



2026 – 2nd Quarter Report

City of Hendersonville - Water and Sewer Department

2026 2nd Quarter Report

Reporting Period: April through June 2026

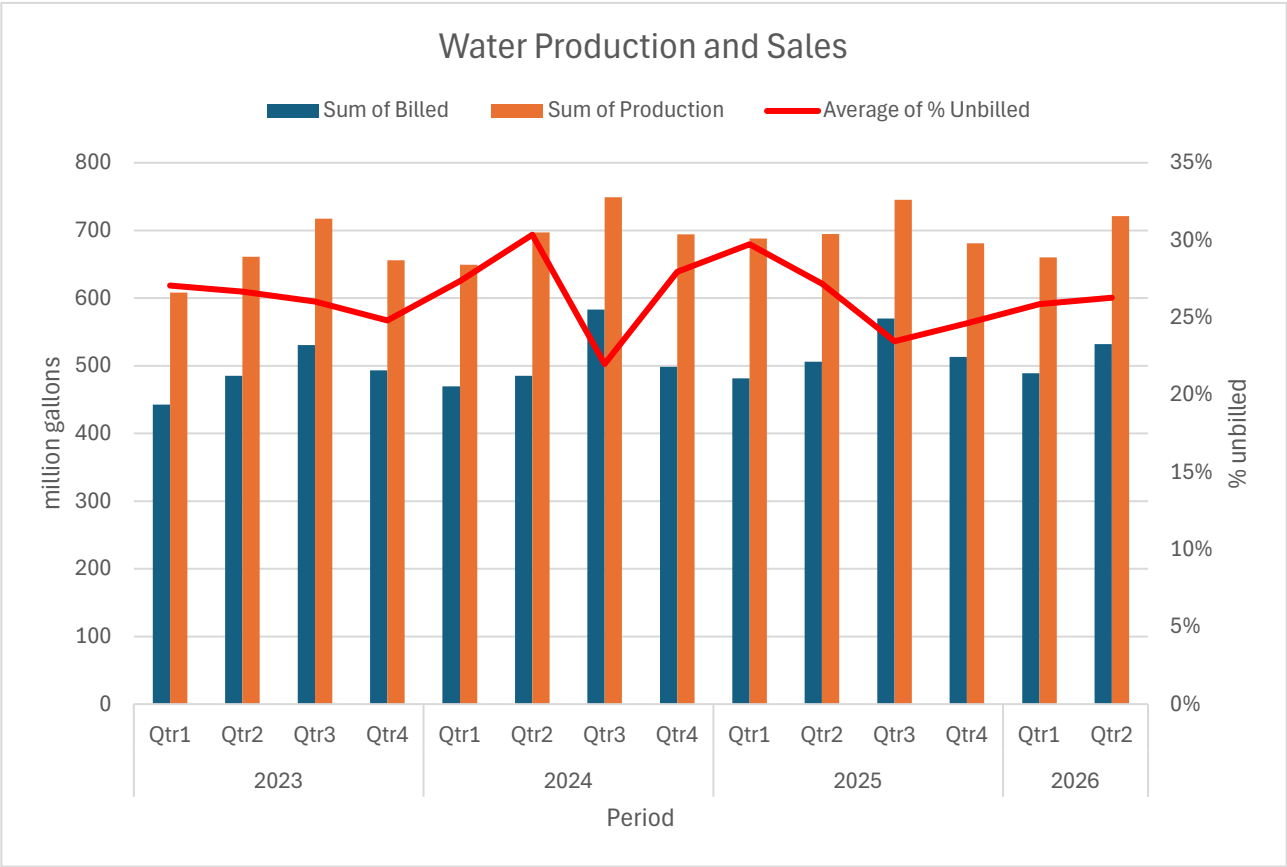
Publish Date: July 20, 2026

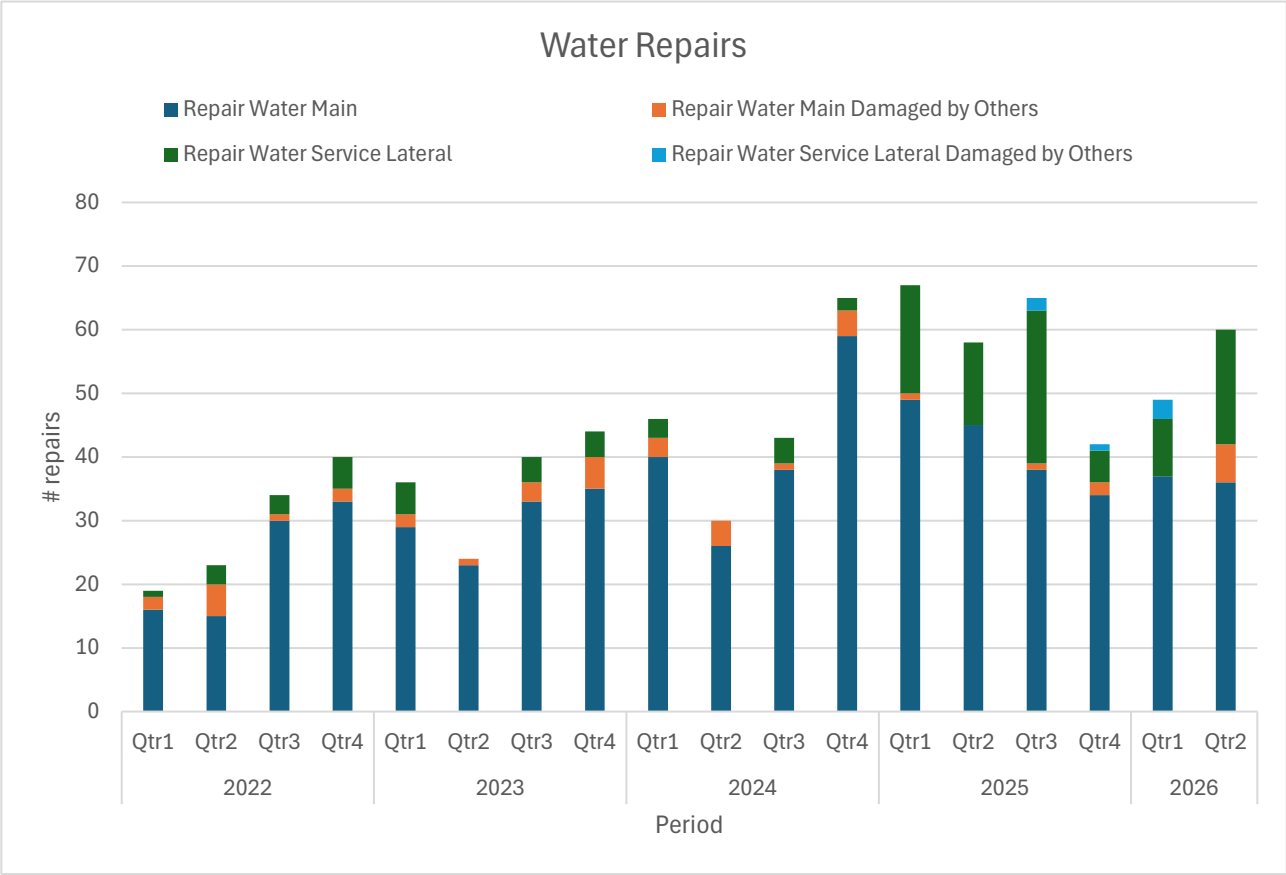
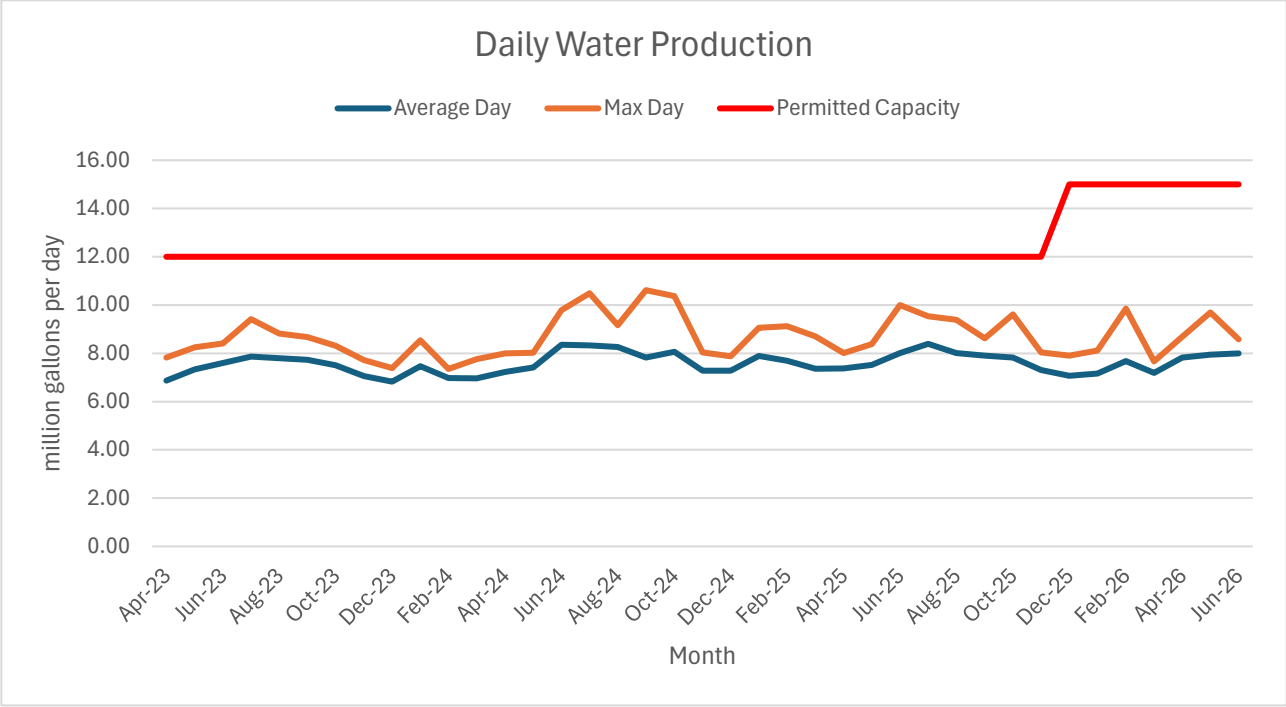
Utility Misson and Vision

