





Washington County Service Authority Board of Commissioners
November 25, 2019 Regular Board Meeting Minutes


Agenda Item: 1  COMMUNICATION	Call the Meeting to Order
Presenter(s):	Chairman
Beginning Time:	5:59
End Time:	5:59

Agenda Item: 2  COMMUNICATION	Roll Call
Presenter(s):	Chairman
Beginning Time:	
Present:	Mr. Thayer, Mr. Campbell, Mr. Miller, Mr. McCall, Mr. Orfield
Absent:	Mr. Smith (arrived at 6:01 pm) Mr. Taylor (Arrived at 6:22 pm)
End Time:	5:59 pm


Agenda Item: 3  COMMUNICATION	Prayer and Pledge of Allegiance
Presenter(s):	Mr. Thayer
Beginning Time:	6:00 pm
End Time:	6:01 pm

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
Agenda Item: 4  COMMUNICATION	Approval of the Agenda
Presenter(s):	Chairman
Beginning Time:	6:01
Potential Conflict(s) of Interest and Abstention(s):	
Discussion:	
On the Record:	
Actual Motion:	
Motion By:	Mr. Campbell
Second By:	Mr. Thayer
Voting: Ayes:	6
Nays:	0
Abstain:	0
End Time:	6:01 pm

Agenda Item: 5  COMMUNICATION	Public Query and Comment
Presenter(s):	Chairman
Beginning Time:	6:02 pm
Potential Conflict(s) of Interest and Abstention(s):	
Speakers:	None
Discussion:	
On the Record:	
Actual Motion:	
Motion By:	
Second By:	
Voting: Ayes:	
Nays:	
Abstain:	
End Time:	6:02 pm


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Agenda Item: 6  COMMUNICATION	Consent Agenda
Presenter(s):	Chairman
Beginning Time:	6:01 pm
Potential Conflict(s) of Interest and Abstention(s):	
Discussion:	
On the Record:	
Actual Motion:	Approve the Agenda
Motion By:	Mr. McCall
Second By:	Mr. Campbell
Voting: Ayes:	6
Nays:	0
Abstain:	0
End Time:	6:01 pm

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Agenda Item: 6D  INFRASTRUCTURE	Consideration of Change Order 3 for Contract 1 - Rich Valley Road Waterline Extension Project
Presenter(s):	Ryan Kiser
Beginning Time:	6:01 pm
Potential Conflict(s) of Interest and Abstention(s):	
Background:	<p><u>Background:</u> Construction began in March for both Contract 1 and Contract 2. Construction of Contract 2 is now complete. The purpose and goal for this project is to provide water service to 45 residents along Rich Valley Road (RVR) west of Route 19. As part of this project, approximately 7,700 linear feet of existing 4-inch cast iron line along Route 19 has been replaced. Replacement of this line will provide updated water service to nearly 70 existing customers along Route 19.</p> <p>The Notice to Proceed for Contract 1 Little B Enterprises was issued on March 11, 2019. The Contractor has requested an increase of 5 days of contract time for days missed for Holidays and weather days for August, September and October. These additional days were submitted with each pay request. It is anticipated substantial completion will be reached by December 14, 2019.</p> <p>Staff has reviewed the contractor's request and found these requests to be reasonable.</p>
Discussion:	
On the Record:	
Enclosures:	Change Order 3 for Contract 1
Recommendation:	Subject to answering any questions the Board may have, Staff kindly recommends the Board favorably consider approving Change Order 3 for Contract 1 of the Rich Valley Road Water Line Extension Project.
Proposed Motion:	Move to approve of Change Order 3 for Contract 1 of the Rich Valley Road Waterline Extension Project.
Actual Motion:	Approved as part of the Consent Agenda
Motion By:	
Second By:	
Voting: Ayes:	
Nays:	
Abstain:	
End Time:	6:01 pm


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Agenda Item: 7  COMMUNICATION	Consideration of Check Number 043920 and 043996 Food City for \$57.96 and \$65.99
Presenter(s):	Chairman
Beginning Time:	6:02 pm
Potential Conflict(s) of Interest and Abstention(s):	Tim Orfield
Background:	Mr. Orfield is an employee of Mid-Mountain Foods.
Discussion:	Mr. Orfield abstained from discussion or voting as he is employed by Food City.
On the Record:	
Actual Motion:	Approve Check Number 043920 and 043996 Food City for \$57.96 and \$65.99
Motion By:	Mr. Campbell
Second By:	Mr. McCall
Voting: Ayes:	5
Nays:	0
Abstain:	1 (Mr. Orfield Abstained)
End Time:	6:03


Agenda Item: 8  COMMUNICATION	Legal Counsel Report and Update
Presenter(s):	Thomas Dene
Beginning Time:	6:03
Potential Conflict(s) of Interest and Abstention(s):	
Discussion:	None
On the Record:	
Actual Motion:	
Motion By:	
Second By:	
Voting: Ayes:	
Nays:	
Abstain:	
End Time:	6:03 pm

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Agenda Item: 9  COMMUNICATION	General Manager Report and Update
Presenter(s):	Robbie Cornett
Beginning Time:	6:03
Potential Conflict(s) of Interest and Abstention(s):	
Discussion:	None
On the Record:	
Actual Motion:	
Motion By:	
Second By:	
Voting: Ayes:	
Nays:	
Abstain:	
End Time:	6:03

Agenda Item: 10  COMMUNICATION	Operations Manager Report and Update
Presenter(s):	Dave Cheek
Beginning Time:	6:04 pm
Potential Conflict(s) of Interest and Abstention(s):	
Discussion:	James Denton discussed the attached presentation on Inflow and Infiltration James Denton, Drew Langston and Dave Cheek discussed the attached presentation regarding the work order management systems.
On the Record:	
Actual Motion:	
Motion By:	
Second By:	
Voting: Ayes:	
Nays:	
Abstain:	
End Time:	6:48 pm

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Agenda Item: 11  INFRASTRUCTURE	Engineering Report / Construction Projects Update
Presenter(s):	Ryan Kiser
Beginning Time:	6:48 pm
Potential Conflict(s) of Interest and Abstention(s):	
Discussion:	At the Boards request, Mr. Kiser gave updates on Hidden Valley, the Galvanized Line Project, Sugar Cove Road Project and the Rich Valley Road Project.
On the Record:	
Actual Motion:	
Motion By:	
Second By:	
Voting: Ayes:	
Nays:	
Abstain:	
End Time:	6:52

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Agenda Item: 12  EMPLOYER OF CHOICE	Consideration of a Bonus and Luncheon for WCSA Employees
Presenter(s):	Robbie Cornett
Beginning Time:	6:52 pm
Potential Conflict(s) of Interest and Abstention(s):	None.
Background:	<p>For approximately 30 years, with the exception of one year (2003), the Board, as part of its employee recognition program, has a gracious tradition of considering a cash gift for WCSA's full- and part-time employees. About 19 years ago, with the exception of one year (2003), the Boards tradition changed to include not only a cash gift but a luncheon. In 2009, that gift was increased from \$200 to \$300 after taxes, along with a barbeque lunch. In 2011, in addition to the luncheon, the Board increased the cash gift to \$400 after taxes. In 2013, in addition to the luncheon, the Board authorized the following format that in 2016 changed with respect to the amounts:</p> <p>Part-time employees < 1 year \$150 > 1 year \$250</p> <p>Fulltime employees < 1 year \$150 1-5 years - \$250 6-10 years - \$150 + \$25/year 11-15 years - \$150 + \$30/year 16-20 years - \$150 + \$35/year 21-25 years - \$150 + \$40/year (capped at \$900)</p> <p>The following summary of Board Meeting Minutes from 1997 to present:</p> <ul style="list-style-type: none"> • 1997—\$100 cash gift (after taxes and it was reported that \$100 had been granted to employees for the previous 9 years) • 1998—\$100 cash gift (after taxes) and lunch was discussed but it is unclear whether or not it was granted • 1999—\$150 cash gift (after taxes) and lunch • 2000—\$150 cash gift (after taxes) and lunch • 2001—\$150 cash gift (after taxes) and lunch • 2002—\$200 cash gift (after taxes) and lunch • 2003—motion defeated; 3 in favor, 4 opposed • 2004—\$200 cash gift (after taxes) and lunch • 2005—\$200 cash gift (after taxes) and lunch • 2006—\$200 cash gift (after taxes) and lunch • 2007—\$200 cash gift (after taxes) and lunch • 2008—\$200 cash gift (after taxes) and lunch • 2009—\$300 cash gift (after taxes) and lunch • 2010—\$300 cash gift (after taxes) and lunch • 2011—\$400 cash gift (after taxes) and lunch • 2012—\$400 cash gift (after taxes) and lunch • 2013—see above format

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- 2014—see above format
- 2015—see above format
- 2016—see above format
- 2017—see above format
- 2018—see above format

Currently, WCSA has 75 fulltime and 2 part-time employees. Following the 2018 format, the luncheon and cash gift would cost about \$63,000 (\$61,600 cash gift including taxes and \$1,400 for the lunch).

