

**Washington County Service Authority Board of Commissioners**  
**November 26, 2018 Regular Meeting Minutes**

**1. Call the Meeting to Order - *Chairman***

The Regular Meeting of the Washington County Service Authority Board of Commissioners, held in the E. W. Potts, Jr. Board Room located at 25122 Regal Drive, Abingdon, Virginia, was called to order by the Vice Chairman at 5:59 pm.

**2. Roll Call – *Chairman***

Commissioners Present:

Mr. Dwain Miller, Chairman  
Mr. Kenneth Taylor, Vice Chairman  
Mr. Wayne Campbell  
Mr. Jim McCall  
Mr. Tim Orfield  
Mr. Mike White

Commissioners Absent:

Mr. Vernon Smith

WCSA Officers Present:

Robbie Cornett; Secretary, General Manager  
Melinda Jett; Treasurer, Controller  
Carol Ann Shaffer; Assistant Secretary,  
Administrative Assistant

General Counsel Present:

Thomas Dene, Esq.; Dene & Dene, P.C.

Consultants Present:

Dennis Amos, PE; Hurt & Proffitt, Inc.  
Bobby Lane, PE; The Lane Group, Inc.  
Kevin Heath, PE; The Lane Group, Inc.

WCSA Staff Present:

Dave Cheek PE; Operations Manager  
Holly Edwards; Customer Service  
Bobby Gobble; Assistant Maintenance  
Manager  
Ryan Kiser, PE; Engineering Manager  
Randall Mitchell; Maintenance Planner  
Karen Miller; Senior Customer Service  
Representative  
Mark Osborne; Distribution Manager  
Ken Perrigan; Meter Manager

**3. Prayer and Pledge of Allegiance –  
*Wayne Campbell***

Mr. Campbell opened the meeting in prayer and led the Pledge of Allegiance.

**4. Approval of the Agenda – *Chairman***

Mr. Cornett recommended striking Agenda Item 14.

Mr. Taylor motioned to approve the Agenda; Mr. Campbell seconded and the Board approved voting 5-0-1-1. Mr. McCall abstained for the vote as he is employed by King General Contractors.

**5. Public Query and Comment –  
*Chairman***

Richard Hall of Green Springs owns property on Azure Lane in Abingdon and addressed the Board asking for an update on the Azure Lane project (Galvanized Line Phase 3 project).

All the easements for the project have been acquired. WCSA is working on punch list items for the funding agency. Mr. Kiser expects to advertise the project for Bid late December or Early January.

**6. Approval of the Consent Agenda with  
Exceptions - *Chairman***

A. Approval of Minutes:

- October 11, 2018 Dispute Committee Meeting Minutes
- October 22, 2018 Regular Meeting Minutes

B. Routine Reports: October 2018

- Water Production
- Water Distribution
- Meter Department
- Wastewater Operations
- Customer Service
- Maintenance
- Engineering
- Accounting
- Health & Safety Report

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- C. Financial Reports: October 2018
- Balance Sheet
  - Income Statement
  - Check Register / General Manager Financial Report; Excluding Check # 041821 – Mountain Materials

D. Consideration of General Manager's Statewide Governor's Infrastructure Financing Conference at The Hotel Roanoke and Conference Center, Roanoke, Virginia Conference Attendance - *Robbie Cornett*

E. Consideration of Amendment No. 2 to the Engineering Agreement for Exit 13 Phase 3 Sewer Project - *Dennis Amos*

F. Consideration of Change Order No. 3 for the Exit 13 Phase 3 Sewer Project - *Dennis Amos*

G. Consideration of Ratifying an Agreement between WCSA and Utility Meter Solutions for an Advanced Metering Program - *Dave Cheek*

Mr. White motioned to approve the Consent Agenda. Mr. Campbell seconded and the motion carried with a vote of 6-0-0-1.

**7. Consideration of Check Number 041821 to Mountain Materials for \$457.80 – *Chairman***

Mr. McCall made the motion to approve check number 041821. Mr. Campbell seconded and the Board approved voting 5-0-1-1. Mr. Taylor abstained due to his affiliation with Mountain Materials.

