



CITY OF HENDERSONVILLE
WATER SEWER ADVISORY COUNCIL
City Hall-Council Chambers | 160 6th Ave. E. | Hendersonville, NC 28792
Monday, July 28, 2025 – 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*

April 28, 2025

4. OLD BUSINESS

5. NEW BUSINESS

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

B. Business Review Summary – *Adam Steurer, Utilities Director*

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

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:** 7/28/2025
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 July 28, 2025 meeting.

SUMMARY:

The agenda for the July 28, 2025 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 AND SEWER ADVISORY COUNCIL
AGENDA ITEM SUMMARY**

SUBMITTER: Adam Steurer, Utilities Director **MEETING DATE:** 7/28/2025
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 April 28, 2025 meeting.

SUMMARY:

The minutes from the April 28, 2025 meeting of the Water and Sewer Advisory Council are 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 4/28/2025 Meeting Minutes



CITY OF HENDERSONVILLE
WATER SEWER ADVISORY COUNCIL
 City Hall-Council Chambers | 160 6th Avenue E. | Hendersonville, NC 28792
 Monday, April 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; Henderson County Water/Sewer Customer Representative Andrew Riddle; Chamber of Commerce Jay Frazier; Town of Fletcher Amber McKinney; City of Saluda Kevin Burnett; City of Hendersonville Water/Sewer Customer Representative Chuck McGrady; Partnership for Economic Development Representative Eddie Bingham; Town of Laurel Park Deb Bridges & Travis Bonnema; and Village of Flat Rock Matt Toner
- Absent: Utilities Director Adam Steurer
- Staff Present: City Manager John Connet, City Clerk Jill Murray, Communications Manager Allison Justus, Budget and Evaluation Director Adam Murr, Public Service Director Brent Detwiler and others.

1. CALL TO ORDER

Chairman Jennifer Hensley called the meeting to order at 4:01 p.m. and welcomed those in attendance.

2. APPROVAL OF AGENDA

Chuck McGrady 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 February 3, 2025, Minutes

Chuck McGrady moved to approve the minutes of February 3, 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 1 Activities – Adam Steurer, Utilities Director

Public Services Director Brent Detwiler briefly reviewed the Summary of 2025 Quarter 1 Activities.



2025 – 1st Quarter Report

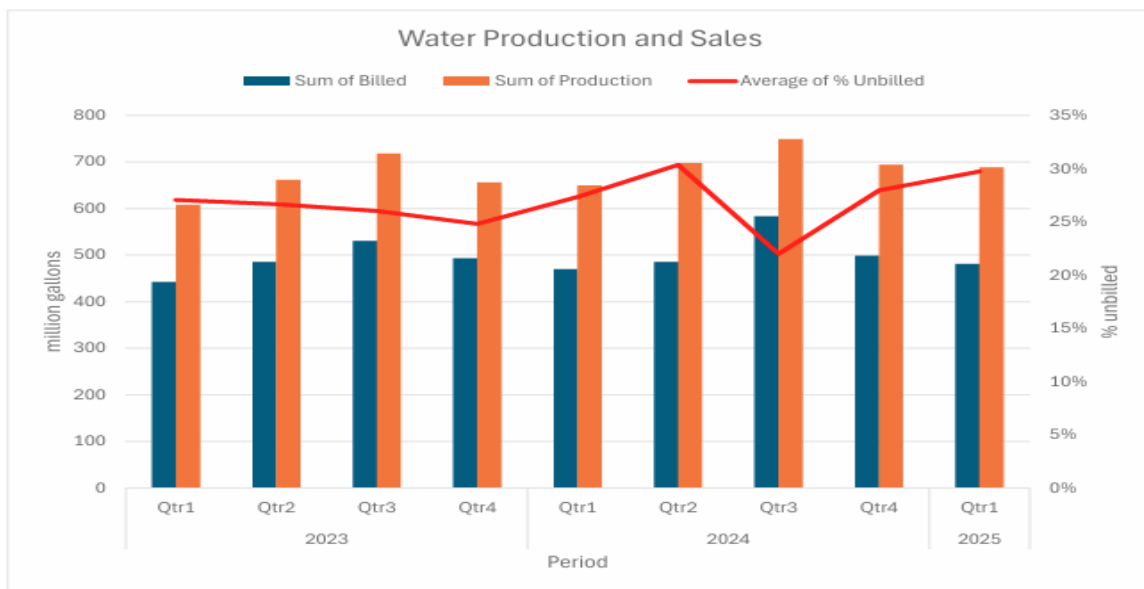
City of Hendersonville - Water and Sewer Department
2025 1st Quarter Report

