

Preamble. On October 3, 2024, the Hendersonville City Council adopted a resolution to provide for amendments to certain administrative policies during federally, state and locally declared states of emergency.

Leak Adjustment Policy

- General
 - o Amendments herein to the City of Hendersonville Leak Adjustment Policy are only applicable for leaks that were caused directly by Hurricane Helene at the sole discretion of the City.
- Amendment to Section 1
 - o Leak adjustments for leaks caused directly by Hurricane Helene do not count towards the customer's one leak per 36-month limit.
- Amendment to Section 3
 - o Leak adjustments for leaks caused directly by Hurricane Helene may exceed \$1,000.
- Amendment to Section 4
 - o Customers are not required to submit a Leak Adjustment Request if City staff have previously determined that a leak was caused directly by Hurricane Helene. Leaks previously determined by City staff to be caused directly by Hurricane Helene will be adjusted prior to billing.
 - o Customers may submit a Leak Adjustment Request for leaks caused directly by Hurricane Helene before February 1, 2025.



John Connet, City Manager







LeakAdjustmentAmendments-HurricaneHelene

Final Audit Report

2024-10-23

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