

Washington County Service Authority Board of Commissioners
May 18, 2015 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
(arrived at 6:05 pm)
Mr. Devere Hutchinson
Mr. Jim McCall
Mr. Dwain Miller
Mr. Frank Stephon, IV
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
(arrived at 9:55 pm)
April Helbert; Engineering Manager
Mark Osborne, PE; Distribution
Johnny Lester, Maintenance Manager
Ken Perrigan; Meter Manager
Holly Edwards, Customer Service Manager
Bobby Gobble, Assistant Maintenance Manager
George Thomas, Utility Coordinator

Consultants Present:

Dennis Amos; Anderson and Associates, Inc.
Bobby Lane, PE; The Lane Group, Inc.
Bill Skeen; Maxim Engineering

Also Present:

Mr. Mark Lawson, General Counsel

3. Approval of the Agenda

Mr. Cornett had no changes to the Agenda. Mr. Nelson motioned to

approve the Agenda. Mr. Stephon seconded and the Board approved with a 7-0-0 vote.

4. Public Query and Comment

There was no public query or comment.

5. Approval of the Consent Agenda

A. Minutes: April 20, 2015 Special Called Meeting; April 27, 2015 Regular Meeting and April 27, 2015 Recessed Meeting; Chilhowie Joint Meeting (held April 30, 2015)

B. Routine Reports: April 2015

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

C. Financial Reports: April 2015

- Balance Sheet: April 2015
- Income Statement: April 2015
- Check Register / General Manager Financial Report: April 2015

D. Consideration of Amendment #1 to the Engineering Agreement between WCSA and The Lane Group for the Galvanized Line Phase 2 Water Project - *April Helbert & The Lane Group*

E. Consideration of Amendment No. 2 to the Engineering Agreement between WCSA and The Lane Group for the Galvanized Line Phase 2 Water Project - *April Helbert & The Lane Group*

F. Ratification of Amendment No. 1 to the Engineering Agreement between WCSA and The Lane Group for the Mill Creek Regional Water Treatment Plant

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Improvements Project - *Robbie Cornett & The Lane Group*

Mr. Nelson made a motion to approve the Consent Agenda, Mr. Stephon seconded.

Mr. Miller asked the Chairman to have a discussion on Item 5E.

Mr. Miller asked if there were three Resident Project Representatives (RPR) on the project.

Mr. Lane said "yes sir."

Mr. Miller asked if the plan was to have three RPR's on site at all times.

Mr. Lane said "no sir."

Mr. Miller questioned the request for an additional \$68,000 and asked why TLG. When an engineer provides an estimate for additional services and RPR, the estimate is done before project design, explained Mr. Lane. There are several assumptions made when we set the cost of RPR services; especially on a project this large. Mr. Lane said we do the best we can to put that together. Funding agencies do recognize that at that point in time, all we can do is estimate the costs for RPR.

Mr. Lane said TLG did estimate RPR services higher than the estimate for Phase 1.

Mr. Lane explained that today, for example, there are 10 crews working on Galvanized Line Phase 3 and the Contractor is thinking about adding another crew. We have a total of 6 RPR's (3 from TLG and 3 from WCSA) looking after all that work.

TLG and WCSA meet weekly to discuss the project and make sure it is properly covered. The RPR services we are providing, along with WCSA, are enough to adequately cover the project.

There were several issues with Phase 1 and this project has gone much better, stated Mr. Lane.

On some projects, we have saved money on RPR and we like to provide amendments to show that savings, Mr. Lane said.

The RPRs are doing more than just watching the water line construction. The RPR's are working with property owners and are working on easements.

Mrs. Helbert said two of WCSA's three RPR are not inspecting full time. They are doing line locates and assisting with the coordination of tie ends and many other things.

The fact is if the authority was not providing RPR services, said Mr. Lane, the request would be much higher. Mr. Lane said the number of crews and amount of work they would be doing was not expected.

With the number of crews working will it take less time to finish the project, asked Mr. Nelson?

Not necessarily said Mr. Lane.

The theory is more crews mean less time. Mr. Nelson said his issue is with more crews, the project should take less time.

Mr. Lane said it should, and said Division 4 is finished. Little B is close to being on schedule on Division 1. Little Henry, Division 3, is very close to being on schedule. Thomas on Division 3 is working hard but they are not on schedule.

Mr. Lane thinks the project will be completed on time.

Mr. Nelson said if the contractors are able to finish quicker, TLG will present an amendment for a credit for any moneys not used for RPR services.

Absolutely, said Mr. Lane. That is the case with RPR items and any other items we estimate. If there is any money left, it will certainly come back to WCSA, stated Mr. Lane.

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MR. Taylor asked if the request was based from the estimated project completion date.