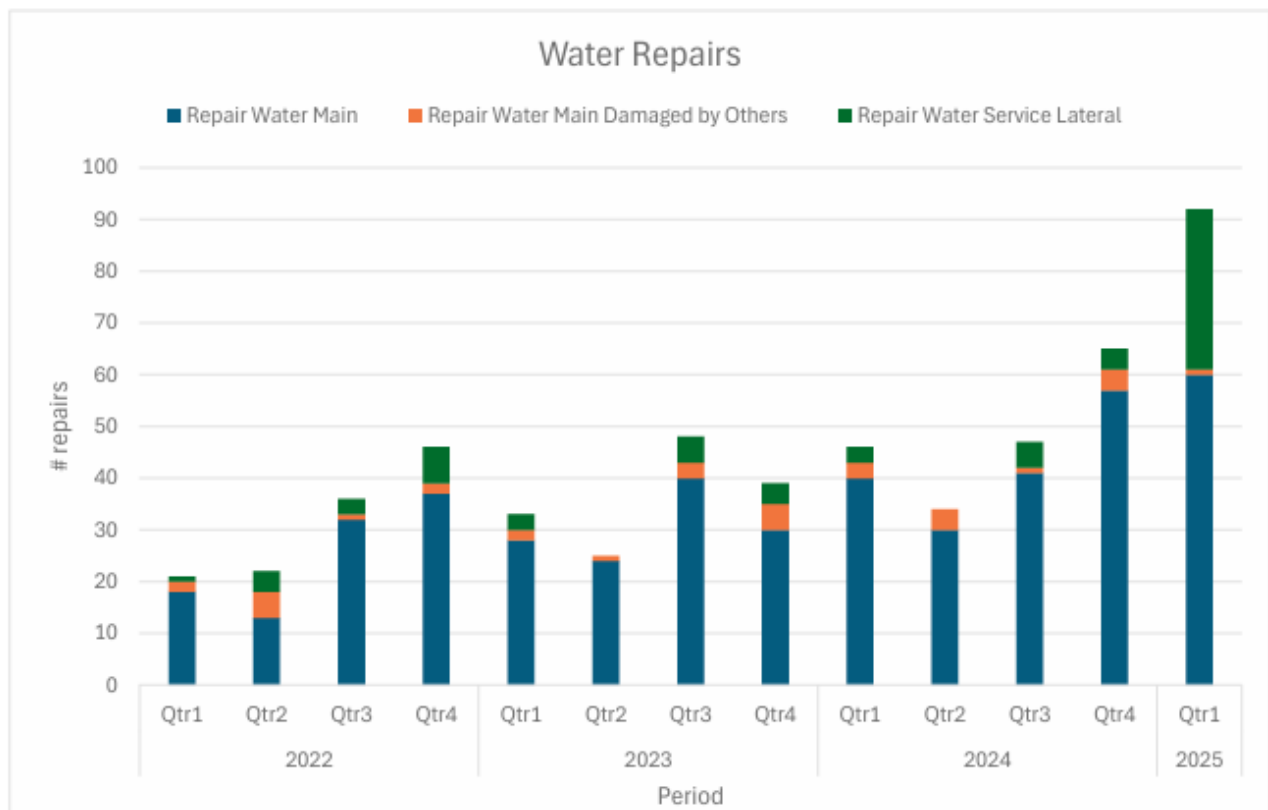
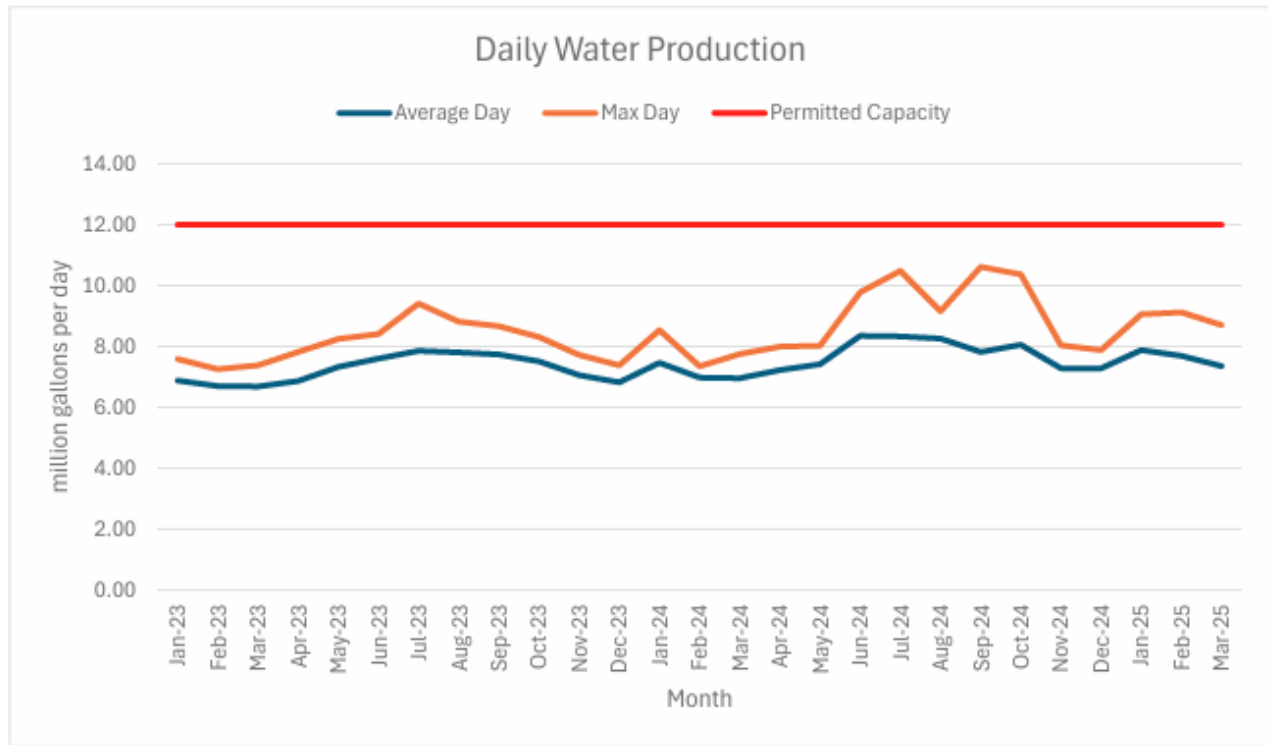
Utility Mission and Vision

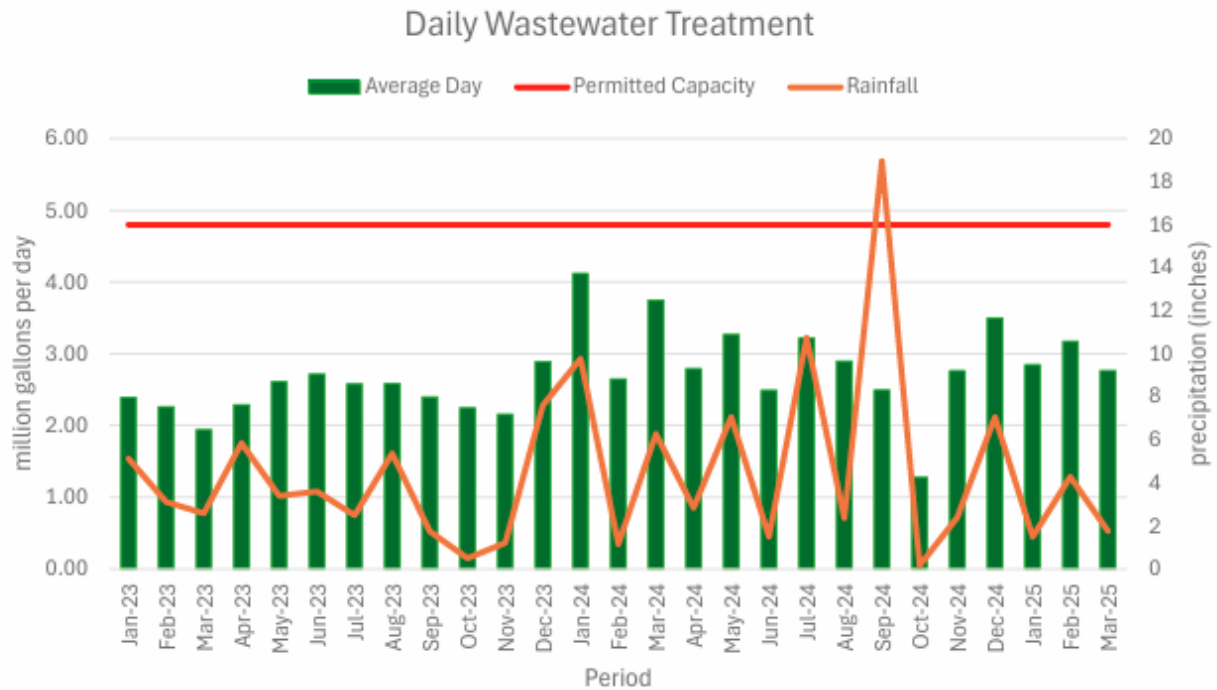
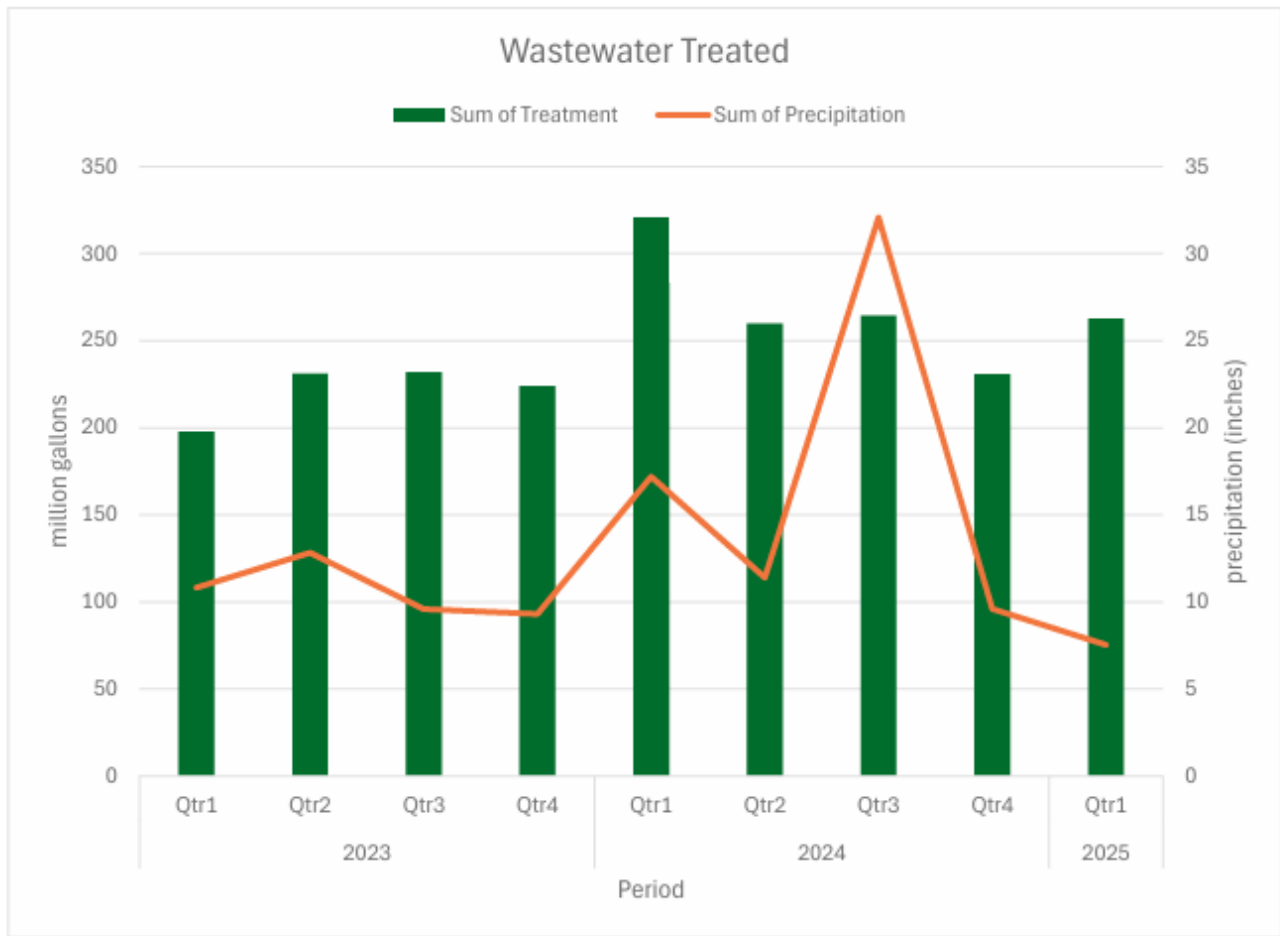
Our mission is to operate a great utility for our customers.

