of Hendersonville Council Member & Chair Jennifer Hensley; Town of Mills River Councilwoman Sandra Goode; County Commissioner Jay Egolf; Chamber of Commerce Jay Frazier; Partnership for Economic Development Representative Eddie Bingham; Town of Laurel Park Travis Bonnema; and Village of Flat Rock Cheryl Stuller

Absent: City of Hendersonville Water/Sewer Customer Representative Chuck McGrady; Henderson County Water/Sewer Customer Representative Andrew Riddle; Town of Fletcher Amber McKinney; and City of Saluda Kevin Burnett

Staff Present: City Manager John Connet, City Clerk Jill Murray, Communications Director Allison Justus, Utilities Director Adam Steurer, Public Services Director Brent Detwiler and others.

1. CALL TO ORDER

Chairwoman Jennifer Hensley called the meeting to order at 4:02 p.m. and welcomed those in attendance.

2. APPROVAL OF AGENDA

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

3. APPROVAL OF MINUTES

A. Approval of April 28, 2025 Minutes

Jay Frazier moved to approve the minutes of April 28, 2025, as presented. A unanimous vote of the Committee Members present followed. Motion carried.

4. OLD BUSINESS - None

5. NEW BUSINESS

A. Summary of 2025 Quarter 2 Activities – Adam Steurer, Utilities Director

Utilities Director Adam Steurer gave the following brief 2025 2nd Quarter Report presentation.



2025 – 2nd Quarter Report

City of Hendersonville - Water and Sewer Department 2025 2nd Quarter Report

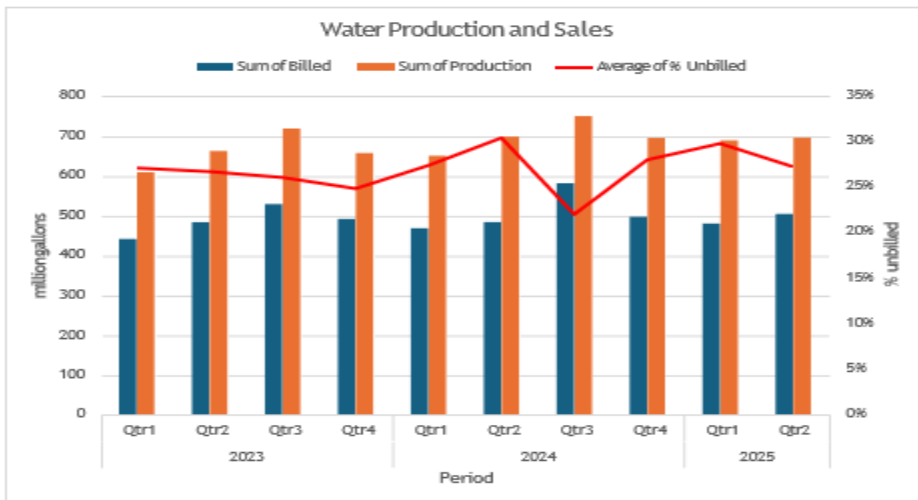
Publish Date: July 23, 2025

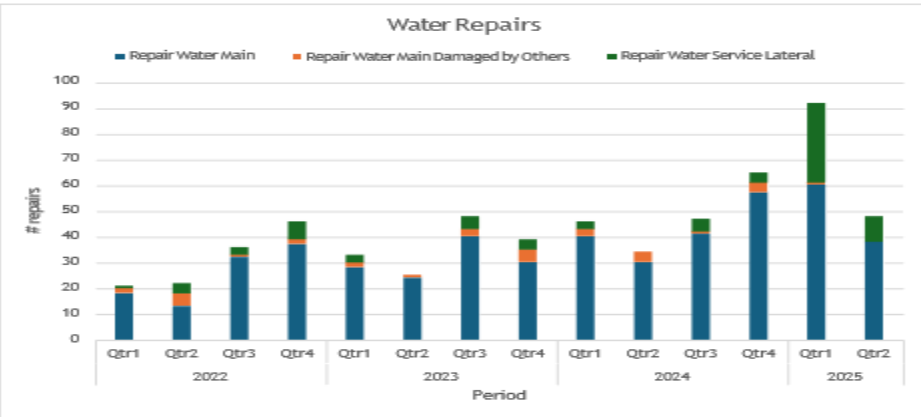
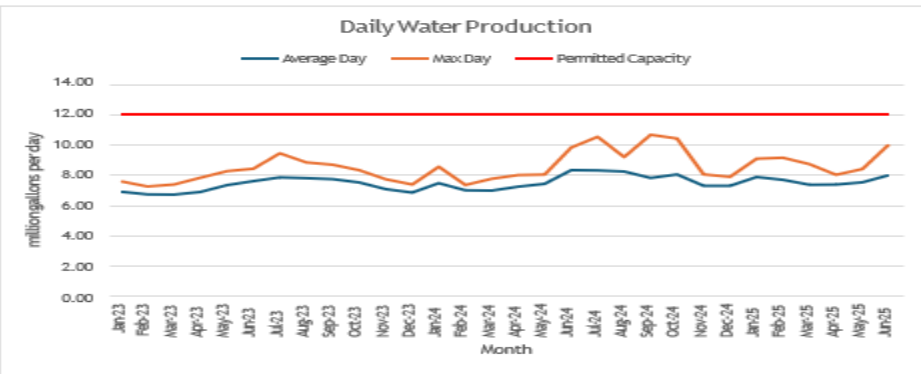
Utility Mission and Vision

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

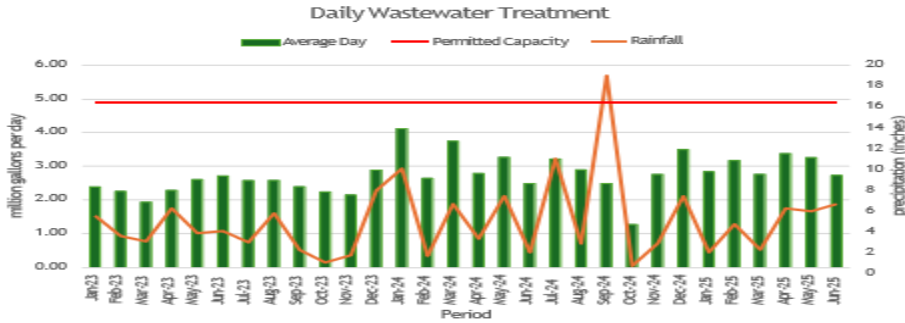
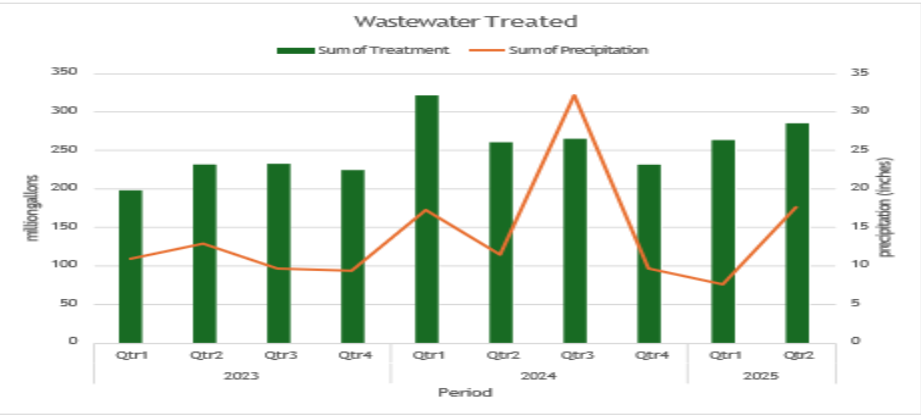
We envision a Hendersonville region with trusted, safe, high-quality, affordable water and wastewater service and a utility system that is responsive to the demands of its customers and regional growth.

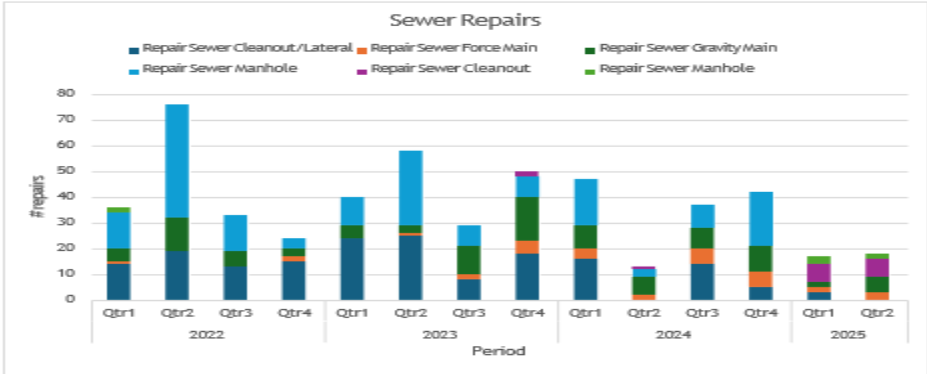
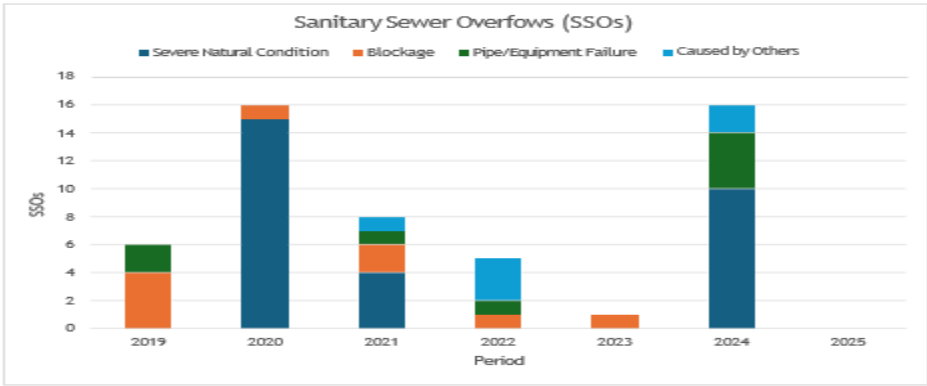
Water Operations





