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CITY OF HENDERSONVILLE

The City of Four Seasons

ENGINEERING DEPARTMENT
Brent G. Detwiler, PE
City Engineer

OFFICERS:
JOHN F. CONNET
City Manager
ANGELA S. BEEKER
City Attorney
JILL MURRAY
City Clerk

May 26, 2023

Re: Customer Notification
Etowah Water System Improvements Project Update

Dear Customer/Property Owner,

The City of Hendersonville has been making improvements to its water system in the Etowah area. This work began in Fall 2019 and includes a new 500,000-gallon water tank, booster pump station, and nearly 15,000 feet of water mains, which will increase water pressure and available fire flow throughout most of the Etowah area.

The project has seen delays due to a variety of issues, but we are pleased to announce the project is now nearing completion. **Customers can expect the new and improved pressures to begin taking effect the week of June 5, 2023.**

What to expect:

- Existing water pressure within the Etowah area ranges from 20 to 85 pounds per square inch (psi). When the system is switched to the new tank, pressures may increase up to approximately 40 psi above the current water pressure.
- During the transition, customers may experience pressure and water flow fluctuations.
- Turbidity describes the level of clarity in water. During the transition to the new pressure levels, water may appear cloudy, murky, milky, or discolored. The discoloration consists of minerals, sediments, and fine air bubbles and can occur when water lines are flushed, or pressure changes occur. Although this water turbidity does not pose a health risk, we recommend customers wait until their water runs clear from the tap before drinking.
- When system pressure upgrades take place, utility system leaks are possible and not uncommon. Hendersonville Water & Sewer crews will be on standby to respond to any utility infrastructure issues and make repairs as quickly as possible.
- Customers will be notified using the City's notification system using the contact information on their billing account if water line leaks prompt any boil water advisories.

What you can do:

- Ensure your contact information is up to date. Hendersonville water customers can update their account information at www.hvlnc.gov/contactinfo to ensure they receive important communications regarding their account, utility announcements, and water advisories.

- Sign up for AquaHawk Water Leak Alerts! AquaHawk Alerting is a free service for City water customers that offers information about your water usage and allows you more control over water expenses. By registering for an account, you will be able to receive alerts when your usage indicates a leak, set alert levels and notifications, and monitor your usage. Sign up at: <https://hendernc.aquahawk.us/login>
- The previous recommendations provided to customers to verify the installation and operation of pressure reducing valves (PRVs) at their property are still in effect. See <http://www.hendersonvillenc.gov/etowahwater> for details.
- Even though water outages are not expected, we always encourage community members to be prepared for unplanned outages or emergency situations. FEMA recommends storing at least one gallon of water per person per day for several days as part of your household's emergency plan.
- If you need to report issues or have questions about the project, contact Hendersonville Water and Sewer at (828) 697-3073. Weekend and after-hours water/sewer emergencies may be reported to the after-hours number at (828) 891-7779.

Additional information, project background, and ongoing updates are available at <http://www.hendersonvillenc.gov/etowahwater>

We thank you for your continued patience as Hendersonville Water & Sewer works to make improvements to the water system in your area.

Sincerely,

CITY OF HENDERSONVILLE



Brent G. Detwiler, PE
City Engineer