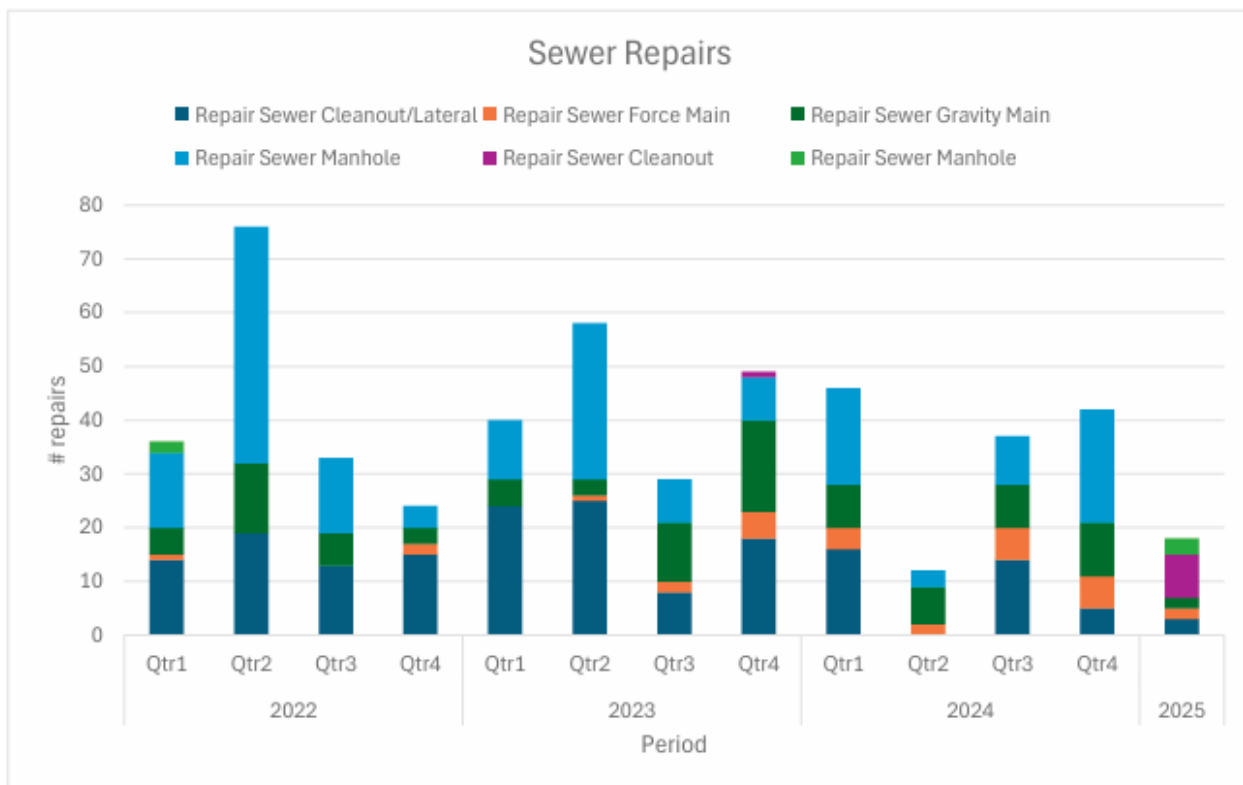
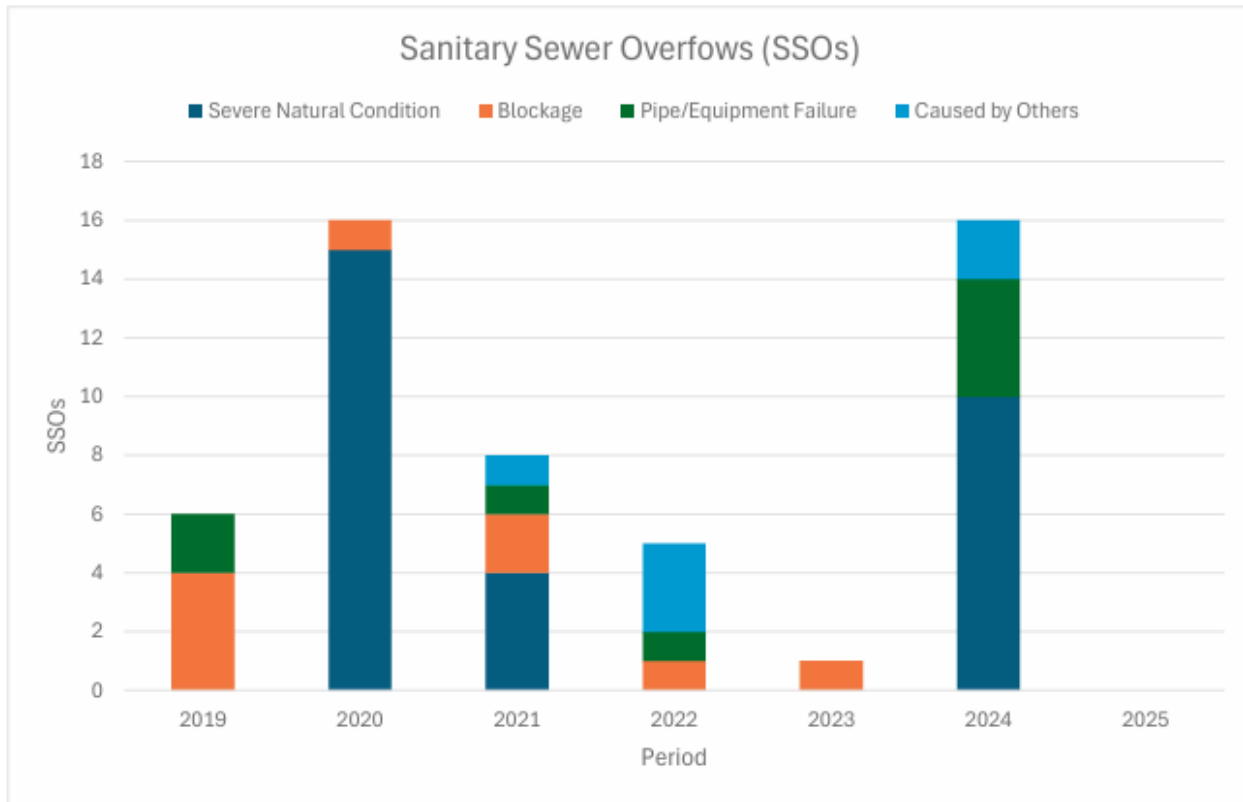
We envision a Hendersonville region with trusted, safe, high-quality, affordable water and wastewater service and a utility system that is responsive to the demands of its customers and regional growth.

