CITY OF HENDERSONVILLE

AGENDA ITEM SUMMARY

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

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 **AN ORDINANCE OF THE CITY OF HENDERSONVILLE CITY COUNCIL TO ADOPT AMEND CHAPTER 52 OF THE CODE OF ORDINANCES FOR THE CITY OF HENDERSONVILLE** to align Chapter 52 with the revised Customer Service Policy & Procedures, effective October 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 October 1, 2026, consistent with the effective date of the revised Customer Account and Billing Policy.

BUDGET IMPACT: N/A

ATTACHMENTS:

1. Updated Ordinance Amendments