

**Washington County Service Authority Board of Commissioners  
June 7, 2017 Dispute Committee Meeting Minutes**

A Dispute Committee Meeting of the Washington County Service Authority Board of Commissioners was held on March 30, 2017 at 25122 Regal Drive, Abingdon, Virginia in the Jack S. Cole Conference Room. The meeting was called to order at 11:00 am.

**ROLL CALL**

Commissioners Present:

Mr. Jim McCall

Mr. Mike White

WCSA Staff Present:

Robbie Cornett, Secretary, General Manager

Holly Edwards, Customer Service Manager

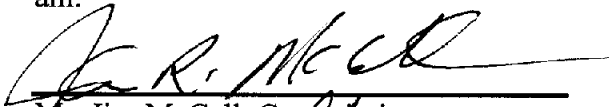
**Dispute Hearing**

Mr. Wayne Thomas of 22457 Horsemans Lane in Abingdon, requested a dispute hearing to ask for consideration to change currently policy to include a requirement that the customer be notified upon discovery of the leak by WCSA and in this case, he be credited for water lost between WCSA's read date and his repair of the leak.

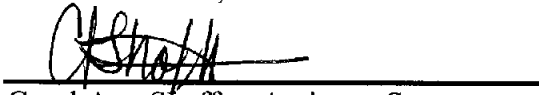
Mr. McCall and Mr. White took no action to change current policy.

**Adjourn**

The dispute hearing concluded at 11:25 am.

  
Mr. Jim McCall, Commissioner

  
Mr. Mike White, Commissioner

  
Carol Ann Shaffer, Assistant Secretary