



2025 – 3rd Quarter Report

City of Hendersonville - Water and Sewer Department

2025 3rd Quarter Report

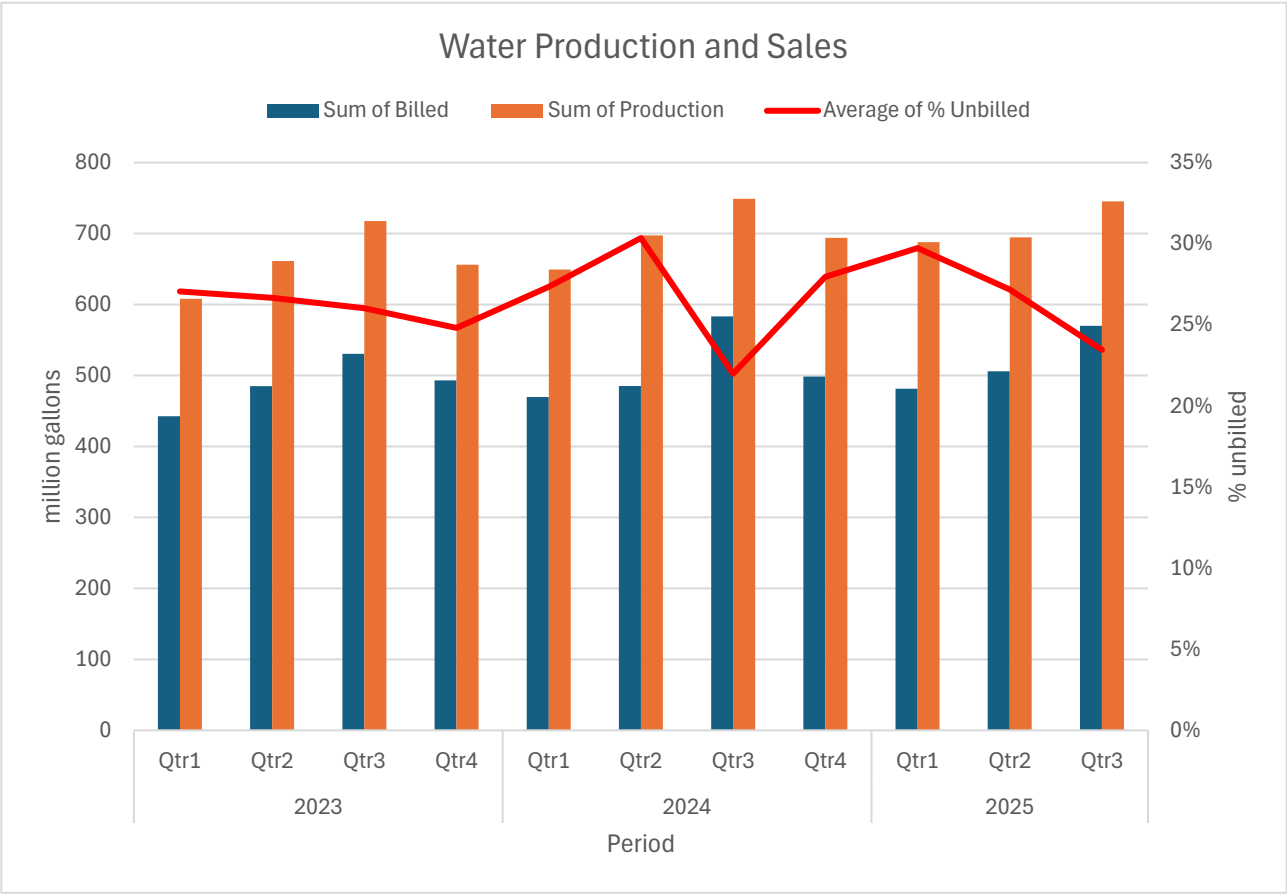
