

**Washington County Service Authority Board of Commissioners**  
**June 17, 2019 Public Hearing Minutes**

The Washington County Service Authority Board of Commissioners' Public Hearing was called to order by the Chairman at 7:01 PM.

**2. Roll Call - *Chairman***

Commissioners Present:

Mr. Dwain Miller, Chairman  
Mr. Kenneth Taylor, Vice Chairman  
Mr. Wayne Campbell  
Mr. Jim McCall  
Mr. Tim Orfield

Commissioners Absent:

Mr. Vernon Smith  
Mr. Mike White

WCSA Officers Present:

Robbie Cornett; Secretary, General Manager  
Carol Ann Shaffer: Assistant Secretary, Administrative Assistant

General Counsel Present:

Thomas Dene, Esq.; Dene & Dene, P.C.

**3. Approval of the Amended Agenda - *Chairman***

Mr. Campbell motioned to approve the Amended Agenda. Mr. Orfield seconded and the Board approved voting 5-0-0-0.

**4. Public Hearing - Rates, Fees and Charges – *Raftelis, Staff***

The Chairman asked if there is anyone present to speak in opposition of the proposed rates, fees and charges. No one spoke.

The Chairman then asked if there was anyone to speak in favor of the proposed rates, fees and charges,

No one spoke.

The Chairman Closed the Public Hearing.

Due to the lack of public attendance, Mr. Miller decided to forgo the presentation by Raftelis.

Mr. Campbell made a motion to favorably approve the Resolution set forth a schedule for new rates, fees and charges for water and sewer (attached). Mr. McCall seconded. The motion carried with a 5-0-0-2 Board vote.

Mr. Cornett expressed his appreciation to the 11 members of the Citizens Advisory Task Force Committee.

Mr. Taylor thanked the Task Force for all their efforts.

Mr. Miller also thanked the Task Force members and said he appreciated their input and efforts.

**5. Recess - *Chairman***

The Board agreed to continue the meeting without recessing.

**6. Consideration of a Position Pay Band Increase – *Dave Cheek***

Mr. Cheek requested the Board consider the described pay band change for Cross Connection Control Director (attached). The Board would like to review the information and table the request to the June 24, 2019 Regular Meeting.

**7. Closed Meeting 7:23 pm - *Commissioner***

Mr. Campbell moved that the Board of Commissioners of the WCSA (Board) adjourn to Closed Meeting in accordance with Code of Virginia Section 2.2-3711 Paragraph (A) (7) for consultation with legal counsel pertaining to probable litigation that has been specifically threatened or on which the Board or its legal counsel has a reasonable basis to believe will be commenced by or against a known party, where such consultation in open meeting would adversely affect

**Washington County Service Authority Board of Commissioners**  
**June 17, 2019 Public Hearing Minutes**

the negotiating or litigating posture of the Board.

Mr. McCall seconded and the Board concurred with a 5-0-0-2 vote.

**Return to Public Meeting 9:09 pm - Commissioner**

Mr. Taylor moved that the Board return to Open Session. Mr. Campbell seconded and the Board approved voting 5-0-0-2.

Mr. Campbell then read the following Certification of Closed Meeting: Whereas, the Board of Commissioners of 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; And Now, therefore, be it resolved that the Board of Commissioners of the Washington County Service 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 Board. Aye by Mr. Campbell, Mr. Taylor, Mr. Miller, Mr. McCall and Mr. Orfield confirming no outside discussion took place other than Closed Meeting topics.

**8. Consideration of Amendment #6A (Revised) for the Mill Creek Regional Water Treatment Plant Upgrade and Improvements Project - Robbie Cornett**

Mr. Cornett discussed the changes that were included in the Revised Amendment #6 A.

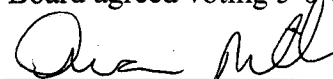
Mr. Taylor motioned to approve the Revised Amendment #6 A. Mr. Campbell seconded and the motion carried with a 5-0-0-2 Board vote.

