Hendersonville Water Sewer

2025 – 4th Quarter Report

City of Hendersonville - Water and Sewer Department

2025 4th Quarter Report

Reporting Period: October – December 2025

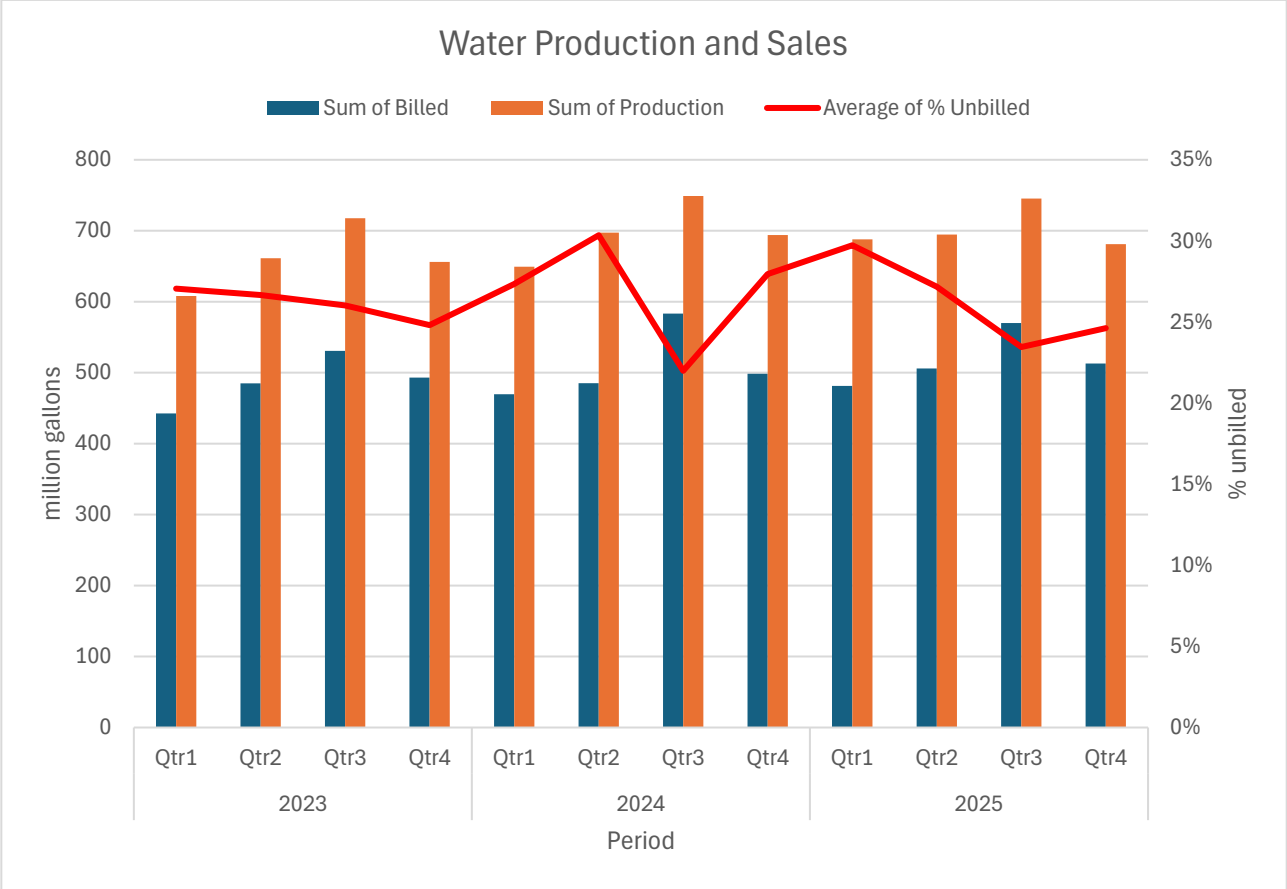
Publish Date: January 21, 2026