We estimate the project will be complete in September and the request is based on that. Mr. Lane assured the Board that he does not like to present amendments to the Board, and said he would not be presenting another amendment on this project unless something bad happened.

Mr. Miller asked if there were any issues that have caused the delay that the Board should be aware of. "You say there are issues you did not foresee", said Mr. Miller.

Mr. Lane said he thought it was due to the difficulty of the work. He continued saying, I do not think it was an error on TLG's part and I think our plans were good plan. WCSA has done a good job locating the existing water line; but from time to time we find a water line is not where it locates. When that happens, because of easement issues, we may need a new easement or need to relocate and change the location of the water line which takes time, explained Mr. Lane.

Missing the location of the water lines was not due to error but because they were under ground and no one knew for sure where the lines were.

Mr. Nelson mentioned the issues in Phase 1.

The issues we had in Phase 1 were cleanup issues and not cleaning up yards like they should have been. This time, we have complaints but have less than before and that is a credit to the job the RPR's are doing, explained Mr. Lane.

Mr. Hutchinson asked if the need for addition RPR services was to meet the September deadline.

Mr. Lane said when TLG estimated the time for the original project; they did not know how many divisions the project would need. Mr. Lane originally thought

it would take only two divisions. As the design progressed, TLG collectively decided the project would be broken down into four divisions.

Mr. Lane said when TLG advertises a contract for bid; they try to allow the contractors enough time to complete the contract so contractors do not add liquidated damages to their bid. Contractors give feedback at the pre bid conference and will let us know if they think the contract allows enough time to complete the work. All these things are happening and evolve after the contract is negotiated. The only items that do not change are basic engineering and the basic scope of the work. Additional engineering and RPR fees can increase or decrease as time goes on, explained Mr. Lane.

Mr. Lane said TLG tries to put together the contract and contract time so it is in the best interest and allows for the best price for WCSA. Mr. Lane felt like that was accomplished in this contract.

Mr. Hutchinson asked what the original completion date was for this project.

June, answered Mr. Lane.

The date was moved to September, asked Mr. Hutchinson.

Yes, but I do not think all four contractors will be working until September, stated Mr. Lane.

Mr. Hutchinson said the point he was making was the project would have been moved to September regardless of having two contractors and three RPR's or four contractors and six RPR's.

Mr. Lane confirmed that statement and said in his opinion the Contractors are doing what they can to do a good job and finish as quickly as they can.

Mr. Hutchinson thanked Mr. Lane.

As a percentage of the whole project, are engineering costs on line percentage

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wise what normal engineering costs are, asked Mr. Nelson.

They are, answered Mr. Cornett.

Mr. McCall said normally contractors start breaking ground about 8:00 am or 8:30 am.

Contractors normally show up on the job site about 7:00 and start laying pipe about 8:00 am, replied Mr. Lane. Some contractors work four, ten hour shifts; others work 12 hour shifts and some work on the weekends. Inspectors need to be on site when the contractor starts work, before they start putting pipe in the ground.

Mr. McCall said contractors need to stop about 4:00 pm or 5:00 pm to start their cleanup work.

Mr. Lane said in most cases that is correct. Again, some contractors work 12 hour days stated Mr. Lane.

Mr. McCall said the contractors still have to cleanup. It takes the same amount of time to clean up.

Mrs. Helbert said one contractor has separate cleanup crews.

Mr. McCall asked Mr. Lane if he was monitoring the RPR's overtime. He continued saying overtime can get addictive.

Mr. Lane said yes, we are.

Mr. McCall asked Mr. Lane if he had done a comparison and ran the figures.

Not recently, said Mr. Lane. If the week has been nice and sunny, TLG RPRs will average about 48 hours a week.

Even if our RPRs are on site just as the contractors break ground and leave when the job is finished for the day, they will average 6 to 8 hours overtime a week when the weather is nice, stated Mr. Lane. If the contractor is working on a right of way, like Highway 11, we do not like to leave them without an inspector on site even for the cleanup; to be sure

the cleanup is done correctly. Mr. Lane said WCSA's inspectors do the same.

What you are saying Mr. Lane is you are doing everything you can to keep costs down as much as possible and you need this money to get the project done, said Mr. Nelson.

Mr. Lane confirmed.

Mr. Taylor asked if there were any more questions. There were no additional questions.

Mr. Taylor then asked the Board to vote on the motion at hand.

Mr. McCall asked what the motion was. To approve the Consent Agenda, said Mr. Taylor.

The Board voted 6-1-0-0 with Mr. McCall opposed saying he did not agree "with the \$10,944".

Mr. Lawson asked which item that was associated with.

Mr. McCall said it was legal costs.

Mr. Cornett and Mr. Nelson said that amount was not included in the Consent Agenda. That check will not show until the May financials, stated Mr. Cornett.

