

Washington County Service Authority Board of Commissioners
April 17, 2018 Dispute Committee Meeting Minutes

A Dispute Committee Meeting of the Washington County Service Authority Board of Commissioners was held on February 14, 2018 at 25122 Regal Drive, Abingdon, Virginia in the Jack S. Cole Conference Room. The meeting was called to order at 9:18 am.

ROLL CALL

Commissioners Present:

Mr. Mike White – Chairman

Mr. Jim McCall – Vice Chairman

WCSA Staff Present:

Robbie Cornett, Secretary, General Manager

Carol Ann Shaffer, Assistant Secretary, Administrative Assistant

Holly Edwards, Customer Service Manager

Dispute Hearing

Mr. Wayne Neese of 23020 Lone Eagle Drive in Bristol Virginia met with the committee to dispute a high usage bill saying he did not have a leak as he was not home during the time the high usage occurred.

Mr. Cornett suggested it could have been a leaky toilet and explained the metering process and the mechanics of the meters.

The committee took no action.

Adjourn

The meeting concluded at 9:43 am.

Mr. Mike White, Chairman

Mr. Jim McCall, Vice Chairman

Carol Ann Shaffer, Assistant Secretary