

**Washington County Service Authority Board of Commissioners**  
**April 24, 2017 Regular Meeting Minutes**

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 Chairman at 6:05 pm.

**ROLL CALL**

Commissioners Present:

Mr. Kenneth Taylor, Chairman  
Mr. Mark Nelson, Vice Chairman  
Mr. Wayne Campbell  
Mr. Jim McCall  
Mr. Dwain Miller  
Mr. Vernon Smith  
Mr. Mike White

WCSA Officers Present:

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

General Counsel Present:

Mark Lawson; Elliott, Lawson & Minor

Consultants Present:

Dennis Amos, PE; Hurt & Proffitt, Inc.  
Bobby Lane, PE; The Lane Group, Inc.  
Bill King, VP; Thompson & Litton  
Scott Wilson, PE; Thompson & Litton

WCSA Staff Present:

Dave Cheek; Operations Manager  
Ryan Kiser, PE; Maintenance Manager  
Holly Edwards; Customer Service Manager

**3. Approval of the Agenda**

Mr. Campbell motioned to approve the Agenda, Mr. Miller seconded and the Board approved voting 7-0-0-0.

**4. Public Query and Comment**

There was no public query or comment.

**5. Approval of the Consent Agenda**

A. Approval of Minutes:

- February 27, 2017 Regular Meeting Minutes
- February 27, 2017 Recessed Meeting Minutes (held March 27, 2017)
- March 27, 2017 Regular Meeting Minutes
- March 30, 2017 Dispute Committee Meeting Minutes

B. Routine Reports: March 2017

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

C. Financial Reports: March 2017

- Balance Sheet
- Income Statement
- Check Register / General Manager Financial Statement

D. Consideration of Amendment No. 2 to the WCSA Maxim General Engineering Services Agreement - *Ryan Kiser*

E. Consideration of Amendment No. 2 to the WCSA Terra Tech General Surveying Services Agreement - *Ryan Kiser*

F. Consideration of Amendment No. 2 to the Hurt & Proffitt General Engineering Services Agreement - *Ryan Kiser*

G. Consideration of Amendment No. 2 to the WCSA The Lane Group General Surveying Services Agreement - *Ryan Kiser*

H. Consideration of Amendment No. 2 to the WCSA The Lane Group General Engineering Services Agreement - *Ryan Kiser*

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I. Consideration of Haskell Station Road Water Line Extension Project Change Order No. 1 - *Ryan Kiser*

According to Mr. Miller the contractor increased the price for pipe from \$20.00 per foot to \$23.00 per foot.

Mr. Nelson asked if there was an opportunity to renegotiate the price.

Mr. Cornett will try to renegotiate the price per foot with the contractor.

Mr. Nelson then made a motion to approve the Consent Agenda with Item I to be reviewed by the General Manager.

Mr. Miller seconded and the Board approved voting 7-0-0-0.

**6. Rate, Fee and Charge Public Hearing - *Chairman***

- The Chairman, Mr. Taylor, announced the purpose of the public hearing which is to consider “preliminarily adopting charges to WCSA Rates, Fees and Charges”.
- The Chairman then opened the public hearing and asked Mr. Cornett and Mrs. Edwards to make a brief presentation.
  - An outline of the presentation discussed by Mr. Cornett and Mrs. Edwards is attached.
- The Chairman asked if there was anyone present to speak in favor of the proposed changes.
  - No one spoke.
- The Chairman asked if there was anyone present to speak in opposition to the proposed changes.
  - No one spoke.
- The Chairman then closed the public hearing and asked the Board if there was any discussion.
- The Chairman asked what the Board’s pleasure was on the matter.

Mr. Nelson made a motion to approve the Leak Adjustment Policy as

presented. Mr. McCall seconded and the Board approved with a unanimous vote of 7-0-0-0.

**7. Operations Report and Update – *Dave Cheek***

Mr. Cheek’s reviewed the attached Operations Update.

**8. General Manager’s Report & Update - *Robbie Cornett***

Mr. Cornett discussed the attached General Managers Report and Update.

In a conversation Mr. Smith said he had with Mr. Copenhaver, Mr. Copenhaver asked if WCSA could have offered water line replacement services instead of offering them from an outside company (HomeServe).

WCSA employees who were licensed and insured and had businesses outside WCSA could apply to HomeServe for that work. WCSA did not have a policy preventing employees from that, responded Mr. Cornett.