Water Operations









Financial Management

Expenditures (Through Q3 FY2025)

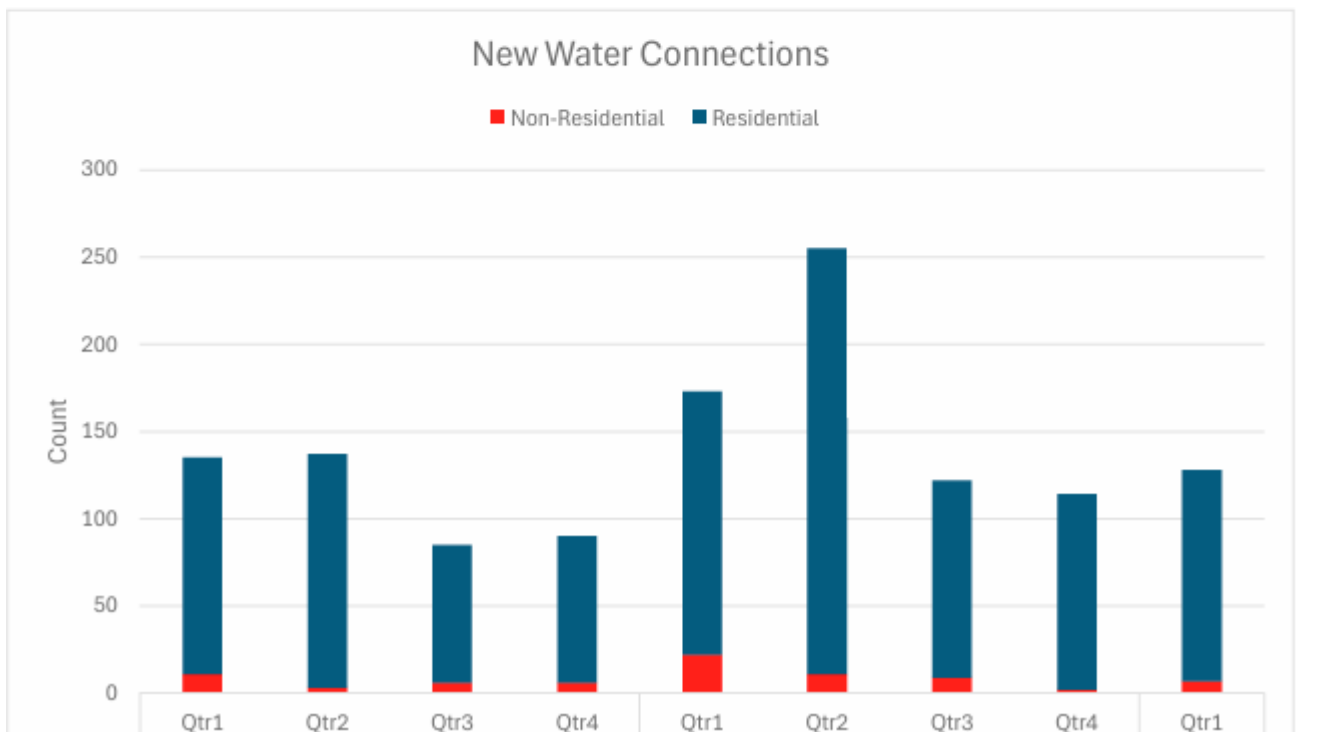
Expenditure Type	Actuals	Amended Budget	% Expended
Capital	\$475,060	\$1,017,760	47%
Personnel & Benefits	\$8,535,465	\$11,881,387	72%
Operating	\$7,046,014	\$8,940,417	79%
Debt Service	\$520,973	\$5,370,534	10%
TOTAL	\$16,577,513	\$27,210,098	61%