Different Board Members have commented that their thoughts are based, in part, on what other utilities are doing while others Board Members have thought more about how we are performing. Accordingly, we offer the following information for your review:

Company	Bonus	Meal	Extras
John Flanagan Water Authority	\$650 / employee	None	None
Town of Abingdon	\$38 / year of service	Catered Breakfast at Coomes Center	None
BVU	Performance Bonus of 1.93%	Catered meal on site	None
Town of Chilhowie	\$350 / employee	Christmas Banquet at local restaurant	\$50 Food City Gift Card
Virginia Highlands Airport Authority	Bi-annual bonus based on fuel sales or about \$90/employee	Christmas Banquet at local restaurant	None

In the past year, WCSA continues to strive to get better. We humbly outline some of our accomplishments, near misses or ongoing efforts for the Boards consideration:

1. Fiscal Health. Companywide, from our unaudited financials, we performed better than budgeted/projected for FYE 2019 in most categories. As of June 30, 2019, the final year of our last 5-year plan:
 - a. Water was \$786,893 under budget for FYE 2019.
 - b. Sewer was \$312,843 under budget FYE 2019.
 - c. Water net position increased by \$2,075,570
 - d. Sewer net position increased by \$398,697
 - e. Coverage ratios for water and sewer are required by our bond covenants to be 1.15 minimum.
 - i. Water was projected to be 1.65 and is 1.74.
 - ii. Sewer was projected to be 1.88 and is 2.06.
 - f. Water and sewer reserves, have exceeded FYE 2019 projections however, this does not include \$1.5 million

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obligated to Rich Valley Road Water System Extension Project or \$2 million in obligated to Hall Creek and Damascus Wastewater Treatment Plant Improvements.

2. Quality.

- g. Attained the VDH Gold Award for the ninth year in a row. This means water produced is at least three times better than the standards require.
- h. Achieved satisfactory disinfection byproduct results in the systems served by WCSA source water. The goal is to maintain or improve these results and we have done that. 2018 is the first year we have not re-chlorinated at our Route 19 location.

3. Safety. Ensuring employees go home in as good or better condition than when they arrived is the top priority for WCSA. Though our goal is 0 (zero) accidents, in our line of work, they do sometimes happen. The question is, why did they happen and what can we do going forward to prevent them. The table below is a summation of the report found in your Board Book each month. Regarding vehicle accidents, these figures do not reflect who was at fault. And, regarding OSHA recordable accidents, the figures are not an indicator of fault. A recent post-accident report showed that proper personnel protective equipment was used and proper care was exercised in operating the equipment yet, the accident happened.

OSHA


Recordable	Vehicle
Accidents	Accidents

2016	6	4
2017	4	7
2018	1	6
Jan - Oct 2019	5	3

4. Savings.

- i. Personnel. Staff recommended and the Board approved (for FYE 18) a reduction of 4 positions. As a result, the overall compensation budget was estimated to be \$129,998 less than the year before (not including benefit savings).
- j. Overtime. Though overtime can vary due to things beyond our control (weather), our Department Managers continue to look for ways to reduce overtime. Overtime hours from 2012 to 2017 have ranged from a high of 13,112 (2012) to a low of 9,344 (2016) and an average of 10,861 and median of 10,942. 2017 overtime for hours were 10,748 (below average and

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Agenda Item: 13  INFRASTRUCTURE	Consideration of Bids for the Hall Creek Wastewater Treatment Plant Headworks Modification Project
Presenter(s):	Ryan Kiser
Beginning Time:	7:12 pm
Potential Conflict(s) of Interest and Abstention(s):	
Background:	<p><u>Background:</u> Wastewater is conveyed to the WWTP by a 12-inch interceptor. The flow enters a channel where it passes thru a mechanical screen with 1-inch openings. Slide gates can be utilized to direct the flow through a 2-foot wide bar screen. The screenings are then discharged into a collection device for disposal. The mechanical screen generates wear on the drive chain and experiences significant wear. Staff at the WWTP has made frequent repairs to the mechanical screen to maintain operation. Material then passes thru an open grinder to reduce size of influent that will pass thru coarse screen.</p> <p>The problem that Operators and the Plant Manager experience is “pass by” material that gets passed thru screen and continues on thru the plant. Material that passes thru can ultimately get discharged into the receiving stream. WCSA want to be proactive to prevent this from happening and compromising our VPDES Discharge Permit.</p> <p>Staff advertised the project for construction in September and received bids on October 17th. The low bidder for the project was J.S Haren Company from Athens, TN with a bid of \$223,500.00. It is suggested that 10% contingency be added to the construction bid for a total construction price of <u>\$245,850.00</u>. The construction price falls within the WCSA approved FY 2020 budget for Hall Creek.</p>
Discussion:	
On the Record:	
Enclosures:	1) Request for Permission to Award Memo 2) Bid Tabulation
Recommendation:	Subject to answering any questions that you may have, staff recommends the board consider awarding the project to J.S Haren Company.
Proposed Motion:	Move to award of the Hall Creek WWTP Headworks Modifications Project to J.S Haren Company.
Actual Motion:	Award of the Hall Creek WWTP Headworks Modifications Project to J.S Haren Company
Motion By:	Mr. Thayer
Second By:	Mr. Campbell
Voting: Ayes:	7
Nays:	0
Abstain:	0
End Time:	7:15

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	<p>median). 2018 overtime hours were 13,749, the highest since 2012. With our current systems, we are unable to pinpoint why overtime was higher than normal. We can report that telemetry related call-outs have decreased and plans are being made to change the water production schedule which will also help lower overtime.</p> <p>k. Health Insurance. \$293,690.16 is the aggregate fund figure for September 2019 from MCA. Claims for October through December still remain however, a significant portion of this figure is expected to remain and go into our reserve. \$319,494 was the amount put into reserve last year.</p>
Discussion:	Mr. Taylor asked to table this item until Late Items.
On the Record:	
Enclosures:	
Recommendation:	
Proposed Motion:	
Actual Motion:	
Motion By:	
Second By:	
Voting:	Ayes:
	Nays:
	Abstain:
End Time:	7:11 pm


