



CITY OF HENDERSONVILLE
WATER SEWER ADVISORY COUNCIL
City Hall-2nd Floor Meeting Room | 160 6th Ave. E. | Hendersonville, NC 28792
Monday, July 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. April 27, 2026 - *Jill Murray, City Clerk*

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

4. OLD BUSINESS

5. NEW BUSINESS

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

B. Sewer Collection System Master Plan Update – *Devin Owen, Utilities Engineer*

C. Water Shortage Response Plan Update – *Adam Steurer, Utilities Director*

D. Utility Billing Policy and Procedures Revisions – *Adam Steurer, Utilities Director*

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:** 07/27/2026
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 July 27, 2026 meeting.

SUMMARY:

The agenda for 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:

Agenda



CITY OF HENDERSONVILLE
WATER SEWER ADVISORY COUNCIL
Hendersonville City Hall | 160 6th Avenue East | Hendersonville, NC 28792
Monday, July 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 (April 27, 2026) – *Dr. Jennifer Hensley, Chairperson*
4. **OLD BUSINESS**
5. **NEW BUSINESS**
 - A. Summary of Recent Quarter Activities – *Adam Steurer, Utilities Director*
 - B. Sewer Collection System Master Plan Update – *Devin Owen, Utilities Engineer*
 - C. Water Shortage Response Plan Revisions – *Adam Steurer, Utilities Director*
 - D. Utility Billing Policy and Procedures Revisions – *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:** 07/27/2026
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 April 27, 2026 meeting.

SUMMARY:

The minutes from 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:

Draft 4/27/2026 Meeting Minutes



CITY OF HENDERSONVILLE
WATER SEWER ADVISORY COUNCIL
 Hendersonville WWTP | 99 Balfour Rd. | Hendersonville, NC 28791
 Monday, April 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; City of Hendersonville Water/Sewer Customer Representative Chuck McGrady and Town of Fletcher Amber McKinney
- Absent: Chamber of Commerce Jay Frazier; Partnership for Economic Development Representative Eddie Bingham; Henderson County Water/Sewer Customer Representative Andrew Riddle
- Staff Present: City Manager John Connet; City Clerk Jill Murray; Budget & Evaluation Director Adam Murr; Utilities Director Adam Steurer; Communications Director Allison Justus; Assistant City Manager- Public Works; Brent Detwiler; Finance Director Krystal Powell and Utilities Revenue Manager Wendy Williams

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

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

3. APPROVAL OF MINUTES – July 28, 2025 & October 27, 2025 - Jill Murray, City Clerk

Travis Bonnema moved to approve the minutes of July 28, 2025 & October 27, 2025, as presented. A unanimous vote of the Committee Members present followed. Motion carried.

4. OLD BUSINESS - None

5. NEW BUSINESS

A. Adopt 2026 Meeting Schedule - Adam Steuer, Utilities Director

Travis Bonnema moved to adopt the 2026 Meeting Schedule as presented. A unanimous vote of the Committee Members present followed. Motion carried.

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.

B. Summary of Recent Quarterly Activities - *Adaam Steurer, Utilities Director*

Utilities Director Adam Steurer gave the following PowerPoint presentation.



2026 – 1st Quarter Report

City of Hendersonville - Water and Sewer Department

2026 1st Quarter Report

Reporting Period: January - March 2026

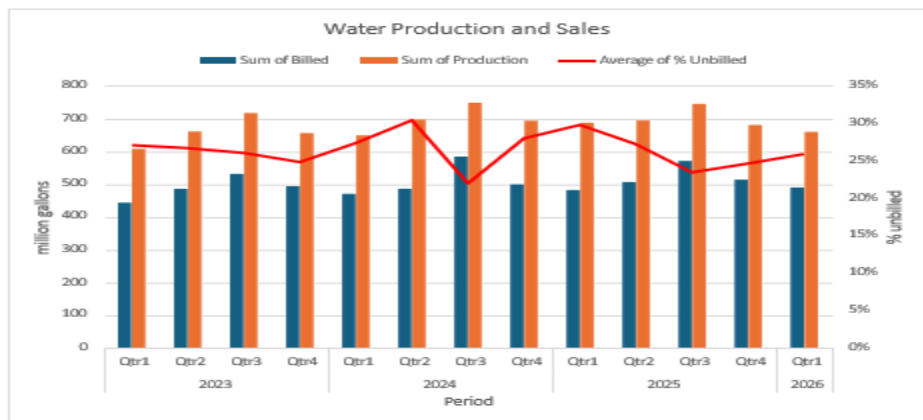
Publish Date: April 21, 2026

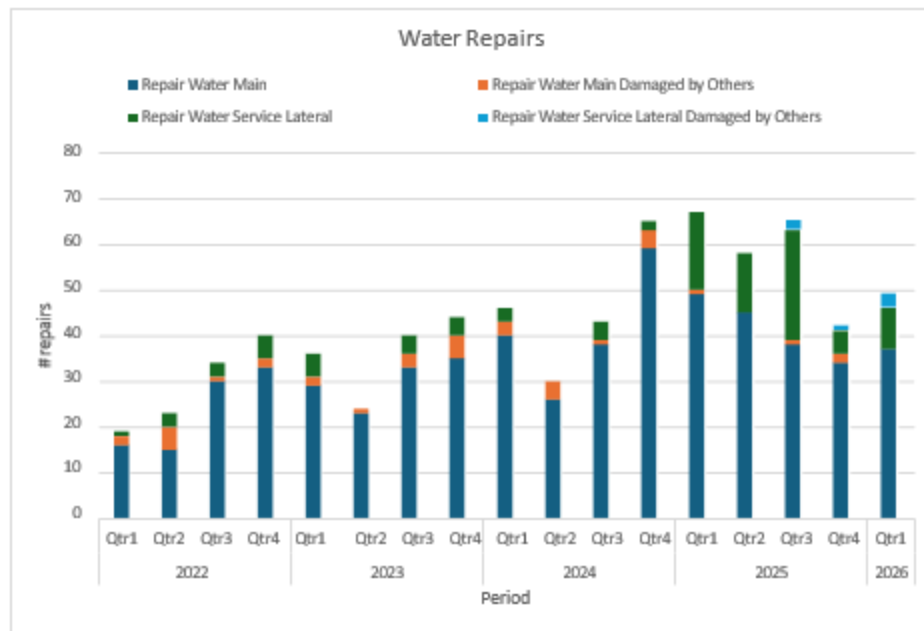
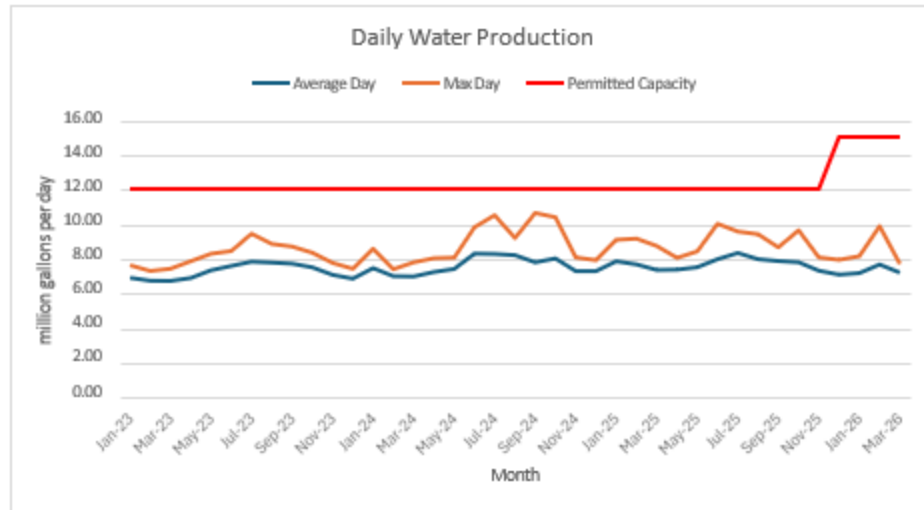
Utility Mission and Vision

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

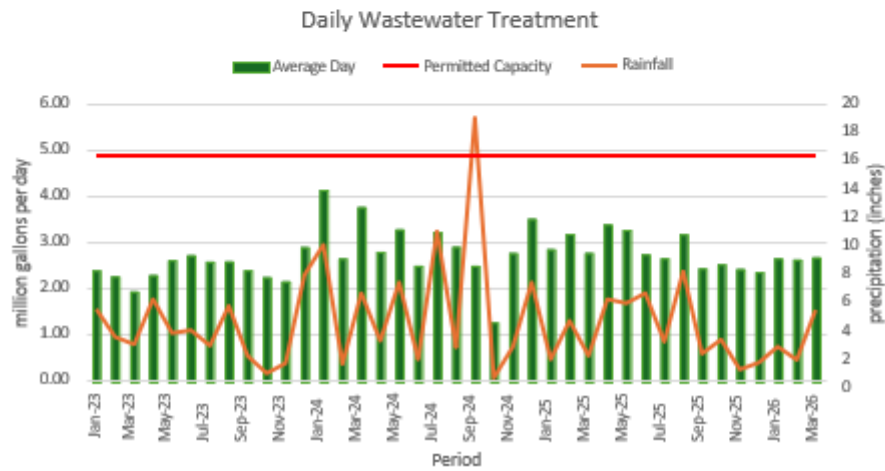
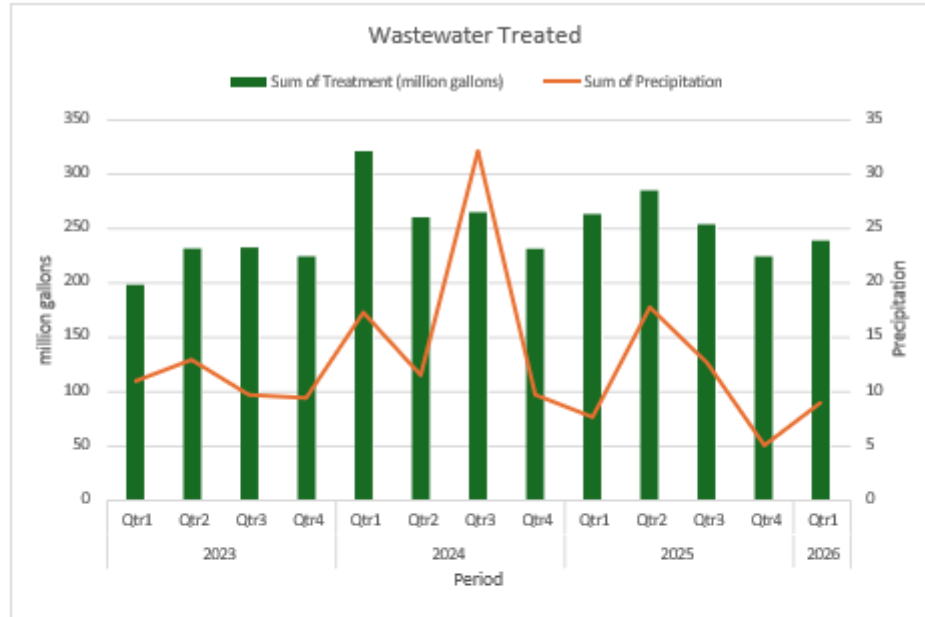
We envision a Hendersonville region with trusted, safe, high-quality, affordable water and wastewater service and a utility system that is responsive to the demands of its customers and regional growth.

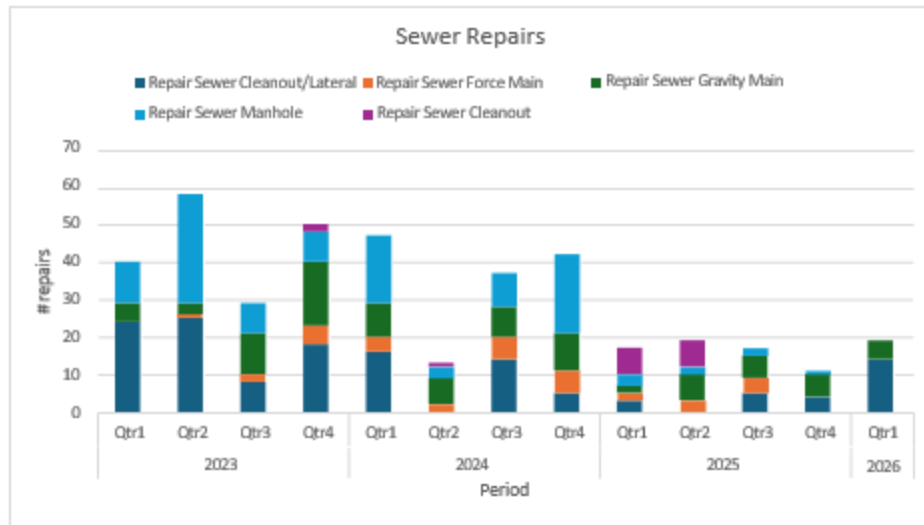
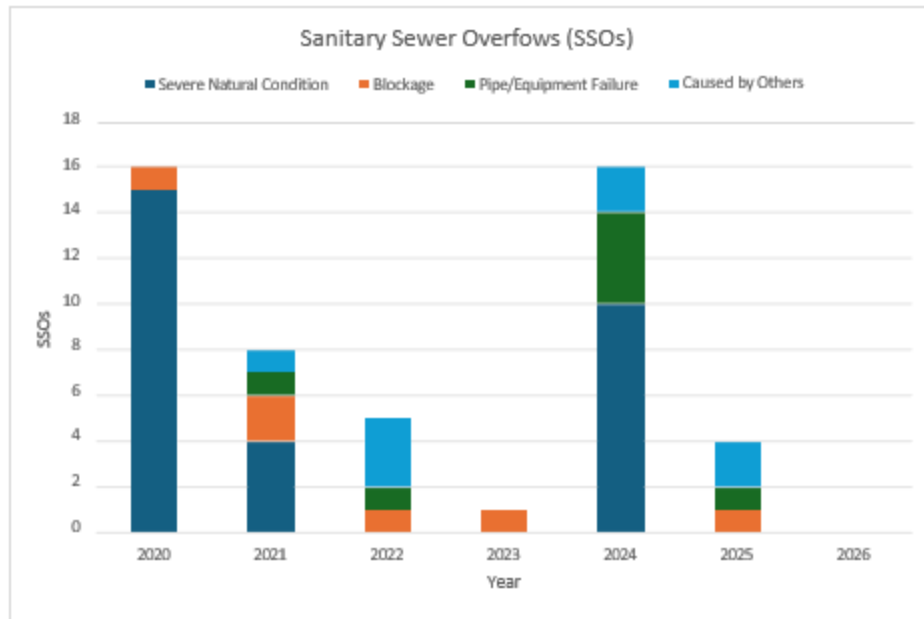
Water Operations





Wastewater Operations





Financial Management

Expenditures (Through Q3 FY2026)

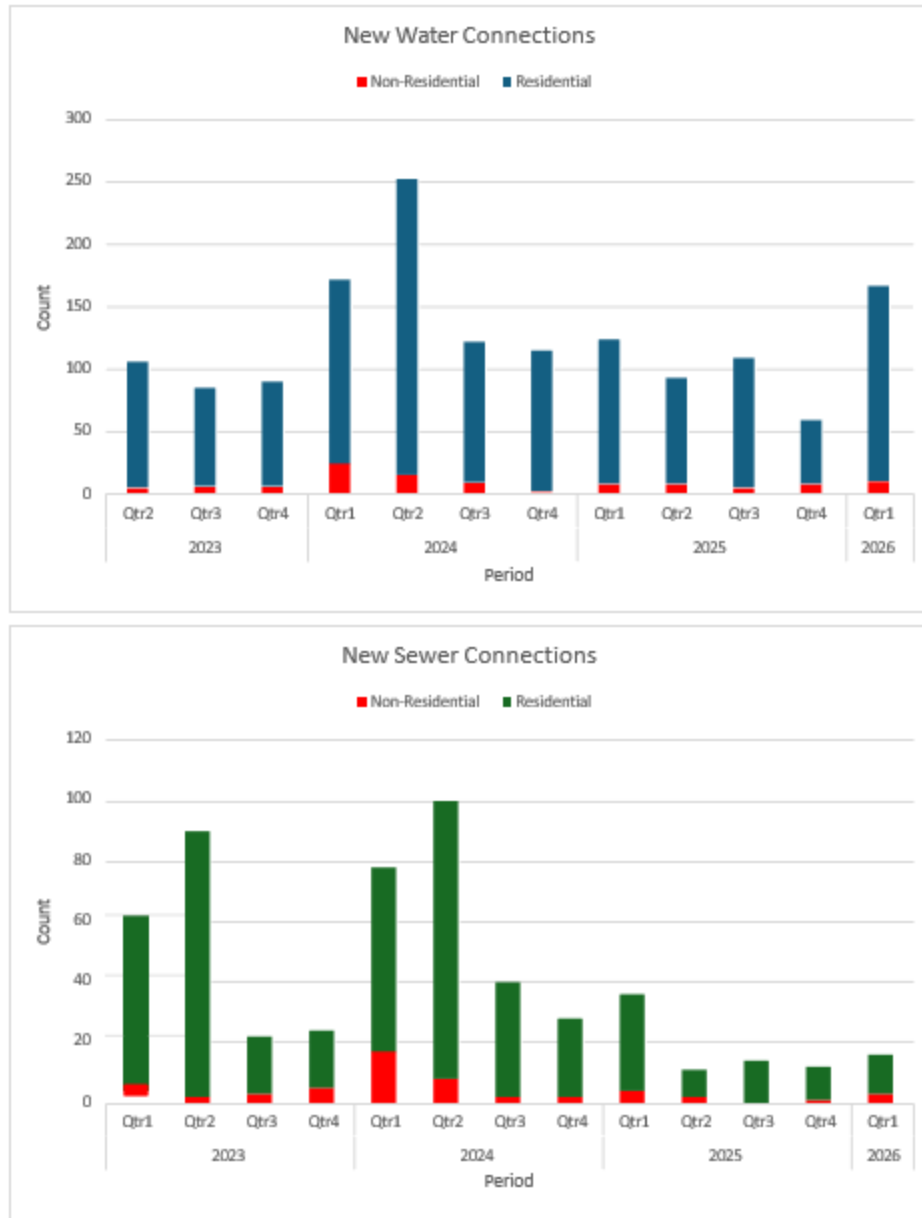
Expenditure Type	Actuals (Approximate)	Amended Budget	% Expended
Personnel & Benefits	\$9,544,041	\$14,356,658	66.5%
Operating	\$6,191,037	\$9,568,917	64.7%
Capital	\$330,819	\$1,114,821	29.7%
Debt Service	\$708,442	\$6,144,553	11.5%
TOTAL	\$16,774,340	\$31,184,949	53.8%