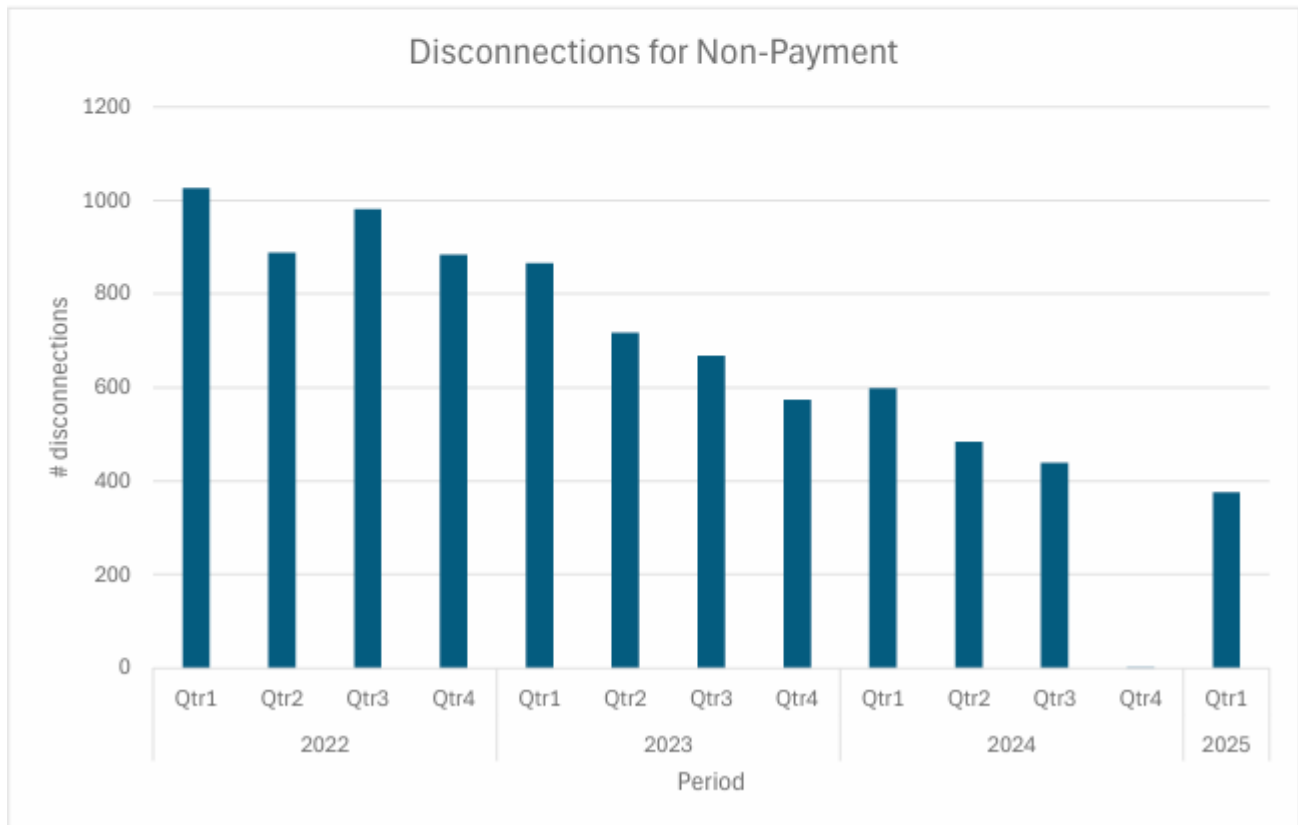
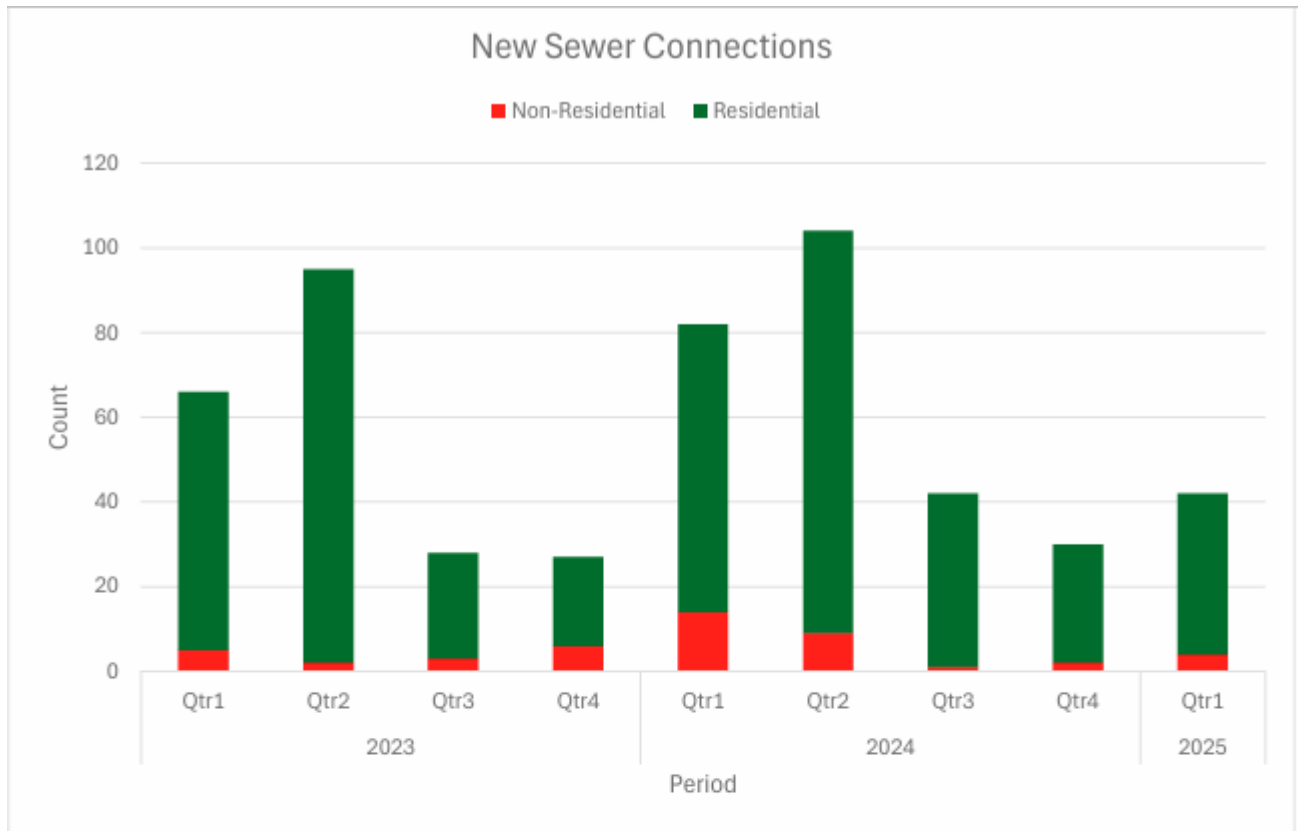
Revenues (Through Q3 FY2025)

Revenue Type	Actuals	Amended Budget	% of Forecasted
Water Sales	\$ 11,499,326	\$ 17,052,000	(7.6%)
Sewer Sales	\$ 5,696,700	\$ 7,940,000	(3.3)%
Misc Revenue	\$ 1,602,807	\$ 2,386,750	(7.8)%
TOTAL	\$ 18,798,833	\$ 27,376,750	(6.3)%

