





**Washington County Service Authority Board of Commissioners**  
**April 26, 2021 Regular Board Meeting Minutes**


<b>Agenda Item: 1</b>  COMMUNICATION	Call the Meeting to Order
<b>Presenter(s):</b>	Chairman
<b>End Time:</b>	6:00 pm


<b>Agenda Item: 2</b>  COMMUNICATION	Roll Call
<b>Presenter(s):</b>	Chairman
<b>Present:</b>	Mr. Thayer, Mr. Taylor, Mr. D. Miller, Mr. Campbell, Mr. Orfield, Mrs. C. Miller and Mr. Hutchinson
<b>Absent:</b>	None
<b>End Time:</b>	6:00 pm

<b>Agenda Item: 3</b>  COMMUNICATION	Prayer and Pledge of Allegiance
<b>Presenter(s):</b>	Mr. Taylor
<b>Beginning Time:</b>	6:00 pm
<b>End Time:</b>	6:01 pm


<b>Agenda Item: 4</b>  COMMUNICATION	Approval of the Agenda
<b>Presenter(s):</b>	Chairman
<b>Beginning Time:</b>	6:01 pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	None
<b>Discussion:</b>	
<b>On the Record:</b>	
<b>Actual Motion:</b>	Approve the Agenda as presented.
<b>Motion By:</b>	Mr. Hutchinson
	Mrs. C. Miller
<b>Voting:</b>	<b>Ayes:</b> 7
	<b>Nays:</b> 0
	<b>Abstain:</b> 0
<b>End Time:</b>	6:01 pm


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<b>Agenda Item: 5</b>  COMMUNICATION	Public Query and Comment
<b>Presenter(s):</b>	Chairman
<b>Beginning Time:</b>	6:01 pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	None
<b>Speakers:</b>	Mike and Mark Wilkinson of Watauga Road, owners of Lakeview Mobile Home Park. 276.608.9377. Their complaint was the Contractor broke a sewer line. There was no trouble till the contractor broke the line. Mike Wilkinson asked why didn't the contractor notify him of the break that he said caused sewer to back up in one of the mobile homes where resident, Jennifer Miller, is trying to hold him responsible for the damage caused by the break. Mike Wilkerson would like to have an 8' of pipe installed to resolve the sewer problem.
<b>Discussion:</b>	None
<b>Actual Motion:</b>	The Board took no action.
<b>Motion By:</b>	
<b>Second By:</b>	
<b>Voting:</b>	
<b>Ayes:</b>	
<b>Nays:</b>	
<b>Abstain:</b>	
<b>End Time:</b>	6:05 pm


<b>Agenda Item: 6</b>  COMMUNICATION	Approval of the Consent Agenda
<b>Presenter(s):</b>	Chairman
<b>Beginning Time:</b>	6:05 pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	None
<b>Discussion:</b>	None
<b>On the Record:</b>	None
<b>Actual Motion:</b>	Approve the Consent Agenda
<b>Motion By:</b>	Mr. D. Miller
<b>Second By:</b>	Mr. Thayer
<b>Voting:</b>	
<b>Ayes:</b>	7
<b>Nays:</b>	0
<b>Abstain:</b>	0
<b>End Time:</b>	6:05 pm


**Washington County Service Authority Board of Commissioners**  
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<b>Agenda Item: 7</b>  <b>COMMUNICATION</b>	Consideration of Check # 048329 to Misty Mtn for \$31.90 and Check # 048384 to Food City for \$49.99
<b>Presenter(s):</b>	Chairman
<b>Beginning Time:</b>	6:05 pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	Mr. Orfield as he is an employee of Food City.
<b>Discussion:</b>	None
<b>On the Record:</b>	Mr. Orfield abstained for discussions or voting on this item as he is employed by Food City.
<b>Actual Motion:</b>	Approve Check # 048329 to Misty Mtn for \$31.90 and Check # 048384 to Food City for \$49.99
<b>Motion By:</b>	Mrs. C. Miller
<b>Second By:</b>	Mr. Thayer
<b>Voting: Ayes:</b>	6
<b>Nays:</b>	0
<b>Abstain:</b>	1 (Mr. Orfield)
<b>End Time:</b>	6:06 pm

<b>Agenda Item: 8</b>  <b>COMMUNICATION</b>	Legal Counsel Report and Update
<b>Presenter(s):</b>	Thomas Dene
<b>Beginning Time:</b>	6:06 pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	None
<b>Discussion:</b>	Mr. Dene had nothing to report in Open Session Mr. D. Miller asked about invoices as Mr. Dene as he is behind with submitting them to WCSA. Mr. Dene will work on the invoices this week.
<b>Actual Motion:</b>	None
<b>Motion By:</b>	
<b>Second By:</b>	
<b>Voting: Ayes:</b>	
<b>Nays:</b>	
<b>Abstain:</b>	
<b>End Time:</b>	6:06 pm

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<b>Agenda Item: 9</b>  COMMUNICATION	General Manager Report and Update
<b>Presenter(s):</b>	Robbie Cornett
<b>Beginning Time:</b>	6:06 pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	None
<b>Discussion:</b>	Mr. Cornett reviewed the attached presentation. Mr. Cornett suggesting holding a Budget Workshop on May 24, 2021 starting at 4:00 pm. The Board agreed to holding a Budget Workshop.
<b>On the Record:</b>	None
<b>Actual Motion:</b>	None
<b>Motion By:</b>	
<b>Second By:</b>	
<b>Voting:</b>	<b>Ayes:</b>
	<b>Nays:</b>
	<b>Abstain:</b>
<b>End Time:</b>	6:23 pm

<b>Agenda Item: 10</b>  COMMUNICATION	Operations Manager Report and Update
<b>Presenter(s):</b>	Dave Cheek and Drew Langston
<b>Beginning Time:</b>	6:23 pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	None
<b>Discussion:</b>	Mr. Cheek, Mr. Langston and Mr. Denton discussed the attached presentation.
<b>On the Record:</b>	None
<b>Actual Motion:</b>	None
<b>Motion By:</b>	
<b>Second By:</b>	
<b>Voting:</b>	<b>Ayes:</b>
	<b>Nays:</b>
	<b>Abstain:</b>
<b>End Time:</b>	6:48 pm


<b>Agenda Item: 11</b>  INFRASTRUCTURE	Engineering Report / Construction Projects Update
<b>Presenter(s):</b>	Ryan Kiser
<b>Beginning Time:</b>	6:48 pm

**Washington County Service Authority Board of Commissioners  
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<b>Potential Conflict(s) of Interest and Abstention(s):</b>	None
<b>Discussion:</b>	Mr. Kiser updated the Board on the following projects: <ul style="list-style-type: none"> <li>• Hidden Valley Road Phase 3</li> <li>• Abingdon Water Storage Tank Improvements Project</li> <li>• Galvanized Line Phase 3</li> <li>• Waterline Extension Projects (7)</li> <li>• Mill Creek Chlorine Contact Tank Replacement</li> <li>• Lee Highway Corridor Sewer Project</li> <li>• Sugar Hollow Park Project</li> <li>• Private Development Projects</li> </ul>
<b>On the Record:</b>	Mr. Kiser asked the Board's consideration to use funds set aside by WCSA and Town of Chilhowie to cover any overages for the Mill Creek Contact Tank Replacement Project and for permission to advertise.
<b>Actual Motion:</b>	Approve as requested.
<b>Motion By:</b>	Mr. D. Miller
<b>Second By:</b>	Mr. Orfield
<b>Voting:</b>	<b>Ayes:</b> 7
	<b>Nays:</b> 0
	<b>Abstain:</b> 0
<b>End Time:</b>	7:04 pm