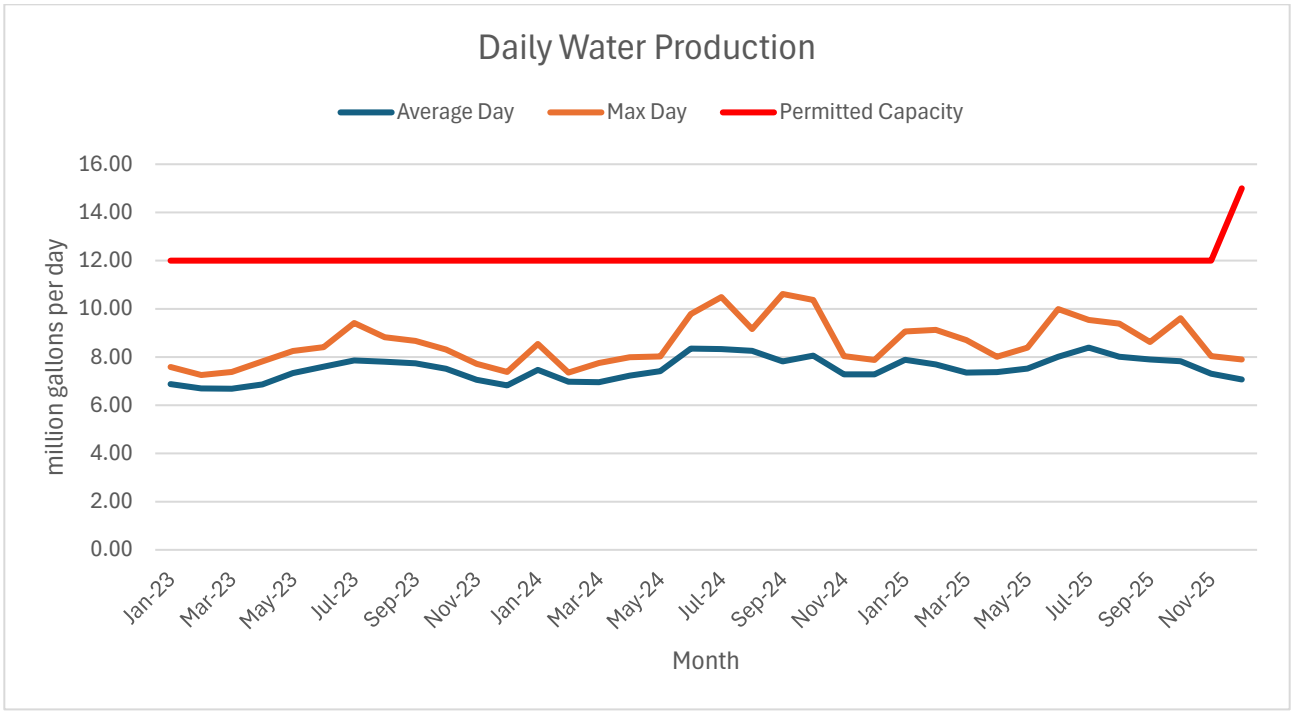
Utility Misson and Vision

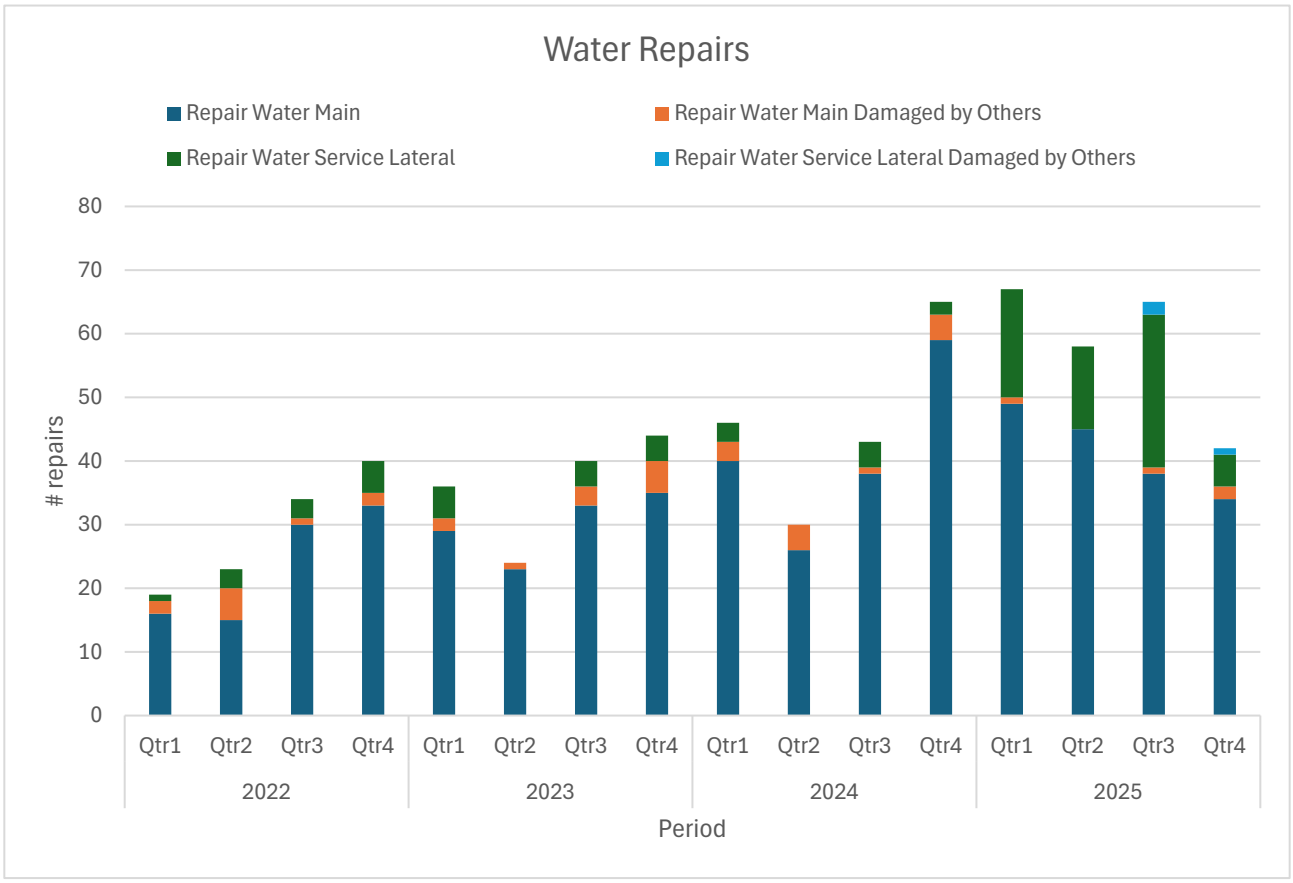
Our mission is to operate a great utility for our customers.

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.