Publish Date: October 24, 2025

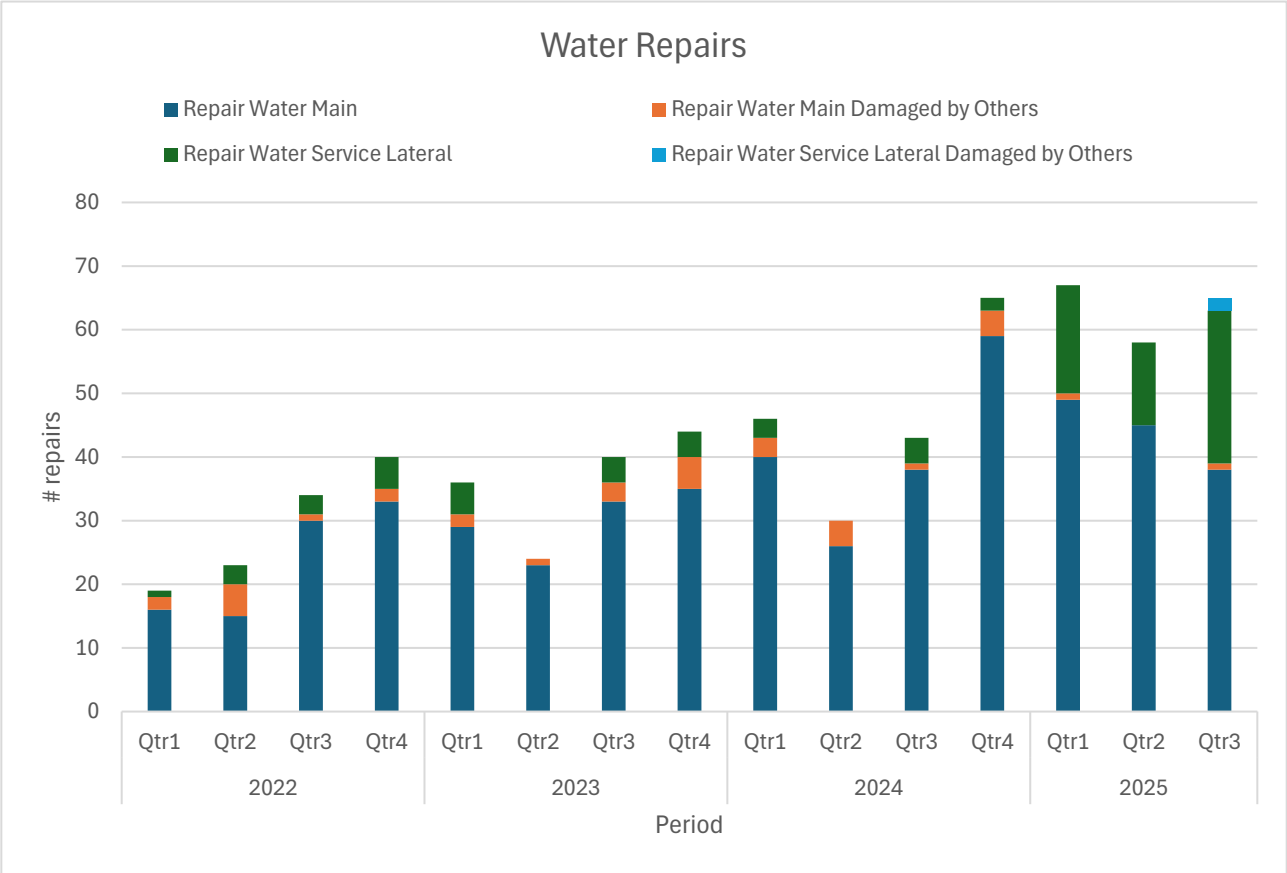
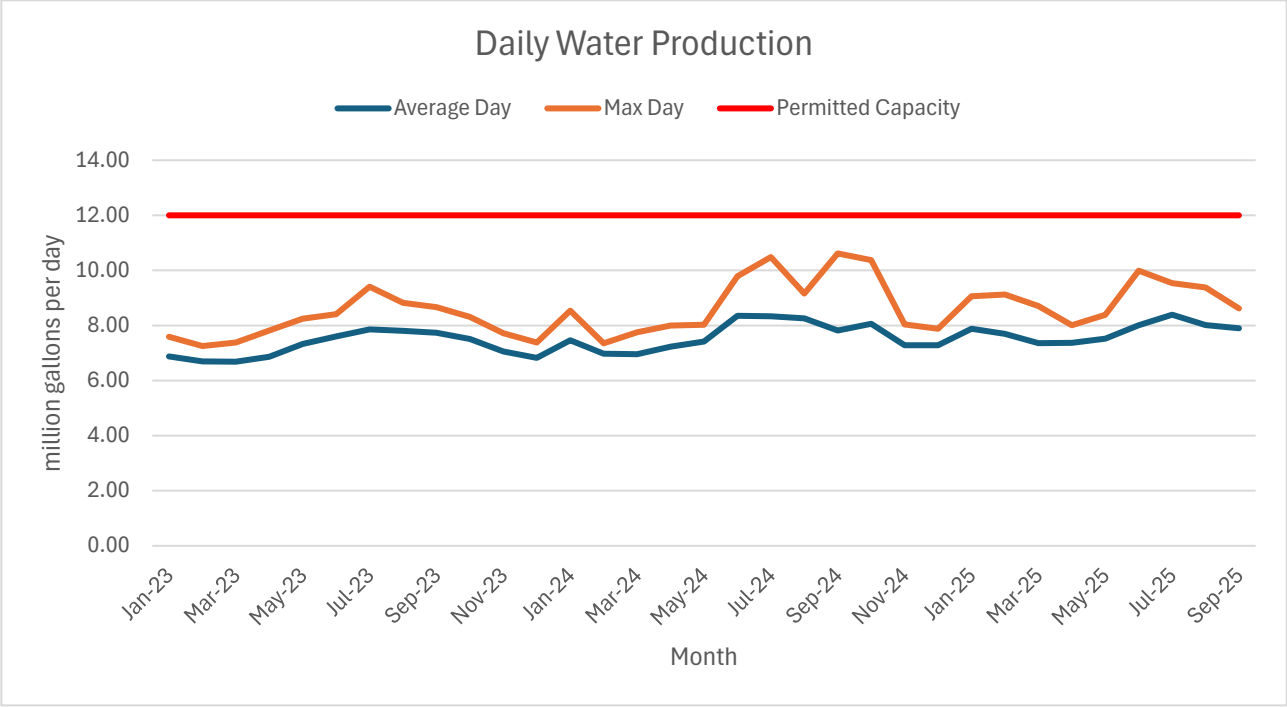
Utility Misson and Vision