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

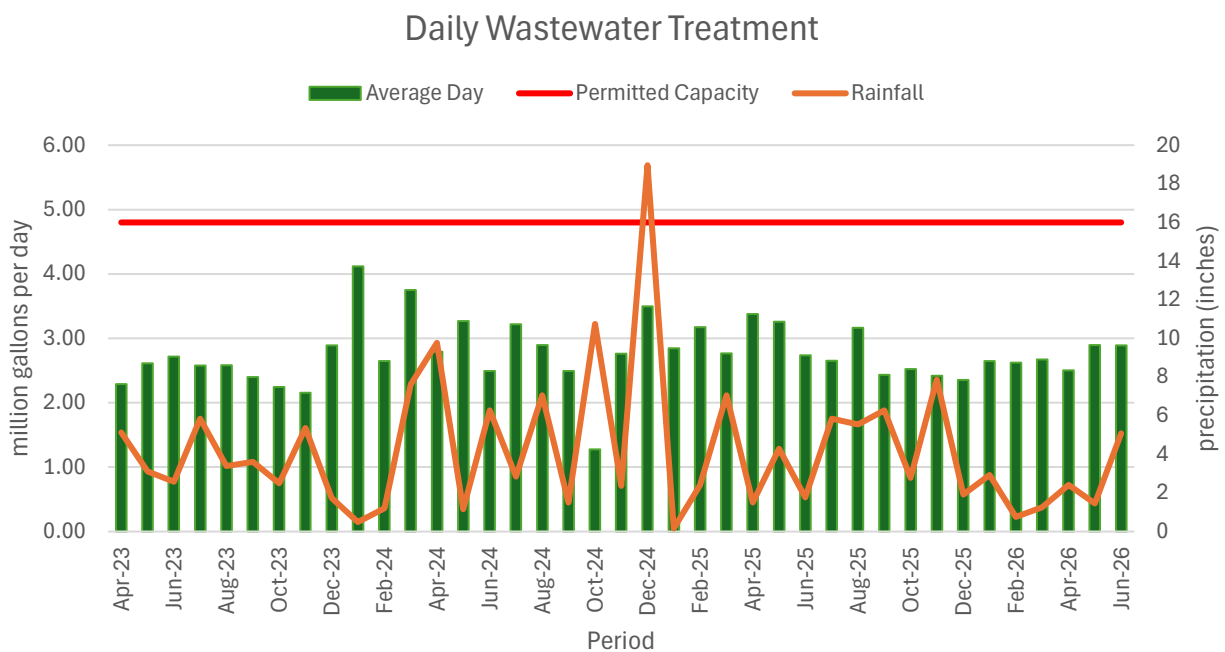
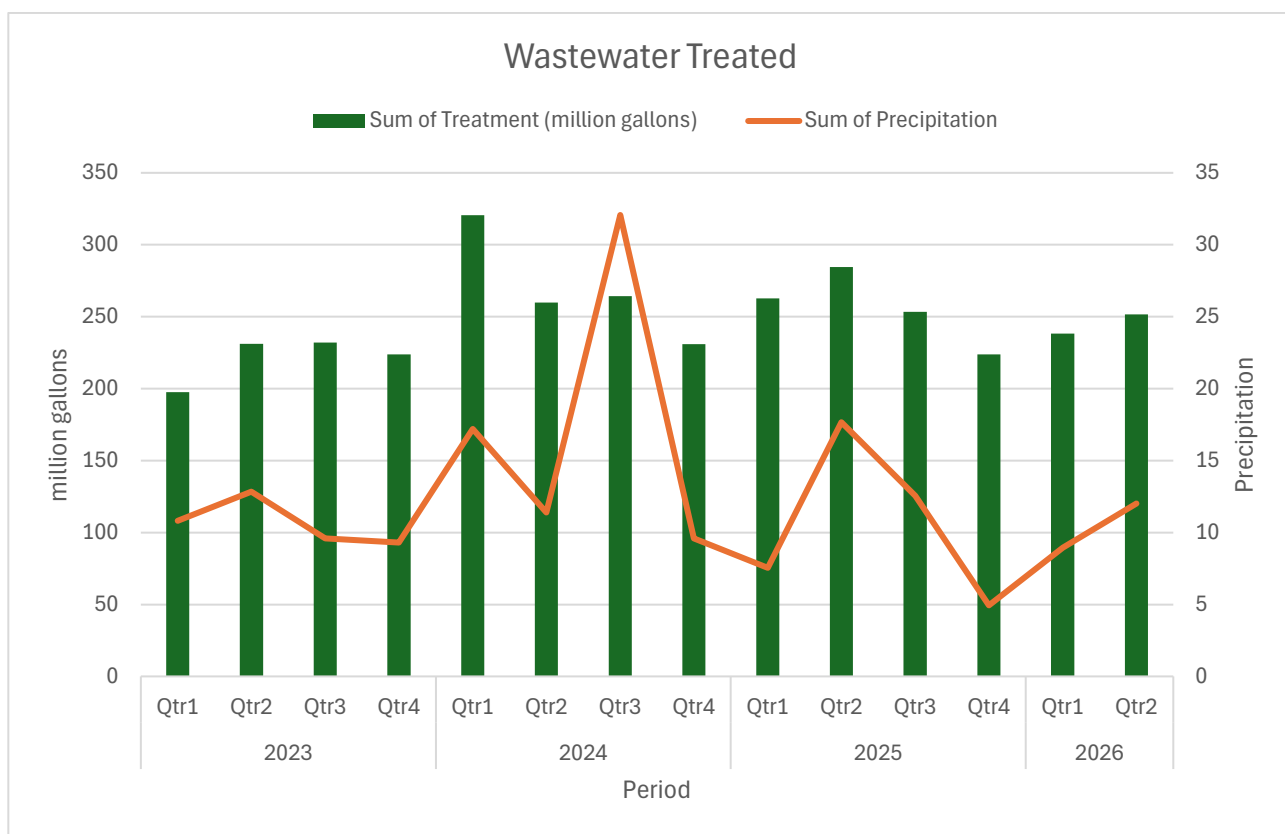
We envision a Hendersonville region with trusted, safe, high-quality, affordable water and wastewater service and a utility system that is responsive to the demands of its customers and regional growth.

