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CITY OF HENDERSONVILLE

The City of Four Seasons

WATER AND SEWER DEPARTMENT
Lee Smith, Utilities Director

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

DATE

NAME

CUSTOMER/PROPERTY OWNER NAME

ADDRESS

Re: Laurel Park Water Meter Upgrades

Dear Customer/Property Owner,

As you are aware, the City of Hendersonville and the Town of Laurel Park approved a water system merger in the Spring of 2021 to improve the utility system and infrastructure for residents of both systems. In addition to the cost savings provided to Laurel Park customers due to lower Hendersonville rates, customers on the Laurel Park system will be upgraded to automated meters and provided with the new technology and benefits already in use by the rest of the system.

The project includes the replacement of approximately 850 meters and is expected to take around three weeks for all the Laurel Park customer meters to be replaced. Meter upgrades are expected to begin in late September / early October 2021. Customers are encouraged to keep their water meters clear by making sure they are not blocked by bushes, equipment, landscaping, or other materials that would prevent personnel from replacing the meter.

Before installation, field personnel will knock on the customer's door to make them aware of the work that is expected to take no more than fifteen minutes. During installation, water will be disconnected briefly, and some minimal flushing inside and outside of the home may be necessary following installation. Field personnel will not need to enter the residence and customers do not have to be home for the replacement to occur. Once the switch-out is complete, customers will receive a door hanger detailing the work performed and additional contact information.

The City's contractor, USA (Utility Services Associates) will be installing the new water meters. USA personnel can be identified by their company badges, USA shirts and vests, and the USA decal on their trucks. Following the new meter installation, customers will receive additional information on how to sign up for the City's Aquahawk Alerting program. This free service offers information about water usage and allows more control over water expenses.

By registering for an Aquahawk account, customers can see how much water they are using, receive alerts when unusual water usage indicates a leak, and set alert levels to receive notifications via telephone, email, or text. Signing up for notifications can save hundreds of dollars on water bills, possibly prevent property damage, and conserve water if the property experiences a leak. Customers should NOT sign up until the entire meter replacement project is completed and you receive an announcement that this service is available to you.

More information and frequently asked questions are posted on the City's website at www.hendersonvillenc.gov/meterupgrade

If you have any questions regarding your meter replacement, contact Hendersonville Water & Sewer at (828) 697-3073. Any billing related questions should be directed to Customer Service at (828) 697-3052.

To receive Boil Water Advisories and other critical updates from Hendersonville Water & Sewer, customers should keep their contact information up to date at www.hendersonvillenc.gov/contactinfo

Sincerely,
City of Hendersonville


Lee Smith
Utilities Director