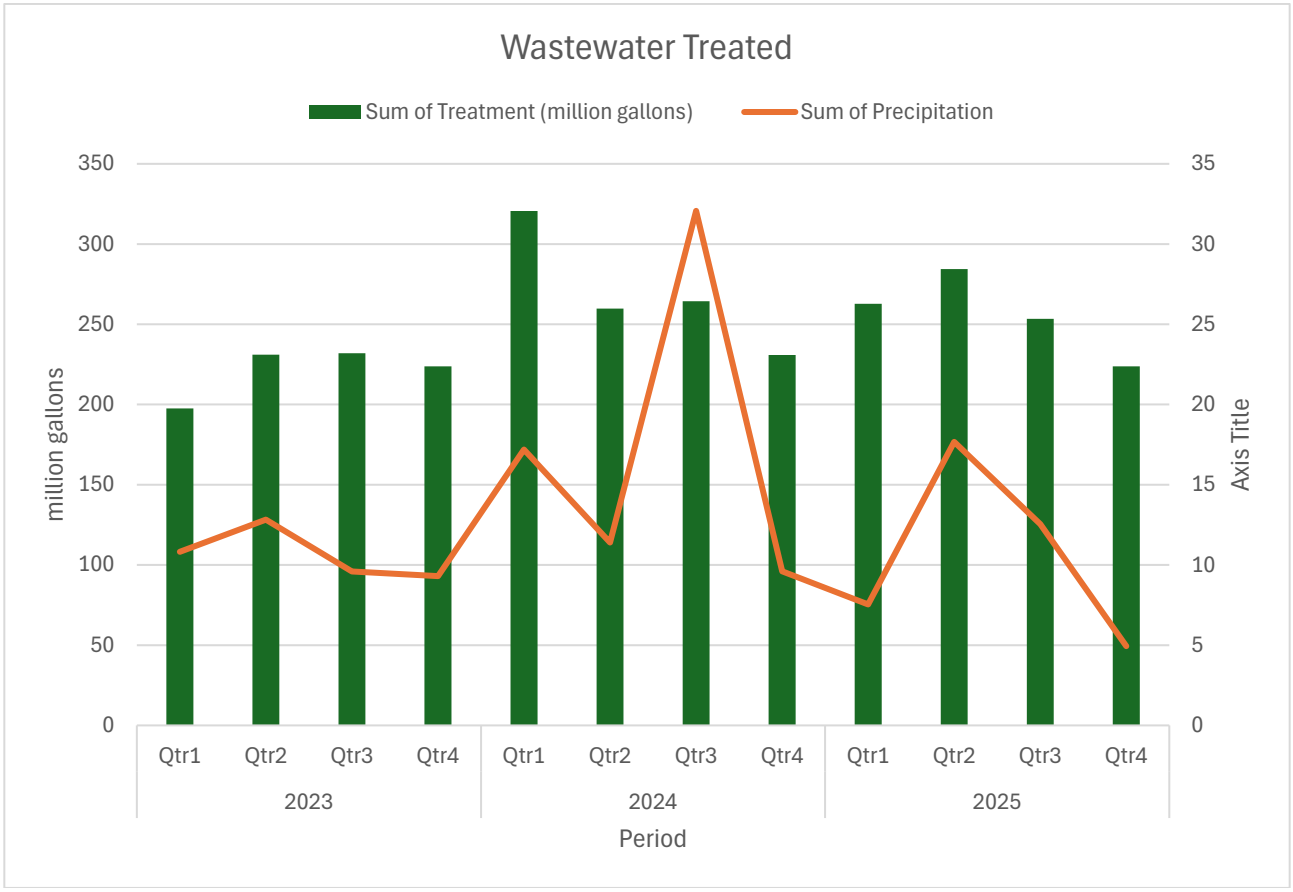
Water Operations

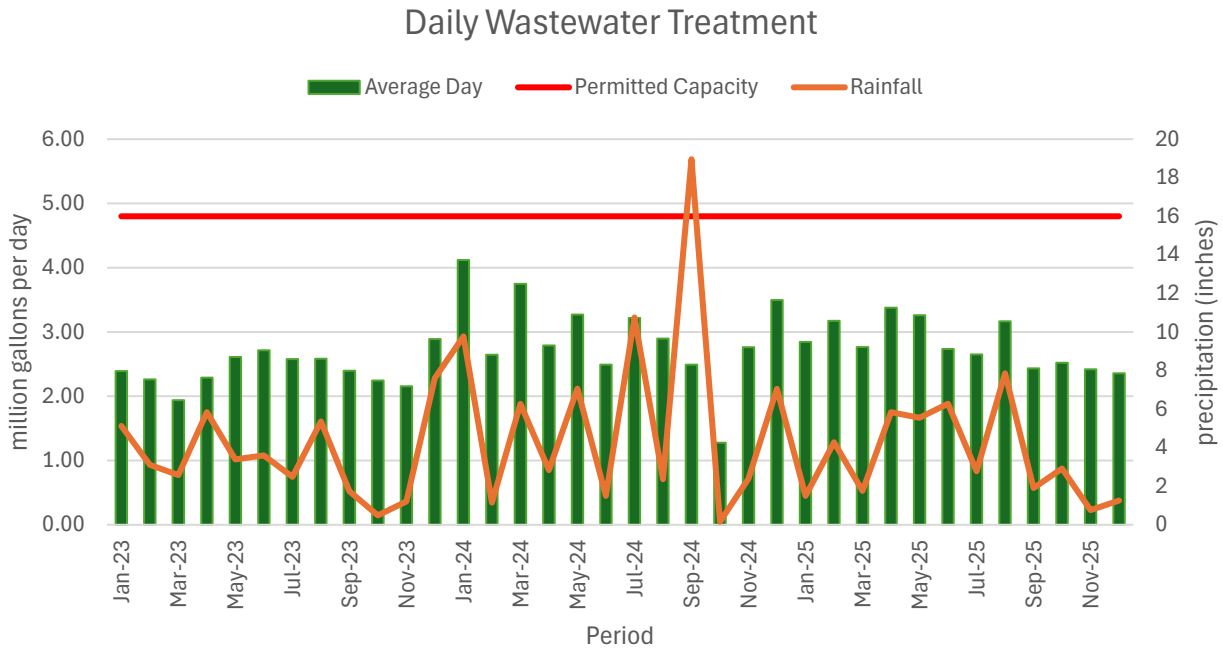


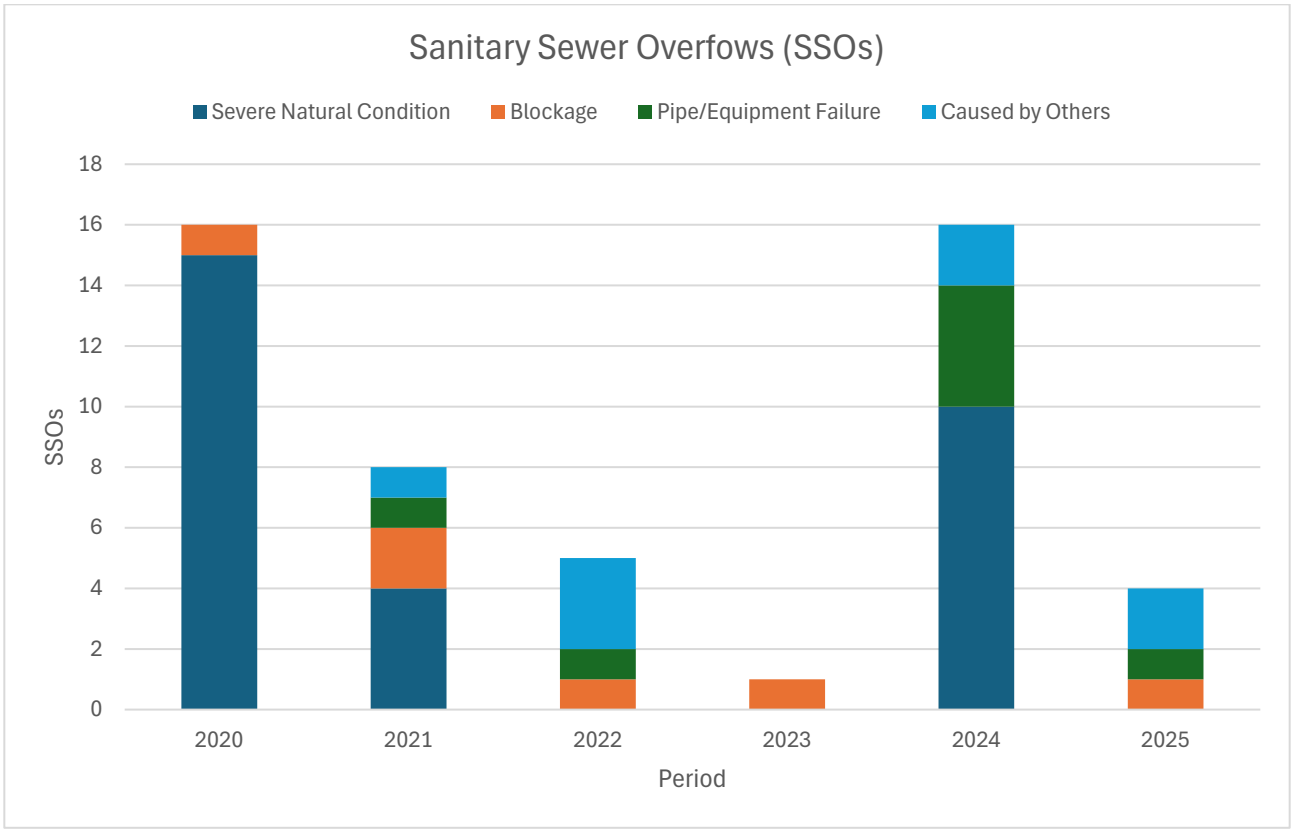

Daily Water Production
Average Day
Max Day
Permitted Capacity
16.00
14.00
12.00
10.00
8.00
6.00
4.00
2.00
0.00
million gallons per day
Jan-23
Mar-23
May-23
Jul-23
Sep-23
Nov-23
Jan-24
Mar-24
May-24
Jul-24
Sep-24
Nov-24
Jan-25
Mar-25
May-25
Jul-25
Sep-25
Nov-25
Month