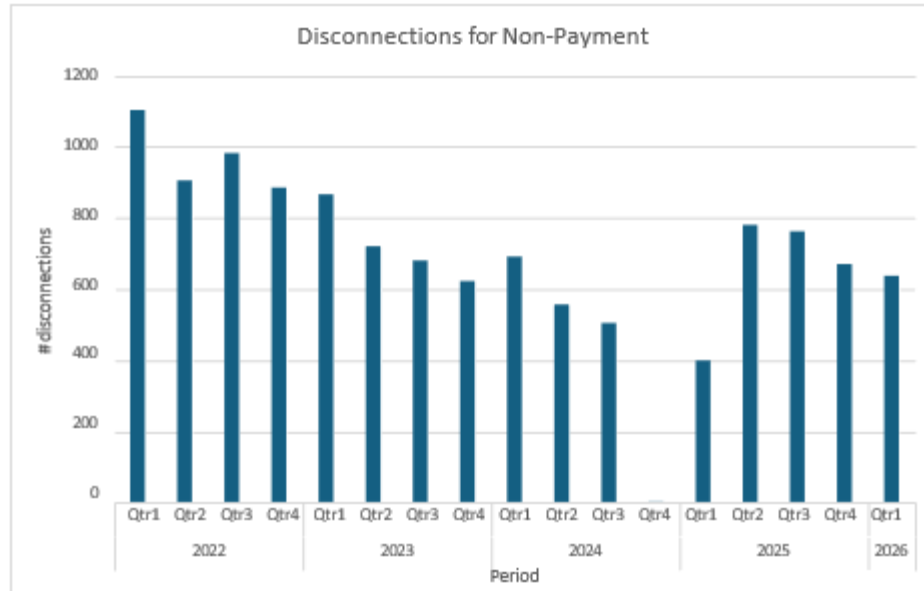
Revenues (Through Q3 FY2026)

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



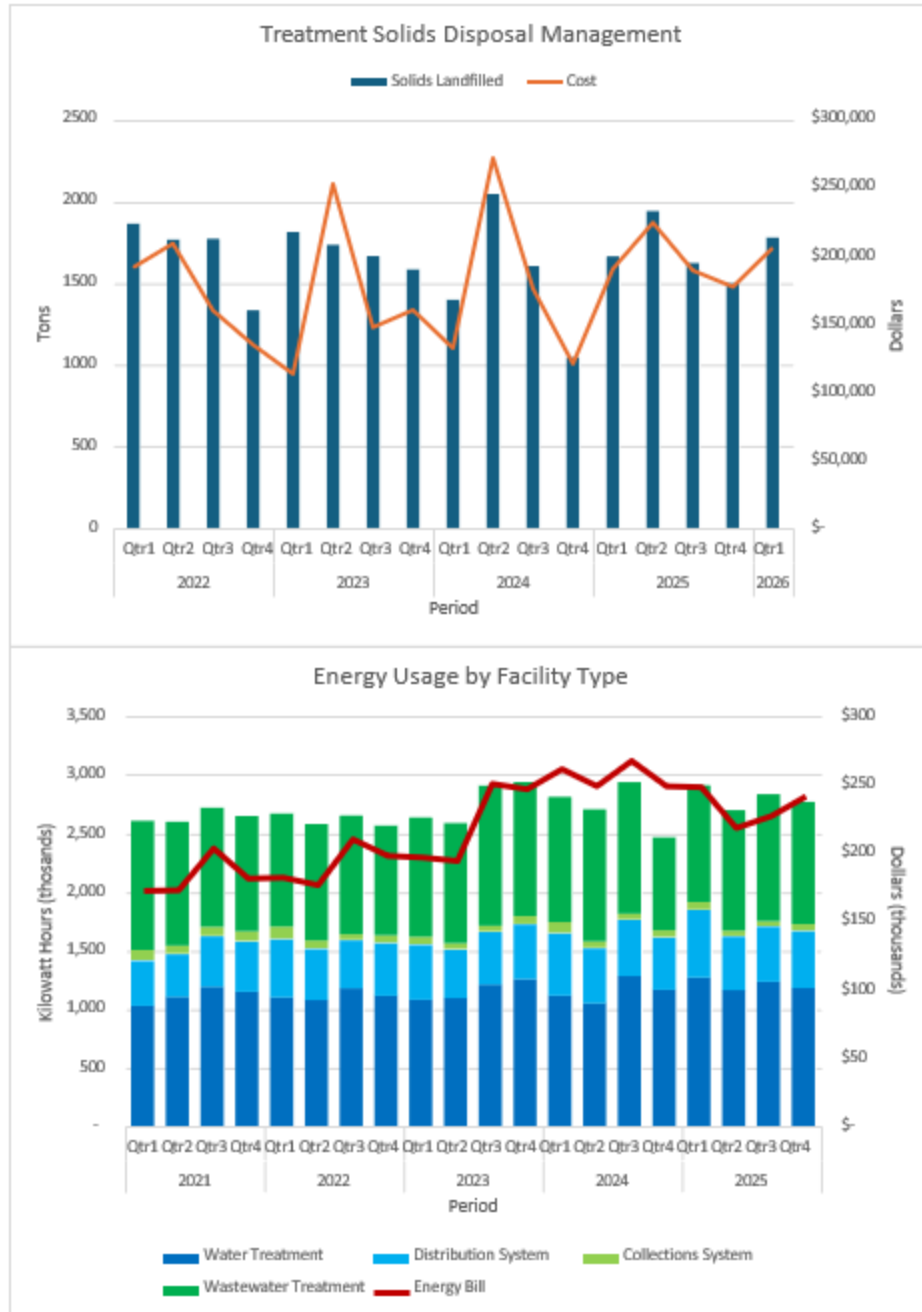


On Time Bill Collection Rate Q1- 2026 = 99.35%

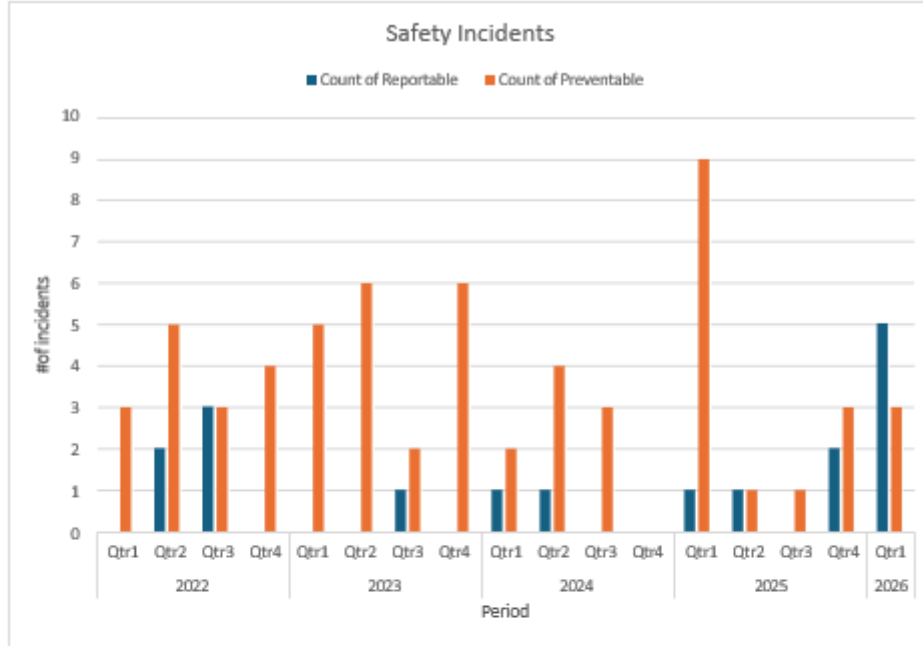
On Time Bill Collection Rate Goal = 99.50%

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

Sustainability

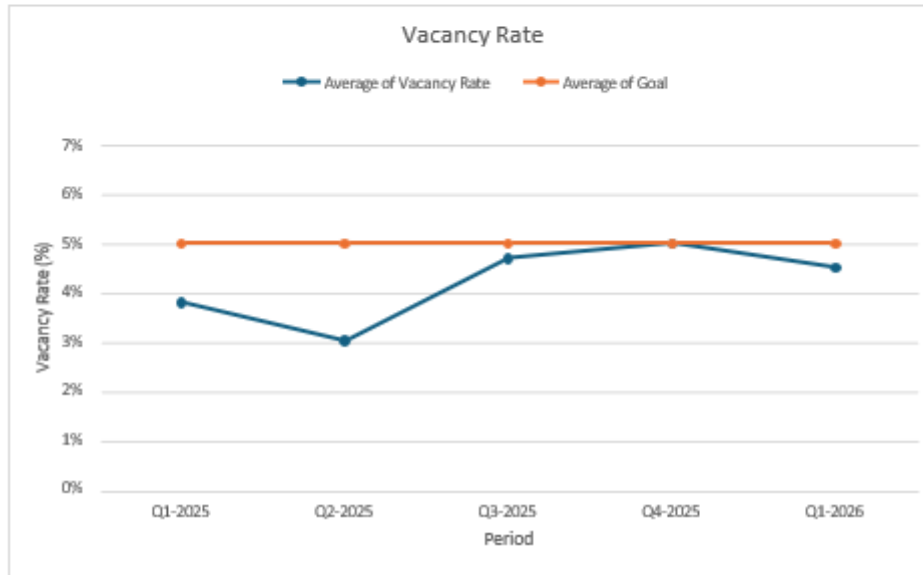


Staff



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.

C. Draft FY27 Budget - Adam Steuer, Utilities Director

Utilities Director Adam Steuerer gave the following PowerPoint presentation.



Draft FY 2027 Budget

April 27, 2026

FY27 Priorities

1. Continue progress on capital projects and prioritize investments improving resilience.
2. Secure funding for projects while balancing rate increases with customer affordability.
3. Grow asset and workorder management practices to improve operational efficiency.
4. Engage the public to promote the value of utility services and system investment.
5. Promote staff development and succession planning while improving retention.



Recommended Rates/Fees

- 8% Water Rate Increase
- 9% Sewer Rate Increase
- 115% inside/outside water differential (decrease 5% - year 7 of equalization plan)
- 150% inside/outside sewer differential (unchanged)
- System Development Fees: 50% ➡ 100% cost recovery
- Water Average Residential Customer (3,500 gal/month)
 - \$34.64/ month inside
 - \$41.56/ month outside
- Sewer Average Residential Customer (3,500 gal/month)
 - \$45.21/ month inside
 - \$67.82/ month outside

FY27 Budget

Revenue Type	FY27 Budget
Water Revenue	\$18,400,000
Wastewater Revenue	\$9,100,000
Misc. Revenue	\$2,171,000
Fund Balance Appropriation	\$2,352,855
TOTAL	\$32,023,855

Expenditure Type	FY27 Budget	% Change FY26 rev.
Personnel	\$15,193,027	+5.80%
Operating	\$8,890,253	-1.36%
Capital	\$1,688,070	+20.0%
Debt Service	\$6,252,505	+1.73%
TOTAL	\$32,023,855	+2.69%

D. Customer Service & Billing Policy Revisions - Adam Steuer, Utilities Director

Utilities Director Adam Steuerer gave the following PowerPoint presentation.

Billing Policy and Procedures

- Meter Tampering
- Delinquent Processing
- Security Deposits
- Corrective Billing
- Adjustments (Leak & Swimming Pools)
- Credit Card Processing Fees



Meter Tampering Fines

Issue: Meter Tampering Fines are not enforceable in North Carolina

Current:

- Meter Tampering fines are still referenced in the billing policy.

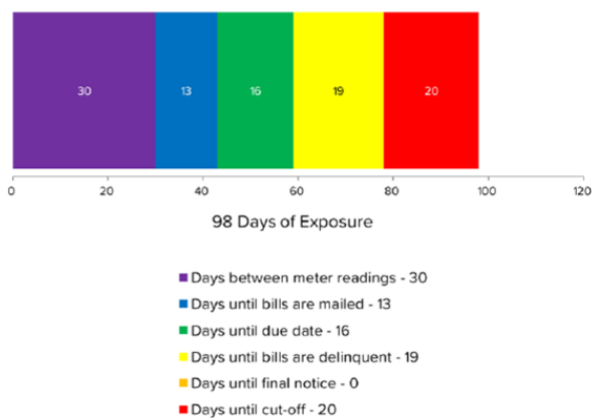
Proposed:

- Remove language of Meter Tampering Fines from the billing policy.
- Send notification of violation and cost recovery invoice in the amount of losses and damages sustained. And ability to pursue civil damages and maximum recovery allowed under law (Min. \$5,000. NCGS 14-151) if non-payment of damages and service charges.

Delinquent Processing

Issue: Days of Exposure are too long resulting in uncollected bad debt

Current:



Proposed:

- Reduce bill preparation time as much as possible
 - This varies based on billing schedule (4 cycles) and days in month
- Apply late date and corresponding fees sooner.
 - Encourages customers to pay sooner
 - Reduces total days of exposure
- Total Days Exposure: 67 days

Security Deposits

Issue: Security Deposits are not accurately set AND could be utilized more effectively to reduce utility's uncollectable debt

Current:

- Deposit structure is tiered based on credit risk and ownership status
- Deposit amounts do not reflect exposure amounts
- Don't allow new service location for an accountholder that has an unpaid balance

Residential Water & Sewer Deposit	
Tier 1 - Based on Credit Risk	\$0.00
Tier 2 - Based on Credit Risk	\$80.00
Tier 3 - Based on Credit Risk	\$120.00
Customer unable to perform utility credit check - Residential	\$240.00
Residential - Rental Water & Sewer Deposit	
Tier 1 - Based on Credit Risk	\$60.00
Tier 2 - Based on Credit Risk	\$80.00
Tier 3 - Based on Credit Risk	\$120.00
Customer unable to perform utility credit check - Residential Rental	\$240.00
Non-Residential Water & Sewer Deposit	
Tier 1 - Based on Credit Risk	\$125.00
Tier 2 - Based on Credit Risk	\$175.00
Tier 3 - Based on Credit Risk	\$250.00
Customer unable to perform utility credit check - Non-Residential	\$500.00

Security Deposits

Issue: Security Deposits are not accurately set AND could be utilized more effectively to reduce utility's uncollectable debt

Proposed:

- Water only and water/sewer/sanitation/stormwater
- Unable to perform credit check considered high risk instead of separate, higher tier for residential. Remove risk tiers for non-residential
- Update deposit amounts to better reflect exposure amounts
- Allow new service location for an accountholder with an unpaid balance at the highest-risk tier

Residential Water Only Deposit	
Tier 1 - Low Risk	\$0.00
Tier 2 - Medium Risk and Tenant Minimum	\$50.00
Tier 3 - High Risk or Unable to Perform Credit Check	\$75.00
Residential Multiple Services Deposit (Water, Sewer, Sanitation, Stormwater)	
Tier 1 - Low Risk	\$0.00
Tier 2 - Medium Risk and Tenant Minimum	\$150.00
Tier 3 - High Risk or Unable to Perform Credit Check	\$200.00
Non-Residential Water Only Deposit	
No Tiers - All	\$75.00
Non-Residential Multiple Services Deposit (Water, Sewer, Sanitation, Stormwater)	
No Tiers - All	\$225.00

Security Deposits

CURRENT:

Residential Water & Sewer Deposit	
Tier 1 - Based on Credit Risk	\$0.00
Tier 2 - Based on Credit Risk	\$80.00
Tier 3 - Based on Credit Risk	\$120.00
Customer unable to perform utility credit check - Residential	\$240.00
Residential - Rental Water & Sewer Deposit	
Tier 1 - Based on Credit Risk	\$60.00
Tier 2 - Based on Credit Risk	\$80.00
Tier 3 - Based on Credit Risk	\$120.00
Customer unable to perform utility credit check - Residential Rental	\$240.00
Non-Residential Water & Sewer Deposit	
Tier 1 - Based on Credit Risk	\$125.00
Tier 2 - Based on Credit Risk	\$175.00
Tier 3 - Based on Credit Risk	\$250.00
Customer unable to perform utility credit check - Non-Residential	\$500.00

PROPOSED:

Residential Water Only Deposit	
Tier 1 - Low Risk	\$0.00
Tier 2 - Medium Risk and Tenant Minimum	\$50.00
Tier 3 - High Risk or Unable to Perform Credit Check	\$75.00
Residential Multiple Services Deposit (Water, Sewer, Sanitation, Stormwater)	
Tier 1 - Low Risk	\$0.00
Tier 2 - Medium Risk and Tenant Minimum	\$150.00
Tier 3 - High Risk or Unable to Perform Credit Check	\$200.00
Non-Residential Water Only Deposit	
No Tiers - All	\$75.00
Non-Residential Multiple Services Deposit (Water, Sewer, Sanitation, Stormwater)	
No Tiers - All	\$225.00

Corrective Billing

Issue: Inconsistent corrective billing practices. Does not align with NC General Statutes

Current:

- Unlimited if overcharged
- One year if undercharged

Proposed:

- 2 years if overcharged (NCGS Statute of Limitation)
- 2 years if undercharged (NC Uniform Commercial Code)
 - Can legally go up to 4 years for water
 - Can legally go up to 3 years for sewer
- Allow payment plans for large debts.
- Customer may request refund for balance above 3-month average bill amount

Swimming Pool Sewer Adjustments

Issue: Customers request swimming pool adjustments

Current:

- Swimming pool adjustments are **not permitted**.
- Customers may purchase irrigation meters to forgo sewer charges on swimming pools.

