Hendersonville Water Sewer

2026 – 1st Quarter Report

City of Hendersonville - Water and Sewer Department

2026 1st Quarter Report

Reporting Period: January - March 2026

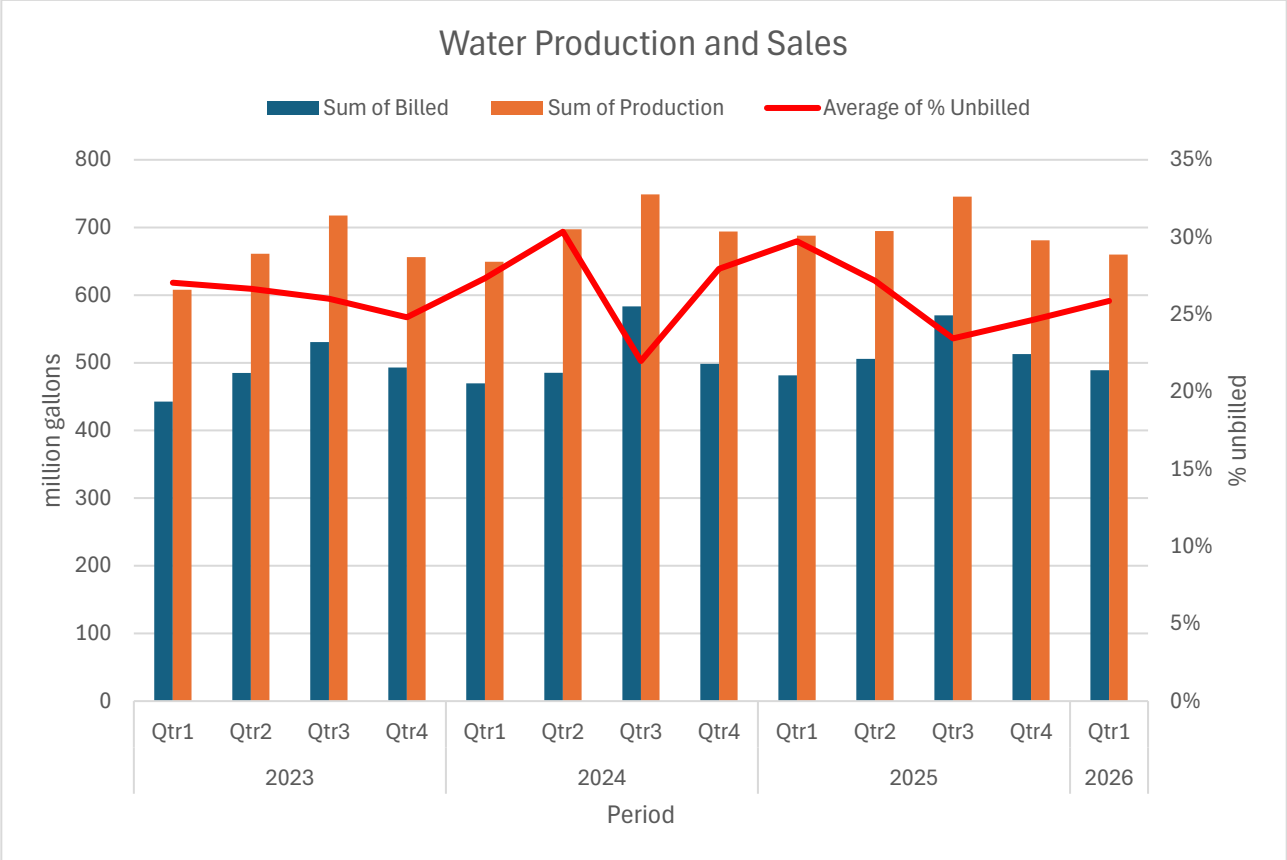
Publish Date: April 21, 2026