<b>Agenda Item: 12</b>  COMMUNICATION	Homeserve Report and Update
<b>Presenter(s):</b>	Holly Edwards
<b>Beginning Time:</b>	7:04 pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	None
<b>Discussion:</b>	Mrs. Edwards reviewed the attached presentation
<b>On the Record:</b>	None
<b>Actual Motion:</b>	None
<b>Motion By:</b>	
<b>Second By:</b>	
<b>Voting:</b>	<b>Ayes:</b>
	<b>Nays:</b>
	<b>Abstain:</b>
<b>End Time:</b>	7:17 pm

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<b>Agenda Item: 13</b>  COMMUNICATION	Closed Meeting
<b>Presenter(s):</b>	Commissioner
<b>Beginning Time:</b>	7:17 pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	None
<b>Discussion:</b>	None
<b>On the Record:</b>	None
<b>Actual Motion:</b>	Motion to Adjourn to Closed Meeting
<b>Motion By:</b>	Mr. D. Miller
<b>Second By:</b>	Mr. Thayer
<b>Voting:</b>	<b>Ayes:</b> 7
	<b>Nays:</b> 0
	<b>Abstain:</b> 0
<b>End Time:</b>	8:35 pm


**WASHINGTON COUNTY SERVICE AUTHORITY  
BOARD OF COMMISSIONERS  
Closed Meeting April 26, 2021**

Mr. D. Miller 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 consultation with legal counsel retained by the Washington County Service Authority regarding specific legal matters requiring the provision of legal advice by such counsel, and specifically involving the terms and conditions of possible finding agreement or agreements for the Lee Highway Corridor Sewer Project, pursuant to Section 2.2-3711(A)(8) of the 1950 Code of Virginia, as amended.

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.

Board Vote: 7-0.

<b>Agenda Item: 14</b>  COMMUNICATION	Return to Open Meeting
<b>Presenter(s):</b>	Commissioner
<b>Beginning Time:</b>	8:35 pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	None
<b>Discussion:</b>	None
<b>On the Record:</b>	None
<b>Actual Motion:</b>	Return to Open Session
<b>Motion By:</b>	Mr. D. Miller
<b>Second By:</b>	Mrs. C. Miller



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<b>Voting:</b>	<b>Ayes:</b>	7
	<b>Nays:</b>	0
	<b>Abstain:</b>	0
<b>End Time:</b>		8:37 pm

**Return to Public Meeting**

Mr. D Miller moved that the Board return to Open Session.

Second: C. Miller

Board Vote: 7-0.

**Certification of Closed Meeting**


Mr. D. Miller 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.

AYE by Mr. Thayer, Mr. Taylor, Mr. D. Miller, Mr. Campbell, Mr. Orfield. Mrs. C. Miller and Mr. Hutchinson.

<b>Agenda Item: 15</b>  COMMUNICATION	Late Items
<b>Presenter(s):</b>	Commissioner / General Manager
<b>Beginning Time:</b>	8:37 pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	None
<b>Discussion:</b>	Mr. Orfield wanted to discuss limiting the time staff takes to address customer disputes. One suggestion was to create and adopt a resolution limiting the time a customer has to voice a complaint. This will be revisited after discussing the issue with the Customer Service Manager and staff.
<b>On the Record:</b>	None
<b>Actual Motion:</b>	None
<b>Motion By:</b>	
<b>Second By:</b>	
<b>Voting:</b>	
	<b>Ayes:</b>
	<b>Nays:</b>
	<b>Abstain:</b>
<b>End Time:</b>	8:47 pm


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<b>Agenda Item: 15</b>  COMMUNICATION	Late Items
<b>Presenter(s):</b>	Commissioner / General Manager
<b>Beginning Time:</b>	8:47 pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	None
<b>Discussion:</b>	Mrs. C. Miller with Mr. Hutchinson suggested doing something for staff to show appreciation for their hard work and dedication during the pandemic. They suggested providing staff with one scheduled shift day off for Covid
<b>On the Record:</b>	
<b>Actual Motion:</b>	Motion to approve one scheduled shift Covid appreciation day to each employee for their hard work during the pandemic to be taken by the end of April 2022 and to be requested and approved per company vacation policy.
<b>Motion By:</b>	Mrs. C. Miller
<b>Second By:</b>	Mr. Hutchinson
<b>Voting: Ayes:</b>	7
<b>Nays:</b>	0
<b>Abstain:</b>	0
<b>End Time:</b>	8:59 pm

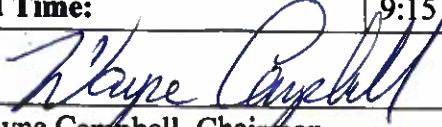
<b>Agenda Item: 15</b>  COMMUNICATION	Late Items
<b>Presenter(s):</b>	Commissioner / General Manager
<b>Beginning Time:</b>	8:59 pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	None
<b>Discussion:</b>	The Wilkerson issue discussed during Public Query and Comment.
<b>On the Record:</b>	Staff will investigate the issue further.
<b>Actual Motion:</b>	None
<b>Motion By:</b>	
<b>Second By:</b>	
<b>Voting: Ayes:</b>	
<b>Nays:</b>	
<b>Abstain:</b>	
<b>End Time:</b>	9:13 pm




**Washington County Service Authority Board of Commissioners**  
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<b>Agenda Item: 15</b>  COMMUNICATION	Late Items
<b>Presenter(s):</b>	Commissioner / General Manager
<b>Beginning Time:</b>	9:13 pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	None
<b>Discussion:</b>	Mr. Tim Reynolds of 25908 Old Saltworks Road, Abingdon requested water service.
<b>On the Record:</b>	Mr. Kiser will look into availability and contact Mr. Reynolds.
<b>Actual Motion:</b>	None
<b>Motion By:</b>	
<b>Second By:</b>	
<b>Voting:</b>	
<b>Ayes:</b>	
<b>Nays:</b>	
<b>Abstain:</b>	
<b>End Time:</b>	9:14 pm

<b>Agenda Item: 16</b>  COMMUNICATION	Adjourn
<b>Presenter(s):</b>	Commissioner
<b>Beginning Time:</b>	9:14 pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	
<b>Discussion:</b>	None
<b>On the Record:</b>	None
<b>Actual Motion:</b>	Motion to Adjourn.
<b>Motion By:</b>	Mr. Hutchinson
<b>Second By:</b>	Mr. D. Miller
<b>Voting:</b>	
<b>Ayes:</b>	7
<b>Nays:</b>	0
<b>Abstain:</b>	0
<b>End Time:</b>	9:15 pm

