



CITY OF HENDERSONVILLE AGENDA ITEM SUMMARY

SUBMITTER: Krystal Powell

MEETING DATE: 9/3/2026

AGENDA SECTION: CONSENT

DEPARTMENT: Finance

TITLE OF ITEM: Amendment to Chapter 52 – Utilities of the City of Hendersonville Code of Ordinances to Align with the Revised Customer Service Policy & Procedures –
Krystal Powell, Finance Director

SUGGESTED MOTION(S):

I move that City Council adopt the ordinance amending Chapter 52 – Utilities of the City of Hendersonville Code of Ordinances, Sections [insert section number(s)], to align with the revised Customer Service Policy & Procedures, effective September 1, 2026.

SUMMARY:

Staff is requesting City Council approval of amendments to Chapter 52 – Utilities of the City of Hendersonville Code of Ordinances. These amendments are necessary to bring the Code of Ordinances into alignment with the revised Customer Account and Billing Policy, which is being renamed from the "City of Hendersonville Billing Policy & Procedures" and updated to modernize administrative practices and align with current operational practices and applicable North Carolina General Statutes.

Certain provisions within Chapter 52 – Utilities are addressed in the revised Customer Account and Billing Policy. Corresponding amendments to the Code of Ordinances are necessary to eliminate conflicts between the Code and the revised policy and to ensure the City's ordinances remain legally consistent and enforceable. Staff and the City Attorney have identified the specific sections requiring amendment as part of this process; the proposed ordinance amendment is attached for Council's review. If adopted, the ordinance amendments would become effective September 1, 2026, consistent with the effective date of the revised Customer Account and Billing Policy.

BUDGET IMPACT: N/A

Is this expenditure approved in the current fiscal year budget? N/A

If no, describe how it will be funded.

ATTACHMENTS:

1. Updated Ordinance Amendments
2. Resolution