

Erwin Utilities Hurricane Helene Storm Recovery Update December 11, 2024

Electric

- We have replaced 95 poles due to storm damage.
- Plans to rebuild a temporary road and the utility infrastructure for the Riverview Industrial Park are underway. The required material to rebuild the power lines along Industrial Park has been sourced and ordered so that we can immediately begin construction once the plans are finalized.
- Baker's Construction Services is making great progress on rebuilding the road along Hwy 81. We hope to be able to rebuild the power lines along the road in early 2025 and materials have been sourced for the rebuild.

Water/Wastewater

- The Wastewater Treatment Plant (WWTP) was completely covered in silt and water. However, disinfection was reestablished on September 28, 2024. The first three weeks after the flood were spent digging out the plant. Once the plant was uncovered, all processes had to be evaluated, modified, and electrical components replaced or reworked. Our team along with many supporting contractors have been able to make exceptional progress in the temporary restoration of the WWTP.
- By the third week of October, our team had partial treatment back in operation at the plant which included removing trash, solids, and disinfecting the wastewater in the effluent.
- By the third week of November, wastewater treatment had been restored. Due to the damage the WWTP endured, full wastewater treatment restoration will take many months to repair. Samples are being analyzed to confirm the efficiency of the current treatment process.
- On November 22, 2024, the emergency water and sewer bypass lines and pump station became online which reconnected the South end of the county back to the WWTP. This allowed the I-26 Welcome Center to reopen on November 27, 2024, and created an avenue to temporarily reconnect Industrial Park customers to sewer and water as needed.
- The restoration of our WWTP Office and Water Quality Laboratory are underway and should be completed by March 2025.
- Water treatment operations remain unaffected by the flood disaster.
- Drinking water compliance sampling and analysis continues on schedule with zero violations during the respective period.
- We are still facing a lot of unknowns, but our team along with consultants continue to diligently work on permanent solutions.

Fiber

- Our team along with contractors have been able to restore Fiber to the service area except for the following heavily hit flood areas: Industrial Park, Hwy 81, and parts of Jones Branch.
- The rebuilding of broadband lines will follow the rebuilding of the power lines.

As always, please contact us with any questions or concerns at (423) 743-1820 or customerservice@e-u.cc.