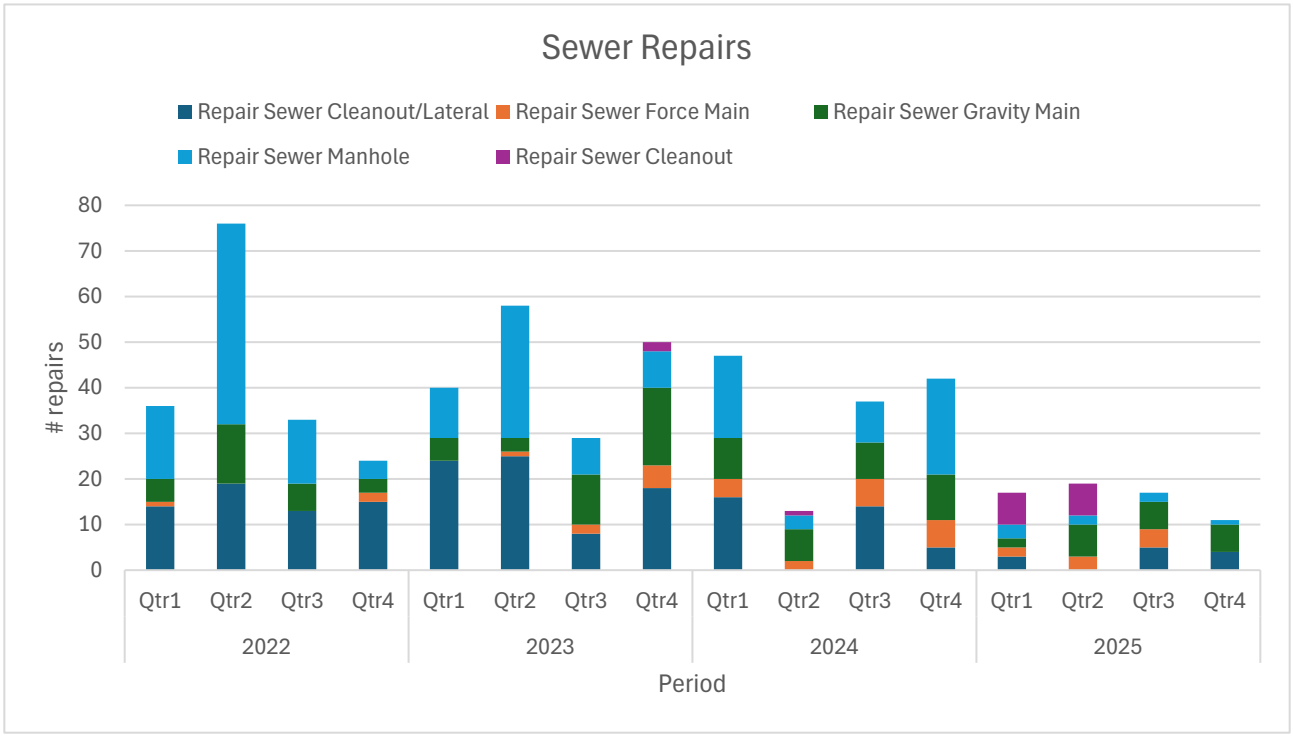

Water Repairs
Repair Water Main
Repair Water Main Damaged by Others
Repair Water Service Lateral
Repair Water Service Lateral Damaged by Others
80
70
60
50
40
30
20
10
0
repairs
Qtr1
Qtr2
Qtr3
Qtr4
2022
2023
2024
2025
Period

Wastewater Operations






Sanitary Sewer Overfows (SSOs)
Severe Natural Condition
Blockage
Pipe/Equipment Failure
Caused by Others
SSOs
18
16
14
12
10
8
6
4
2
0
2020
2021
2022
2023
2024
2025
Period


Sewer Repairs
Repair Sewer Cleanout/Lateral
Repair Sewer Force Main
Repair Sewer Gravity Main
Repair Sewer Manhole
Repair Sewer Cleanout
repairs
80
70
60
50
40
30
20
10
0
Qtr1
Qtr2
Qtr3
Qtr4
2022
2023
2024
2025
Period

Financial Management

Expenditures (Through Q2 FY2027)

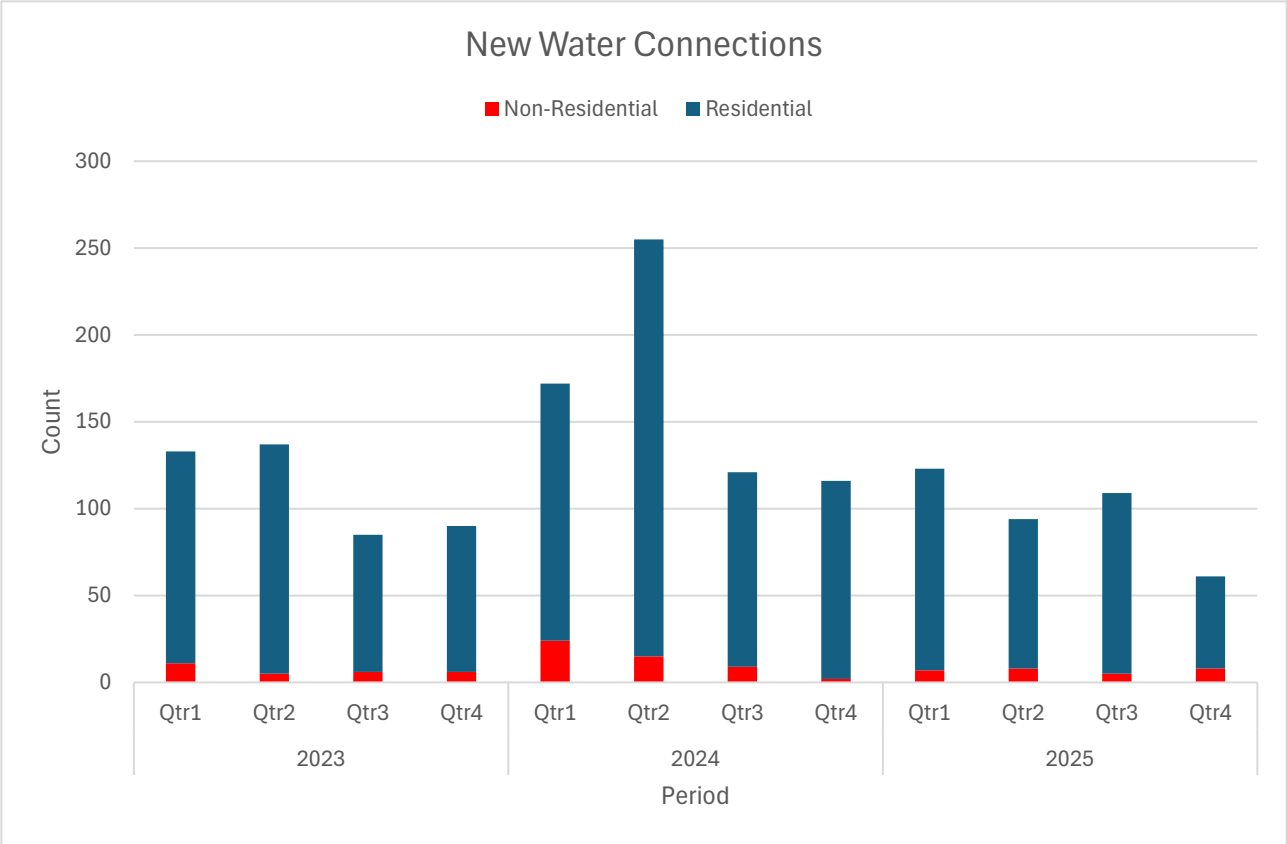
Expenditure Type	Actuals (Approximate)	Budget	% Expended
Personnel & Benefits	$6,433,191	$14,090,213	45.7%
Operating	$4,385,971	$9,306,317	47.7%
Capital	$188,281	$1,100,821	17.1%
Debt Service	$705,8241	$6,144,553	11.5%
TOTAL	**$11,713,267**	**$30,641,904**	**38.2%**