**9. Late Items - Commissioner, General Manager**

Mr. Cornett presented the final draft of the Strategic Plan for the Board to review before the June 24<sup>th</sup> Regular Meeting.

**5. Adjourn - Commissioner**

At 9:18, Mr. Campbell motioned to adjourn, Mr. Orfield seconded and the Board agreed voting 5-0-0-2.



Mr. Dwain Miller, Chairman



Carol Ann Shaffer, Assistant Secretary

WASHINGTON COUNTY SERVICE AUTHORITY  
BOARD OF COMMISSIONERS  
Resolution to Preliminarily Set Forth a Schedule  
For New Rates, Fees and Charges for Water and Sewer  
June 17, 2019

---

WHEREAS, the Board of Commissioners of the Washington County Service Authority (Board) has undertaken the review of its finances, rates, fees and charges;

WHEREAS, the Board engaged the services of Raftelis Financial Consultants (Raftelis) to undertake a five-year rate and financial plan review, study and report;

WHEREAS, the Board, recognizing that rate and financial plans are not to be done in a vacuum, engaged the services of a eleven-member, Citizens Advisory Task Force (Task Force) made up of one person representing each of the eleven citizen groups: 1) Washington County Board of Supervisors, Dwayne Ball; 2) Washington County Industrial Development Authority, Henry Snodgrass; 3) Engineering, Sam Kiser; 4) Virginia Department of Health, Eric Herold; 5) Virginia Department of Environmental Quality, Mark Trent; 6) Senior Citizen, Susan Lowery; 7) Residential, Devere Hutchinson; 8) Developer, Jimmy Stewart; 9) Financial, Mark Nelson; 10) Agriculture, Phil Blevins; 11) Industrial, Chad Andis;

WHEREAS, Raftelis and staff conducted three Board and three Task Force workshops (total of six) to review the prior five-year rate and financial plan and WCSA performance, carefully examined the projected revenue requirements over the next five-years, and considered multiple options for meeting the revenue requirements, and

WHEREAS, the Task Force and Board are in general agreement as to the preliminary slate of rates, fees and charges. This document reflects only new and revised rates, fees and charges. All existing rates, fees, and charges that are not proposed to change are omitted from this document.

NOW, THEREFORE, BE IT HEREBY RESOLVED, that the WCSA Board of Commissioners preliminarily approves the following slate of rates, fees and charges pursuant to Section 15.2-5136(G) of the 1950 Code of Virginia, as amended:

**Proposed Miscellaneous Fee Revisions**

<b>Service Charges</b>	<b>Proposed Change</b>
Water Service / Meter Inspection	Discontinue
Wastewater Service Inspection	Discontinue
Re-inspection (first trip)	Discontinue
Re-inspection second trip)	Discontinue
Re-inspection third trip and thereafter)	Discontinue
Engineering Plan Review Fee / Re-inspection Fee <sup>1</sup>	\$0.50/Linear Foot (\$200.00 minimum)
Tanker Truck Outside Water Delivery <sup>2</sup>	\$150.00
Tanker Truck Inside Water Delivery <sup>3</sup>	\$50.00
Temporary Meter Set-Up <sup>4</sup>	\$150.00 + consumption
Deduct Meter <sup>5</sup>	\$284.11

<b>Meter Testing<sup>6</sup></b>	<b>Proposed Change</b>
Service Visit to Customer's Meter	Discontinue
Outsourced meter testing by meter size:	
5/8" - 1"	\$60
1 1/2" - 2"	\$275
3" - 12"	\$650
Factory testing of meter is dependent on cost of testing	Discontinue

<b>Penalties<sup>7</sup></b>	<b>Proposed Change</b>
Illegal System Connection Fee	Discontinue

<sup>1</sup> Covers the cost of reviewing engineering plans, or the cost of re-inspection (including fire flows).

<sup>2</sup> This fee covers the cost of delivering potable water for outdoor uses such as irrigation, swimming pool water, etc.