Mr. Taylor asked Mr. McCall if he would like to change his vote. Mr. McCall did change his vote. The final Board vote to approve the Consent Agenda was 7-0-0-0.

6. Engineer's Report and Update

Mr. Bobby Lane of The Lane Group (TLG) Chilhowie Office:

- 12 MG Water Treatment Plant

Mr. Cheek arranged staff meetings every Wednesday between WCSA and TLG to discuss issues at the Intake and moving toward the resolutions of those remaining items. We are making progress on that. The contractor checked the alignment of the energy recovery turbines. Mr. Lane said they were working to install a remote on/off switch on the turbines and concentrating on

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improvements to the clay valve operation that controls flow from the Intake to the plant.

- South Fork Intake.

Mr. Lane said TLG was getting very close to being able to implement the proposed improvements to the Raw Water Pump Station. These improvements will have a significant impact on the cleaning procedures for the intake screens. Mr. Lane expects to see significant improvements during high turbidity and winter icing events.

- Galvanized Waterline Replacement Project - Phase II

According to Mr. Lane, Little B is now on schedule and Little Henry is behind but making up ground.

- Galvanized Waterline Replacement Project – Phase III

TLG revised the Preliminary Engineering Report and the Environmental Report to include more galvanized line improvements and to include the Abingdon Tank Project. That application is now in Richmond. Mr. Lane expects to have information about funding in the next few weeks.

- Hidden Valley Water System Improvement

This project is well under construction, reported Mr. Lane. The completion date is October and the contractor is on schedule.

- Mill Creek Water System Source Improvements

TLG has submitted the Preliminary Engineering Report concerning the Koch membrane to the Health Department. Mr. Lanes hopes to have approval from the Health Department very soon

- Rich Valley Road

TLG Met with WCSA on May 11 to review outstanding items. The contractor is completing the very last punch list items for Rich Valley Road.

Galax Office:

- Western Washington County Sewer Study – Beaver Creek Discharge Permit

DEQ requested the local government ordinance form from the County Administrator as a result of the Special Use Permit. That form has been forwarded to DEQ. Mr. Lane hopes to have a Draft Discharge Permit for WCSA review in the near future.

Mr. Miller asked if water on Rich Valley Road was on.

It is, said Mr. Cornett.

Mr. Nelson asked what the normal time frame was to finish a project.

Mr. Lane said 60 to 90 days.

So, that one (Rich Valley Road) has gone way past the normal time frame, stated Mr. Nelson.

Yes it has, stated Mr. Lane.

Mr. Taylor asked if Tipton was the contractor on that project.

Mr. Cornett said Tipton was the contractor.

What is the remedy to make things happen, asked MR. Nelson.

Mr. Lane said he did not know of anything they could do to make things happen any faster, but there were things that could be done to make the contractor pay.

Mr. Nelson asked if there was anything that could be done at the onset of the projects to ensure the work is done on time. Contractors are not as inclined to finish when they have been paid, stated Mr. Nelson.

We can increase liquidated damages, Said Mr. Lane, but he did not think that would necessarily help in this particular case.

Are there any retainers on this project, asked Mr. Taylor?

Mr. Helbert said yes; 5%; about \$74,000 to \$78,000 and we are still holding that.

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Mr. Lane said there were also some payment bond issues that must be taken care of before he would recommend we release the retainer.

Mr. Lane thought the action the Authority would take at this time would be of a legal nature.

Mr. McCall said he stopped by WCSA's projects from time to time to talk, and asked that the Board be made aware of any issues, like this issue. He said the public asks about projects and when we (the Board) aren't aware of issues, it can be embarrassing.

Mr. Lane said he would be glad to make the Board aware of any issues that may arise in the future.

Mr. Bill Skeen of Maxim Engineering

• **Larwood Acres / Exit 1 Wastewater Feasibility Study**

Mr. Skeen said WCSA Staff had legitimate concerns about alternative sewer systems proposed for Larwood. Mr. Cheek suggested looking at some of the proposed alternative sewer systems. Wise County PSA has been gracious enough to offer a tour of their facility and answer questions, said Mr. Skeen. Mr. Skeen expects to have possible tour dates in the next couple of weeks.

Mr. Skeen introduced Mr. Collier, the owner of Maxim, who was in the audience.

Mr. Dennis Amos of Anderson and Associates (A&A):

• **Exit 13 Sewer Project Phase 2A**

WCSA staff met with the service station representatives at the intersection of Spring Creek Road and Lee Highway. As a result, we now have a clear plan of action for that area, stated Mr. Amos. Plans were updated and a draft set of those plans were delivered to Mrs. Helbert for review. Mr. Amos delivered

preliminary easement sketches to Mrs. Helbert and WCSA Staff for review.