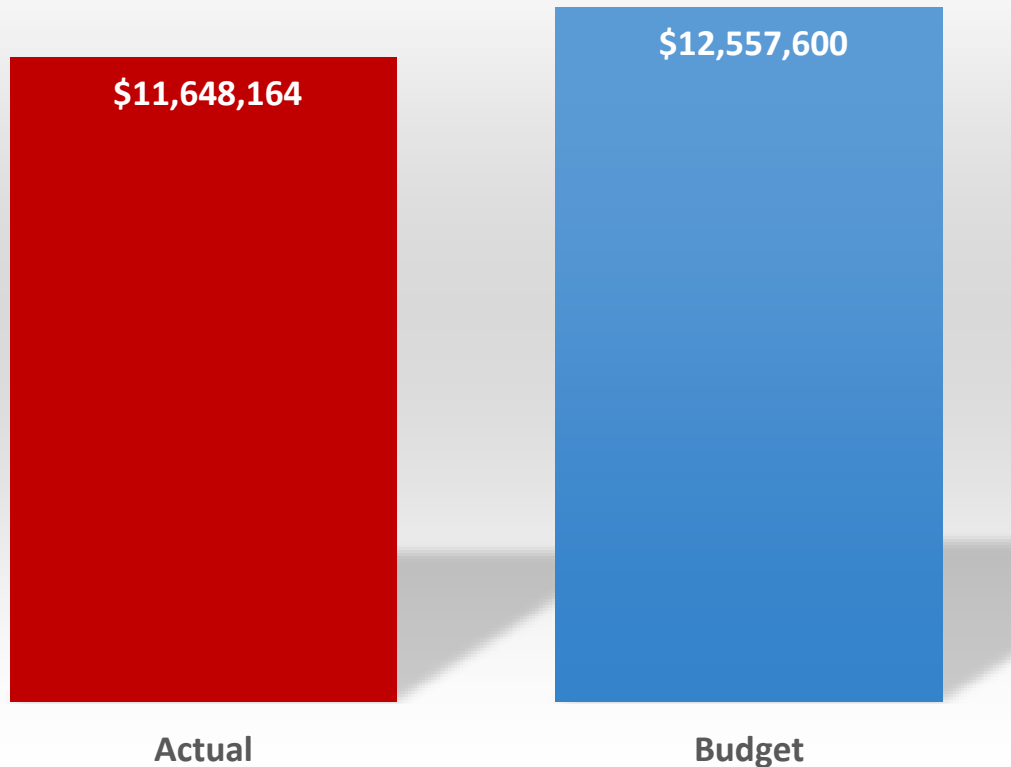
  
 \_\_\_\_\_  
 Wayne Campbell, Chairman

  
 \_\_\_\_\_  
 Carol Ann Shaffer, Assistant Secretary

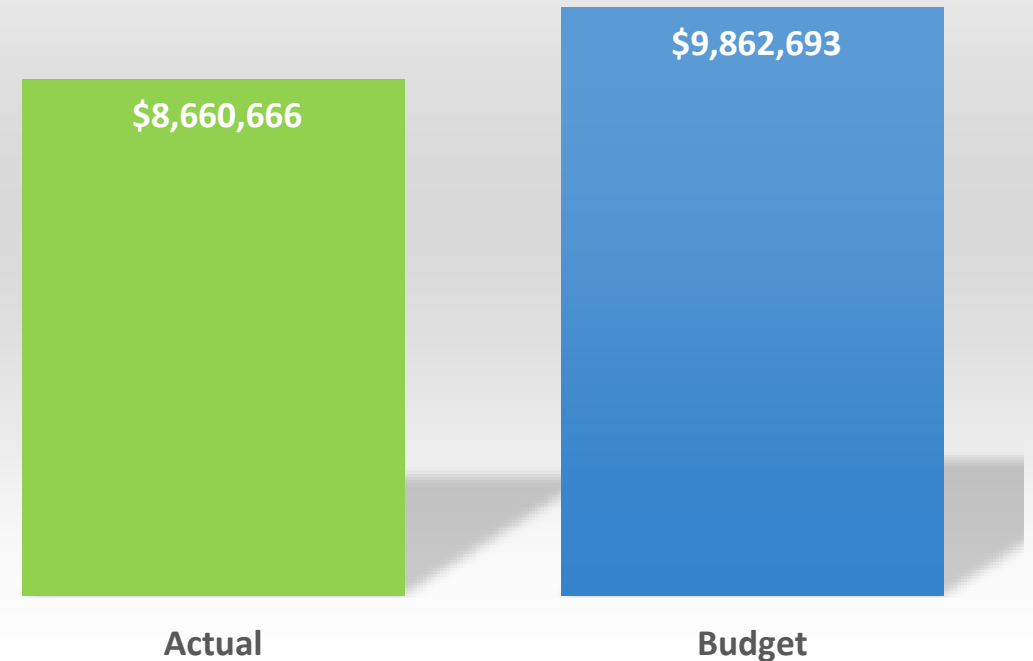
# General Manager Report and Update

# Water Revenue/Expenses YTD March 31, 2021

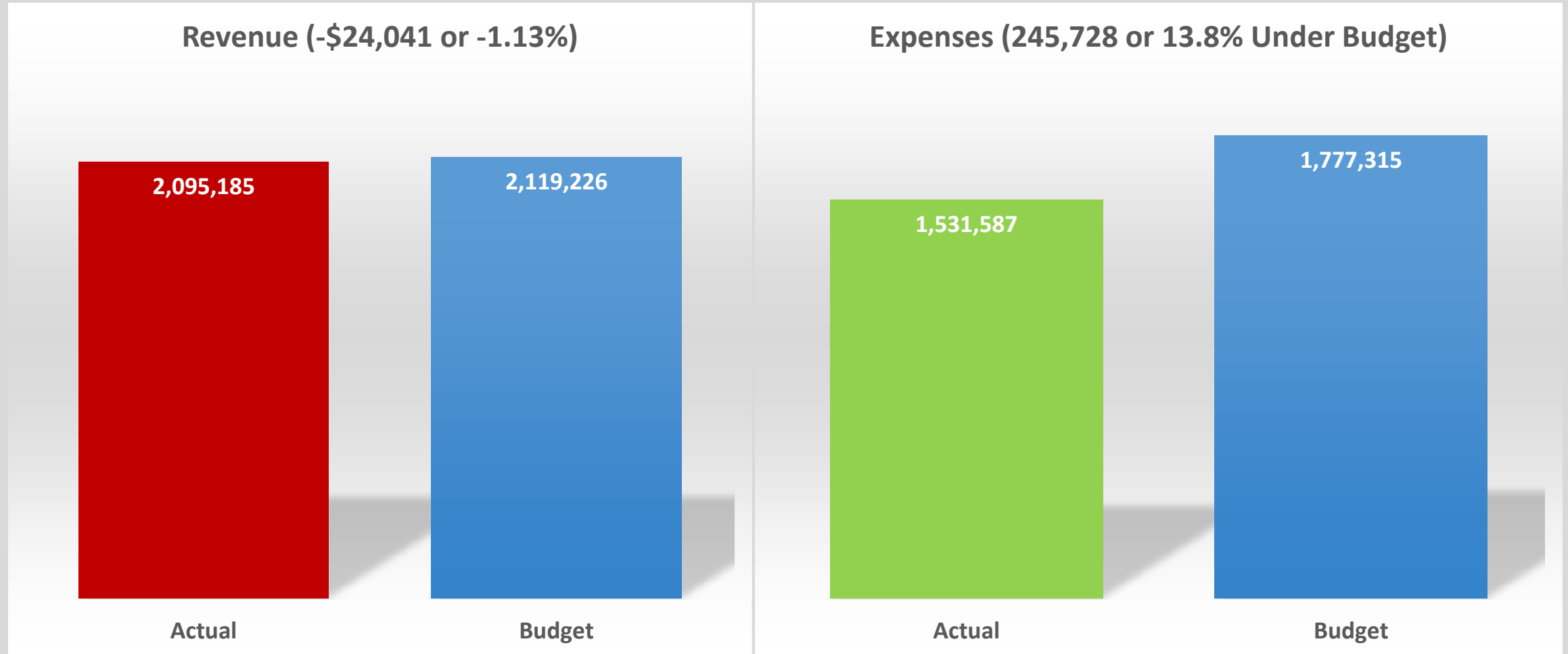
Revenue (\$909,436 or 7.24% Under Budget)



Expenses (\$1,202,027 or 12.9% Under Budget)



# Sewer Revenue/Expenses YTD March 31, 2021



# FY 2022 Budget & Controller/Treasurer Report

- **For Consideration:**
  - **May 24, 2021 Workshop at 4:00 PM?**
- **Controller/Treasurer Report**
  - **Standing Agenda Item**
  - **High Level Review**
    - **Revenue**
    - **Expenses**
    - **Coverage**
    - **Requests**
    - **Miscellaneous**

# Human Resource Manager Recruitment

- **11 Applicants**
- **4 Interviewed by Holly, Ryan, Dave and Robbie**
- **3 Were Asked to Respond to 5 Hypothetical Scenarios**
- **2 Interviewed by Bobby, Ryan, Dave, Rusty, James, Drew, Ken and Robbie**
- **Top Candidate: Shawn Blevins**
- **Shawn Accepted an Offer**
- **Working on Start Date**