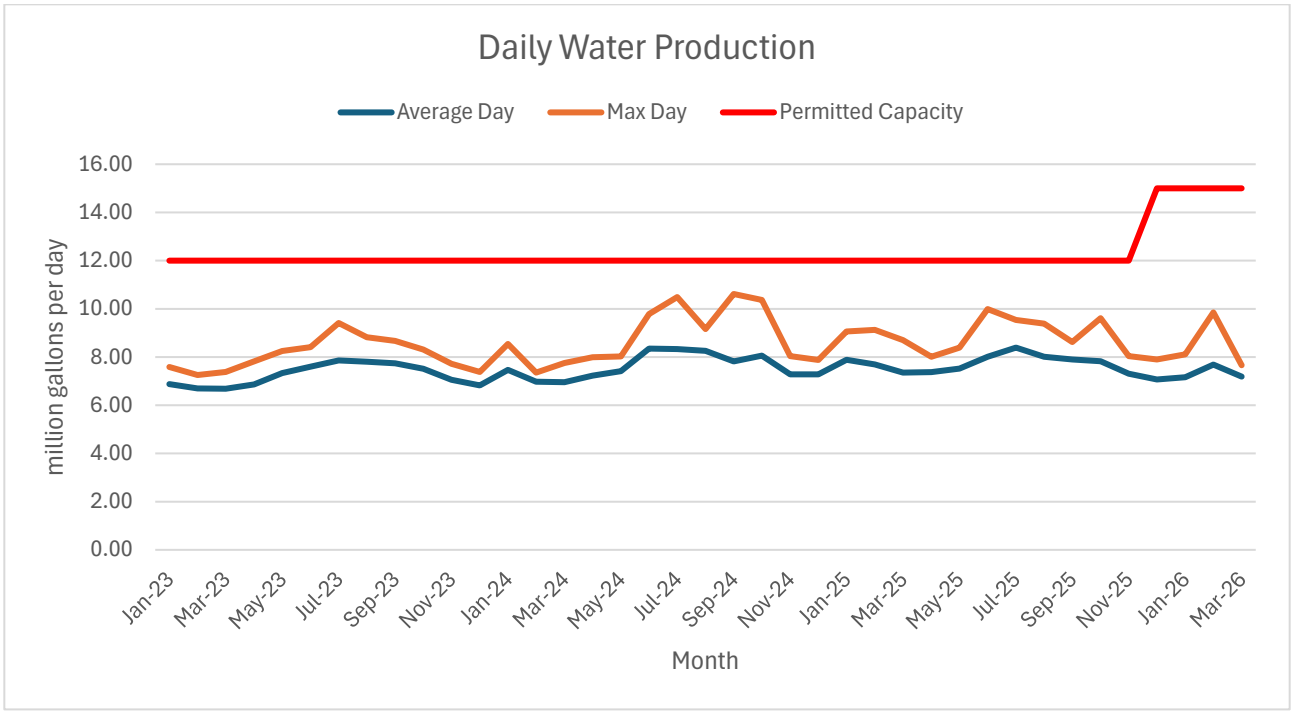
Utility Misson and Vision

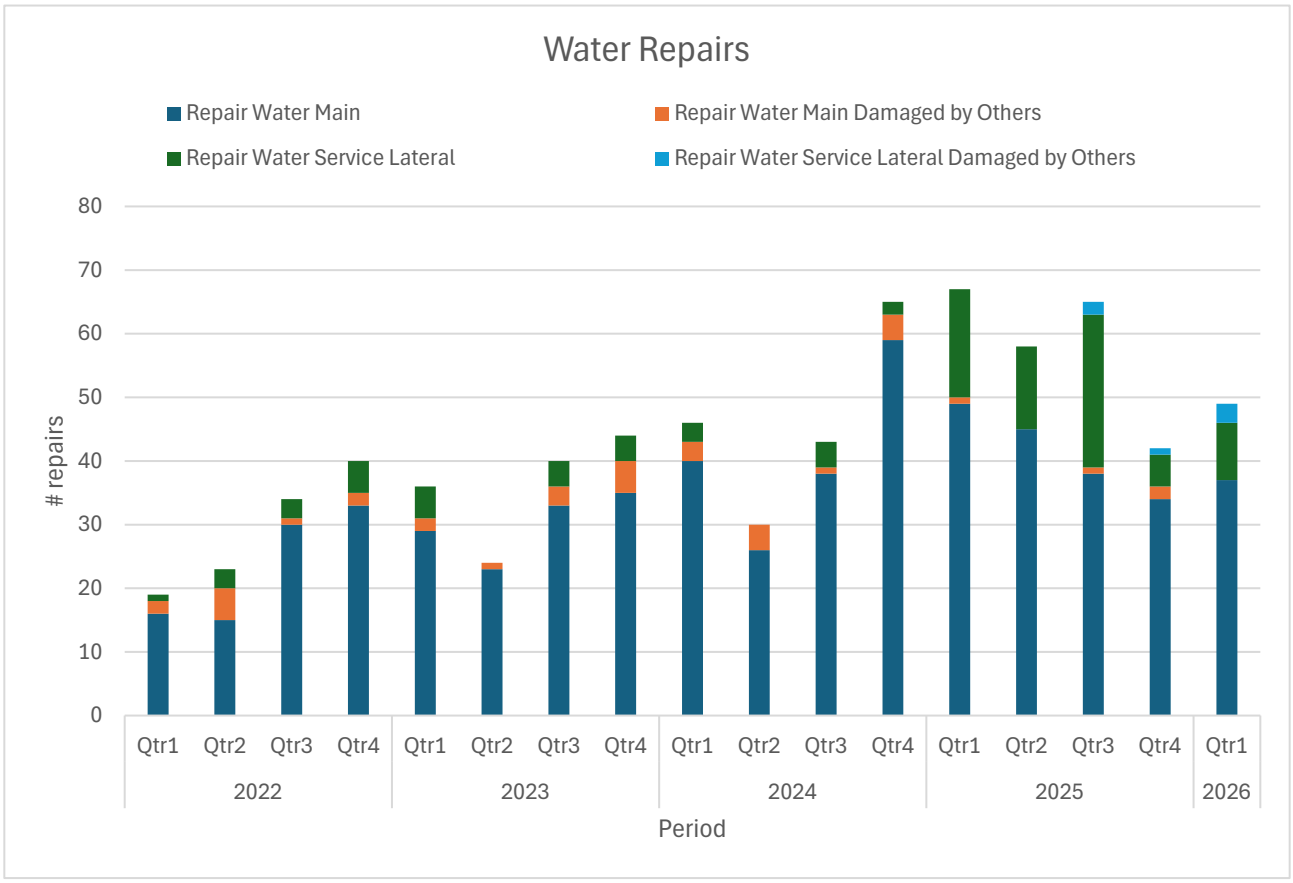
Our mission is to operate a great utility for our customers.

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.