Wastewater Operations





Financial Management

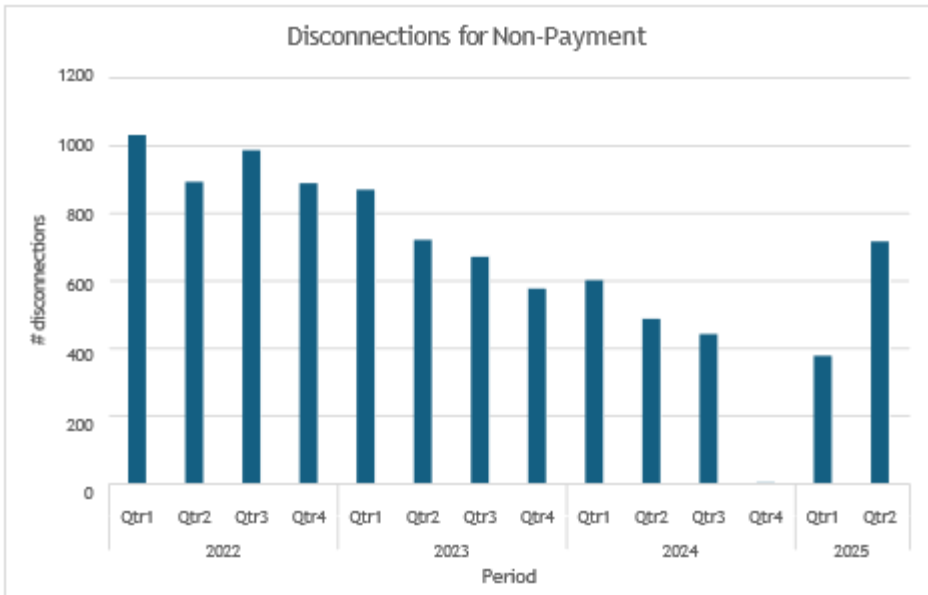
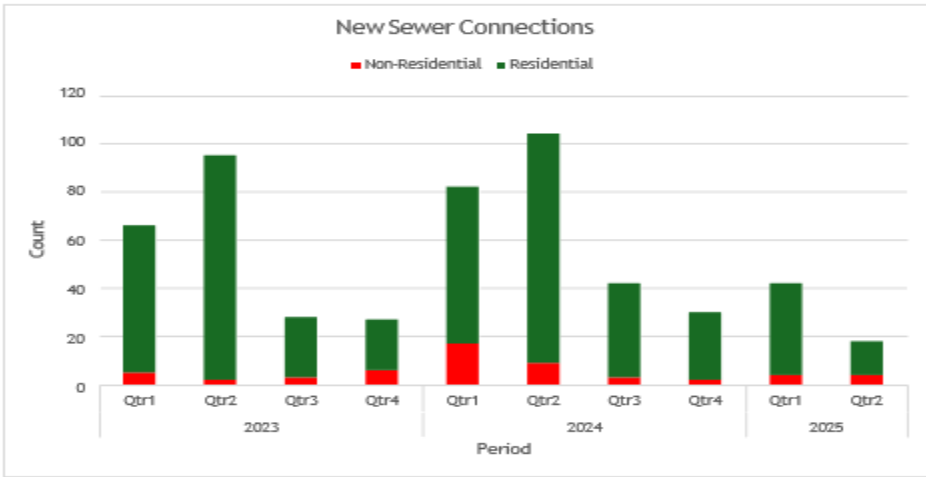
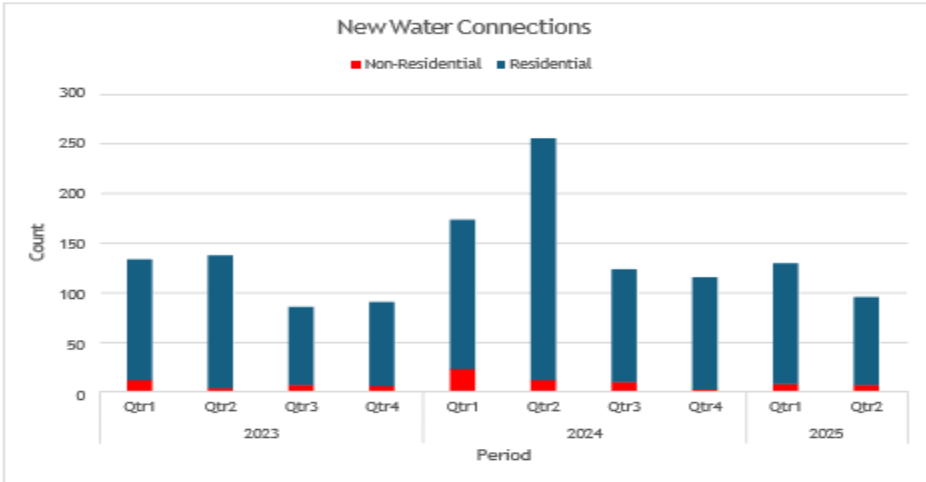
Expenditure Type	Actuals (Approximate)	Budget	% Expended
Capital	\$1,844,248*	\$1,017,760	181%
Personnel & Benefits	\$11,337,874	\$11,881,387	95%
Operating	\$7,890,126	\$8,940,417	88%
Debt Service	\$5,325,692	\$5,370,534	99%
FEMA Reimbursement Exp.	\$1,048,441	--	--
TOTAL	\$27,446,382	\$27,210,098	101%

Revenue Type	Actuals (Approximate)	Budgeted	% of Forecasted
Water Sales	\$ 16,020,870**	\$ 17,050,000	-6.0%
Sewer Sales	\$ 7,926,796**	\$ 7,940,000	-0.2%
Misc Revenue	\$ 1,898,621**	\$ 2,386,750	-20.4%
TOTAL	\$ 25,846,287	\$ 27,376,750	-5.6%

*Increase in capital expenditure due to vehicle and equipment replacements damaged by Hurricane Helene. FEMA Reimbursement of these replacements are currently unknown.
 **Revenues are underreported. A few weeks of the reporting quarter revenue was not received at the publish date of this report.

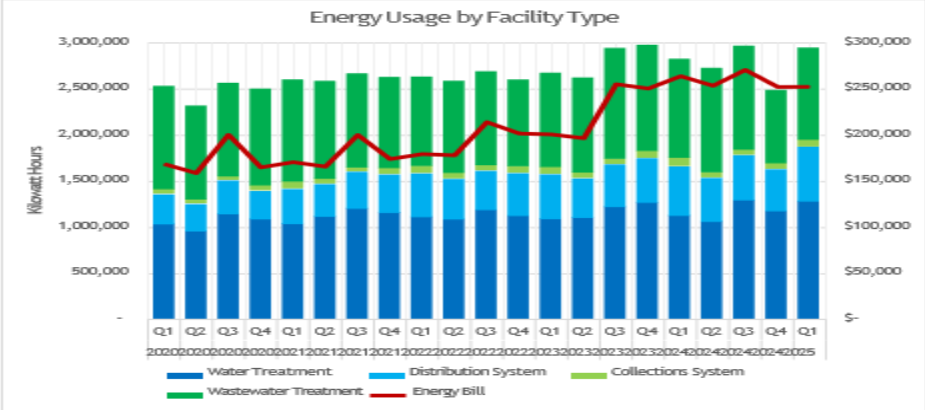
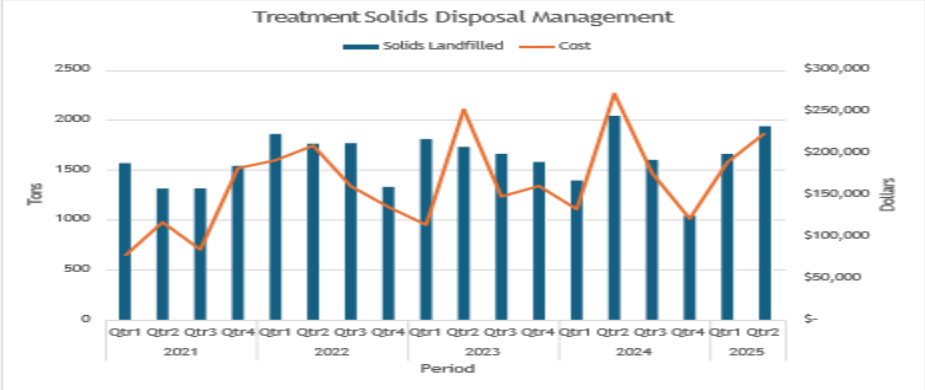
Credit Rating
 S&P Global Rating: A+
 Moody's Rating: Aa3 (4th highest of 21 ratings)

Customer Service and Connections

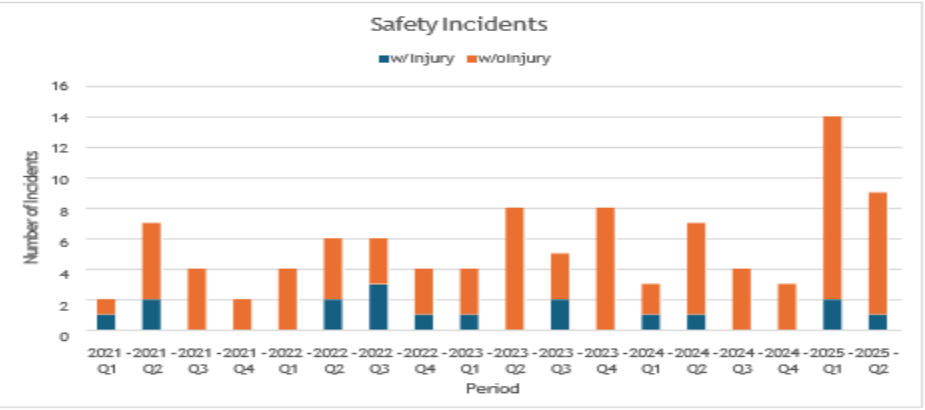


*Disconnections for non-payment suspended between 10/1/2024 and 2/28/2025 due to Hurricane Helene.

Sustainability



Staff



2024 Total Recordable Case (TRC) rate: 3.8 (2024 State Average 4.47)
 Estimated 2025 Q2 TRC rate: 4.34

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

- Mark Cannon, Line Maintenance Mechanic

Staff Accomplishments and Accolades

- Justin Shipman- Sewer Collections 1 Operator Certification
- Sebastian Durall - Sewer Collection 2 Operator Certification
- Christopher Smith - C-Surface Water Treatment Operator Certification

Departmental Awards and Achievements

- **Sustainability Hero Award**- Environmental Sustainability Board awarded the Water & Sewer Department with the third annual Sustainability Hero Award at the April 3, 2025, City Council Meeting. The department was recognized for a long-standing record of prioritizing sustainability in all areas of operation, including water conservation, waste reduction, and operational efficiency. The award also highlighted the efforts of specific Water & Sewer staff members Bo Stepp, Damian Bingham, Chase Dowdy and Stephen Bell.



- **2025 City Mini-Golf Tournament Champions**- Dawson Heatherly, Jacob Nance, Clarence Gilbert, and Brian McCall were the winners of the city staff mini-golf tournament on May 28, 2025.



