



CITY OF HENDERSONVILLE WATER SEWER ADVISORY COUNCIL

Hendersonville Water Treatment Facility
4139 Haywood Rd | Mills River NC 28792
Monday, February 3, 2025 – 4:00 PM

MINUTES

Present: City of Hendersonville Council Member & Chair Jennifer Hensley, Town of Mills River Councilwoman Sandra Goode; County Commissioner Jay Egolf; Henderson County Water/Sewer Customer Representative Andrew Riddle; Chamber of Commerce Jay Frazier; Town of Fletcher Amber McKinney; City of Saluda Kevin Burnett; City of Hendersonville Water/Sewer Customer Representative Chuck McGrady; Partnership for Economic Development Representative Eddie Bingham

Online: Village of Flat Rock Cheryl Stuller

Absent: Town of Laurel Park Council Member Cara Reeves

Staff Present: City Manager John Connet, City Clerk Jill Murray, Communications Manager Allison Justus, Budget and Evaluation Director Adam Murr, Public Service Director Brent Detwiler, and Utilities Director Adam Steurer and others.

1. CALL TO ORDER

Chairman Jennifer Hensley called the meeting to order at 4:02 p.m. and welcomed those in attendance.

Chairman Jennifer Hensley asked that we go around the room and everyone introduce themselves.

2. APPROVAL OF AGENDA

Jay Frazier, seconded by Andrew Riddle, to approve the agenda as presented. A unanimous vote of the Committee Members present followed. Motion carried.

3. APPROVAL OF MINUTES

A. Approval of the April 22, 2024 Minutes

Andrew Riddle moved, seconded by Jay Frazier, to approve the minutes of July 22, 2024 as presented. A unanimous vote of the Committee Members present followed. Motion carried.

4. OLD BUSINESS - None

5. NEW BUSINESS

A. Approval of 2025 Annual Schedule of Meetings - *Jill Murray, City Clerk*



NOTICE

City of Hendersonville Water/Sewer Advisory Council | 160 6th Avenue E., Hendersonville, NC 28792

CITY OF HENDERSONVILLE

Water & Sewer Advisory Council

ANNUAL SCHEDULE OF REGULAR MEETINGS 2025

The following Regular Meetings of the City of Hendersonville Water & Sewer Advisory Council are held **Quarterly on the fourth Monday of January, April, July, and October, at 4:00 p.m.** in the 2nd Floor Meeting Room of City Hall, 160 6th Avenue East, Hendersonville NC, unless otherwise noticed. The regular meetings will be conducted in person.

The following Water & Sewer Advisory Council meetings have been scheduled for 2025.

February 3, 2025

April 28, 2025

July 28, 2025

October 27, 2025

Meetings are open to the public.

Jill Murray, City Clerk

Andrew Riddle moved to approve the 2025 Annual Schedule of Meetings. A unanimous vote of the Committee Members present followed. Motion carried.

B. Presentation of Hendersonville Water & Sewer's Helene Response and Project Updates -
Adam Steurer, PE, Utilities Director

Adam Steurer gave the following PowerPoint presentation to the committee with regards to their response to Hurricane Helene as well as project updates.

Agenda

- 2024 Q4 Report
- Utility Overview – new board members
- Hurricane Helene Response
- Resiliency
- Project Updates

