

# IN THE PIPE

## NEWSLETTER

### Fall/Winter 2019



### No. 28

## Water Line Extension Project Brings New Service to Rattle Creek Road Residents



*Rattle Creek Road Water Line Extension Project*

**Following the completion of the Rattle Creek Water Line Extension Project earlier this year, several residences in the Rattle Creek Road community were connected to WCSA's water service, providing them with dependable access to clean drinking water for the very first time.**

These community members no longer have to worry about unsafe drinking water during periods of heavy rainfall, low water pressure for showers and washing machines, manually hauling water from the spring whenever a power outage prevented water pumps from working, or water freezing underground during very cold weather.

Wanda Bailey has lived nearly her entire life in the Rattle Creek Road community. For a number of years, three families drew water from a large, abundant spring for all their needs,

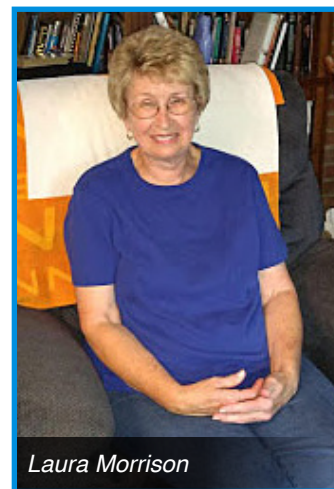
but eventually her family was the only one still tapping into the nearby source. Despite its plentiful supply, water pressure into her home via a submersible pump was far from optimal.

"While I always had a good supply of water from the spring, I had pressure issues," Bailey said. "Showers and filling up the washing machine took a long time, and debris in the spring water would build up and I'd have to clean our filters pretty often."

"If temperatures dropped below freezing in winter, I had to leave the water dripping or the lines would freeze. If the water froze underground, I'd have to wait until it got warm enough to thaw it out before I had water again. At any time of the year, if the power went out, so would the pump, and I'd have to go down to the spring and carry water back up the hill in buckets and jugs. That was hard to do, especially when it snowed."

For 48 years, Laura Morrison and her husband, Roger, have also relied on a spring to provide them with water.

"The spring has supplied us well throughout the decades," Morrison said. "However, more people have moved into the community over the years who also draw from the spring, and we've also noticed that the water has become murkier when it rains and isn't as good to drink."



*Laura Morrison*

"Whenever the electricity goes out, so does the pump from the holding tank in our basement. We have to go to the spring or to a neighbor on the water system, and fill up cans and buckets to use

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## WCSA Project Updates

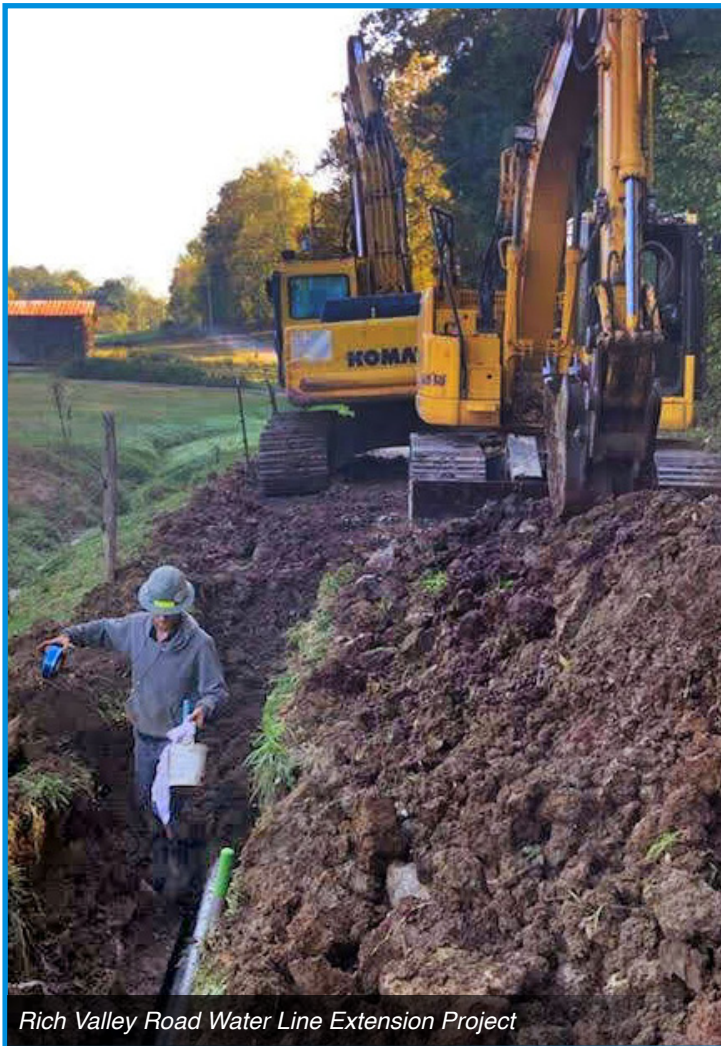
To learn more about WCSA projects, visit [www.wcsawater.com](http://www.wcsawater.com).

### Recently Completed Projects:

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**. Construction began in April and was completed in August. The project provided water service for 15 residences that previously relied on wells or springs for their drinking water.