Proposed:

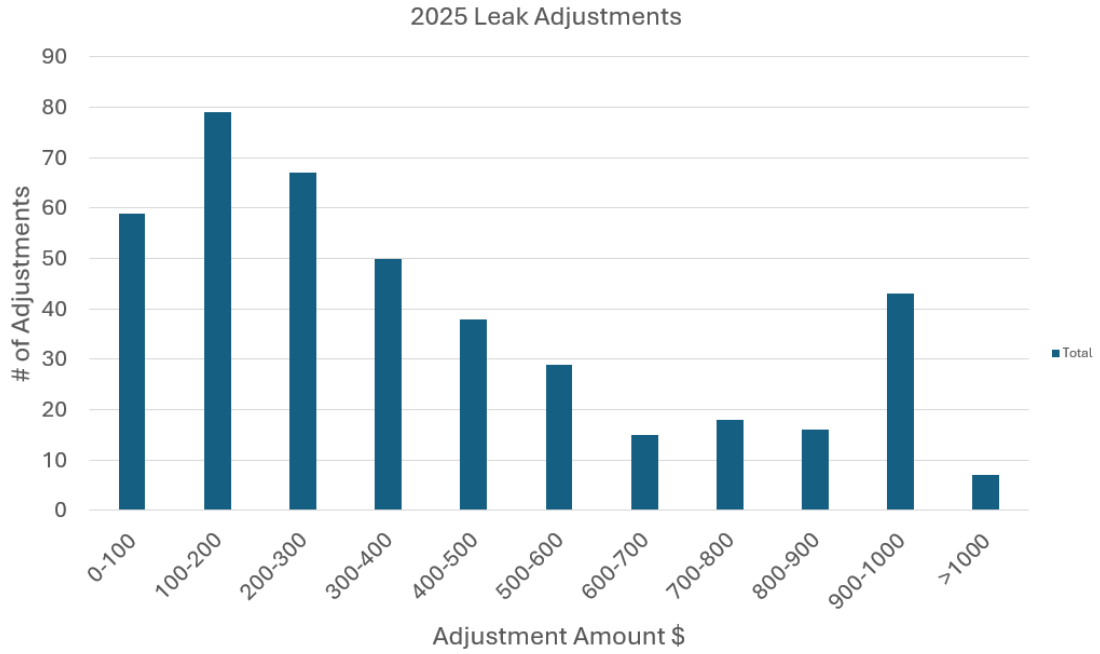
- Allow adjustments for pools, spas, decorative water features.
- One adjustment every 12 months per connection.
- Billing adjustments requests made within 60 days of usage.
- Customer provide dimensions of pool, and date/time of fill.
- Fill ups of less than 5,000 gallons are not eligible for adjustment (\$40.85 value–FY26 Inside Rate)

Leak Adjustments - 2025

Total Adjustments	\$172,459
Water	\$124,041
Sewer	\$48,418
MSD Adjustments	\$8,036

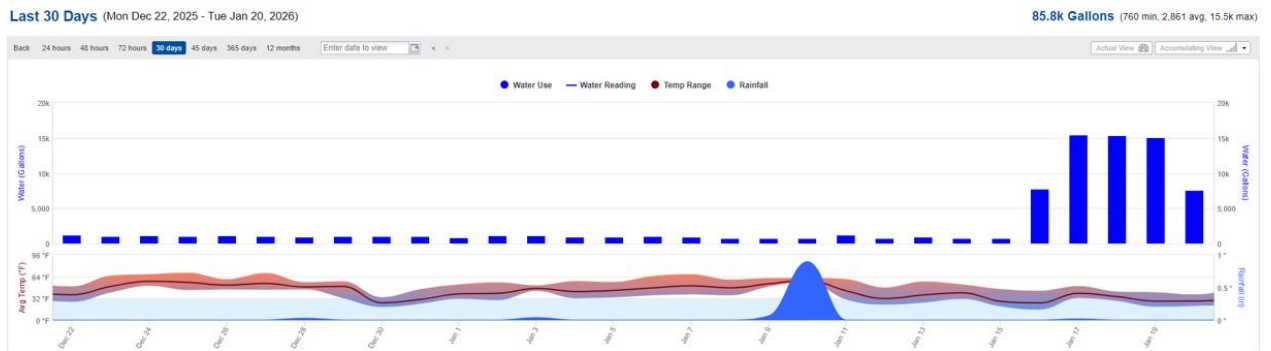
Customer Class	Count	Average	Adjustments Capped @ \$1000
Water Res Outside	268	\$319	19
Water Res Inside	98	\$191	6
Water Com Inside	22	\$199	2
Water Com Outside	15	\$740	2
Water Irrigation	3	\$753	2
Sewer Inside	54	\$226	7
Sewer Outside	115	\$398	3

Leak Adjustments - 2025



Leak Adjustments

Identify and stop leaks as soon as possible!



Leak Adjustment

Issue: Staff recommends revisions to current leak adjustment policy

Current:

- Non-preventable leaks only
- One adjustment every 36 months
- Adjustments are applied as a credit
- \$5.00 minimum leak adjustment
- Max adjustment amount of \$1,000

Proposed:

- Clarify definition of non-preventable leak
- One adjustment every 24 months
- Customer may request refund for balance above 3-month average bill amount
- \$20.00 minimum adjustment
- Max adjustment \$1,000 for water only. Leaks not returned to sewer will have sewer charges removed from bill – do not count towards \$1,000 cap
- Max adjustment \$1,500 for water and sewer

Leak Adjustment

Issue: Staff feels current adjustment policy requires revisions

Current:

- If the leak exceeds the max adjustment amount, the leak volume charge is changed to the 'lowest volumetric rate'
- Non-residential customers have no maximum cap amount
- 90 days from when leak is fixed to submit adjustment request

Proposed:

- No change to 'lowest volumetric rate'. Rate is billed by customer class and usage tier
- All customers regardless of class follow same policy provisions
- 90 days from when leak is fixed to submit adjustment request

Credit Card Processing Fees

Issue: The Utility encumbers a large amount annually to allow customers to pay bills using credit cards. These costs are passed along to all customers

- Best Practice: Encourage online payments and automatic drafts
- 85% of government utility billers using our same contracted billing system pass along CC processing fees

Payment Method	% Customers Utilizing	Processing Cost	Annual Cost to Utility	Annual Cost per account
ACH/ <u>eCheck</u>	~55%	\$0.45/transaction \$0.25/transaction	~\$120,000	~\$6.61
Credit Card	~30%	3.15%	~\$400,000	~\$40.40
Cash/Check	~15%	0%	<\$10,000	~\$2.02

Credit Card Processing Fees

Issue: The Utility encumbers a large amount annually to allow customers to pay bills using credit cards. These costs are passed along to all customers

Current:

- The utility absorbs the cost of CC processing and ACH
- CC processing fees are 'paid' by all customers through the rates
- Revenue from System Development Fees and other one-time fees paid by CC are reduced due to processing fees (3%)

Proposed:

- Include a 'service fee' to customers utilizing CC from utility payments. Minimum \$1.95 or 2.95%
- Continue to absorb cost of ACH. Payments utilizing ACH will remain free to customer
- Pass along SDF processing fees (3%) to applicants. Continue to allow a pay by cash/check method for SDFs for customers to avoid fees

E. Project and Funding Awards Update - Adam Steuer, Utilities Director

Utilities Director Adam Steuerer gave the following PowerPoint presentation.



Projects and Funding Awards

April 27, 2026

French Broad River Intake and Pumping Station

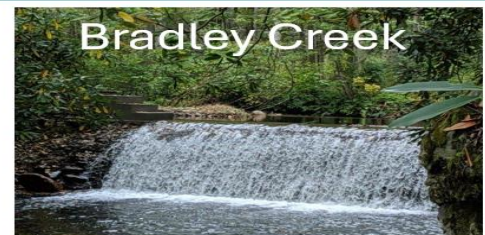
- Drought-resilient water source
- 15 mgd firm capacity and expandable to 21 mgd
- **Completed December 2025**
- ~\$24.5M; SRF Loan



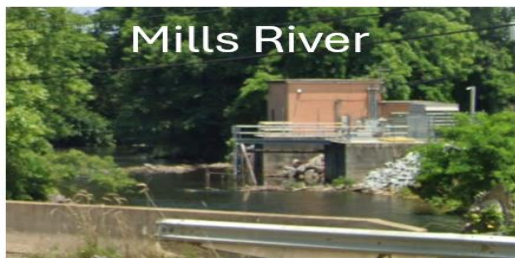
Current Water Supply



North Fork
Mills River



Bradley Creek



Mills River



French Broad

Brand New!

Previous Water Supply

Source	Normal Conditions	Drought Conditions*
Mountain Reservoirs	4.5 mgd	~0 mgd
Mills River	12 mgd	0 - 12 <u>mgd</u>
TOTAL	16.5 mgd	<12 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 as when the Mills River USGS gauge drops below 55 cfs

Current Water Supply

Source	Normal Conditions	Drought Conditions*
Mountain Reservoirs	4.5 mgd	~ 0 mgd
Mills River	12 mgd	0 - 12 <u>mgd</u>
French Broad River	15 <u>mgd</u>	15 <u>mgd</u>
TOTAL	31.5 mgd	> 15 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 as when the Mills River USGS gauge drops below 55 cfs

Cane Creek Industrial Park Redundant Water Main

- Redundant Water Main on Mills Gap Road
- Status: Design
- \$850,000 Grant – NC Dept Commerce [SmallBiz](#)



Sewer Collection System Master Plan Update

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



Sewer Collection System Master Plan Update

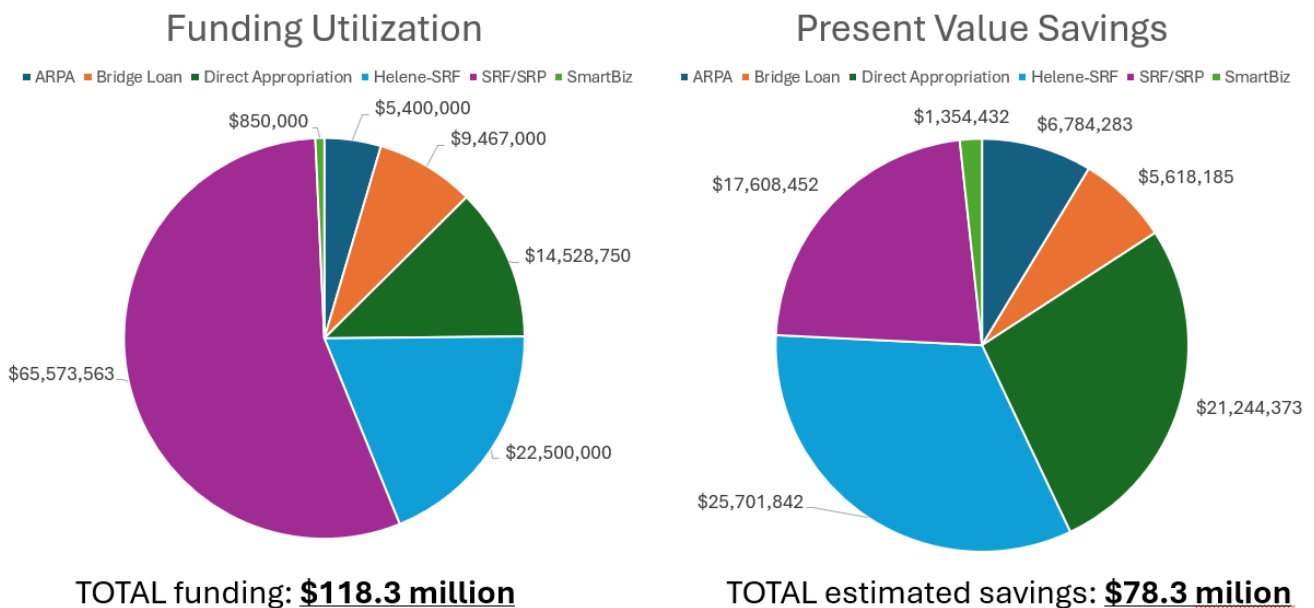
- Project Drivers
 - New Industrial Development – Economic Development
 - New Residential Development – Where is growth going to happen? When?
 - Septic Tank Conversions – Public Health
 - Existing Capacity Restrictions – Reduce SSOs / Accept Future Growth
 - Replace Aging Infrastructure / Pipes
 - Abandon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

Stakeholder Input to be Requested... stay tuned

10 years of Funding W/S Investments

- \$79.1M in Low-Interest Loans
 - Interest rates typically ½ the 20-year municipal bond rate
 - Some project interest rates 0%
 - Ex. French Broad River Intake: \$24.5 million @ 1.04% interest, 20-year
- \$39.2M in Grants/Direct Appropriations
 - Ex. Biosolids Thermal Dryer: \$14.5 million
- 20 Projects
 - 16 Construction
 - 3 Asset Inventory Assessments/Master Planning
 - 1 Emergency Bridge Loan (Helene)

10 years of Funding W/S Investments



Calculated April 2026

6. OTHER BUSINESS – None

7. ADJOURNMENT

There being no further business, the meeting was adjourned at 5:16 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, Utilities Director **MEETING DATE:** 07/27/2026
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 April 27, 2026 meeting.