**8. Legal Counsel Report and Update – *Thomas Dene***

Mr. Dene had had nothing to report.

**9. Operations Manager's Report and Update – *Dave Cheek/ Randall Mitchell***

An outline of the report presented by Mr. Cheek and Mr. Mitchell is attached.

**10. Administration Report – *Melinda Jett and Robbie Cornett***

An outline of the report Mrs. Jett and Mr. Cornett reviewed is attached.

**11. Water and Wastewater Construction Projects Update – *Ryan Kiser***

Mr. Kiser reviewed the attached presentation.

**12. Engineer's Report & Update  
Hurt & Proffitt – *Dennis Amos***

- Exit 13 Phase 3 Sewer Design

**The Lane Group – *Kevin Heath***

- Water Intake Permit Modification for South Fork and Middle Fork Intakes
- Mill Creek Water System Improvements Galvanized Waterline Replacement Project – Phase III
- Abingdon Tank Improvements Project
- Lee Highway Corridor Sewer Project Phase 1 – Study
- Route 58 Water Supply Improvements Project

**13. Consideration of a Bonus and Luncheon for WCSA Employees – *Robbie Cornett***

Mr. Cornett offered information regarding WCSA's past bonuses and those of other neighboring utilities.

Mr. Campbell motioned to approve the employee bonus and luncheon. Mr. White seconded and the Board approved with a unanimous vote.

**14. Consideration of the Route 58 Water Supply Improvements Project Contract 1 Change Order No. 4 – *Kevin Heath***

This item was stricken from the Agenda.

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**15. Consideration of Dispute Committee Alternate or Replacement - *Chairman***

Mr. Cornett asked if the Board may wish to appoint an alternate member or a replace a member of the Dispute Committee.

Mr. Taylor agreed to serve on the Dispute Committee with Mr. McCall. Mr. Campbell agreed to be the alternate.

Mr. White made the motion to approve, Mr. McCall second. The motion carried with a 6-0-0-1 vote

**16. Consideration of Rural Development Loan Resolutions and Resolutions of the Governing Body for the Galvanized Line Phase 3 Water Project - *Melinda Jett***

After Mrs. Jett's review of the resolutions, she recommended the Board favorably consider the Loan Resolution and the "Resolution of Governing Body".

The motion to approve the resolutions as recommended was made by Mr. McCall, seconded by Mr. Orfield and was approved with a 6-0-0-1 Board Vote.

**17. Consideration of General Service Agreements with McGill Associates, CHA, Thompson and Litton, Bennett, and Whitman Requardt and Associates - *Ryan Kiser***

Mr. Kiser discussed the need and intent for the General Services Agreement. Mr. Kiser recommended the Board approve the Agreement.

Mr. Campbell made a motion to adopt the General Services Agreement, Mr. Orfield seconded and the Board unanimously approved voting 6-0-0-1.

Mr. Taylor then motioned to authorize staff to utilize the Agreement with future engineering firms. Mr. Campbell seconded and the Board approved voting 6-0-0-1.

**18. Closed Meeting -7:40 pm**

Mr. Campbell moved that Board of Commissioners of the WCSA adjourn to

Closed Meeting in accordance with the Virginia Freedom of Information Act, Code of Virginia Section 2.2-3711

Paragraph (A) (7): Actual Litigation :

1. Consultation with legal counsel and briefings by staff members pertaining to actual litigation, where such consultation or briefing in open meeting would adversely affect the negotiating or litigating posture of the WCSA, specifically involving the case of Washington County Service Authority v. Bundy, currently pending in the Circuit Court of Washington County, Virginia.

Code of Virginia Section 2.2-3711 Paragraph (A) (7): Probable Litigation:

2. Consultation with legal counsel and briefings with staff members or consultants pertaining to probable litigation, on which the WCSA Board of Commissioners or its legal counsel has a reasonable basis to believe will be commenced by or against a known party, where such consultation or briefing in open meeting would adversely affect the negotiating or litigation posture of the Washington County Service Authority.