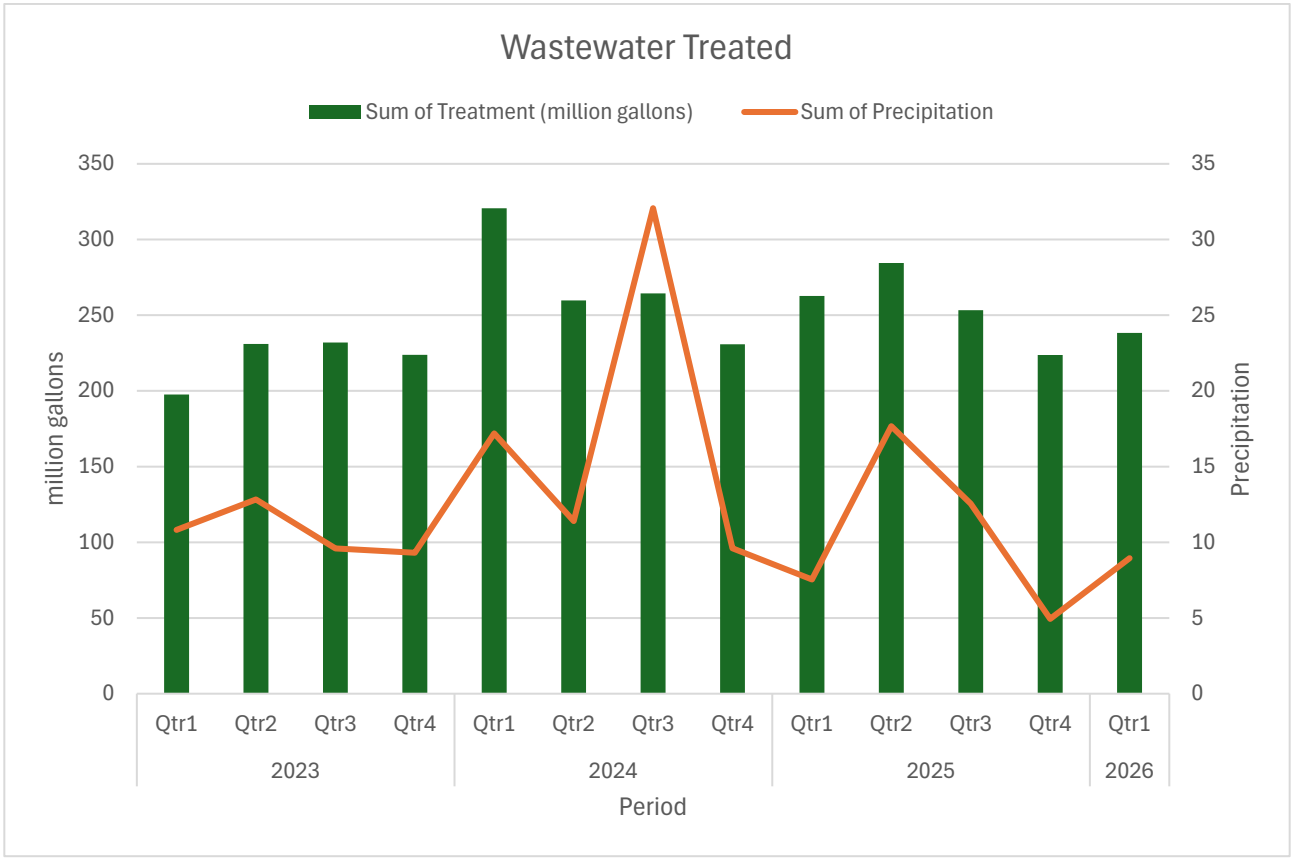
Water Operations

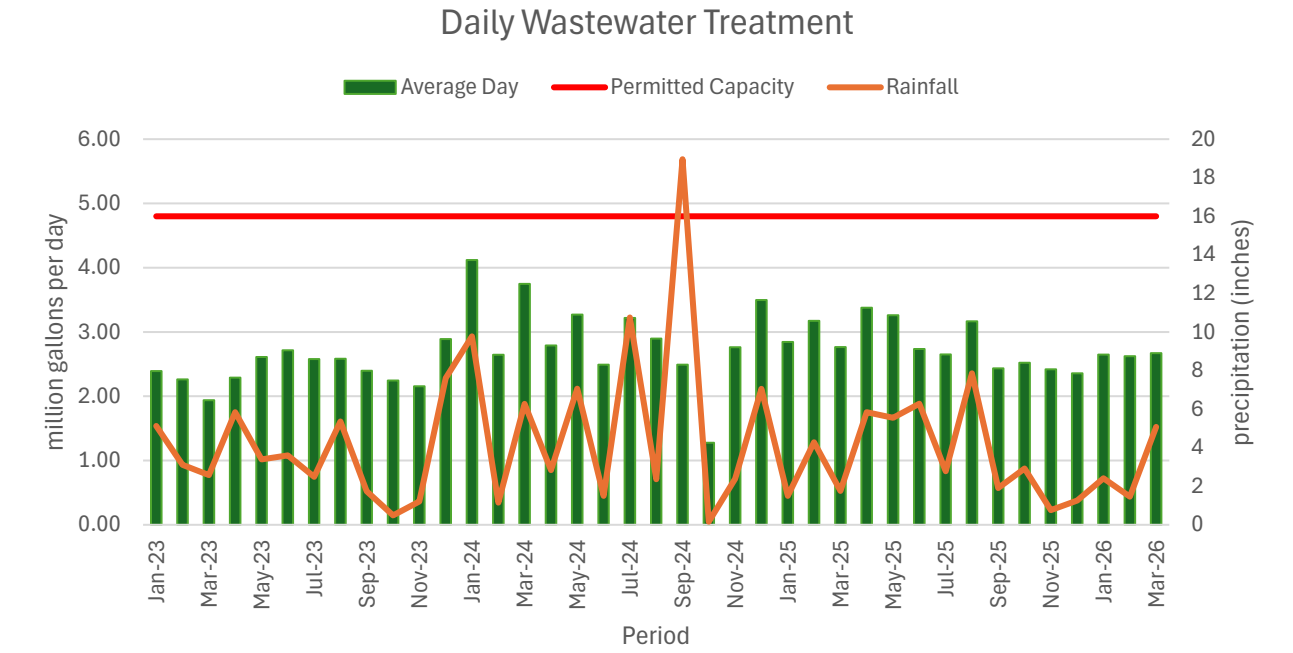


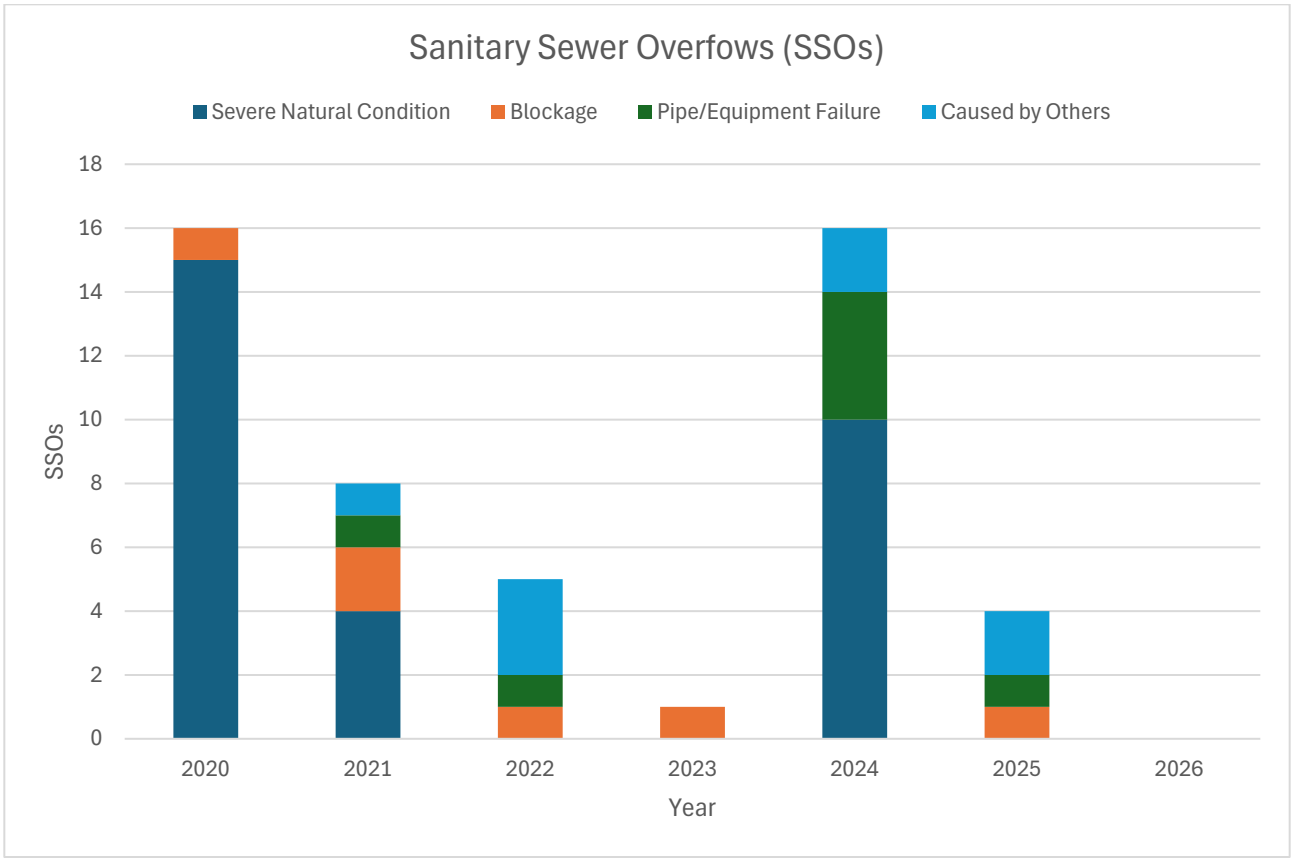

Daily Water Production
Average Day
Max Day
Permitted Capacity
16.00
14.00
12.00
10.00
8.00
6.00
4.00
2.00
0.00
million gallons per day
Jan-23
Mar-23
May-23
Jul-23
Sep-23
Nov-23
Jan-24
Mar-24
May-24
Jul-24
Sep-24
Nov-24
Jan-25
Mar-25
May-25
Jul-25
Sep-25
Nov-25
Jan-26
Mar-26
Month

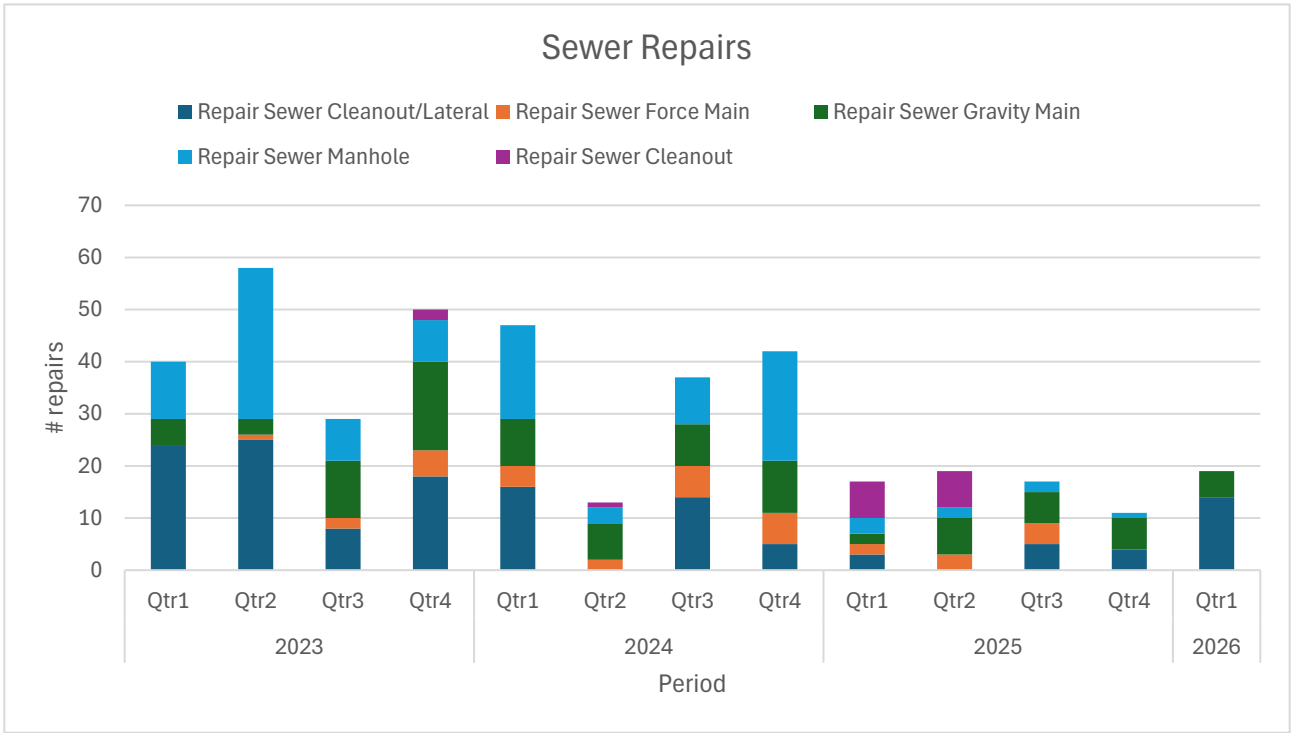

Water Repairs
Repair Water Main
Repair Water Main Damaged by Others
Repair Water Service Lateral
Repair Water Service Lateral Damaged by Others
80
70
60
50
40
30
20
10
0
repairs
Qtr1
Qtr2
Qtr3
Qtr4
2022
2023
2024
2025
2026
Period

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
2026
Year


Sewer Repairs
Repair Sewer Cleanout/Lateral
Repair Sewer Force Main
Repair Sewer Gravity Main
Repair Sewer Manhole
Repair Sewer Cleanout
repairs
70
60
50
40
30
20
10
0
Qtr1
Qtr2
Qtr3
Qtr4
2023
2024
2025
2026
Period

Financial Management

Expenditures (Through Q3 FY2027)