• **Exit 13 Sewer Project Phases 3**

A&A is on schedule to deliver a preliminary alignment set of drawings to WCSA next month.

Mr. Miller asked what A&A planned to do about installing pipe around the service station.

The service station reps have agreed to allow us to go behind the service station through the grass buffers. Mr. Amos has a preliminary right of way easement sketch for their approval.

Mr. Taylor asked which service station they were talking about.

Mr. Cornett said it was the Shell station.

Mr. Amos said the next phase would continue up the creek and behind the animal hospital. Mr. Amos said Mrs. Helbert requested A&A provide an amendment for the future phase that would ensure the line will gravity flow.

Mr. Osborne said there was no real issue with the depth from the front to the back of the property.

7. Water and Waste Construction Projects Update – April Helbert

Mrs. Helbert presented the Board with information on the consulting engineer's insurance coverages for their review.

Mrs. Helbert then discussed the North Fork River Road at Tumbling Creek South Extension Project. Mr. Cheek asked for a set of plans for the North Fork River Road at Tumbling Creek South Extension Project. The Engineering department and Distribution department have been working on that information and expect to have it available for review by Maintenance department and Mr. Cheek in the next couple of days.

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Mr. Miller asked if the plan was to extend the water line to Mr. Turley's driveway.

Mrs. Helbert said the line would go down to Mr. Turley's driveway. The meter would be located on the upper side of his driveway. Mrs. Helbert said the plan was to cross Mr. Turley's driveway and install a blow-off valve on the lower side of his driveway.

Mr. Taylor asked what the projection was on the Childress Hollow Road rebid.

Mr. Cornett said we are waiting for VDH approval before it could be rebid. Contractors have been notified of the rebid.

Mrs. Helbert said there were revisions and VDH would need to approve those revisions.

Mr. Hutchinson asked if the residents on Childress Hollow have been notified about the rebid.

No. answered Mrs. Helbert. We typically send a notification that tells residents who the contractor is, when the project will start, the estimated completion date for the project.

How long do you estimate the project has been delayed because of the rebid, asked Mr. Hutchinson.

Mrs. Helbert paused a moment, then said, if the project had been awarded when the bids were first opened, it would have been awarded at the March meeting. Construction normally begins about 60 days after a project is awarded so construction would have begun the end of May, explained Mrs. Helbert. We are working on revisions now and hope to obtain approval in June. It took a while for VDH to approve the documents last time. Mrs. Helbert reminded the Board she reported for three months in a row that she was waiting on VDH approval. VDH is now

short-handed and only one person is now in that position.

Mr. Nelson asked if VDH needed to approve the extension of time; or if we were changing the project.

Mrs. Helbert said the project is not being changed but changes are being made to the Bid Documents.

Mr. Helbert thought there would be about a four month delay in the Project due to the rebid but that time frame depends on the time it takes to obtain approval from VDH. .

Since there are limited changes being made, will that speed up the VDH approval process, asked Mr. Nelson.

Mrs. Helbert did not think it would speed up VDH's approval time.

All the things that went on related to this project pushed the project out. We had everything ready to move on this project and the bid process is what created the extension of time, asked Mr. Nelson

Mrs. Helbert said "yes."

Mr. Nelson asked what was being changed in the Bid Documents. If we had everything in order before, what is being revised now that VDH has to approve other than the time extension for funding, asked Mr. Nelson.

Mrs. Helbert said the Contract Documents were being revised. Some of the requirements for submitting bids that did not need to be included were going to be removed.

If we thought the wording should be included originally, why are we changing it; are we just tightening it up, asked Mr. Nelson.

We are removing the requirements completely, stated Mrs. Helbert.

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**8. Operations Report and Update –
Ken Perrigan**

In Mr. Cheek's absence, Mr. Perrigan reviewed the following Operations Report and Update presentation:

Discussion Items:

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

2015 April Performance Against Plan (\$9,936 Under Budget):

- Water Production: Electricity \$19,000 Over Plan (Mill Creek Off Line)
- Chemical Delivery Timing \$8,000

Mr. Perrigan explained the filter plant received two shipments of chemicals in April.

- Distribution: Annual Tank Cleaning - Timing
- Spending will Increase on Fire Hydrants & Meter Replacements

Year to Date we are \$394,000 Under Budget:

Year to date, all departments are under budget for the year, said Mr. Perrigan.

2015 Water Production

Water Production at the filter plant has increased because Mill Creek is offline.