## Shawn Blevins HR Bio:

- Kennametal – Senior Human Resources Manager - 600 Employees
- Shearer's Snacks – Human Resource Manager - 375 Employees
- ASAHI Glass Company – Regional Human Resource Manager – Canada/Southern U.S. – Leadership for 4 HR Generalists and 2 HRMs
- ASAHI Glass Company – Human Resource Manager – 450 Employees



# Accounting Roadmap

✓ **February 4, 2021**

**Kickoff**

✓ **February 28, 2019**

**Payroll Interface Completed**

• **April 30, 2021**

**Inflows and Outflows Mapped**

• **May 31, 2021**

**Results and Plan**

# Accounting Transition Audit

- **Change of Control**
- **Blackburn Childress & Steagall**
- **April 13, 2021 Engagement**
- **Outgoing and Incoming Starting Point**
- **Completion May 31, 2021**

## Operations Report and Update for March 2021

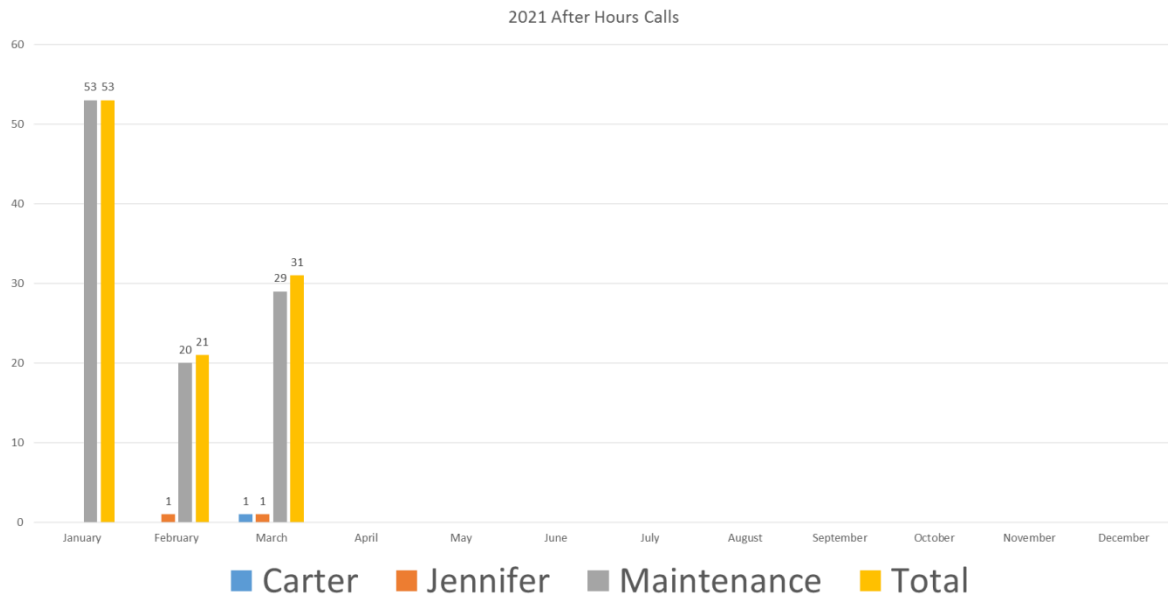
### Safety & Training

- WCSA is still negotiating its way through the COVID 19 limitations on training.
- We have installed screens in common areas to project training classes onto and working to be able to stream training classes

## Team Members



- After Hours Calls interfere with employee's quality of life. Note we are now moving into a season that traditionally produces a lot of after-hours calls. Please check the leaks graph later in this report as you can see what is producing this trend.

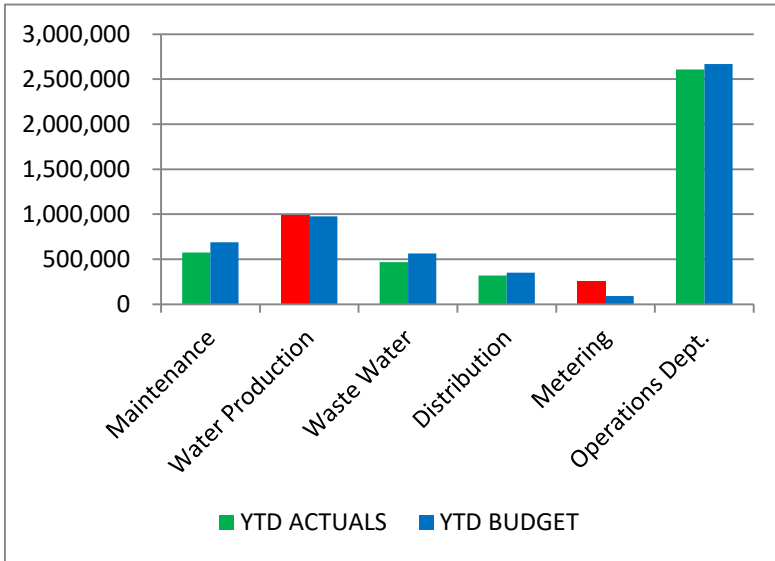


Carter indicates Electrical Maintenance while Jennifer stands for IT related issues. Maintenance is mechanical items such as leaks or breaks. As noted, almost 1 after hour call per day. Maintenance is changing their shifts, going to an 8 hour shift with the On Call Crew starting at 10:30 am but not leaving until 7:00 pm. From our data this should provide better coverage for the After Hours Calls during the week.

# Operations



Financials: (Excluding Wages and Benefits, but Including Overtime)

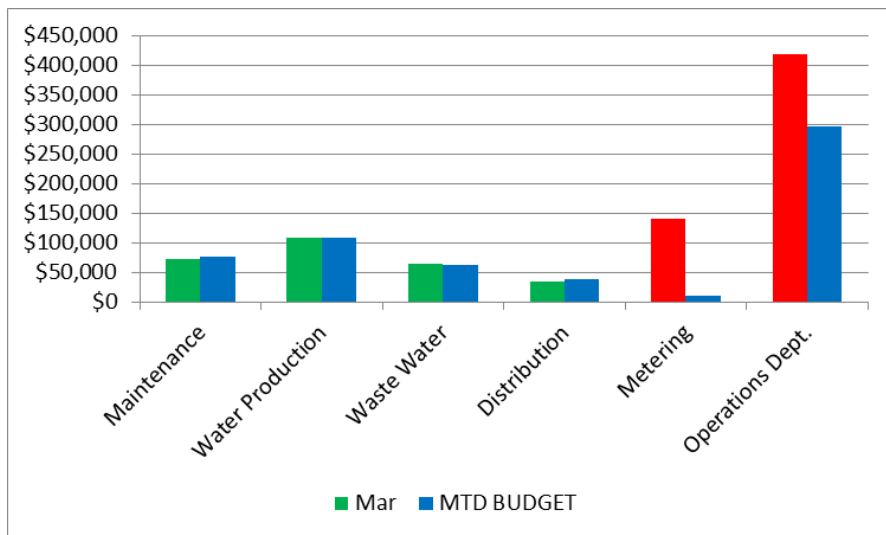


For the Fiscal Year we are tracking very close to budget. We have a number of seasonal purchases that will impact this number.

In Water Production we are over on Mill Creek General Electricity. Our budget number was low due to several factors.