B. Business Review Summary - Adam Steurer, PE, Utilities Director

Business Review Presentation



Presented by
Gary Sanders
July 28, 2025



Areas of Review

- Customer Service
- Cashiering
- Mail Payments
- Online Payments
- Service Applications
- Service Orders
- Meter Reading
- Billing
- Delinquent Processing
- Adjustments
- Reporting
- Accounting
- General Ledger Reconciliation
- Online Presence
- Backflow
- GIS
- Fees

Recommendations

Payments

- Conduct incentive campaign for ACH payments

Service Applications

- Update application form

Service Orders

- Automate reconnects using Muni-Link electronic service orders

Metering

- Monitor FlexNet for leaks daily
- Program meters when installed
- Monitor inactive meters with usage report
- Assign a field service technician to billing tasks
- Automatically add new customers to AquaHawk
- Inquire if AquaHawk can programmatically unlink inactive accounts

Recommendations

Billing

- Bill in individual gallons
- Show usage tiers on bills
- Evaluate redistributing billing cycles
- Investigate billing only property owners

Delinquent Processing

- Reduce Days of Exposure or increase security deposits
- Establish separate deposit schedules for Water Only and Water & Sewer customers
- Reinstate deposit for accounts on the cut-off list
- Monitor cut-off accounts still off after seven days

Adjustments

- Stop offering leak adjustments
- Investigate leak insurance
- Provide overbilling refunds and underbilling charges only as far back as required by statute
- Waive initial late fee if customer agrees to sign up for bank drafts



Recommendations

General Ledger Reconciliation

- Reconcile accounts receivable and deposit accounts monthly

Fees

- Increase returned check fee to state maximum
- Charge an Application Fee

Policies

- Formalize write-off policy
- Institute damaged meter repair policy
- Adopt coin acceptance policy
- Develop deceased customer policy
- Revise policy to only apply deposits after two years of good credit
- Update policies to comply with actual practices and changes based on recommendations from this business review
- Create a policy manual and make accessible on website

Recommendations

General Ledger Reconciliation

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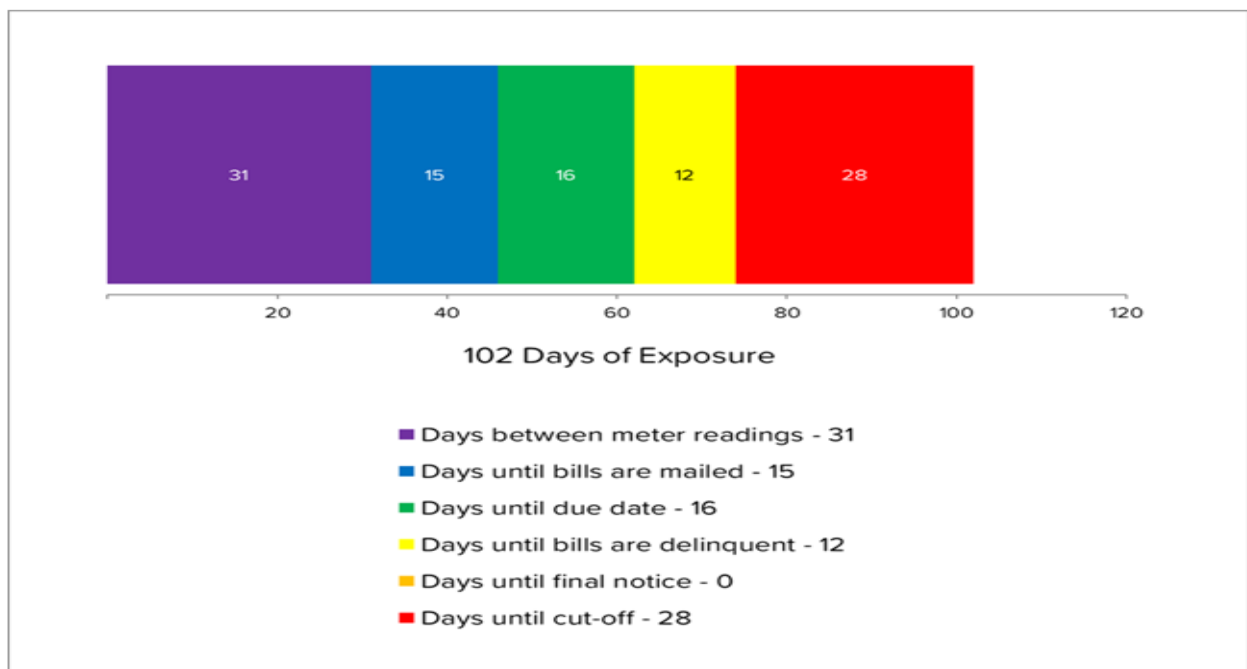
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Days of Exposure



Days of Exposure

Days of Exposure represents the total days of service a customer will owe for if the customer is disconnected for non-payment and leaves without paying.

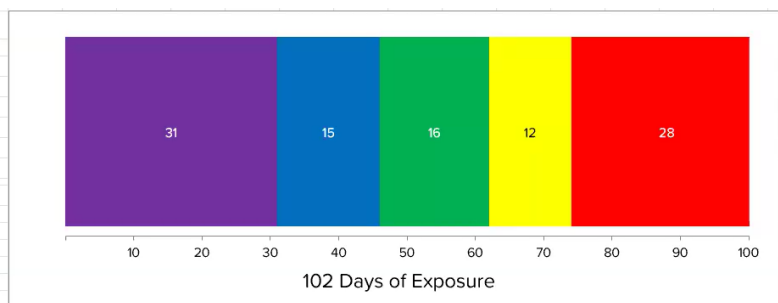
Days of Exposure, along with the amount of security deposit the customer has, directly impacts the potential bad debt write-off if the customer does not pay their final bill.

Recommendation

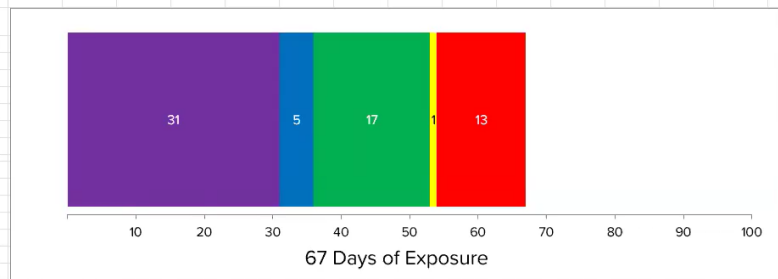
Reduce Days of Exposure and increase security deposits.

Let's look at an example:

Current		
3/20/2025	Previous reading date	
4/20/2025	Current reading date	Days between meter readings - 31 31
5/5/2025	Date bills mailed	Days until bills are mailed - 15 15
5/21/2025	Due date	Days until due date - 16 16
6/2/2025	Date penalty added	Days until bills are delinquent - 12 12
6/2/2025	Date final notice sent	Days until final notice - 0
6/30/2025	Cut-off date	Days until cut-off - 28 28
		102 Days of Exposure 102
	Months of Exposure	3.29
	Deposit	120.00
	Average Bill for 3500 gal (W-27.68, S-41.86, S-30.00, SW-8.00)	107.54
	Total Due	353.82
	Average (write-off)/refund	(233.82)



Proposed		
3/27/2025	Previous reading date	
4/27/2025	Current reading date	Days between meter readings - 31 31
5/2/2025	Date bills mailed	Days until bills are mailed - 5 5
5/19/2025	Due date	Days until due date - 17 17
5/20/2025	Date penalty added	Days until bills are delinquent - 1 1
5/20/2025	Date final notice sent	Days until final notice - 0
6/2/2025	Cut-off date	Days until cut-off - 13 13
		67 Days of Exposure 67
	Months of Exposure	2.16
	Deposit	200.00
	Average Bill for 3500 gal (W-27.68, S-41.86, S-30.00, SW-8.00)	107.54
	Total Due	232.41
	Average (write-off)/refund	(32.41)



City Manager Connet added that we are going to look at working on the internal stuff first (systems and policies) and then look at the biggest issues with our customers and of course ultimately go in front of Council with this. These will be decisions that our future Water & Sewer Commission will be talking about.

C. Water and Sewer Commission Update - *John Connet, City Manager*

City Manager John Connet gave a brief update on the establishment of a Water & Sewer Commission. It would be very similar to this committee, a nine-member and the city would appoint four members and the county would appoint four members, and they would alternate appointment of the chair. That commission will make a lot of policy decisions and will make recommendations to the county and the city based on our various systems and the utility rates, extensions policies. It will basically take a lot of the governance weight and delegate a lot of the day-to-day stuff to this commission. Our proposal is to be set up by January 1st. Adding the commission will take the need for this board, however, if you love to come to meetings the city and county will be recruiting folks to go on the water and sewer commission. The commission is going to be a very business-oriented commission. The idea is that there are no elected officials, no city staff, no county staff. We will have staff to serve to the commission, but it will really be an opportunity to provide more stakeholders with more of a direct say in the policy-making and we will be taking applications in October and November (tentatively) with the first commission meeting being in January and hopefully monthly thereafter. So, we will have one more meeting in October and give you an update and if everything goes as planned, this board will cease to exist, and we will have a Water & Sewer Commission. It will be a similar commission as Winston-Salem, Forsythe County that has been around since the 1970's.

6. **OTHER BUSINESS** - None

7. ADJOURNMENT

There being no further business, the meeting was adjourned at 5:17 p.m.

Jennifer Hensley, Mayor Pro Tem & Chairwoman

ATTEST:

Jill Murray, City Clerk



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

SUBMITTER: Adam Steurer **MEETING DATE:** 04/27/2026
AGENDA SECTION: NEW BUSINESS **DEPARTMENT:** Water Sewer
TITLE OF ITEM: Adopt 2026 Meeting Schedule – *Adam Steurer, Utilities Director*

SUGGESTED MOTION(S):

I move that the Water and Sewer Advisory Council adopt the 2026 Meeting Schedule.

SUMMARY:

The 2026 Meeting Schedule for the Water and Sewer Advisory Council is attached.

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 Meeting Schedule

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 2026

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 2026.

January 26, 2026

April 27, 2026

July 27, 2026

October 26, 2026

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.

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 a particular accommodation for this meeting please contact the City Clerk no later than 24 hours prior to the meeting at 697-3005.