SUMMARY:

The minutes from 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:

Draft 4/27/2026 Meeting Minutes



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

SUBMITTER: Adam Steurer, Utilities Director **MEETING DATE:** 07/27/2026
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 2nd Quarter Report



2026 – 2nd Quarter Report

City of Hendersonville - Water and Sewer Department

2026 2nd Quarter Report

Reporting Period: April through June 2026

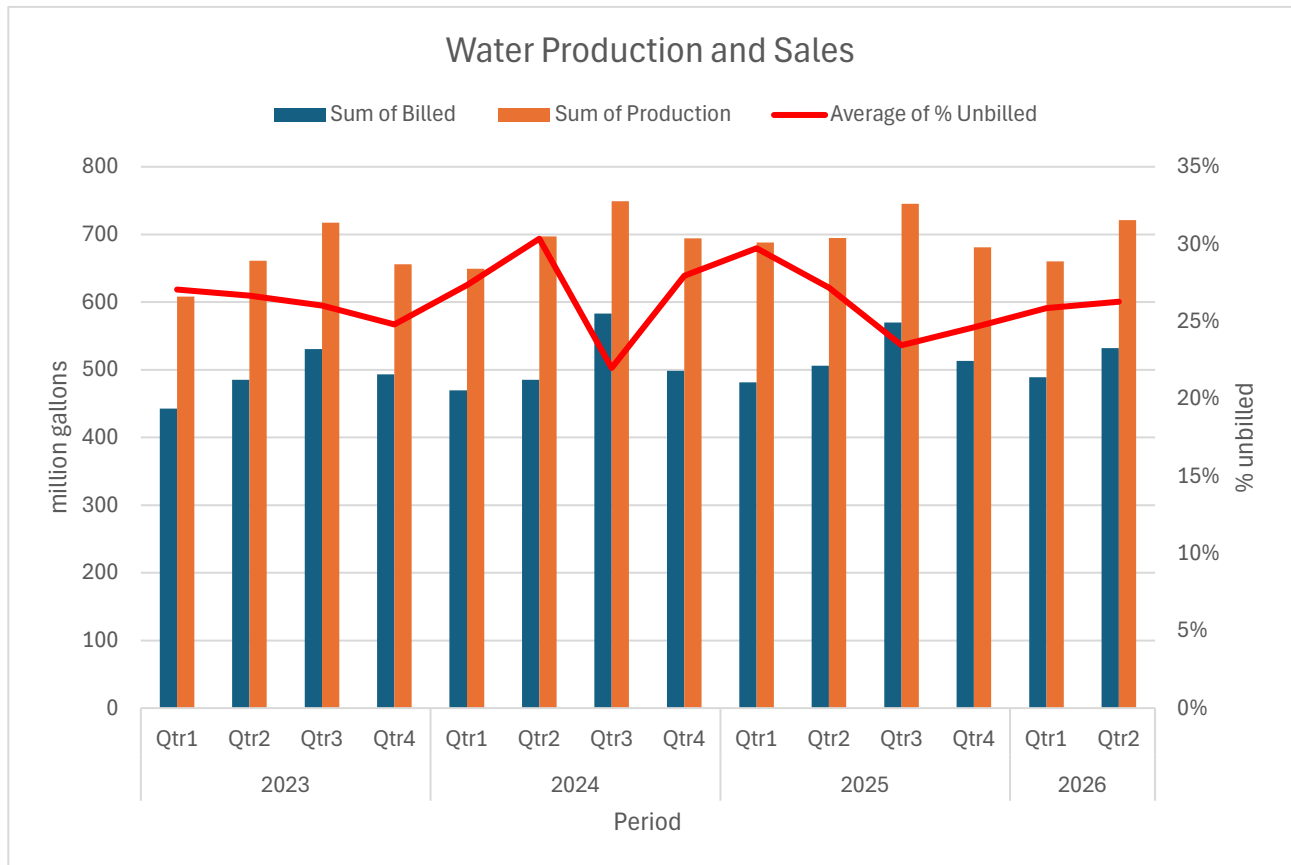
Publish Date: July 20, 2026

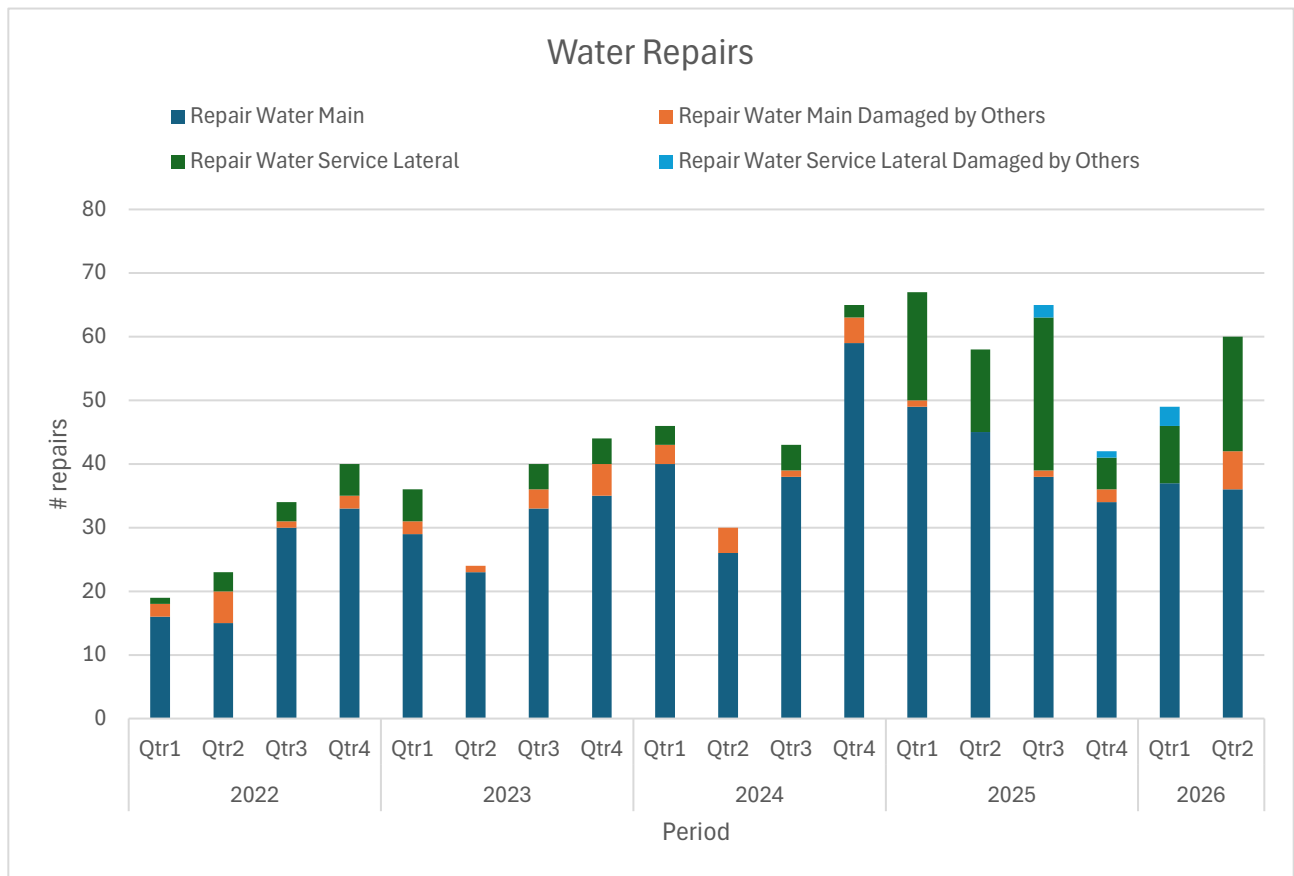
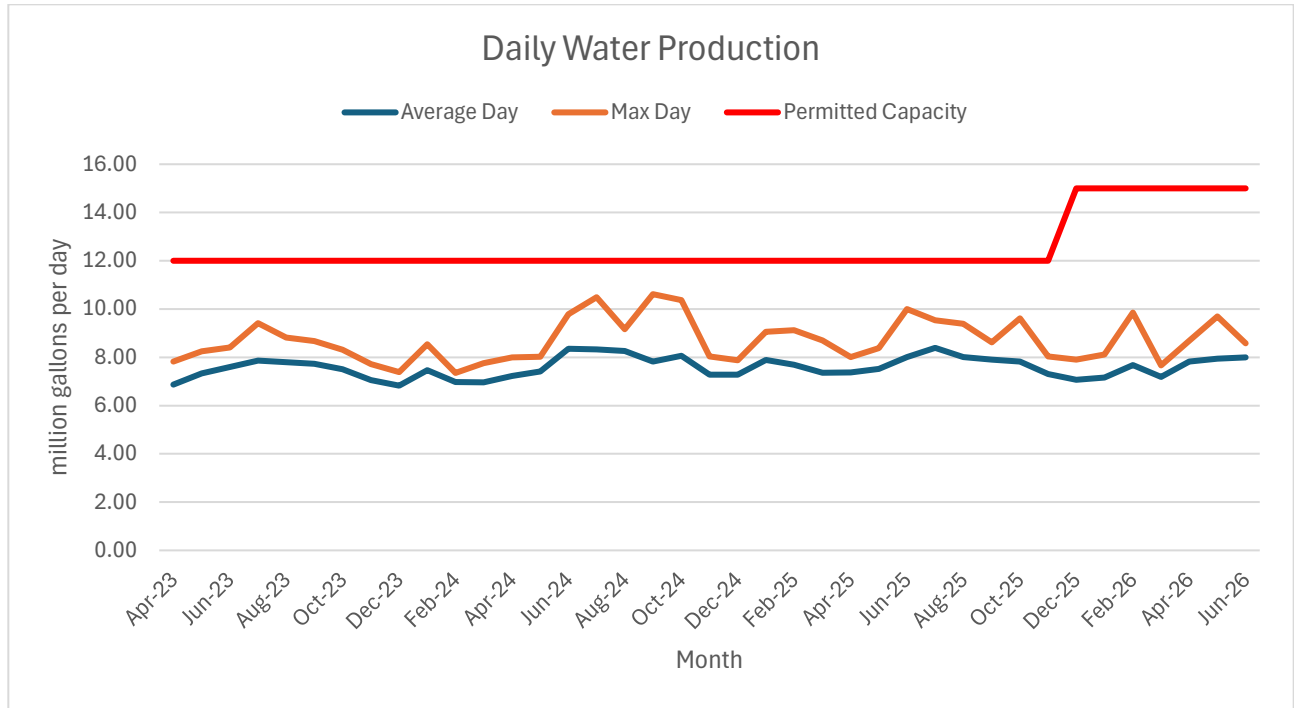
Utility Mission and Vision

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

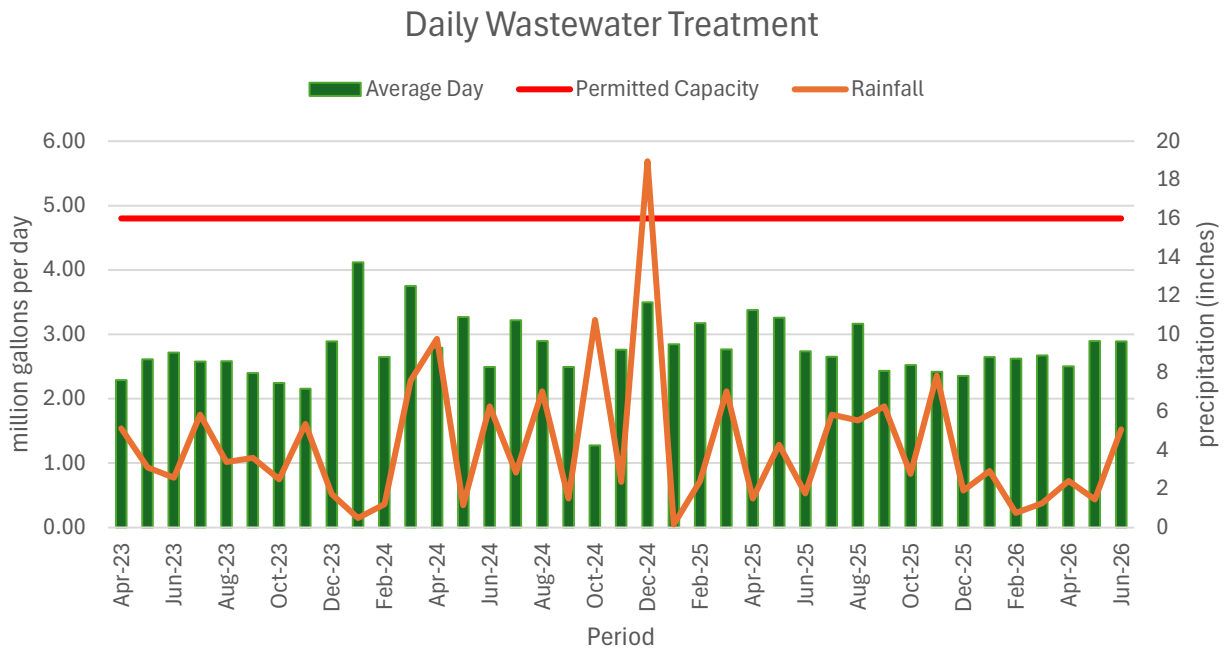
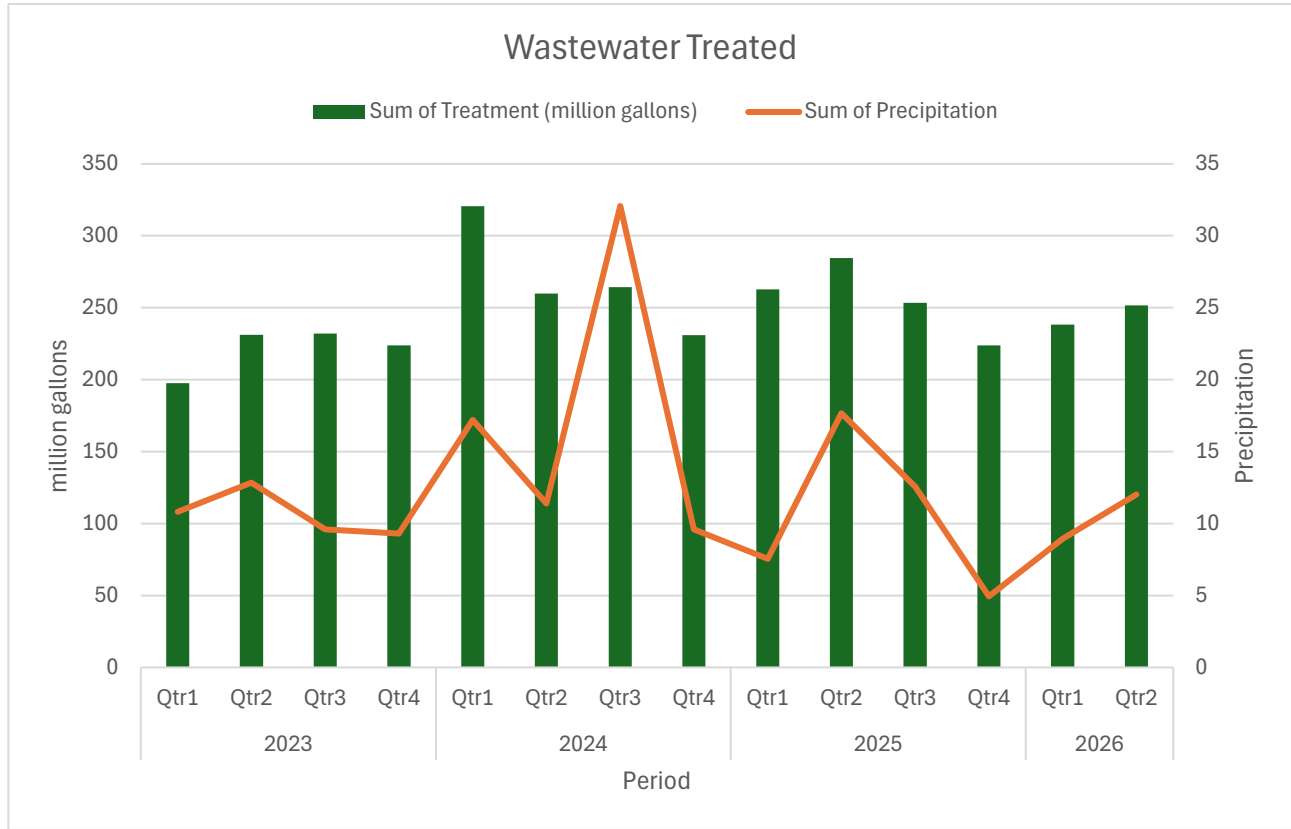
We envision a Hendersonville region with trusted, safe, high-quality, affordable water and wastewater service and a utility system that is responsive to the demands of its customers and regional growth.