2015 April Water Production Highlights

- South Fork Intake
- Continued to Work Through Operational Issues with Level Controls and Reduced Flow Rates during icing and high turbidity events
- Fork Drinking Water Plant
 - Continued to Work Through Operational Issues
 - Filters
 - Hydro-Turbine Start-Up
 - Water Flow Regulation
 - Line Strainers

- SFI & MFDWP Issue Resolution
 - Scheduled Weekly Meeting with TLG until we can correct open issues
- Mill Creek Membrane Plant
 - Joint effort with the Town of Chilhowie to Re-start and Replace Plant

2015 April Wastewater Process Highlights

- System Operation
 - Heavy Rain/Snow Melt Exposed Additional Inflow and Infiltration Issues
 - Damascus did not exceed daily inflow in April
 - Issue at Greenbrier Pump Station
 - Flow Meters in Place to Compare to Pumping Rates to Locate Problem Areas
 - Inflow and Infiltration
 - Team Approach with Maintenance
 - Aggressively Investigating In-Situ Repair Methods
 - Common Problem across the Country, What can we SWIPE from Others
 - Capital Improvements
 - Will Piggy Back with Metering on Energy Reduction Program
- 2015 April Maintenance Highlights**
- Galvanized Phase II Support
 - Bi-Weekly Meetings with TLG to Identify and Correct Issues
 - Try to Immediately Resolve Issues
 - Making Good Progress
 - Routine Activities
 - Leaks – 31 (2014 average 34)
 - Main Line Breaks – 3 (2014 average 6)
 - Fire Hydrant Repairs – 2
 - After Hours Responses

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- After Hours Responses and Target Area for improvement

2015 April Metering Highlights

Mr. Perrigan commended the employees in his department. He said four employees made up the Metering department and all four did a really good job. WCSA has 22,000 meters and a very small group in the Meter department compared to the number of meters. Mr. Perrigan said “they really do a good job.”

- Analyzing Meters for End of Life Replacement
 - Investigating Innovative Methods of Completing this task
 - Division of Mines and Minerals (DMMA) Design. Build and process for Energy Reduction.
 - Working with DMMA (Charlie Barksdale)
 - Will Obtain four proposals from ESCO’s
- Analyzing ROI for Remote Meter Read
 - Completed Initial Zone Map (One Vendor, Second Vendor in Process)
- Analyzing Billable Water Reductions from 2008 to Present

2015 April Distribution Highlights

- Solidifying Mill Creek Water Delivery System
 - Wise Pump Station
 - Lee Highway Pump Station
- Continued Fire Hydrant Training with Field Demonstrations
 - Will Begin Additional Training and Inspections in April (Better Weather)
 - Working on In-house Data Management
 - Additional In-House Trained Personnel

- Developing System to align District Meters with District Billable Metering to identify Water Loss Areas

- Executing PSV/PRV Preventive Maintenance Program

Forward Looking Statement

- Mill Creek
 - Rebuild on Line before high Summer Demands
 - Solid Engineering on Replacement Plant
- Customer Relationships
 - Fire Departments
 - Hydrants & Training
 - Water & Sewer Customers
 - More Customer Engagement at Time of Contact
- Costs
 - After Hours Call In
 - Base Knowledge and Tracking

Mr. Hutchinson commended the WCSA employees that recently worked with a customer in his neighborhood. These employees went over and above to address a neighbors concern about a long standing issue they perceived to be a WCSA issue, he stated.

Members of the Maintenance department did everything they could to establish the fact the water leak was not a WCSA issue in any way.

Mr. Hutchinson said he talked with this individual and assured her that if the leak was a WCSA issue, it would have been addressed long before. Mr. Hutchinson said the leak was caused by water that penetrated a wall after a very heavy rain. The resident finally realized it was not a WCSA issue.

Mr. Hutchinson commended the Maintenance crew on the extremes they went to address this issue. Mr. Hutchinson said it was a good example of customer relations.

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Mr. Cornett thanked Mr. Hutchinson for his kind words. It is important to have person to person contact and to work with and assist customers, Mr. Cornett said

9. General Manager's Report & Update - Robbie Cornett

Mr. Cornett discussed the General Managers Report & Update. Listed below are the discussion points outlined in his presentation.

Review Items:

- Safety
- Financials
- Customer Service
- Notable
- What's Ahead

Safety: April 2015

- No Accidents
- Safety Training
 - RPR Intermediate Certification
- Under Development
 - CPR
 - Ethics
 - Harassment
 - Fraud
 - Gifts & Gratuities
 - Conflicts of Interest
 - Effective Communication

Water - New Connections:

For the month of March, there were 8 walk-in connections.

Monthly Water Revenue: Budget vs. Actual:

Water Revenue is \$27,762 below projections for April.

Year to Date Water Revenue: Budget versus Actual:

Water Revenue is \$237,845 below the year-to-date projections.

Water – Monthly Expenses:

Administration was \$12,162 over budget. Mr. Cornett noted that there were three, onetime expenses that made up the overage.