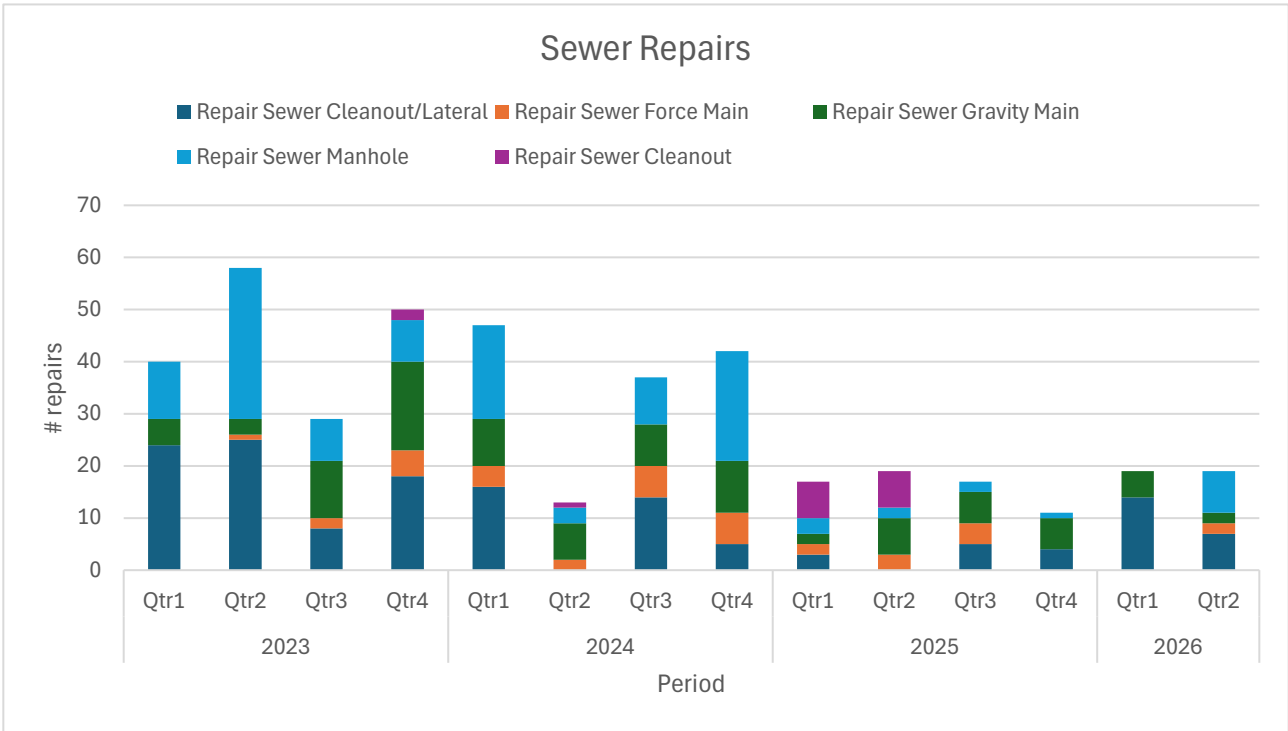
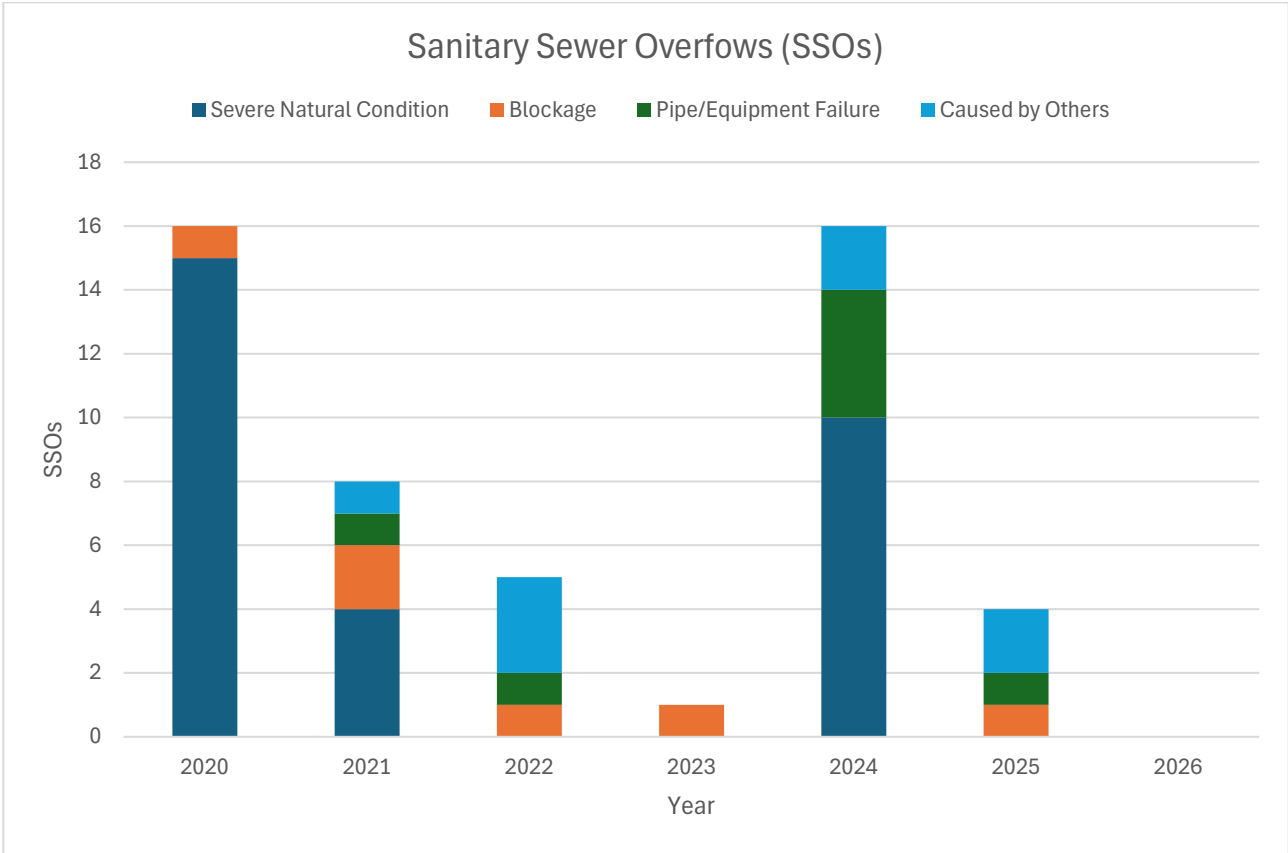
Water Operations