Metering is over due to how inventory is received and placed

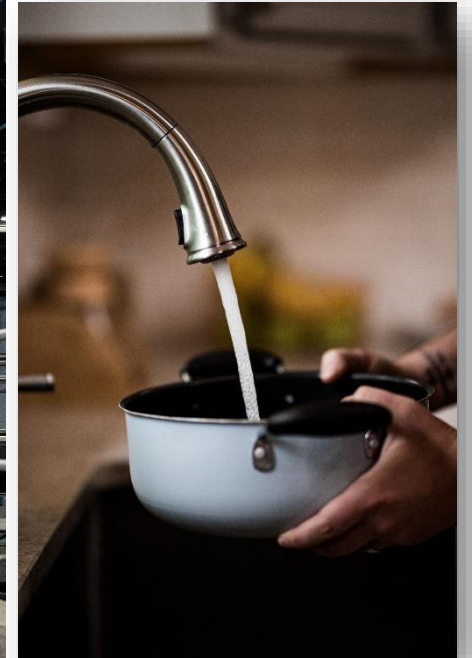
against metering before being assigned to a job, such as meter boxes for Galvanized III.



Metering is over budget due to not having reclassified parts yet. The other departments are right on budget. Once reclassified metering will be right on budget as well.

# MARCH 2021

## Washington County Service Authority Water/Wastewater Operations Report





# Production Operations Data

## MARCH 2021 Withdrawals

RAW WATER SOURCE	TOTAL VOLUME WITHDRAWN (Gallons)	AVERAGE DAILY WITHDRAWAL (Gallons)
Middle Fork Holston River	62,980,000	2,032,000
South Fork Holston River	47,396,000	1,634,000
Reservation Spring	29,716,000	1,143,000
Cole Spring	61,171,309	1,973,268

# Production Operations Data

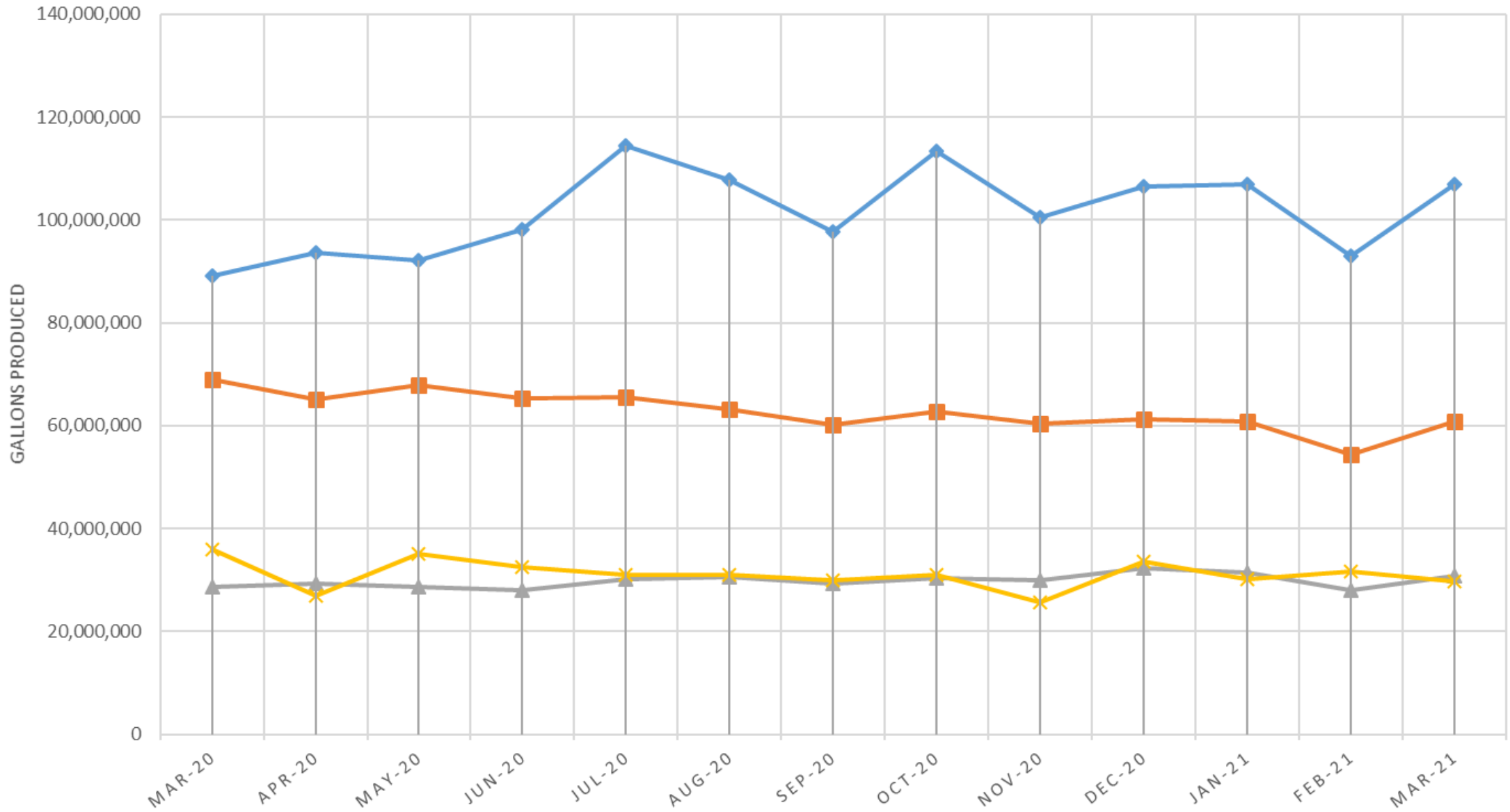
## MARCH 2021

### Treated Water

TREATMENT FACILITY	FINISHED WATER PRODUCED (GALLONS)	AVERAGE DAILY PRODUCTION (Gallons)
Middle Fork Drinking Water Plant	106,846,000	2,715,000
Taylor's Valley	29,716,000	1,143,000
Mill Creek (WCSA)	60,831,580	1,962,309
Mill Creek (Chilhowie)	30,890,720	996,475
Mendota Well	Purchased from Scott County	Purchased from Scott County

# WATER TREATMENT PRODUCTION

◆ Middle Fork Treated    ■ Mill Creek WCSA    ▲ Mill Creek TOC    ✕ Reservation Spring