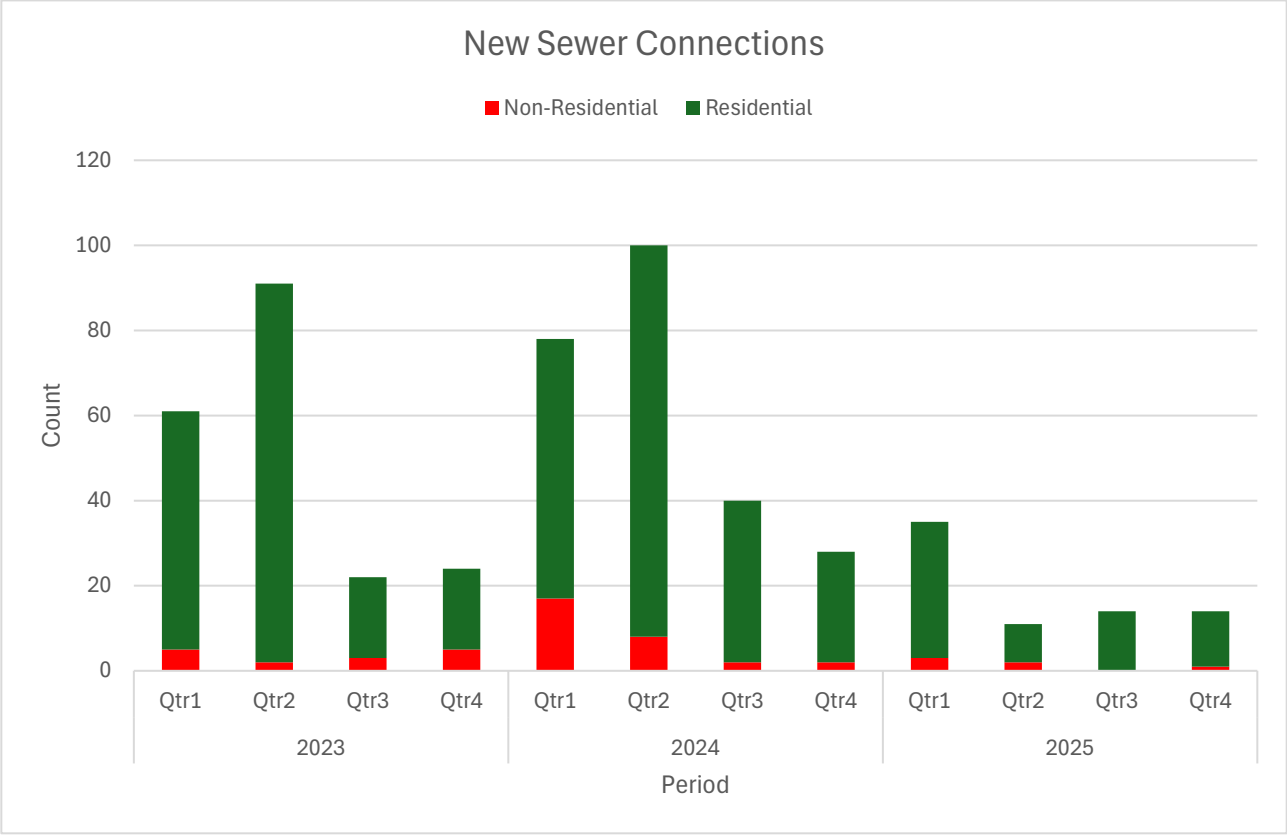
Revenues (Through Q2 FY2027)