Wastewater Operations





Financial Management

Expenditures (Through 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%

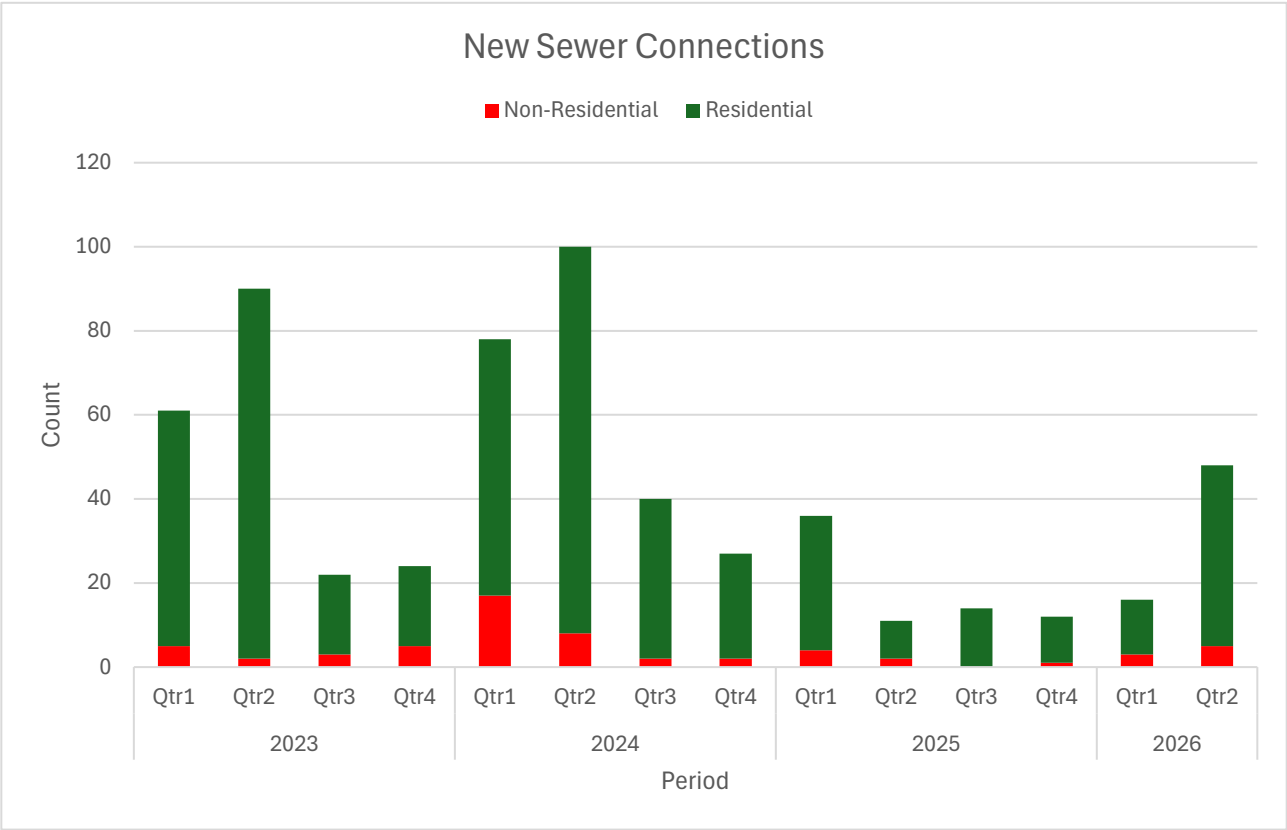
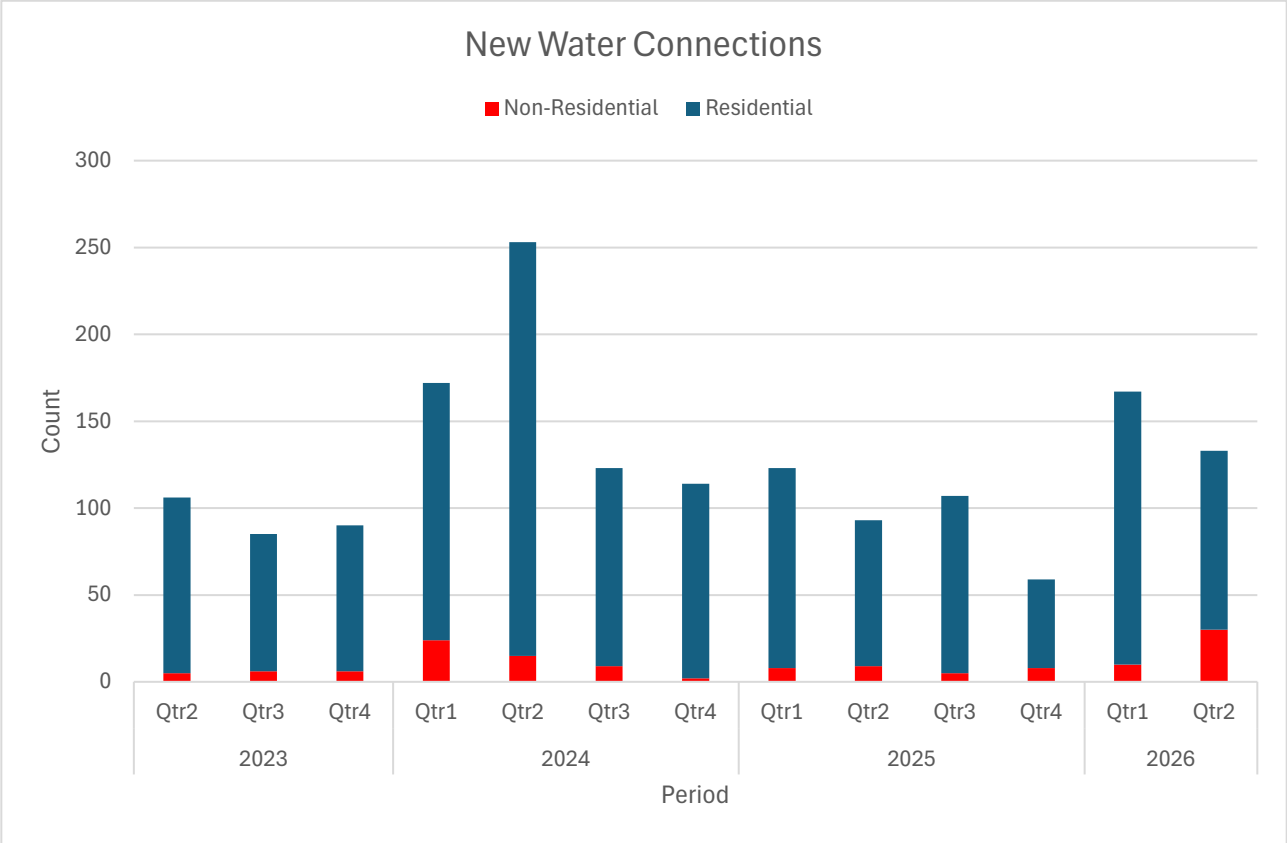
Revenues (Through Q4 FY2026)**