Mr. Nelson thought Mr. Copenhaver may have been asking if WCSA could have offered the same type program where customers enroll and WCSA pays employees to do the work. It would be the same type system, WCSA would collect the monies, hold it in escrow; self-insured; and use those funds to cover the cost of the repair or replacement.

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

Mr. Kiser reviewed the attached presentation.

During his review, Mr. Kiser asked the Board’s permission to advertise the Richie Road Project pending VDH approval.

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Mr. Nelson motioned to approve advertisement of the Richie Road Project pending VDH approval. Mr. Campbell seconded and the Board approved voting 7-0-0-0.

Mr. White asked if residents who previously signed user agreements would pay the connection fee that was in effect at the time they signed the user agreement or would they pay the current connection fee.

Mr. Kiser thought residents would be charged the connection fee that was in effect at the time they signed user agreements but would confirm that for the Board.

**10. Engineer's Report and Update**

***Bobby Lane of The Lane Group (TLG):***

Mr. Lane updated the Board on the following projects.

- Middle Fork South Fork DEQ Withdrawal Permit
- Galvanized Line Replacement Project – Phase II
- Mill Creek Water System Improvements
- Galvanized Line Replacement Project – Phase III
- Abingdon Tank Improvements
- Route 58 Water Supply Improvements Project

Mr. Taylor requested the Abingdon Water Storage Tank bid be moved up one week. Mr. Lane will be glad to reschedule the bid one week in advance.

***Dennis Amos of Hurt & Proffitt Inc. (H&P):***

Mr. Amos provided updates on the following projects.

- Exit 13 Sewer Project Phase 2A

Mr. McCall requested for a breakdown of Resident Project Representative (RPR) overtime for Phase 2A and for any other projects. Mr. McCall said there

was a lot of overtime for Phase 2A and he asked Mr. Amos if the firm had estimated that much overtime for Phase 2A.

Mr. Amos said Anderson & Associates (A&A) had an hourly budget for RPR services but the Board elected to provide RPR services for Phase 2A. A&A did not provide RPR services for Phase 2A, WCSA is providing RPR services, stated Mr. Amos.

Mr. Amos provides a list of services that the RPR is to complete on projects and understands the RPR is completing those tasks. Mr. Amos said he did not have an estimate for RPR overtime.

Mr. Kiser developed a defined list of rules and responsibilities for the RPR to follow while inspecting projects; specific activities the RPR is to be engaged in while on site and that is being monitored.

Mr. McCall said he goes by the project (Phase 2A) every day and in his opinion, the project is not being monitored well, saying someone needs to get a handle on it. Mr. McCall said he held Hurt & Proffitt responsible since they are the engineers for the Phase 2A project.

- Exit 13 Sewer Project Phase 3

**11. Consideration of 2017-2018 WCSA Budget - *Melinda Jett***

Mr. Cornett and Mrs. Jett reviewed the 2017/2018 Budget.

Mr. Cornett began the Budget review discussing:

- Item 1: The last Board of Commissioners compensation increase.

Mr. Smith began discussions of a compensation increase by discussing compensation paid to the Board of Supervisors members. The Commonwealth of Virginia sets the pay for the Board of Supervisors. The Board

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of Supervisors sets the pay for the WCSA Board of Commissioners.

Mr. Taylor said in his opinion, Commissioners serving on WCSA Committees should be given extra compensation for their time preparing for and attending those meetings.

After a brief Board discussion, Mr. Nelson made a motion to request the Board of Supervisors consider a compensation increase of \$50.00 per meeting for Commissioners who participate in any meeting of a WCSA Board established committee. Mr. Campbell seconded the motion.

Mr. Miller spoke up saying when he took the position of WCSA Commissioner, his understanding was he would serve voluntarily and did not know WCSA Commissioners received compensation for their service. Mr. Campbell echoed Mr. Miller's statement. The Chairman asked for a Board vote. The Board approved with the motion with a 6-1-0-0 vote. Mr. Miller voted in opposition of the motion.

Mr. Cornett offered to write to Mr. Berry of the Board's action so the request may be scheduled as an agenda item for consideration of the Board of Supervisors.

For the record, Mr. Nelson said he would not accept any payment for any committee meetings he personally attends.