Adopted: 01/26/2026 Posted: 01/27/2026
<https://www.hendersonvillenc.gov>





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

SUBMITTER: Adam Steurer, Utilities Director **MEETING DATE:** 04/27/2026

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 1st Quarter Report



Hendersonville
Water  Sewer

2026 – 1st Quarter Report

City of Hendersonville - Water and Sewer Department

2026 1st Quarter Report

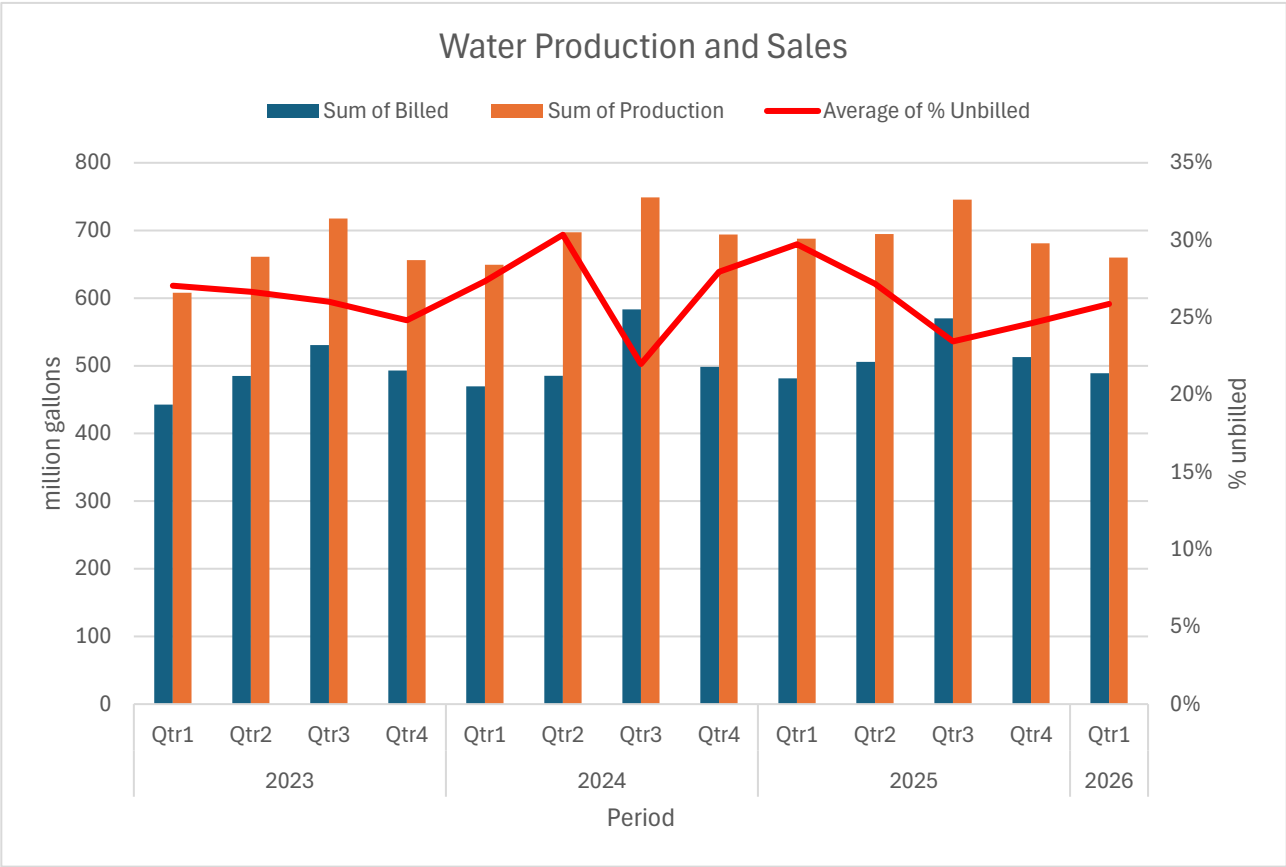
Reporting Period: January - March 2026

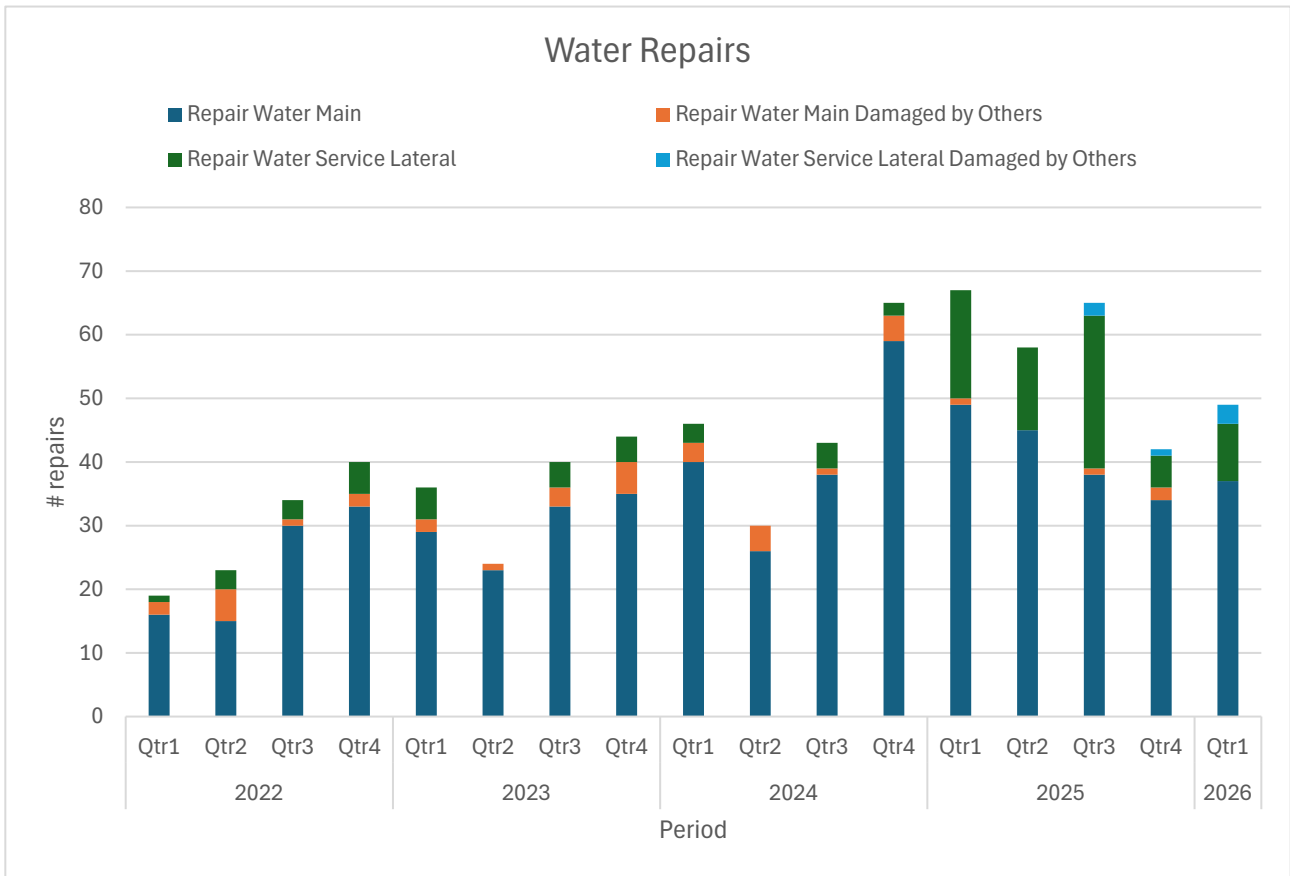
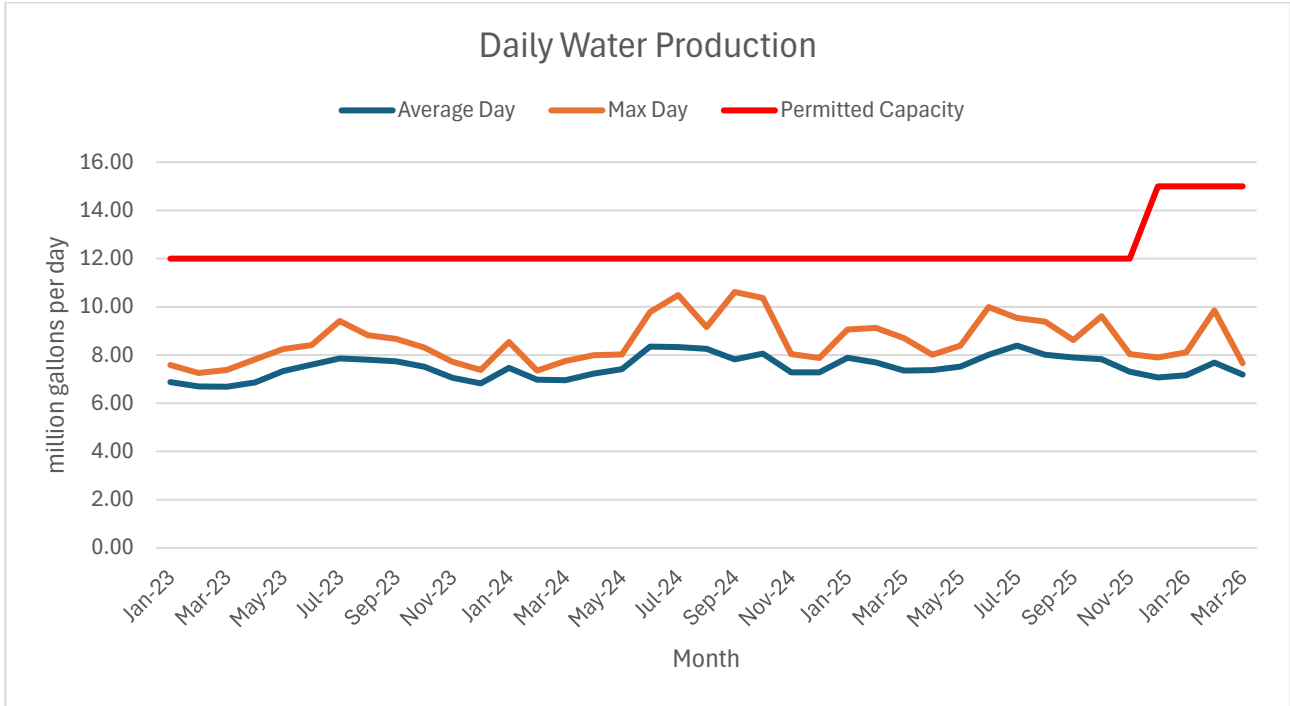
Publish Date: April 21, 2026