<sup>3</sup> This fee covers the cost of emergency water delivery for indoor potable use.

<sup>4</sup> Covers the cost of temporary meter installation on construction sites, etc.

<sup>5</sup> Customers will only be billed for meter components they do not already own, based on the pricing schedule below.

Please note that these prices do not include the cost of any copper tubing that may be required.

<b>Meter Component</b>	<b>Price</b>
5/8" Meter	\$108.00
Radio Read Device	\$105.60
Standard Meter Box	\$31.20
Standard Meter Box Lid	\$18.31
Meter Coupling	\$12.00
3/4" Ball Valve	\$9.00
<b>Total: All Components</b>	<b>\$284.11</b>

<sup>6</sup> Charges for meter testing will be credited to customer if meter is inaccurate.

<sup>7</sup> A late fee equal to 10% of monthly charges will be added to charges not paid by the billing due date.

**Proposed Monthly Water Charges**

<b>Monthly Service Fees Water = a monthly minimum charge based on meter size plus usage</b>					
<b>Monthly Charge<sup>8</sup></b>	<b>Base</b>				
<b>Meter Size</b>	<b>FY 2020</b>	<b>FY 2021</b>	<b>FY 2022</b>	<b>FY 2023</b>	<b>FY 2024</b>
3/4"	\$23.96	\$24.74	\$25.55	\$26.31	\$27.10
1"	\$33.54	\$34.63	\$35.75	\$36.82	\$37.93
2"	\$69.48	\$71.73	\$74.07	\$76.29	\$78.58
4"	\$335.39	\$346.29	\$357.54	\$368.27	\$379.32
6"	\$503.08	\$519.43	\$536.31	\$552.40	\$568.97
8"	\$694.73	\$717.31	\$740.62	\$762.84	\$785.72

<b>Monthly Variable Charge (per 1,000 gallons)<sup>9</sup></b>					
<b>Usage Blocks</b>	<b>FY 2020</b>	<b>FY 2021</b>	<b>FY 2022</b>	<b>FY 2023</b>	<b>FY 2024</b>
Residential					
Level 1: 1,000, 2,000 & 3,000 gallons	\$5.32	\$5.59	\$5.87	\$6.16	\$6.47
Level 2: 4,000, 5,000 & 6,000 gallons	\$7.77	\$8.16	\$8.57	\$8.99	\$9.44
Level 3: Over 6,000 gallons	\$10.87	\$11.41	\$11.98	\$12.58	\$13.21
Non-Residential	\$6.45	\$6.77	\$7.11	\$7.46	\$7.84
Outside Service Area Rate	\$7.54	\$7.92	\$8.31	\$8.73	\$9.16

<b>Monthly Variable Charge (per 1,000 gallons for Leaks)</b>					
<b>Usage Blocks</b>	<b>FY 2020</b>	<b>FY 2021</b>	<b>FY 2022</b>	<b>FY 2023</b>	<b>FY 2024</b>
Residential					
Level 1: 1,000, 2,000 & 3,000 gallons	\$5.32	\$5.59	\$5.87	\$6.16	\$6.47
Level 2: Over 4,000 gallons	\$7.77	\$8.16	\$8.57	\$8.99	\$9.44

<sup>8</sup> The water base charges will increase by 3.25% annually for FY 2020-FY 2022 and by 3% annually for FY 2023-FY 2024.

<sup>9</sup> The water volumetric charges will increase by 5% annually from FY 2020 through FY 2024.