Mr. Cornett then discussed:

- Item 2: Office 365 compared to Office 2016
- Item 3: Upgrading Commissioners boardroom chairs
- Item 4: The addition of electric locks and windows on vehicle procurements
- Item 5: Hours on existing backhoe and the standard of equipment replacement

- Item 6: Mill Creek Budget per the Inter-municipal agreement and coordinating a steering committee meeting during April 2017.

- Item 7: Should the meter replacement project be added to the unfunded portion of the 5 year capital improvements plan

- Item 8: Update the Mill Creek Budget

- Item 10. Options if WCSA reaches the established reserve targets prior to fiscal year end 2019

Mr. Cornett requested the Board consider resending the wastewater rate increase.

If water rates increase, what plan does WCSA have to use those monies in a way to affectively help rate payers and not increase WCSA reserves at a higher rate than the 5 Year Rate Plan calls for, Mr. Nelson asked? Due to the (Budget) numbers provided, in Mr. Nelson's opinion the Board should strongly consider not increasing water rates.

Mr. Cornett explained the reason to increase in water rates is due to the list of unfunded water projects.

Mr. Nelson stated he does not have a problem using the revenue from the water rate increase to help fund water projects that are not funded.

Mr. Miller thought there may be a much larger rate increase required in the future to cover the debt services if the Board chooses to resend the scheduled rate increase.

Mr. Cornett did not recommend the rate increase was not to pad reserves but to be used toward unfunded water projects. That was exactly the comment Mr. Nelson said he wanted to hear. Mr. Nelson needed to know if the Board approves the rate increase, the money will be used toward projects and not be put deposited in reserves. That is

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important so Mr. Nelson can tell his constituents the rate increase is so water can be provided to new customers and to leverage down overall costs.

Mr. Miller would like the Board or a committee to develop a plan to rank projects and recommend how the money will be spent for the projects.

The Board preliminary adopted resending the wastewater rate increase scheduled for July 1, 2017 set by the 5-Year Rate Plan. Mr. McCall seconded and the Board approved voting 7-0-0-0.

- Item 11: Overtime Budget
- Item 12: WCSA gross-ups for bonuses and gifts

Mr. Taylor asked that more money be allocated for the company picnic.

Mr. McCall would like the crew leaders to do more to encourage employees to attend the company picnic.

Mr. Nelson made a motion to increase the employee picnic budget to \$6,500.

Mr. White seconded and the Board voted 7-0-0-0 approving the increase.

- Item 13: Fee structure to encourage customers to pay for disconnected for non-payment

Mr. Nelson would like ideas on ways to incentivize customers to pay their bill suggesting a "discount" of some type.

Mr. Cornett will review the Bond Covenants to determine if there is some opportunity that would allow WCSA to offer customers an incentive or discount for payment that to avoid being disconnected.

Mrs. Jett continued the budget review discussing:

- Item 9: Why current fiscal year end projections are less than budgeted
  - Additions to the Maintenance Capital Budget

Mr. Nelson stated he had no issues with anything in the budget except he would like an agreement that any excess funds

above and beyond the projected reserves needed to meet the rate plan, including the funds from the water rate increase, be allocated specifically to water projects that have not been funded,

Mr. Cornett and Mrs. Jett will provide the Board with an updated budget that includes April figures, the increase in company picnic monies and the new maintenance capital items.

Mr. Taylor asked that any "fat" in the budget be removed.

**12. Consideration of the Lee Highway Corridor Sewer Project Procurement – Robbie Cornett**

Mr. Cornett discussed the Lee Highway Sewer Project procurement.

The Board had a brief discussion.

Mr. Cornett then asked the Board to consider concurring with the Committee's recommendation to begin Contract negotiations with Thompson & Litton and The Lane Group for the preliminary work and, subject to staff approval, authorize the General Manager to execute the Contracts.

Mr. Nelson motioned to approve the Committee's recommendation, Mr. McCall seconded and the Board approved with a 7-0-0-0 vote.

**13. Closed Meeting – 8:35 pm**

Mr. Nelson moved that the Board adjourn to Closed Meeting in accordance with the Virginia Freedom of Information Act;

1. Code of Virginia Section 2.2-3711 Paragraph (A) (3): Acquisition and Disposition of Property:

- a. Discussion and consideration of the acquisition of real property for a public purpose, where discussion of such acquisition of property in open meeting would

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adversely affect the bargaining position of WCSA.