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Agenda Item: 14	Consideration of Sole Source Procurement for Advanced Metering Infrastructure Project
Presenter(s):	Dave Cheek
Beginning Time:	7:15
Potential Conflict(s) of Interest and Abstention(s):	None.
Background:	<p>WCSA wishes to procure for the Advanced Metering Infrastructure (AMI) Project (the Project) in a manner which provides WCSA with the best value over the life of the Project (15-years). WCSA's primary concerns are coverage (how many water meters can be read by the system), reliability, capital and ongoing operations and maintenance costs.</p> <p>WCSA applied the Virginia Public Procurement Act, Rev 2019 and WCSA Procurement Guidelines, Rev 2017 relative to sole source procurement to the Project.</p> <p>The Project under consideration is unique in that American Electric Power (AEP) is deploying their own AMI network and has offered to allow WCSA to use it. Based on evaluations and estimates by third parties, the shared network infrastructure will reduce WCSA's cost of ownership (construction, operation and maintenance) and result in significantly better coverage.</p> <p>AEP underwent a thorough and competitive selection process to identify and procure a network partner and service provider. Itron was chosen.</p> <p>The AEP/Itron network, offered to WCSA, provides the lowest cost of ownership over the life of the Project and better coverage than anyone else (best value). Accordingly, the Board of Commissioners approved the Project financial analysis at the October 2019 BOC Meeting. This financial analysis utilized the WCSA/AEP/Itron combined network infrastructure as one of the options.</p> <p>Applying the above summarized work to the Virginia Public Procurement Act, Rev 2019 (Article 2 Contract Formation& Administration, 2.2-4303 Methods of Procurement) and WCSA Procurement Guidelines, Rev 2017, it appears that this aligns with non-competitive procurement. Please reference attached chart. This will require two key steps.</p> <p>Step 1: WCSA's Board of Commissioners consider a notice of non-competitive procurement at its November Meeting. If approved, the notice will be advertised and other vendors will have 10-days to protest. The notice would be posted in the WCSA lobby, WCSA web site and VA Department of General Services central electronic procurement website for 10 days.</p> <p>Step 2: At December Meeting, consideration would be given to any protests followed by consideration of the agreement with Itron and authorization of the WCSA's General Manager to execute the agreements.</p> <p>WCSA would like to ask the Board to consider authorizing non-competitive</p>

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	procurement for the Project with Itron to utilize the existing Itron/AEP network.
Discussion:	
On the Record:	
Enclosures:	1) Virginia Public Procurement Act, Rev 2019, Article 2 Contract Formation & Administration, Section 2.2-4303 Methods of Procurement, Paragraph E, Non-Competitive Procurement 2) WCSA Procurement Guidelines, Rev 2017 3) Sole Source Procurement Notice
Recommendation:	Subject to answering any questions that you may have, Staff recommends the board consider approval of the enclosed non-competitive procurement notice.
Proposed Motion:	Move to approve the non-competitive procurement notice.
Actual Motion:	Approve the non-competitive procurement notice.
Motion By:	Mr. Campbell
Second By:	Mr. McCall
Voting: Ayes:	7
Nays:	0
Abstain:	0
End Time:	7:17

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Agenda Item: 15  COMMUNICATION	Closed Meeting
Presenter(s):	Commissioner
Beginning Time:	7:18
Potential Conflict(s) of Interest and Abstention(s):	
Background:	
Discussion:	
On the Record:	
Enclosures:	
Recommendation:	
Proposed Motion:	
Actual Motion:	
Motion By:	Mr. Campbell
Second By:	Mr. Thayer
Voting: Ayes:	7
Nays:	0
Abstain:	0
End Time:	7:19

**WASHINGTON COUNTY SERVICE AUTHORITY
BOARD OF COMMISSIONERS
Closed Meeting November 25, 2019**

Mr. Campbell moved that the Board of Commissioners of the Washington County Service Authority adjourn to Closed Meeting in accordance with the Virginia Freedom of Information Act for,

1. Code of Virginia Section 2.2-3711 Paragraph (A) (7): Probable Litigation

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 the negotiating or litigating posture of the Board.

2. Code of Virginia Section 2.2-3711 Paragraph (A) (8): Consultation with Counsel


Consultation with legal counsel employed or retained by the Authority regarding the terms and conditions of former, existing and prospective engineering service contracts related to the Lee Highway Corridor Project, the Galvanized Line Phase 3 Project, and the Abingdon Water Storage Tank Project.

In addition to the Board of Commissioners the presence of Thomas Dene, WCSA General Counsel, and Robbie Cornett, WCSA General Manager, is requested.

Second: Mr. Thayer

Vote: Unanimous

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Agenda Item: 16  COMMUNICATION	Return to Open Meeting
Presenter(s):	Commissioner
Beginning Time:	8:19 pm
Potential Conflict(s) of Interest and Abstention(s):	
Background:	
Discussion:	
On the Record:	
Enclosures:	
Recommendation:	
Proposed Motion:	
Actual Motion:	Return to Open Session
Motion By:	Mr. Campbell
Second By:	Mr. Thayer
Voting: Ayes:	7
Nays:	0
Abstain:	0
End Time:	8:19

Return to Public Meeting

Mr. Campbell moved that the Board return to Open Session.

Second: Mr. Thayer

Vote: 7-0-0-0

Certification of Closed Meeting

Mr. Campbell moved that the Board adopt the following resolution:

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.


Second: McCall

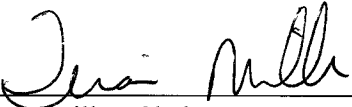
Aye By: Mr. Thayer, Mr. Campbell, Mr. Taylor, Mr. Miller, Mr. McCall, Mr. Orfield and Mr. Smith confirming no outside discussion except Closed Meeting topics were discussed.

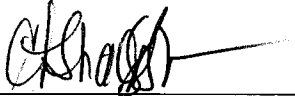
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Agenda Item: 17  COMMUNICATION	Late Items
Presenter(s):	Commissioner / General Manager
Beginning Time:	8:22 pm
Potential Conflict(s) of Interest and Abstention(s):	
Background:	
Discussion:	Christmas Bonus and Luncheon
On the Record: Mr. Taylor	This applies to 2019 only same format as in Board Book add 10 percent to each employee bracket, both the base and dollars per year including the cap.
Enclosures:	
Recommendation:	
Proposed Motion:	
Actual Motion:	Approve the Christmas Bonus as presented adding a 10 % increase to each employee bracket; on the base amount and dollar per year including the cap amount.
Motion By:	Mr. Taylor
Second By:	Mr. Campbell
Voting: Ayes:	7
Nays:	0
Abstain:	
End Time:	8:29 pm

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Agenda Item: 18  COMMUNICATION	Adjourn
Presenter(s):	Commissioner
Beginning Time:	8:29 pm
Potential Conflict(s) of Interest and Abstention(s):	
Background:	
Discussion:	
On the Record:	
Enclosures:	
Recommendation:	
Proposed Motion:	
Actual Motion:	Motion to Adjourn
Motion By:	Mr. Taylor
Second By:	Mr. McCall
Voting: Ayes:	7
Nays:	0
Abstain:	0
End Time:	8:30


Dwain Miller, Chairman


Carol Ann Shaffer, Assistant Secretary



SMOKE-TESTING

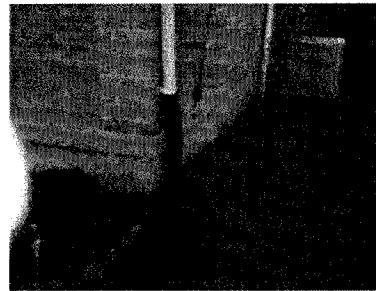
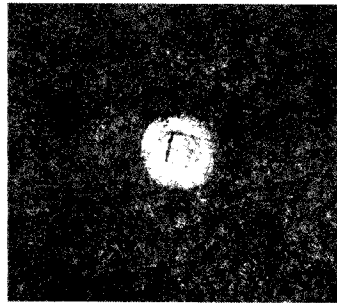
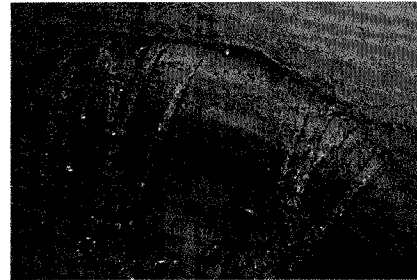
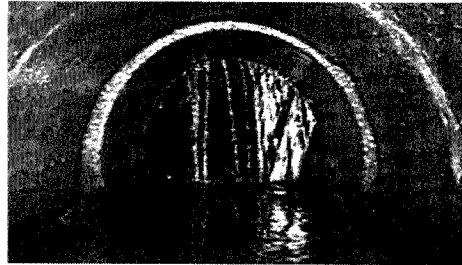
An Example of WCSA Teamwork



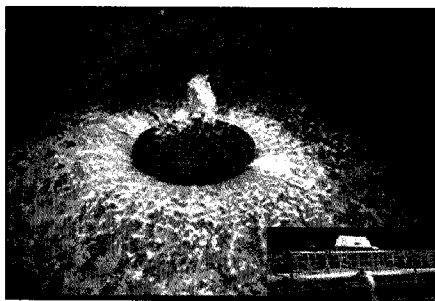
I&I – what is it?

