

IN THE PIPE

NEWSLETTER

Summer/Fall 2019



No. 27

Rich Valley Road Water Line Extension Project Will Bring New or Improved Water Service to Numerous Residents

Early this spring, WCSA began construction on the Rich Valley Road Water Line Extension Project, which will not only increase the reliability of the service authority's water system, but will provide new or improved water service for more than 100 homes along Rich Valley Road and Route 19.

The project involves the installation of more than 10 miles of new water line and will be completed through two separate contracts. The first contract, which is being constructed by Castlewood, Virginia-based Little B Enterprises, Inc., consists of installation of 40,000 linear feet of 12-inch and 8-inch waterlines. Scheduled for completion in November, this portion of the project will deliver new water service to 50 residences that currently rely on wells and springs. Some of these sources provide inferior water quality or do not offer an adequate water supply for residents.

The second contract is being constructed by McFall Excavating, Inc., also located in Castlewood, and consists of installation of nearly 15,000 feet of 12-inch water line and 1,300 linear feet of 6-inch and 4-inch water line. This portion of the project, which is expected to be completed this month, will provide updated service to 60 residences along Route 19 that are currently served by 4-inch cast iron water line installed in the 1950s.

"This water line extension project will bring clean and reliable water service for the very first time for a number of Washington County residents who live along Rich Valley Road," said WCSA General Manager Robbie Cornett. "For years, these residents have depended on wells or other groundwater sources, which can run dry during periods



Rich Valley Road Water Line Extension Project

of drought or supply water that does not meet acceptable standards for quality.

"In addition, construction of the new water line along Route 19 will expand WCSA's overall water system and increase its

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WCSA Project Updates

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

Ongoing Projects:

The **Rich Valley Road Water Line Extension Project** will increase WCSA's overall system reliability, and provide new or improved water service for more than 100 homes along Rich Valley Road and Route 19. The project has been divided into two separate contracts. Construction on both contracts began in March. Expected to be completed in November, the first contract will provide new water service for 50 Rich Valley Road residences that currently rely on private wells, cisterns and springs. The second contract will be completed this month and will provide updated service to 60 residences along Route 19.

WCSA recently received Community Development Block Grant funding from the Virginia Department of Housing and Community Development for the **Rattle Creek Road Water Line Extension Project**, which will provide water service for 14 residences that currently rely on wells or springs for their drinking water. Construction began in April; the main line has been built and the project will be fully completed this month.



Rattle Creek Road Water Line Extension Project

Upcoming Projects:



Corroded pipe that will be replaced during the Galvanized Line Replacement — Phase 3 Project.

The **Galvanized Line Replacement — Phase 3 Project** is the third step in a three-phase project to replace all galvanized pipe in WCSA's distribution system over the next several years. The project is expected to begin in late fall of 2019.

The **Abingdon Water Storage Tank Improvements Project** will provide upgrades that will directly impact approximately 6,600 water connections. The project is expected to begin in late fall of 2019.



Site of the upcoming Sugar Cove Road Water Line Extension Project

The **Sugar Cove Road Water Line Extension Project** will involve installation of more than 5,000 feet of 4-inch and 6-inch water lines, which will provide water service for 12 residences that currently rely on wells and springs. The project is in the final design stages and is expected to begin in the late fall of 2019.

The **Lee Highway Corridor Sewer Expansion Project** will extend public sewer service to residents and businesses along Lee Highway and Jonesboro Road between Exit 13 and the city of Bristol, Virginia. The first phase of the project is currently in the design stage. 💧

New Water Service Rate Information

WCSA is almost exclusively funded through the sale of its water and sewer services (connection and monthly user fees). Other than occasional grants, WCSA receives no outside financial support. Water and sewer connection and monthly user fees (revenues) pay all WCSA expenses.

The following rates went into effect on **July 1, 2019**.

Water Rates:

Monthly Minimum Base Charge: **\$23.96** (for residential customers with a ¾-inch meter)

Monthly Use	Usage Rate per Thousand Gallons
Residential (0 to 2,999 gallons)	\$5.32
Residential (3,000 to 5,999 gallons)	\$7.77
Residential (6,000 or more gallons)	\$10.87
Non-Residential (per 1,000 gallons)	\$6.45
All Outside Service Area (per 1,000 gallons)	\$7.54

Wastewater Rates:

Monthly Base Charge: **\$29.91** (for all meter sizes)

Monthly Use	Usage Rate per Thousand Gallons
Residential (Per 1,000 gallons)	\$8.19
Commercial and Industrial (Per 1,000 gallons)	\$9.61

Wastewater Monthly Availability Fee: **\$26.01**

If you have a question about your water and sewer rates, please contact our Customer Service Department at **276-628-7151** between 8 a.m. and 4:30 p.m.