- i. Easement and property acquisition related to the Love's Travel Stop Project.
2. Code of Virginia Section 2.2-3711 Paragraph (A) (6): Investment of Public Funds:
- a. Discussion and consideration of public funds where bargaining is involved and if made known publically at this time, would adversely affect the bargaining position of WCSA.
    - i. Easement and property acquisition related to the Love's Travel Stop Project.

In addition to the Board the presence of Mark Lawson, WCSA Legal Counsel and Robbie Cornett, WCSA General Manager was requested. Mr. Miller seconded the Motion of Closed Meeting and the Board approved voting 7-0-0-0.

**Return to Open Meeting – 9:03 pm**

Mr. McCall made a motion to return to Public Session. Mr. Miller seconded and the Board approved voting 7-0-0-0.

Mr. Nelson then read the following Certification of Closed Meeting;

Whereas, 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;

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. Now, therefore, be it resolved that the 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 Authority.

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

**14. Late Items**

Mr. Taylor asked a question about the Board Member Roles and Responsibilities memo dated April 20, 2017.

The first item questioned was what constituted a quorum?

According to the WCSA's By-Laws, a quorum is made up of four Board members (or majority of the total number of the Commissioners), explained Mr. Cornett.

The next item discussed was how many votes were required to pass a motion. Mr. Cornett indicated, according to WCSA's By-Laws, all resolutions adopted or other actions taken by the Board requires an affirmative vote by a majority of the total members of the Board (four Commissioners) regardless of the number of Commissioners present for the meeting. An item may be tabled for a later vote.

Mr. McCall commented that if a Board member has a conflict of interest, a quorum may be less than four members. Mr. Lawson agreed, if the conflict impacted the quorum. If seven Commissioners are present and four have a conflict, the remaining three members make a quorum and three affirmative votes may carry a motion.

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Mr. Nelson commented next saying what he took from the memo was clearly, the way WCSA's By-Laws are written; it takes the entire Board to make a decision. A single Commissioner cannot impose themselves in a situation; it takes the collective body (Board) to make a decision.

Mr. Lawson said an individual (Commissioner) has no authority.

Mr. Nelson said based on the memo, his understanding is the Board has the ability to hire and fire the General Manager; it is the General Manager's responsibility to manage the employees. If a Board member wants to do something, they have to bring it to the full Board for a vote. The authority comes from the collective Board. The only person the Board hires is the General Manager, based on the memo, stated Mr. Nelson.

Correct; stated Mr. Lawson.

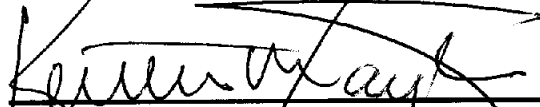
Mr. Cornett manages the employees, not a Commissioner. If a Commissioner has an issue, we would bring it back to the collective body (Board) to deal with; is that correct, asked Mr. Nelson?

That is correct, stated Mr. Lawson.

Lastly, the Board indicated they would like to have a workshop to prioritize unfunded water projects and how to allocate additional reserves for those projects.

**15. Recess to May 22, 2017 at 4:00 pm for a Project Workshop**

Mr. Nelson made a motion to recess for a projects workshop on May 22, 2017 at 4:00 pm. Mr. Campbell seconded and the Board approved voting 7-0-0-0. The Meeting convened at 9:16 pm.



Mr. Ken Taylor, Chairman



Carol Ann Shaffer, Assistant Secretary

1  **Rate, Fee and Charge Public Hearing**

Prepared and Presented by:  
Holly Edwards  
Robbie Cornett

2  **Rate, Fee and Charge Statute 15.2-5136 (G)**

- Cannot Establish New/Different Rate Until Public Hearing Allowing Users/Others the Opportunity to Speak
- Adopt Resolution Preliminarily Adopting Rate, Fee and Charge
  - Occurred March 30, 2017 by Dispute Committee
- Notice of Public Hearing Two Times at Least Six Days Apart in Paper of General Circulation With the Second Advertisement Being at Least 14 Days Before Public Hearing
- Copy of Notice Mailed to all Governing Bodies of all Localities
  - Published in the Bristol Herald Courier on April 4 and 10, 2017
  - Mailed to the Towns of Abingdon, Damascus and Glade Spring on April 3, 2017.