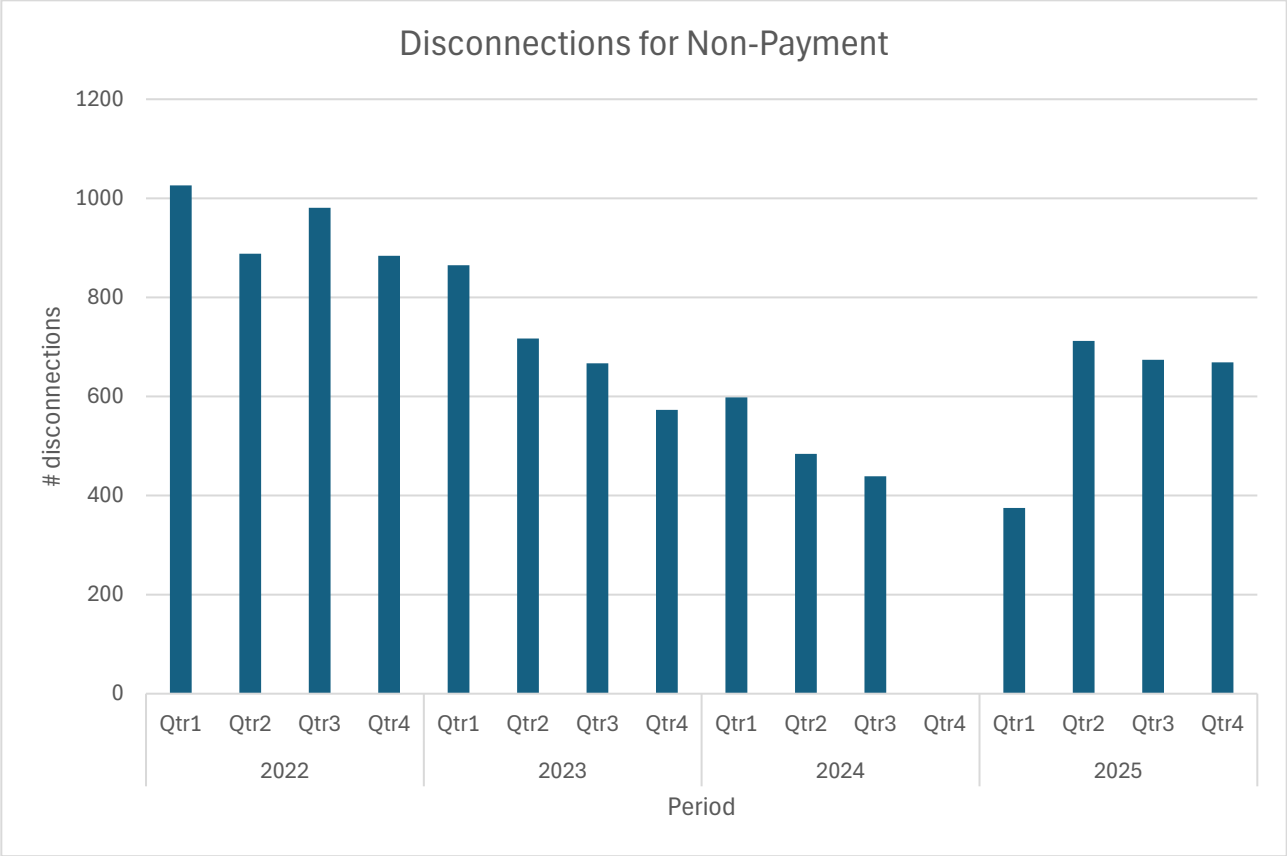
Revenue Type	Actuals (Approximate)	Budgeted	% of Forecasted
Water Sales	$7,922,948*	$17,700,000	(5.2%)
Sewer Sales	$3,759,942*	$8,400,000	(5.2%)
Misc Revenue	$1,493,389*	$2,164,260	19.0%
Fund Balance Appropriation	$0	$2,377,644	- -
TOTAL	**$13,176,279**	**$30,641,904**	**(7.0%)**

