

**Washington County Service Authority Board of Commissioners**  
**March 28, 2016 Regular Meeting Minutes**

The Regular Meeting of the Washington County Service Authority Board of Commissioners was called to order by the Chairman at 6:00 pm.

**ROLL CALL**

Commissioners Present:

Mr. Kenneth Taylor, Chairman  
Mr. Mark Nelson, Vice Chairman  
Mr. Wayne Campbell  
Mr. Devere Hutchinson  
Mr. Jim McCall  
Mr. Dwain Miller

Commissioners Absent:

Mr. Mike White

WCSA Staff Present:

Robbie Cornett; Secretary, General Manager  
Kimberly Boyd; Treasurer, Controller  
Carol Ann Shaffer; Assistant Secretary, Administrative Assistant  
Dave Cheek; Operations Manager  
Mark Osborne; Technical Manager  
Ken Perrigan, Meter Manager  
Don Cole, Water Treatment Plant Manager

Consultants Present:

Dennis Amos; Anderson and Associates, Inc.  
Bobby Lane, PE; The Lane Group, Inc.  
Matthew Lane, PE; The Lane Group, Inc.

General Counsel Present:

Dawn Figueiras; Elliott, Lawson & Minor

**3. Approval of the Agenda**

Mr. Nelson motioned to approve the Agenda as presented Mr. Campbell seconded and the Board approved voting 6-0-0-1.

**4. Public Query and Comment**

There was no public query or comment.

**5. Approval of the Consent Agenda**

A. Approval of Minutes:

- February 22, 2016 Regular Meeting Minutes

B. Routine Reports: February 2016

- Water Production
- Water Distribution
- Meter Department
- Wastewater Operations – Not Included
- Customer Service
- Maintenance
- Engineering
- Accounting
- Health & Safety Report

C. Financial Reports: February 2016

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

Mr. Nelson motioned to approve the Consent Agenda with a second by Mr. Miller. The motion passed with a 6-0-0-1 Board vote.

**6. General Manager's Report & Update - Robbie Cornett**

Mr. Cornett discussed the following information for February.

**Introduction:**

- Safety
- Financials
- Customer
- Notables
- Ahead

**Safety:**

- February 2016
  - 12,002 Hours Worked
  - No Accidents
  - No Injuries
- Safety Training

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- Blood Borne Pathogens (Maintenance, Wastewater, Distribution and Meter)

**Financials - New Water Connections:**

- 9 new water connections (4 due to the Hidden Valley Project)

Mr. Cornett said it was November of 2009 when Mr. Taylor helped coordinate and organize a Hidden Valley Project community meeting.

It was a big undertaking trying to bring water up the mountain through a series of pump stations, said Mr. Cornett.

**Financials – Water Revenue:**

- \$55,986 Below Projections in February
- \$295,687 Above Projections Year to Date

**Financials – Expense:** Excluding compensation and benefit but including overtime:

February:

- Non-Departmental - \$16,038 Under Budget
- Administration – \$1,986 Under Budget
- Customer Service - \$4,542 Over Budget
  - Paid two months of outsource mailing expenses in February

Year to Date:

- Non-Departmental - \$87,823 Under Budget
- Administration – \$22,757 Under Budget
- Customer Service - \$34,787 Under Budget

**Financials - New Wastewater Connections:**

There were no new wastewater connections in February.

**Financial - Wastewater Revenue:**

- \$22,501 Below February Projections
- \$43,506 Below Year to Date Projections

Mr. Cornett expects wastewater revenue to increase soon for two reasons:

1. People use more water in warmer weather.
2. Loves expects to open their new facility in April. Meadowview Elementary School plans to connect in April as well.

Mr. Cornett said Mr. Sheffield came to WCSA about 12 years ago asking if there was anything water and sewer related WCSA could do positively impact the community. Since then, WCSA located a pump station for community development.

**Financials - Wastewater Expenses:**

- \$193 Under Budget in February (Excludes \$15,000 Local Limits)
- \$1,902 Under Budget Year to Date (Excludes \$90,000 Local Limits)

**Customer Service**

- 114 for \$30,325 Abatements
  - 2014: Average 114 for \$23,584
- \$6,816 Bad Debt Write-offs
  - 2014: Average \$4,983

**Notables:**

- Continuous Improvement
  - Energy Performance Audit
    - Investment Grade Audit?
      - Preparing for Reference Road Trip
- Legislative Issues
  - Virginia Water and Waste Authorities Association
  - Tracking more than 70 Pieces of Proposed Legislation
  - Monitoring/Supporting/Opposing as Appropriate
  - Most Legislation Impacting WCSA That Passed has Procedural (When and How) Implications on WCSA
  - HB 308: Use of Governmental Emails by Employees/Board
    - Left in Committee (did not pass)