3  **Rate, Fee and Charge Statute 15.2-5136 (A-D)**

- "Just and Equitable" (1x)
- "Fair and Reasonable" (3x)
  - Code Doesn't Specify That Charges be Tied Directly to the Cost of Providing the Service (Though That can be a Good Reason for Establishing a Charge)
  - Revenue Needs to Equal/Exceed Expenses

4  **Current Leak Abatement Policy**

- Average High Bill With Two Previous Normal Bills
  - If Leak Occurs Over Two Months (or More), Two High(est) Bills are Averaged With Two Previous Normal Bills
  - Consumption Before/After Adjustment Billed as Follows:

5  **Preliminary/Proposed Leak Abatement Policy**

- Average High Bill With Two Previous Normal Bills
  - If Leak Occurs Over Two Months (or More), Two High(est) Bills are Averaged With Two Previous Normal Bills
  - Consumption Before/After Adjustment Billed as Follows:

6  **Background**

- Change (in General) Suggested by Samuel Campbell of Damascus who had a Leak
- After Consideration of the Idea by Dispute Committee (Mr. McCall and Mr. White) in Consultation With Staff (Mrs. Edwards and Mr. Cornett), the Preliminary Change to the Variable Charge for Customers With a Leak was Adopted.
- February 13, 2017 Effective Date.

7  **Possible Advantages/Disadvantages**

- Advantages:
  - More Affordable for Customers With a Leak
  - Should Recover Treatment and Distribution Costs
- Disadvantages:
  - May Discourage Timely Leak Repair
  - Lowers WCSA Revenue (Progress Toward Reserve Targets)
  - Creates Another Classification and Step in Abatement/Billing Process



# March 2017 Operational Update

April 24, 2017

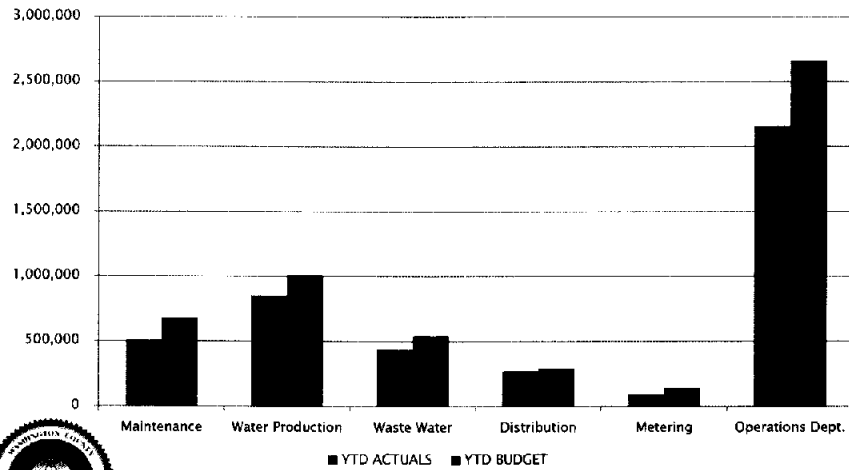


## Discussion Items

- ▶ Financials Less Comp & Benefits, including Overtime
- ▶ Department Highlights
- ▶ Forward Looking Statement