I&I = Inflow and Infiltration

How does I&I occur?



Why is I&I bad?



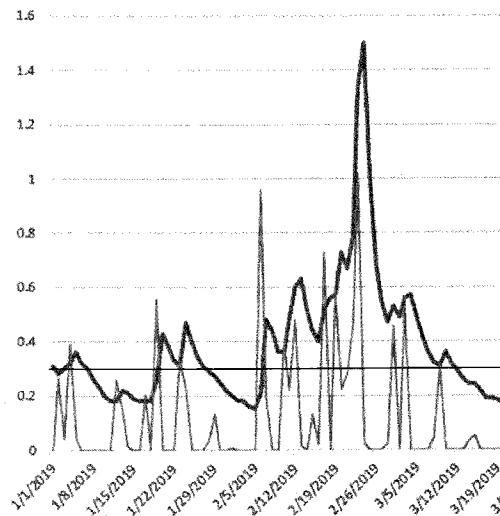
Very Wet Winter

- Wettest winter (Dec-Feb) on record
- February was the 3rd wettest month ever recorded in the Tri-Cities

STORM TRACK 5 WETTEST MONTHS EVER
ON RECORD FOR TRI-CITIES

YEAR	RATEAL
July 2012	12.70"
Aug 2003	11.34"
Feb 2019	10.47"
Jan 2013	9.99"
July 1949	9.73"

What does a very wet winter do to a sewer system?

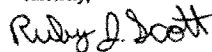


Letter from DEQ

A review of discharge monitoring reports ("DMRs") recently submitted to the Department of Environmental Quality ("DEQ") for the WWTP ("Facility") indicates monthly average flow values greater than or equal to 95 percent of the design flow of the Facility for three consecutive months (December 2018, January 2019, and February 2019). VPDES Permit No. VA0021130, Part I, Section F.1. states a plan of action for ensuring continued compliance with the terms of this permit shall be submitted to DEQ when the monthly average flow influent to the Facility reaches 95 percent of the design capacity authorized by this permit for each month of any three consecutive month period. The plan of action shall be received by DEQ no later than 90 days from the third consecutive month for which the flow reached 95 percent of the design capacity. In accordance with the VPDES permit requirements, please submit the plan of action to DEQ no later than June 1, 2019.

If you have any questions, regarding this request, please contact me at (276) 676-4832 or ruby.scott@deq.virginia.gov. Thank you.

Sincerely,



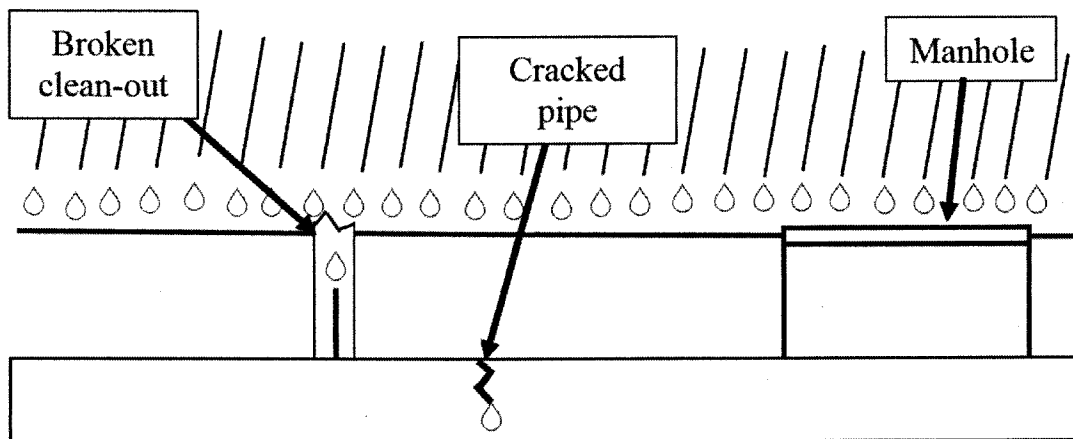
Ruby J. Scott
SWRO Water Compliance Auditor

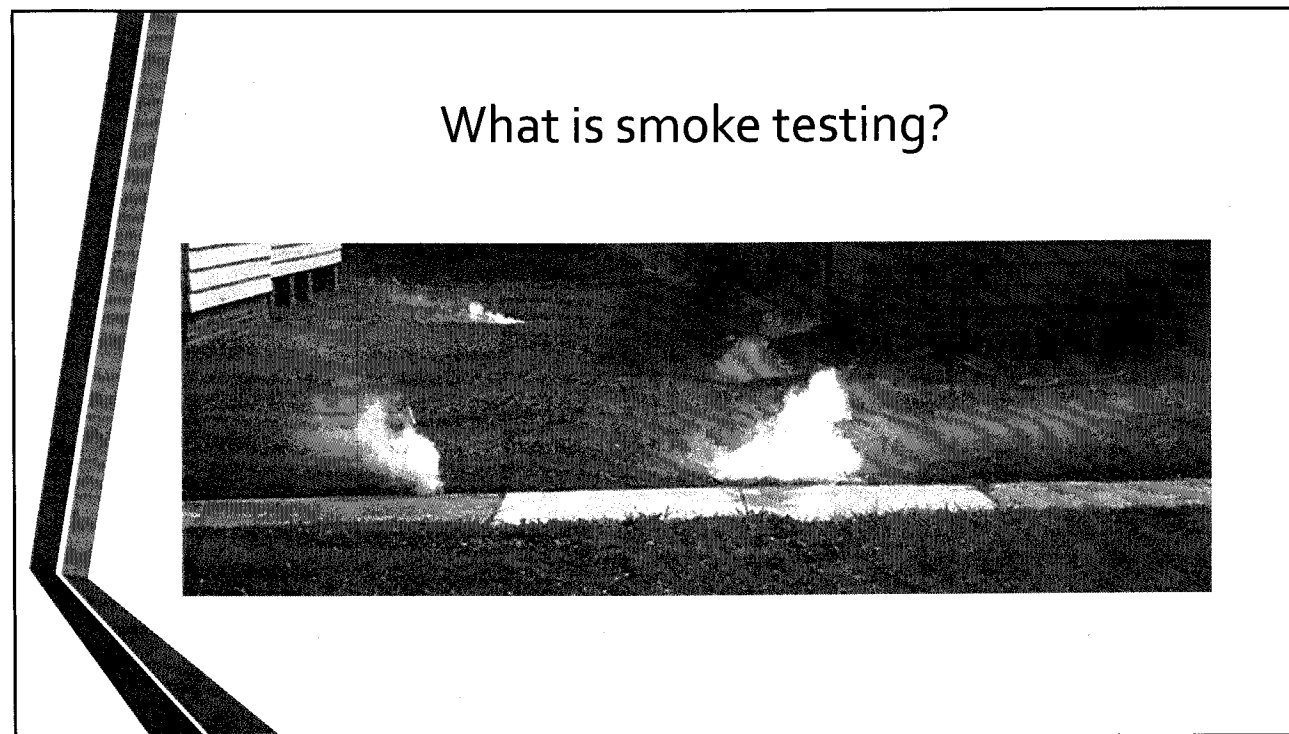
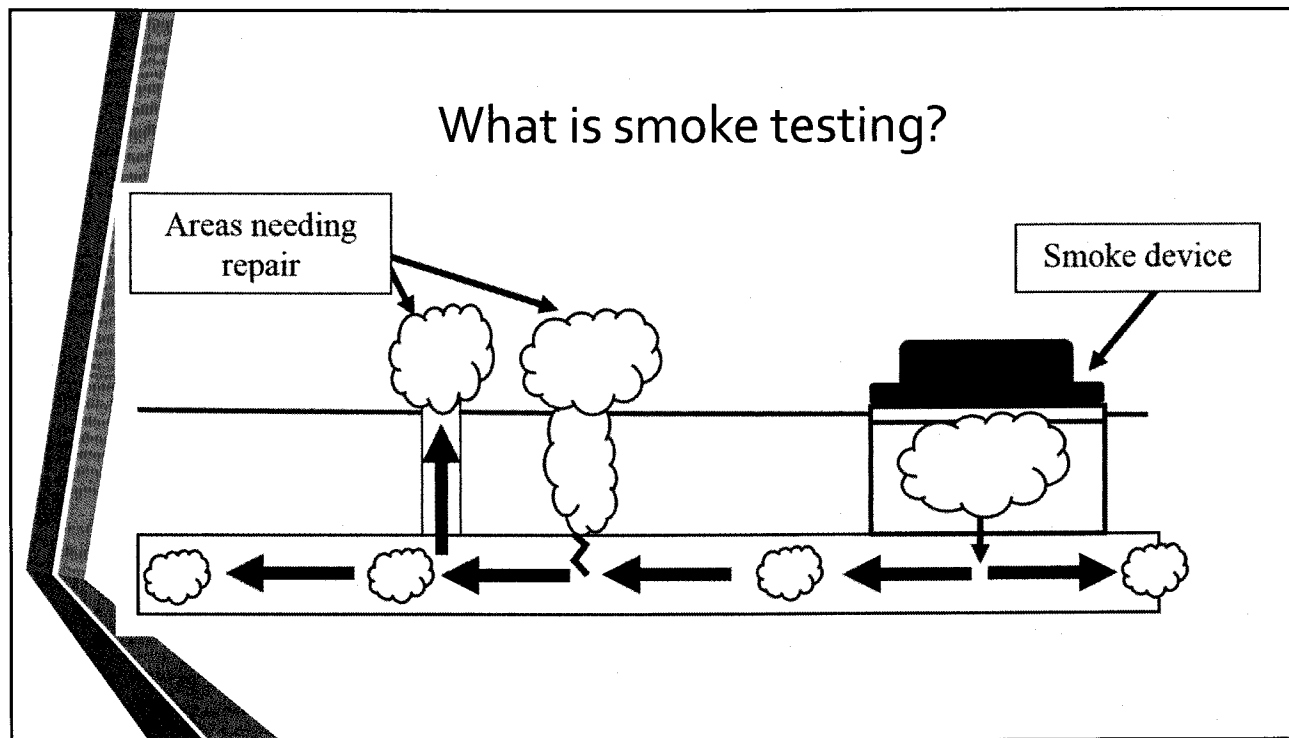
SO WHAT DID WE DO?