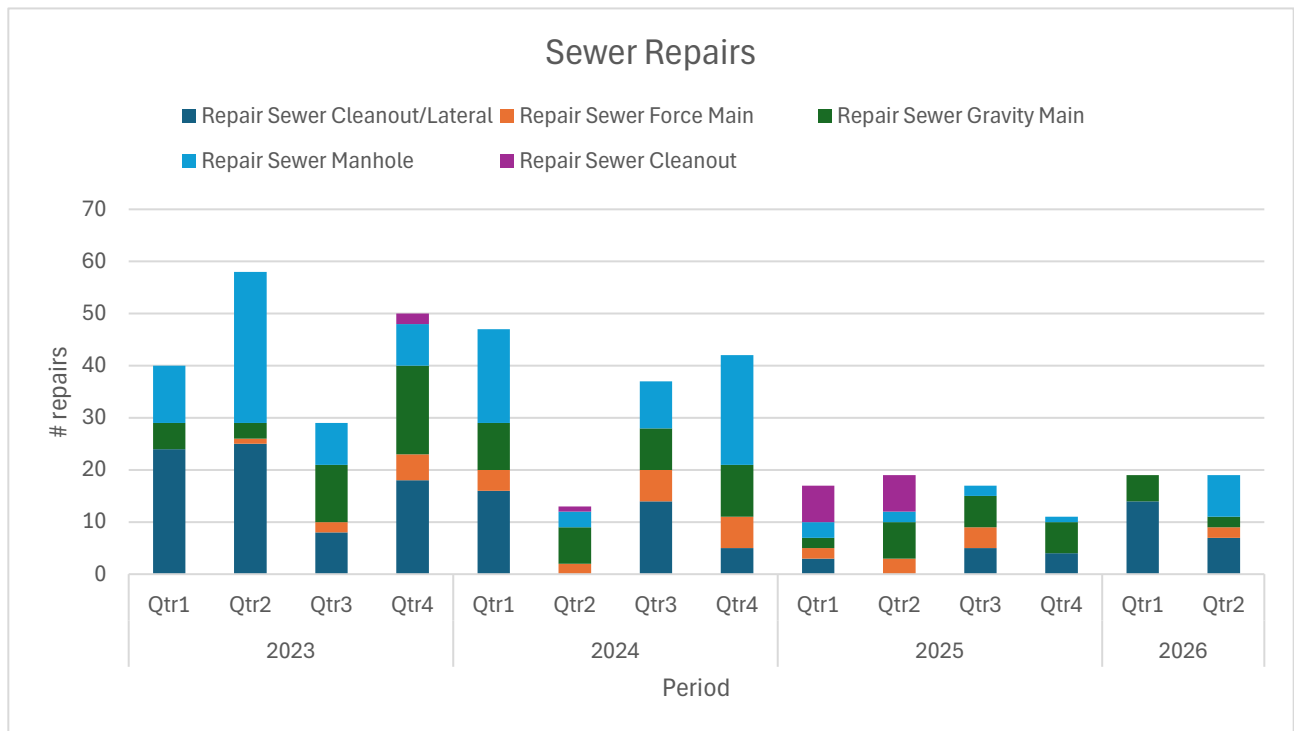
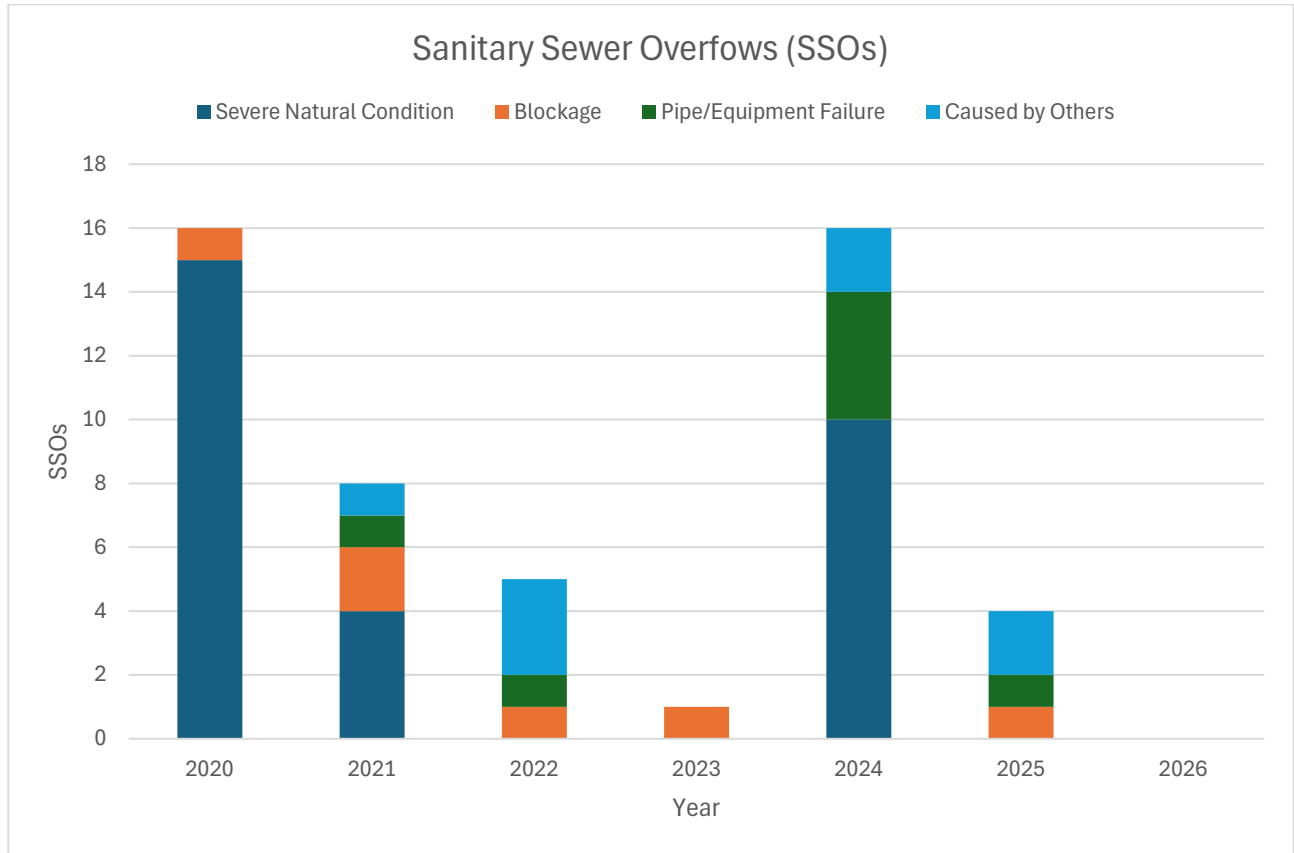
Water Operations





Wastewater Operations





Financial Management

Expenditures (Through Q4 FY2026)**

Expenditure Type	Actuals (Approximate)	Amended Budget	% Expended
Personnel & Benefits	\$13,497,121	\$14,356,658	94.0%
Operating	\$8,506,383	\$9,568,917	88.9%
Capital	\$832,446	\$1,114,821	74.7%
Debt Service	\$6,131,348	\$6,144,553	99.8%
TOTAL	\$28,967,298	\$31,184,949	92.9%

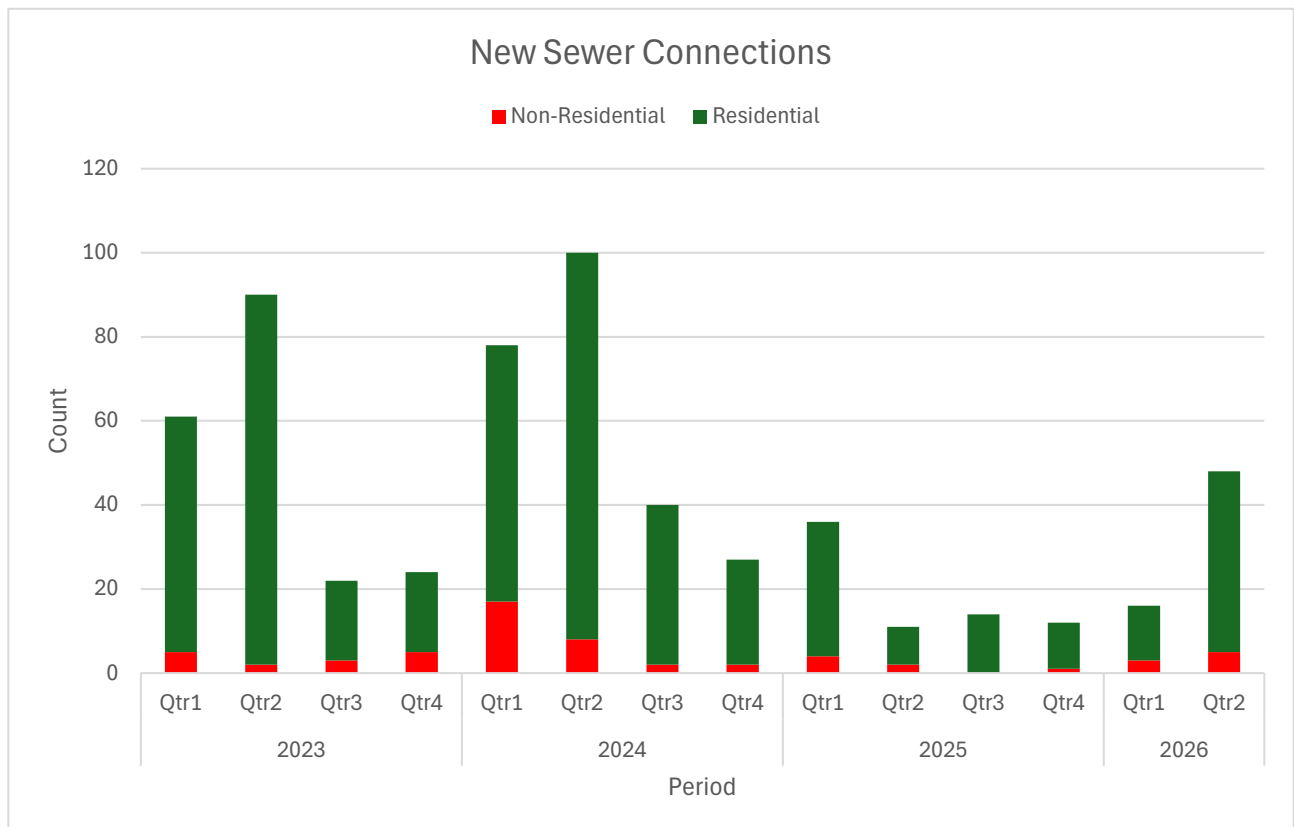
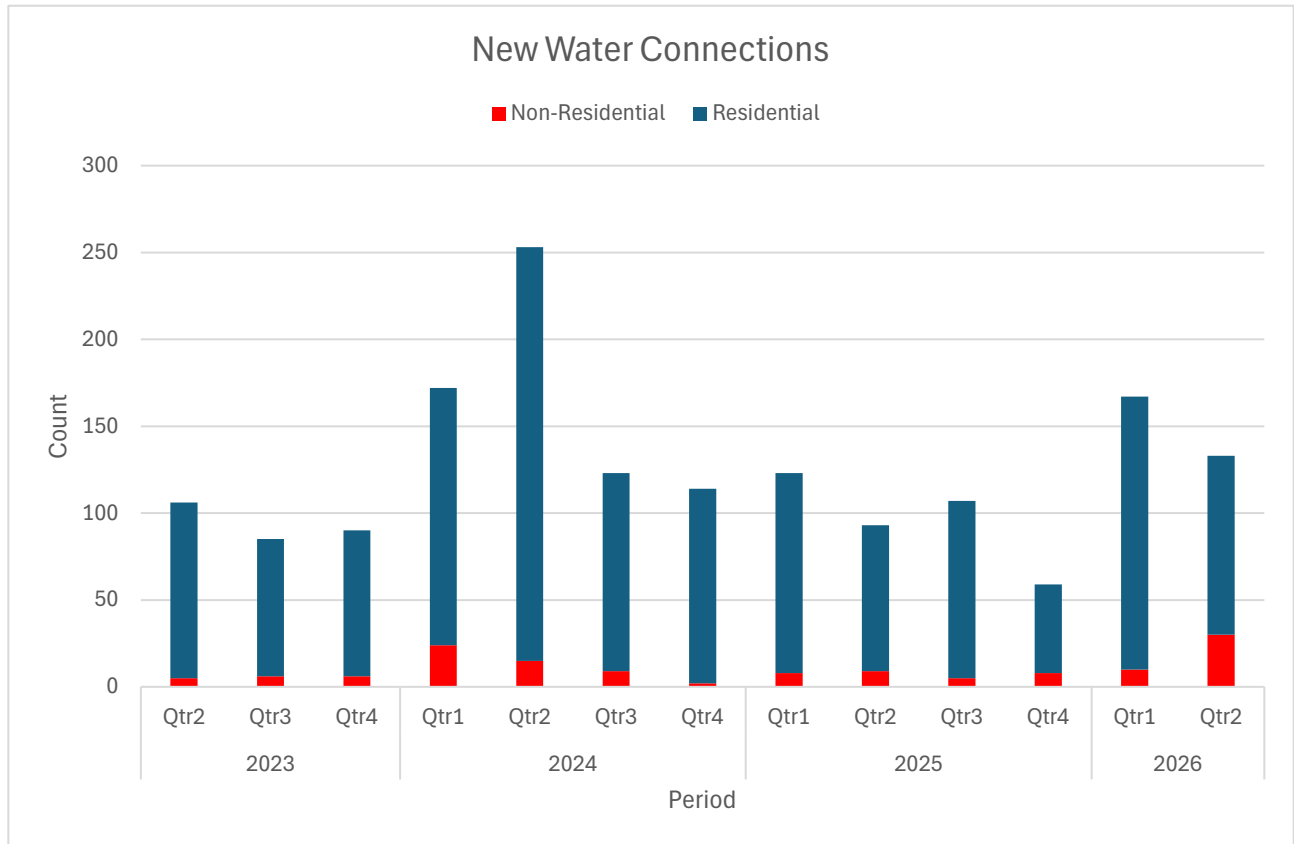
Revenues (Through Q4 FY2026)**

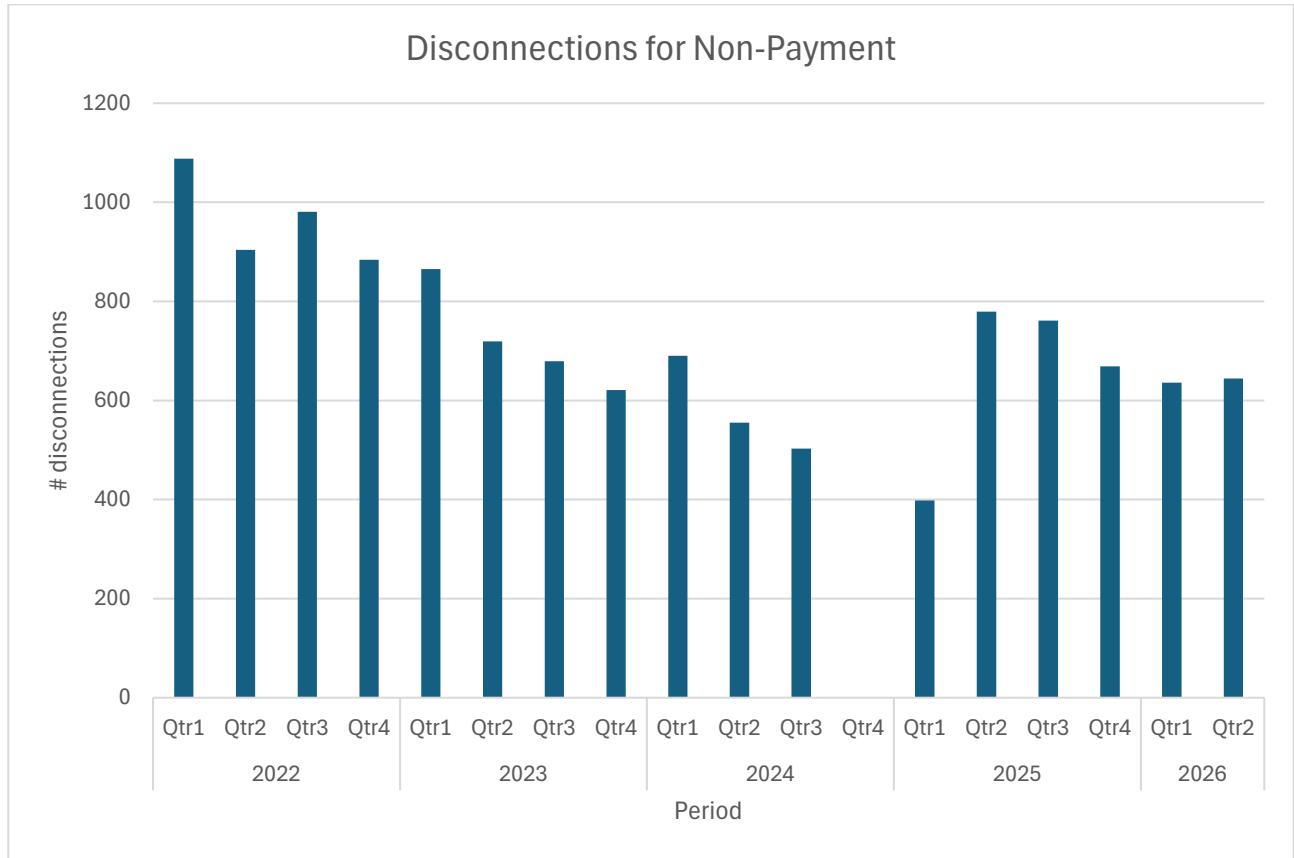
Revenue Type	Actuals (Approximate)	Amended Budget	% of Forecasted
Water Sales	\$17,208,786*	\$17,788,215	(3.3%)
Sewer Sales	\$8,287,952*	\$8,441,865	(1.8%)
Misc. Revenue	\$3,745,905*	\$2,488,428	50.5%
Fund Balance Appropriation	\$0	\$2,466,441	--
TOTAL	\$29,242,643	\$31,184,949	(6.2%)

