CITY OF HENDERSONVILLE

AGENDA ITEM SUMMARY

SUBMITTER: Krystal Powell **MEETING DATE:** 9/23/2026

AGENDA SECTION: CONSENT **DEPARTMENT:** Finance

TITLE OF ITEM: Revisions to the City of Hendersonville Billing Policy & Procedures and Temporary Waiver of Late Fees & Delinquent Fees for October & November bills – *Krystal Powell, Finance Director*

SUGGESTED MOTION(S):

I move that City Council adopt the resolution approving revisions to the City of Hendersonville Billing Policy & Procedures and authorizing the temporary waiver of late fees and delinquent fees associated with September and October bills that are not paid on time per policy and/or before disconnection date based on new policy updates.

SUMMARY:

Staff is requesting City Council approval of revisions to the City of Hendersonville Utility Billing Policy & Procedures, which will be renamed the "Customer Account and Billing Policy." The proposed revisions are intended to modernize the policy, improve clarity and consistency, and align procedures with current operational practices and applicable North Carolina General Statutes. The updates also include administrative and non-substantive clarifications, enhance customer understanding of billing and collection procedures, and strengthen the City's legal protections.

In conjunction with the proposed policy revisions, staff is also requesting City Council authorize a temporary waiver of late fees and delinquent fees for October 2026 and November 2026 bills that are not paid by the due date (late fees) or before the disconnection date (delinquent fees). All other billing requirements and account obligations would remain in effect. This waiver period is intended to give customers additional time to become familiar with the revised billing timelines and policy changes. The revised policy is scheduled to become effective on October 1, 2026.

BUDGET IMPCT: $

The temporary waiver of late fees and delinquent fees associated with October 2026 and November 2026 bills will result in a short-term reduction in utility fee revenue. Staff anticipates the impact to be minimal.

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

If no, describe how it will be funded.

ATTACHMENTS:

1. **Proposed Customer Service Policy & Procedures**
2. **Resolution Approving Revisions to the Customer Service Policy & Procedures and Temporary Late Fee & Delinquent Fee Waiver**