**Actuals are approximate*

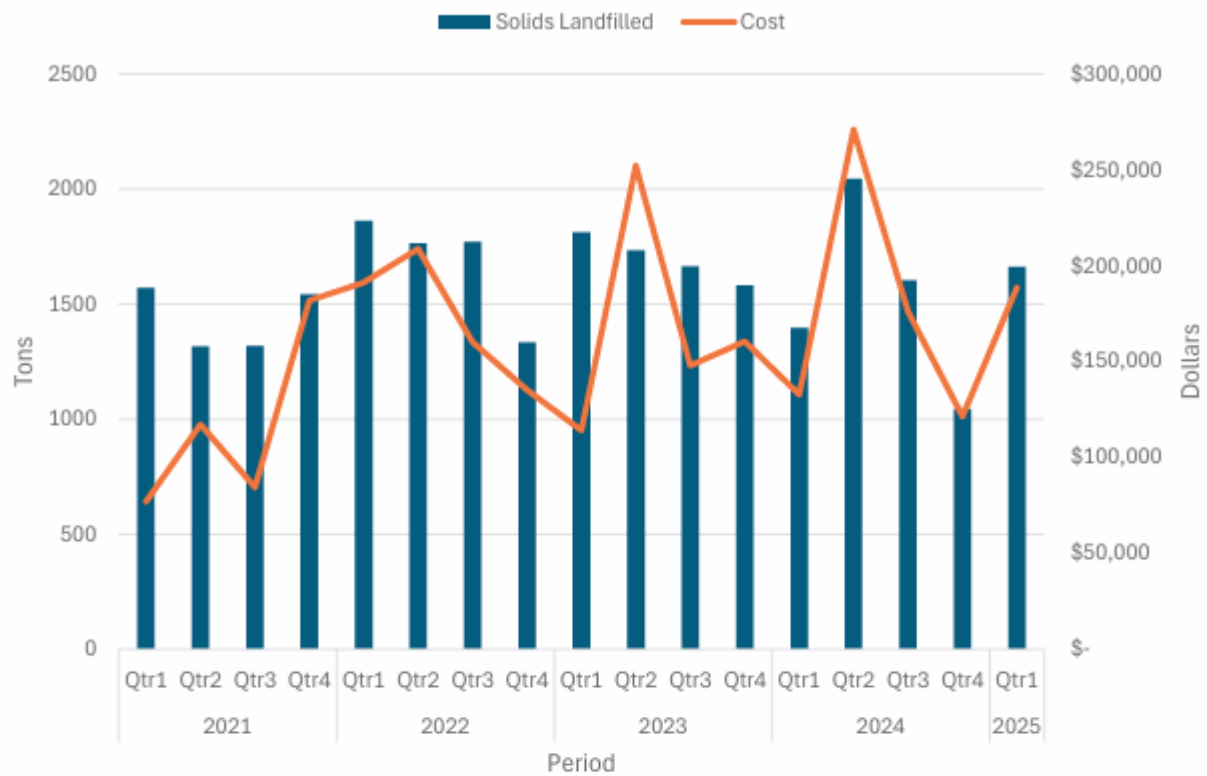
Customer Service and Connections



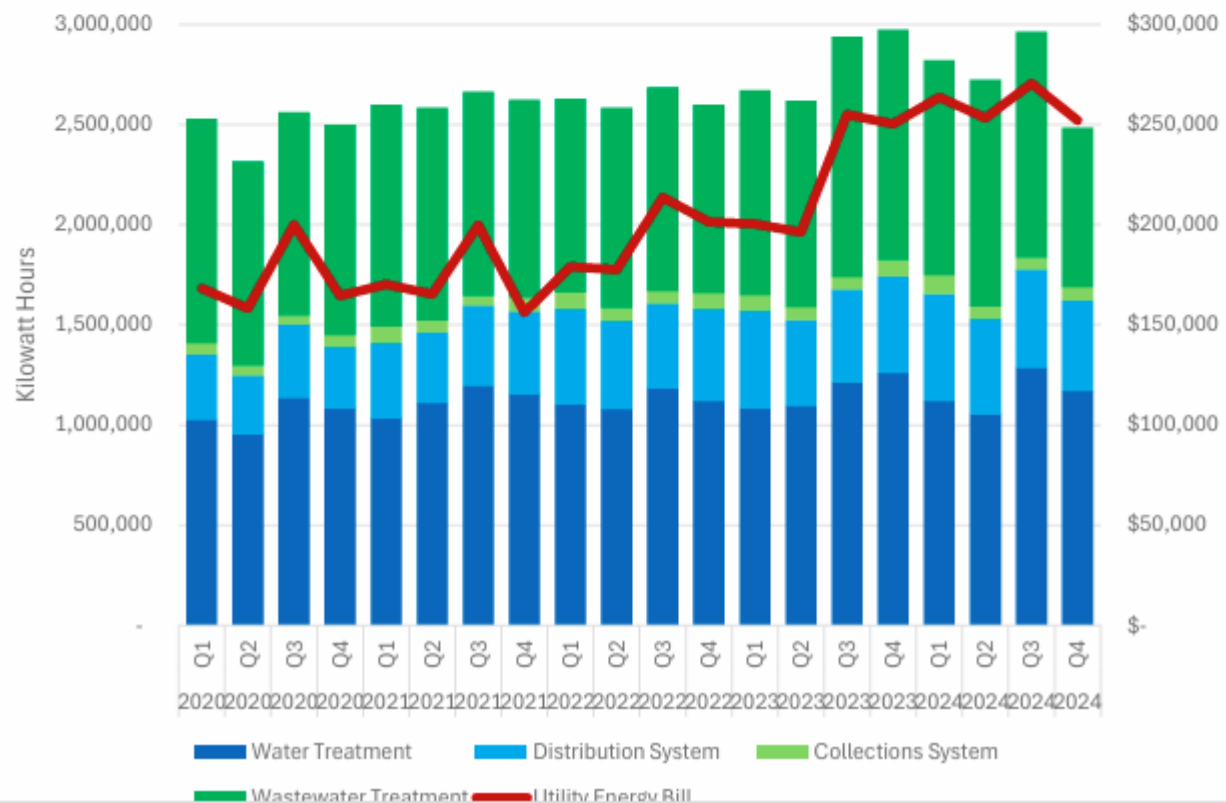


**Disconnections for non-payment suspended between 10/1/2024 and 2/28/2025 due to Hurricane Helene. All disconnections for non-payment in 2025-Q1 occurred during the month of March.*

Treatment Solids Disposal Management



Energy Usage by Facility Type



Staff



2024 Total Recordable Case (TRC) rate: **3.8** (2024 State Average 4.47)

Estimated 2025 Q1 TRC rate: **8.67**

Current Vacancies

- Administration 0 of 7
- Field Operations 3 of 62
- Water Treatment 0 of 13
- Wastewater Treatment 0 of 10
- Technology and Metering 0 of 8

New Team Members

- Dakota Adcock, Line Maintenance Mechanic
- David Nash, Utilities Locator
- Cooper Nicholson, Line Maintenance Mechanic
- Logan Wison, Instrumentation & Electrical Technician
- Jacob Nance, Line Maintenance Mechanic
- Rashan Williamson – Asset Management Coordinator
- Chad Thompson - Utility Operations Support Specialist

Staff Accomplishments and Accolades

- Austin Williams – Sewer Collections 4 Operator Certification
- Brad Duncan – Sewer Collections 3 Operator Certification
- Brently Orr – Sewer Collections 4 Operator Certification

- Clarence Gilbert – Sewer Collections 2 Operator Certification
- Cole Williams – Meter Technician Certification
- Matthew Keener – Sewer Collections 1 Operator Certification
- Sebastian Durall - Sewer Collections 2 Operator Certification
- Chad Kinman / Richard Burchell – MVP: Assisted the Town of Mills River in identifying a private side water issue quickly and professionally resulting in minimal disruptions to the Town's water service.
- Gary Norton, Stephen Bell, Adam Steurer – MVP: Vision Henderson County Leadership presentation and tour.
- Lucas Stewart – MVP: Customer expressed gratitude and appreciation for his kindness, great attitude and professionalism while repairing their frozen meter during one of the coldest days in January.
- Bo Stepp, Damian Bingham, Chase Dowdy, Kyle Trammell, Clarence Gilbert – MVP: Outstanding job clearing access to an AMI tower site after Hurricane Helene during unfavorable weather conditions.

Departmental Awards

- **Duke Energy's Business Energy Excellence Award** – This award celebrates a customer's significant impacts earned through strategic measures within Duke Energy's business energy efficiency programs. A core value of the utility is to be a steward of the environment while also lowering operational costs to maximize ratepayer funding. The utility received a \$96,000 rebate from Duke Energy based on estimated energy saving upon completion of the Wastewater Treatment Facility Ultraviolet (UV) Disinfection project. The new UV equipment will reduce the utility's carbon footprint and lower future electric costs.