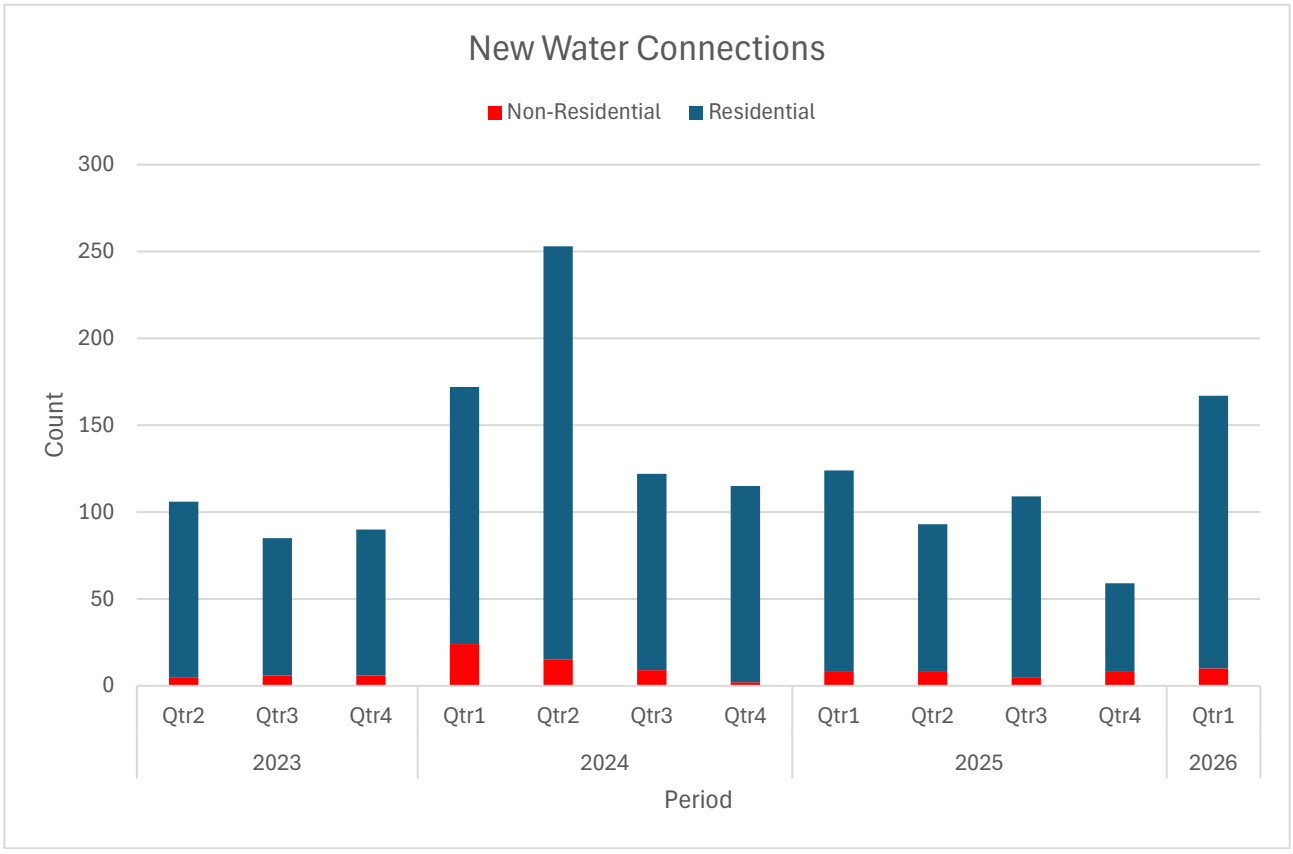
Expenditure Type	Actuals (Approximate)	Amended Budget	% Expended
Personnel & Benefits	$9,544,041	$14,356,658	66.5%
Operating	$6,191,037	$9,568,917	64.7%
Capital	$330,819	$1,114,821	29.7%
Debt Service	$708,442	$6,144,553	11.5%
TOTAL	**$16,774,340**	**$31,184,949**	**53.8%**

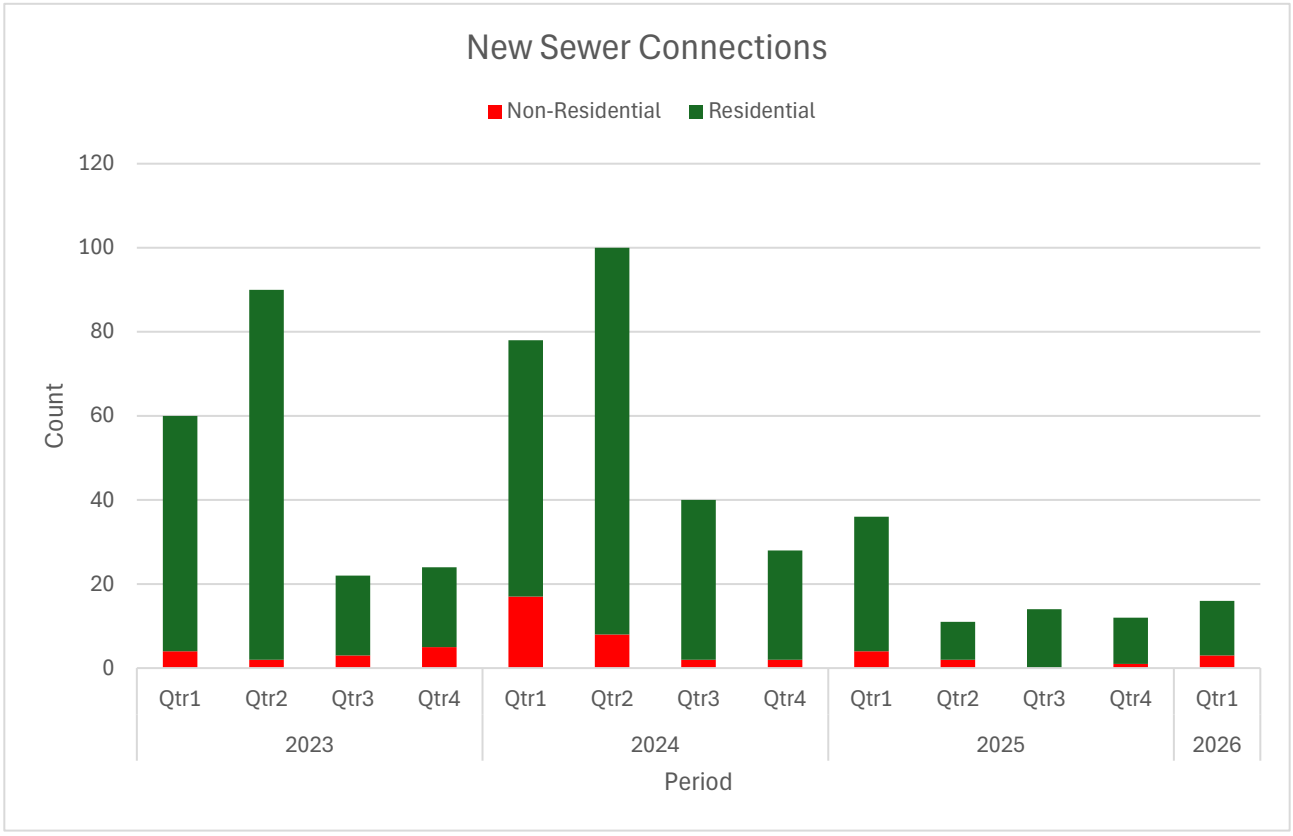
Revenues (Through Q3 FY2027)