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- HB 800: Recording of Closed Meeting
  - Left in Committee
- Fringe Benefit and Internal Control Audits
  - Received 3 Proposals
    - One not Responsive
  - Interviewed Both Firms March 17th
  - Though Very Closely Matched, Blackburn, Childers & Stegall, PLC top Ranked Firm
    - Less Time/Money to Perform Work
    - Quality Assurance From High Level Person/Principal
    - No Current Engagements With WCSA
    - Have several clients in Virginia, including BVU
  - Report Expected May 2016
- Professional Development Opportunity
  - Design Build Conference, Charlotte, NC
  - April 20-22
  - Dave Cheek, Dwain Miller and Robbie Cornett to Attend
  - Others Welcomed
- Beaver Creek Discharge Permit
  - TMDL Public Meeting March 1st
  - Public Comment Closes April 1st
  - Public Comment on Permit is Next
  - Expect to have Permit in had end of May or in June
- Water Withdrawal Permit
  - WCSA Requested 17.20 MGD (currently at 12 MGD)
  - DEQ Proposes 16.85 MGD
  - WCSA Concurs Subject to Increased Withdrawal From Middle Fork Under Adverse Conditions on South Fork
  - Other Agencies to Review and Comment Next
- Consideration of Budget Amendment
  - Board Room Video: From \$1,000 to \$3,300

Mr. Cornett asked for the Board's consideration of a budget amendment from \$1,000 to \$3,300 for the Board Room video.

Mr. Nelson asked how much money was saved in the room renovation and when new audience chairs were purchased; budget versus actual cost.

Mrs. Edwards and Mr. Cornett did not recall the exact amount but said there was a savings.

Mr. Nelson thought the savings was more than the amount or Mr. Cornet's request.

Mr. Nelson motioned to approve the requested budget amendment. Mr. Hutchinson seconded and the Board approved voting 6-0-0-1.

**Ahead:**

  - Water Quality
    - Disinfection Byproducts (Ongoing)
      - Next Round of Sampling: April 2016
      - Chlorine Dosing Opportunities
  - Energy Performance
    - Committee to Consider Merit of Investment Grade Audit
  - Fringe Benefit and Internal Controls Audit
    - April-May 2016
  - 2016/2017 Budget and Rate Model Update
    - January Through June 2016
    - Budget Workshop April 5, 2016

Mr. Cornett said after Mrs. Boyd's review comparing Rate Model with the proposed budget, there would be no further rate adjustment necessary.

To clarify, Mr. Nelson said except for the rate increase built into the Rate

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Model there would be no additional rate increases necessary. There will be rate increases, but nothing above what is already built into the existing Rate Model, Mr. Nelson stated.

Correct; said Mrs. Boyd.

Mr. Cornett said with the last 5 Year Rate Study, WCSA planned as far ahead as reasonably possible. We are now 2.5 years into the 5 year plan. Each year of the 5 years does involve an increase to the monthly user fee for water and wastewater customers. In reviewing the 2016/2017 Fiscal Year Budget and considering all the changes in budget the past 2.5 years, we find no additional increases will be necessary beyond the increases already projected in the Rate Model, explained Mr. Cornett.

Mr. Cornett said one thing not included in the 2016/2017 Fiscal Year Budget is a wastewater increase from BVU that just came to Mr. Cornett's attention.

- Water Withdrawal Permit
  - DEQ VWP (Virginia Water Protection) Permit
- Western Washington County Water Reclamation Facility
  - DEQ VPDES (Discharge Virginia Pollutant Discharge Elimination System) Permit
  - BVUA & TOA Talks Ongoing

**7. Water and Waste Construction Projects Update – Ryan Kiser**

Mr. Kiser discussed the following items in his Board presentation.

**Inside Engineering Projects**

- Childress Hollow Road Water Line Project:

Project is progressing very well and is 79% complete by contract value and 23% complete by time. A change order will be proposed next month to true up contract time, quantities and also an addition of approximately 800 L.F of

line that will be upgraded from 2 inch and 4 inch line along Spring Valley. Staff is working to formulate estimates for the Change Order to determine if the work will be accomplished with a contractor or internally.

- Haskell Station Road:

Staff is continuing to work on the project to secure easements. Staff also plans to work on contract documents and hydraulics.

- Ritchie Road Water Line Project:

Mr. Kiser and Mr. Osborne met last week with property owner to discuss the easement. WCSA is revising the easement document and will meet with landowner in hopes of securing the easement in April.

**Private Development Projects**

- Glade Spring Industrial Park – 750' sewer relocation:

Staff is waiting on project to begin to monitor work.

- Love's Travel Stop:

WCSA RPR continues monitoring the work. Pump station start up is expected to begin first week of April.

- Exit 19 Development:

Construction continues onsite and RPR continues to monitor work.

- Pippin Sewer Phase 5:

Project has been approved for construction.

- Fairfield Inn Project:

Work on the Project is well underway and RPR continues to monitor work.