Utility Mission and Vision

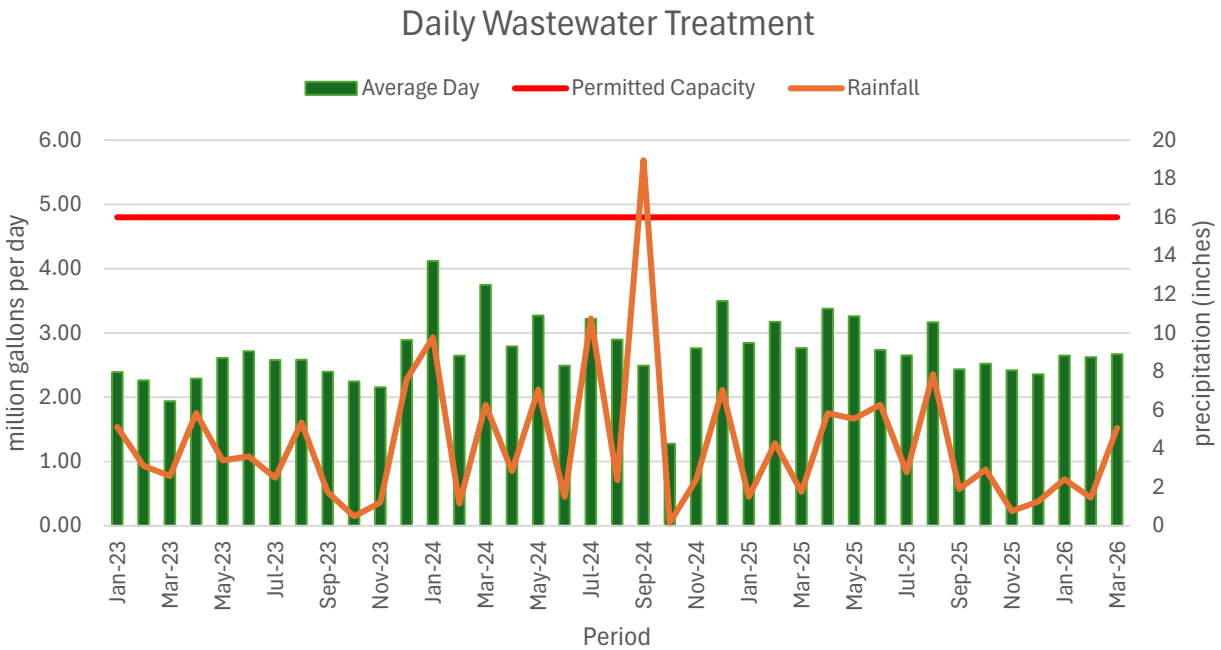
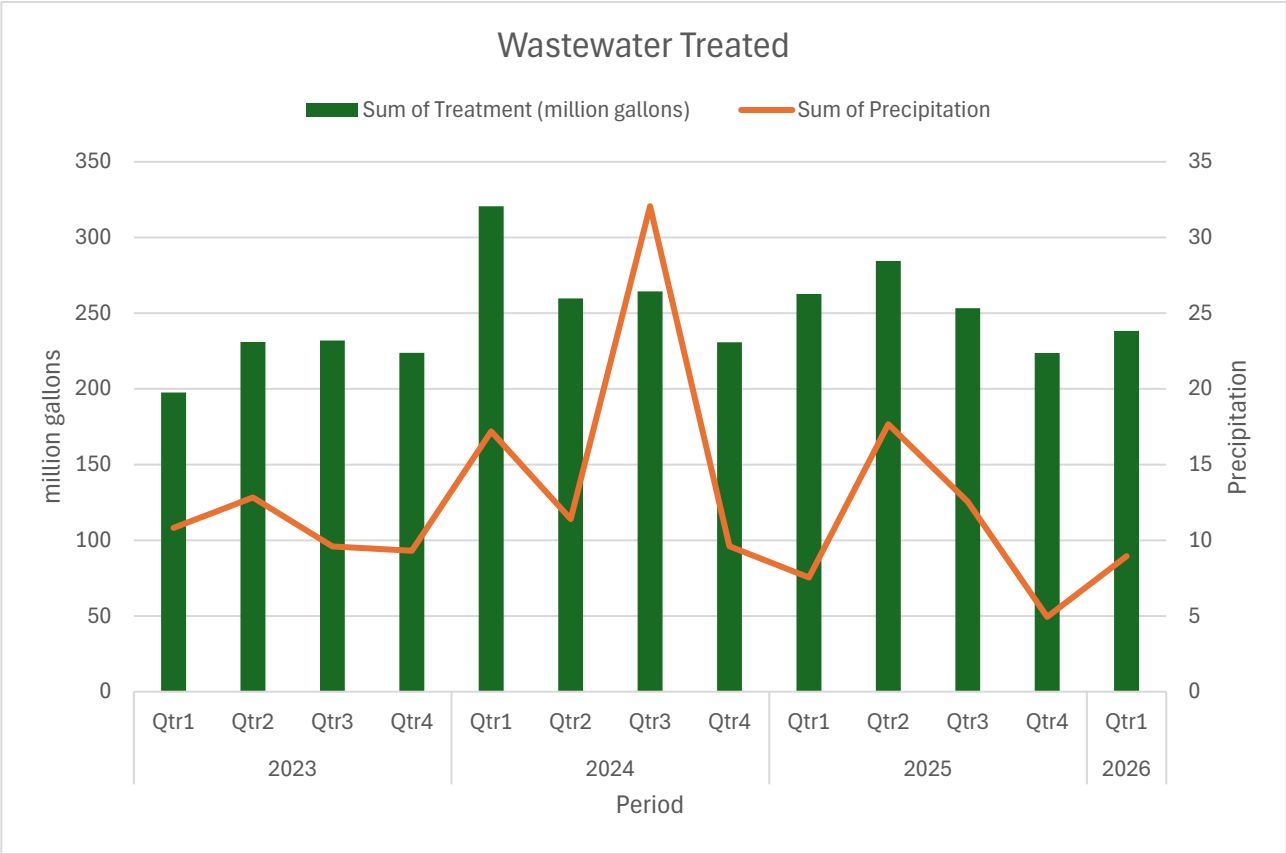
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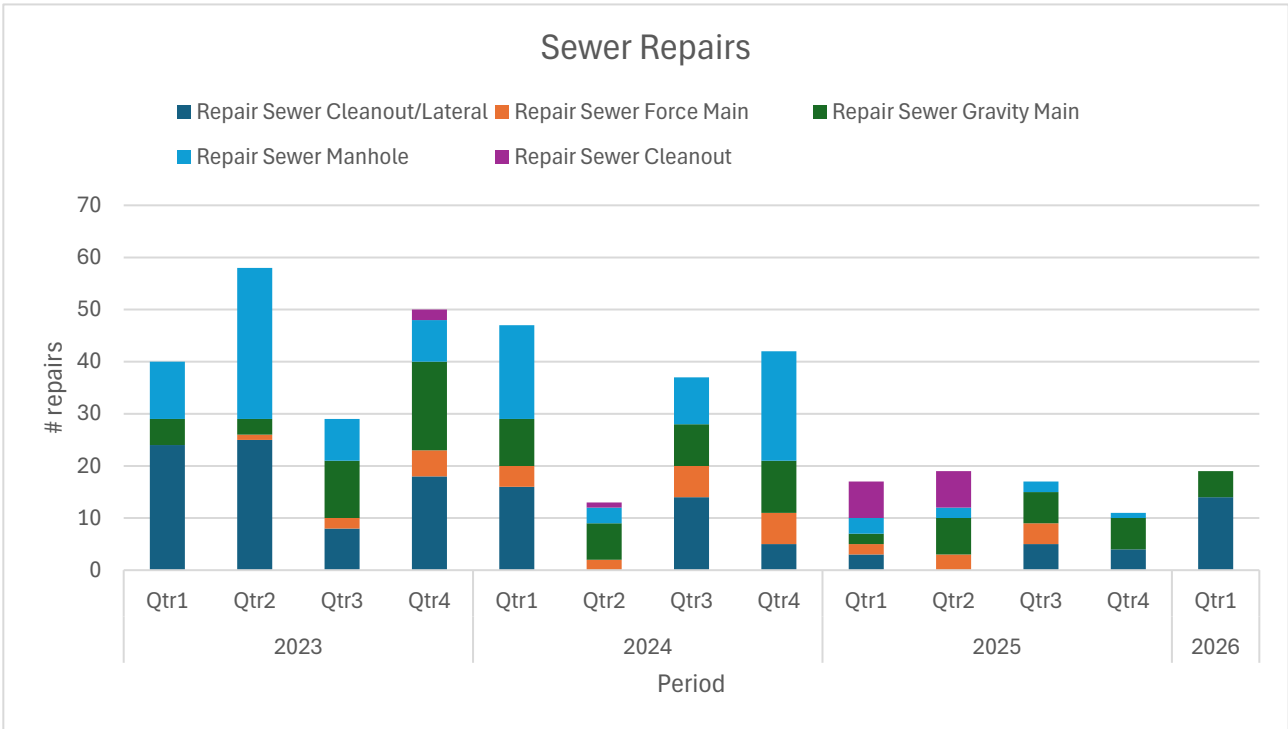
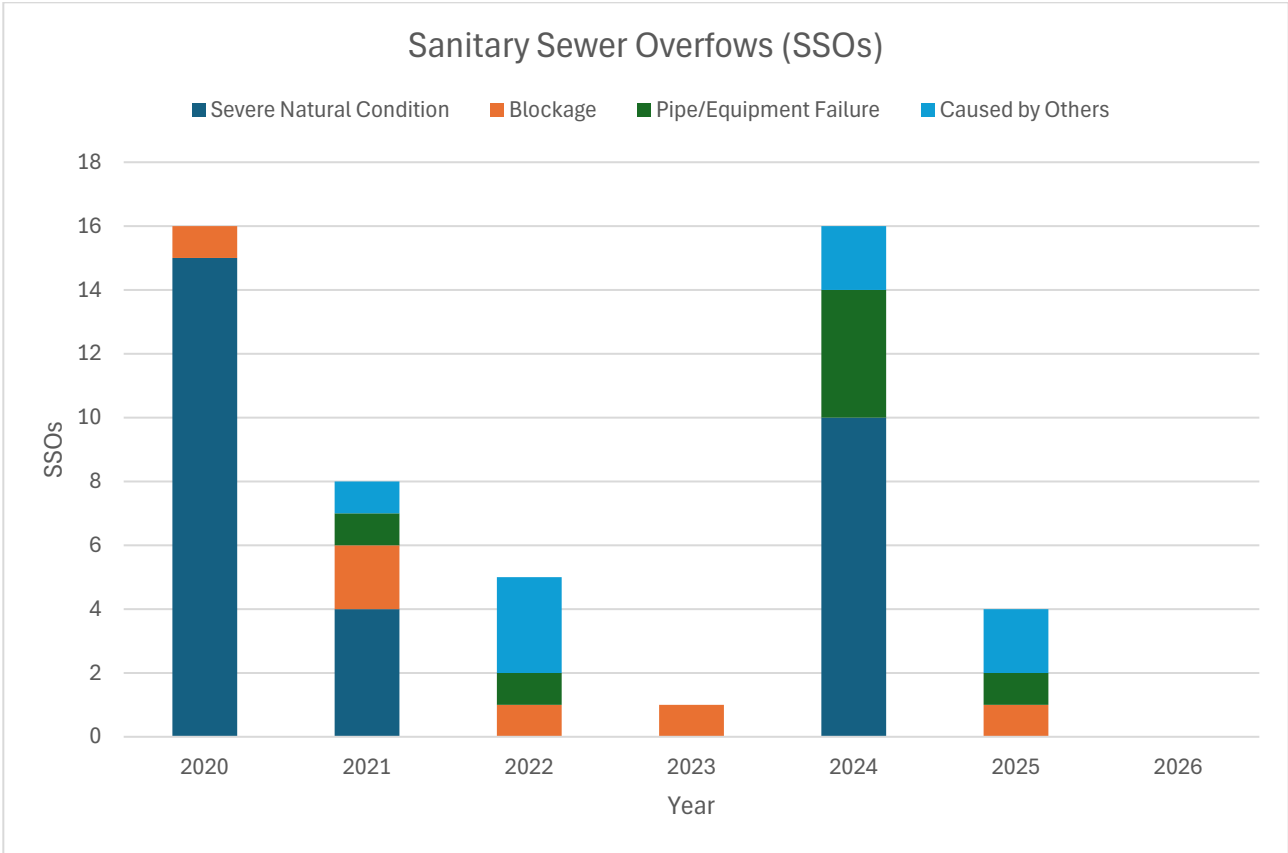
Water Operations