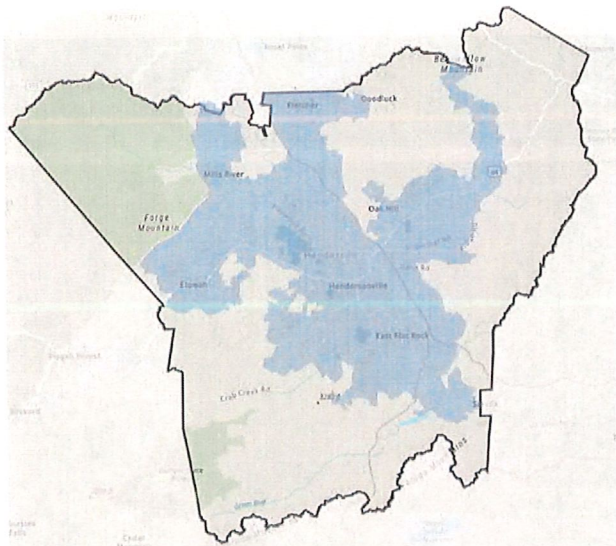


Water and Sewer Advisory Council

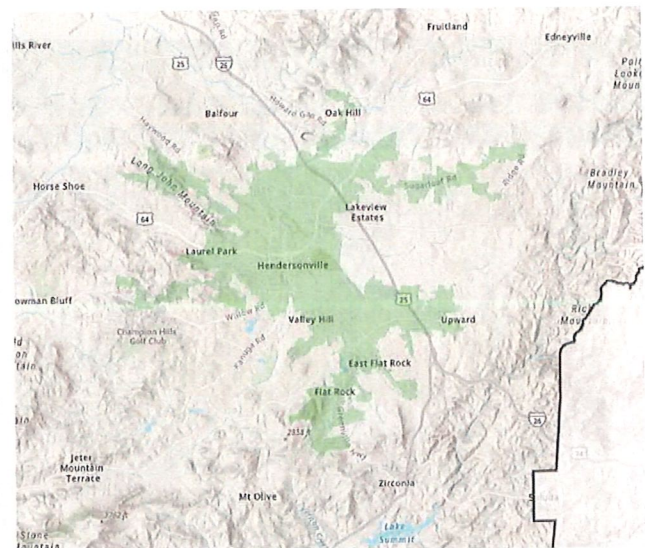
February 3, 2025

Utility Overview

- Water: ~80,000 people served
- Sewer: ~25,000 people served
- Enterprise Fund
- \$27.5M annual operating budget – FY25
- 100 dedicated employees



Water Service Area



Sewer Service Area

Drinking Water Treatment

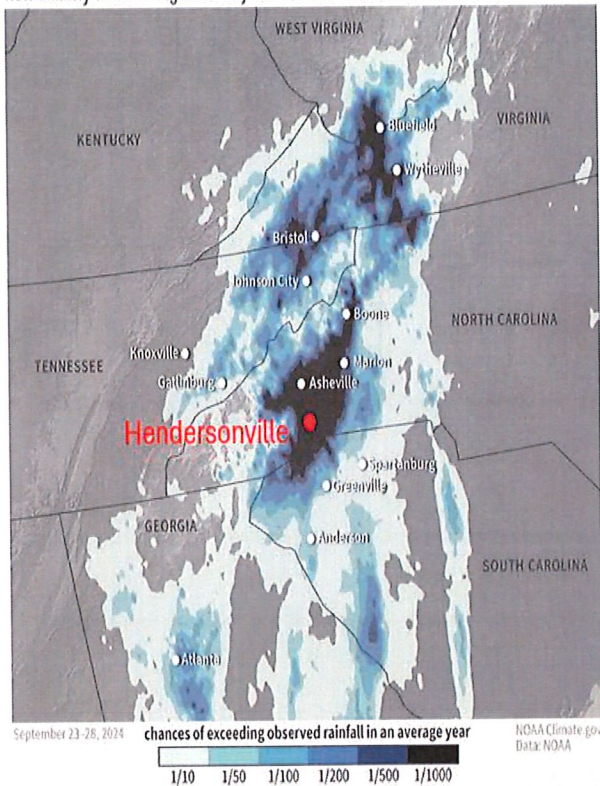



Wastewater Treatment



Hurricane Helene

How unlikely were the highest 3-day rainfall totals associated with Helene?