Rich Valley Road Water Line Extension Project

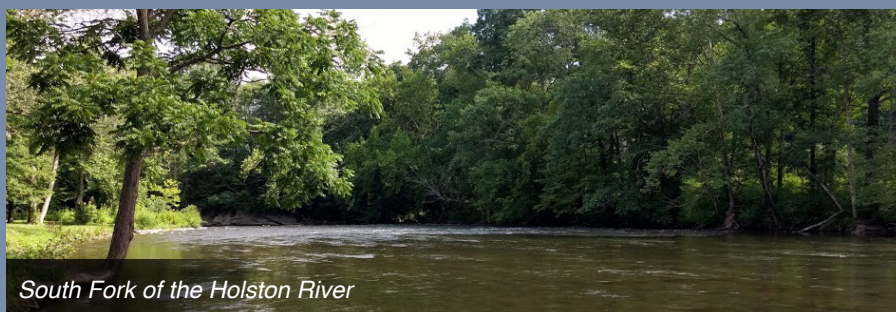
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reliability,” Cornett said. “It will also allow new fire hydrants to be installed along Route 19 and Rich Valley Road. We greatly appreciate the cooperation of the residents in this area who have expressed support and enthusiasm for this upgrade, and provided easements to make this project a reality.”

Funding for the Rich Valley Road Water Line Extension Project, which is expected to cost \$3.57 million, has been provided by the Virginia Department of Health through a \$1.66 million loan and a \$180,000 grant. The remaining portion of the project’s costs is being supplemented by WCSA. 💧

August is National Water Quality Month



South Fork of the Holston River

Water is vital to our survival, but it's something we all tend to take for granted. August is National Water Quality Month, which reminds us to be mindful of the water quality in our community and how our households affect our fresh water sources.

What we do inside and outside our homes has an impact on these sources. Healthy watersheds — lands that drain into our streams, rivers and lakes — and clean groundwater result in water that is less expensive to treat and higher-quality waterways for outdoor recreation.

Here are a few steps we can each take to help preserve the quality of the water we depend upon for drinking, cooking, cleaning and swimming:

Outside Your Home

- When applying lawn care products, wait for dry weather or, even better, use organic, phosphate-free, non-toxic products. Heavy rainfall or overwatering your lawn causes chemical pesticides and fertilizers to seep into groundwater sources, putting both humans and wildlife at risk.
- Plant native vegetation to reduce the need for water, fertilizers and pesticides.
- Plant vegetation around driveways and on slopes. They aid in absorbing and filtering pollutants.
- Do not dispose of any household chemicals in storm drains, which carry surface runoff directly to waterways without treatment. Storm drains are for rainwater only. Follow local regulations for proper disposal of paint, motor oil, antifreeze, pest repellent, pool chemicals and other potentially harmful products.
- Fix any car leaks and drips, which contain toxic chemicals that are washed into storm drains, and clean up spilled fluids.
- Pick up after your pets. Rainfall can wash animal waste into our waterways, introducing harmful organisms that contaminate the water, along with nitrogen, which is harmful for fish and aquatic plants.
- Use a car wash instead of washing your car at home. Professional car washes are required to drain into sewer systems, where they're treated by wastewater plants. Washing your car at home sends chemicals down the storm drains and into our waterways.

Inside Your Home

- Remember that anything that is poured down the drain will eventually end up in groundwater sources.
- Follow local regulations for proper disposal of expired medications or cleaning chemicals. Do not flush them in the toilet or dump them down the drain.
- Limit the use of antibacterial soap and cleaners, which contain a pesticide that is harmful to marine life.
- Consider switching to non-toxic, natural household and health/beauty products. 💧

Sources: U.S. Environmental Protection Agency, HomeServe



WCSA offices will be closed on the following holidays:

Labor Day	Sept. 2
Columbus Day	Oct. 14

Customer Contact Information

Should WCSA need to contact you regarding your water service, we generally do so via text message, email or telephone call. If you prefer not to be contacted by one or more of these methods, please contact our office at 276-628-7151. If you would like to be contacted but are not sure we have your information, please contact us at 276-628-7151 or inquiry@wcsa-water.com with that information.

E-CHECK PAYMENTS

WCSA NOW OFFERS A 24/7 E-CHECK METHOD FOR PHONE AND ONLINE PAYMENTS. YOU MAY PAY BY CALLING 276-628-7151 AND CHOOSING OPTION 2, OR BY ACCESSING YOUR ONLINE ACCOUNT. CALL CUSTOMER SERVICE AT 276-628-7151 FOR DETAILS.

WCSA

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