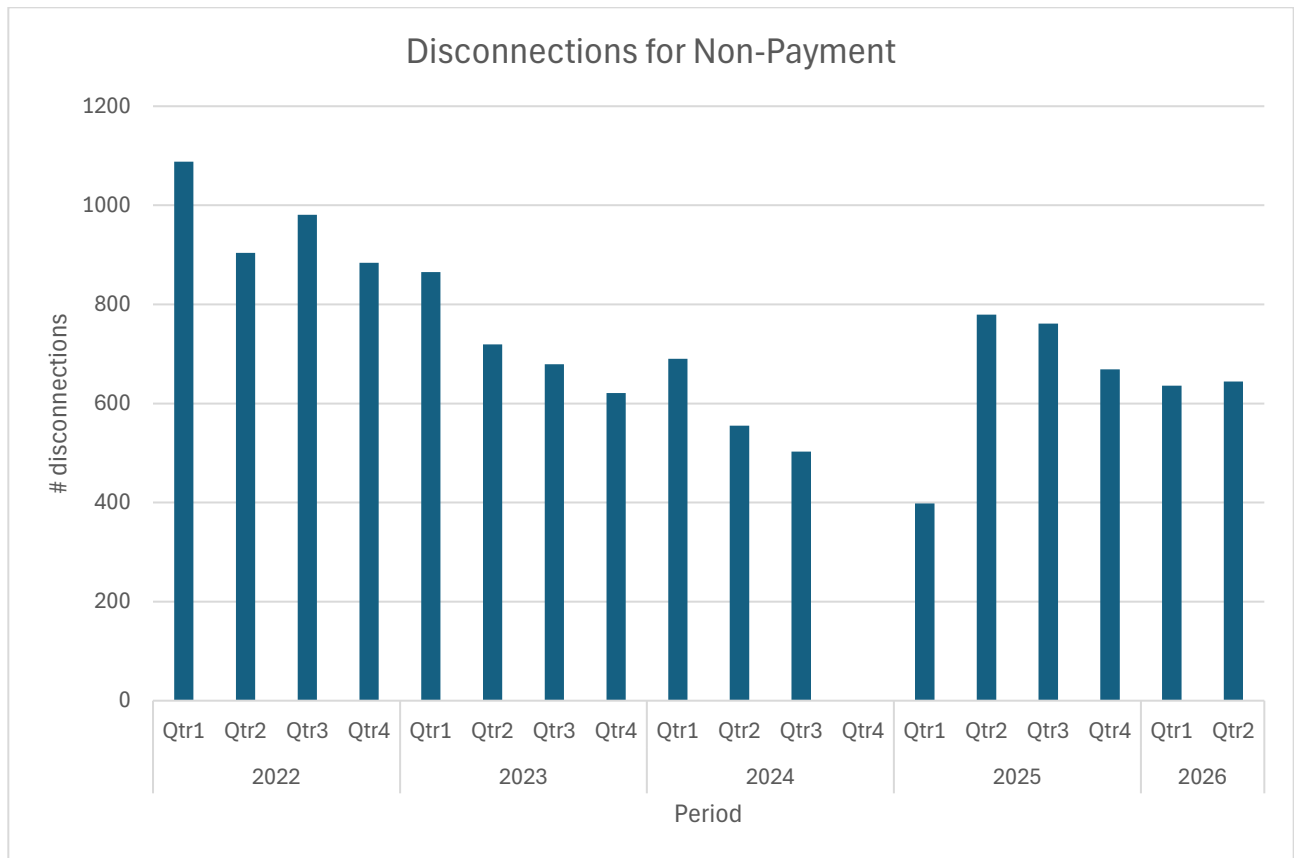
Revenue Type	Actuals (Approximate)	Amended Budget	% of Forecasted
Water Sales	\$17,208,786*	\$17,788,215	(3.3%)
Sewer Sales	\$8,287,952*	\$8,441,865	(1.8%)
Misc. Revenue	\$3,745,905*	\$2,488,428	50.5%
Fund Balance Appropriation	\$0	\$2,466,441	--
TOTAL	\$29,242,643	\$31,184,949	(6.2%)