Data Collection

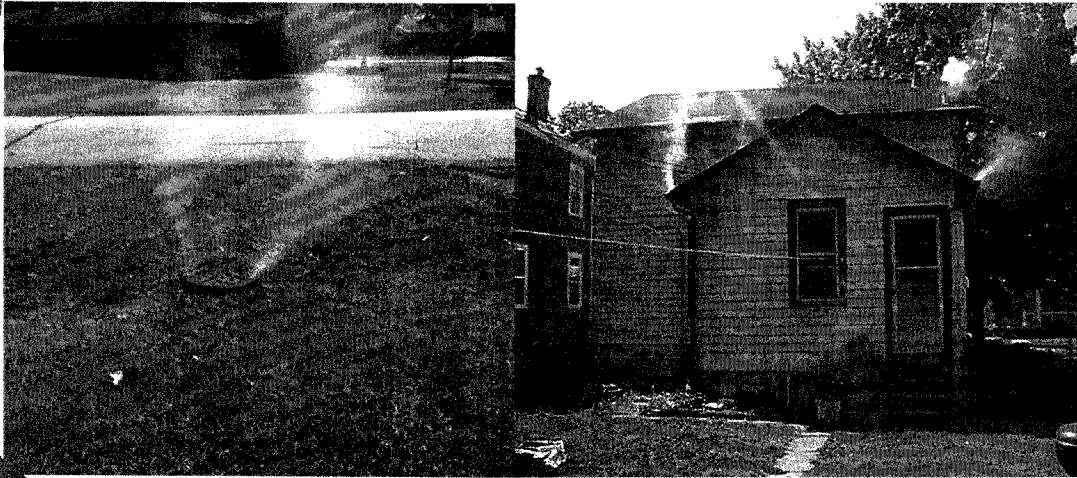
THE TEAM DECIDED THAT SMOKE TESTING WAS THE BEST OPTION

What is smoke testing?



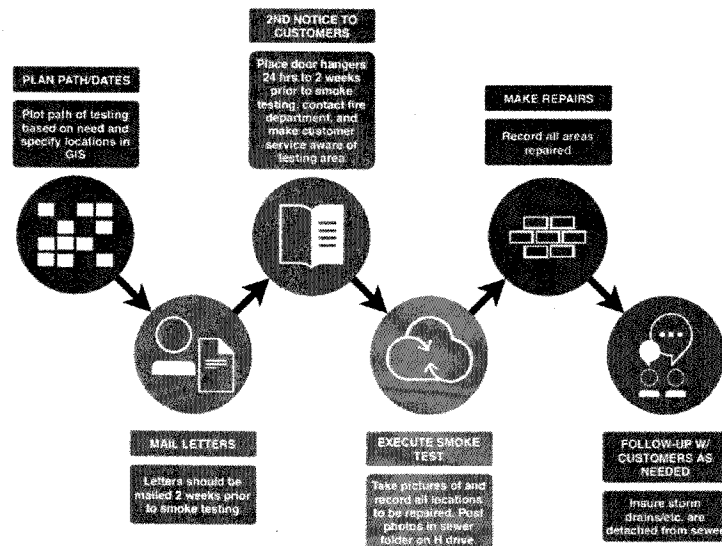


What is smoke testing?

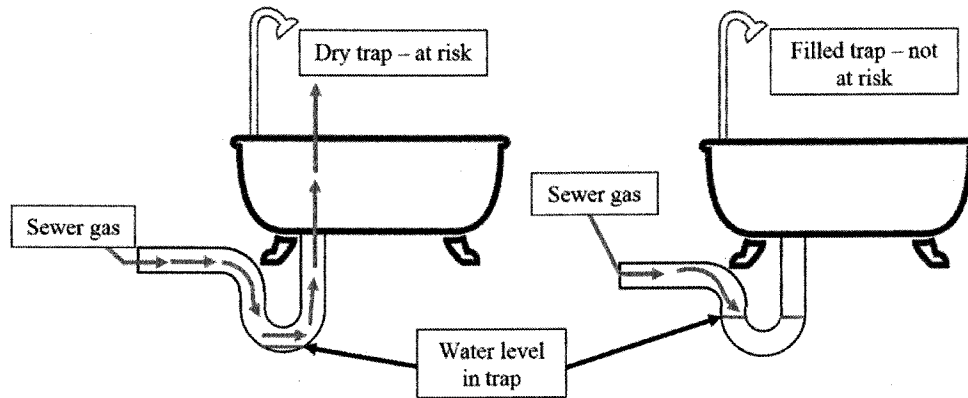


A Standard Process was Developed

WCSA SMOKE TESTING STANDARD PROCEDURES



Customer Engagement



Customer Engagement

Remember, smoke testing:

1. maintains lower rates for customers
2. protects our environment
3. allows customers to insure sewer gas cannot enter their homes

Letter to Customer Informing them of the Purpose of the Upcoming Smoke Test



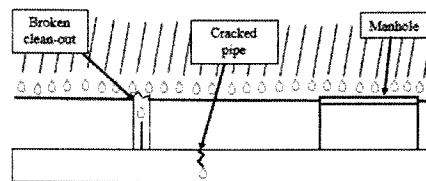
Washington County Service Authority

DATE

Dear Resident or Property Owner:

