

Laurel Park Water Meter Upgrade Project

Frequently Asked Questions



The City of Hendersonville and the Town of Laurel Park approved a water system merger in the Spring of 2021 to enhance the entire utility system and metering infrastructure. Water customers on the City of Hendersonville system have enjoyed the many benefits of automated metering technology for years. Now, customers on the Laurel Park system will be upgraded to new automated meters and provided with the same benefits.

Why is Hendersonville Water & Sewer upgrading my water meter?

The entire Hendersonville water system, with the exception of Laurel Park, already uses Advanced Metering Infrastructure (AMI) technology. One of the benefits of the Hendersonville/Laurel Park water system merger includes the upgrading of water meters. Following the project's completion, Laurel Park customers will have the ability to view accurate and detailed water usage online and sign up for proactive leak identification alerts through the City's Aquahawk leak alert service.

What is the area being supplied with new meters?

Approximately 850 Laurel Park meters will be upgraded during the project.

What is the difference between the current and new meter reading process?

The enhancement of the existing Laurel Park equipment will provide 720 reads per month, rather than one monthly read. AMI technology allows Hendersonville Water & Sewer to automate the meter reading process (consistent with the rest of the system), provide improved customer service through data access, reduce leaks to promote resource conservation, and improve utility operational efficiencies by capturing near real-time meter reading data.

How does AMI work?

The Advanced Metering Infrastructure (AMI) system is made up of several advanced or more commonly referred to as "smart" components that communicate using wireless and radio frequency technology. AMI uses a network to transfer customer usage data allowing electronic reading and eliminating the need for monthly visual inspection.

Is the AMI system technology safe and secure?

The upgraded meters use wireless radio frequencies to send and receive information to and from the Hendersonville Water & Sewer Utility and Billing Staff. The meters and communication system are regulated to meet all Federal Communications Commission (FCC) safety standards. There is no personal identifying information transmitted by the meter. Utility staff access to the system is password protected and encrypted.

Will my water bill increase?

The new meters are highly accurate and will measure customer usage on hourly intervals as compared to once every month. Your upgraded meter measures the amount of water used during the billing period by measuring how much water passes through the meter, which is the same measurement process as your old water meter. New meters may register lower flows that your older meter might not have been able to capture, which means that although your bill may increase slightly, your meter is now accurately recording your water consumption.

As a result of the system merger, Laurel Park customers already receive a cost savings due to lower Hendersonville water system rates.

The benefits of improved and more accurate usage information to the utility and customers will reduce wasted water through the system's capability to send alerts and notifications such as stopped meter, customer leak detection, and utility distribution system leak detection.

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Do I have to pay for my new meter?

Hendersonville Water & Sewer pays for the costs of the meters and their installation. The City has prepared for the cost of this project as part of the planning involved in merging the Laurel Park system with the rest of the utility.

How long will I be without water during installation?

While replacement times will vary, replacing a meter should take no longer than 15 minutes for residential meters, during which the water will be shut-off for a portion of that time. Some minimal flushing may be necessary following installation. The City's contractor, USA (Utility Services Associates) will be installing the new water meters. The installation crew will make every effort to keep the interruption to your service to a minimum. After the new meter has been installed, customers will receive a door hanger detailing the work performed and additional contact information.

Could I have a leak that is causing extra water usage?

If you have an unexplained spike in your water usage or show continuous water flow, it may be an indication of a leak. You can contact Customer Service with account-specific questions, and they can help identify leaks based on your consumption profile.

How do I sign up for Aquahawk Leak Alerts?

After all the meters are replaced and accounts are updated, Laurel Park customers will be invited to sign up for Aquahawk Leak Alerts. Laurel Park customers should NOT sign up before the completion of the project. The City of Hendersonville will provide instructions once this service is available after the meter replacement project is complete.

Have all the new meters been tested for accuracy?

Yes, all upgraded meters have been tested and guaranteed accurate by the manufacturer, Sensus, in compliance with American Water Works Association (AWWA) accuracy standards.

Who is doing the work for the project?

The City's contractor, USA (Utility Services Associates) will be installing the new water meters. USA personnel will knock on customers' doors to inform them of the meter change out. Customers do not have to be home for the replacement to occur. Once the change out is complete, customers will receive a door hanger detailing the work performed and additional contact information. USA personnel can be identified by their company badges, USA shirts and vests, and the USA decal on their trucks. USA personnel working on the project will carry proper identification and have successfully completed a background check. Field personnel will not need to enter a residence. The project is being managed for Hendersonville Water & Sewer by MeterSYS, a Raleigh-based advanced metering consulting firm, specializing in advanced metering technologies.

Who do I contact with questions relating to my meter replacement?

Customers can contact Hendersonville Water & Sewer at (828) 697-3073 with questions or concerns regarding their meter replacement. Billing related questions should be directed to Customer Service at (828) 697-3052.