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

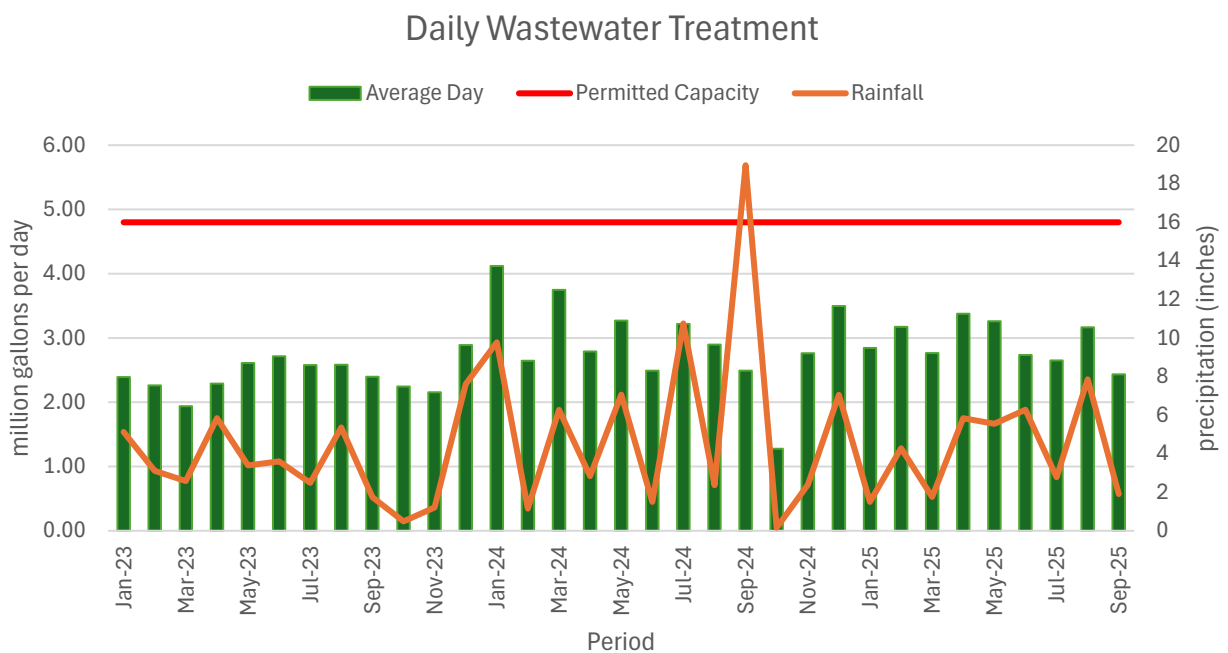
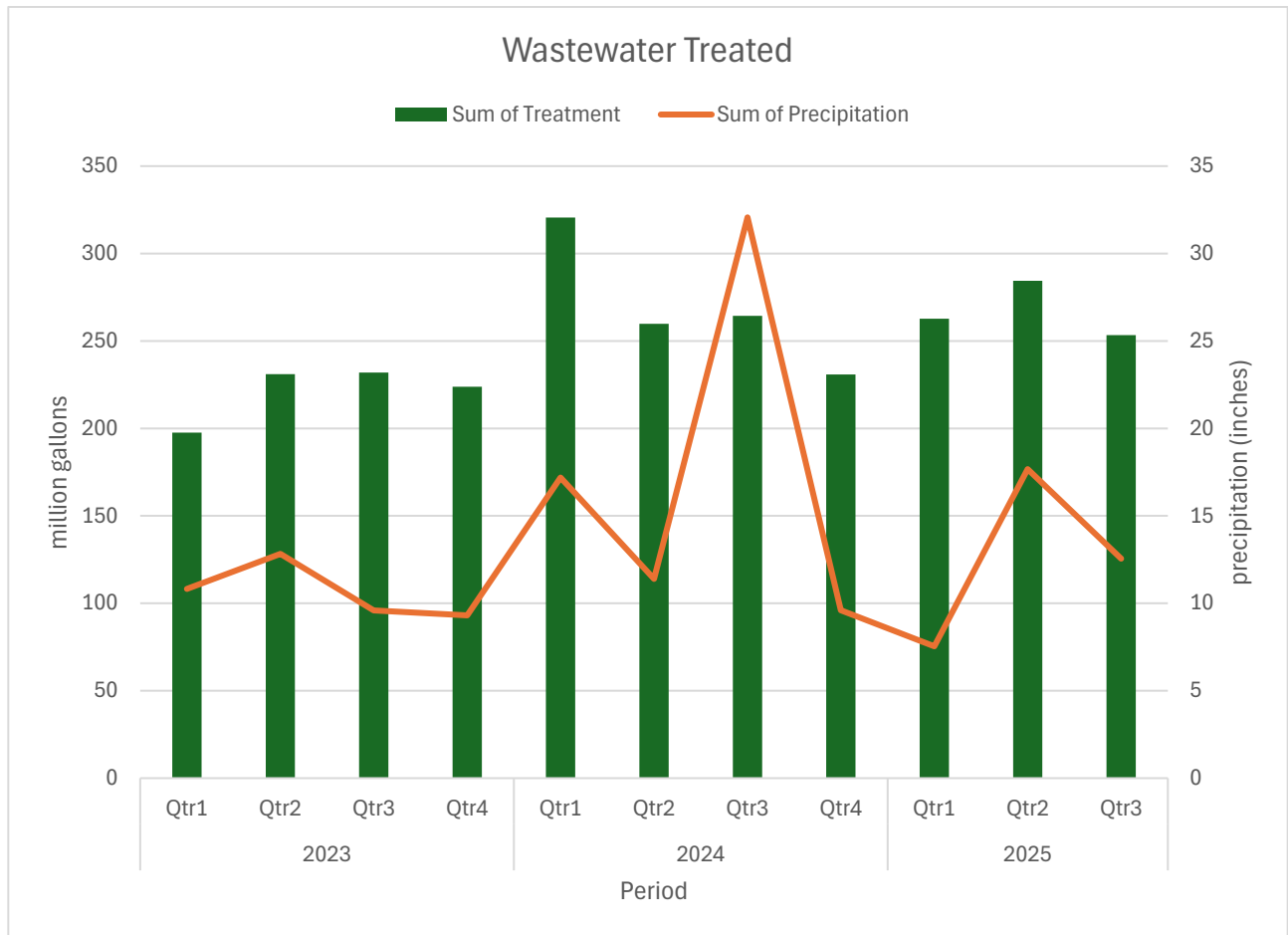
We envision a Hendersonville region with trusted, safe, high-quality, affordable water and wastewater service and a utility system that is responsive to the demands of its customers and regional growth.