**Proposed Monthly Wastewater Charges**

<b>Monthly Service Fees Wastewater = a monthly minimum charge plus usage</b>					
<b>Monthly Base Charge<sup>10</sup></b>	<b>FY 2020</b>	<b>FY 2021</b>	<b>FY 2022</b>	<b>FY 2023</b>	<b>FY 2024</b>
All Customer Classes	\$29.91	\$30.50	\$31.11	\$31.74	\$32.37
<b>Monthly Variable Charge (per 1,000 gallons)<sup>11</sup></b>	<b>FY 2020</b>	<b>FY 2021</b>	<b>FY 2022</b>	<b>FY 2023</b>	<b>FY 2024</b>
Residential Customers	\$8.19	\$8.58	\$8.99	\$9.42	\$9.86
Commercial Customers	\$9.61	\$10.06	\$10.54	\$11.04	\$11.56
Industrial Customers	\$9.61	\$10.06	\$10.54	\$11.04	\$11.56
Monthly Availability Fee	\$26.01	\$26.53	\$27.06	\$27.60	\$28.15

**Proposed Fee Policies**

1. For extensions of service into unserved areas of Washington County, there will be no connection fee required for each existing addressed structure, if the landowner signs a user agreement, agreeing to be a user of the service for a minimum of 10 years from the date service becomes available. This option will be made available to existing residents for 90 days, after which the prevailing connection fee will apply.
2. If service is extended to a new development and includes installation of all infrastructure excluding the meter and reading unit, a voucher of \$750 (water) and \$640 (sewer) will be provided that is redeemable during application for service.
3. As of July 1, 2019, fire line tap fees are discontinued.

<sup>10</sup> The wastewater base charges and availability fees will increase by 2% annually from FY 2020 through FY 2024.

<sup>11</sup> The wastewater volumetric charges will increase by 4.75% annually from FY 2020 through FY 2024.

Adopted this 17th day of June, 2019, effective July 1, 2019 (unless otherwise identified by the Board).

  
\_\_\_\_\_  
CHAIRMAN

ATTEST:

  
\_\_\_\_\_  
RECORDING SECRETARY

DATE: 17 JUNE 2019

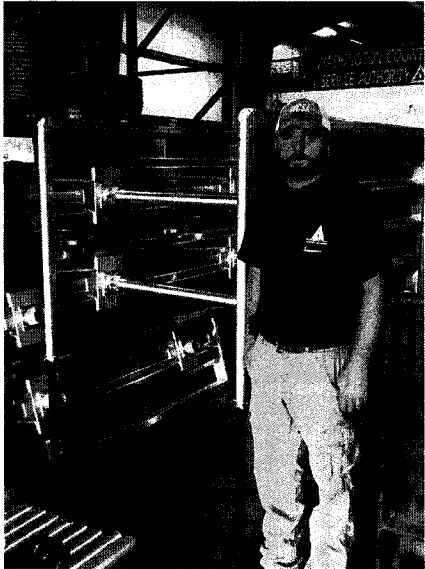
## Operations Report and Update for June/July 2019

### Safety

- Do have a Lost Time Accident with employee slipping at Taylor's Valley Pump House at night, twisting knee.
- Improved the site and checked out other sites for similar risks
- Had 2 Non WCSA Fault Vehicle Incidents, other driver in the wrong lane and deer impact

### Following up on Action Items from our Confined Space and Trench Safety Training

- Multiple Vendor Demonstrations on Lanyards and Trench Boxes
- Worked as a Team to decide which works best for WCSA
  - Obtained Multiple Quotes and Purchased Two Light weight, stackable trench boxes. These trench boxes have 2' removable legs (OSHA Certified, see picture) that allow us to set the box over existing water/sewer lines. Conducted employee training on the boxes and put into service.
  - Employees testing lanyards and deciding on the best for WCSA
  - Training on Gas Monitors scheduled for August



### Team Members

- Shane Hall was offered and accepted the Utility Coordinator Position
- Drew Langston has joined WCSA as Cross Connection Control Director
- We are at a critical juncture with our Water Plant Operators, with the DPOR's revised Licensure Program as the pass rate has dramatically been reduced. This greatly decreases the pool of eligible candidates and with any supply and demand situation when demand exceeds supply the cost increases.
- WCSA has developed an In-House program to allow qualified candidates a path to Water Plant Licensure. So far we have had a 50% success rate which is acceptable at this point. We have a 3<sup>rd</sup> Candidate who is starting into the program.
- Parallel to this we are working to reduce the number of hours that our water plants must be staffed. To complete this we will have to spend money on Instrumentation and Automation as well as entering into outside agreements for off hours support.