- Legacy Village:

No further development.

- Farm Credit:

Staff is in the process of reviewing the project. Staff met with developer last week to finalize remaining items needed for WCSA's approval.

- Meadows Project (Abingdon Exit 17):



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Staff has met with engineer and provided feedback on the project. Staff has received revised plans and is in the process of reviewing those plans. The Distribution Department performed fire flow testing and will be providing those results to the engineer soon.

- **Dollar General Store Glade Spring:**  
Staff has approved project for construction and also has approved a 200 feet section of line relocation at the developer's expense. RPR will monitor work when utility work begins.

- **Dollar General Store Lee Highway/Halls Bottom Road:**  
Staff has worked with maintenance on location of existing lines and any impacts to those lines and corresponded with the engineer.

- **Dollar General Store Benhams:**  
Project has been approved for construction.

- **Dollar General Store Watauga Road:**  
Project is being reviewed and staff is waiting on revised plans.

Mr. Kiser wanted to thank employees in the Maintenance Department for their work locating lines and finding better line routes to alleviate future maintenance problems.

- **Chris Renee Cosmetics Oak Park:**  
Staff met with engineer and provided feedback on the project and sent the engineer fire flow results. Staff is now waiting on revised plans for review.

- **Highlands Community Services Baugh Lane:**

Staff has met with engineer and provided feedback on the project. The Distribution Department performed fire flow testing and will be providing those results to the engineer soon. Pressure recorder monitors have been set in field. Staff is waiting on revised plans.

**Potential New Water Line Projects**

- **Rattle Creek Road:**

Staff has received User Agreements from the project. Staff is working on hydraulics to determine best way to serve this section of Rattle Road and then will begin formulating a cost estimate and applying for funding.

- **Walker Mountain Road:**

Staff met with Mr. Smith from Walker Mountain Road and provided him with User Agreements. Mr. Smith has agreed to go door-to-door to meet with property owners. User Agreements are to be returned by the end of April.

Mr. Miller said he and Mr. Cornett met with Board of Supervisor's member, Mr. Hernandez. Mr. Miller said Mr. Hernandez is very much pro- water; very interested in providing water to everyone in the county that needs water.

Mr. Nelson said Mr. Hernandez made that clear at the Joint Utilities Meeting. Mr. Nelson said he told Mr. Hernandez if he could help WCSA with money, WCSA could help him with water. Mr. Nelson said Mr. Hutchinson had the same message.

Mr. Hernandez's comment was he didn't have any money right now.

"He's a good gentleman and I think he will be very outspoken for the needs of the community for water and sewer", stated Mr. Hutchinson. Mr. Hutchinson thought Mr. Hernandez would be a great asset no to his to the community but to the people in the county and to WCSA. Mr. Hutchinson also said he thought Mr. Hernandez had a good idea about what needed to be done and how to go about doing it but would work with WCSA to accomplish that work

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

Mr. Cheek's reviewed the following  
Operations Update for February 2016:

**Discussion Items:**

- Financials (All Excluding Salaries & Benefits, Does Include Over Time)
  - Over Budget Items
- Department Highlights
- Forward Looking Statement

**Year to Date we are \$328,000 Under Budget (\$1,918 Under Budget in February):**

- With Adjustments for Accrual Reversals Removed; Otherwise \$418,000 Under Budget.

**2016 February Water Production Highlights:**

- SFI & MFDWP Issue Resolution
  - Tremendous Effort
  - Pump Manufacturer to Remove Pump on 3/29/16 for Forensic Analysis
    - WCSA to Visit Plant in NC and Discuss Issues and Countermeasures
- Mill Creek Membrane Plant – Koch Restart
  - Have Taken Some Downtime Due to high Turbidity More Than 0.5 NTU
- System Operation
  - Addressing System Time/Temperature Relationship as it Impacts Quality
    - Completed Phase I Water Aging Study
      - Working to Balance Water Age in the System
    - Working with Chlorine Injection Points and Concentrations

**2016 February South Fork Intake**

- Tremendous Effort by Maintenance, Distribution and the Drinking Water Plant on the South Fork Intake.

- Divers Attempted to Clean Rocks from the Intake Vault Screens
  - Able to Clean Lighter Material
  - Current Too Swift to Perform Thorough Cleaning
- Valve Vault Cleaned and Additional Instrumentation Installed
  - Pressure Transducers for River Level and Screen Pressure Drops
  - Water Sample Line Installed for Turbidity Sampling
  - Power Run to the Camera Pole
- Rocks Removed from the River
  - Wayne Jones
  - What Appeared to be Residual Rocks from Construction were Pulled Back and the Bank Stabilized
- Pump Flow/Hydraulic Study performed by Gannett-Fleming
  - 3 Days

Mr. Cheek then referred to the picture below showing the diver suiting up to investigate the Intake. Notice how the strong current is moving the buoy.