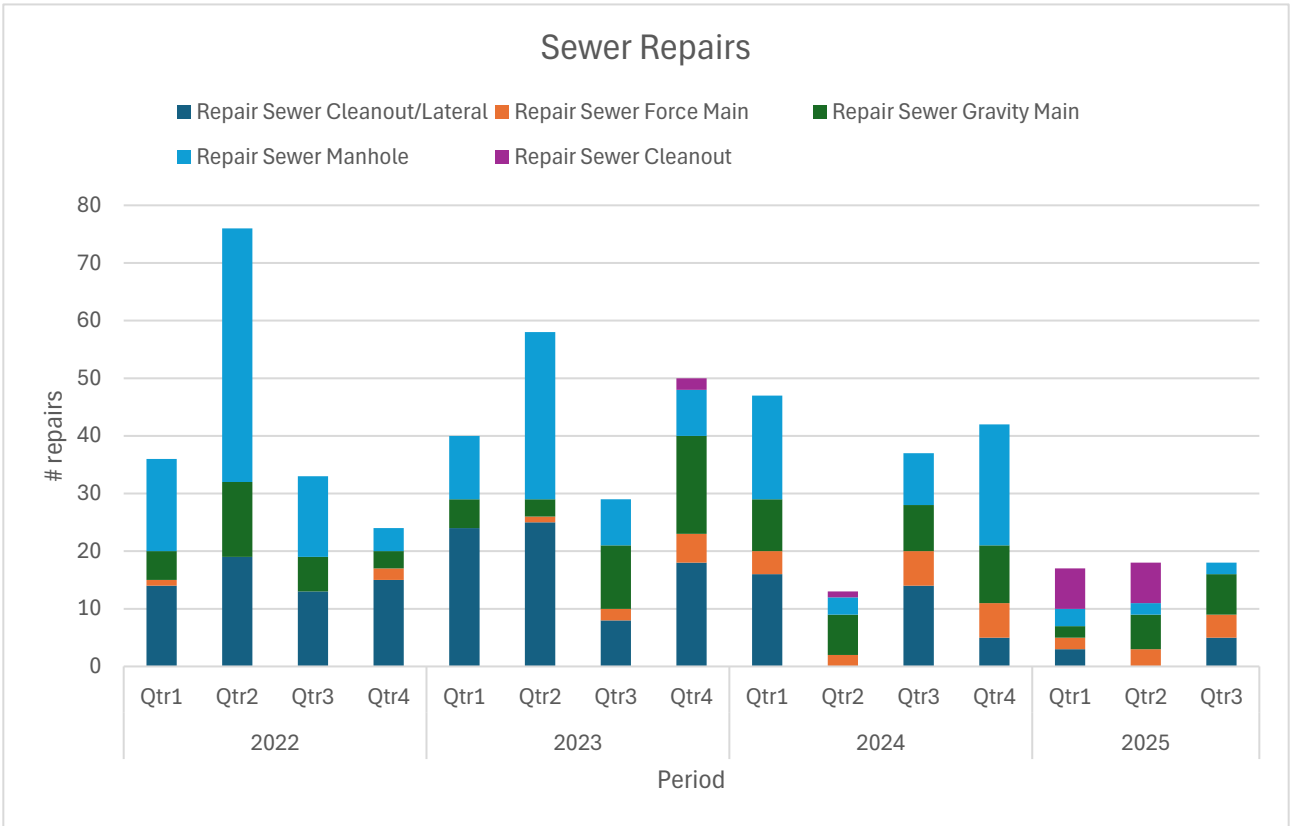
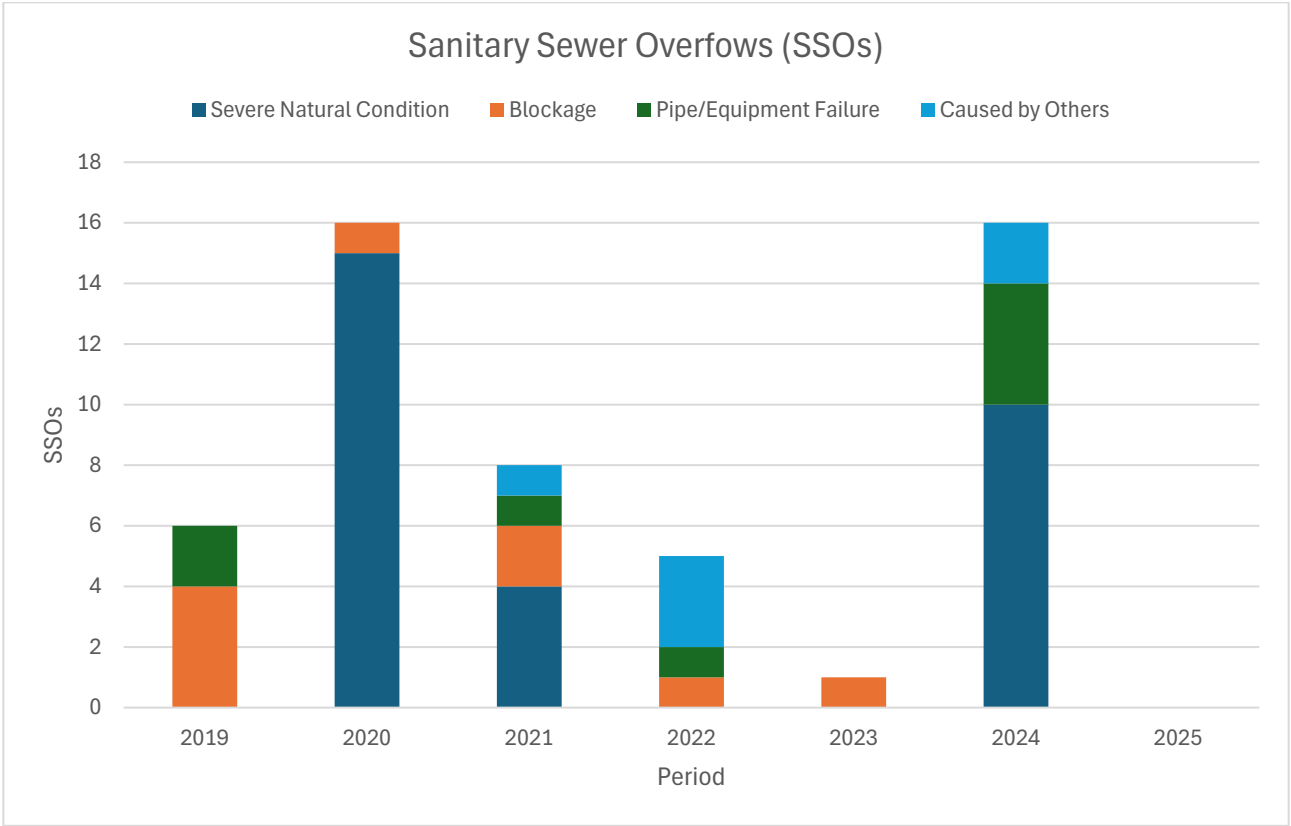
Water Operations