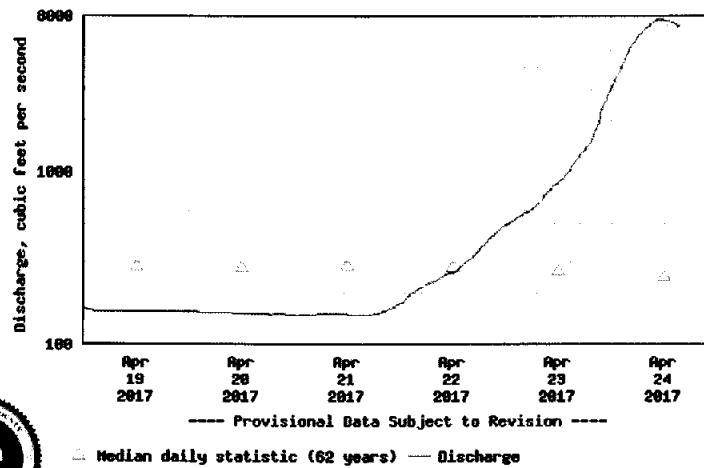


## Year to Date we are Tracking Under Budget

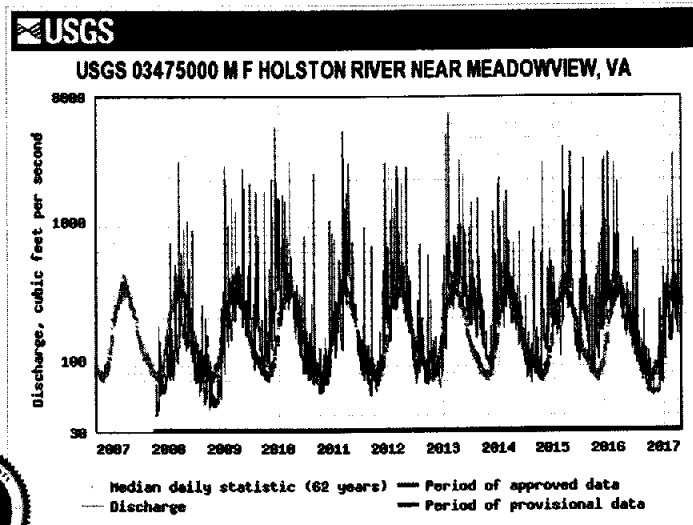


## 2017 April 23 Rain Event

USGS 83475888 M F HOLSTON RIVER NEAR HEARDONVIE, VA



## 2017 April 23 Rain Event



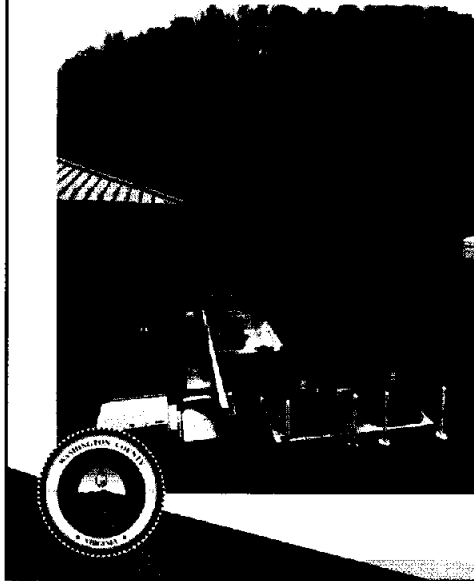
## 2017 April 23 Rain Event



- ▶ South Fork Intake
  - May have moved our marker buoy
- ▶ Up to the Camera Pole



## 2017 April 23 Rain Event



- ▶ Middle Fork Drinking Water Plant
  - Over the Bank up behind Finished Water Pumps
  - Close to Spare tank

## 2017 April 23 Rain Event

- ▶ Major Issues
  - To the Best of our Knowledge - No Waste Water Overflows
    - Testament to Joint Work between Waste Water & Maintenance
  - Damascus ~ 1 MGD, 2-1/4" Rain
  - Hall Creek ~ 1 MGD, 2-1/4" Rain
    - To the Best of our Knowledge - No Violations
  - Several Valve Pits filled, shorting electrical components
    - All back on line by Noon today
    - Taking Inventory of each to determine water depth and why they failed.
      - Correct the Root Causes



## 2017 Mar Water Production Highlights

- ▶ **SFI & MFDWP Issue Resolution**
  - Brainstormed and Conducting Precise Pressure Drop Tests
  - All 4 Raw Water Pumps Rebuilt
    - Preparing 12 MGD Trial again
  
- ▶ **System Operation**
  - Working Through Winter Plans to Insure Water Quality in Hotter Months
    - So far good, stable results with Brumley Gap water age and mixing



## 2017 Mar Water Production Hidden Valley (Update)

- ▶ **Hidden Valley Water System Currently Under Operational Exceedance Level for Disinfection By Products (HAA5)**
  - Russell County Public Service Authority & Town of Lebanon under NOV from VDH
    - WCSA working to Obtain Lower DBP Sources
      - RCPSA lowered tank levels
        - WCSA pulled independent sample last week for analysis
      - ~~Well on RCPSA side near Town of Lebanon~~
      - Looking for a well in Hidden Valley
        - Near County Line (Collins)
        - Upper end of Hidden Valley
          - Contracted with Geologist - Bartlett



## 2017 Mar Metering Highlights

- ▶ **Meter Replacement**
  - Working to Understand Value of the Proposals
    - Met with HD Supply
  - Investigating Different Metering Options
    - We learn more and our Vision is becoming more clear