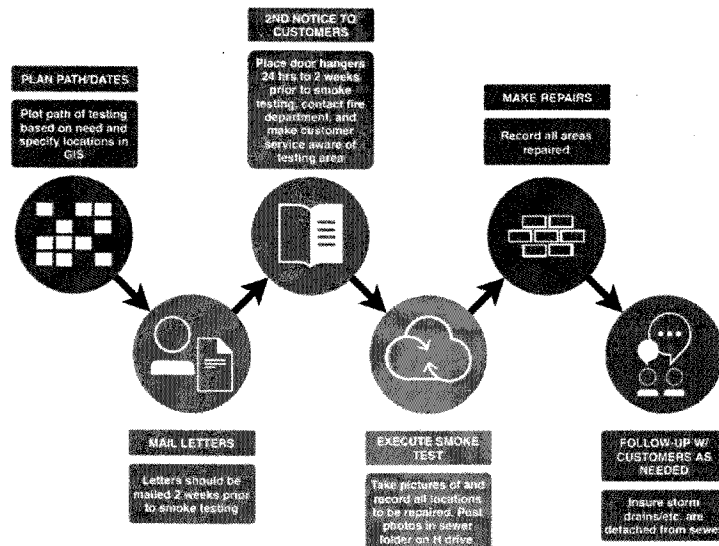
Washington County Service Authority (WCSA) is in the process of implementing an Inflow/Infiltration (I&I) Reduction Program and is planning to start smoke testing of the wastewater system in your community within the next 30 days.

As you know, we had a very wet winter this year. One benefit of all the rain was that it gave us at WCSA a good opportunity to analyze our wastewater collection systems for I&I. I&I stands for "inflow and infiltration" of ground water into our collection system through defects like cracks in pipes or broken clean-outs.



A Standard Process was Developed

WCSA SMOKE TESTING STANDARD PROCEDURES



Letter to Customer Requesting Clean-out Repair



Washington County Service Authority

July 22, 2019

Dear Homeowner,

As you may recall WCSA sent you a letter explaining our planned smoke testing activities in your neighborhood. During this work we discovered that your waste water clean-out is leaking. Our technicians installed small green flags to mark the leaking clean-out.

We ask that you repair your clean-out as leaking clean-outs allow excess rain and/or groundwater into our waste water systems. The excess water can cause serious operational issues.

Due to the seriousness we ask that you have your leaking clean-out repaired by August 21, 2019.

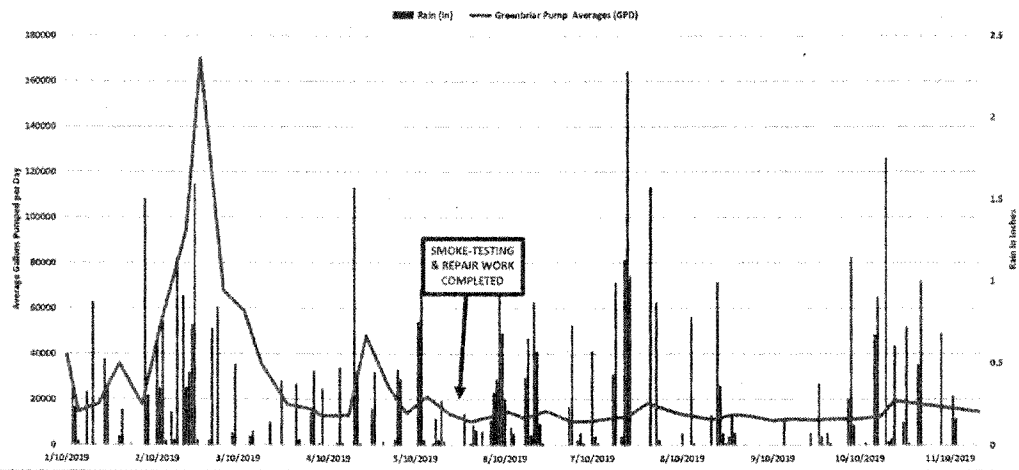
Thank you for your cooperation as we proactively maintain our collection systems. If you have any further questions or concerns, please call 276-628-7151.

Thank you

SO WHAT DOES THE DATA LOOK LIKE NOW?