Wastewater Operations





Financial Management

Expenditures (Through Q1 FY2026)

Expenditure Type	Actuals (Approximate)	Budget	% Expended
Capital	\$22,389	\$1,178,000	2%
Personnel & Benefits	\$2,636,084	\$13,251,038	20%
Operating	\$2,723,680	\$9,230,563	30%
Debt Service	\$5,962	\$6,144,553	< 1%
TOTAL	\$5,388,115	\$29,804,154	18%

Revenues (Through Q1 FY2026)

Revenue Type	Actuals (Approximate)	Budgeted	% of Forecasted
Water Sales	\$ 3,369,025*	\$ 17,700,000	(6.0%)
Sewer Sales	\$ 1,562,840*	\$ 8,400,000	(6.4%)
Misc Revenue	\$ 703,550*	\$ 2,386,750	(6.0%)
TOTAL	\$ 5,635,415*	\$ 29,804,154	(6.1%)

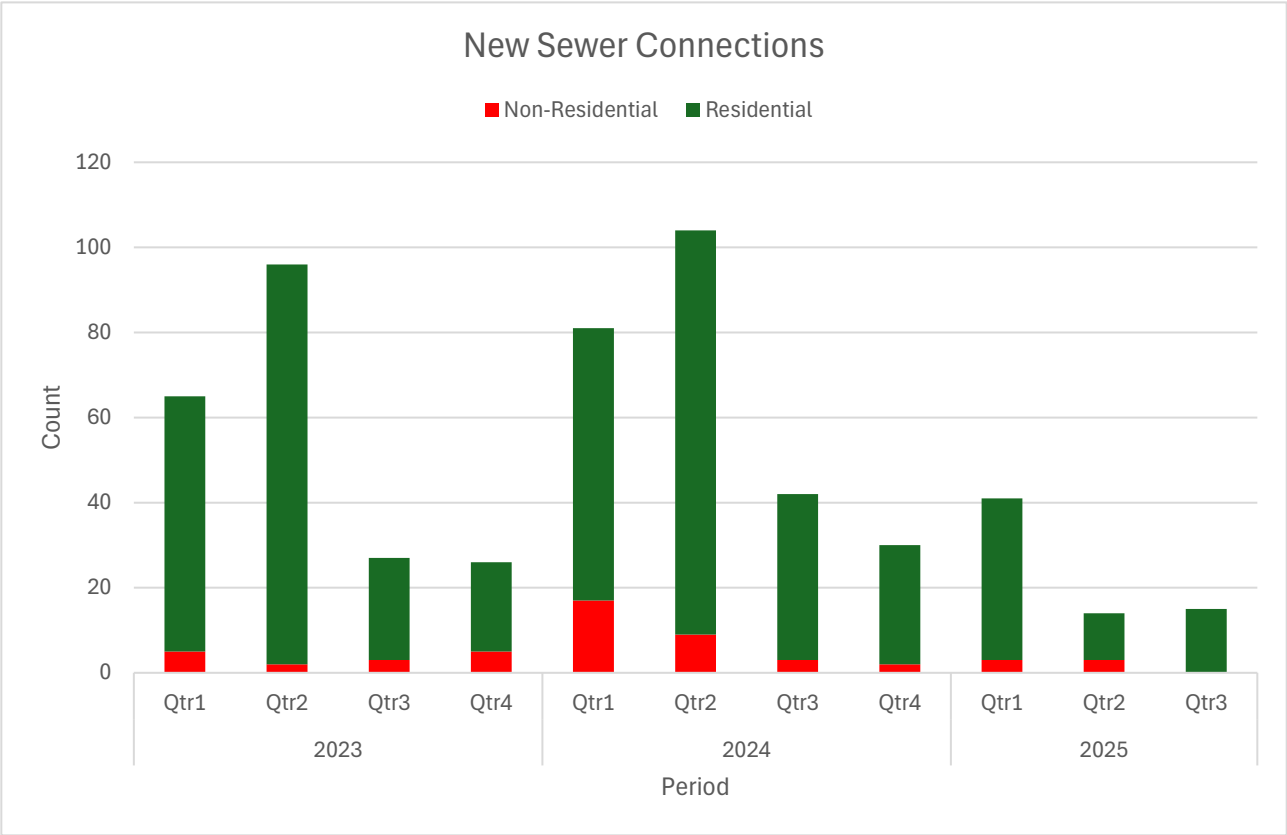
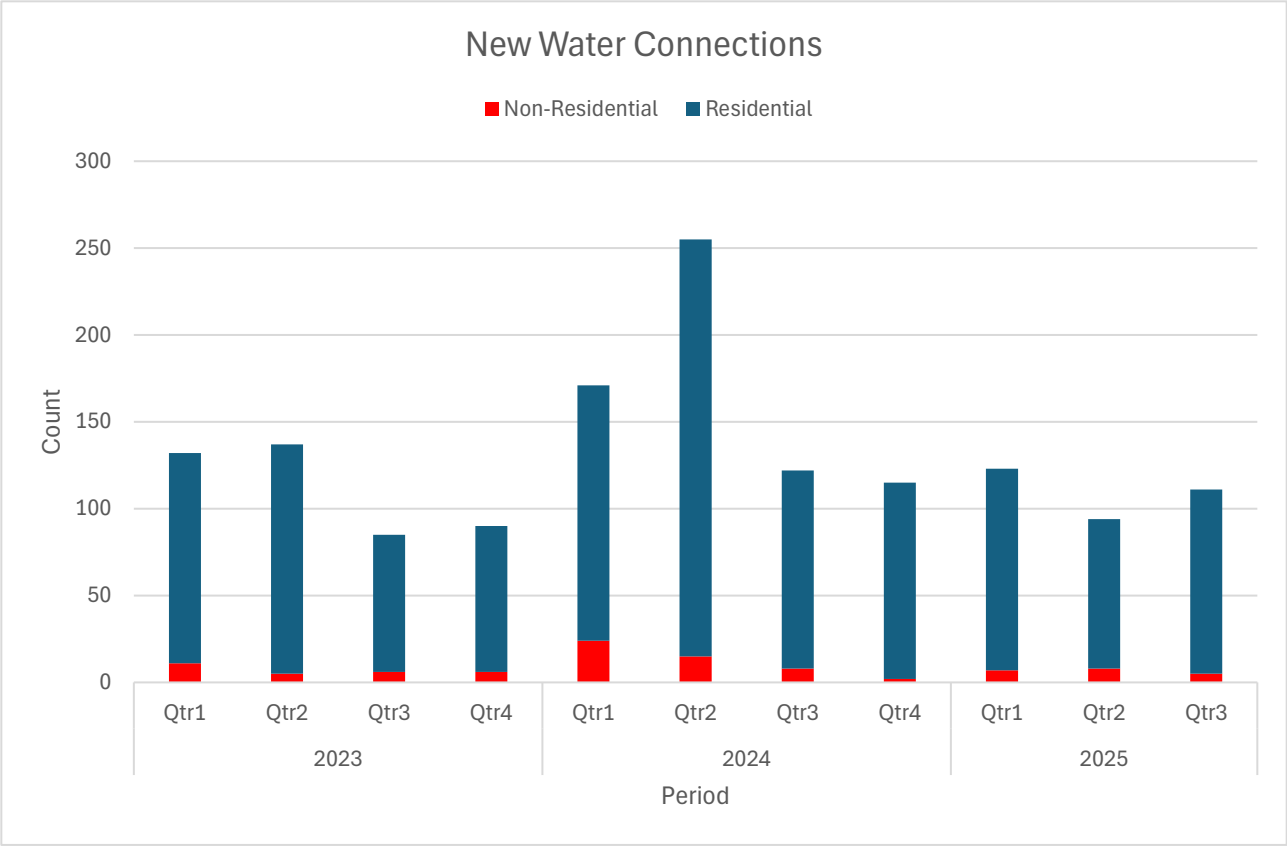
**Revenues are underreported. A few weeks of the reporting quarter revenue was not received at the publish date of this report due to billing cycle schedules.*