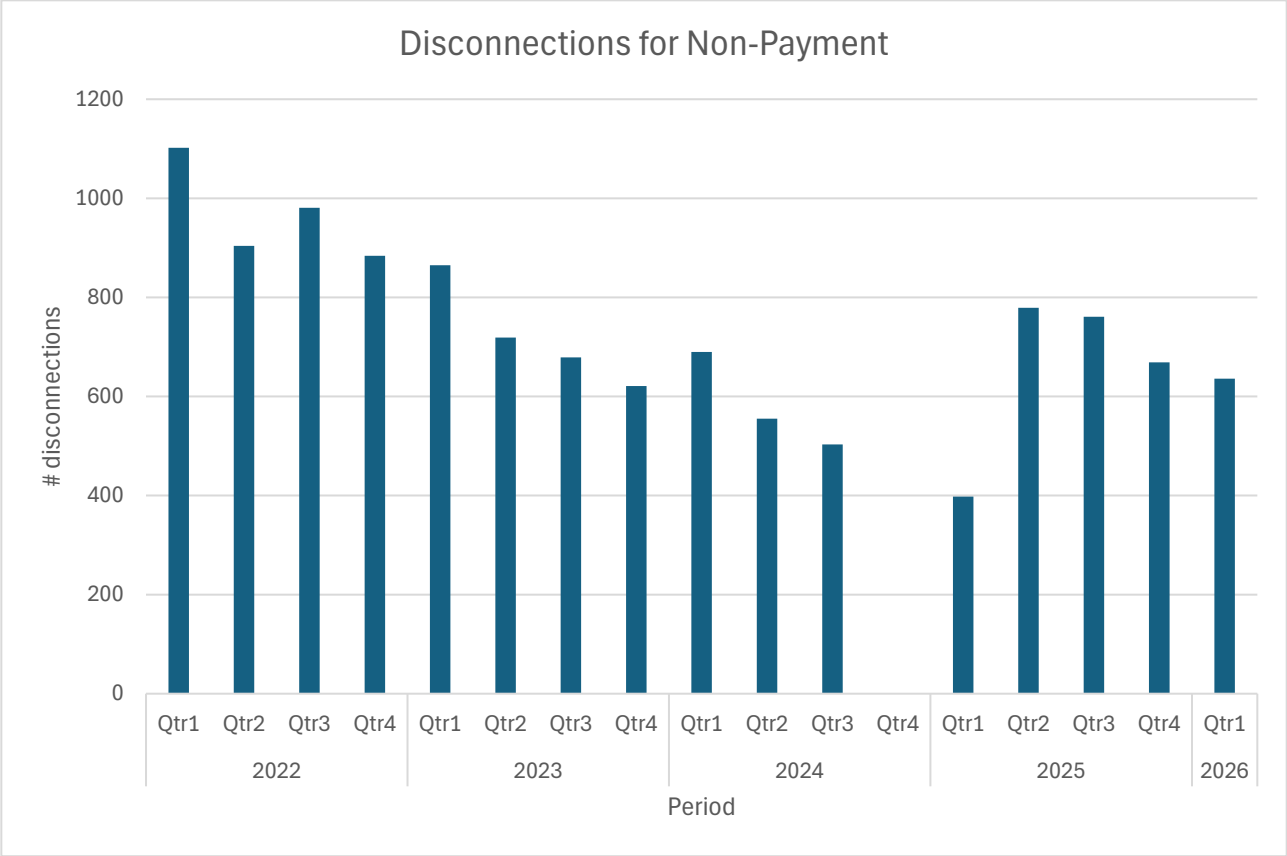
Revenue Type	Actuals (Approximate)	Amended Budget	% of Forecasted
Water Sales	$12,245,832*	$17,788,215	(6.2%)
Sewer Sales	$5,923,425*	$8,441,865	(4.8%)
Misc. Revenue	$2,579,410*	$2,488,428	28.7%
Fund Balance Appropriation	$0	$2,466,441	- -
TOTAL	**$20,748,668**	**$31,184,949**	**(8.5%)**