**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



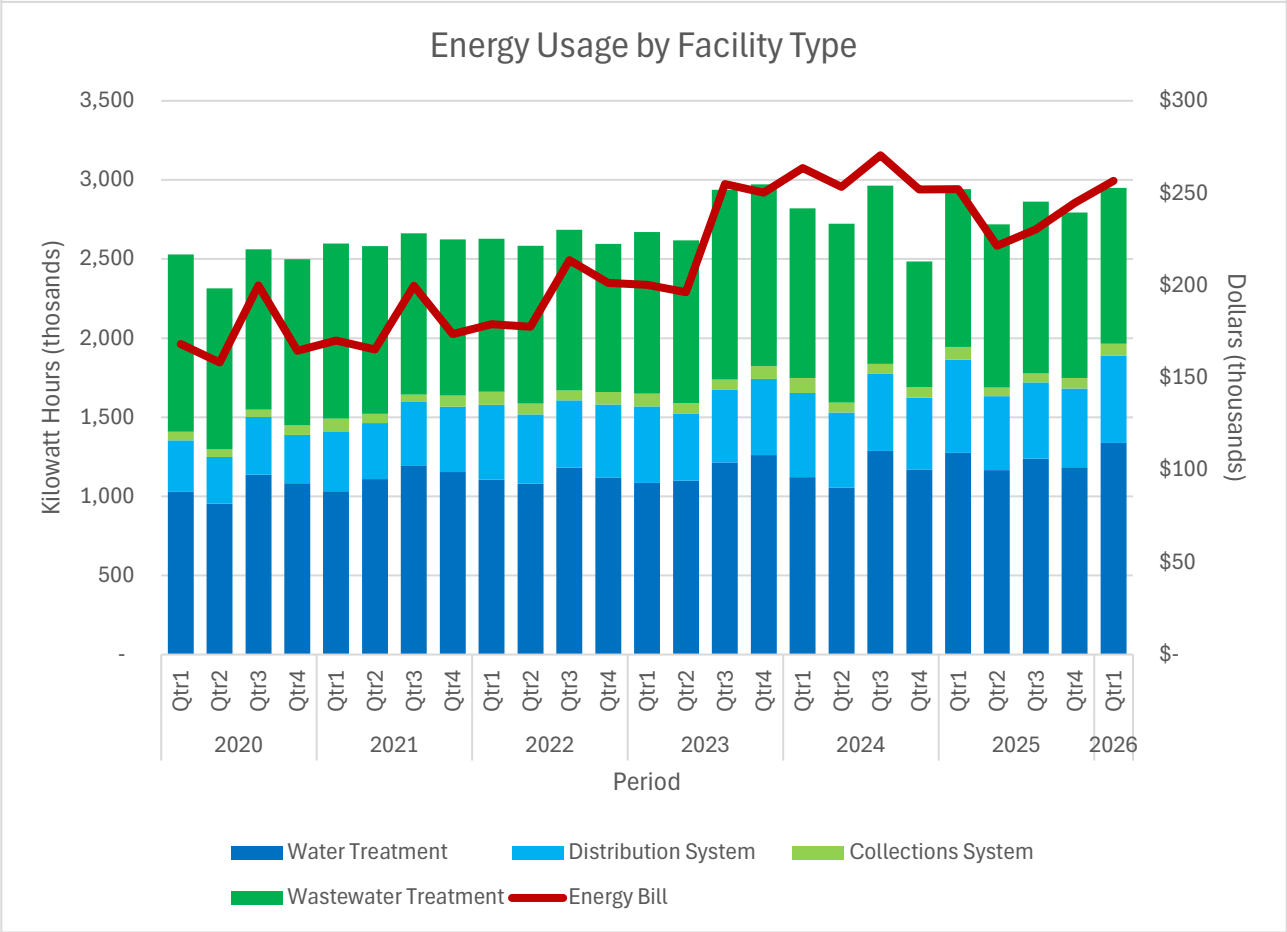
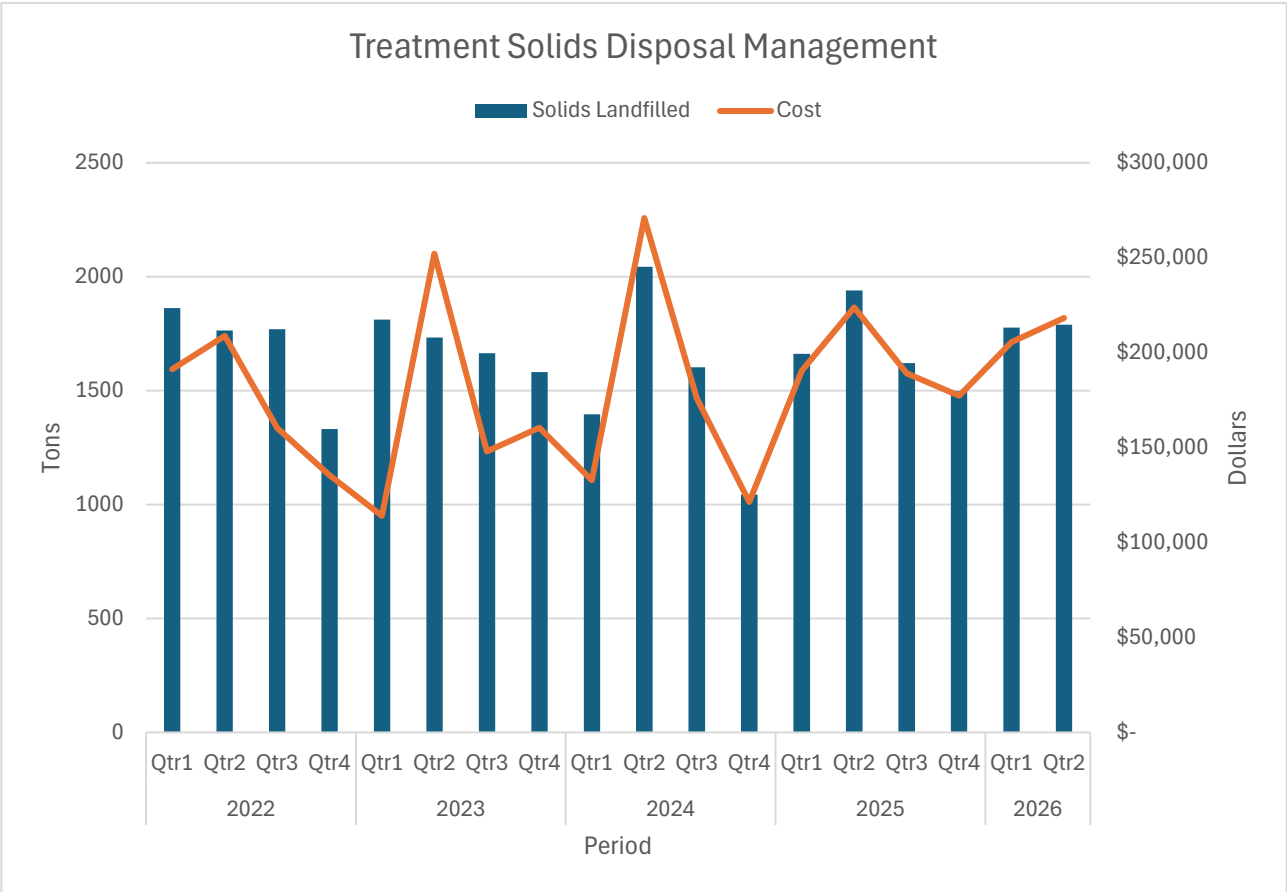