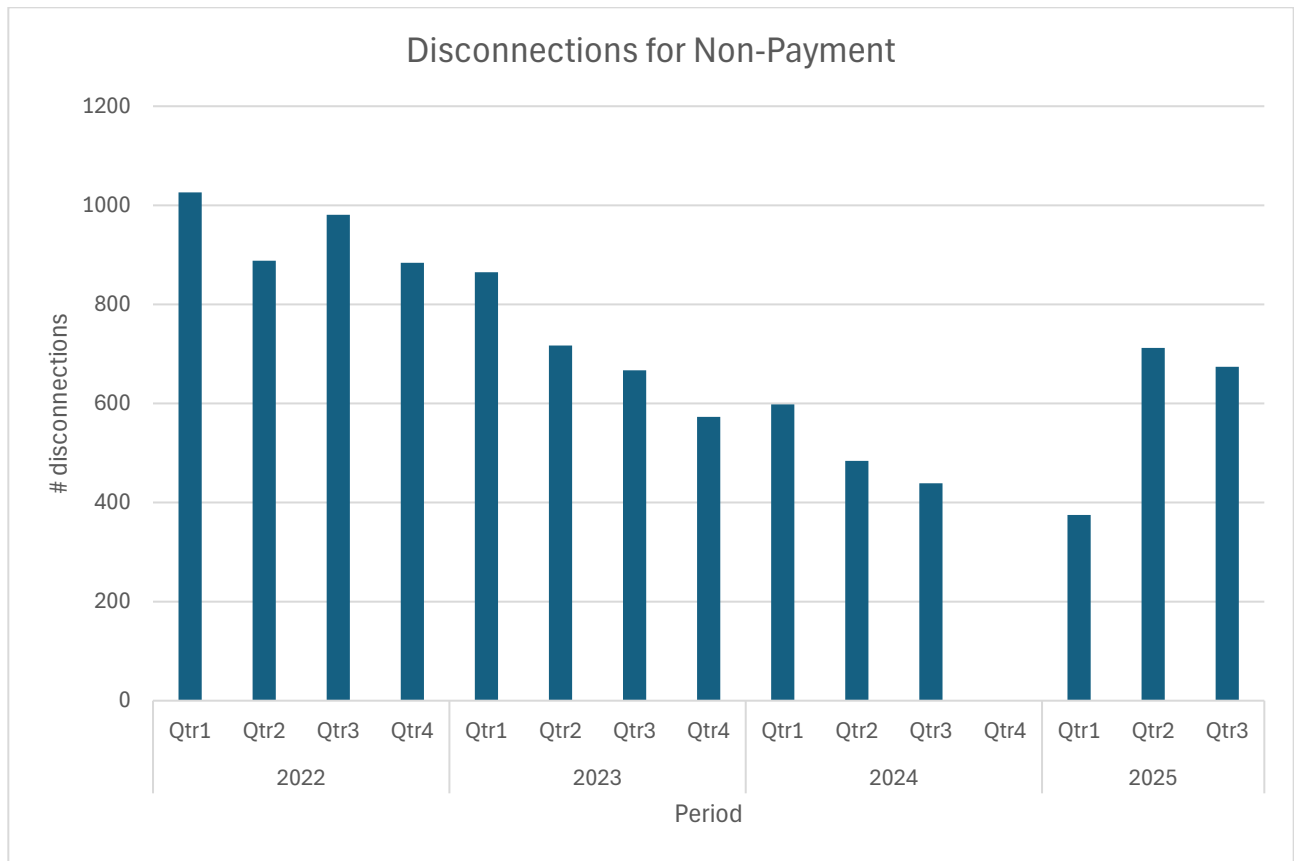
Credit Rating-

S&P Global Rating: A+

Moody's Rating: Aa3 (4th highest of 21 ratings)