# Production Operations Data

## MARCH 2021 STABILITY

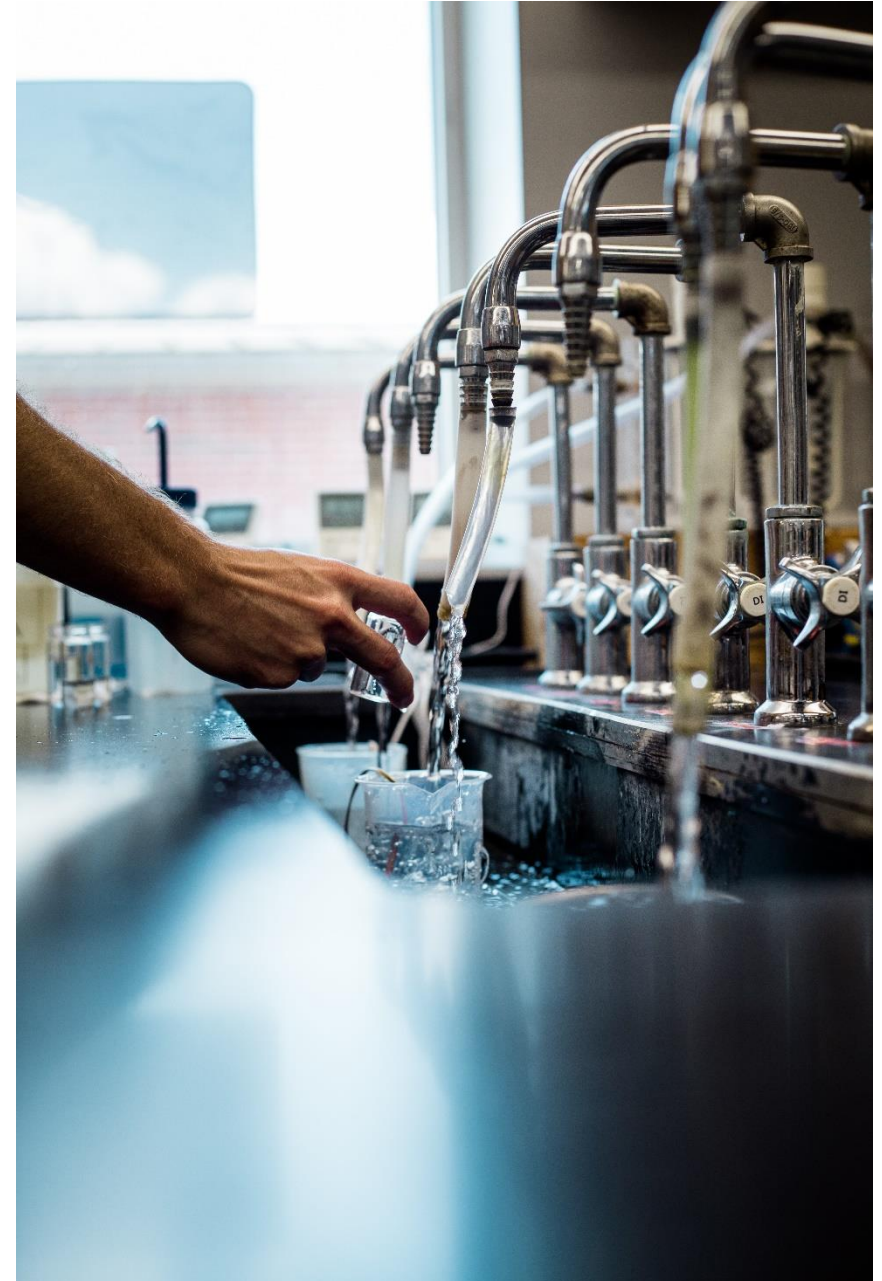
Treatment Facility	Average Raw Water Turbidity	Max Raw Water Turbidity	Average Finished Water Turbidity	Max Finished Water Turbidity
Middle Fork DWP	18 (NTU)	228 (NTU)	0.05 (NTU)	0.13 (NTU)
Mill Creek	0.63 (NTU)	1.54 (NTU)	0.04 (NTU)	0.06 (NTU)

Treatment Facility	Average Finished Water Chlorine Residual	Average Distribution Chlorine Residual
Middle Fork DWP	2.20 mg/L	1.70 mg/L
Mill Creek	1.64 mg/L	

**ON TRACK FOR GOLD**

# Production Operational Notes

- WCSA Production Staff finished up a Fluoride feed project at Mill Creek. Pumps were upgraded and automations were designed to prevent overfeeding. Electricians and Water Treatment Operators worked to make this project successful.
- 2 Sedimentation Basins were cleaned in the month of March.
- Mill Creek had a very productive visit from a Memcor Engineer to help assist us in troubleshooting an essential process pump. The operation of the pump has greatly improved and the engineer gave us some helpful advice on PM of valves and other essential equipment.
- 3 Trainees have begun work and are doing very well. We are looking forward to raising up a new generation of Operators!



# Cross Connection/ Backflow Prevention Dashboard

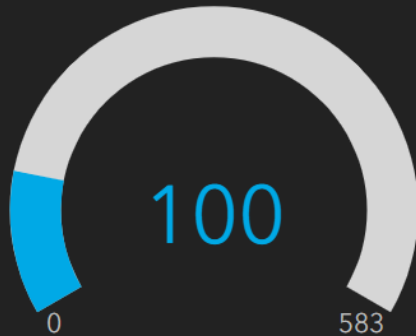


WCSA- CROSS CONNECTION DATA FEED

2021 Data through APRIL 1st



DEVICES TESTED YTD



Last update: a minute ago

1 of 8

DEVICES FAILED

⚠️ 0

Last update: a minute ago

1 of 3

DEVICES REPAIRED

✓ 1

Last update: a few seconds ago

1 of 3

PAST DUE TESTS

 21

Last update: a minute ago

1 of 3

CUSTOMER NOTIFICATIONS YTD

 782

Emails/Phone Calls/Visits

Last update: a minute ago

1 of 3

NEW CUSTOMERS YTD

 3

With Backflow Device Protection

Last update: a few seconds ago



# Cross Connection/Backflow Prevention

- WCSA's Customer Service Representatives have handed out 763 Vacuum Breakers to customers
- In addition Steve Barton has personally installed 89 Vacuum breakers at residences over the past two months.
- This program has provided great opportunities for educating our customers on the importance of protecting the distribution system from backflow occurrences and has reduced the likelihood of one occurring!



# MARCH -2021

## Wastewater Department Activities

- Performed all DEQ DMR requirements
- Checked all pump stations weekly, Exit 22 was checked daily.
- Answered all alarm calls from treatment facilities and pump stations
- Vaccumed debris from Loves pump Station, replaced cover seals in pump.
- Pressed Digested Sludge
- Replaced sulfonator orifice
- Greased all equipment
- Worked on entrance road at Hall Creek
- Pulled and cleaned pumps at Wyndale pump station
- Watched Preventing Slips, Trips, and Falls Safety Video, Took test.

# Wastewater Operational Data

## March 2021

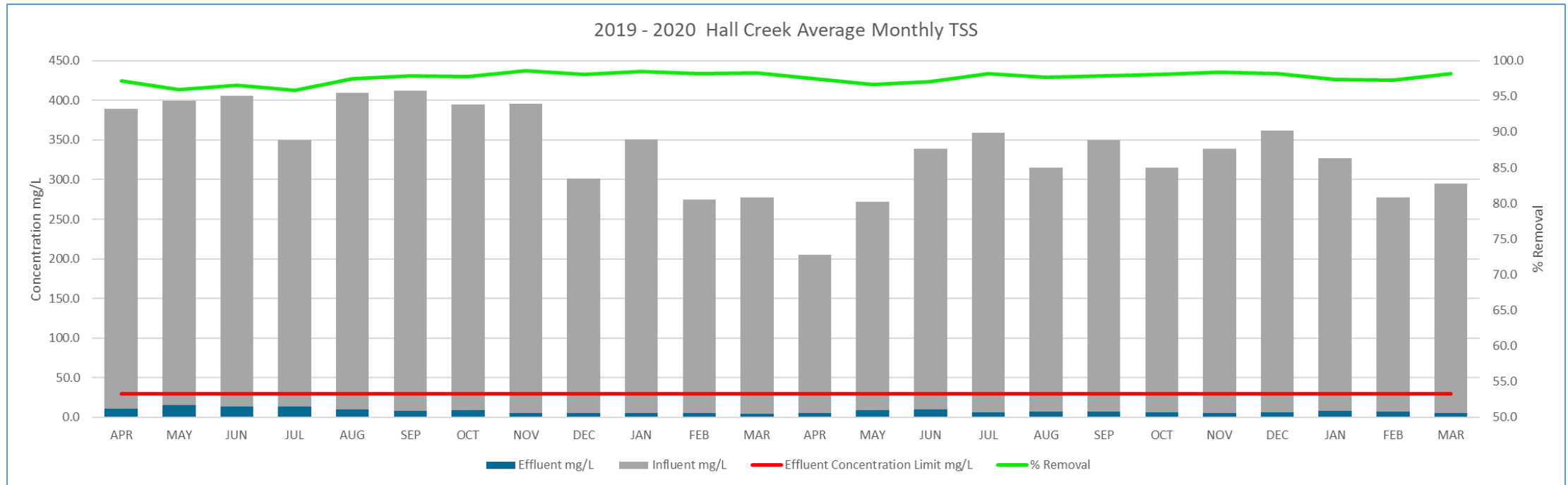
### Hall Creek

<b>TOTAL Gallons Treated</b>	<b>15,046,000</b>
Average Gallons Treated Per Day	485,000
Total Precipitation	6.23"
Total Tons of Sludge Disposed	15.0
Total Lbs of Chlorine Used	865.0
Total Lbs. of Sulfur Dioxide used	616.0