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The Picture below shows efforts to lower a diver cage in the water and extend the boom into the water to shield the diver from the current.



**2016 February Lead (Pb/Cu) Discussion Points**

- DEQ/VDH Requires a Home Construction Survey to identify Homes Constructed Between 1983 to 1986 (Identified 58 Homes)
- VDH Reviews & Tells WCSA Which Homes to Sample. Sampling is Once every 3 Years. .
- VDH Requested and WCSA Sampled 30 Homes in 2015 Resulting in:
  - 100% Below Actionable Level: less than 15 ppb
  - 80% Below Detection Level: less than 2 ppb
- WCSA Received One Customer Call Concerning Lead
- Knowing how Critical Safe Drinking Water is to everyone, WCSA will:
  - Sample, at WCSA's Expense:
    - Homes we may have missed constructed in the 1983 to 1986 time frame.
    - Homes where someone shows elevated lead levels, less than 5µg/l in their blood

- Following DEQ/VDH Guidelines, we will provide Lab Contact Information to those who may wish to test their water. The labs run about \$20 for the Test Kit and \$20 for the analysis

Mr. Hutchinson suggested WCSA provide information concerning lead testing to customers by way of the newsletter and on the website.

Mr. Nelson asked if there were any free lines on statements or bills available to add this information.

Mr. Cornett said there were lines available but did not know how many characters could be added.

It is good to put the information in the website or in the newsletter but most people tend to look at their bills, said Mr. Nelson.

Mr. Hutchinson thought it would be "excellent PR work" on the part of WCSA and showing customer we are being up from about the lead issue and are concerned about customer's well-being. Many people were concerned about this issue and Mr. Hutchinson thought being proactive about this issue would be greatly appreciated by customers.

We will look into our options and work on it accordingly, stated Mr. Cornett.

Mr. Hutchinson thanked Mr. Cornett and Mr. Cheek for addressing the lead issue.

**2016 February Metering Highlights**

- Meter Replacement
  - Conducted Meeting with WCSA/Board Team and Charlie Barksdale
  - Soliciting Additional Applicable References from Johnson Controls and Honeywell
    - Goal is to Visit to Determine:
      - How Well the Project was Managed



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- What were the Actual Time Requirements
- What would you do Differently if you did a 2nd Project

**Communication Opportunities Update**

- Progress Since our Last Update:
  - Visually Inspected the Epperson Tower with Mobile Communications
  - Asked 2-Way and Mobile Communications to Factor this Tower into their Propagation Studies
  - Entered into a 6 Month Option on the Epperson Tower
    - Seeking Subject Matter Expert (SME) to Appraise the Tower
- Investigated STARS (State Patrol) and Determined that this Option is Not Cost Effective
  - Very High Capital and O&M Costs
- Conducted Presentation and Discussion with Verizon and their Value Added Supplier on our Needs
  - Per Verizon Team, based on our Terrain and Needs a Hybrid System (Radio + Cellular) is the most practical based on their experience
- Asked 2-Way and Mobile Communications for the Lower Cost Propagation Studies based on:
  - Epperson Tower
  - County Tower
- Next Steps in Preparing our Board Recommendation
  - Complete Epperson Tower Appraisal
  - Complete Propagation Studies
    - Determine if the Radio Coverage is Reasonable

- Determine Reasonable Minimum Expectations

Mr. Nelson asked if there had been a serious problem with the communication. Have there been issues that have occurred that have specific concerns? Is it a safety issue or an issue where employees come back and have to be redeployed? Mr. Nelson said he was curious with the current technology, how much an issue it was. I don't know what is driving it (communications) is what I would like to know, stated Mr. Nelson.

Mr. Cheek responded saying it was a combination of all those things, safety and efficiency. There is a significant safety component. WCSA deals with chlorine gas. At Taylors Valley for instance, there are inherent safety issues because of the lack of communications. Safety is one of the primacy drivers.

As far as efficiency, there should be significant improvement in efficiency, said Mr. Cheek.

How do we communicate today, asked Mr. Nelson

With cell phones, answered Mr. Cheek. Texting tends to work better than the calls. Texts will go through in some areas where calls will not.

Mr. Cheek asked Mr. Perrigan what his thoughts were since his department was on the road all over the county.

Mr. Perrigan said there were so many dead spots. Past Highlands Church is dead and we have to wait until we are almost back at the office before we can use the cell phone, or knock on someone's door to use a land line. Service is not good in the Taylors Valley and Mendota areas and not way to call back to the office.

Mr. Hutchinson asked if there have been certain past instances where a better communication system would have



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helped; such as a safety issue for instance?

Mr. Cheek said there have been. One employee who was allergic to bees was stung at Taylors Valley. Luckily, he was able to get out and it worked out but that could have been a different story, stated Mr. Cheek. We also had a chlorine hose break at Taylors Valley. Mr. Cheek said the team looked at the need for radios thoroughly asking what can we do that would make sense?