In addition to the Board the presence of Thomas Dene, WCSA General Counsel, and Robbie Cornett, WCSA General Manager, were requested.

Mr. Taylor seconded and the Board approved voting 6-0-0-1.

**19. Return to Public Meeting - 8:48 pm**

Mr. Campbell made a motion to return to Public Session, Mr. Taylor seconded and the Board approved voting 6-0-0-1.

Mr. Campbell then read the following Certification of Closed Meeting:

Whereas, the Board of Commissioners of the Washington County Service Authority has convened a Closed Meeting on this date pursuant to an affirmative recorded vote and in accordance with the provisions of the Virginia Freedom of Information Act;

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And Whereas, Section 2.2-3712 Paragraph D of the Code of Virginia requires a certification by this Authority that such Closed Meeting was conducted in conformity with Virginia law;

And Now, therefore, be it resolved that the Committee of Board of Commissioners of the Washington County Service Authority hereby certifies that to the best of each member's knowledge, (1) only public business matters lawfully exempted from open meeting requirements by Virginia law were discussed in the Closed Meeting to which this certification resolution applies, and (2) only such public business matters as were identified in the motion convening the Closed Meeting were heard, discussed or considered by the Board.

Aye by Mr. White, Mr. Campbell, Mr. Taylor, Mr. Miller, Mr. McCall and Mr. Orfield confirming no outside discussion took place other than Closed Meeting topics.


**20. Late Items**







There were no late items discussed.

**21. Adjourn – 8:50 pm**

Mr. Taylor made the motion to adjourn, Mr. McCall seconded and the Board approved voting 6-0-0-1.

  
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Mr. Dwain Miller, Chairman

  
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Carol Ann Shaffer, Assistant Secretary

- 1  **October 2018 Operational Update**  
November 26, 2018
- 2  **Discussion Items**
  - ▶ People
  - ▶ Safety
  - ▶ Department Highlights
  - ▶ Forward Looking Statement
- 3  **Safety**
  - ▶ Working with VML (Eddie Shelton)
    - Confined Space Program and Training
    - Lock Out Tag Out Program and Training
    - OSHA
      - OSHA at a Glance Training at WCSA, Dec 20, 2018 (Try for Most Employees)
      - Advanced OSHA Certification Training in early 2019 for Supervisory Emp.
- 4  **2018 October Water Production Highlights**
  - ▶ SFI, MFDWP & Mill Creek Issue Resolution
    - Mill Creek Plant Replacement
      - Evoqua Plant: Both Skid Producing Water,
      - Working with TLG on Open Process Items
    - Contractor Targeting Oct 31 to be complete and off site
    - Did not make it, still on site but making progress on:
      - CIP Piping – This Week
      - Electrical Inspection – This Week
      - Controls
    - Meeting with TLG & TOC on Substantial Completion – Wednesday, Nov 28, 2018
  - ▶ System Operation
    - Water Quality
      - Brumley Gap Area, Systematic Approach – Definite Improvement
- 5  **2018 October Wastewater Process Highlights**
  - ▶ I&I
    - Team Approach with Maintenance
      - With wet October and November seeing I&I Hot Spots, Exit 13
  - ▶ Operational
    - Utilizing Bio-Block at Damascus with good results on Grease
    - Very Stable Operational Results at both Hall Creek and Damascus
      - After Hours Alarms causing excessive Overtime, Addressing based on Pareto
  - ▶ Capital
    - Scoping Equipment needs for Hall Creek Headworks
      - Initial Meeting with Bennett
    - Scoping Process to Retrofit Damascus Plant to extend useful life
- 6  **2018 October Wastewater Headworks Process (Task Order)**
  - ▶ 1) Engineer Reviews the Process