- WCSA has reached out to Mountain Empire Community College as they have a Water/Waste Water Treatment Operator program. Thought here is to help them recruit students and to provide the students an opportunity to get to know WCSA.

## Operations

### Water Production:

- VDH Completed its Annual Sanitary Water Audit
- **Comments: 2018 Virginia Optimization Program Rank = #1 of 130 WTPs (Score = 20.00)**
- This is a really good score with 20 being the highest score. Don and his team are to be commended for their efforts.
- However, we did have a number of Observations that we have developed Action Plans on and are in process of executing.
- WCSA is establishing reporting standards to support our revised Middle and South fork Withdrawal Permit. We plan to have these in place before we receive the permit. Drew Langston and Don Cole are spear heading this work.

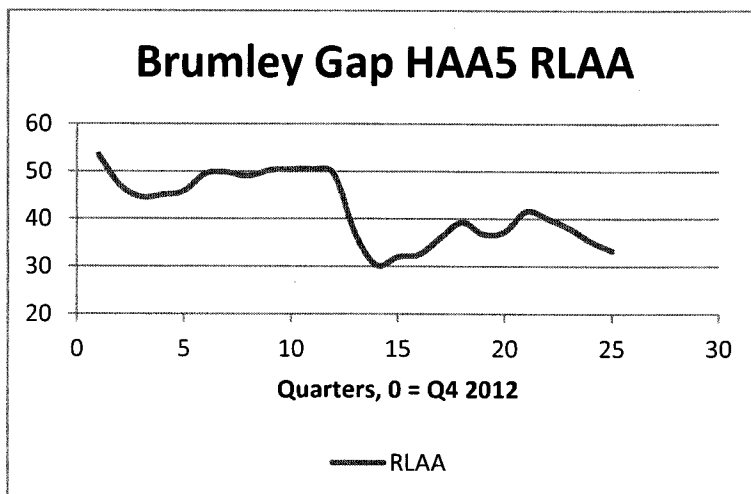
### Mill Creek

- Conducting 90 Day Owner Acceptance Test – Latest Clock Reset was due to shutting down to repair “pin” cartridges
- Working to obtain Final Completion – Meeting Scheduled for August 15, 2019 at the site
- Working with WRA on Environmental Health and Safety Issues and Finished Water Contact Tank inspection and life expectancy with financial (ROI) recommendations.

### Chronic Issues:

#### Disinfection By-Products

Brumley Gap 2019 QIII results came back. Results similar to previous QIII data, which is normally our



highest quarter. Overall, due to a lot of work by Larry Thomas we are showing good control and slow improvement. We have developed simple field tests that help us determine what flushing needs to be performed and when. Hidden Valley quarterly tests are not on the same sequence as Brumley Gap.

Non-Revenue Water

	45%	48%	39%	45%	38%	49%	43%	44%	41%	49%	48%	49%	47%	47%	49%	47%	51%	41%
	36%	30%	38%	35%	41%	42%	35%	38%	46%	51%	47%	45%	43%	55%	55%	46%	33%	35%
	46%	45%	47%	46%	47%	50%	44%	50%	51%	55%	52%	37%	50%	46%	53%	53%	44%	48%
	43%	38%	38%	37%	44%	47%	42%	44%	45%	46%	48%	44%	48%	44%	44%	43%	35%	41%
	43%	40%	44%	10%	46%	48%	44%	46%	48%	51%	50%	47%	44%	46%	52%	50%	36%	47%
	38%	38%	33%	36%	40%	27%	36%	51%	43%	47%	44%	44%	48%	42%	50%	41%	35%	33%
	35%	59%	37%	37%	44%	28%	37%	41%	36%	38%	41%	49%	46%	37%	39%	39%	38%	
	37%	35%	40%	39%	46%	40%	39%	43%	47%	48%	46%	41%	39%	41%	48%	37%	41%	
	30%	37%	31%	33%	37%	36%	37%	43%	41%	33%	39%	45%	44%	41%	42%	33%	24%	
	16%	34%	40%	41%	46%	48%	39%	40%	45%	50%	46%	46%	39%	43%	44%	34%	41%	
	25%	38%	41%	39%	40%	40%	33%	45%	47%	45%	48%	37%	51%	45%	48%	42%	39%	
	43%	50%	46%	48%	52%	55%	48%	52%	41%	48%	51%	56%	50%	46%	40%	46%		
AVG	36%	41%	39%	37%	43%	42%	40%	45%	45%	46%	46%	45%	46%	45%	48%	42%	39%	41%