Max Rainfall Totals From 8 AM 9/24 to 8 AM 9/28

Busick (NC)

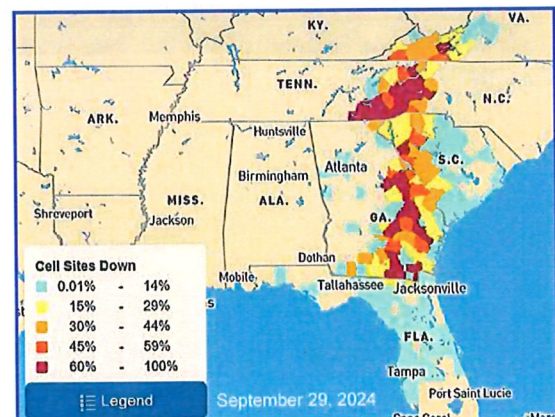
Yancey County

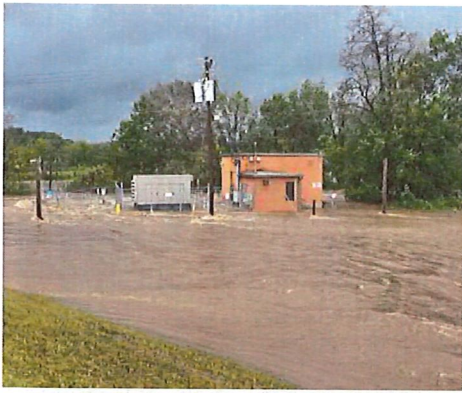
30.78

Spruce Pine 6.6 SW (NC)	24.12	Seneca 8.9 N (SC)	12.89
Hendersonville 6.1 SSW (NC)	21.96	Travelers Rest 8.9 N (SC)	12.88
Rocky Bottom 3.1 E (SC)	21.66	Pickens 6.9 W (SC)	12.37
Slater-Marietta 6.4 NW (SC)	18.12	Clayton 4 SE (GA)	12.25
Davidson River (NC)	18.02	Cruso 4.5 NW (NC)	11.95
Mountain Home 0.9 WNW (NC)	17.09	Brevard 2.1 E (NC)	11.65
Pine Mountain 4.7 NE (GA)	16.76	Rainbow Springs 1.1 NE (NC)	11.61
Table Rock (SC)	16.51	Hartwell 5.6 NW (GA)	11.54
Candler 6.6 SW (NC)	16.18	Greenville 5.4 WNW (SC)	11.53
Tryon 0.8 W (NC)	15.78	Mount Mitchell (NC)	11.22
Grandfather Mountain (NC)	15.42	Waynesville 4.1 S (NC)	11.14
Salem 1.9 NE (SC)	15.30	Taylorsville (NC)	10.93
Highlands (NC)	14.86	Cherokee (NC)	10.69
Banner Elk 0.7 W (NC)	14.85	Toccoa (GA)	10.38
Tallulah (GA)	14.57	Clemson 0.8 NE (SC)	10.16
North Cove Pinnacle (NC)	13.87	Lenoir 10.6 NNE (NC)	9.83
Mills River 2.7 N (NC)	13.26	Morganton 3.0 SSE (NC)	9.79
Swannanoa 2.8 N (NC)	13.21	Anderson (SC)	9.42
Liberty (SC)	13.12	Greenville-Spartanburg (SC)	8.63

valid as of Sat Sep 28 08:12:54 pm - 100% Greenville-Spartanburg

- Power outages
- Road closures
- Communication issues





Water Treatment Facility Production





Current Water System Alert Status

City of Hendersonville

SYSTEM PRESSURE ADVISORY

There has been a maintenance issue affecting customers receiving this message. Crews are working to address the issue and restore water service. This interruption of water requires the issuance of a System Pressure Advisory.

What do you need to do?

- Boil water before consumption.
- Boil water vigorously for at least one minute and let it cool before use.
- Alternatively, customers may use bottled water until the advisory is lifted. For information on bottled water distribution points, visit <https://www.hendersoncountync.gov/em/page/emergency-information>

EXTENDED WATER OUTAGE

Your property is in an area experiencing an extended water outage due to your elevation or proximity to damaged water lines. You should rely on bottled water or reserved water until your water service is restored.

Accessing Bottled Water:

Henderson County has established resource hubs to provide bottled water to residents. Visit <https://www.hendersoncountync.gov/em/page/emergency-information> for the latest information on locations and hours.