- ▶ 2) Engineer Brainstorms with WCSA Operators on Critical to Quality (CTQ) Items
- ▶ 3) Engineer reviews with WCSA
- ▶ 4) Engineer Prepares Bid Documents
- ▶ 5) WCSA Bids
- ▶ 6) WCSA Provides Project Management & Inspection
- ▶ 7) Engineer Provides QA/QC Documents
- ▶ 8) Engineer Audits WCSA for QA/QC Compliance

7  **2018 October Distribution Highlights**

- ▶ Providing Technical Support to SFI (Pump Replacement) and MFDWP Issues
- ▶ Continued with Inspections of Cross Connections and Back Flow Prevention
- ▶ Recall we are systematically approaching water losses, Non Revenue Water, NRW
- ▶ Scheduling AWWA Water Audit in Near Future
- ▶ Rte 91 Road Crossing Water Line Repair
- ▶ Vault (PRV/flowmeter) at MFDWP

8  **2018 October Metering Highlights**

- ▶ Meter Replacement, Very Large Project
- ▶ Ready to Sign contract with UMS
  - Ken said it is about time

9  **2018 October Water Maintenance Highlights**

- ▶ Department Management
  - Really utilizing Planner to Maintain Assets
  - Engaging Crew Chiefs in Coverage
- ▶ Routine Activities
  - Leaks – 30 (2015 Avg. 30)
  - Main Line Breaks – 3 (2015 Avg. 6)
  - After Hours Responses – 45 (2015 Avg. 38) (See Overtime)
    - *After Hours Responses a Target Area for Improvement*
- ▶ Costs
  - Preventive Maintenance
    - Mobile Equipment
    - Tanks
    - Pump Stations
    - Fire Hydrants

10  **2018 October Water Maintenance  
Planner Activities**

The WCSA Board of Commissioners approved WCSA converting a position to planner. WCSA advertised both internally and externally for this position. An internal candidate, Randall Mitchell was offered and accepted the position. Randall is heavily involved with taking more complex jobs and breaking them down into manageable pieces, obtaining approvals, procuring materials and helping the team complete the task. Randall is focused on WCSA maintaining our assets with minimal costs.

11  **2018 October Water Maintenance  
Planner Activities**

12  **Monthly We are Tracking Under Budget**13  **Year to Date we are Tracking Under Budget**14  **Forward Looking Statement**▶ **Customer Relationships**

- Fire Departments
  - Hydrants & Training – Well in Progress
- Water & Sewer Customers
  - More Customer Engagement at Time of Contact
  - Door Hangers

▶ **Quality**

- System Pressure/Flow Variations as Detected During Hydrant Stress Tests

▶ **Costs**

- Production Costs (Water Loss and I&I)
- Continue to work with all Departments to reduce Non Revenue Activities (NRA)
- Hydrants as a Device to “Stress Test” our Water Delivery System to identify Problems Early
- Construct Hydraulic Grade lines in our GIS to aid in Troubleshooting and Early Detection
- Work with Engineering/Operations on How to Work Together to Obtain the Most Value in our Construction Projects

1  **Administration Report and Update**

November 26, 2018

2  **Introduction**

- ▶ Customer Service
- ▶ Administrative
- ▶ Accounting
- ▶ Financials
- ▶ Notable Items
- ▶ Looking Ahead

3  **Customer Service Update**

- ▶ Rules and Regulations –
  - Continuing to review
- ▶ Disputes –
  - 1 staff response
  - 1 committee meeting
- ▶ Home Serve –
  - Number of claims for January – October 2018 = 90
  - Number of claims for FY 2019 = 41
- ▶ New Connections in October –
  - Water – 14 (0 Project)
  - Sewer – 14 (12 Project)











4  **Administration Updates**

- ▶ Administrative Building Updates
  - Lobby, Security, Island, Sunshade & Museum
  - Building: Carpet Research
  - Janitorial Service began service to WCSA's Administrative Office in October
  - Painting the interior of the building has been completed
- ▶ Flu Shot Clinic was offered October 22, 2018
  - Michael's Pharmacy provided the flu shots to WCSA employees and dependents
  - WCSA's insurance through MCA paid for the flu shots as a wellness benefit at no cost to employees/dependents