On Time Bill Collection Rate Q2- 2026 = 99.34%

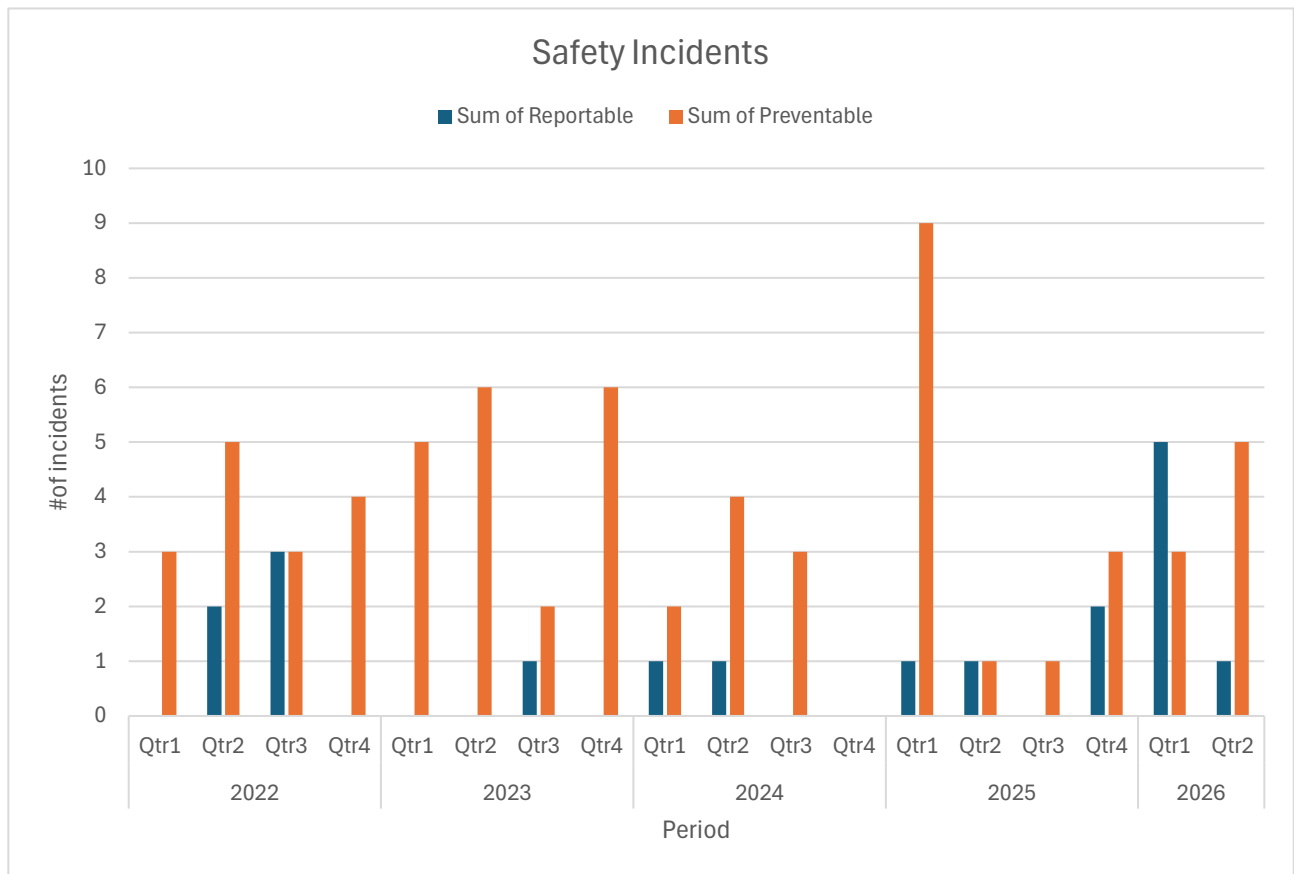
On Time Bill Collection Rate Goal = 99.50%

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

Sustainability

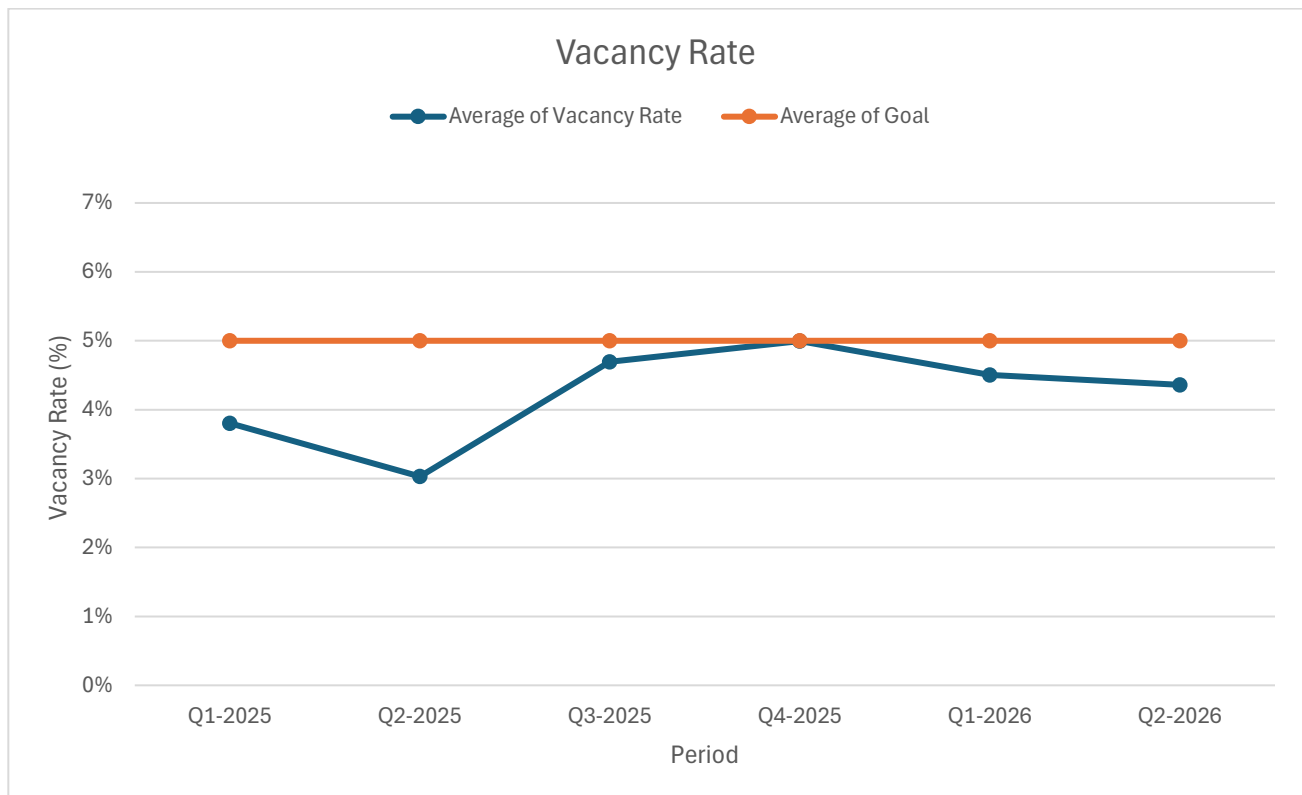


Staff



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.