## 2017 March Wastewater Process Highlights

- ▶ **System Operation**
  - Continue to Focus on Process Stability
    - Both Hall Creek & Damascus well within Control Limits
  - Issued Task Order to TLG for Local Limits at Hall Creek
  - Investigating how to Issue RFP for Fats, Oils and Grease Program
- ▶ **I&I**
  - Team Approach with Maintenance
    - Prioritized and Categorized I&I Issues
- ▶ **Capital**
  - Scoping Equipment needs for Hall Creek Headworks
    - Plan is to utilize RFP Process
  - Scoping Process to Retrofit Damascus Plant to extend useful life



## 2017 March Water Maintenance Highlights

- ▶ Galvanized Phase II Support
  - Good Progress, Minimal Issues, Wrapping up D5
- ▶ System Improvements
  - ~~Abandoning Transite along Lee Highway~~
  - ~~Replacing problematic area along Hawthorne~~
  - ~~Slip Line Under Lee Highway @ Industrial~~
  - Osceola Road - In Process
  - Universal Fibers
- ▶ Routine Activities
  - Leaks - 23 (2015 Avg. 30)
  - Main Line Breaks - 4 (2015 Avg. 6)
  - After Hours Responses - 23 (2015 Avg. 38)
    - *After Hours Responses a Target Area for Improvement*
- ▶ Costs
  - Preventive Maintenance
    - Mobile Equipment
    - Tanks
    - Pump Stations
    - Fire Hydrants



## 2017 March Distribution Highlights

- ▶ Providing Technical Support to SFI and MFDWP Issues
  - Tremendous Effort with SFI Support
  - Pump Exchange
  - Video and Precision Pressure Drop Tests
    - Video shows Raw Water Line humped, creating air pocket
- ▶ Executing PSV/PRV Preventive Maintenance Program
  - Establishing Baseline for each PRV, Hydraulic Gradelines
- ▶ Continued with Customer Education & Inspections of Cross Connections and Back Flow Prevention
- ▶ Investigating and Correcting System Pressure/Flow Issues
  - Meeting every other week to align priorities and review findings



## 2017 March Radio Update

- ▶ **PO Issued and Down Payment Made**
- ▶ **Email from Randy, 4/5/17:**
  - ▶ Working with a coordinator now to finish the process, but it looks like we're going to have the 145 watts ERP as discussed.
  - ▶ We may have to obtain a single letter of concurrence, but we may not. The antenna we're looking at may negate that (by focusing the signal south rather than into KY).
  - ▶ I should know something more on that soon, but we're monitoring the proposed frequencies to see how they are, in terms of interference and such

- ▶ **Randy Edwards**

- ▶ *Sales Account Manager*
- ▶ *Two Way Radio, Inc.*



## Washington County Emergency Management

- ▶ Working with Mike White, 10 WCSA  
Employees are working to Complete the NIMS and EOC training by May 5<sup>th</sup>.
- ▶ All 10 will also attend training at VHCC on May 2<sup>nd</sup> for VDH Sponsored Training on Emergency Processes with a Table Top Exercise
- ▶ NIMS IS 300 & 400





## Washington County Emergency Management Application to WCSA's Operation

- ▶ WCSA must produce & sustain several Emergency Plans, from Chlorine to Vulnerability Assessments.
- ▶ This seems like a good time to use this training & focus on these plans as we systematically:
  - Review
  - Update
  - Train








## Forward Looking Statement

- ▶ Customer Relationships
  - Fire Departments
    - Hydrants & Training - Started
  - Water & Sewer Customers
    - More Customer Engagement at Time of Contact
- ▶ Quality
  - System Pressure/Flow Variations as Detected During Hydrant Stress Tests
  - Brumley Tank water turnover improvements
  - Hidden Valley DBP
- ▶ 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



Questions, Concerns or  
Ideas?



- 1  **General Manager's Report and Update**  
April 24, 2017
- 2  **Introduction**
  - ▶ Safety
  - ▶ Financials
  - ▶ Customer Service
  - ▶ Notables
  - ▶ Looking Ahead
- 3  **Safety**
  - ▶ March 2017
    - OSHA Recordable Incidents
      - None
    - Preventable Vehicular Accidents
      - None
  - ▶ Safety Training
    - Emergency Response
      - Drinking Water Plant
    - Bloodborne Pathogens
      - Maintenance
    - Night Work Safety
      - Maintenance, Distribution, Meter
- 4  **Financials: New Water Connections**
- 5  **Financials: Water Revenue**
- 6  **Financials: Water Expenses**
- 7  **Non-Departmental**
- 8  **Financials: New Wastewater Connections**
- 9  **Financials: Wastewater Revenue**
- 10  **Financials: Wastewater Expenses**
- 11  **Customer Service**
  - ▶ HomeServe
    - 200+ Customer Calls to WCSA
      - All but 5 Positive.
      - 4 Already Replaced Line.
      - 1 Undesirable Call Resolved by HomeServe to Customers Satisfaction
    - 372 Signed up to Date
    - HomeServe Offers to Speak at June Board of Supervisors Meeting
  - ▶ Remit Plus
    - On Hold Until Bank Issues Resolved
    - Attempted to Meet With Bank President
    -