5  **Accounting Department Update**

- ▶ In September and October, Accounting Staff were involved in the following:
- ▶ Open Enrollment
  - Several meetings were held with employees to ensure understanding of the insurance plans as well as to help with completion of necessary forms
- ▶ Procurement of Goods/Services and the Sale of Surplus Items
- ▶ The Financial Audit was completed by Robinson, Farmer, Cox – still waiting on report
- ▶ Meeting and gathering information for Raftellis regarding the Strategic Planning and Rate, Charges, Fee Study
- ▶ The next Board meeting will be on December 17<sup>th</sup> – November financial statements will not be included in the Board Books as the month end financials will not be prepared prior to Board Books being mailed. They will be included in the January Board Books along with the December financial statements.



- 6  **Financials: Water Revenue**
- 7  **Financials: Sewer Revenue**
- 8  **Financials: Water Expenses**
- 9  **Sewer – Non-Departmental Expenses**
- 10  **Financials: Combined Water and Sewer Revenue**
- 11  **Questions/Comments...**
- 12  **Notables**
- ▶ Water and Wastewater Operators
    - Water: Seven Offers; Two Accepted.
      - Josh Short and Cody Hawkins
    - Wastewater: One Offer; One Accepted.
      - Leroy Sullivan
  - ▶ Personnel Policy Manual Update
    - Last Comprehensive Updated June 2014
    - Staff Working Through Suggested Edits for Consideration by Legal Counsel Then the Board
- 13  **Notables**
- ▶ Lee Highway Corridor Sewer Project
    - Funded!!!\$9,355,000 Loan and \$9,165,000 Grant
    - *TLG to Complete PER December 2018*
    - *Finalize Treatment Amendment Soon*
    - *Consider User Agreements (~100 Existing Customers), Public Information Meetings or Both and Timing*
    - *Design, Easements, Permits and Advertise*
  - ▶ Virginia Water Protection Permit 02-1007
    - Answered DEQ's Questions September 20<sup>th</sup>
    - *DRAFT Permit Prepared for Internal DEQ Review*
    - *Expecting DRAFT Permit This Year @ 13.21 MGD*
    - *Middle Fork: 10% of Flow & 2mm Screen*
    - *South Fork: 20% of Flow During Riverine Conditions No Limit During Reservoir*
    - *Springs: 100% of Flow*
- 14  **Notables**
- ▶ Strategic Planning / Rate, Fee & Charges / Financial Planning
    - Core Team Workshop#1 (October 1<sup>st</sup>)
    - Board Workshop #1 (October 22<sup>nd</sup>)
    - Employee Surveys (All Employees Invited, November)
    - Employee Focus Groups (Two Groups of 20 Invited, November 15<sup>th</sup>)
    - Task Force Workshop #1 (November 15<sup>th</sup>)
    - *Core Team Workshop #2 January?*
    - *Board Workshop #2 in January?*
    - *Task Force Workshop #2 in January (@MFDWP)?*
- 15  **Notables**

- ▶ Middle Fork Drinking Water Plant Tours
- ▶ USDA Rural Development Officials
  - Anna Hazlett, Assistant to the Secretary, Sonny Perdue was among the half dozen or so guests.
- ▶ Holston High School Science Class
  - 25 Students

16  **Notables**

- ▶ Health Insurance Renewal
  - October 1: Plan Year Start
  - October 26: TPA Finalized
  - Multiple Reviews Required
  - Thank you to Thomas!
  - Thank you to the Board for Continuing our Health Insurance!
- ▶ Holiday Luncheon (If Approved)
  - Tuesday, December 11<sup>th</sup> @ the Shop
  - Begin Eating @ 11:00 AM

17  **Looking Ahead**

- ▶ Water Quality
- ▶ Water Withdrawal                      Permit
- ▶ Lee Highway Corridor Sewer Project
- ▶ Meter Replacement & Business Processes
- ▶ Rate & Financial Plan
- ▶ Strategic Plan
- ▶ FYE 208 Audit