Devin Owen, Utilities Engineer, and Caitlyn Gendusa, City Sustainability Manager, receive the 2025 Business Energy Excellence Award at the March 6, 2025 City Council Meeting



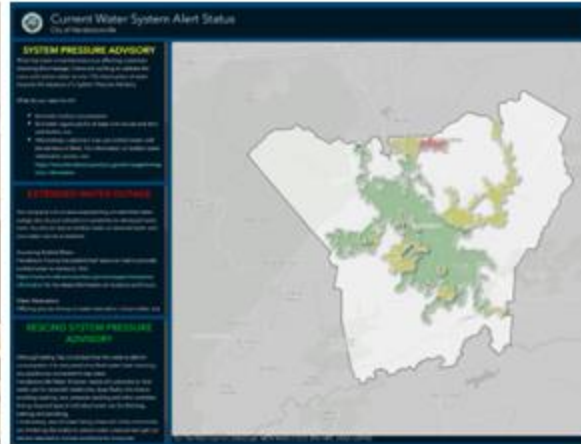
- **Ferguson Metering System of the Year** - The utility received this award due to its water system's and metering system's resilience. The utility utilized the tools and technologies of its state-of-the-art metering system to overcome challenges experienced during the immediate aftermath of Hurricane Helene to quickly and efficiently restore water service to its customers.

Katie Bandurraga, Meter Services Supervisor, and Darren Allman, Inventory & Purchasing Coordinator, receive the Ferguson NC Metering System of the Year Award.

- NCGIS G. Herbert Stout Local Government Award – GIS Division.** The award recognizes a city, town or county for a GIS application that benefits the organization by improving efficiency, reducing costs, and increasing productivity. The team received this award for its Water System Alert Status online application following Hurricane Helene that allowed water customers to enter their address for a concise determination of the water status at their homes. The online application received over 32,000 views over the first few days following the storm.



Members of the City's GIS Team and Water and Sewer Department receive the 2025 Herb Stout Local Government Award.



The award-winning Water System Alert Status online application

B. Draft FY26 Budget - Adam Steurer, PE, Utilities Director

Public Services Director Brent Detwiler presented the following Draft FY26 Budget overview.



FY26 Priorities



Continue progress on capital projects and prioritize investments improving resilience.



Secure funding for projects while balancing rate increases with customer affordability.



Grow asset and workorder management practices to improve operational efficiency.



Engage the public to promote the value of utility services and system investment.



Expand staff knowledge by promoting professional development and cross-training.

Recommended Rates

8% Water Rate Increase

9% Sewer Rate Increase

120% Inside/Outside Water Differential (Decrease 5%)

150% Inside/Outside Sewer Differential (Unchanged)

Water Average Residential Customer (3,500 gal/month)

- \$32.07/ month inside
- \$40.08/ month outside

Sewer Average Residential Customer (3,500 gal/month)

- \$41.48/ month inside
- \$62.22/ month outside

FY26 Budget

Revenue Type	FY26 Budget
Water Revenue	\$17,700,000
Wastewater Revenue	\$8,400,000
Misc. Revenue	\$2,164,260
TOTAL	\$28,264,260

Expenditure Type	FY26 Budget	% Change FY25
Personnel	\$14,228,053	12.25%
Operating	\$8,329,618	-1.29%
Capital	\$1,922,000	-0.14%
Debt Service	\$6,082,825	13.26%
TOTAL	\$30,562,496	11.23%

C. Projects and Hurricane Helene Recovery Update - Adam Steurer, PE, Utilities Director

Public Services Director Brent Detwiler presented the following PowerPoint..

Project Update & Helene Recovery



Fleetwood Water System Improvements

- Booster Pump Station – Increased Pressure and Flow
- *Status: Construction (Nearly Complete)*
- Approximate Cost: \$1.3M



4th and Ashe Water and Sewer Improvements

- Replacement of Aging Infrastructure
- *Status: Construction (Late 2025 Completion)*
- Approximate Cost: \$5M



Water Treatment Facility Expansion – 15 mgd

- Installation of additional filter
- REDUNDANCY
- Additional 3 mgd capacity
12 mgd to 15 mgd
- Status: Construction
- Cost: \$2.4M



WTP – Sludge Transfer and Backwash Pump Upgrade

- Single points of failure
- Replace aging pumps
- REDUNDANCY
- Status: Beginning Design
 - (~1.5-year design)
- Estimated Cost: \$3.2M



WWTP Biosolids Thermal Dryer

- Produce high-quality biosolid
- Reduction in solids management costs
- Solar Photovoltaic System
- Status: Construction - Fall 2026 Completion
- Cost: ~\$18 M
- \$14.75M Direct Appropriation



WWTP 6-mgd Expansion and Improvements

Various
Process
Improvements

Flooding
Resiliency

Additional
Capacity –
6.0mgd

Estimated
Cost: \$60-
\$80M

Status:
Beginning
Design

Aggressively
Pursuing
Funding



Helene Recovery – Major Projects

Project Site/Task	Estimated Cost	Estimated Completion
French Broad River Intake & Pump Station Permanent Repairs	\$ 2,250,000	October 2025
Mills River Intake Repair and Resiliency Improvements	\$ 2,000,000*	December 2026
WWTF 6.0mgd Expansion Improvements (design)	\$ 2,367,000	December 2026
Cane Creek Water Main Permanent Replacement	\$ 900,000*	December 2026
WWTF HVAC System Replacement	\$ 650,000	October 2025
North Mills and Bradley Creek Reservoir Repair and Dredging	\$ 1,000,000*	December 2026
Vehicle and Equipment Replacement (after insurance)	\$ 300,000	Complete

*Denotes preliminary estimate

Utility is securing a **\$9,467,000** emergency bridge loan for major repairs. 0.00% interest.
Will seek federal reimbursement

French Broad River Intake & Pump Station



D. Sewer Collection System Master Plan Update - Adam Steurer, PE, Utilities Director

Public Services Director Brent Detwiler presented the following PowerPoint.

Sewer Collection System Master Plan Update

Master Plan Update - Scope

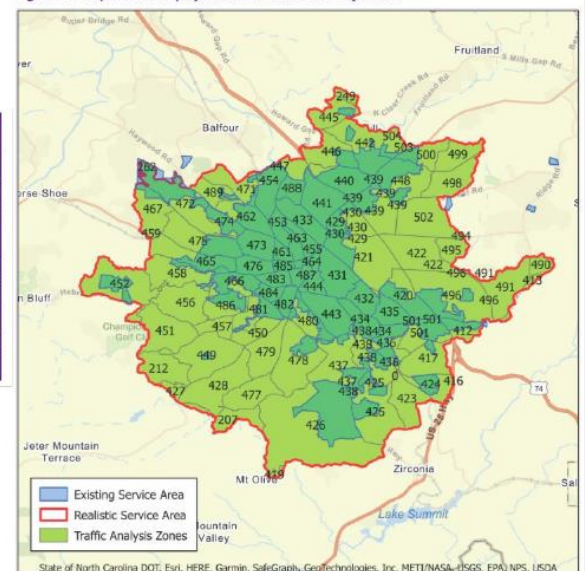
- Update to 2019 Master Plan
- Data Gathering (capacity, condition, elevations, etc.)
- Identify Deficiencies
- Service Area Review and Population Projections
- Prioritize Projects



