

WASHINGTON COUNTY SERVICE AUTHORITY IN THE PIPE

NEWSLETTER

Winter/Spring 2020

No. 29

A Road Map for Our Future

Strategic plan will define WCSA's path for continued success

WCSA's roots reach back to 1902, when water was first pumped into a Damascus home. Our forerunner, Abingdon Water and Light, originated in 1910 to provide reliable utility services to many more customers, and grew significantly in the 1930s under the guidance of President Roosevelt. In the years following the Great Depression, WCSA continued to expand through county-wide consolidation of numerous utilities.



Today, WCSA serves approximately 90% of Washington County's residents. Over the past three decades, the utility has invested more than \$120 million in infrastructure and improvements. These capital upgrades have required significant foresight and planning to bring WCSA to its current position of operational strength, all in support of our mission of providing excellent, affordable, environmentally responsible water and wastewater service.

Our Vision

To be the trusted public utility and community leader in Southwest Virginia.

Our Mission

WCSA's dedicated employees lead the industry and the region by providing excellent, affordable, environmentally responsible water and wastewater service.

Our Values

WCSA has a shared commitment to each other and our customers in all we do, through:

- Integrity
- Trust
- Accountability
- Dependability



WCSA's strategic plan is the result of a team effort, featuring a citizen advisory group and our board, staff and management. It is our belief that organizations driven by clear purposes and shared values have a greater capacity to succeed. This plan provides a collective understanding of available resources, the environment and the principles upon which our strategies will be based. We consider it an important tool for helping current and future leaders and employees make decisions that will continue WCSA's longstanding record of progress, stability, efficiency, transparency and value. 💧

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WCSA Project Updates

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

Recently Completed Projects:

The **Rich Valley Road Water Line Extension Project** increased WCSA's overall system reliability, and provided new or improved water service for more than 100 homes along Rich Valley Road and Route 19. The project was completed in December.



Line flushing to prepare for water quality testing at site of recently completed Rich Valley Road Water Line Extension Project

Ongoing Projects:

The **Hall Creek Wastewater Treatment Plant Headworks Modification Project** will replace the aging headworks of the plant. This modification will help ensure continued efficiency in the provision of sanitary sewer service to the communities of Emory, Meadowview and Glade Spring, along with the Washington County Industrial Park (Exit 22), Highlands Business Park and Emory & Henry College. The project is expected to begin late winter 2020 and be completed in summer 2020.



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- and 6-inch water lines, providing water service for 12 residences that currently rely on wells and springs. The project was advertised for bids in December 2019; construction is expected to begin March 2020 and be completed in September.

The **Abingdon Water Storage Tank Improvements Project** will provide upgrades directly impacting approximately 6,600 water connections. The project is expected to begin March 2020 and be completed by January 2021.

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 widespread across Washington County and will consist of numerous contract divisions. The project was advertised for bids in January 2020; construction is expected to begin in March 2020, with an anticipated completion date of May 2021.

Upcoming Projects:

The **Hidden Valley Phase 2 Project** will extend water service to 31 additional residents who currently rely on wells and springs. The project is being funded by the Virginia Department of Health, the Mount Rogers Planning District Commission, and the Department of Housing and Community Development. The project is in the final design stages and is expected to begin this spring.



Site of the upcoming Hidden Valley Phase 2 Project

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. The project is expected to begin in the fall of 2021 and be completed by fall of 2022. 💧



Site of the upcoming Lee Highway Corridor Sewer Expansion Project

Help Protect Washington County's Distribution System by Preventing Backflow

While it is WCSA's responsibility to maintain a distribution system that provides the highest-quality service to approximately 90% of Washington County's residents, it is the responsibility of the county's residents and commercial property owners to ensure that proper steps are taken to prevent backflow from their properties into the public distribution system.



Please take some time to ask yourself the following questions:

- **Am I familiar with all the locations on my property from which water is dispensed?**
In addition to interior faucets and hose bibs, these locations could include irrigation outlets, pools, hot tubs, boilers and fire suppression systems.
- **Is it possible for potential contaminants to siphon back into the distribution system from any of those locations?**
If proper protection is not in place, contaminants from fertilizers may siphon back into irrigation outlets, a hose used to fill a pool or hot tub may siphon chemicals back into the distribution system, or a fire suppression system may introduce contaminants.
- **How do I prevent backflow from occurring?**
Backflow prevention devices and assemblies are available to protect against backpressure and backsiphonage for high- and low-hazard applications. These devices must be tested on a routine basis, and results must be submitted to WCSA in order to comply with WCSA's cross connection control policy.



It is imperative that everyone does their part to protect our distribution system and the public health of Washington County.

For more information or to schedule a cross connection/backflow survey for your property, contact Drew Langston, WCSA's cross connection control director, at 276-676-6760 or at dlangston@wcsa-water.com.

WCSA to Replace Headworks at Hall Creek Wastewater Treatment Plant

WCSA owns and operates the Hall Creek Wastewater Treatment Plant, which is located adjacent to Highlands Business Park and Hall Creek near Glade Spring. The plant began operating in 1996, and provides sanitary sewer service to the Washington County communities of Emory, Meadowview and Glade Spring, as well as the Washington County Industrial Park (Exit 22), Highlands Business Park and Emory & Henry College.

After traveling through a 12-inch sewer interceptor, wastewater enters the plant through the headworks and passes through a channel equipped with a mechanical screen. The headworks is the preliminary stage of the treatment process and is an important step in enhancing the efficiency of the treatment process. Its purpose is to remove inorganic solid material such as sticks, stones, paper, wipes, dental floss, hygiene products and plastics from the wastewater. If not removed, this debris could cause damage to the operation of the equipment further downstream in the treatment process. It could also contaminate waterways with unwanted material.

Installed around 1995 with an estimated 20-year life, the nearly 25-year-old headworks at Hall Creek has reached its useful life. Excessive wear from moving parts and the particular environment in which it operates have deteriorated the



Hall Creek Headworks

overall integrity of the treatment unit. Operation staff at the plant are continuously making repairs to the mechanical screen and must frequently replace parts to maintain the plant's operation.

WCSA plans and updates its budget annually, and identifies areas throughout the year where infrastructure maintenance or replacement is required. The headworks of the Hall Creek treatment plant has been identified as an area in need of replacement. The Hall Creek Wastewater Treatment Plant Headworks Modification Project was advertised for bids last fall, will get underway in early 2020 and is expected to be completed this summer. 💧

WCSA asks our sewer customers to partner with us to help protect our environment. Nothing should enter the sewer system except human waste and toilet paper. Your cooperation in this effort prevents unwanted materials from entering our wastewater treatment plants and helps provide a clean environment we can all enjoy for generations to come.



WCSA Calendar

WCSA offices will be closed on the following holidays:

Presidents' Day Feb. 17
Good Friday April 10



Board Meetings

UPCOMING BOARD MEETING DATES

Feb. 24, 2020
March 23, 2020
April 27, 2020

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. 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
25122 Regal Drive
Abingdon, VA 24211
P: 276-628-7151
F: 276-628-3594

Email: inquiry@wcsawater.com
www.wcsawater.com