Water Restoration:

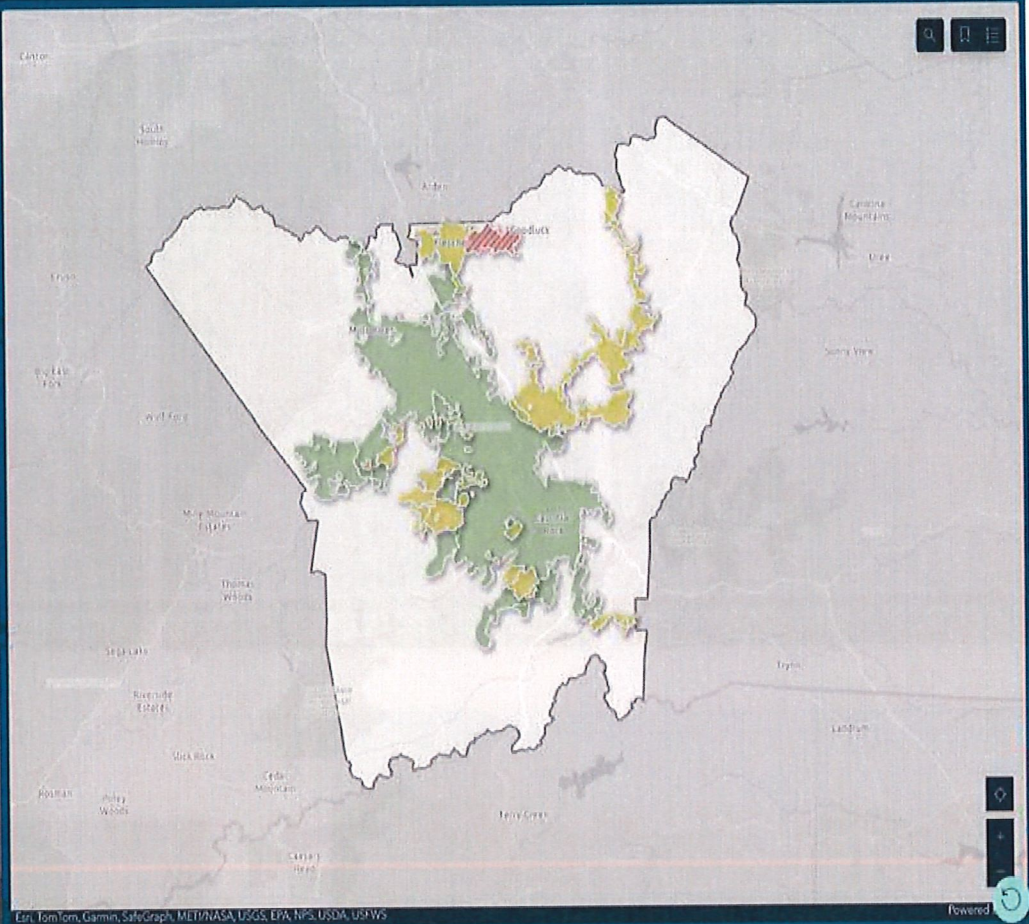
Offering precise timing on water restoration is impossible, but

RESCIND SYSTEM PRESSURE ADVISORY

Although testing has concluded that the water is safe for consumption, it is best practice to flush water lines including any appliances connected to tap water.