Wastewater Operations





Financial Management

Expenditures (Through Q3 FY2026)

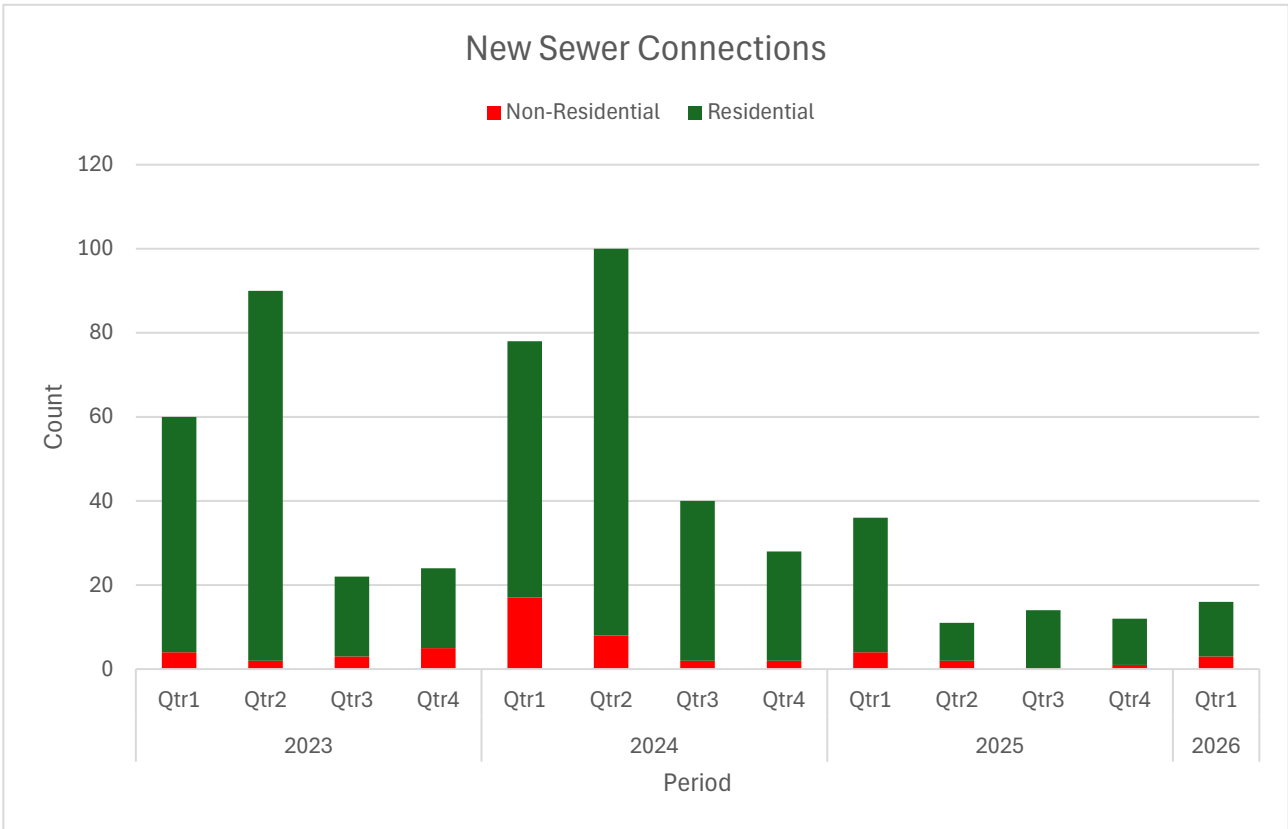
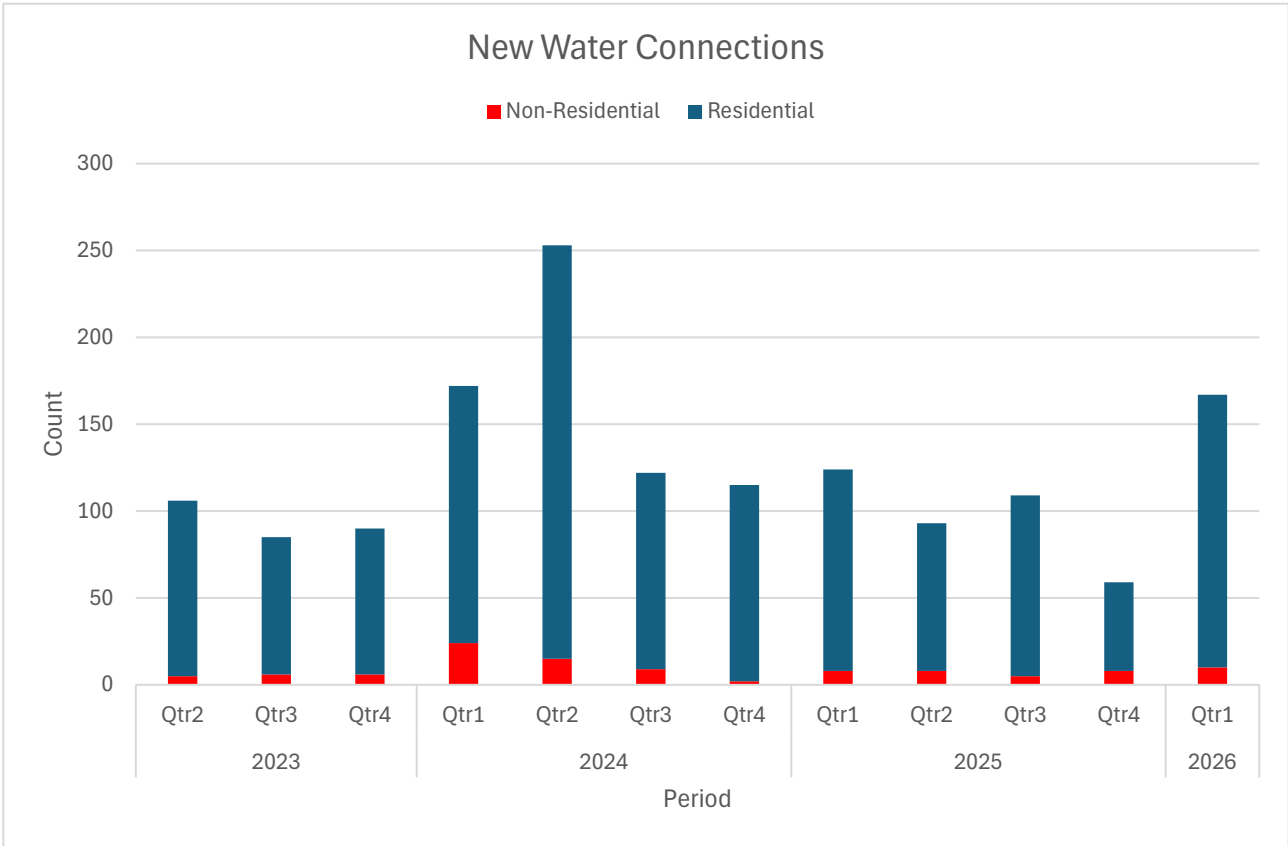
Expenditure Type	Actuals (Approximate)	Amended Budget	% Expended
Personnel & Benefits	\$9,544,041	\$14,356,658	66.5%
Operating	\$6,191,037	\$9,568,917	64.7%
Capital	\$330,819	\$1,114,821	29.7%
Debt Service	\$708,442	\$6,144,553	11.5%
TOTAL	\$16,774,340	\$31,184,949	53.8%

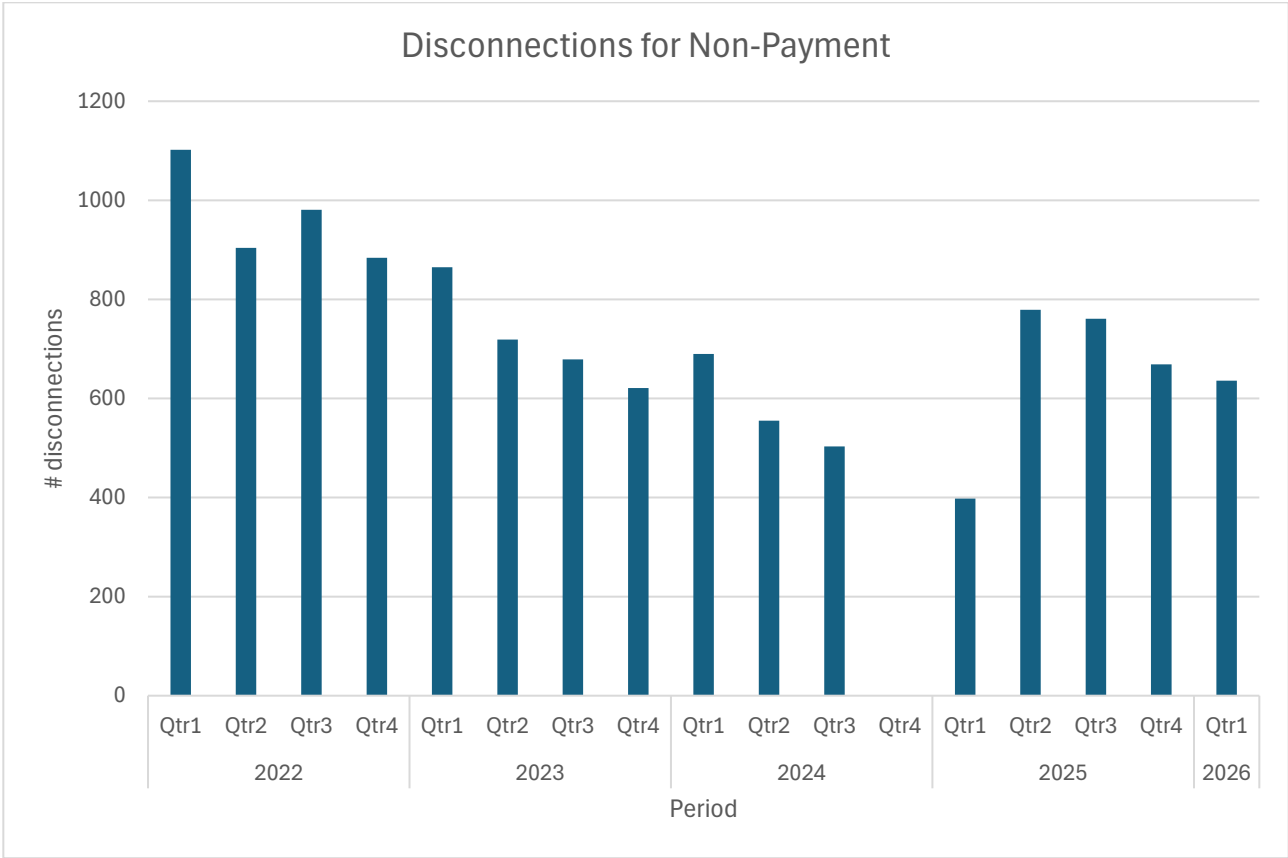
Revenues (Through Q3 FY2026)