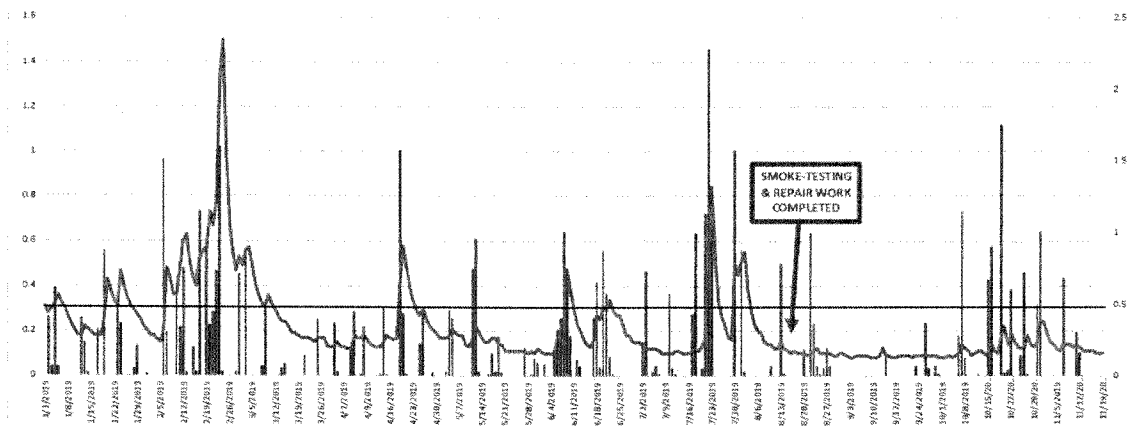
The Data

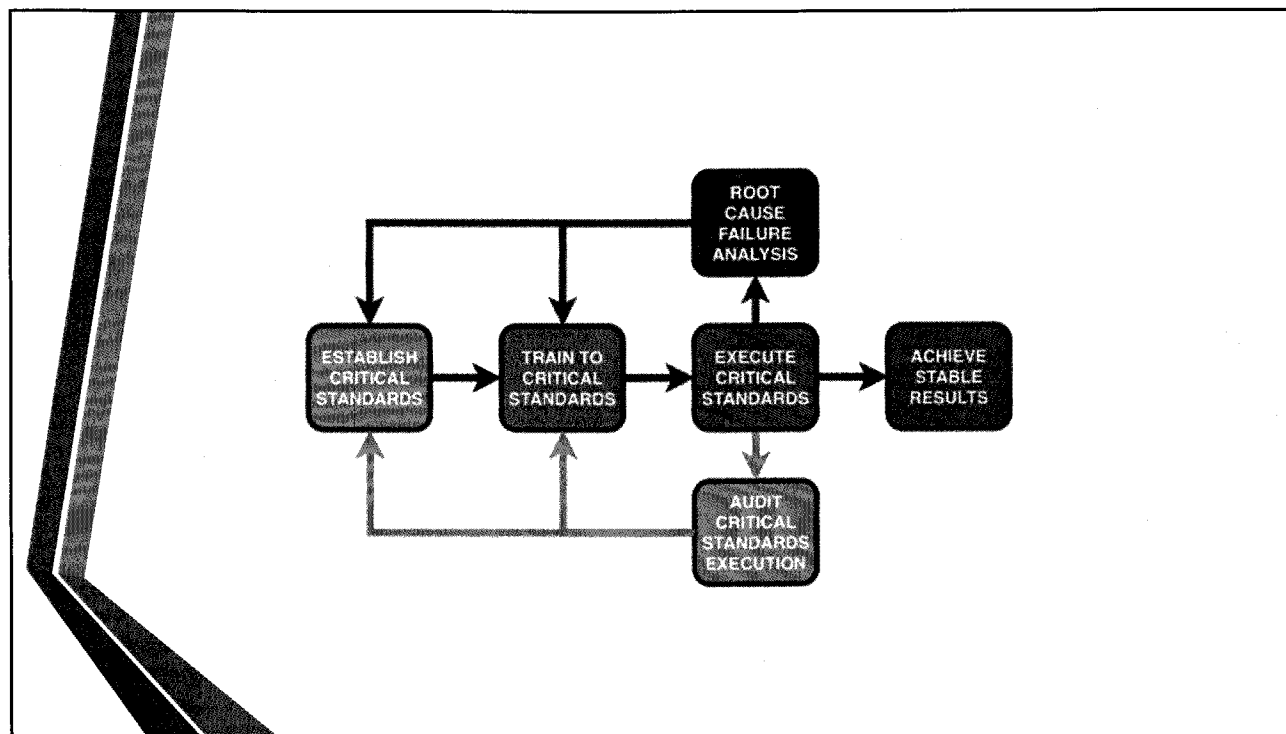
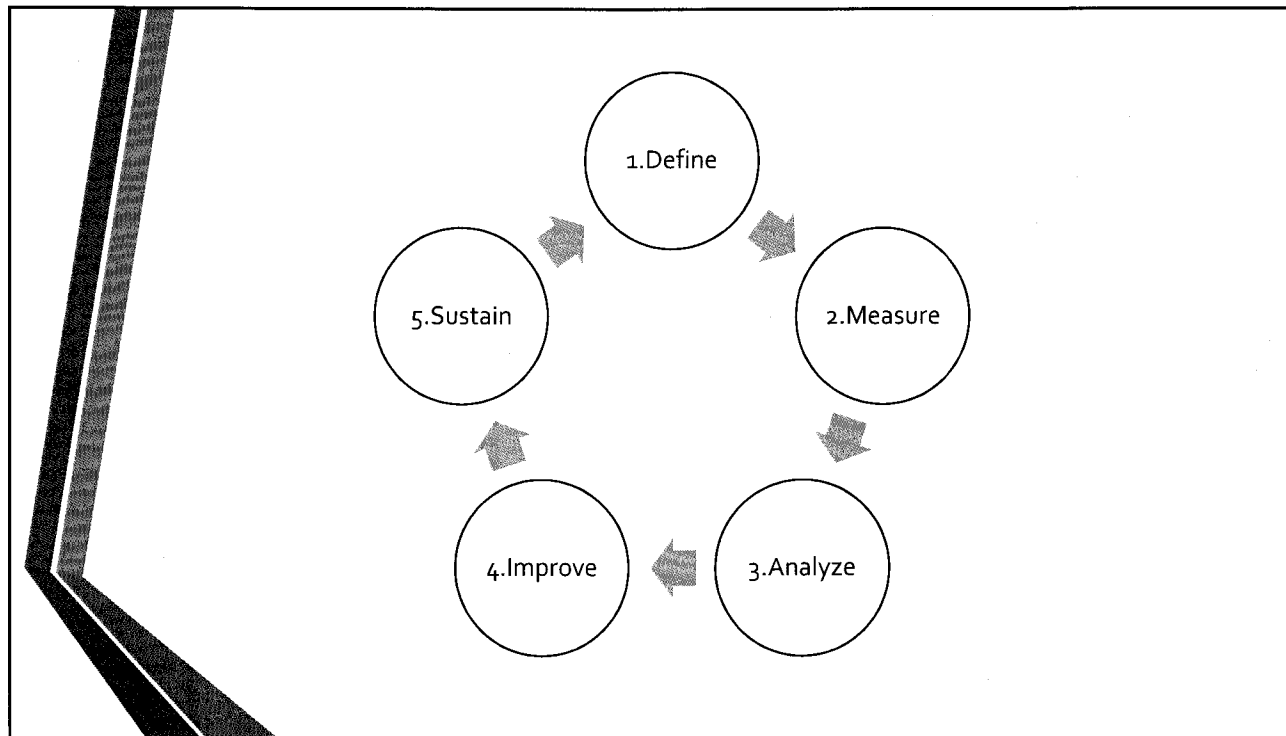
Greenbriar Pump AVG Compared to Rain

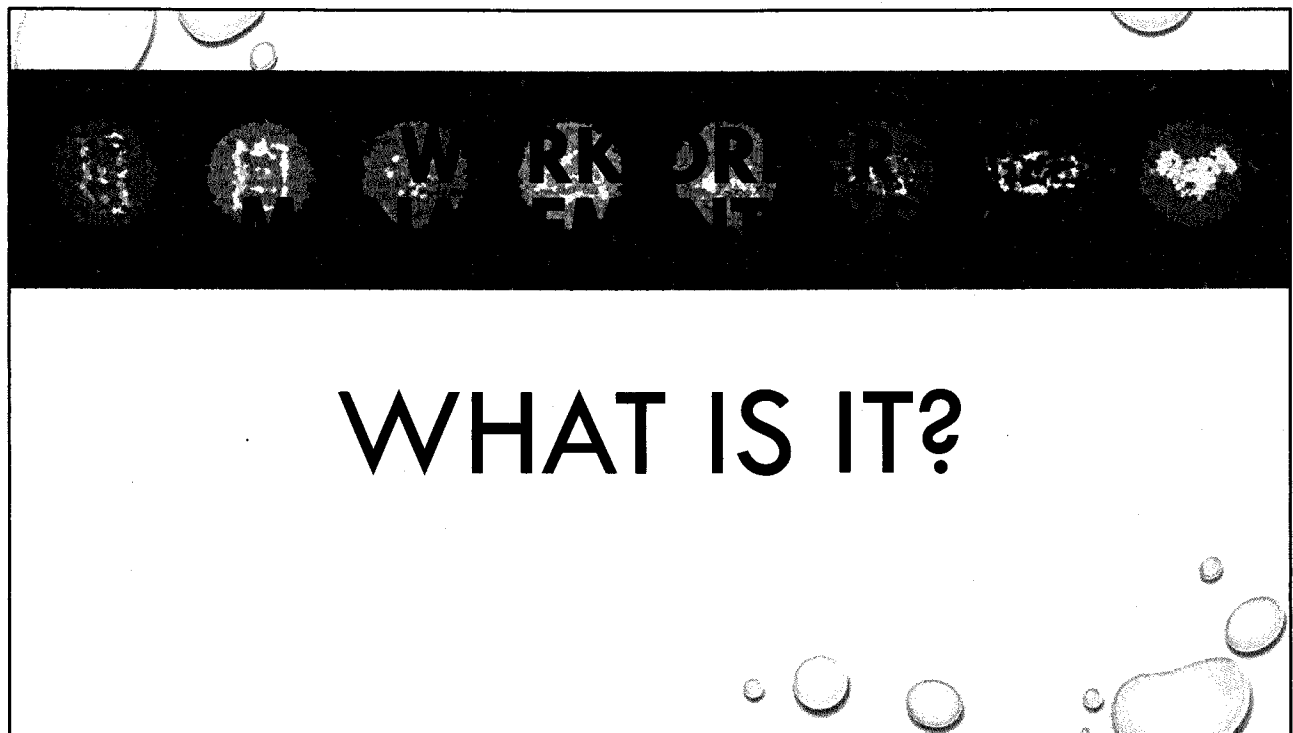
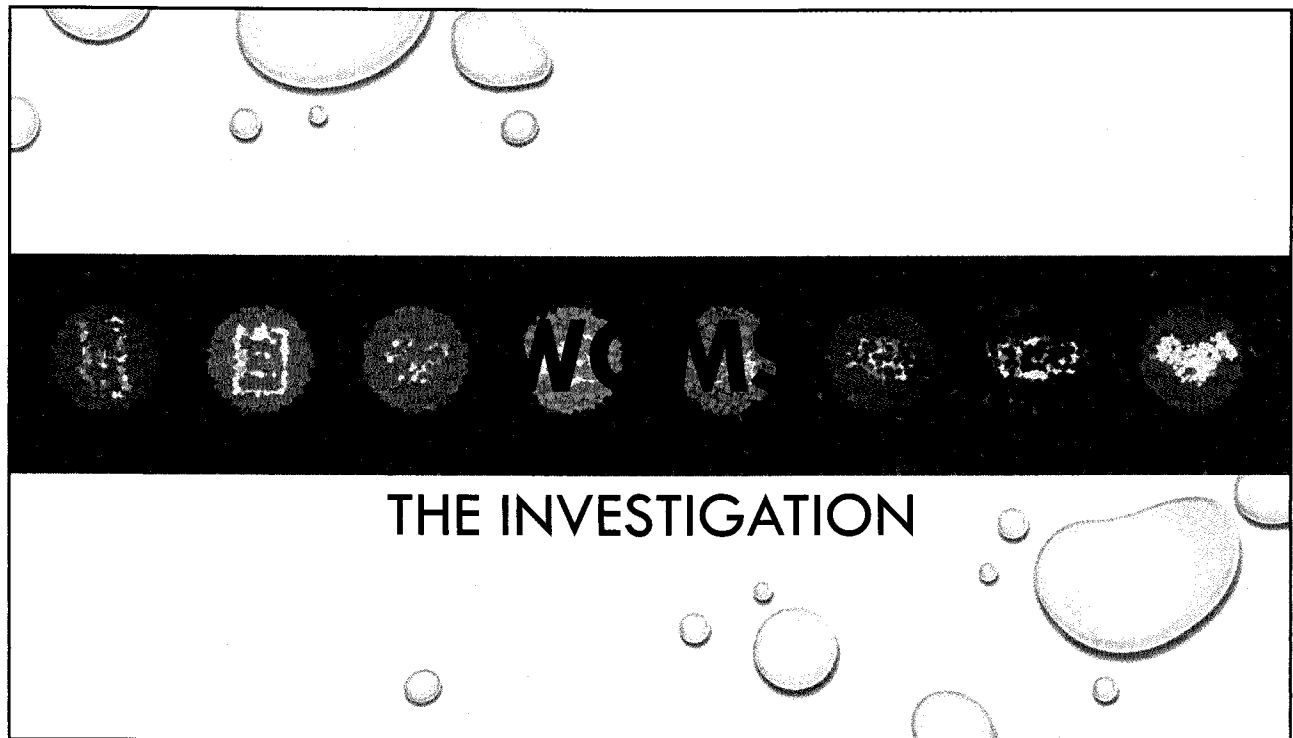