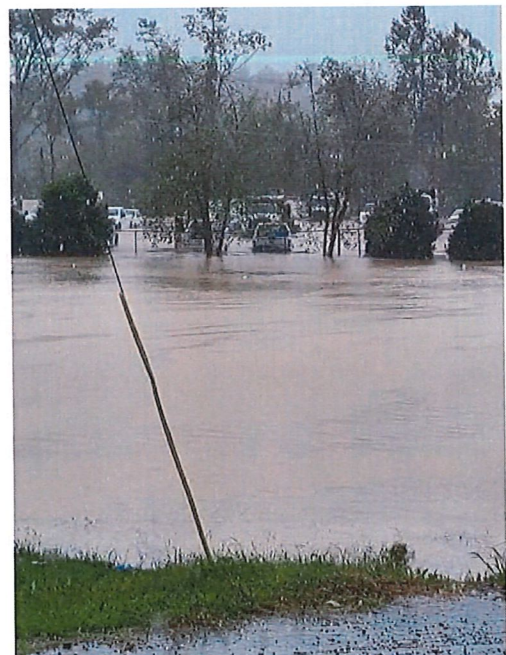
Hendersonville Water & Sewer needs all customers to limit water use for essential needs only. Specifically, this means avoiding washing cars, pressure washing and other activities that go beyond typical individual water use for drinking, bathing and sanitizing.

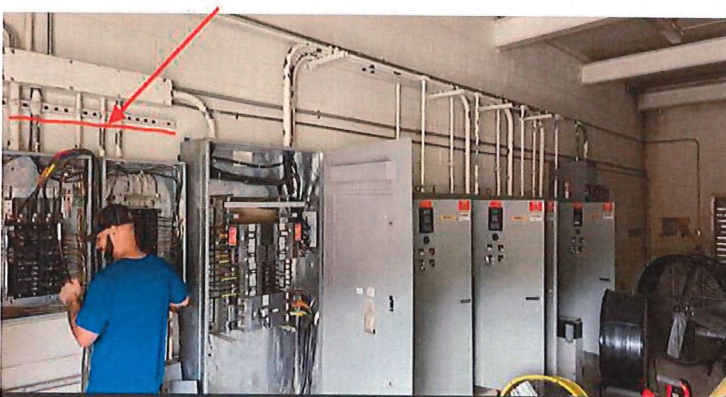
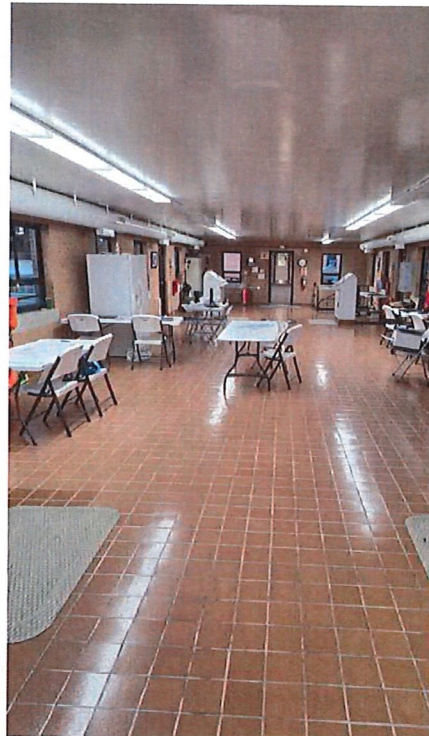
Unnecessary uses of water being observed in the community are hindering the ability to restore water pressure and get our service restored to normal conditions for everyone.



Map data: Esri, TomTom, Garmin, SafeGraph, MET/NASA, USGS, EPA, NPS, USDM, USFWS

Powered







Lessons

- Heavy reliance on technology – have a backup plan
 - Communication/Radios
 - SCADA system accessibility
- Cross-train staff
- Recovery is a marathon – not a sprint
- Emergency Response Plan – practice!
- Mutual aid
- Critical infrastructure resiliency



'We are having people go in buckets': Mission Hospital lacks water, faces waves of patients



by ANDREW R. JONES
October 1, 2024

LOCAL

Asheville City Schools looking to dig wells at all campuses: Some could open in 2 weeks



Iris Seaton
Asheville Citizen Times

Published 2:04 p.m. ET Oct. 8, 2024 | Updated 1:14 p.m. ET Oct. 9, 2024

ACS backs off drilling wells, works to reopen schools Oct. 28

Posted on October 16, 2024 by Greg Parlier

LOCAL

More Asheville restaurants reopen nearly a month post-Tropical Storm Helene, issues persist



