

IN THE PIPE

NEWSLETTER

Fall/Winter 2015



No. 12

A Day in the Life of a WCSA Customer Service Employee

Note: The following is the fourth in a series of articles on a day in the life of a WCSA employee.

Whether they realize it or not, every WCSA customer has been affected by the service authority's customer service department in some form or fashion.

From routine billing to assisting customers with questions concerning leaks or water pressure, the "water women" — as the nine members of WCSA's customer service department call themselves — handle a variety of responsibilities throughout each business day.

WCSA provides water and wastewater treatment services for more than 20,000 customers. Each day, the customer service staff assists an average of nearly 100 customers with in-person bill payment and more than 120 customers with drive-thru bill payment. In addition to addressing customer needs, both in-person and by telephone, WCSA's customer service representatives maintain a close line of communication with the service authority's meter and maintenance departments, dispatching work orders as they are received from customers.



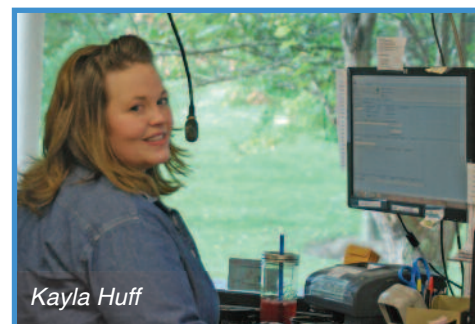
Shown from left, front row: Judy Manning, Kayla Huff, Karen Miller and Holly Edwards. Shown from left, back row: Angie Burke, Beverly Hall, Sharon Kennedy and Nancy White. (Not pictured: Rosa Montgomery)

A number of WCSA's customers are familiar with the customer service team's newest representative — Kayla Huff — who joined the team in 2014 and assists with drive-thru bill payments. The drive-thru is one of several methods for bill payment, which include AutoDraft, 24-hour toll-free phone payment, and online payment service, along with in-person, mail and night drop options.

Front office tellers Angie Burke, Beverly Hall and Sharon Kennedy have a combined total of nearly 50 years of experience in WCSA's customer service department. These ladies help customers who come into WCSA's lobby

with bill payments, aid customers who qualify for a leak adjustment on their water bill, assist customers with service transfers and disconnects, organize work orders for reported leaks or other water issues, prepare the non-payment lists, and assist with monthly reporting.

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Kayla Huff

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WCSA Project Updates

To learn more about WCSA projects, visit www.wcsawater.com.

Ongoing Projects:

The **Galvanized Water Line Replacement — Phase 2 Project** is the second step in a three-phase project to replace all galvanized pipe in WCSA's distribution system over the next several years. The fourth division of Phase 2 is expected to be completed before the end of the year; a fifth division is expected to begin construction in early 2016 and be completed by the fall of 2016.



Construction on the Galvanized Water Line Replacement — Phase 2 Project

The **Hidden Valley Phase 1 Water System Extension Project** will extend water service along Porterfield Highway to the Hidden Valley Road intersection, and northward along Hidden Valley Road to an approximate elevation of 2,500 feet (near Chestnut Grove Community Church). Water service will be provided beyond this location via a follow-up extension project that will require a booster pump station and water storage tank. Water for this service area will be provided by the Russell County Public Service Authority.



Construction for the Galvanized Water Line Replacement — Phase 2 Project

Construction is expected to be completed before the end of the year.

Upcoming Projects:

The **Childress Hollow Road Water Line Extension Project** will extend water service along Childress Hollow Road from Spring Valley Road to Black Hollow Road. The project will consist of an estimated 9,600 linear feet of new water line and provide water service to approximately 12 residential connections. The project is expected to be awarded in late 2015 and construction is projected to continue through the summer of 2016.



Construction for the Hidden Valley Phase 1 Water System Extension Project

The **Exit 13 Phase 2A Sewer Project**, located off I-81 at Exit 13, is the second step in a multi-phase project to extend wastewater treatment service to the Lee Highway area of Exit 13. Phase 2A will consist of installation of a sewer main from Spring Creek Road to Virginia Highlands Airport, as well as some branch lines or laterals to provide service for customers who are not directly adjacent to the Oak Park Sewer Project. The project is expected to be advertised in late 2015 and construction is projected to continue through the fall of 2016.

The **Route 58 Corridor Water System Improvements Project** will include improvements for the water system serving the town of Damascus, Alvarado and areas east of South Holston Lake. A major upgrade will include the installation of a new water storage area tank that will stabilize water system pressure for these areas. Construction is expected to begin in the spring of 2016 and continue until early 2017.

The **Mill Creek Water Treatment Plant Improvements Project** will provide a new membrane filtration system and additional repairs, replacements and upgrades to the water treatment plant. Construction is expected to begin in the spring of 2016 and continue until the fall of 2017. 💧

"We are happy to assist customers when they call or stop by about a service issue, such as a water leak," Beverly says. "Our customers are very grateful when they have had a large water leak and we make an adjustment on their bill, and then help them set up a payment plan for the remaining balance. We work with them to make it as manageable as possible."

