Hendersonville North Carolina

Water/Sewer Extension Process

AVAILABILITY REVIEW

Availability Request Submitted

Completeness Review by COH (3 Days)

Yes

No

Pause for Additional Info & Resubmit

Pay Availability Approval Fee

Yes

Service Connection Only

Service-Only Track

Availability Determination (5 Days)

Yes

No Availability

Process Complete

GIS Prepares Availability Map (3 Days)

Availability Letter Prepared & Signed By City Engineer (7 Days)

Signed Availability Letter Sent to Applicant

Copies to City & County Dept. & Other Jurisdictions

Up to 18 bus. Days to Process

NEXT

PLAN REVIEW

Applicant Submits Proposed Utility Line Extension Design, Utility Extension Checklist, Payment, Specs and Calcs to COH

Completeness Review of Design Package (5 Days)

Yes

No

Pause for Additional Info & Resubmit

Prepare UEA with COH Legal Department (30 Days)

UEA to City Council for Approval (30 Days)

Concurrent Process

COH Design Review Team (30 Days)

Developer Responds to COH Comments & Resubmits

Need Revisions

Governing Jurisdiction Zoning Approval Provided

Yes

COH Plan Approval

Copies to City & County Dept. & Other Jurisdictions

Up to 65 Days to Process

NEXT

PRECONSTRUCTION

REQUIRED TO PROCEED

- Signed and Executed UEA
- Utility Easement Plat
- P&Z Approvals Received
- NCDEQ Water and/or Sewer Extension Permitting
- All Necessary Private Easements Acquired

Virtual Preconstruction Meeting Requested via CognitoForm

Preconstruction Meeting Scheduled (Up to 5 bus. days)

Submittals Provided by Applicant via Email to Construction Division Manager

Review of Submittals by Construction Division Manager (5 bus. days)

COH Returns Comments to Applicant, if any.

30 Day Process

NEXT

CONSTRUCTION

Field Preconstruction Meeting Scheduled (Up to 10 bus. days)

COH Authorization to Construct Issued

Construction

Verification & Sampling Scheduled (2 bus. Days)

Process Time Varies

NEXT

CLOSE-OUT

As-Built Drawings & CAD Files Submitted to COH

COH As-Built Data/Format Verification (Up to 10 bus. days)

COH As-Built Field Verification (Up to 10 bus. days)

Inspection Completed & Report Issued with Necessary Corrections

Report Sent to Applicant to Address Issues (3-5 bus. Days)

Applicant Addresses Issues within 21 Days

If Necessary

Follow-Up Inspection

Submit Addressed Items

Required Documents

- Engineer Certification
- Fixed Asset Evaluation Form
- Signed Deed of Dedication
- Inspection Fees Paid
- Final Inspection Notice Issued

Final Acceptance Letter Issued. Water and Sewer Department Notified for Meter Set.

Warranty Activation Ends One-Year From Date of Recordation of Deed of Dedication

Warranty Inspection Completed 30 Days Before Warranty Ends & Inspection Report is Issued

NOTE: Final Acceptance Held Until Close-Out Requirements are Satisfied & As-Builts, Easement Plats and Deeds are Received.

Process Time Varies

LEGEND

Action by Applicant	COH – City of Hendersonville
Action by City of Hendersonville	UEA – Utility Extension Agreement