Tiana Kennell
Asheville Citizen Times

Published 5:13 a.m. ET Oct. 22, 2024 | Updated 6:29 a.m. ET Oct. 22, 2024

THURSDAY, OCTOBER 10, 2024

Asheville, Buncombe hotel sales declined 74% in October, 57% in November after Helene



Lacking running city water, Buncombe sends nearly 30 percent of its jail population to six other NC counties



by ANDREW R. JONES
October 8, 2024

NCDHHS Urges Well and Septic Safety Following Hurricane Helene

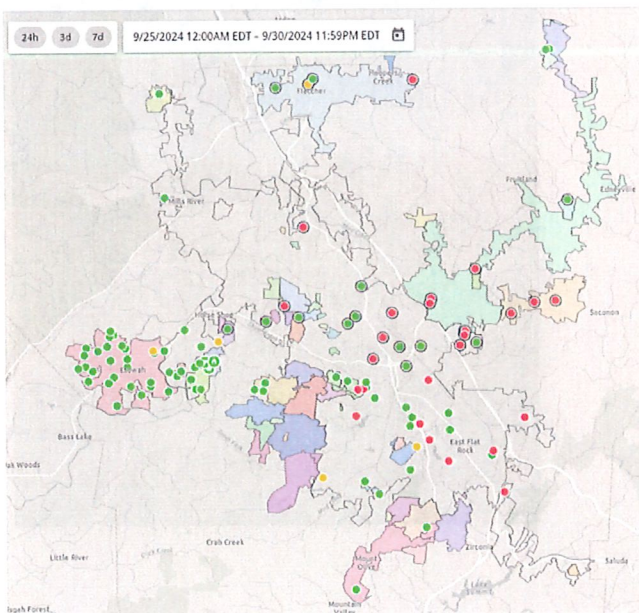
Projects & Resiliency

Emergency Generators

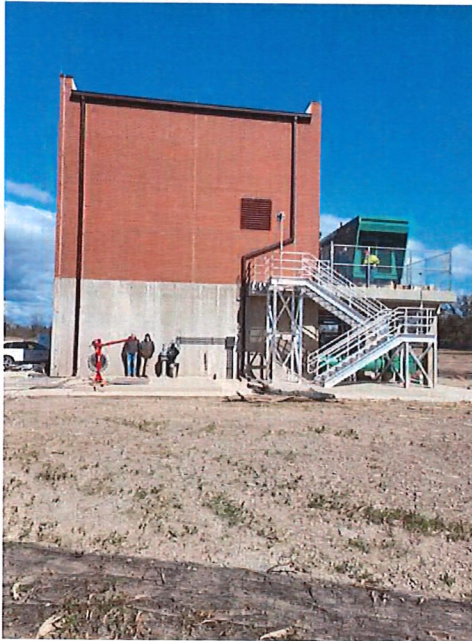
- Generators at critical facilities
- Over 100 generators system-wide
- Maintenance staff
- High capital cost
- ~\$200k - \$300k / year in replacement/installations



SCADA & Advanced Metering System



French Broad River Intake & Pump Station



WWTP Ultraviolet Disinfection Improvements

- Replacement of aging equipment
- Additional capacity
- REDUNDANCY
- Energy Savings
- Status: Substantially Complete
- Cost: ~\$3.9M Grant ARPA



Water Treatment Facility Expansion – 15 mgd

- Installation of additional filter
- REDUNDANCY
- Additional 3 mgd capacity
12 mgd to 15 mgd
- Status: Construction
- Cost: \$2.4M



WTP – Sludge Transfer and Backwash Pump Upgrade

- Single points of failure
- Replace pumps
- REDUNDANCY
- Status: Preliminary
- Estimated Cost: \$3.2M



WWTP 6-mgd Expansion and Improvements

- Influent Pump Station and Headworks
- Equalization Basin (reduce SSOs)
- Blower Improvements
- Filter Replacement
- **Flooding RESILIENCY**
- Additional Capacity – 6.0mgd
- Status: Funding/Design
- Estimated Cost: \$60-\$80M