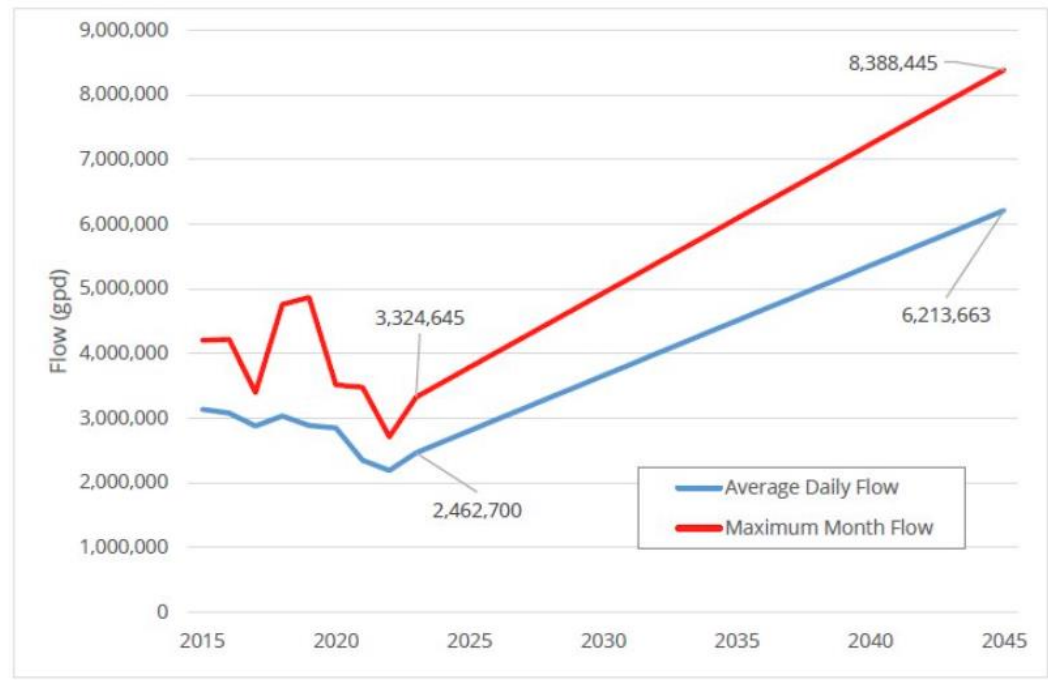
Master Plan Update – Service Area and Growth

	2015	2015-2045 Increase	2015-2023 Increase	2023-2045 Increase
Residential Flow (gpd)	1,295,616	2,540,244	677,398	1,862,846
Commercial Flow (gpd)	1,158,969	553,722	147,659	406,063
Flow from Septic System Conversions (gpd)	0	335,664	89,510	246,154
Flow from Private WWTPs (gpd)*	0	122,700	0	122,700
Industrial Flow (gpd)	342,320	1,518,000	404,800	1,113,200
Total (gpd)	2,796,905	5,070,330	1,319,367	3,750,963
2023 Base Flow (AADF)				2,462,700
2023-2045 Flow Increase (AADF)				3,750,963
2045 Projected Flow (AADF)				6,213,663

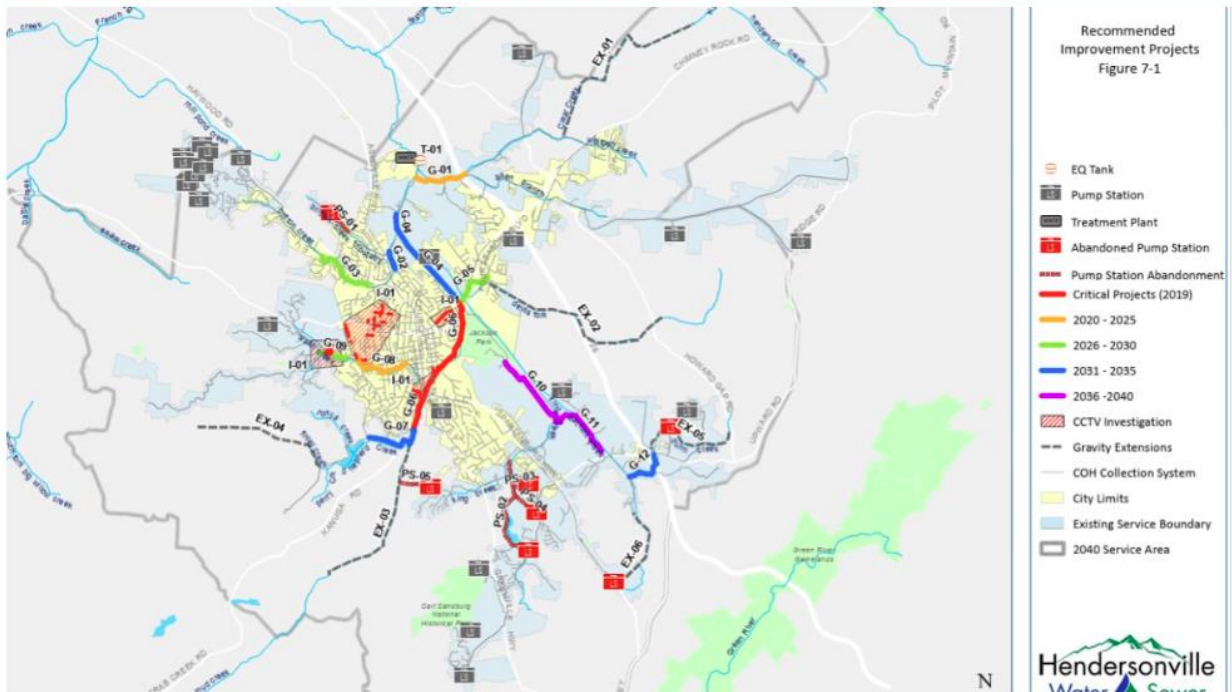
Figure 2.4 - Population, Employment, and Household Projections



Master Plan Update – Flow Projection



Master Plan Update – Existing Projects



Master Plan Update – Project Drivers

Project Drivers

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

Stakeholder Input Needed...stay tuned



Mr. Detwiler answered several questions from the committee.

6. **OTHER BUSINESS** - None

7. **ADJOURNMENT**

There being no further business, the meeting was adjourned at 4:56 p.m.

Jennifer Hensley, City Council Member & Chairman

ATTEST:

Jill Murray, City Clerk



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

SUBMITTER: Adam Steurer, Utilities Director **MEETING DATE:** 7/28/2025
AGENDA SECTION: NEW BUISNESS **DEPARTMENT:** Water & Sewer
TITLE OF ITEM: Summary of 2025 Quarter 2 Activities – *Adam Steurer, Utilities Director*

SUGGESTED MOTION(S):

N/A

SUMMARY:

Staff will present a summary of 2025 Quarter 2 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:

2025 2nd Quarter Report



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

SUBMITTER: Adam Steurer, Utilities Director **MEETING DATE:** 7/28/2025
AGENDA SECTION: NEW BUISNESS **DEPARTMENT:** Water & Sewer
TITLE OF ITEM: Business Review Summary – *Adam Steurer, Utilities Director*

SUGGESTED MOTION(S):

N/A

SUMMARY:

Recently, staff commissioned a study by the firm Utility Information Pipeline to identify strategies that improve business operations and customer service. Staff will present a summary of the study and recommendations.

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: Brent Detwiler **MEETING DATE:** 7/28/2025
AGENDA SECTION: NEW BUSINESS **DEPARTMENT:** Water Sewer
TITLE OF ITEM: Water and Sewer Commission Update – *John Connet, City Manager*

SUGGESTED MOTION(S):

N/A

SUMMARY:

Staff will provide an update on the recent state and local discussions of a Water and Sewer Commission in Henderson County.

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:

None