### Damascus

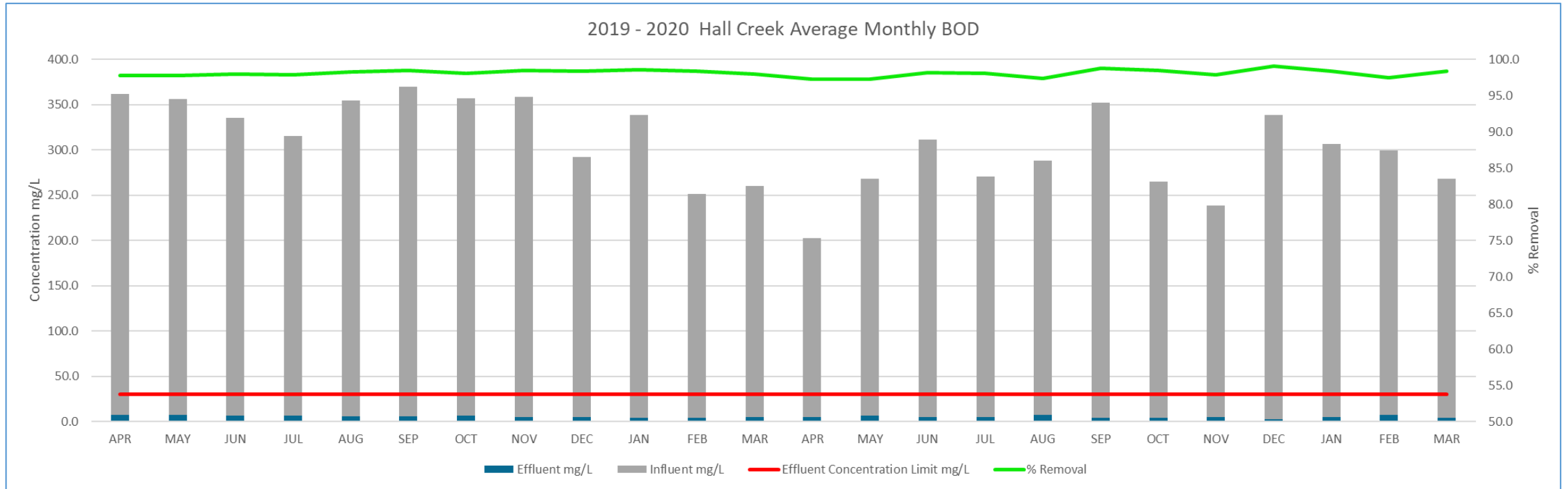
<b>TOTAL Gallons Treated</b>	<b>10,090,000</b>
Average Gallons Treated Per Day	330,000
Total Precipitation	6.80"
Sludge Sent to Landfill	18,660
Total Lbs of Chlorine Used	257
Total Lbs. of Sulfur Dioxide used	N/A

# Hall Creek Operations: TSS



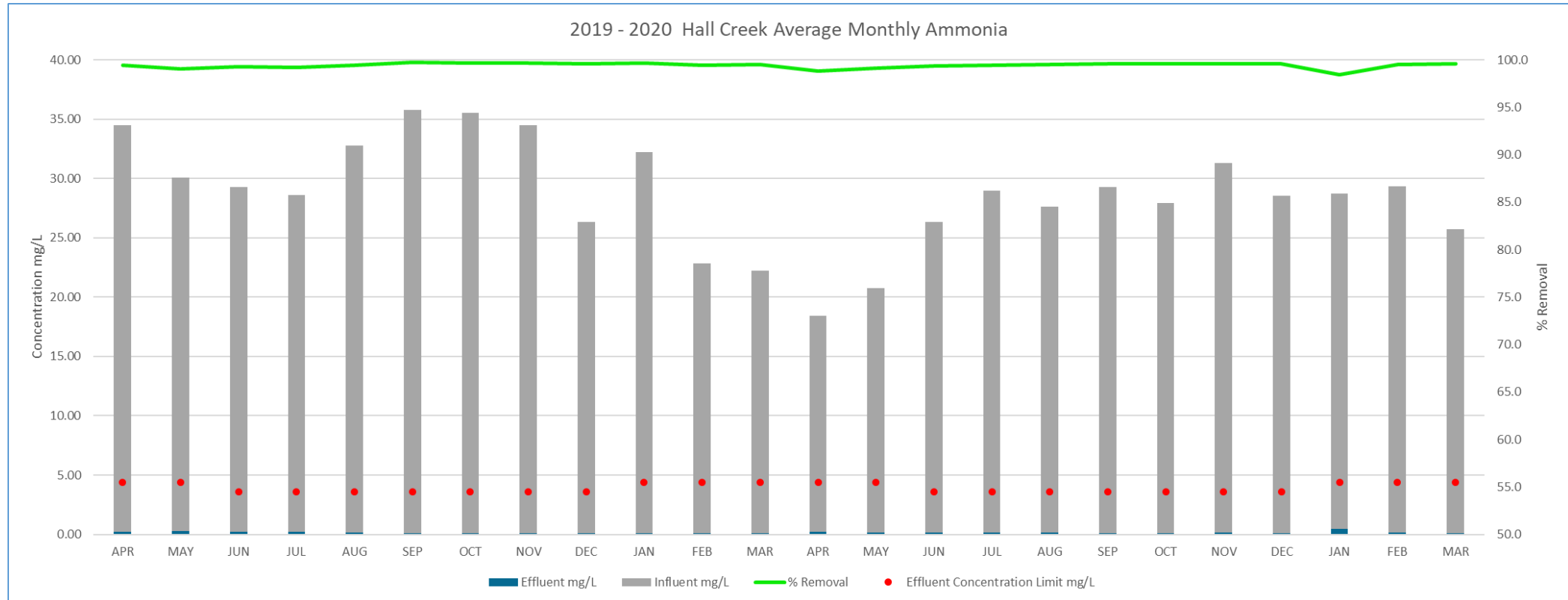
Total Suspended Solids (TSS) removal helps determine the efficiency of wastewater treatment. Effluent results are reported to DEQ on a monthly basis.

# Hall Creek Operations: BOD



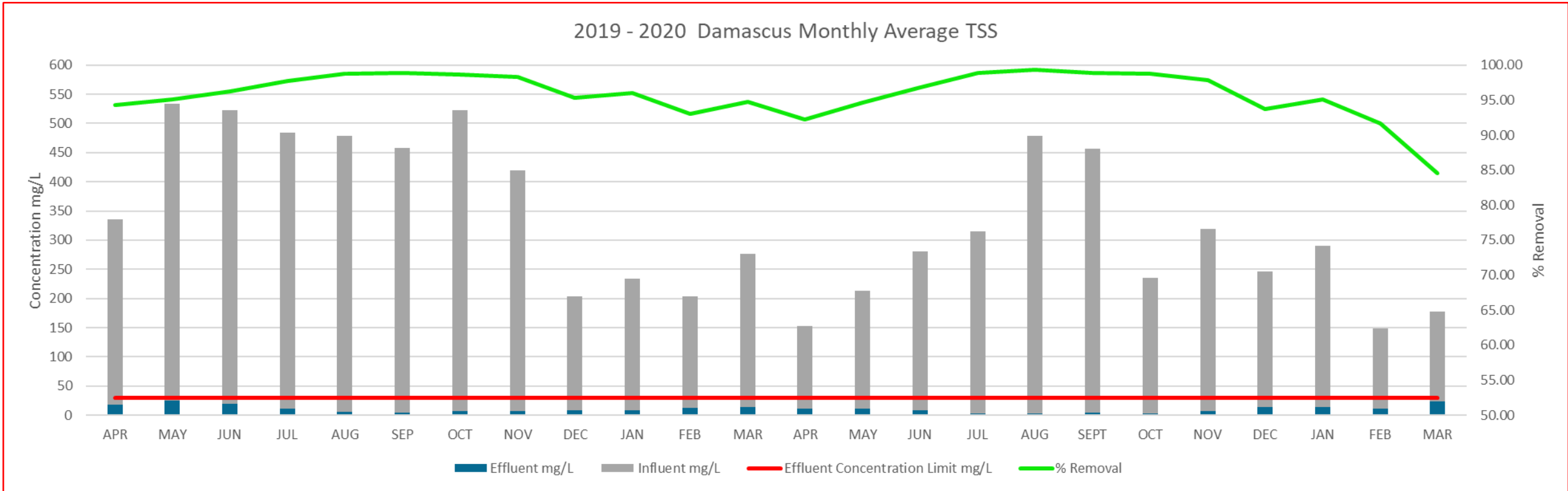
Biochemical Oxygen Demand (BOD) is the strength of wastewater. Percent removal helps determine the efficiency of wastewater treatment. Effluent results are reported to DEQ on a monthly basis.