Receptionist Judy Manning, who has been employed in WCSA's customer service department for 17 years, operates the company's switchboard, assists the accounting department with accounts payable, and handles the closing of all books at the end of each day. Customer service representatives Rosa Montgomery and Nancy White, who have a combined 22 years of experience at WCSA, answer the phones; process mail, AutoDraft payments, and transfer and disconnect orders; and organize payment extension requests.

"We grant payment extensions to customers every day," Rosa says. "When school starts, or as we are approaching the holidays, customers are very thankful for this policy when their budgets are tight and they need money for their children's school supplies or for Christmas."

Karen Miller, senior customer service representative, is a 25-year veteran of WCSA and handles all billing and disconnect notices, and activates and de-activates accounts as needed. Holly Edwards, customer service manager, joined WCSA in 2012 and oversees all departmental activities.

"As a team, we stay busy with customers all day long," Holly says. "Each of us enjoys taking care of customers' needs."

This team is awesome, works very well together, and really understands how to work with the customers to make everything flow. We truly care about the customers, and about making sure that they are happy with WCSA and that we've done all we can to ensure their satisfaction."

Holly adds that WCSA's services never really stop when it comes to customers and their water.

"Customer calls after 4:30 p.m. go to an on-call individual at the Drinking Water Treatment Plant at our main office," she says. "We are available 24/7 for water and wastewater service." 💧

Customer Service Information and Policies

Payment Options

- AutoDraft
- Phone (24/7)
- Online
- Mail, in-person, night drop

Leak Adjustment Policy

In the event of a water leak, an adjustment may be made on your bill. Only one adjustment will be extended to a specific customer within any 12-month period.

Extension of Due-Date Policy

All residential accounts may receive up to one due-date extension every 12-month period. From the date requested, the extension shall be no longer than the first business day of the following week at which time payment in full is due.

For questions or more information about your bill, please contact WCSA at 276-628-7151.

Welcome, New Employees



Brett Whittaker

Please join WCSA in welcoming three new crew workers to the maintenance department. Abingdon residents **Brett Whittaker** and **Derrick Richardson** both joined the WCSA team on July 22, while **Trey Burke**, a resident of Bristol, came on board Aug. 24. 💧



Derrick Richardson



Trey Burke

Congratulations!



Joey Forster has successfully completed the requirements for the Class 2 Waterworks license. Joey joined WCSA's Filter Plant team in July 2013.

WCSA to Provide Water and Wastewater for New Industry



WCSA will be providing water and wastewater for a new industry, Qore Systems, LLC, which announced over the summer that it is relocating its operations to the 300-acre Highlands Business Park in Glade Spring, Virginia. WCSA provides water and wastewater for the park, which is owned and operated by Smyth and Washington counties.

Qore Systems — a developer, manufacturer and distributor of Qore-24, the world's only microbial hand purifier that effectively kills germs for up to 24 hours — will invest \$12.8 million to relocate its operations from Arizona to Virginia. The relocation will bring 140 jobs to the region. 💧

Tips for Preventing Frozen Pipes this Winter

With winter approaching, it's time to take the proper steps to prevent water pipes in your home from freezing. Pipes that are exposed to severe cold are more likely to freeze, such as an outdoor hose bib, swimming pool supply lines, water sprinkler lines, and water supply pipes in unheated interior spaces or that run against exterior walls with little to no insulation.

Steps to take ahead of freezing weather include:

- Drain water from swimming pool and water sprinkler supply lines following manufacturer's or installer's directions;
- Remove, drain and store outdoor hoses;
- Close inside valves supplying outdoor hose bibs and keep the outside valves open to allow any remaining water to expand without causing the pipes to break;
- Check unheated interior spaces, such as attics, basements, garages, and underneath kitchen and bathroom cabinets to ensure both hot and cold water supply lines are insulated.

Steps to take once freezing weather occurs include:

- Keep garage doors closed if there are water supply lines in the garage;
- Open kitchen and bathroom cabinet doors to allow warmer air to circulate around water pipes;
- Allow cold water to drip from faucets served from exposed pipes;
- Do not lower the thermostat at night or while you're away during extremely cold weather.

Source: American Red Cross



WCSA Calendar

WCSA offices will be closed on the following holidays:

Thanksgiving	Nov. 26-27
Christmas	Dec. 24-25
New Year's Day	Jan. 1
Presidents Day	Feb. 15



Board Meetings

UPCOMING BOARD MEETING DATES

Nov. 23, 2015

Dec. 21, 2015

Jan. 25, 2016

Board meetings are held at WCSA in the E.W. Potts Board Room at 6 p.m. The public is welcome to attend.

Actual dates may vary. Please contact our office to confirm meeting schedule.

REMINDER

AVOID THE TIME AND EXPENSE OF MAILING AND POSTAGE WITH WCSA's AUTO-DRAFT, ONLINE BILLPAY OR 24/7 PAY BY PHONE.

CALL OUR CUSTOMER SERVICE DEPARTMENT AT 276-628-7151 FOR DETAILS.

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