**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





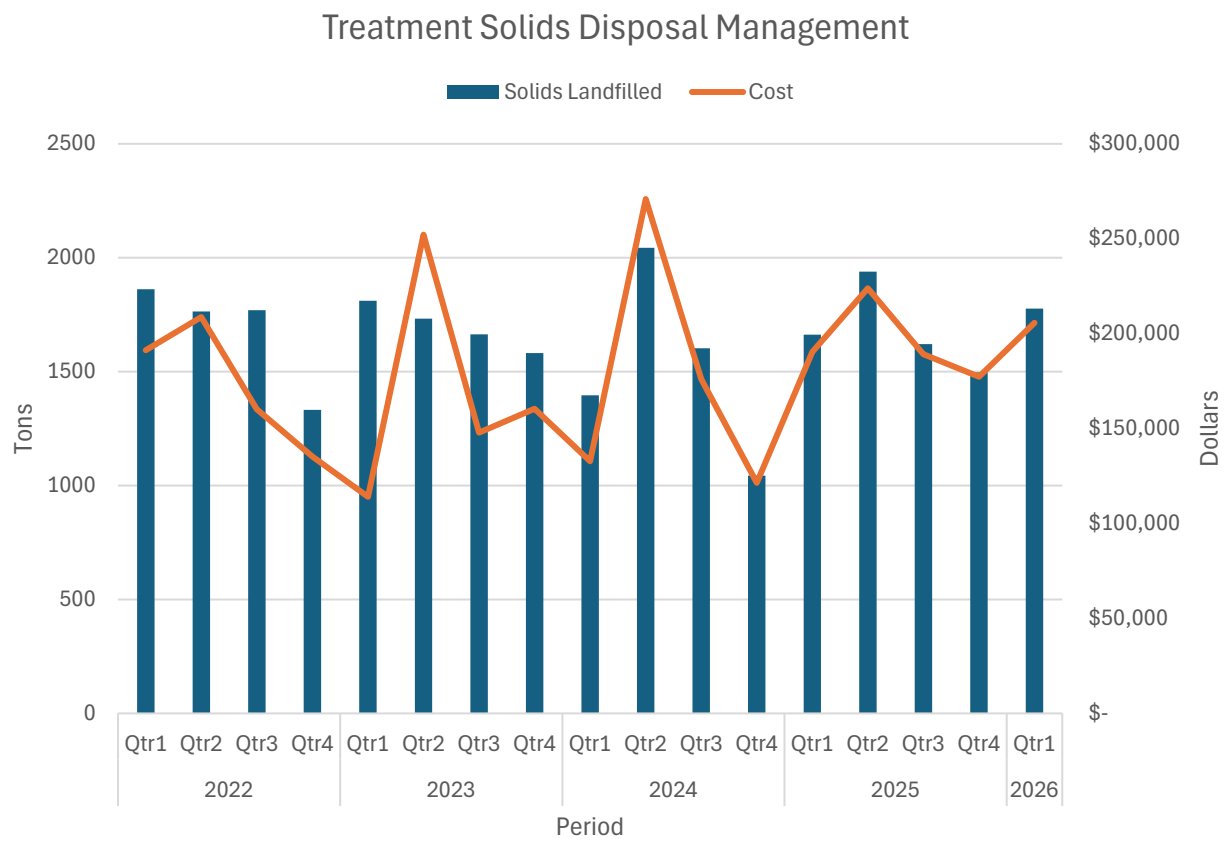


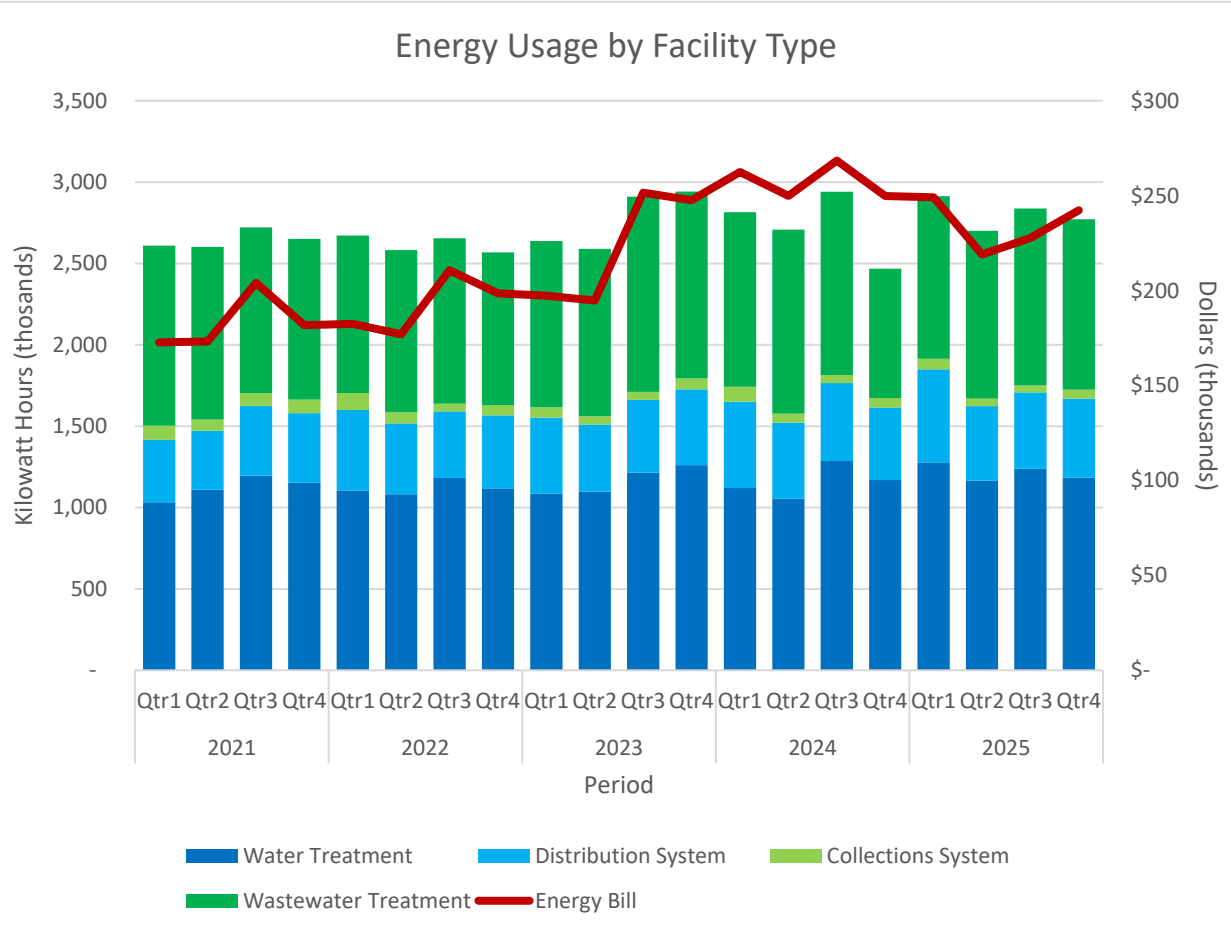
On Time Bill Collection Rate Q1- 2026 = 99.35%