Mr. Nelson said there are going to be risks; unfortunately in life there are risks. I just want us to be sure we are utilizing the most current technology available and are evaluating satellite technology and other available technologies. Mr. Nelson's concern was paying a lot for outdated technology and not be able to get much use of it. If we are going down this road, said Mr. Nelson, let's get the best technology we can. I would hate to spend the money we were looking at in the last meeting and it not give us provide the product we want, he stated.

Regarding the satellite system, Mr. McCall said King Contractors uses a GPS system and it is accurate, you can set grade by them, he stated.

Mr. Nelson said he thought the team needed to define exactly what WCSA wanted to accomplish (in purchasing radios). Is it safety, is it efficiency, is it a combination of the two, is there a problem is there not a problem? Mr. Nelson said in his mind, he has not heard this (purchasing a radio system) is the best use of WCSA dollars today.

Mr. Nelson said he did not want to be misunderstood; "safety is very important to me, extremely important. I don't want anyone to get hurt period but there are risks and we all take them and things can happen", stated Mr. Nelson. Mr. Nelson

said wanted to be sure the radio system was examined all the way through.

Mr. Cheek said GPS was not the first priority. The first priority was communications with employees in the field. Examples of field communications would include communicating road closures, lane closures and use for flagging; operating valves where employees are in different locations and can communicate with each other and communicating in emergencies.

Mr. Cheek said we looked hard at Verizon and would really like to have seen that system work. Mr. Cheek said the team was still working with Verizon on tweaking the signal or turning the towers for better effectiveness.

Mr. Osborne spoke up about public safety saying, when the tornado hit Glade Spring, all cell contact went down because of the overload to the system. The Operations Department depended solely on the analog radio system we had at that time. That radio system was the only form of communications we had for about 3 days, stated Mr. Osborne.

Mr. Nelson said asked if the analog system worked during that disaster. .

It worked at the time Mr. Osborne but was not sure if that system would work at this point in time. .

Mr. Nelson said, "you have made good points here." He said he did not want to be misunderstood but wanted to be sure that if WCSA continued with the process, it would be able to get the technology needed to do what WCSA needs it to do.

Mr. Nelson thought there were always going to be issues of having a lack of service in some areas. Mr. Nelson said you will not stop the issue of having a tornado; you can be prepared by having alternative means of communication.

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That is why Mr. Nelson said he asked if the analog system worked.

Mr. Hutchinson said no matter the cost, if it saves a life or helps someone receive help in an accident, it is money well spent.

Mr. Hutchinson recommended purchasing a unit that could be modified if newer or better technology became available as opposed to purchasing equipment that could not be updated. Mr. Hutchinson said he used to work for GTE and knew that type of equipment could be modified or updated.

Mr. Nelson thought the use of land lines would still be necessary in some areas saying he thought WCSA would still need to have the ability to use customers land lines in some areas in case of emergency.

Mr. Miller asked if Taylors Valley would be an area that even radio communications could not service. Mr. Miller suggested having a land line in Taylors Valley for safety.

Mr. Cole said there was a land line at Taylors Valley but it was inside the building. If there is a chlorine leak, the land line could not be accessed.

Mr. Cheek said he was very anxious to see the coverage map.

To Mr. Millers point, Mr. Nelson said there will have to be some alternatives in place.

It will take a mix if things in different areas, said Mr. Cheek. Mr. Cheek said he was interested to see what the coverage map would show to learn what the options are.

Mr. Miller asked if Verizon wanted to bring a partner to the table. Mr. Cheek said Verizon has a partner that has vehicle boosting equipment. This equipment can also collect data and send that data to the computers in the vehicles.

In regards to the Taylors Valley land line, Mr. Hutchinson said the phone company is able to provide an extension for an outside phone located in a weather proof locked box.

Mr. Cheek thanked the Board for the conversation about the radios.

**2016 February Wastewater Process Highlights**

- System Operation
  - Continue to Focus on Process Stability
    - Both Hall Creek & Damascus well within Control Limits
    - Damascus did exceed 24 Hour Daily Influent, 0.24 MGD, requires 3 Consecutive Months for a Violation
  - Team Driven Improvements at Damascus
    - Lift Pumps
    - Clarifier Rebuild
    - Air Control
- Inflow and Infiltration
  - Team Approach with Maintenance
    - Issue Around Greenbrier Pump Station
      - Significant Improvements
      - Issue Under Lee Highway: Working to Find a Reasonable Solution
- Capital Improvements
  - Developing a Procurement Strategy to Obtain Competitive Concepts and Costs

**2016 February Water Maintenance Highlights**

- Mr. Joseph Oakes has accepted our Electrician Job Offer
  - Mine Certified up to 1,000 Volts
  - Hard Worker, Takes Tremendous Ownership in His Work
- Galvanized Phase II Support
  - Wrapped up D1, D2 & D4