WWTP Biosolids Thermal Dryer

- Produce high-quality biosolid
- Reduction in solids management costs
- Solar Photovoltaic System
- Outlet RESILIENCY
- Status: Construction beginning early 2025
- Cost: \$18 M
- \$14.75M Direct Appropriation



Annual Operational Savings

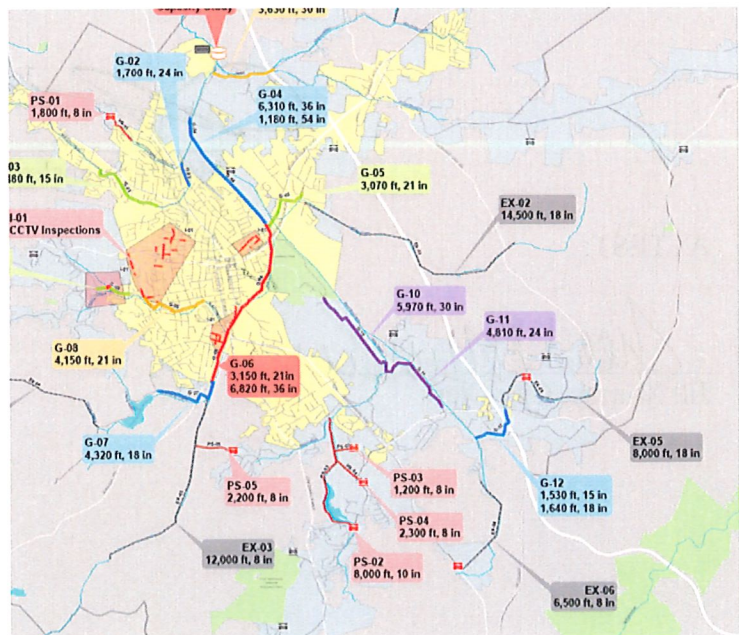
- Current Disposal Cost: \$670,000

• O&M Costs (utilites, maint., etc.)	\$ 170,000.00
Debt Service (Revenue Bond, 4% 20-year)	\$ 235,000.00
Electricity Savings	\$ (20,000.00)
TOTAL	\$ 385,000.00

- Estimated Annual Savings: ~\$285,000
 - Year 1 savings

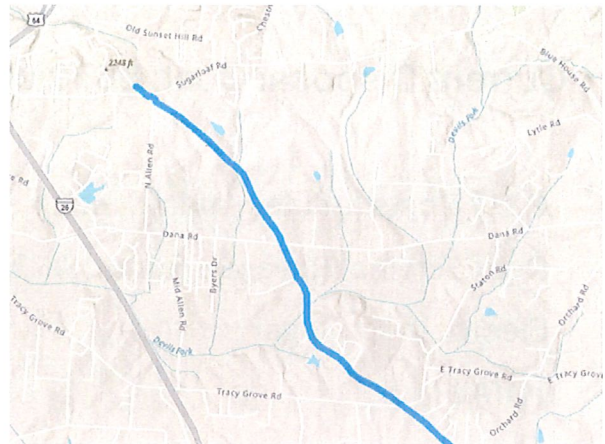
Sewer Collections Master Plan Update

- Update to 2019 Master Plan
- Population projections
- Identify deficiencies
- Prioritize projects
- Status: Funding



Howard Gap Road Water Extension

- ~4 miles of water pipe
- Sugarloaf Road to Upward Road
- Improve pressure and fire flow
- Redundant Feed
- Status: Preliminary Design/Funding
- Estimated Cost: \$9.5M




Council Member and Chair Jennifer Hensley thanked staff for their hard work during the storm and said she is proud of how they handled everything and City Council for the investments made to improve the systems.

6. **OTHER BUSINESS** - None

7. **ADJOURNMENT**

There being no further business, the meeting was adjourned at 5:12 p.m.



Jennifer Hensley, City Council Member & Chairman

ATTEST:



Jill Murray, City Clerk