*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





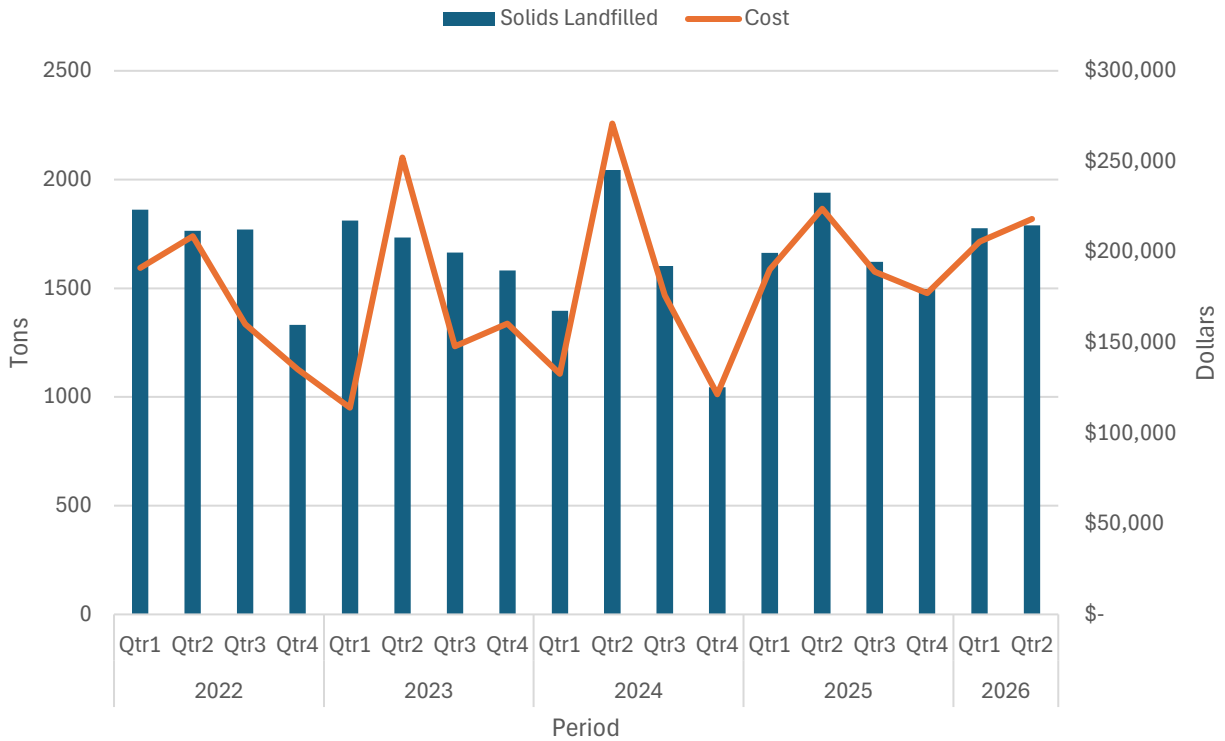
On Time Bill Collection Rate Q2- 2026 = 99.34%

On Time Bill Collection Rate Goal = 99.50%

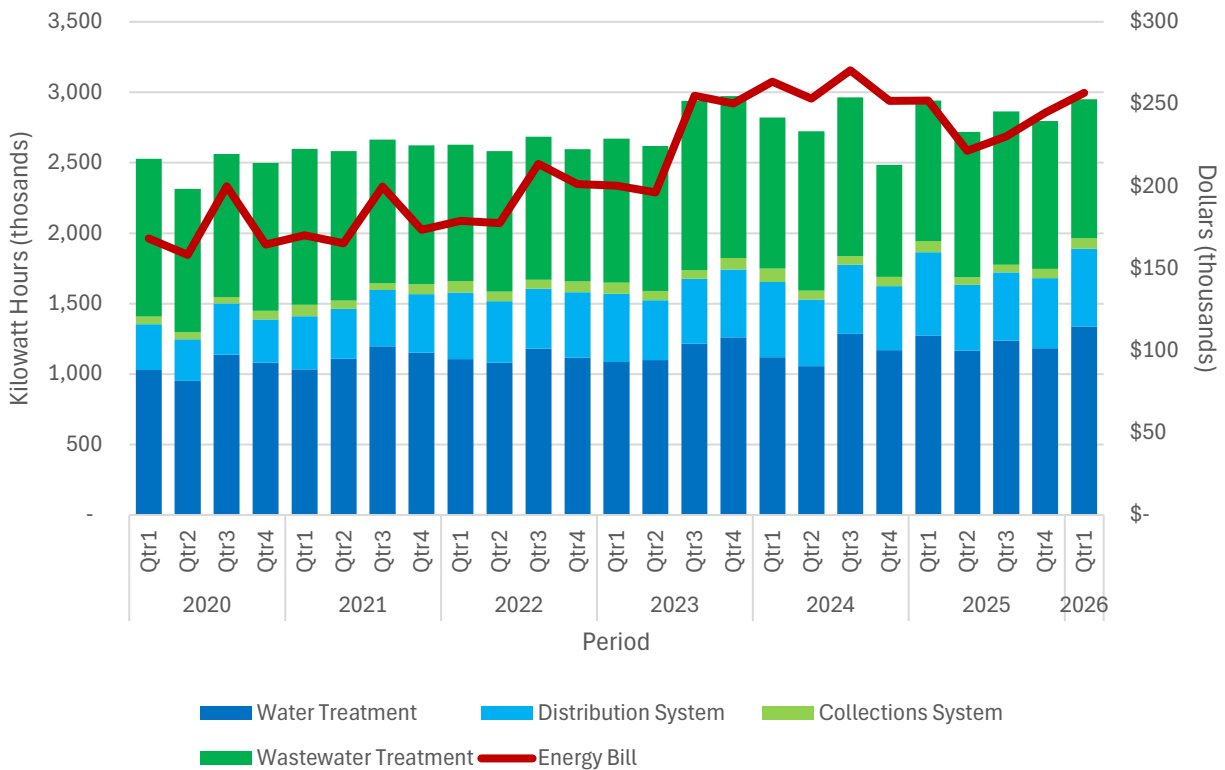
**Disconnections for non-payment suspended between 10/1/2024 and 2/28/2025 due to Hurricane Helene.*

Sustainability

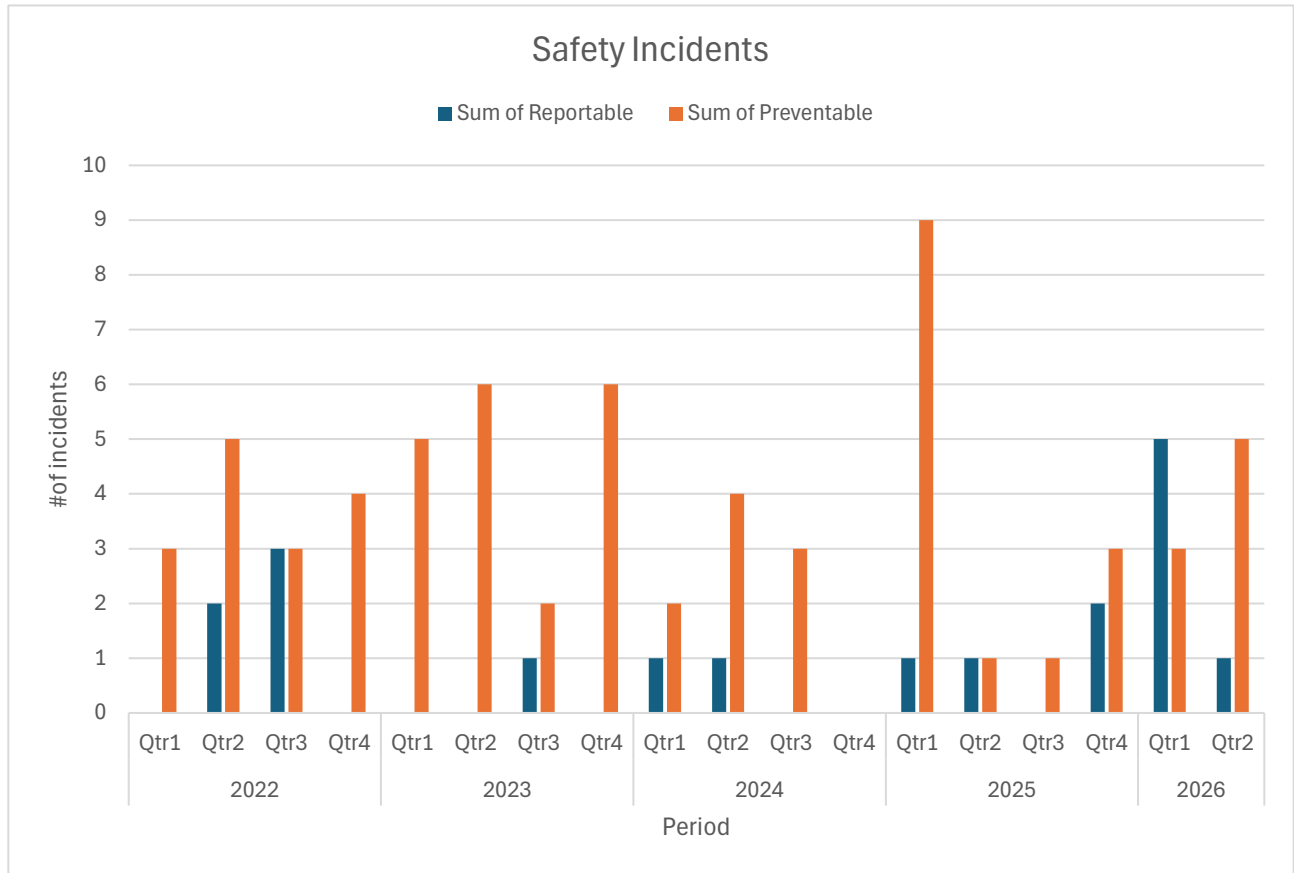
Treatment Solids Disposal Management



Energy Usage by Facility Type

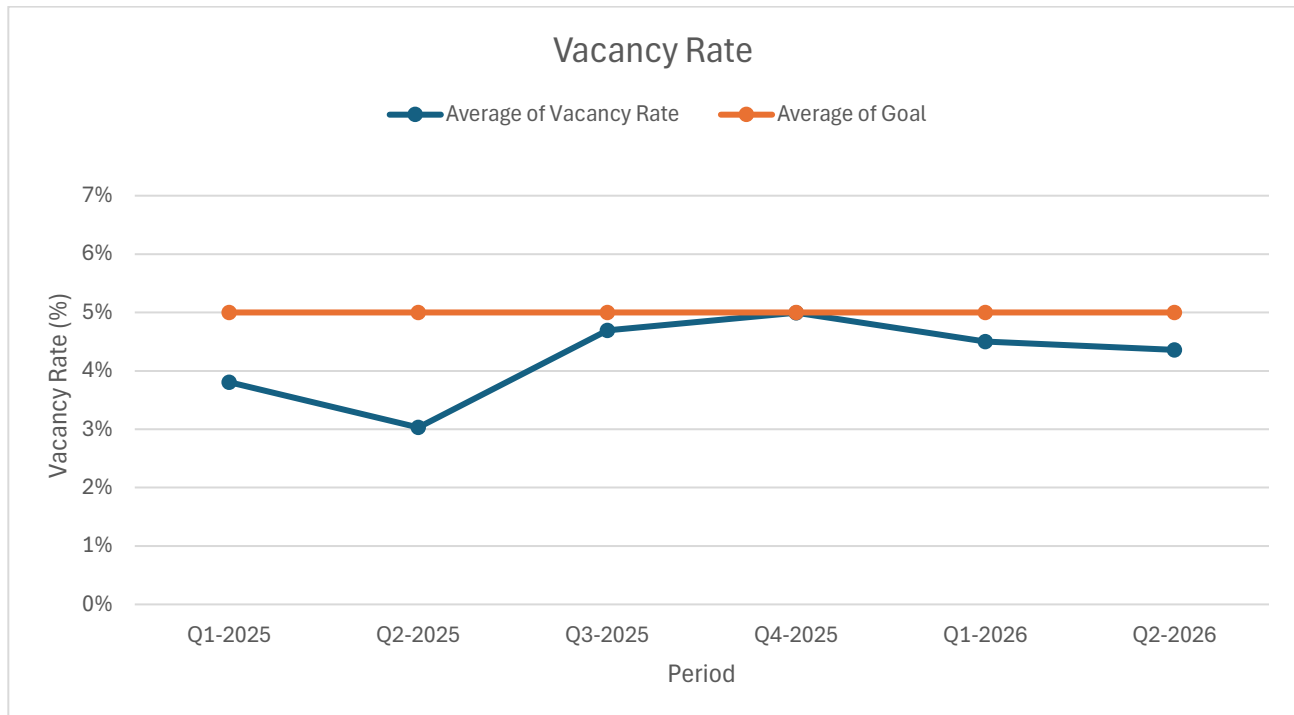


Staff



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

Estimated 2026 Q2 TRC rate: **4.21**



Current Vacancies

- Administration 0 of 7
- Field Operations 5 of 64
- Water Treatment 0 of 13
- Wastewater Treatment 0 of 10
- Technology and Metering 1 of 8

New Team Members

- Sabrina Dobbins - Water Treatment Plant Operator
- Randy Hancock - Line Maintenance Mechanic

Staff Accomplishments and Accolades

- **Dana Reif and Darren Allman** – During a recent annual inventory audit, the utility’s inventory cost accuracy was 99.6% with a total inventory value of \$1.38 million. A testament to a job well done and tight controls implemented by the utility’s purchasing and warehousing staff.
- **Tracy Fletcher** – MVP – A local plumbing company expressed their appreciation for Tracy for “always going above and beyond numerous times over the years. Tracy is awesome.”
- **Alexander Lillie** – MVP - Hendersonville Elementary expressed sincere appreciation for Alex Lillie. After hosting faculty at the WWTF for an informative and engaging tour, Alex extended the experience by teaching 300 students across grades one through five about wastewater treatment. Through hands-on demonstrations and age-appropriate instruction, he made complex scientific concepts accessible and engaging. His enthusiasm, adaptability, and connection with students created a meaningful learning experience.
- **Darren Allman** – MVP - Darren recognized an opportunity to capitalize on warranty opportunities with water metering equipment and materials. Darren has keenly administered and processed warranty claims on this equipment and materials, which takes a lot of time, effort, and attention to detail. His efforts have saved the utility over \$40,000 this year alone.
- **Kasey Lyons Sudderberg** – MVP - Kasey has been 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 shown a high level of professionalism, efficiency, and knowledge in this area, which has had a direct impact on Hendersonville's recognition as a leading utility in grease management. Recently, the City was contacted by two different local municipal utilities seeking assistance to model their FOG programs after Hendersonville's program. During this work, Kasey provided a hands-on overview to neighboring utility staff of how she manages, inspects, and troubleshoots various situations while enforcing FOG requirements.
- **Brian McCall, Steven Galloway, Damian Bingham, Chris Allen, Chase Dowdy, Caleb Smathers, Peyton Cooper, and Sebastian Durall** – MVP - These team members went above and beyond cleaning the utility’s equipment and laydown yard in between their normal repair and maintenance jobs.

Operator Certifications Obtained

- Nick Stamper – Grade C Distribution Operator
- Dawson Heatherly – Grade 2 Collections Operator
- Peyton Cooper – Grade 1 Collections Operator
- Tracy Fletcher - Grade C Distribution Operator
- Clarence Gilbert – Grade C Distribution Operator
- Kenneth Walden – Maintenance Technologist 1 Certification

- Jerry Laughter –Maintenance Technologist 2 Certification
- Mark Cannon –Maintenance Technologist 1 Certification

Departmental Awards, Achievements and Events

- The Utility has tentatively been awarded an additional **\$1,862,000** of grant funding towards its **Water System Resiliency Looping** project through CDBG-Economic Development to supplement water infrastructure on Howard Gap Road. The new water infrastructure will improve water pressure, available fire flow, and service resiliency for a new industrial area off McMurray Road. Total funding awarded for this project to date is now up to **\$17,300,000**.
- The NCDEQ Division of Water Infrastructure has recently awarded **\$35,000,000** of low-interest loan funding towards the utility's **WWTF Flood Mitigation Project**. This low-interest loan will result in up to an estimated \$11,000,000 in present value savings from traditional market financing methods.
- Utility staff conducted a **Cybersecurity Tabletop Exercise** in June 2026. The tabletop exercise, led by the US EPA's Cybersecurity Division, simulated a real-life cyber incident scenario and allowed utility staff to work through its emergency response procedures.
- Hendersonville hosted a **Water and Wastewater Energy Efficiency Workshop** in June 2026 where utility staff learned about energy management strategies, cost-saving techniques, and practical energy conservation measures.
- Over 60 members from the **US EPA Region 4** and various funding state agencies from Kentucky, Tennessee, Mississippi, Alabama, Georgia, Florida, South Carolina, and North Carolina of EPA officials heard an overview of the utility's resiliency and recovery actions and toured the City's WWTF during an annual meeting held in Asheville, NC. EPA and staff from the various State Agencies will be able to take the lessons learned from their visit and apply them to the funding programs they administer.



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

SUBMITTER: Adam Steurer, Utilities Director **MEETING DATE:** 07/27/2026
AGENDA SECTION: NEW BUISNESS **DEPARTMENT:** Water & Sewer
TITLE OF ITEM: Sewer Collection System Master Plan Update – *Devin Owen, Utilities Engineer*

SUGGESTED MOTION(S):

N/A

SUMMARY:

Staff will present an update on the Sewer Collection System Master Plan Update.

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:



Sewer Collection System Master Plan Update

July 27, 2026

Sewer Collection System Master Plan

Item B.