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- Reached Substantial, Working with TLG & Contractor to Achieve Final
  - Abandon 8" up Lee Highway, will take out old Fire Hydrants
- Routine Activities
  - Normal
- Costs
  - Preventive Maintenance
  - Mobile Equipment
  - Tanks
  - Pump Stations

#### **2016 February Distribution Highlights**

- Exit 14 Work for Minimal Impact on Construction and Customers
- Customer Liaison with Multiple Development Projects
- Developing System to align District Meters with District Billable Metering to Identify Water Loss Areas

#### **Forward Looking Statement**

- Customer Relationships
  - Working with Customer Service for more In House Training & Processes to Assist Both our Customers and Our Teams Understand Each Other's Concerns and Issues Better
- Costs
  - Production Costs (Water Loss and Inflow and Infiltration)
  - After Hours Call In
  - Base Knowledge and Tracking Ability
  - Hydrants as a Device to "Stress Test" our Water Delivery System to identify Problems Early
  - Work with Engineering and Operations on How to Work Together to Obtain the Most Value in our Construction Projects
- Quality

- System Pressure/Flow Variations as Detected During Hydrant Stress Tests
- Executing DBP System Aging Analysis

Mr. Hutchinson asked what was being done with old fire hydrants.

Scrapping them, said Mr. Cheek, as we cannot get parts for the old hydrants.

Mr. Hutchinson asked if any could be salvaged or used for parts. Mr. Cheek said they were too old.

Mr. Cornett said a couple of old hydrants were donated to dog parks. Mr. Hutchinson suggested donating them to schools for painting projects.

The oldest hydrant was donated to the Abingdon Fire Department where it is on display along with a plaque, said Mr. Cornett. There is another hydrant at a dog park on Walden Road with a plaque.

#### **9. Engineer's Report and Update**

*Dennis Amos of Anderson and Associates (A&A):*

##### **• Exit 13 Sewer Project Phase 2A**

Mr. Amos and Mr. Kiser had a conference call with DEQ in which they stressed the importance of moving ahead with Phase 2A and Phase 3 as quickly as possible. A&A has a follow up call with DEQ on April 21<sup>st</sup> to discuss progress of Phase 2A and Phase 3.

##### **• Exit 13 Sewer Project Phase 3**

Mr. Kiser continues to work with property owners regarding easement and pump stations options in the project area. Mr. Amos provided staff with easement exhibits for the entire project area. Mr. Amos will be working on revisions to the easement exhibits provided by Mr. Kiser and submit them to staff for review.

Mr. Miller asked how many easements were lacking.

Mr. Cornett said there were two easements lacking but nothing beyond



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those easements and we will be able to advertise. According to Mr. Amos, if given word on the Tuesday after the Board Meeting, it can be advertised the following Sunday. We are close said Mr. Cornett.

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

• **Galvanized Line Phase 2**

The Galvanized Line Phase 2 project is wrapping up. Mr. Lane hopes to have Clean-Up Change Orders for Divisions 2 and 3 for the Board's consideration at the April Board Meeting.

Mr. McCall asked if Thomas was over on their time allotment. If so, we need to do something, stated Mr. McCall.

Mr. Lane did not think they were over their allotted time but would to verify that. Mr. Lane did say he believed Thomas did make their Substantial Completion deadline.

Mr. McCall said he noticed they were still working.

They are doing clean-up and punch list items.

• **Hidden Valley Water System**

TLG will present a Clean-up Change Order and final paperwork at the April Meeting.

Mr. Lane referred to the amended budget for Hidden Valley. The budget was amended to include a chlorine analyzer for real time monitoring of chlorine levels in the water supply. That line item also provides for SCADA system enabling that information to be sent to the plant. This will allow WCSA to monitor the chlorine residual in the water without having to travel to Hidden Valley to take a sample.

Unless there are objections, TLG will move forward with the chlorine analyzer as a line item to be purchased with remaining VDH funds.

Mr. Nelson asked if the Budget was within the amount originally approved.

Yes sir, answered Mr. Lane. Even with the addition of the chlorine analyzer, there are still some contingency funds, WCSA funds and grant funds remaining.

Mr. Miller asked about the quality of water from Russell County.

Mr. Lane said as far as he knew, it was fine.

• **Mill Creek Water System Improvements**

TLG received VDH approval on plans and specs. TLG is still working with the Town of Chilhowie to resolve property issue that is keeping the project from being advertised. Mr. Lane has all the necessary approvals and will be advertising Mill Creek as soon as the property issues are resolved. Mrs. Figueiras and the Town's attorney is working with the property owner's attorney to resolve those issues, which have turned out to be complicated, stated Mr. Lane.