**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

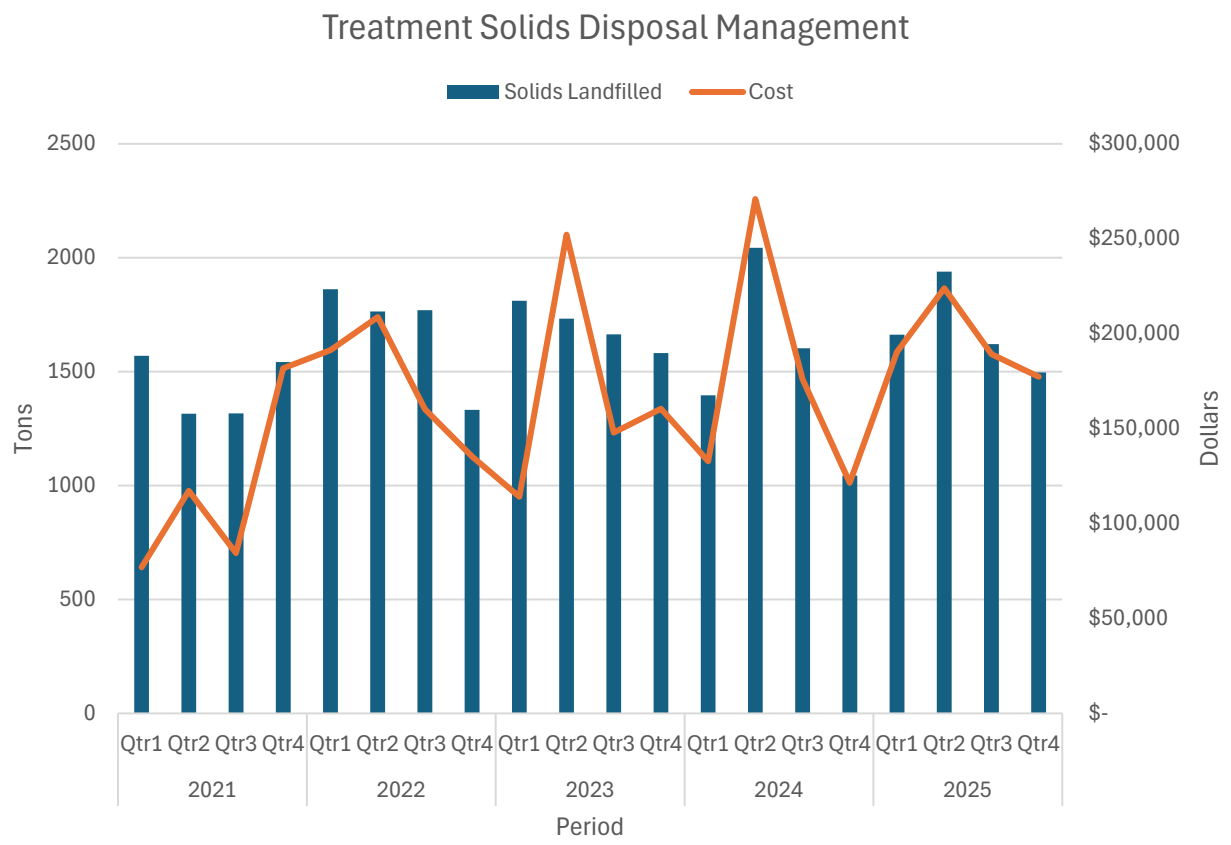


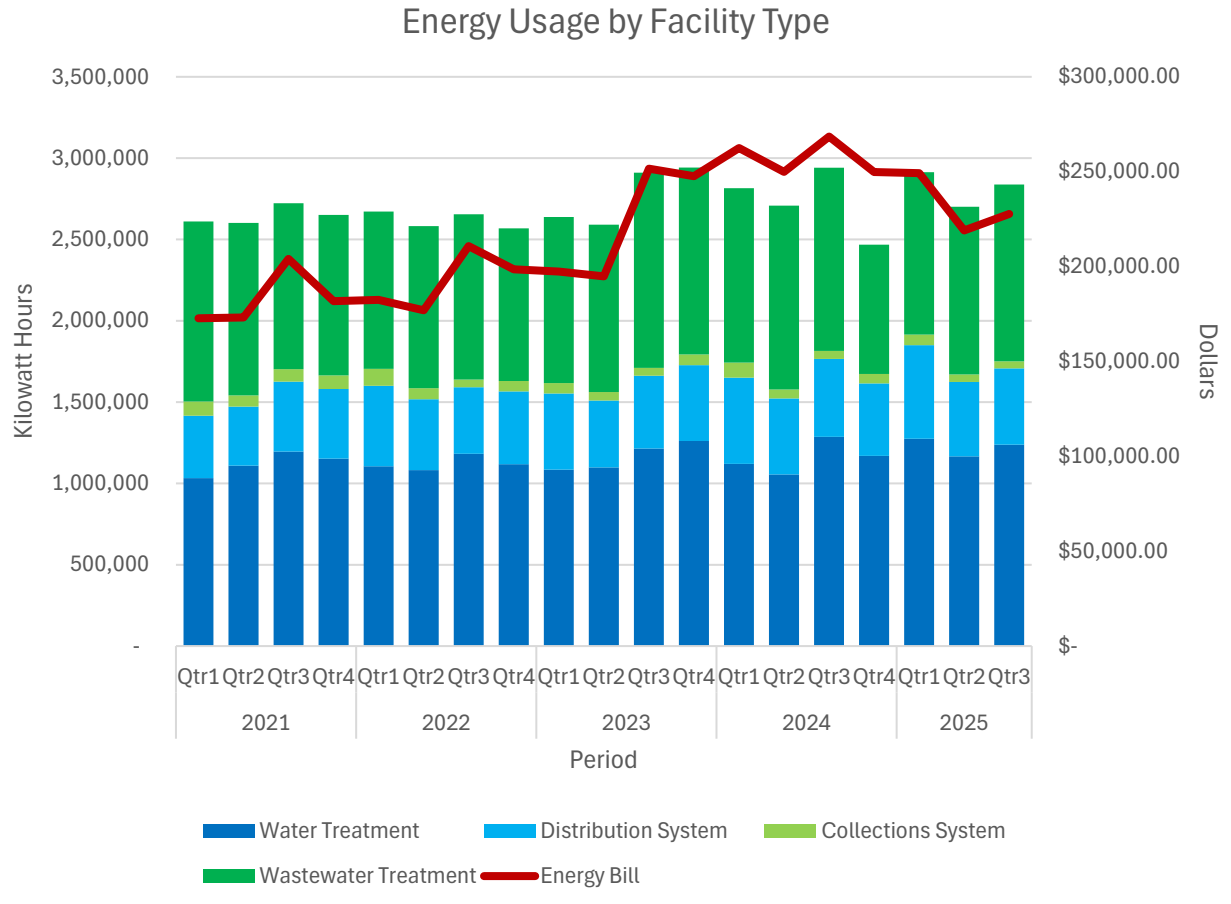




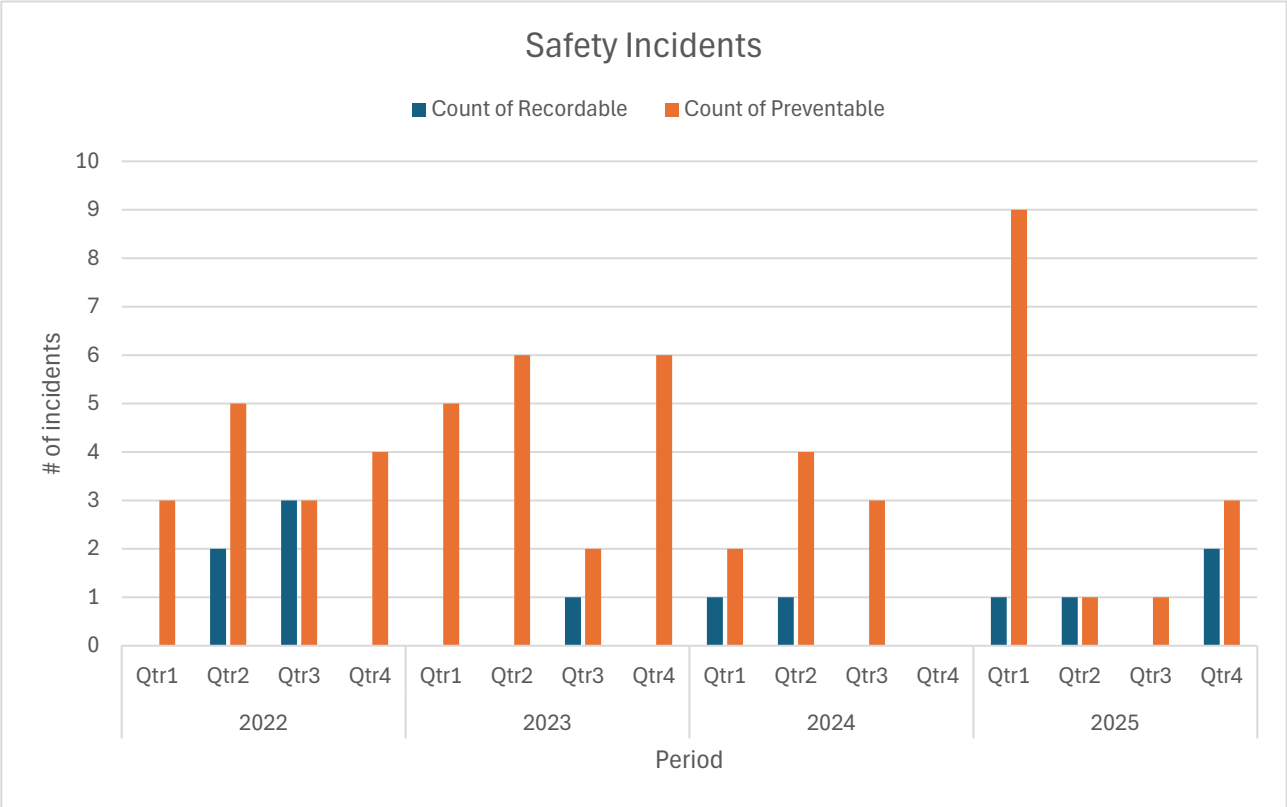
**Disconnections for non-payment suspended between 10/1/2024 and 2/28/2025 due to Hurricane Helene.*