1. Onetime VML/VACO AEP Steering Committee Due \$7,222.
2. Onetime printer toner cartridge purchase \$3,061.
3. Onetime PC's cost was placed in the laptop bucket (602820) instead of the desktop bucket (602810) \$2,856.

Non-departmental and customer service were under budget in April.

Water – Year to Date Expenses:

Excluding depreciation, compensation and benefits but including overtime, we are performing better than projections in all three areas year to date, stated Mr. Cornett.

New Wastewater Connections:

There were no new wastewater connections.

Monthly Wastewater Revenue:

Budget vs. Actual:

Wastewater revenue was \$6,981 above projections for April (actually March consumption), Mr. Cornett reported.

Year to Date Wastewater Revenue - Budget versus Actual:

Year to date revenue is \$3,233 below projections.

Wastewater - Monthly Expenses:

Mr. Cornett said wastewater expenses were \$1,114 under projections.

Wastewater –Year to Date Expenses:

Year to date, expenses are \$4,168 better than projections.

Customer Service:

- Active water accounts decreased by 15.
- Active wastewater accounts increased by 4.
- 167 reconnection or transfers of service.
- 124 disconnects for nonpayment.
- \$36,342 was abated for 177 customer water leaks. This was due largely in part because of the cold weather event late in the season.

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- \$2,837 bad debt written off. This amount is lower than average.

Notable Items:

- Summer Picnic
- 2014 Gold Award

Mr. Cornett was very happy to report that this was the fifth consecutive year WCSA has been awarded the highest possible ranking in operations/performance excellence for water utilities by the Virginia Department of Health (VDH). WCSA's Middle Fork drinking water plant was one of 37 conventional water treatment plants (out of 132 in Virginia) that received a gold award following a 12-month analysis of data by the VDH Office of Drinking Water.

WCSA's Middle Fork plant earned a perfect score of 20 in the judging criteria, with 20 being the highest possible score. A number one ranking means this water is three times cleaner than the standards require. WCSA is one of only 22 plants in the state that earned a perfect score.

- Pine Hill Road Request for Water

Mr. Cornett and Mrs. Helbert along with Ms. Wolfe and Mr. Sizemore of the Mount Rogers Planning District Commission met with Ms. Flannery to discuss the work that has been done to provide water to the Pine Hill Community. They also shared the names of the residents that verbally declined service but had not turned in user agreements. Ms. Flannery was not interested in reaching out to those residents.

- \$56,517 MRPDC Grant for Mill Creek Interconnection
- PVC Pipe Bedding Standard
 - Reviewing With Contractors, Engineers, Manufactures & Standard Organizations
- Mill Creek Drinking Water Plant

- Will VML Insure Koch Plant?
- Will Premiums Increase?

- Western Washington County Water Reclamation Facility
 - Petition Review

Mr. Cornett felt it was important the Board know there were 98 residents who signed the petition. Of those, 20 may be duplicate signatures. Most of the residents that signed the petition live in the Highlander and Woodstone area, which is not in close proximity to the proposed sewer plant.

Mr. Cornett said that none of the residents that signed the petition attended the Board of Supervisors meeting the night residents spoke in opposition to the sewer plant.

Mr. Cornett is working to consider citizen engagement opportunities.

- Extension Project Process Brainstorming
 - Elements of Successful Projects?

Mr. Cornett and team are working to recruit and train a Project Champion. WCSA is partnering with Mount Rogers and Mr. Boian on the project.

Through the years, we've learned a lot about what to do and what not to do. There are no guarantees that there will be interest in water service. Our job is to do our very best to make folks aware of the opportunity. A significant part of making them aware is the engagement with residents; making that connection. In some cases, it's a well-known person or group of people in a community are best suited to make that connection because it is already established. Mr. Cornett used MVFD on Emory-Meadowview; citizens on Exit 13 Phase as an example.

He then mentioned some substantial project areas on the horizon, including:

- Sewer to Lee Highway corridor

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- Water to Western Washington County

Planning now should give us and our community the best opportunity for success as we look into trying to serve these areas, stated Mr. Cornett.

Committee Activities

- Abatement Policy (Mr. Stephon & Mr. Miller)
 - (Mrs. Edwards) April 21: Begin to Define Problem
 - Review WCSA and Other Policies
 - Need More Detailed Information
- Health Insurance (Mr. Nelson & Mr. Stephon)
 - (Mrs. Boyd) Received 4 Proposals
 - One Untimely
 - Committee Proposal Review Meeting May 27 or 28?
- Long Service Lines (Mr. Miller & Mr. Nelson)
 - Staff Defining Problem
 - Starting With Pocahontas (Treetop Drive, Et al.)
 - Mrs. Edwards Conducts Survey (Pressure Low Scores)
 - Mr. Cheek & Company Collect & Analyze System Pressure Data
 - Committee Meeting Post Analysis
- Dispute Committee (Mr. McCall and Mr. Hutchinson)
- Mill Creek Steering Committee (Mr. Nelson and Mr. Cornett)
- Joint Utilities Committee (Mr. Hutchinson and Mr. Nelson)
 - Meeting on June 1, 2015 at 4:30 pm.