• **Route 58 Water Supply Improvements Project**

The tank plat was approved by the county, reported Mr. Lane. The approval will allow WCSA to move forward with the property purchase.

TLG will begin working on final drawings when they receive final comments on the preliminary drawings.

Mr. Lane and Mr. Cornett plan to attend a meeting at the Intermont Utility District on March 29<sup>th</sup>.

Mr. Cornett said WCSA did request and received Russell County PSA's water quality results; more specifically their disinfection by-products results for 2015. It is a very similar situation to the one in Scott County. From a regulatory prospective, the exceedance occurred prior to WCSA connection to Russell County. Meaning; meaning there will be

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no regulatory requirement to notify new customers in the Hidden Valley Community. In the winter months the DPT numbers do go down and Mr. Cornett expects numbers and fine at this time. WCSA is conducting tests ahead of any scheduled tests. Mr. Cornett said he believed that was the right way to approach the situation knowing there have been issues. Mr. Cornett said this is something we want to get ahead of not behind on and will be reporting findings to the Board

Mr. Lane said he was not aware of that issue.

**10. Consideration of Vehicle Bids –  
*Kim Boyd, Dave Cheek***

In the 2015/2016 Budget were four vehicles approved for purchase; three extended cab ½ ton pickups and a one crew cab one-ton pickup.

Responses were received from two bidders; Empire Ford and Crabtree GMC. Not as many bids were received this year due to a RFP clarification stating dealers must provide warranty work local.

Empire Ford was the low bidder on both types of vehicles as follows:

- Three ½ Ton 4X4 Extended Cab Trucks - \$25,404 each totaling \$76,212.
- One 1 Ton Service Truck - \$37,987

Mr. Hutchinson asked how WCSA advertised the trucks for bid.

Mr. Boyd explained an invitation to bid and specifications were sent to six vendors and advertised in the Bristol Herald Courier on Sunday, February 14, 2016 as well as listed on the WCSA website.

In light of the bids, Mr. Hutchinson said Mr. Crabtree passed away and Mr. Hutchinson said he “wanted to express our condolences to the Crabtree family”.

Mr. McCall motioned to approve the purchase of trucks from the low bidder, Empire Ford. Mr. Hutchinson seconded and the Board approved voting 6-0-0-1.

**11. Consideration of Service Line Insurance Request for Proposals –  
*Holly Edwards***

For several years, WCSA has been concerned with the increasing number and amount of abatements.

The Board appointed a committee consisting of two Commissioners; Mr. Miller and Mr. Stephon; to work with Staff to identify the problems and possible countermeasures. Mr. Taylor has filled in for Mr. Stephon since his retirement.

The Committee met and discussed WCSA’s increasing number of leak adjustments and how we could possibly decrease this amount.

One thing that was recognized by the Committee is the length of time between a leak occurring and its repair. We then looked into ways to shorten the time between leak occurrences and repairs to reduce the cost to not only customers but also to WCSA, stated Mrs. Edwards.

A possible counter measure may include replacement of our current meter system to enable us to notify the customer the same day the leak occurred and could save as many as 30 days.

Mrs. Edwards continued saying, another area reviewed by the Committee was WCSA’s policy on leak abatements. Currently, we allow for one leak adjustment over a 12 month period.

Of the utilities that provide abatements, WCSA has one of if not the more generous abatement programs we have seen. At this time, the Committee has no policy changes in mind as a countermeasure.

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Customer service line insurance policies offered by a third-party through WCSA is another counter measure considered by the Committee. The Committee met with three leading companies who provide this service: HomeServe, American Water Resources, and Utility Service Partners. Though each company has unique features, generally, they operate as follows:

**Getting Started:**

- The service provider would obtain a customer contact list from WCSA.
- The service provider would mail (upon WCSA approval) information to customers making them aware that WCSA has partnered with them to offer customers service line protection for their water and/or sewer lines.
- Costs may range from \$4.99 to \$8.99 depending on which protection they want, water or sewer or both.
- If the customer chooses to participate they will send the form and payment back to the company, not WCSA.
- The company will bill them monthly for the service protection line they choose.

**Benefits for the Customer:**

- Qualified, licensed & insured contractors available 7 days a week 365 days a year, with response time within 24 hours (key to our observation that time is what leads to higher abatement amounts).
- Contractors live & work in the area where they perform the repairs; they contract with local contractors.
- Covered repairs completed at no charge up to the coverage amount with no deductibles, no call out fees, or forms to fill out at the completion of the job.
- Covered repairs guaranteed for 1 year.

- No pre-inspection before joining.
- Unlimited number of claims and service calls.
- Lower leak abatement amounts to pay WCSA.

**Benefits for WCSA:**

- Customers would know who to contact to have service line repaired and would not have to wait on a plumber to contact them back and then come to repair.
- Leaks would be repaired quicker which would result in less water usage by the customer through the leak, saving money for both the customer and WCSA.