12  **HomeServe**13  **HomeServe**14  **HomeServe**15  **In the Pipe**

- ▶ WCSA's "In the Pipe" Newsletter
  - 2<sup>nd</sup> Place
  - Print Newsletter Category
  - Award of Quality
  - Tri-Cities Chapter of Public Relations Society of America Awards

16  **Nixle**

- ▶ March 27, 2017—Board Authorized WCSA to Participate in and Upload Customer Contact Information Into the Nixle System
  - Confirmed we can Upload Information
  - Provided Notice to Customers (Bill, Website & Newsletter) of how we can Communicate (Text, E-mail, Call)
  - Unless we Hear Otherwise From the Customer, Existing Contact Information Will be Uploaded May 2017

17  **Accounting**

- ▶ Internal Controls and Fringe Benefit Audit
  - Cell Phone Policy: Approved
  - Door Prizes: Record/Gross up Wages to Offset tax
  - Cashing Personal Checks: Discontinued
  - Uniform Taxing: To be Considered by Uniform Committee
  - Cash Receipts/Disbursements: In Progress
  - Inventory Cycle Counts: In Progress
- ▶ Debt Set-off Collection
  - \$8,920 Collected 2017; \$25,000 to \$30,000 Expected
- ▶ 2017-2018 Budget
- ▶ Auditor Procurement

18  **Notables**

- ▶ Legal Counsel Procurement
  - Advertised January 15, 2017
  - Directly Solicited Through Bar Association January 16, 2017
  - Five Firms Expressed Interest
  - Three Firms Submitted Proposals
  - March 22, 2017, Committee Shortlist for Interviews
    - Dene & Dene
    - Elliott Lawson & Minor
    - Penn Stuart & Eskridge
  - Scheduled for May 5, 2017

19  **Looking Ahead**

- ▶ 17-18 Budget
- ▶ Water Quality

- ▶ Water Withdrawal Permit
- ▶ Lee Highway Corridor Sewer Procurement
- ▶ Outside Legal Counsel Procurement
- ▶ Meter Replacement
- ▶ Strategic Planning



## Inside Engineering Projects

### Ritchie Road Water Line Project-

Next project going out to bid.

- Received railroad permit.
- Waiting on stream permit.
- WCSA finalizing specifications and plans to send to VDH this week.
- Request permission to advertise pending VDH approval



## Inside Engineering Projects

### Haskell Station Road Extension Project





## Inside Engineering Projects

### Haskell Station Road Extension Project

- Project is underway and contractor has installed approximately 2700 L'F of line or 57% of mainline for base bid. 20% contract time passed.
- Change Order 1 adds about 2,500' of pipe.
- Change Order work begin when stream permit received.



## Inside Engineering Projects

WCSA Maintenance Constructing

Hawthorne Drive- Construction complete.

Osceola Road – 40% of line has been installed.



### Potential New Water Line Extensions

- Rattle Creek – plans complete
- Chip Ridge – plans complete

Work on plans for these projects upcoming month.

- Sugar Cove Road
- Hidden Valley Phase 2
- Rich Valley Road



### Potential New Water Line Extensions

#### Mendota

- Community Meeting to discuss User Agreements this Thursday, April 27<sup>th</sup> from 5:30-7:30 at Mendota Community Center.
- User Agreements have asked to be returned by May 12<sup>th</sup>.
- 12% Agree so far





### **Potential New Water Line Extensions**

#### **Archery Range Road/Mary's Chapel**

- Tentative plans will be to send out mailings in May and schedule a community meeting in early June.



### **Outside Projects**

Hurt & Proffitt  
The Lane Group

- Thanks to H&P and to TLG for work and knowledge that they provide.
- One of the items we are going to begin touching on more frequently is project status and timeline.
- The goal here is for us to “work together better” to meet project schedules and to keep projects progressing.
- Each month our Engineers are going to report more about where we are with schedule.