Revenue Type	Actuals (Approximate)	Amended Budget	% of Forecasted
Water Sales	\$12,245,832*	\$17,788,215	(6.2%)
Sewer Sales	\$5,923,425*	\$8,441,865	(4.8%)
Misc. Revenue	\$2,579,410*	\$2,488,428	28.7%
Fund Balance Appropriation	\$0	\$2,466,441	--
TOTAL	\$20,748,668	\$31,184,949	(8.5%)

**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.*

Customer Service and Connections



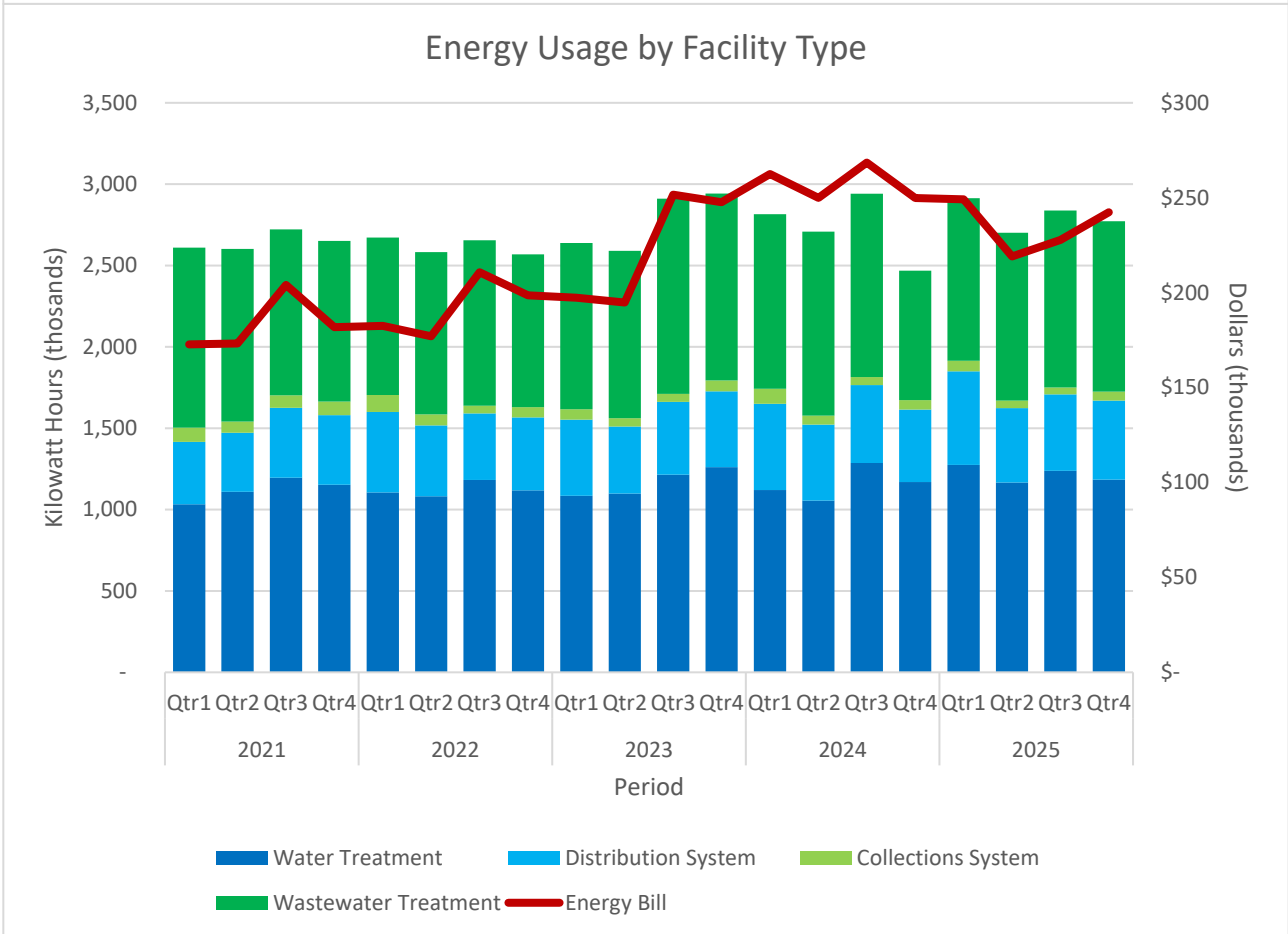
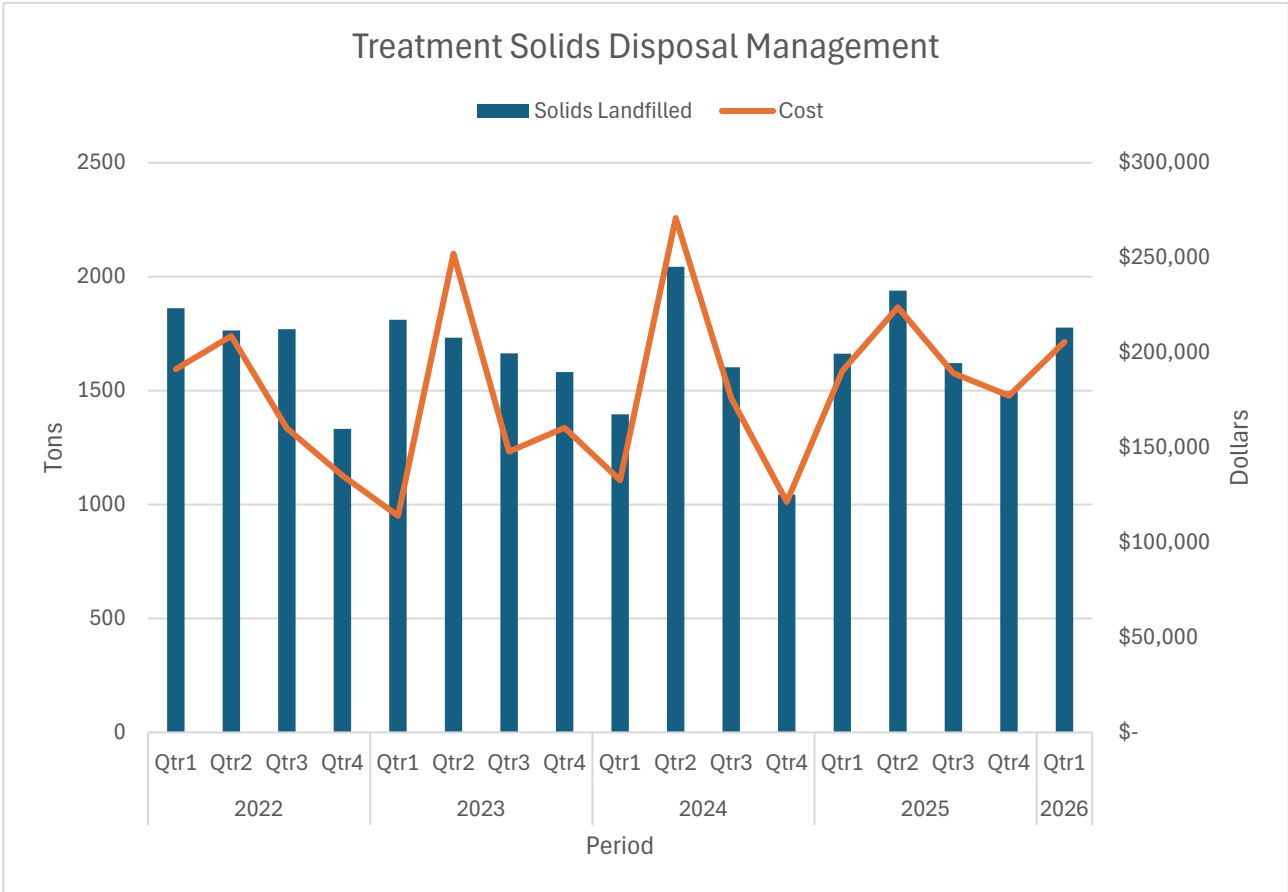