The Committee respectfully recommends proceeding to issue a Request for Proposals from companies who provide this type of service plan. The Committee would vet the proposals and bring back a recommendation to the Board before proceeding.

Mr. McCall asked if there was anyone in the area or the closest area that offered this service.

Mrs. Edwards did not know.

Mr. Taylor thought most of these companies would get the contracts and sub the work out to local contractors.

Some customers will take the service and some will no. Many customers do not know home owners insurance will not cover these costs, stated Mr. Miller.

Though abatements are down from \$281,000 to \$210,000, not knowing what the proposals are, we may still be ahead even if we subsidize the cost. It would be in WCSA's interest to have this insurance available, stated Mr. Nelson.

Mr. Nelson thought the galvanized line replacement has helped since abatements have dropped \$70,000. Mr. Nelson thought the insurance was worth looking at and thought some customers would take it.



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Each company had a little different specifications and Mr. Miller said he thought getting a formal proposal from each company would be very helpful.

Mr. Cornett said some of the companies said in some cases replacing the line is more economical to the customer and WCSA and they would not be opposed to doing that.

One company also included frozen pipes in the winter as part of their service line protection policy, stated Mrs. Edwards.

According to Mr. McCall, along the same lines, AEP is offering surge protection to its customers.

Mrs. Edwards said these companies offer similar policies and offer a range of different services.

Mr. Hutchinson motioned to proceed with Service Line Insurance Request for Proposals. Mr. Miller seconded and the Board voted 6-0-0-1 approving the motion.

**12. Consideration of Galvanized Line Phase 2 Division 5 Construction Bids – Bobby Lane**

Mr. McCall abstained from voting stating he is an employee of King General Contractors on Bonham Road of Bristol, VA who submitted a Bid for this Project.

Mr. Lane said the Bid Opening was on March 3, 2016 at 2:00 pm. There were a total of nine bids submitted for the Project.

Mr. Lane explained the specifications included a base bid with three added alternatives with the desire being to answer Rural Developments to get all the remaining funds for Phase 2 Galvanized Line Project awarded. As it turns out Little B Enterprises was the lowest responsible and responsive bidder for the base bids and the added alternatives A, B and C, stated Mr. Lane.

Mr. Lane met with Mrs. Boyd to review the project budget and found available funds that may be used to construct the base bid and added alternates A, B, and C. Mr. Lane recommended the Board issue a notice of Intent to Award the contract to Little B Enterprises in the amount of \$1,453,896.65 pending funding agency and WCSA legal counsel approval.

Mr. Miller motioned to approve Mr. Lanes recommendation, Mr. Hutchinson seconded and the Board approved with a 5-0-1-1 vote, Mr. McCall abstained.

**13. Closed Meeting**

At 7:53 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 Public Funds:
  - a. Discussion and consideration of the acquisition of real property for public purposes, where discussion of such acquisition of property in open meeting would adversely affect the bargaining position of WCSA.
    - i. Easement acquisition related to the Exit 13 and Glade Spring Projects
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 impact the bargaining position of WCSA.
    - i. Easement acquisition related to the Exit 13 and Glade Spring Projects

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3. Code of Virginia Section 2.2-3711  
Paragraph (A) (7): Legal Advice:

- a. Consultation with legal counsel and briefings by staff pertaining to possible litigation, where such consultation or briefing in open meeting would adversely affect the negotiating or litigation posture of WCSA.

In addition to the Board the presence of Dawn Figueiras, WCSA Legal Counsel, Robbie Cornett, WCSA General Manager and Dave Cheek, WCSA Operations Manager was requested.

Mr. Hutchinson seconded the Motion of Closed Meeting and the Board approved voting 6-0-0-1.

Return to Public Session: 10:12 pm

Mr. McCall motioned to return to Public Session, Mr. Miller seconded and the Board approved voting 6-0-0-1.

Mr. Nelson 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

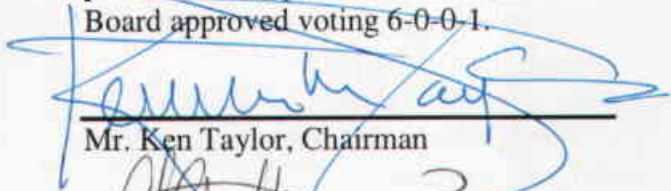
the Authority. Aye by Mr. Miller, Mr. Hutchinson, Mr. Campbell, Mr. Taylor, Mr. Nelson and Mr. McCall confirming no outside discussion took place other than Closed Meeting topics.

**13. Late Items**

There were no late items.


**14. Adjourn**

At 10:14 pm, Mr. Hutchinson made a motion to recess to April 5, 2016 at 6:00 pm. Mr. Campbell seconded and the Board approved voting 6-0-0-1.



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Mr. Ken Taylor, Chairman



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Carol Ann Shaffer, Assistant Secretary