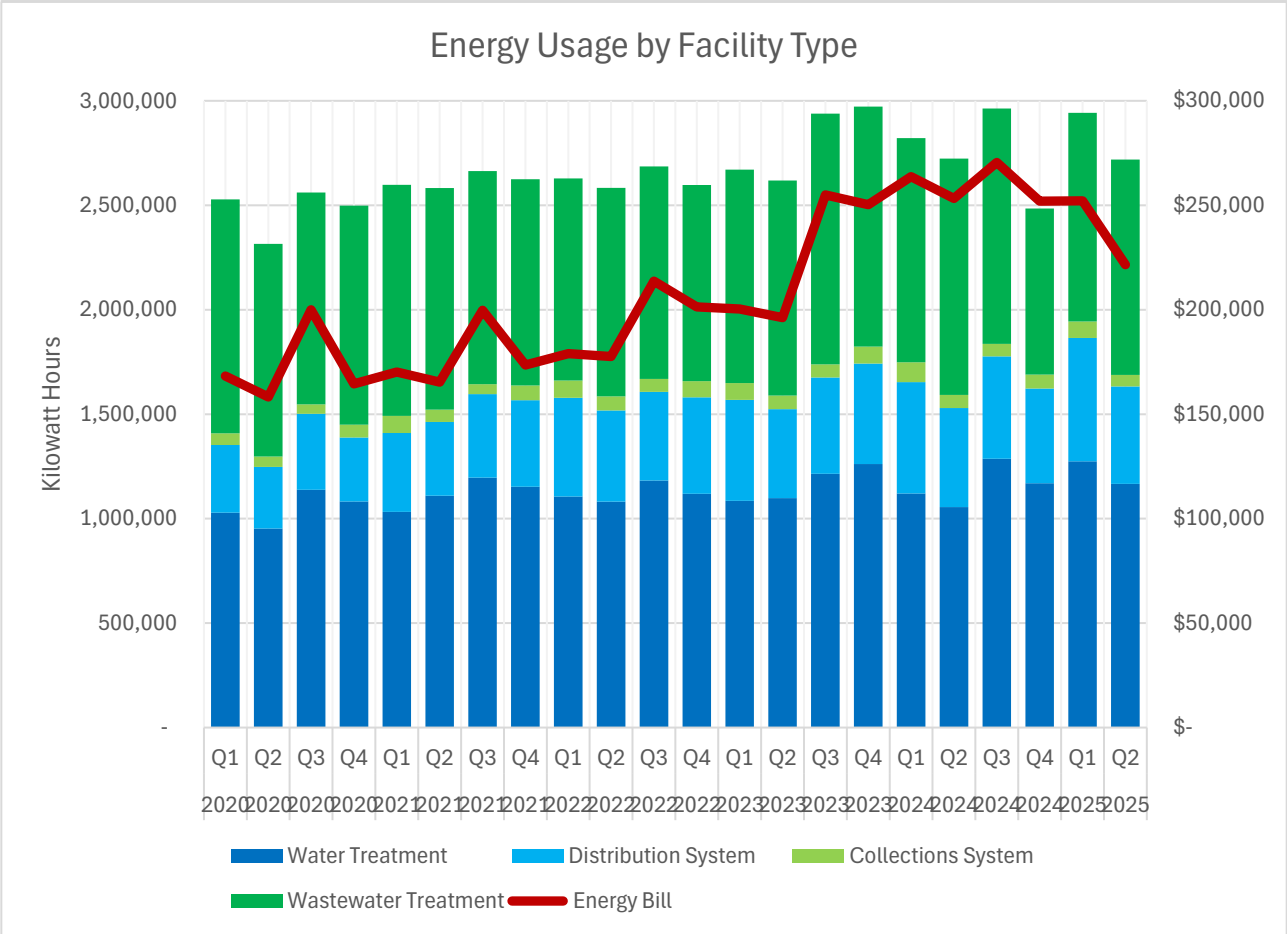
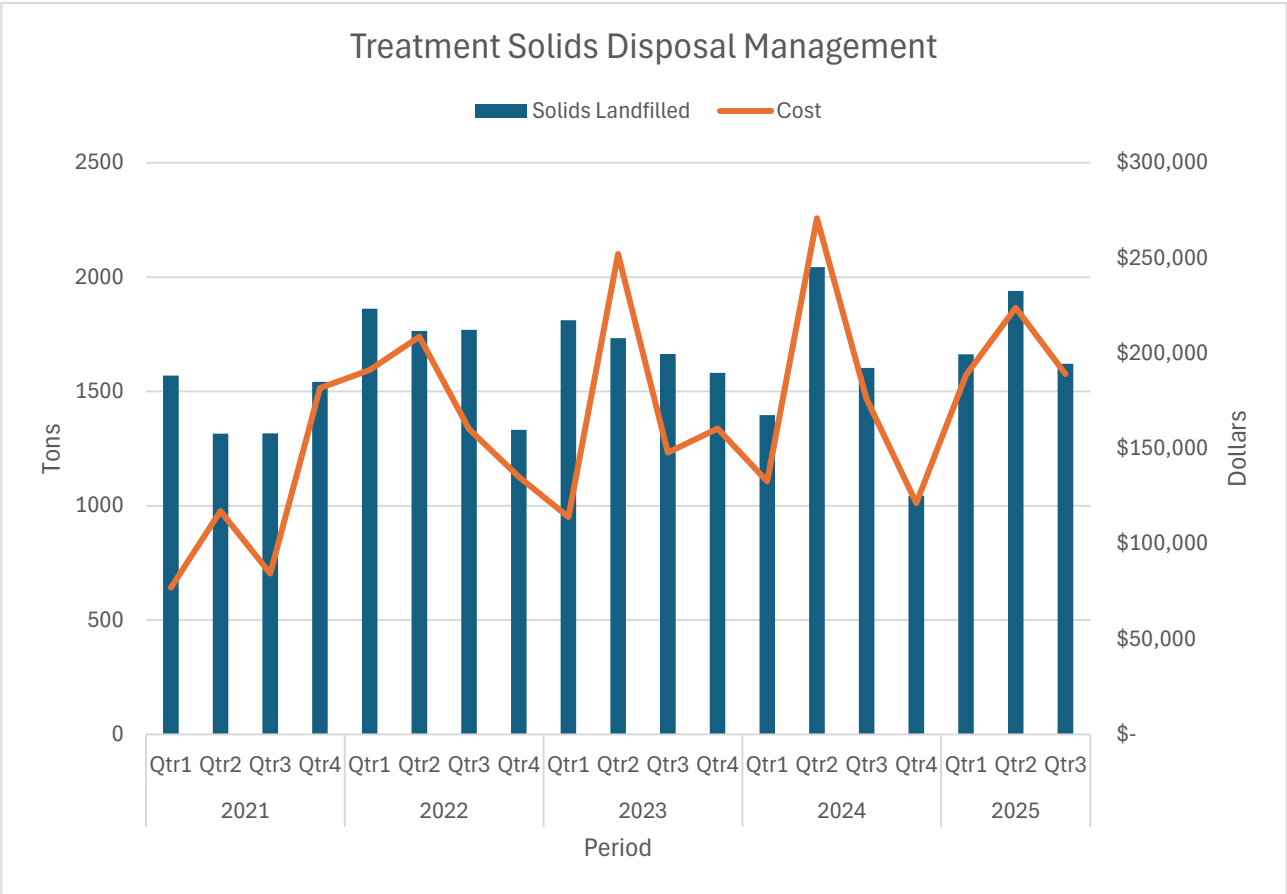
Customer Service and Connections