Sustainability



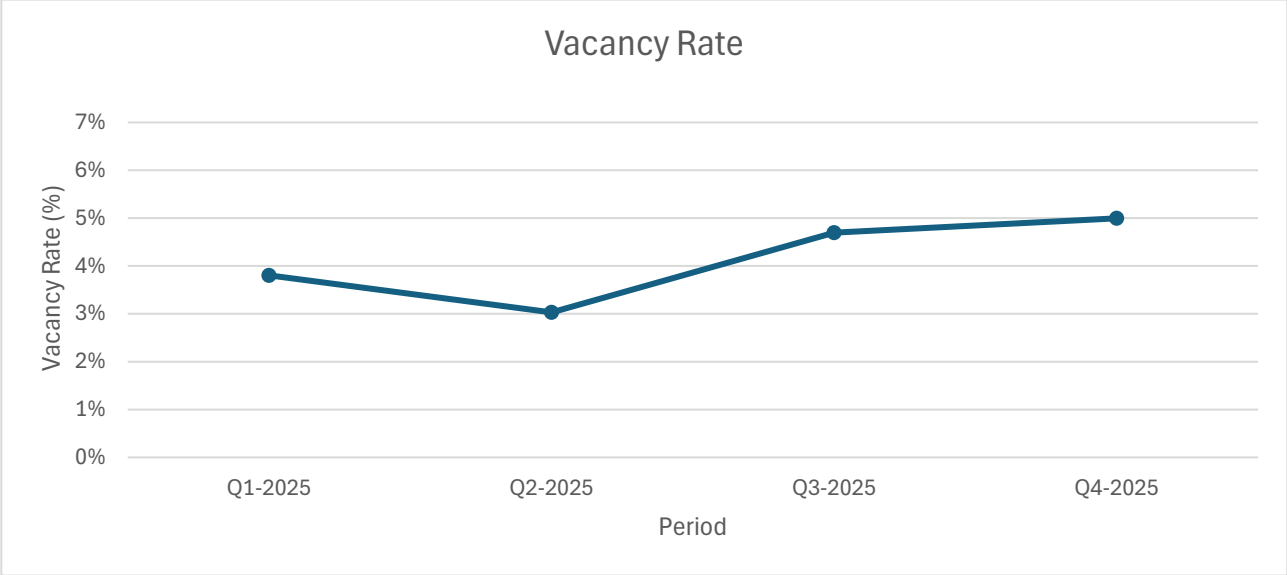


Staff



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

2025 TRC rate: **4.18**; Estimated 2025 Q4 TRC rate: **8.50**



Current Vacancies

- Administration 0 of 7
- Field Operations 4 of 64
- Water Treatment 0 of 13
- Wastewater Treatment 1 of 10
- Technology and Metering 0 of 8

New Team Members

- **Adam Singleton**, Line Maintenance Mechanic
- **Thomas "Blaine" Cantrell**, Line Maintenance Mechanic
- **Matthew Savage**, Meter Maintenance Technician
- **Carlen "CJ" Case**, Line Maintenance Mechanic

Staff Accomplishments and Accolades

- **Tim Sexton** and **Amanda Lofton** – MVP - Amanda and Tim were nominated by Henderson County staff by being very kind and helpful as Henderson County navigates the Etowah Sewer System needs. Henderson County staff are appreciative of their willingness to answer the phone and assistance in finding answers to questions.
- **Rashan Williamson** – MVP - Rashan has been instrumental in the further development of the water and sewer department's asset information. The department owns and operates over 110 pump stations and water storage tank sites that each contain unique pumps, motors, generators, and other complex equipment. Rashan has taken strong ownership with this initiative to ensure each asset's information is completed and accurate, which allows utility staff to efficiently operate and maintain the systems.
- **Chad Kinman** and **Tracy Fletcher** – MVP – Chad and Tracy received compliments from a customer for assisting him resolve a water quality concern at his residence. Tracy and Chad were both very professional and prompt in their assessment and response to his issue. Now the customer states his water is "back to perfect".
- **Issac Walden** - MVP – After crews searched unsuccessfully for a water leak for several days in the Sugarloaf Road area, Issac came in at midnight when water usage was down. Issac followed the water line where it crossed the creek, made his way down very steep terrain and heavily wooded area using a flashlight and noticed sand boiling up from the creek bed at the location of the water leak.
- **Richard Burchell** and **Chad Thompson** - MVP - A resident contacted the Hendersonville Water Department for an urgent water shut-off and received exceptional service from start to finish. The initial phone representative, Chad Thompson was noted for his kindness and for providing a clear, reassuring outline of the process. Onsite, Richard demonstrated outstanding professionalism by maintaining proactive communication regarding his arrival and offering knowledgeable solutions to the resident's concerns. He further exceeded expectations by following up twice to ensure water was restored and functioning correctly.

Operator Certifications Obtained

- Bo Stepp – Grade B Water Distribution Operator
- Katie Banduragga – Grade B Water Distribution Operator
- Herman Hunter – Grade C Water Distribution Operator
- Chad Kinman – Grade C Water Distribution Operator
- Lucas Stewart – Grade C Water Distribution Operator
- Matthew Keener – Grade C Water Distribution Operator
- David Nash – Grade C Water Distribution Operator

Departmental Awards and Achievements

- The Utility was awarded a total of **$10-million, $5-million grant and $5-million 0%-interest loan,** towards its **Water System Resiliency Looping** project through the North Carolina Department of Environmental Quality (NCDEQ) Helene SRF program. The project generally provides redundant water supply pipelines to Mountain Home/Fletcher and Dana/Upward Road areas that are currently served by single feeds and once completed will improve water service reliability during future extreme weather events. The grant application was prepared by **Devin Owen,** Utilities Engineer.
- The Utility was awarded a **$5-million grant** to partially fund its **Wastewater Treatment Facility Flood Mitigation** project through the NCDEQ Helene SRF program. The project generally protects of relocates critical treatment processes that were impacted by Hurricane Helene. Utility staff continue to aggressively pursue additional opportunities to completely fund the project.
- The Utility was awarded an **$850,000 grant** from the North Carolina Department of Commerce to install a redundant water pipeline across Cane Creek along Mills Gap Road. Once completed the project will improve water service reliability to the Hoopers Creek area, which saw a water outage of approximately two weeks from Hurricane Helene due to a failure of the exiting pipeline. The grant application was led by **Blake Fulgrum**, Management Analyst.

Notable Project Updates

- The **French Broad River Water Intake and Pumping Station** was commissioned in December 2025, which collects and pumps water from the French Broad River to the Water Treatment Facility where it is purified into high quality drinking water. Before this additional 4th water source was constructed, Hendersonville's water supply was highly sensitive to drought. Recent droughts in 2007-2008, 2016, 2023 pushed the limits of the previous water supply and led to customer water use restrictions. The new French Broad River Intake greatly strengthens drought resiliency and redundancy of the water supply and adds the necessary capacity to supply the growing future water demands of the community.

Notably, all critical infrastructure was designed in a way to be protected from flooding. This was accomplished by constructing an operating floor elevated above the 500-year flood elevation, roughly 16 feet above grade, to house the pump motors, emergency generator, and other electrical equipment. The new infrastructure was tested by Hurricane Helene when floodwater rose to 18 feet above grade, which ultimately over-topped the operating level slab. Overall, the infrastructure held up as expected, with little to no structural or mechanical damage, however several pieces of the major electrical equipment in the electrical room were inundated with water, requiring replacement. Since Helene, additional flood gate systems in the electrical room have been installed to provide additional protection should flood waters rise above the 500-year flood elevation in the future.

- The **Water Treatment Facility Filter Expansion** project was completed in December 2025, which included the construction of two additional multimedia (gravel, sand, anthracite) gravity filters and associated piping, instrumentation, and appurtenances. The project increases the Water Treatment Facility's permitted capacity from 12 million gallons per day (mgd) to 15 mgd.