Resolution#__-____

RESOLUTION BY THE CITY OF HENDERSONVILLE CITY COUNCIL TO APPROVE REVISIONS TO THE CITY OF HENDERSONVILLE BILLING POLICY & PROCEDURES AND AUTHORIZING A TEMPORARY WAIVER OF LATE FEES & DELINQUENT FEES

WHEREAS, the City of Hendersonville provides utility billing and customer service functions for customers within its service area; and

WHEREAS, the City periodically reviews its policies and procedures to ensure consistency with operational practices, customer service standards, and applicable North Carolina laws: and

WHEREAS, City staff has recommended revisions to the existing Utility Billing Policy & Procedures, including renaming the policy to the "Customer Account and Billing Policy," in order to improve clarity, update administrative practices, and align provisions with current operational and statutory requirements; and

WHEREAS, the proposed revisions include updates related to deposits, delinquent processing timelines, late fee application timelines, corrective billing practices, meter tampering provisions, as well as other administrative and non-substantive clarifications; and

WHEREAS, City staff has further recommended a temporary waiver of utility late fees and delinquent fees that would be assessed for October 2026 and November 2026 bills due to provide customers additional time to become familiar with the revised policy changes and billing timelines.

NOW THEREFORE, BE IT RESOLVED by the City Council of the City of Hendersonville,
North Carolina that:

1. The revisions to the City of Hendersonville Customer Service Policy & Procedures, attached hereto and incorporated herein by reference, as hereby approved.
2. The revised policy shall become effective on October 1, 2026.
3. Utility lates fees and delinquent fees shall be temporarily waived for all applicable customer accounts for October 2026 and November 2026 Utility Bills.
4. Beginning with December bills, all late fees and delinquent fees shall resume in accordance with the approved Customer Account and Billing Policy and the City's adopted Rate and Fee Schedule.
5. The City Manager and appropriate City staff are authorized to take all necessary administrative actions to implement the provisions of this Resolution.

Adopted by the City Council of the City of Hendersonville, North Carolina on this _____ day of September 2026.

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Attest: Barbara G. Volk, Mayor, City of Hendersonville

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Jill Murray, City Clerk

Approved as to form:

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Angela S. Beeker, City Attorney