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



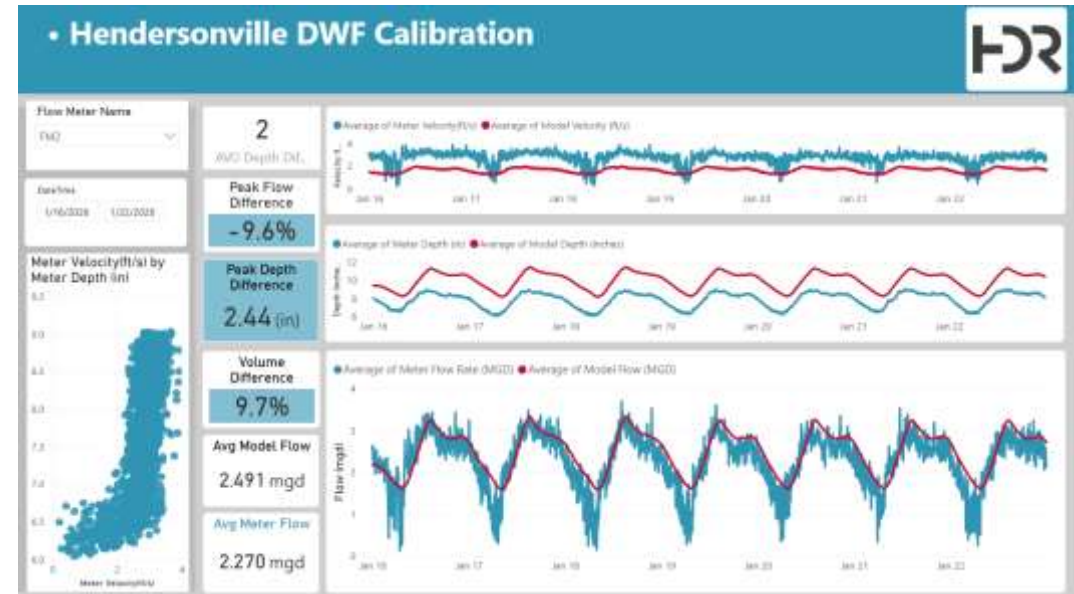
Sewer Collection System Master Plan

Item B.

Update

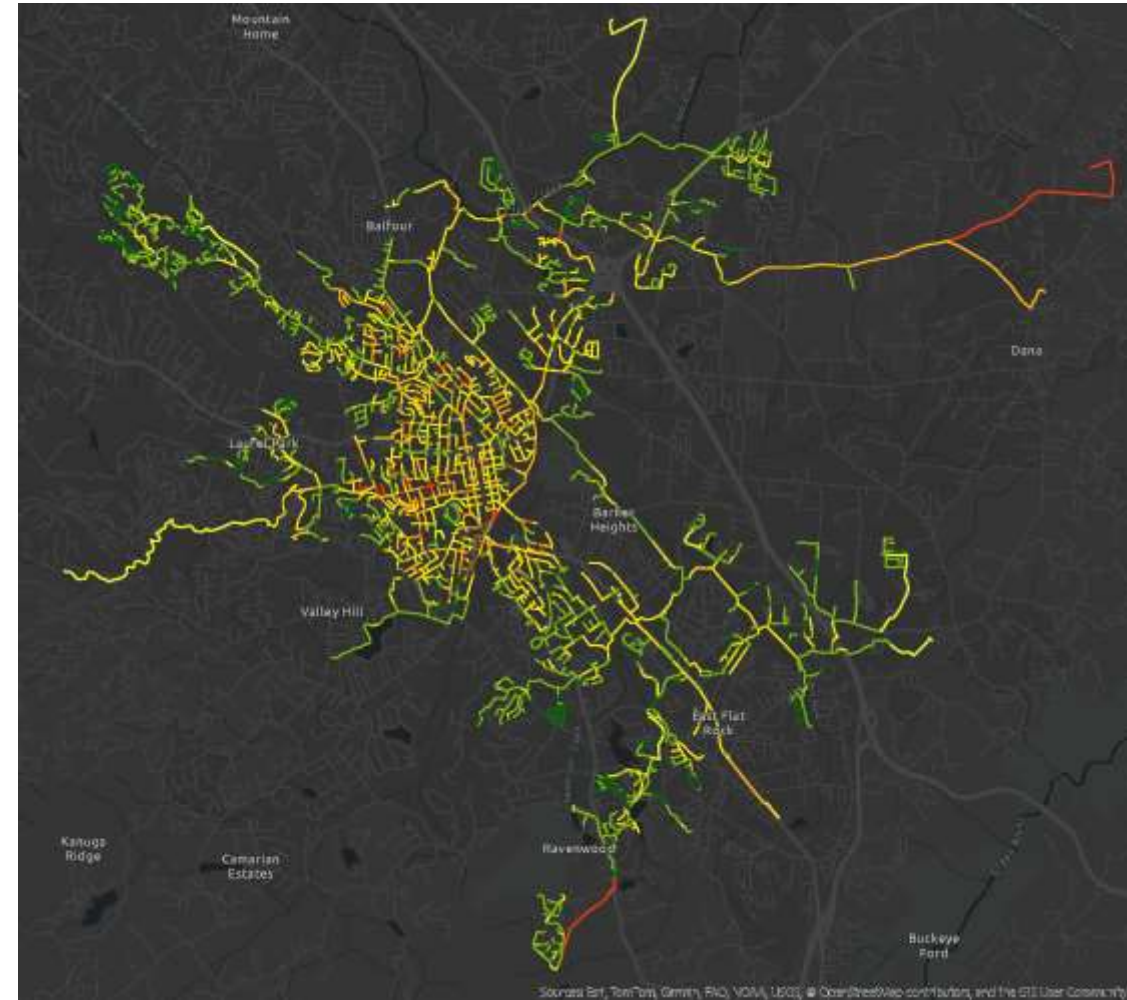
- Latest Progress
 - Data collection for gravity sewers and force mains complete
 - Data collection for pump stations in progress
 - 1:1 digital sewer model in development
 - Risk Prioritization framework has been established*
 - Future anticipated 2045 Service Area in development*

**Additional info in upcoming slides*



Update

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

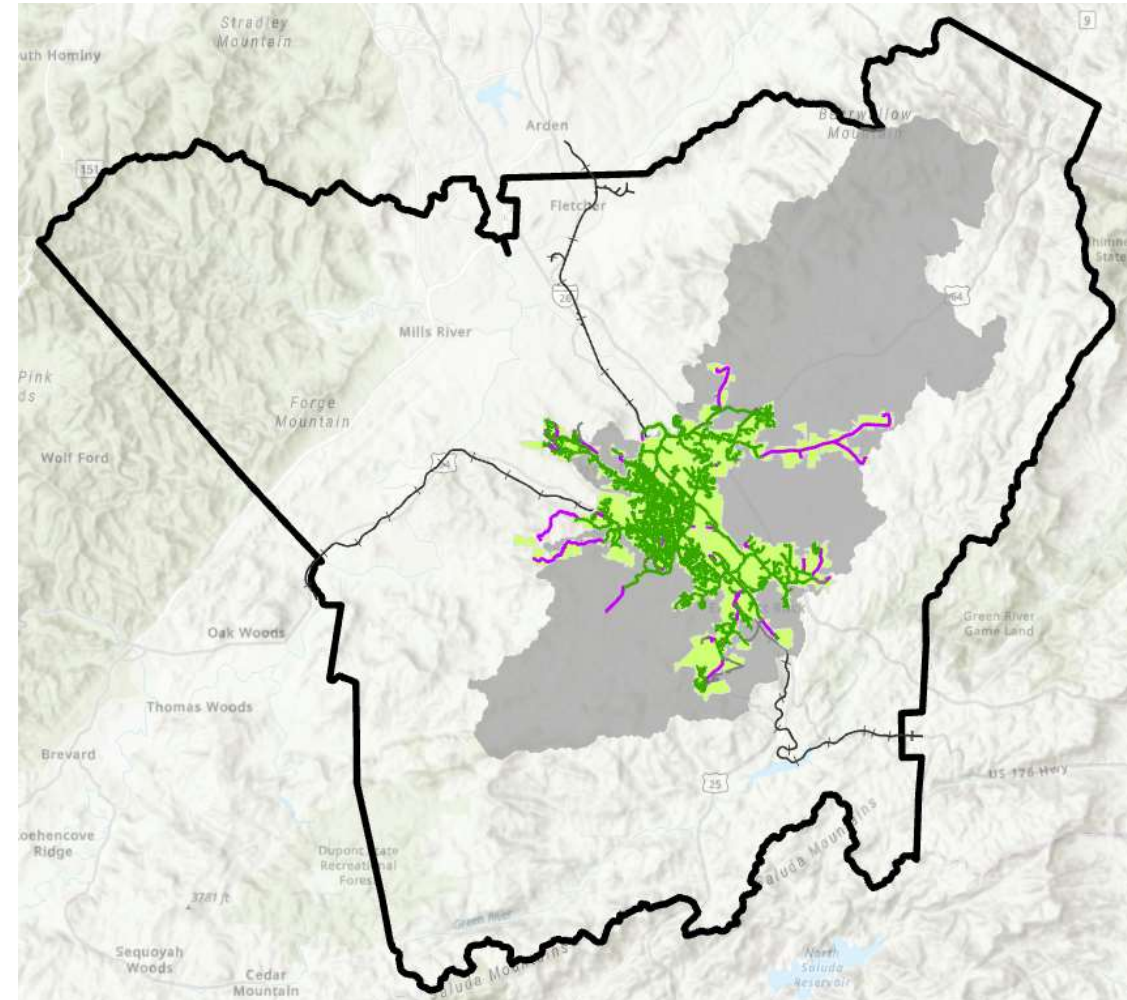


Sewer Collection System Master Plan

Item B.

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

Item B.

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.

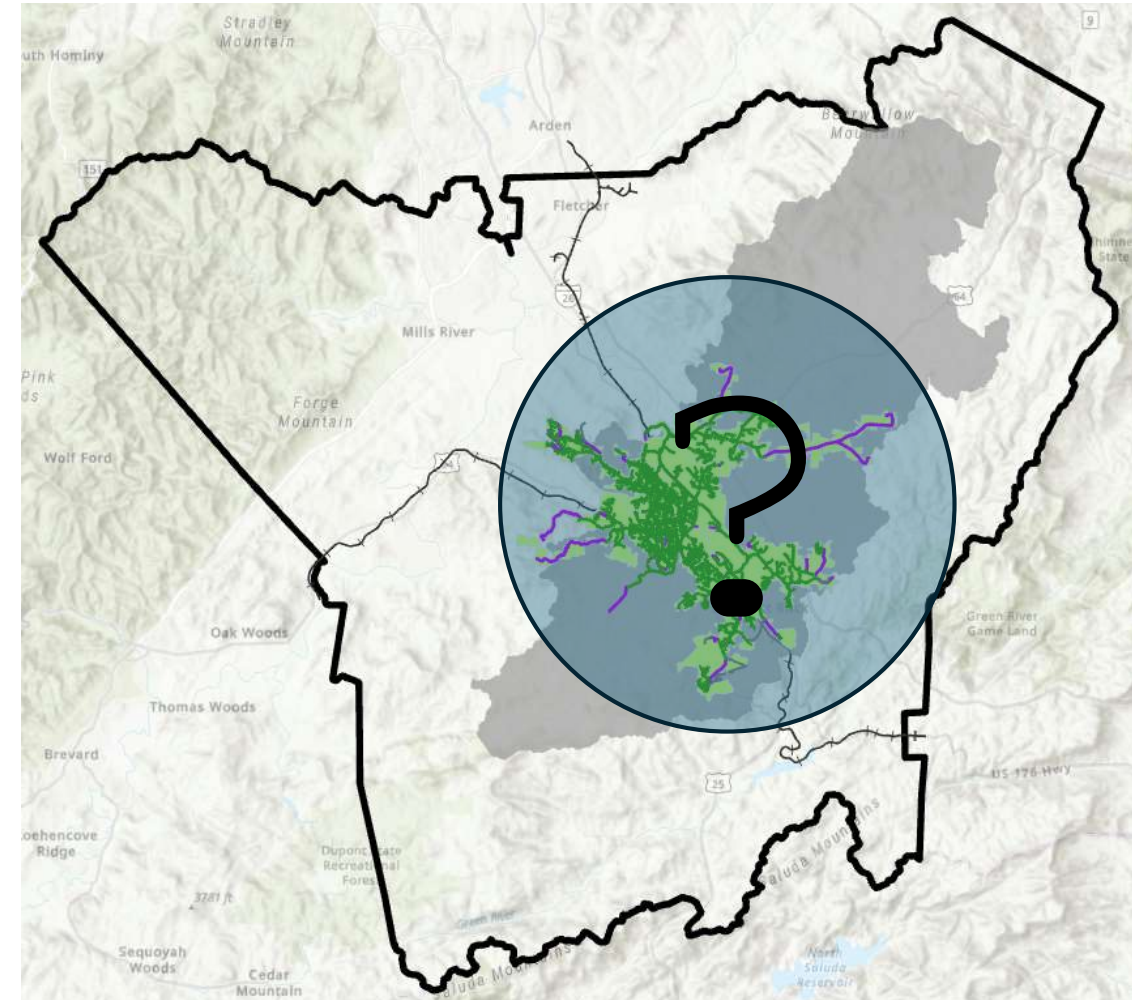
		Number of Months	Month Year Start	Month Year End	2025-10	2025-11	2025-12	2026-01	2026-02	2026-03	2026-04	2026-05	2026-06	2026-07	2026-08	2026-09	2026-10	2026-11
Task 1 - Sewer Collection System Data & Infrastructure Review																		
✓ Project Kick-off		1	2025-11	2025-11														
✓ Data Request		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																		
✓ 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	2026-05	2026-07														
Task 3 - Risk Prioritization and Asset Management Planning																		
Risk Framework		2	2026-01	2026-02														
R&R Project Identification		3	2026-03	2026-05														
Task 4 - CIP Development and Master Plan Documentation																		
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

Item B.

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

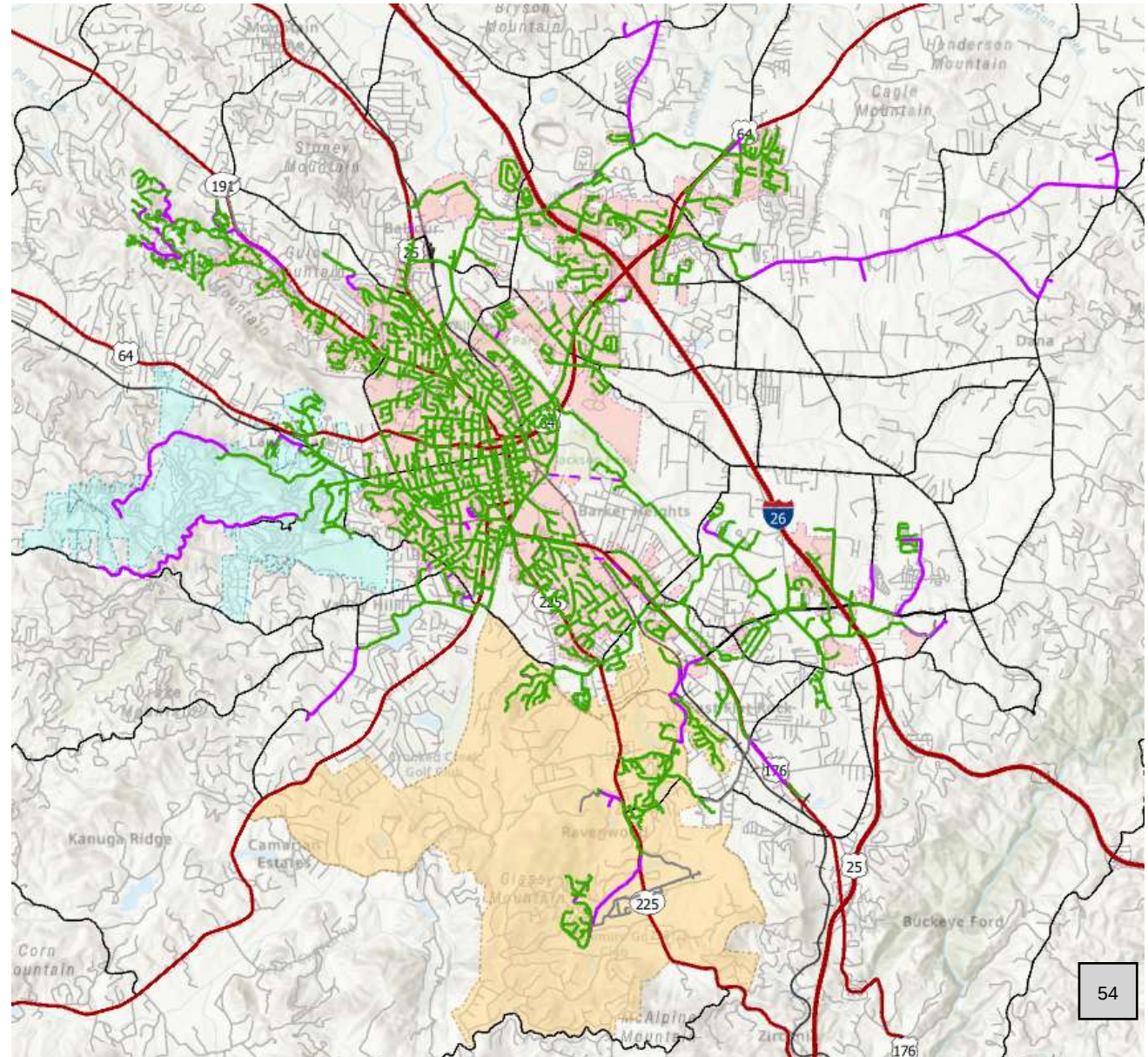


Sewer Collection System Master Plan

Item B.