What's Ahead:

- Town of Chilhowie Interconnection Study

- May 21, 2015
- Mill Creek Restoration
 - June 2015
- 2015-2016 Budget
 - June 2015 Adoption
- Energy Service Companies
 - B.O.E. Moving Forward
- Western Washington County Wastewater
 - DEQ Discharge Permit
 - BVUA & Town of Abingdon Discussions

10. 10 Minute Recess – 9:45 to 9:55 pm.

11. Consideration of WCSA'S 2015-2016 Fiscal Year Budget Report and Update – *Kim Boyd, Robbie Cornett, Dave Cheek, April Helbert, Holly Edwards*

Mr. Cornett was the first to present Budget updates, including expense through April 2015 and any other changes that have occurred since the last budget presentation as outlined below:

- Item 23 – Board Room Sound
Though microphones appear at the tables and podium, they do not work and recording of WCSA Board Meetings is performed by a small handheld recording device located at Carol Ann's seat. Quality is fair to poor based on proximity of the speaker, their clarity and volume. This proposal will include microphones and recording equipment designed to clearly record speakers.
- Item 26 – Remove Wallpaper and Paint the Board Room and Conference Room. As you may have noted, the wallpaper is peeling in these areas and needs to be addressed.

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Customer Service Items - Mrs. Edwards

- Item 3 – Picnic, Table, Umbrella, and Concrete Base

This item will provide the employees with a small picnic table area behind the office to enjoy lunch and with the concrete pad will not require the lawn mowing company to have to move the table each time they mow. (Moving the table in the past has resulted in a premature failure of the table.)

- Item 5 – Sound Panels for Customer Service area

Currently, due to the acoustics on the lobby, it is difficult for Staff to hear customers and vice versa. The more customers (or conversations) the more challenging it is. Sound panels strategically placed in this area are designed to improve the ease of communication with customers.

- Item 9 – This will provide for a video monitor, mounting, and installation of a video screen in the customer service lobby.

Maintenance Department – Mr. Cheek

- Item 4 – Mobile Solution for trucks has been rolled from 2014-2015 budget to 2015-2016 to allow for testing of demo equipment integration with current software.

Water Production – Mr. Cheek

- Item 11 – Truck one half ton pickup was added to the budget to replace Truck #4 at the Filter Plant.

Distribution Capital – Mr. Cheek

- Item 4 & 5 – Scheduled replacement of computers for the distribution department.

Meter Budget – Mr. Cheek

- Mobile data system for meter reading

This has been rolled from 2014-2015 budget to 2015-2016 for further research. Demonstration of first solution

was not deemed to be effective or efficient.

Maintenance Budget – Mr. Cheek

- Item 1 – Sewer Jet Vacuum Truck Budgeted amount has been reduced from \$325,000 (new truck) to \$250,000 (refurbished truck with a pre tier 4 engine). Previous attempts to negotiate contracts with neighboring utilities have not been successful as they are concerned about availability of the equipment.

Sewer Budget – Mr. Cheek

- Item 16 – Lawn Mower 4WD Staff has removed the 4WD lawn mower from the budget and will look at alternatives (groundcover) to mowing the embankment.

Capital Improvements – Mrs. Helbert

- Smyth Chapel Road Updated grant funding to show \$3,750 from Mount Rogers Planning District Commission.
- Project # 13 –Town of Chilhowie Interconnection

Updated grant funding to reflect \$56,517.50 in grant funds received from Mount Rogers Planning District Commission.

Statement of Revenue and Expenses – Mrs. Boyd

Water Revenues were adjusted based on the projections provided by Raftelis Financial Services in the 2014 Rate Study and subsequent Rate Model. Town of Chilhowie Revenue was updated based on the Town of Chilhowie steering committee budget recommendations.

- Non-Departmental Planning Expense was increased by \$3,500 to be able to update the AWWA Standards that have not been updated since 2009. We have set a 5 year cycle to update our Standards.

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Membership Dues was moved from department 52 (Administration) to department 50 (Non-departmental).

Computer Hardware was increased by \$1,955 to cover board room sound equipment.

Building and Grounds – Other was increased to cover cost of painting board room and conference room.

• Administration

Professional Licenses was changed to \$1,000 to cover engineering licenses for our engineers on staff.

Tires were changed to \$600 to cover tires for the Ford Escape.

• Customer Service

Office Supplies – Furniture and Fixtures was updated to \$7,650 to include the picnic table area and the sound panels for customer service.