In looking at the data it has not statistically changed since 2002. WCSA is going to attack this problem with a Data Drive Team Approach which you will be hearing more about over the next year.

Waste Water:

Effluent very stable from both Hall Creek and Damascus, tribute to the attention to detail from our Waste Water Team.

As stated earlier WCSA has developed a systematic smoking procedure. We have applied this to two areas with the following initial results:

Area	Avg. Monthly Flow since 2016	July 2019 Flow	% Reduction
Greenbrier	491,097	297,900	39%
Eagle Ridge, Virginian, Sinking Creek	1,813,121	869,900	52%

In the Eagle Ridge, Virginian and Sinking Creek drain field we identified and repaired 84 WCSA clean outs and alerted customers to 11 on their side. WCSA is working directly with the Virginian to respond to resident’s questions and concerns. Chris Howington and his team have a solid plan and excellent efforts and solid results.

**\*\*\* Please Note that I/I is difficult to Quantify with Rainfall Patterns either making the results look really good or really bad \*\*\***

WCSA will start smoking the Damascus Waste Water drain field in mid-August. Damascus WWTP influent remains stubbornly high.

Asset Management:

- Billing Meters are an asset that’s condition has been well documented. As noted we are working with both AEP and BVU to determine if we can technically “Combo” with their electric meters. It appears we can with AEP but not with BVU. Now we must determine what type of business arrangement AEP requires and develop a reasonable plan to cover the non-AEP customers. If we cannot develop a reasonable AEP Combo plan WCSA will publish the RFP for a

stand-alone system. We need be far enough along to make a reasonable decision on the AEP Combo option within the next 45 days.

- WCSA instituted annual fire hydrant inspection procedure as well as flow test every 5 years. As this is the first time that many hydrants have been inspected we are incurring significant repair costs, which we did budget for. These costs should decrease greatly once we complete our initial inspections and repairs. So far this year we have inspected 215 hydrants. We are now assigning each Crew 10 hydrants per week to inspect, the Crew decides when to complete.
- As we conduct our inspections and flow tests we are identifying discrepancies with the hydraulic model and hydrant flow characteristics such as the appropriate critical node. We are trying to make the corrections in GIS, flow test to the appropriate conditions and document the changes. As a result we are in the process of moving the Abingdon Storage Tank and White's Mill Storage Tank separation point on Sunset Drive so that the hydrants located near the top of Sunset Drive would meet WCSA's minimum flows. This is impacting a few customers with increased meter pressures requiring a working prv, WCSA sent them letters and fielded phone calls from concerned residents.
- WCSA will start the 2019 QIII water storage tank inspections in August. QI & QII completed. Based on comments from the Sanitary Survey, WCSA is updating and re-training our Water Storage Tank Inspection Standards.
- WCSA has developed more comprehensive Sewer Lift Station inspection procedures. We can expect to incur some costs as we bring the lift stations up to our standards. To date Glade 1 & 2 have been through this process.
- Water pump stations are going through a similar process incurring costs as we bring the buildings and components up to WCSA standards.
- Once we have a robust, well trained and sustainable Preventive Maintenance system in place we will start on our Predictive Maintenance Program.