Update

Questions and
initial
feedback?



Sewer Collection System Master Plan

Item B.

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





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

SUBMITTER: Adam Steurer, Utilities Director **MEETING DATE:** 07/27/2026

AGENDA SECTION: NEW BUISNESS **DEPARTMENT:** Water & Sewer

TITLE OF ITEM: Water Shortage Response Plan Update – *Adam Steurer, Utilities Director*

SUGGESTED MOTION(S):

I move that the Water and Sewer Advisory Council recommend the Water Shortage Response Plan Revisions as presented are adopted by the Hendersonville City Council.

SUMMARY:

Staff will present a summary of revisions to the Utility's Water Shortage Response Plan. Revisions are needed to account for the new water source on the French Broad River.

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:



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 (1)
- Hendersonville must update its WSRP for the new French Broad River Intake

Overview – Hendersonville's Water Supply

Item C.



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 gage

What is a Stream Gauge?

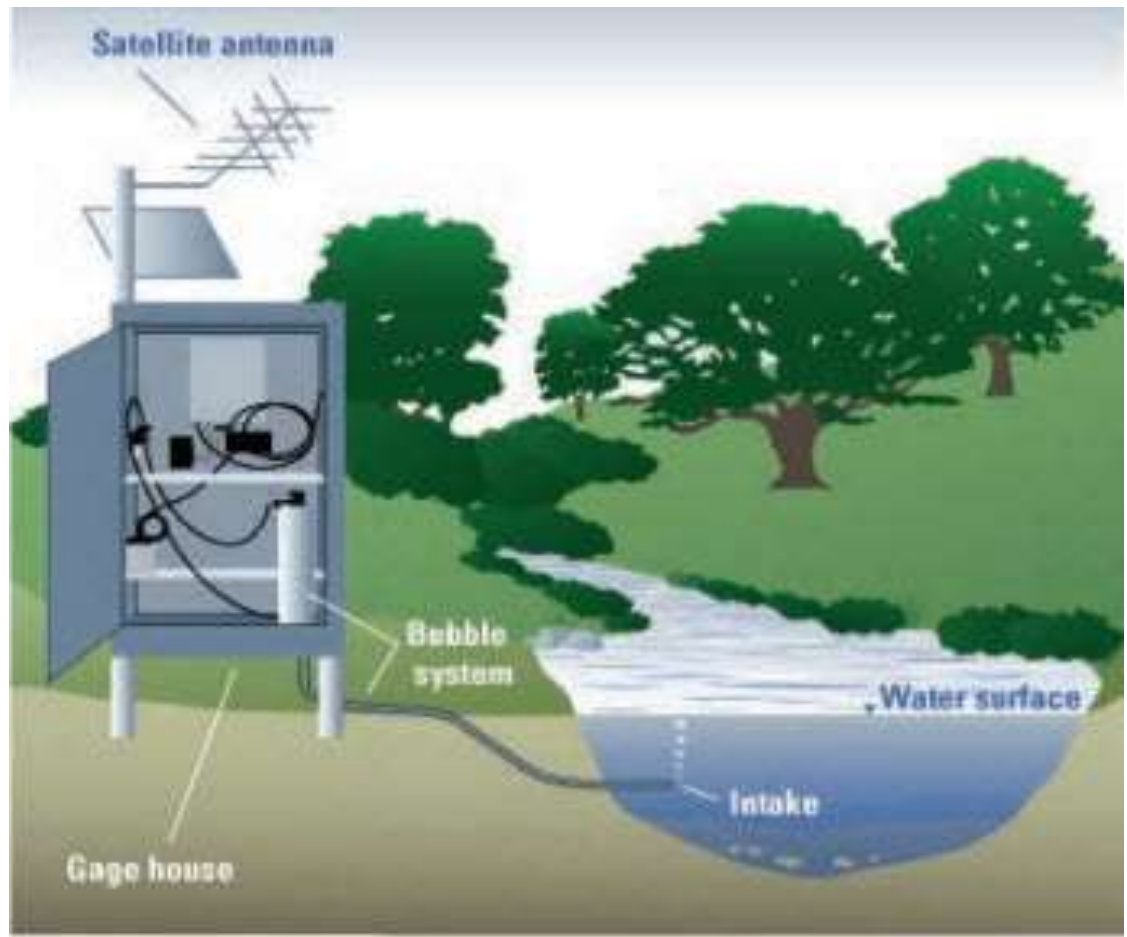
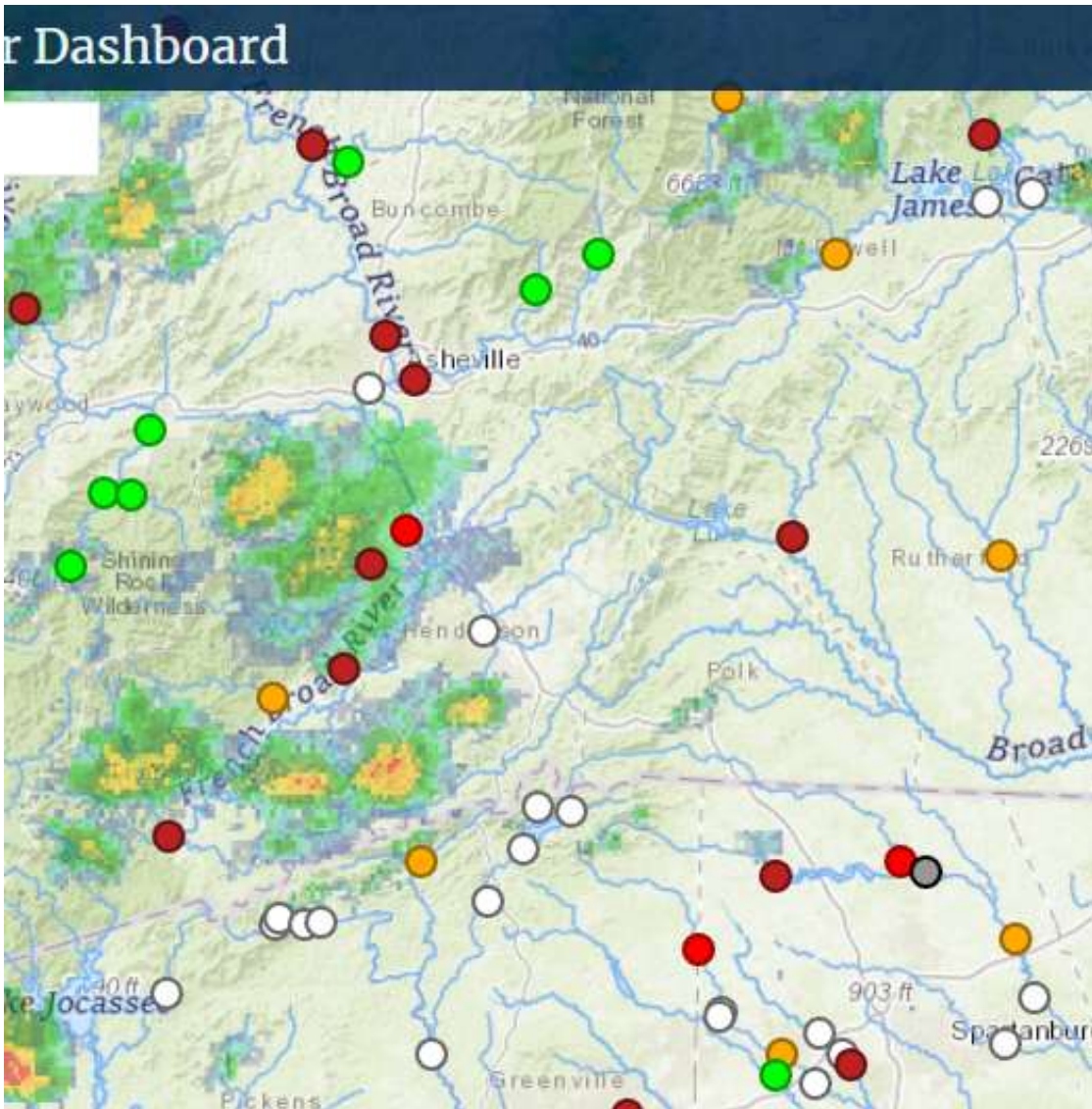


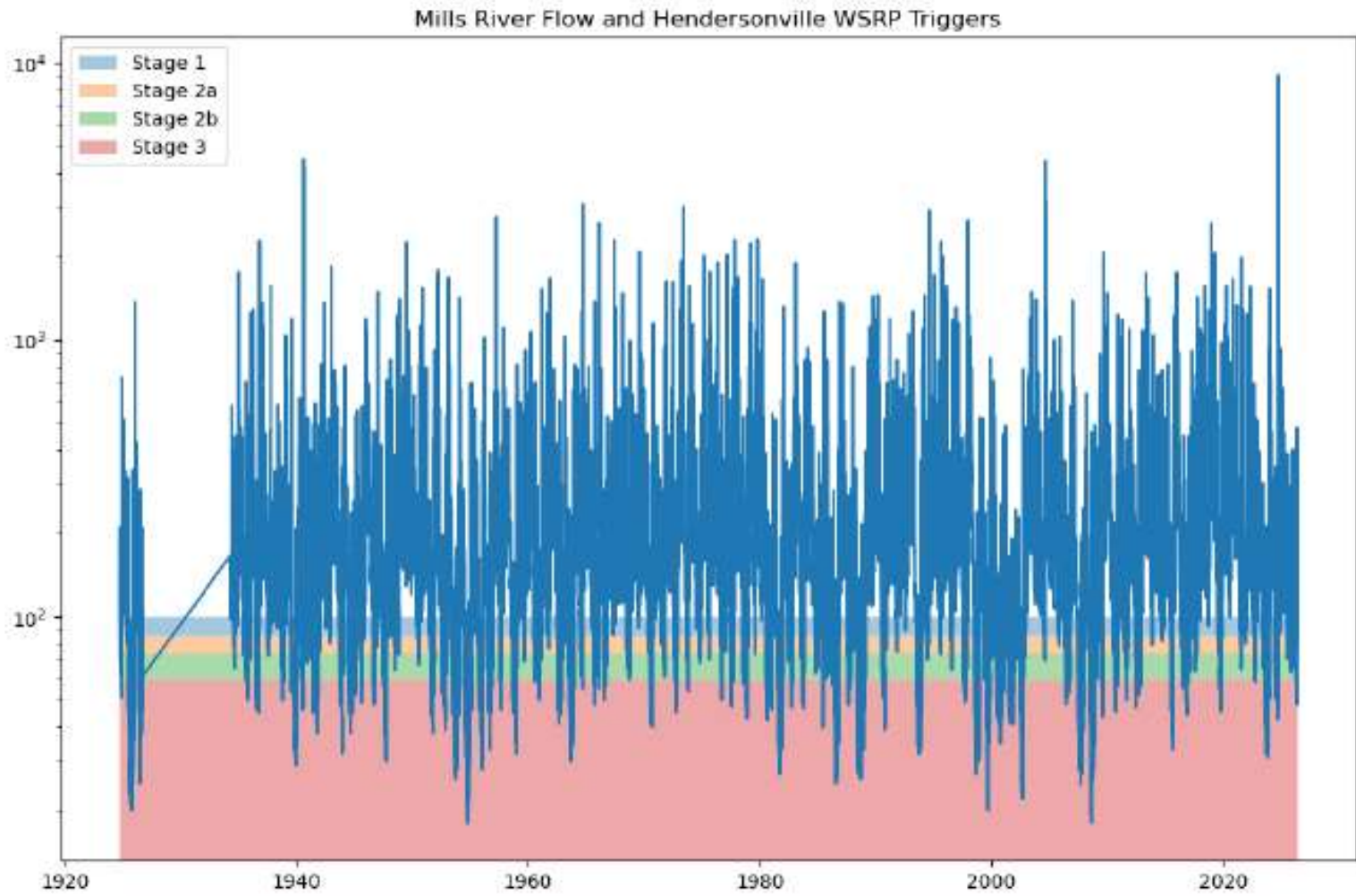
Figure 2. Diagram of a typical streamgauge installation with equipment used to measure stream stage (by L.S. Coplin, U.S. Geological Survey).

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%



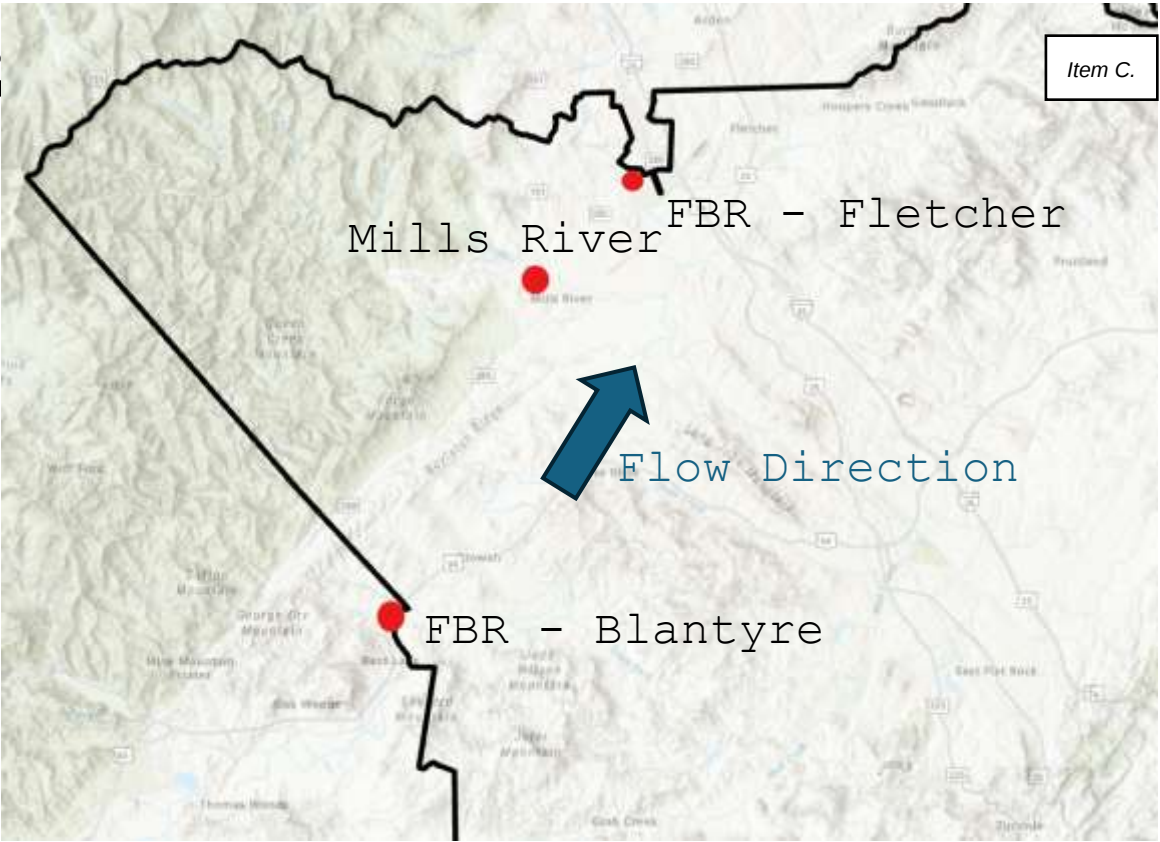
Setting Stage Triggers

- 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.

Stage	Source Water Demand	Withdraw within 20% 7Q10	Response
1 - Advisory	Current Full Capacity - 15mgd	Yes	Voluntary. Limit all non-essential uses
2 - Warning	Current Average Day Demand - 7.75mgd	Yes	Mandatory. Further limit or prohibit certain non-essential uses
3 - Alert	20% of Reduction of Current Average Day Demand -	Yes	Mandatory. Prohibit non-essential uses. Limit socially and economically essential uses.

Proposed Trigger

- 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



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

Water Use Classifications –

Item C.

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,	Irrigating lawns, parks, golf courses	Irrigating public parks and recreational areas

Current Plan

Item C.

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 - Warning	10%	110%	Mandatory
3 - Alert	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%	67 %

Summary of Changes

- FBR Intake reduces the historic daily

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

- Minor revisions to stage titles and reduction goals
- No major revisions to water use classifications, conservation measures, or

Next Steps

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



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

SUBMITTER: Adam Steurer, Utilities Director **MEETING DATE:** 07/27/2026
AGENDA SECTION: NEW BUISNESS **DEPARTMENT:** Water & Sewer
TITLE OF ITEM: Utility Billing Policy and Procedures Revisions – *Adam Steurer, Utilities Director*

SUGGESTED MOTION(S):

N/A

SUMMARY:

Staff will present a brief update and planned implementation of the proposed Utility Billing Policy and Procedure Revisions. These revisions were shared with the Advisory Council during their April 2026 meeting.

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:



Billing Policy and Procedure Revisions

July 27, 2026

Summary from April 27, 2026 Meeting

Item D.

- 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

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