Computer Hardware Monitors was changed to \$875 to include the video monitor in the customer service lobby.

• Maintenance Budget

Rolled mobile solutions in work trucks from 2014-2015 to 2015-2016 and into departmental budget.

• Meter Department

Comp. Hardware Support – Moved Mobile Solutions from a fixed asset at \$7,000 to an expense at \$4,000 into meter departmental budget and rolled to 2015-2016 year.

• Wastewater Department

Sewer Rent to BVUA was increased by \$36,000 to cover their recently announced upcoming rate increases.

To conclude the Budget review, Mr. Cornett discussed the following presentation on Compensation and Benefits:

Background

- Goal: Attract and Retain Quality Workforce
- Cost of Living Adjustment (COLA)

- Benchmark: Consumer Price Index

- Performance

- Amount Equal to 1% of Total Compensation

- Applied Based on Annual Appraisals Performed by Supervisor

- Proposed FYE 2016 COLAs

- 1.23% Federal

- 1.50% County

- 2.00% State

- County

- 3% 2013 (0% 2009 – 2012 & 2014)

Mr. Cornett then reviewed a graph that showed the Annual COLA rate versus WCSA's annual COLA rate since 2009.

	Annual	WCSA
2014	1.58%	1.5%
2013	1.47%	1.5%
2012	3.07%	2.00%
2011	3.16%	1.50%
2010	1.64%	2.00%
2009	-.034%	0.00%

Total Compensation

- 78 fulltime positions
- 7 open positions currently (3 sewer, electrician, crewman, JL, and Marvin)
- 7 part-time positions
- Proposing 0.50% COLA (\$20,000) and 1.0% (\$40,000) Performance increase. We think the inflation numbers will come “up” and the aggregate of our COLA increases since 2009 have been below total and average.
- FYE 2015 Projected through yearend is \$594,337 less than budget due to open positions and overtime (\$70,433) reductions

Insurance

- Plan Year October 1-September 30
- Renewal Expected July/August 2015
- Budgeting 8% Increase

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- Employees Portion Scheduled to Move From 10% to 15% for Dependent Coverage
 - \$33,016.44 Total

Proposed Compensation and Benefits

- 0.5% COLA Increase (Truing Up) \$20,951
- Performance Increase Budget Equal to 1.0% of Compensation and Awarded Based on Performance \$41,626
- Suspend 5% Employee Contribution to Health Insurance for 1 Year (\$33,016) and Reevaluate:
 - Procuring for Agent/Consultant Services
 - Evaluating Fully Insured vs. Partially Insured vs. Self-insured Plans
 - Possible Access to State of Virginia Plan
 - Affordable Care Act Impacts
 - Operational Cost Reductions While Maintaining Quality

Operational Cost Reductions

To-Date	Reoccurring	Description
\$ 176,000	\$ 176,000	Water Production WCSA vs. E
\$ 152,000		Bad Debt (2009)
\$ 53,800	\$ 26,900	Property and Casualty (2013)
\$ 140,000	\$ 70,000	Health Premiums (WCSA vs. E)
\$ 13,000	\$ 13,000	Copper vs. HDPE Service Line
\$ 288,000	\$ 144,000	Wet Well Rehabilitation (201
\$ 20,800	\$ 10,400	On-Call Compensation (2013
\$ 285,833		Build America Bond (2010)
\$ 1,129,433	\$ 440,300	Total

Mr. Nelson motioned to suspend the 5% employee health insurance contribution for the 2015-2016 fiscal year. Mr. Stephon seconded and the Board unanimously approved voting 7-0-0-0. Mr. Nelson then made a motion to approve the 2015-2016 Fiscal Year Budget as presented. Mr. Miller seconded. Mr. Taylor asked the Board consider increasing the employee picnic fund to \$4,500. Mr. Nelson offered to

increase the employee picnic budget to no less than \$5,000. Mr. Nelson then amended the motion to approve the Budget to including no less than \$5,000 for the employee picnic budget. Mr. Miller seconded the amended motion and again, the Board unanimously approved with a 7-0-0-0 vote.

12. Closed Meeting

At 8:52 pm, Mr. Nelson moved that the Board adjourn to Closed Meeting in accordance with the Virginia Freedom of Information Act;

Code of Virginia Section 2.2-3711 Paragraph (A) (6): Investment of Public Funds; 1. To discuss ongoing negotiations with Bristol Virginia Utilities Authority.

In addition to the Board the presence of Mr. Mark Lawson, WCSA Counsel and Mr. Robbie Cornett, WCSA General Manager, was requested.

Mr. Hutchinson seconded the Motion of Closed Meeting and the Board approved voting 7-0-0-0.

Return to Public Session:

At 9:32 pm, Mr. Nelson made a motion to Return to Public Session. Mr. Stephon 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