### 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 this month, 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 was completed last month and provided updated service to 60 residences along Route 19.



*Rich Valley Road Water Line Extension Project*

### Upcoming Projects:

The **Abingdon Water Storage Tank Improvements Project** will provide upgrades that will directly impact approximately 6,600 water connections. The project is expected to be advertised for bids by the end of 2019 once additional design elements are complete.



*Foundation Testing for the New Abingdon Water Storage Tank*

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 be advertised for bids by the end of 2019 once the additional design elements are completed for the Abingdon Water Storage Tank, as these projects will be advertised together.

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. 💧



## Meet WCSA's New Cross Connection Control Director



**Drew Langston** joined WCSA in July as the cross connection control director. A native of Spartanburg, South Carolina, Drew has lived and worked in Southwest Virginia for the past three years, and has extensive experience in water resources and water quality monitoring. He earned a bachelor's degree in environmental and natural resources from Clemson University, and a master's degree in land resources and environmental science from Montana State University.

One of the programs Drew manages is WCSA's Cross Connection Control & Backflow Prevention, which is required by Virginia's

Department of Health. This program ensures that WCSA's water supply is adequately protected at all times from pollutants and contaminants that could be drawn into the water system from private properties.

"I'm very passionate about water quality, and I believe public health and people having confidence in their water supply are very important," Drew says. "We don't have to worry about our health when we drink a glass of water or jump in the shower, and cross connections are a crucial element in ensuring our customers have safe, potable water whenever they turn on the tap." 💧

## What Exactly Are Cross Connections and Backflow Prevention?

**Found in all plumbing systems, a cross connection is the point where a clean, drinkable water supply is temporarily or permanently connected to a non-potable (not safe for drinking) source.** Contamination can enter the public water system from an unprotected potable water line entering a wastewater treatment plant, for example, or even from a simple garden hose being left in a bucket of cleaning solution.

Under normal operating pressure, a cross connection may not present a threat to the drinking water supply. Backflow can happen, however, when pressure is lower on the public supply side than the non-potable side, and non-potable substances flow back into a consumer's plumbing system and/or into the public water system. This can occur during a waterline break, when waterline repairs are made or when shutting off the water supply. Backflow can also occur when the potable supply is connected to another system that is either operated at a higher pressure or has the ability to create pressure, such as a booster pump or elevated plumbing.

It is important to identify and evaluate each cross connection in order to protect the water supply. Mechanical backflow preventers are designed to ward off backflow through cross



connections, but must be installed correctly for them to do their job.

By taking steps to prevent backflow, you are not only protecting your neighbors and other WCSA customers, you are protecting members of your own household. For more information, please contact WCSA at 276.628.7151. 💧



Intersection of Rattle Creek Road and Kimberlin Road

at our house. As we've gotten older, it's become harder for us to deal with that."

In late 2015, the Morrisons approached WCSA about the possibility of bringing water to the Rattle Creek Road community. Laura oversaw the process of getting paperwork to all of her neighbors who were also interested in being connected and returned it to WCSA, which then embarked on the long process of bacteriological testing of the water supplies for those residences, soliciting user agreements for a potential water line extension project to serve those homes, and applying for funding to support the project costs.

In 2018, WCSA was awarded \$310,000 in funding from the Virginia Department of Health and the Virginia Department of Housing and Community Development. The funding was designated by WCSA for the Rattle Creek Water Line Extension Project.

"We were excited to receive this grant," says Robbie Cornett, general manager for WCSA. "It is always our goal to provide exceptional water and wastewater service at a reasonable cost to our existing customers, as well as expand our water distribution and wastewater collection systems to better serve the needs of the residents in our community. These funds enabled WCSA to complete the improvements needed to provide our

Rattle Creek neighbors with access to a reliable source of clean drinking water."

In January 2019, WCSA was able to advertise the Rattle Creek Road Water Line Extension Project and begin construction. The project consisted of approximately 6,000 linear feet of 8-inch and 2-inch waterline and all related appurtenances. Connections were made to 12 single-family residential homes, with the potential to serve two additional homes. Connections were also made to a church and three additional homes that are currently being renovated by their owners. The project was completed on Aug. 1, and the residents of this community are now served by a safe and consistent drinking water supply.

"Water service through WCSA has been an asset in several ways," Bailey says. "I'm enjoying the water pressure. I can take a nice shower and it doesn't take as long for the washing machine to fill up. I'm looking forward to no longer having to worry about the water freezing in winter, and I'm happy about the luxury of still having water whenever the power goes out."

"It's so good to have water now," Morrison says. "It's so much more convenient and we have a lot more water pressure now. There were numerous parties involved in bringing water to our community, and I would like to thank everyone who had a part in it. We really appreciate it!" 💧



## WCSA Calendar

WCSA offices will be closed on the following holidays:

<b>Thanksgiving</b>	<b>Nov. 28 and 29</b>
<b>Christmas</b>	<b>Dec. 25</b>
<b>New Year's Day</b>	<b>Jan. 1</b>
<b>Presidents' Day</b>	<b>Feb. 17</b>



## Board Meetings

### UPCOMING BOARD MEETING DATES

Nov. 25, 2019  
Dec. 16, 2019  
Jan. 27, 2019

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.*

### 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](mailto: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.**

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