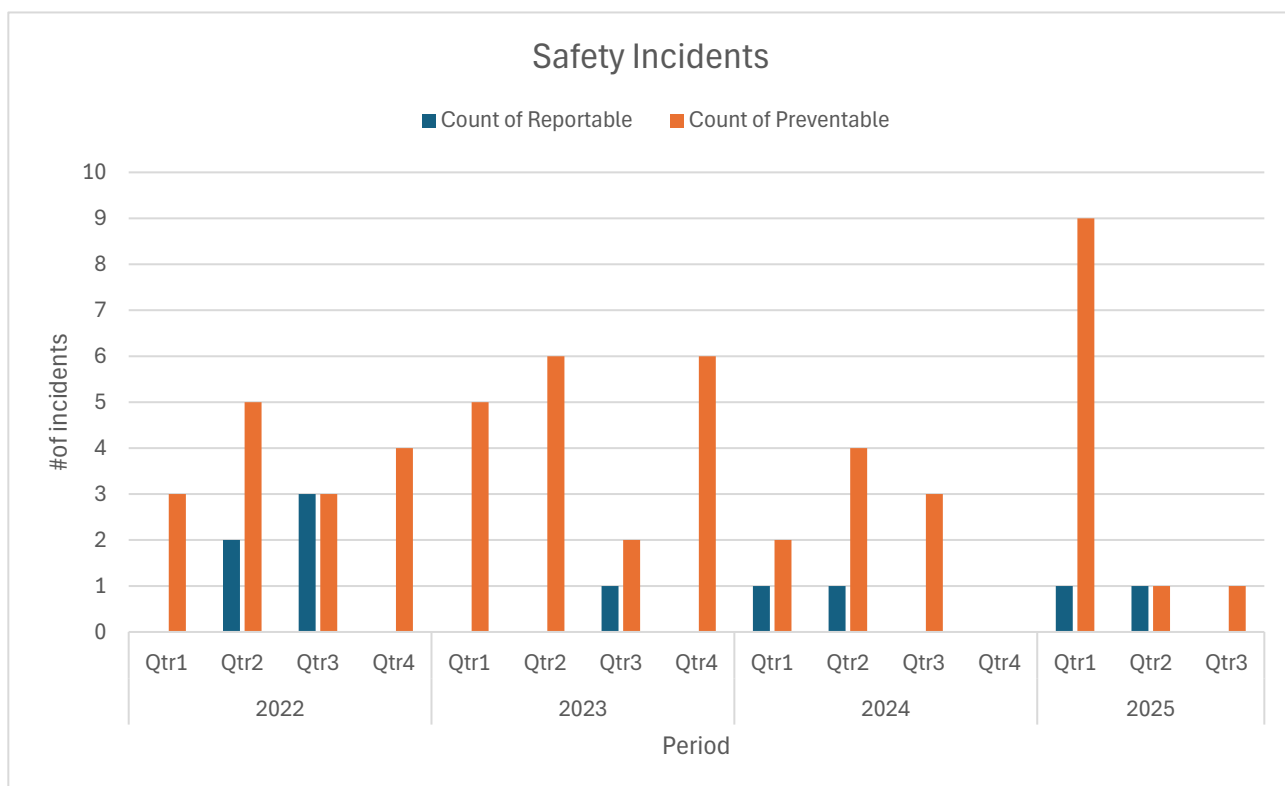


**Disconnections for non-payment suspended between 10/1/2024 and 2/28/2025 due to Hurricane Helene.*

Sustainability



Staff



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

Estimated 2025 Q3 TRC rate: **0.00**

Current Vacancies –

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

New Team Members –

- Dana Reif, Senior Warehouse Specialist
- Adam Kaul, Instrumentation and Electrical Technician
- Jesse Starling, Line Maintenance Mechanic
- Greg Williams, Part-Time Facilities Maintenance Mechanic
- Zack Davis, Generator Maintenance Mechanic

Staff Accomplishments and Accolades

- Justin Shipman –Class A Commercial Driver’s License
- Justin Shipman – Grade 2 Collections Operator Certification
- Tim Caldarazzo – Grade I Physical Chemical Wastewater Treatment Certification
- Sebastian Durall – Grade B Water Distribution Certification

Departmental Awards and Achievements

- **NCAUG President's Award-** Ben Allamong received this award from the North Carolina ArcGIS Users Group on behalf of various members of the GIS Division and utility staff 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 Hurricane Helene in 2024 and has received multiple awards for its impact and effectiveness.

