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CITY OF HENDERSONVILLE

The City of Four Seasons

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City Engineer

OFFICERS:
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City Manager
ANGELA S. BEEKER
City Attorney
ANGELA REECE
City Clerk

March 25, 2021

Customer/Property Owner Name

Attention:

Street Address or P.O. Box

City, State Zip Code

Re: Customer Notification – Service Address
Increased Water Pressure Due to Hebron Pressure Improvements Project
Customer Action: Verify Installation and Operation of Pressure Reducing Valve
Deadline: By June 30, 2021

Dear Property Owner,

The City of Hendersonville will begin making improvements to the water system in your neighborhood. This work will begin soon and once completed will increase water pressure and available fire flows throughout the area. Existing water pressure within the project area ranges from 15 to 55 pounds per square inch (psi) depending on service location. Once the project is completed, pressures will increase by approximately **75 psi above the current water pressure**. Therefore, the project completion pressure range will be approximately **90 to 130 psi**, depending on service location. The pressure increase resulting from the project will not occur before June 30, 2021. Additional information on the project along with a project map can be found on the City's website: <https://www.hendersonvillenc.gov/hebronzone>.

Current North Carolina Plumbing Code requires pressure reducing valves (PRVs) on private water service lines where the municipal water pressure serving those lines is greater than 80 psi. When functioning properly, a PRV reduces and stabilizes water pressure to levels typically between 50 and 80 psi. This pressure reduction is important because water pressures in the City's water pipes are often much higher. While interior home plumbing pipes and fittings are typically rated for pressures higher than 80 psi, home plumbing materials tend to last longer and have fewer leaks if used at lower pressures.

PRVs are typically located inside the building and before any other connections on the incoming water supply line. If you have a crawlspace, the PRV may be installed just inside the foundation wall. A picture of a typical PRV is included in this letter for reference. It should be noted, however, that installation of a PRV inside the building does not protect privately owned service piping outside of the structure from increased water pressure. In order to best prevent this increased pressure from potentially causing leaks or other issues on your customer-side water piping, both

inside and outside your residence or business, the PRV would need to be installed on the private water service line directly behind the City's water meter box. Please see the attached sketches for reference.



Typical Pressure Reducing Valve (PRV)

The City of Hendersonville will not be responsible for damage to your property as a result of the increase in water pressures described above. Therefore, before June 30, 2021, we highly recommend you verify the existence and proper operation of a PRV on your water service piping. The City intends to provide additional reminders to property owners as the project nears completion.

If you require assistance, please consult a licensed plumber to provide you with this service. A list of local licensed plumbers is attached for your convenience. This list contains licensed plumbers who are certified to perform a shut-down of water within the City's meter box and is not an exhaustive list of plumbers that can perform the work outlined above.

The City has reached out to several local plumbers and has been provided an anticipated range in cost of between \$425 and \$800 in materials, labor and equipment to cover **a typical installation** of a PRV and customer-side shut-off valve within a small plastic box near the City's water meter. Again, this should be considered an appropriate range to cover a typical installation and would not include any site-specific items such as sidewalk repair, landscaping, vegetation removal or other miscellaneous necessary items. If the quotes received are outside the range provided above, we recommend contacting additional plumbers to make sure that you receive a fair price for the work provided. We highly recommend obtaining several quotes for any service that is performed.

In the event the property owner elects to install a PRV directly behind the City's water meter box, there is an excellent opportunity to install a customer-side shut-off valve, if not already present, at the same time as the PRV installation to take advantage of the up to \$300 rebate. Please see our website for more information at <https://www.hendersonvillenc.gov/customer-service/rebates>. Many of the City's water customers do not have customer-side shut-off valves. These shut-off valves can be beneficial to customers so they can quickly turn off water to their building in the event of a leak or other issue. All customer side, private shut-off valves must be installed downstream of the meter, within two feet of the meter box (if possible) and be

manufactured by Ford, Mueller, or A.Y. McDonald. Again, please see our website at the link above for the rebate form, which provides detailed information on the make, model and configuration that must be used in order to receive the rebate.

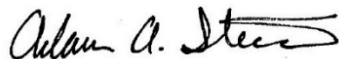
The City intends to provide additional reminders to property owners receiving this letter via email and phone. If you do not receive a notification, your contact information we have on file is likely incorrect. Please contact our Customer Service Department at (828) 697-3052 to update your contact information. This information is used to contact you for various notifications, including boil water advisories.

We also encourage our customers to take advantage of AquaHawk Alerting, a free service that allows you to monitor your water usage and receive alerts when usage is indicative of a leak. These notifications can help you save money on your water bill and can help prevent property damage. Note: It is important that you keep your contact information up-to-date to receive these notifications, contact Customer Service Department at (828) 697-3052 to verify. Register for AquaHawk at <https://hendernc.aquahawk.us/login>.

Upon your review of this letter, please do not hesitate to call the City of Hendersonville's Water and Sewer Department at (828) 697-3073 if you have any questions or if you need additional information.

Sincerely,

CITY OF HENDERSONVILLE



Adam A. Steurer, PE
Utilities Engineer

Attachment: Sketch of PRV and Shut-Off Valve Configuration
Small Meter Box Access Program - List of Permitted Plumbing Companies