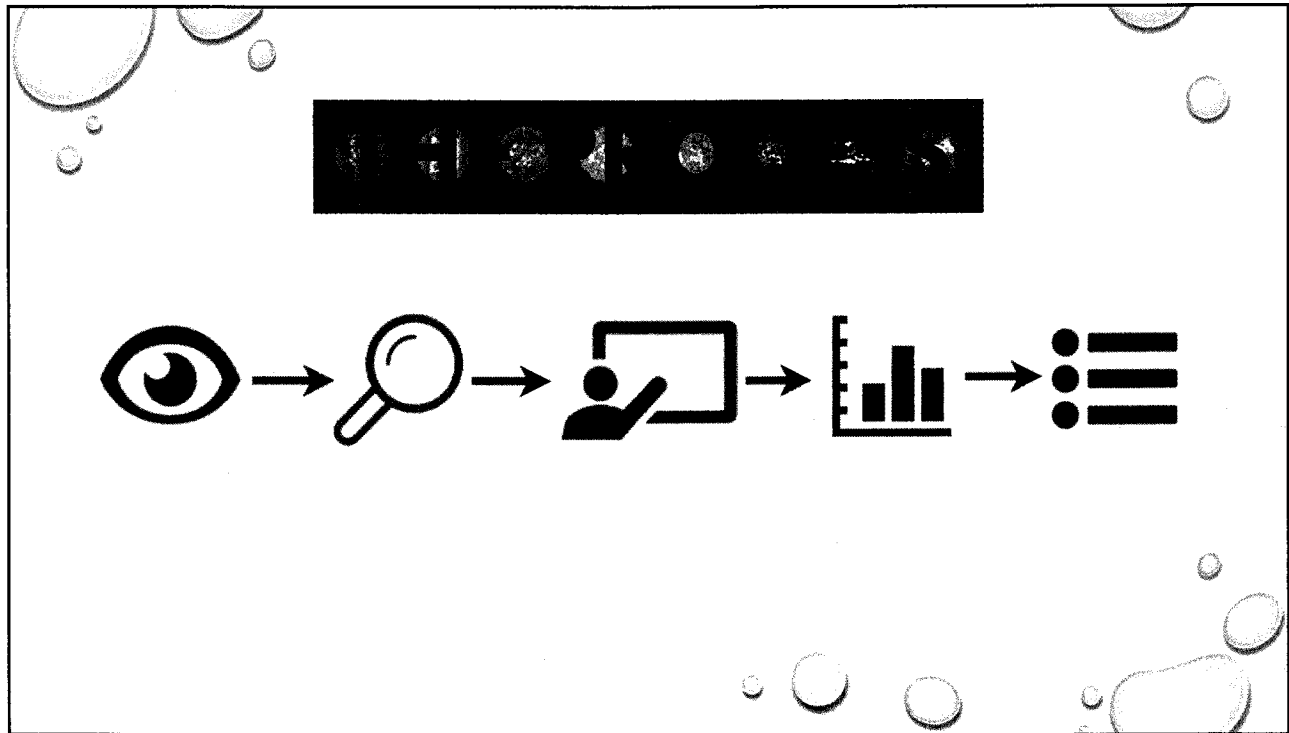
The Data

DAMASCUS WASTEWATER PLANT
Influent compared to Rainfall - 2019









-
- The slide displays a list of software names, organized into two columns. Above the list, a black horizontal bar contains a series of small, circular icons. The list of software names is as follows:
- BEEHIVE
 - CARTEGRAPH
 - CITYWORKS
 - ELEMENTS
 - EPOCH
 - ESRI
 - FIELDHAWK
 - INFRAMAP
 - LUCITY
 - SEW
 - UNITY
 - UPKEEP
 - UTILITY CLOUD
 - VARASSET
- The entire list is enclosed in a rectangular frame decorated with bubble-like shapes in the corners.



- EPOCH – FOR MAKING WOMS MOBILE IN THE ELECTRIC/GAS
- ESRI – SELF-PROCLAIMS THAT THEY ARE NOT A PURE WORKFLOW SOFTWARE
- UNITY – OWNED BY TRIMBLE WHO JUST BOUGHT CITYWORKS
- UPKEEP – DOES NOT INTEGRATE WITH THE GIS
- VARASSET - FOR 100,000+ USERS IN THE ELECTRIC/GAS INDUSTRY



Area of Focus	Definition	Score	Comments	Area of Focus	Definition	Score	Comments
Ease of Use	Case of Use			Integration	Integration to other business systems		
	Flexible Workflows				Data analytics - can you view, for example, all cash line breaks from data IS 365?		
Mobile Access Capabilities	Mobile Access Capabilities			Auto-Recording	Auto-Recording multiple complaints/WO's from similar location		
	Offline Mode (when no cell service)				Linked to Assets (EB Capability)		
Manager Dashboard	Manager Dashboard			Reminders/Alerts	Reminders/alerts for scheduled PM's		
	Inventory Management				Scheduling functionality		
Inventory Management	Auto-pull inventory from general ledger			Picture tied to WO	Picture tied to WO		
	Barcoding capability			Third-Party Integration	Third-Party integration		
Automatic generation of WO's based on field response to prior work order	Automatic generation of WO's based on field response to prior work order				Upgrade process/handling		
	Simple form generator			Log handling	Log handling		
Automatic notifications for closed work orders	Automatic notifications for closed work orders				Camera/Picture releases		
	Customer notification via text/email when WO is closed out			Hardware requirements	Hardware requirements		
WO should be able to be set as changeable or not changeable by crew members in the field	WO should be able to be set as changeable or not changeable by crew members in the field				Cost		

