

**Hendersonville Water and Sewer Technical Advisory Committee
Kickoff Meeting Summary
June 21, 2016**

Overview

This report summarizes the results of the kick-off meeting for the Hendersonville Water and Sewer Technical Advisory held on June 21, 2016 at the Hendersonville Water & Sewer Operations Center Assembly Room.

Participants included:

- John Connet, Hendersonville
- Lee Smith, Hendersonville
- Brent Detwiler, Hendersonville
- Brian Pahle, Hendersonville
- John Mitchell, Henderson County
- Seth Swift, Henderson County
- Mark Biberdorf, Fletcher
- Jeff Wells, Mills River
- Warren Miller, Fountainworks, Inc. (consultant)

The objectives of this meeting were to outline the purpose and scope for the technical advisory committee; provide input on priority water and sewer issues and projects for 2016-17; and to provide updates on key water and sewer issues.

Hendersonville Water and Sewer Priorities for 2016-2017

The meeting began with a review of the Hendersonville Water and Sewer mission and values adopted by the Hendersonville City Council.

Mission Statement

Operate a great utility for our customers

Value statements

- ❖ Our water utility exists to serve our customers.
- ❖ We are committed to earning and maintaining public trust every day. We will be open, ensure access, encourage involvement and be accountable to our customers.
- ❖ We are cost conscious. We spend public funds responsibly and effectively to ensure the utility's short and long term financial strength.
- ❖ We will have the highest standards for the quality of water and effluent.
- ❖ We are committed to an affordable rate – keep price down and encouraging conservation.
- ❖ We are committed to protecting our environment.
- ❖ We are committed to protecting the water/sewer system from hazards.
- ❖ We will have access to redundancy – contingency plans.

- ❖ We will achieve the best results through effective teamwork, regional partnership and customer participation.
- ❖ We are committed to proactive, comprehensive planning, to guide the future (not just current future, better for current customers) of our utility in response to the needs of our customer

2016-17 Priorities for Water and Sewer

The committee then identified the following as water and sewer priority issues for 2016-17:

- Complete water and sewer master plan (The plan should consider current and future density)
- Develop an extension policy - including how Hendersonville Water and Sewer will partner with municipalities
- Focus on ensuring pressure and capacity
- Communicate Hendersonville's water and sewer rate policy (the narrowing of rates among all customers. Council goal: rates will be no higher than 150% of base rates)
- Keep rates competitive
- Urban services zone (city should participate in county review)
- Ensure availability of customer service personnel
- Maintain a focus on the development community (communicate clearly with them)

Water and Sewer Technical Advisory Committee – Purpose and Scope

Committee Purpose

The water and sewer technical advisory committee will serve as an advisory board to provide input and feedback to Hendersonville Water and Sewer so that it can effectively carry out its mission and its focus on public health and safety and economic development.

Advisory Committee Goals for Hendersonville Water and Sewer

- Maintain and enhance system efficiency
- Maintain and enhance customer service
- Ensure effective communication among all stakeholders

The advisory committee will not engage in system governance issues.

Participation and Meeting Schedule

Advisory Committee will meet quarterly and participants will include staff from the following:

- City of Hendersonville
- Henderson County
- Mills River
- Fletcher
- Laurel Park
- Flat Rock:
- Henderson County Partnership for Economic Development:
- Agriculture Henderson County

The committee will invite additional stakeholders to participate periodically (annually). These stakeholders may include, but are not limited to, the following:

- Fletcher Academy
- Lake Summit
- Park Ridge
- Homebuilders Association
- Realtors Association
- Fire Chiefs
- NC Department of Transportation
- NC Department of Environmental Quality
- Habitat for Humanity
- Summer Camps Association

Committee Member Updates

Hendersonville updates

- Water and Sewer Master Plan – Hazen is currently working on a system-wide master plan. The plan is expected to be completed by December 2016
- Additional staff – Hendersonville's new budget includes 1.5 full time customer service employees for water and sewer. It also includes 3 full time employees working on water leak detection and control.
- Purchasing Etowah System – The City will be buying the Etowah system in order to provide sewer on the western side of the county.
- Northside Water System Improvements – McKim & Creed currently preparing the preliminary engineering report; this report will include alternatives for improving the water system (capacity and pressure) in the Fletcher area and associated costs.
- Eastside Water System Improvements – project is currently permitted but will require further planning and design review/modifications; project includes extension of 16-inch water main from US Highway 64 East down Laycock Rd. to Ridge Rd. terminating at Blue House Rd.; City engineering staff will complete this design, bidding and construction administration; currently working with Custom Pack as a partner on this project to share in a portion of the cost of this project; staff is recommending that we expedite the start of this project based on this and other pressure issue we are experiencing in this portion of our water system.
- Etowah Water System Improvements - project is currently permitted but has required further planning and design review/modifications; project includes extension of 12-inch water main from new pump station adjacent to US Highway 64 West and Morgan Rd., along Morgan Rd., along Etowah Park Rd., then along Etowah School Rd. to Drexel Rd., then from Drexel Rd. up Oak Knoll Rd. to the new tank site atop Little Mountain where a 500,000-gal. Storage tank will be constructed; construction to begin Fall 2016.
- French Broad River Raw Water Pump Station and Intake – project is currently permitted, but will require an A to C (authorization to construct) from the State before construction can begin; includes an intake structure and triplex raw water pumping station that will connect to a 30-inch raw water pipeline that was completed in 2010.
- Water System District Metering – installation of district meters in the water distribution system along with flow meters at all water pumping stations; will allow staff to monitor usage in distribution and help identify areas of concern for leak detection and repair; the goal is to reduce water losses in the distribution system.
- Sewer System Metering – installation of flow meters at all sewer pumping stations and use of portable flow monitoring equipment; will allow staff to identify areas of concern for inflow infiltration detection and repair; the goal is to reduce the amount of storm water entering the sewer collection system.
- WWTP Generator and ATS – design, purchase and install back-up power supply system and automatic transfer switch for the wastewater treatment facility, where there is currently no back-up power supply.
- WWTP Gravity Filter Replacement – replace failing gravity sand filtration system at wastewater treatment facility.

Mills River

- Approved King Creek Vistas – 151 cottage style units
- Receiving a lot of interest from developers

Henderson County

- Working to get summer camps off of well water

Next Steps

The advisory committee agreed to the following action items/next steps:

- Next meeting will be held in September/October. Hazen will be invited to present the results of the master plan project
- Mark Williams will be invited to the next meeting
- The broader stakeholder group would be invited to a meeting to next year.
- Seth Swift will send maps of all summer camps to Hazen to incorporate into the master plan