On Time Bill Collection Rate Q1- 2026 = 99.35%

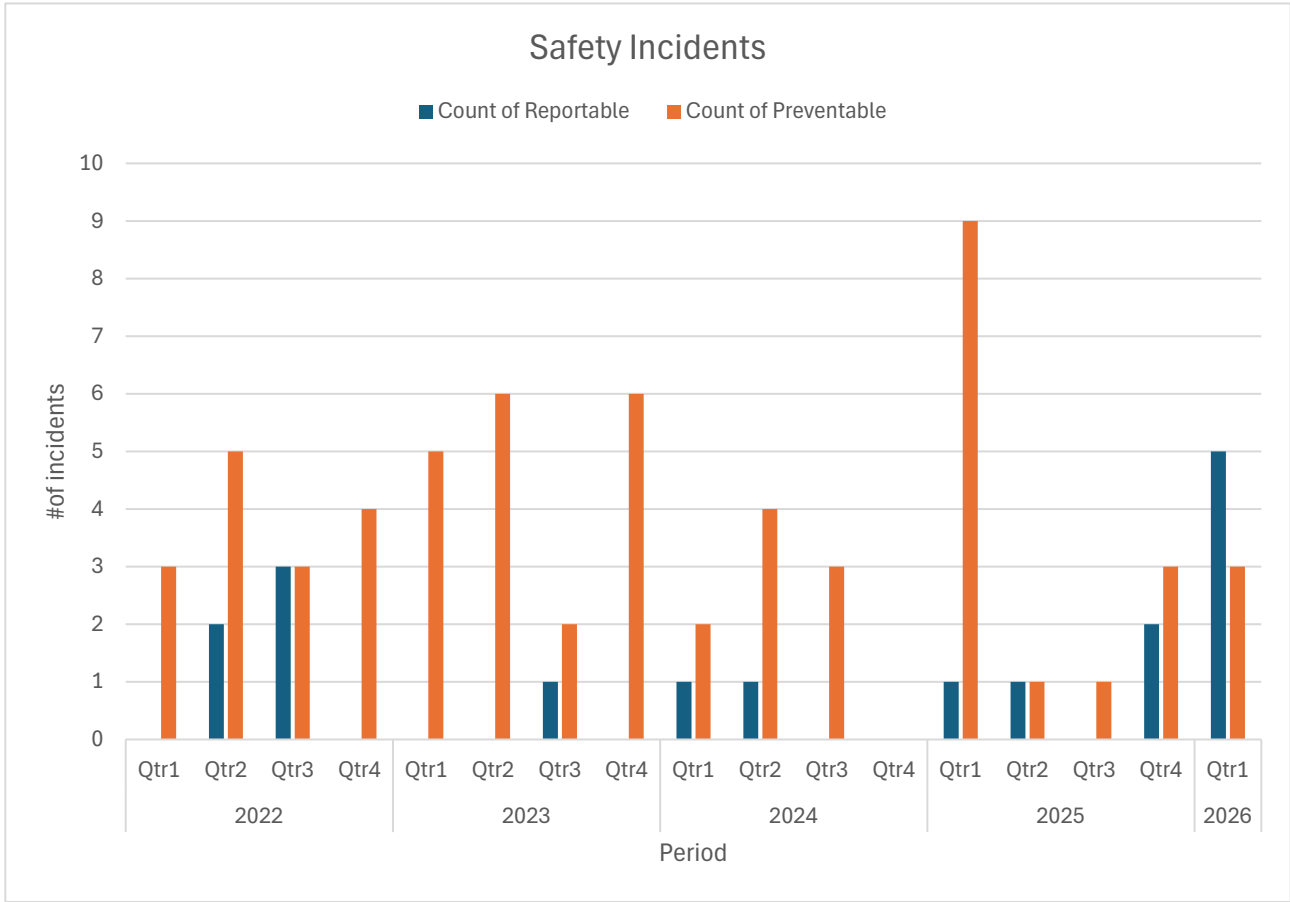
On Time Bill Collection Rate Goal = 99.50%

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

Sustainability

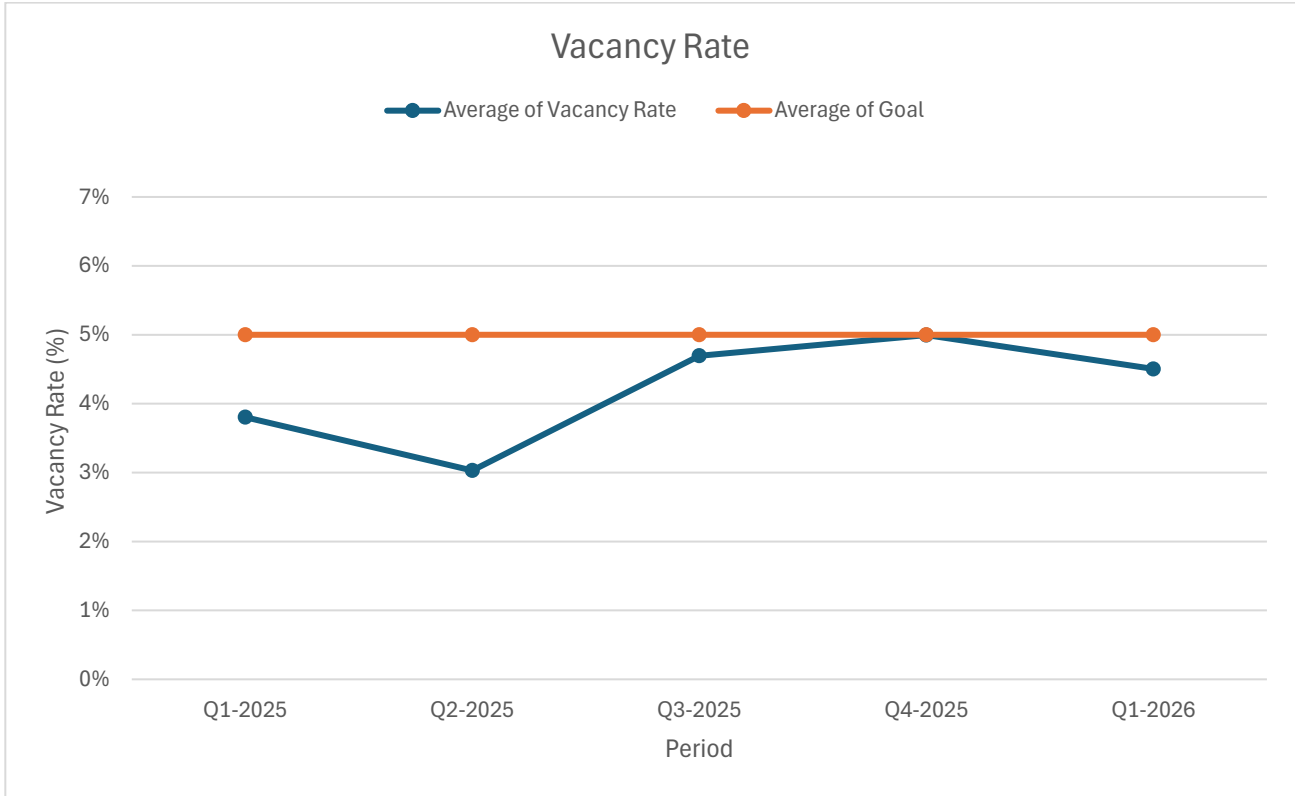


Staff



2025 Total Recordable Case (TRC) rate: **4.18** (2024 State Average 4.47)

Estimated 2026 Q1 TRC rate: **21.04**



Current Vacancies

- Administration 0 of 7
- Field Operations 3 of 64
- Water Treatment 1 of 13
- Wastewater Treatment 0 of 10
- Technology and Metering 0 of 8

New Team Members

- Brandon Mundy: Facilities Maintenance Mechanic
- David Baldwin: Facilities Maintenance Mechanic
- Chris Davis: Wastewater Treatment Plant Operator
- McIntyre Sudderberg: Wastewater Treatment Operator
- Michael Bradley: Wastewater Treatment Plant Operator

Staff Accomplishments and Accolades

- **Chad Freeman** – MVP - Chad was recognized for assisting Public Works during the January winter storm by providing great wisdom and leadership throughout the event.
- **Austin Williams** and **Justin Shipman** – MVP – A water customer sent a note of appreciation for Austin and Justin when the water pipes in her residence froze during an extreme cold weather weekend. Austin and Justin showed up within 10 minutes of calling the City, and while they couldn't fix the issue, they were pleasant, helpful, and encouraging.

Operator Certifications Obtained

- Timothy Calderazzo – Grade C Distribution Operator
- Timothy Calderazzo - Backflow Prevention Assembler Tester
- Stephen Bell – Grade 2 Physical Chemical Treatment Certification
- Kasey Lyons Sudderberg – Cross Connection Control System Operator
- Chad Freeman - Grade 3 Collections Operator
- Bryson Metcalf – Grade C Distribution Operator
- Katie Bandurraga – Meter Technician Certification
- Richard Burchell – Meter Technician Certification
- Sammantha Cannon – Grade 2 Wastewater Laboratory Technician

Departmental Awards and Achievements

- The Utility was awarded an additional **\$3.5 million** (50% grant 50% 0%-interest loan), towards its **Water System Resiliency Looping** project through the North Carolina Department of Environmental Quality (NCDEQ) Helene SRF program. Total funding awarded for this project to date is now up to **\$13.5 million**. The project generally provides redundant water supply pipelines to Mountain Home/Fletcher and Dana/Upward Road areas that are currently served by single feeds The grant application was prepared by **Devin Owen**, Utilities Engineer.
- The Utility was awarded an additional **\$4 million** (\$3 million grant, \$1 million 0% interest loan) through the NCDEQ Helene SRF program and **\$6 million**, (50% grant 50% low-interest loan) through the normal SRF program to partially fund its **Wastewater Treatment Facility Flood Mitigation and Expansion** projects through the NCDEQ Helene SRF program. Total funding awarded for this project is now up to **\$17 million**. Utility staff continue to aggressively pursue additional opportunities to completely fund the project.
- The Utility was awarded a **\$3 million** SRF low-interest loan towards its **Water Treatment Facility Sludge Transfer and Backwash Pump Improvements** project. The project generally replaces existing pumps that have reached the end of their useful lives and adds additional redundant pumps to improve water treatment operational resiliency.

Notable Project Updates

- After decades of thoughtful planning, the launch of the **French Broad River Water Intake and Pumping Station** was celebrated at a ‘First Sip Ceremony’ on February 13, 2026. The new water intake collects and pumps water from the French Broad River to the Water Treatment Facility where it is purified into high quality drinking water. The utility’s water supply area is currently experiencing extreme drought, however with the addition of the new French Broad River Intake the utility does not foresee implementing water use restrictions in the near future.



Elected officials, external partners, and utility staff celebrate the launch of the new French Broad River Intake. February 13, 2026.

- The **WWTF Biosolids Thermal Dryer** project has seen significant construction progress in recent months. The thermal drying equipment is expected to arrive in May 2026 with completion of the project scheduled in Fall 2026. The project greatly reduces the amount of treatment solids landfilled by producing a biosolid material that can be beneficially reused as fertilizer/soil amendment while significantly reducing disposal costs.



Biosolids Thermal Dryer Facility Construction. April 2026.



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

SUBMITTER: Adam Steurer, Utilities Director **MEETING DATE:** 04/27/2026
AGENDA SECTION: NEW BUISNESS **DEPARTMENT:** Water & Sewer
TITLE OF ITEM: Draft FY27 Budget – *Adam Steurer, Utilities Director*

SUGGESTED MOTION(S):

I move that the Water and Sewer Advisory Council recommend a FY2027 Budget to Hendersonville City Council.

SUMMARY:

Staff will present a summary of the draft FY2027 budget.

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:

Presentation



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

SUBMITTER: Adam Steurer, Utilities Director **MEETING DATE:** 04/27/2026
AGENDA SECTION: NEW BUISNESS **DEPARTMENT:** Water & Sewer
TITLE OF ITEM: Customer Service and Billing Policy Revisions – *Adam Steurer, Utilities Director*

SUGGESTED MOTION(S):

I move that the Water and Sewer Advisory Council recommend revisions as discussed to the Hendersonville City Council.

SUMMARY:

Staff will present a summary of proposed revisions to the Utility’s Customer Service and Billing Policy Procedures.

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:

Presentation



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

SUBMITTER: Adam Steurer, Utilities Director **MEETING DATE:** 04/27/2026
AGENDA SECTION: NEW BUISNESS **DEPARTMENT:** Water & Sewer
TITLE OF ITEM: Project and Funding Awards Update – *Adam Steurer, Utilities Director*

SUGGESTED MOTION(S):

N/A

SUMMARY:

Staff will present an update of current projects and funding awards.

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:

Presentation