On Time Bill Collection Rate Goal = 99.50%

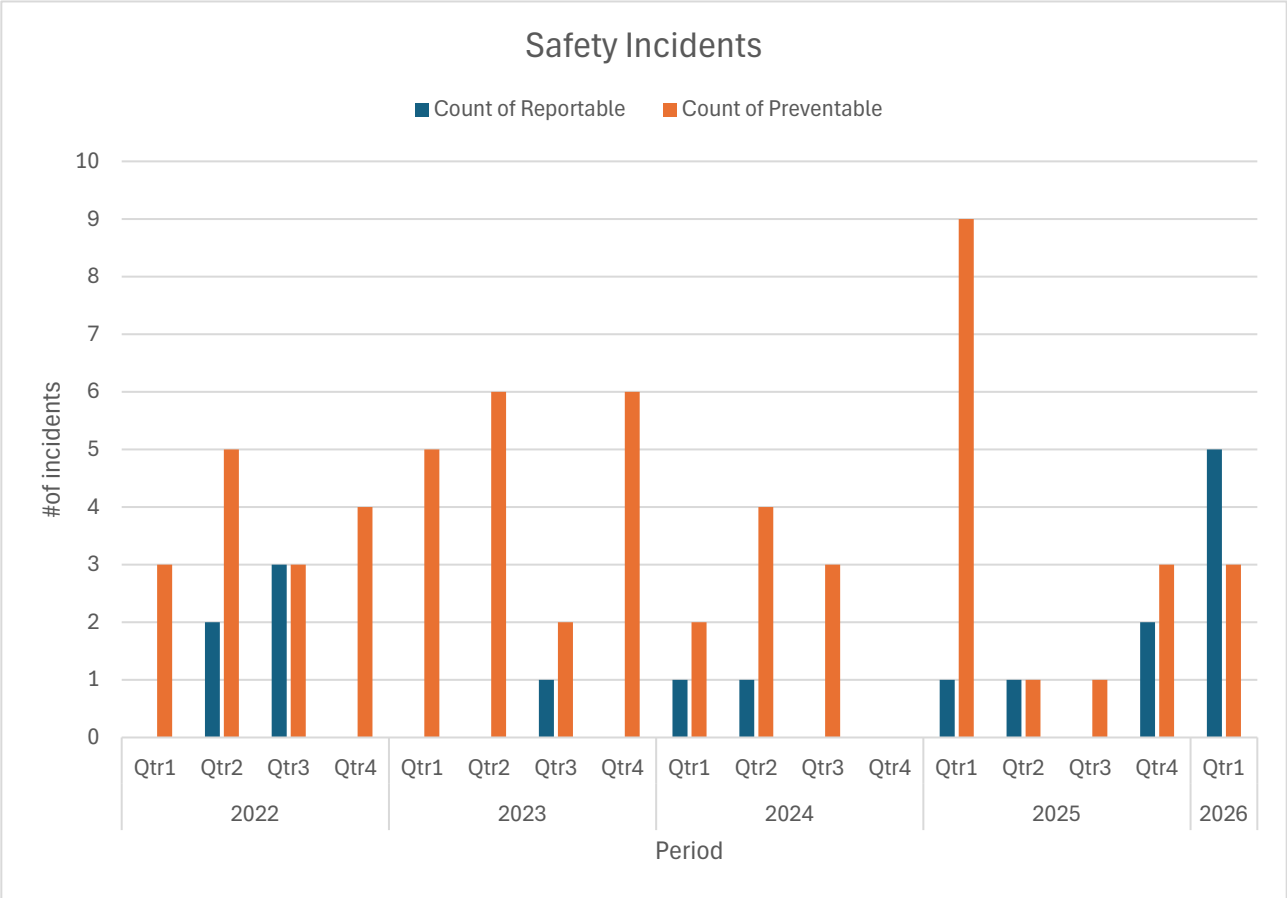
**Disconnections for non-payment suspended between 10/1/2024 and 2/28/2025 due to Hurricane Helene.*

Sustainability



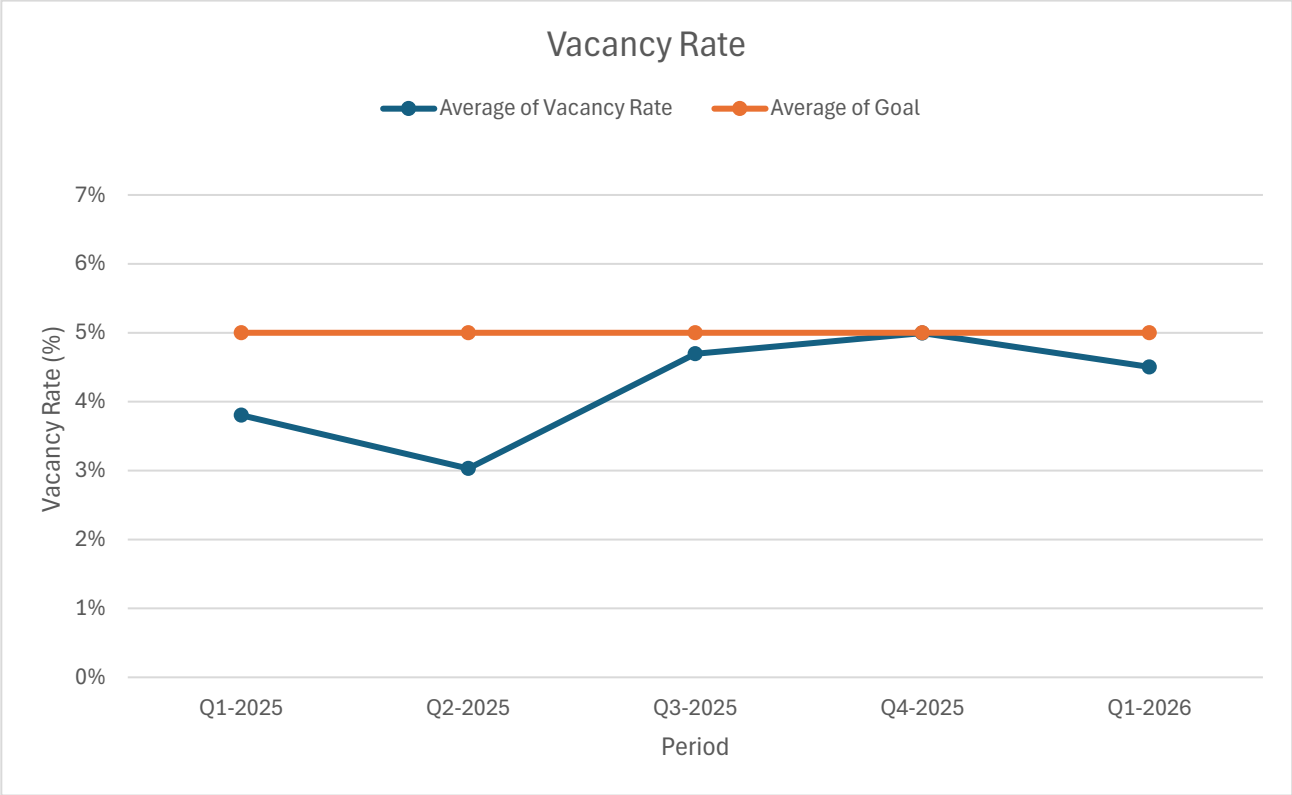


Staff



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.