

**Washington County Service Authority Board of Commissioners  
March 25, 2021 Dispute Committee Meeting Minutes**

A Dispute Committee Meeting of the Washington County Service Authority Board of Commissioners was held on March 25, 2021 at 25122 Regal Drive, Abingdon, Virginia in the E. W. Potts, Jr. Board Room. Mrs. Karen Blankenbeckler was contacted via phone conference.

The meeting began at 4:20 pm.

**ROLL CALL**

Commissioners Present:

Mr. Tim Orfield  
Mr. Kevin Thayer

WCSA Staff Present:

Holly Edwards, Customer Service Manager

**Dispute Hearing**

Mrs. Karen Blankenbeckler of 18213 Brumley Gap Road in Abingdon, Virginia requested a meeting with the Dispute Committee to discuss her usage and charges. Mrs. Blankenbeckler complained her high usage is due to WCSA and requested her account be adjusted. Mr. Thayer and Mr. Orfield explained that according to our records and data, if there was a leak it was on her side of the meter.

The Committee took no action.

**Adjourn**

The meeting concluded at 5:15 pm.

  
Mr. Tim Orfield, Commissioner

  
Mr. Kevin Thayer, Commissioner

  
Carol Ann Shaffer, Assistant Secretary