# Hall Creek Operations: Ammonia



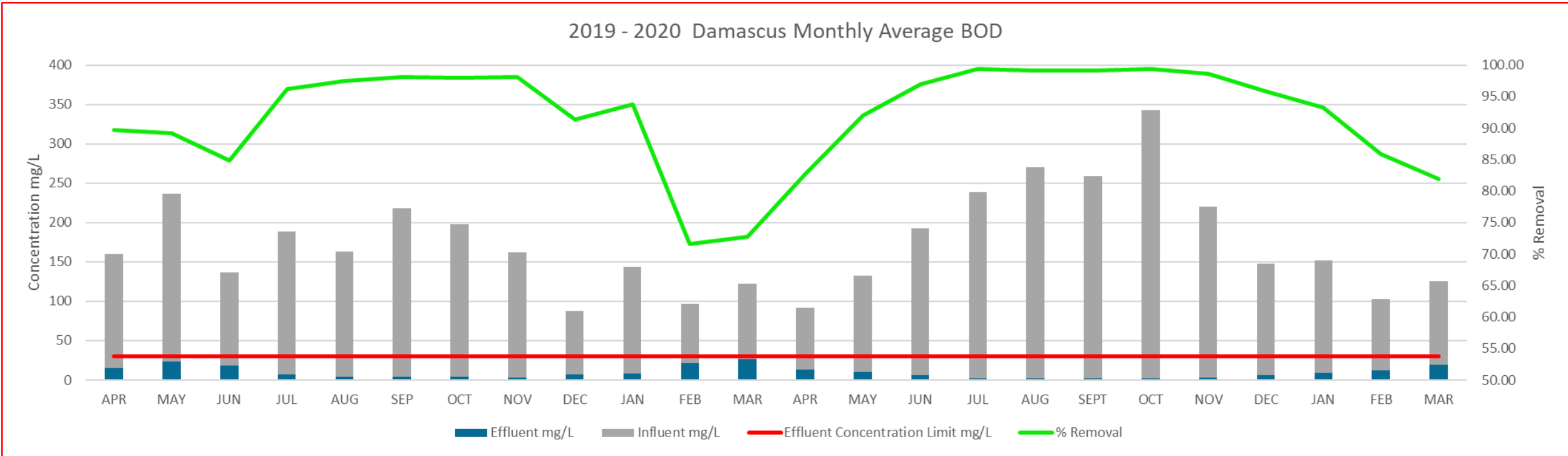
Ammonia is a form of Nitrogen with is a natural human waste product. Percent removal helps determine the efficiency of wastewater treatment. Effluent results are reported to DEQ on a monthly basis.

# Damascus WWTP Operations: TSS



Total Suspended Solids (TSS) removal helps determine the efficiency of wastewater treatment. Effluent results are reported to DEQ on a monthly basis.

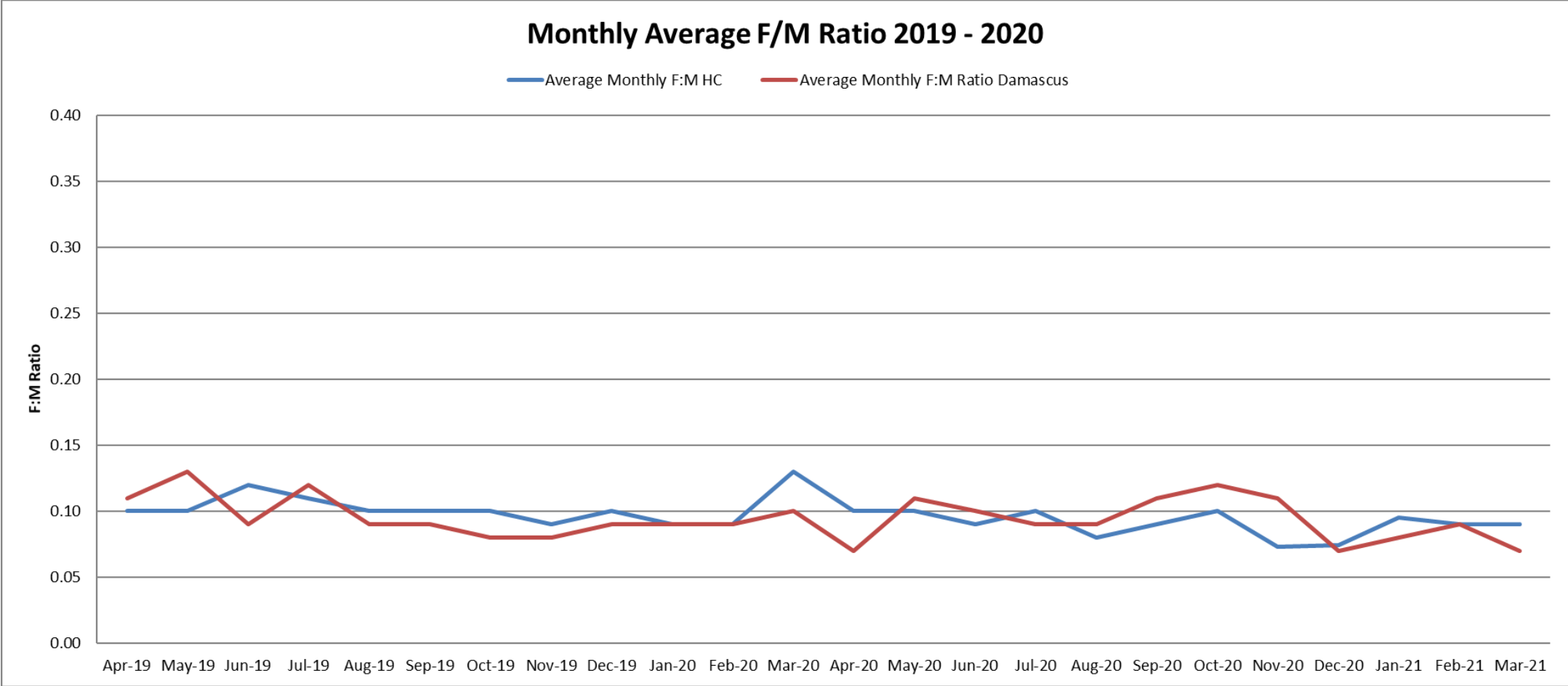
# Damascus WWTP Operations: BOD



Biochemical Oxygen Demand (BOD) is the strength of wastewater. Percent removal helps determine the efficiency of wastewater treatment. Effluent results are reported to DEQ on a monthly basis.

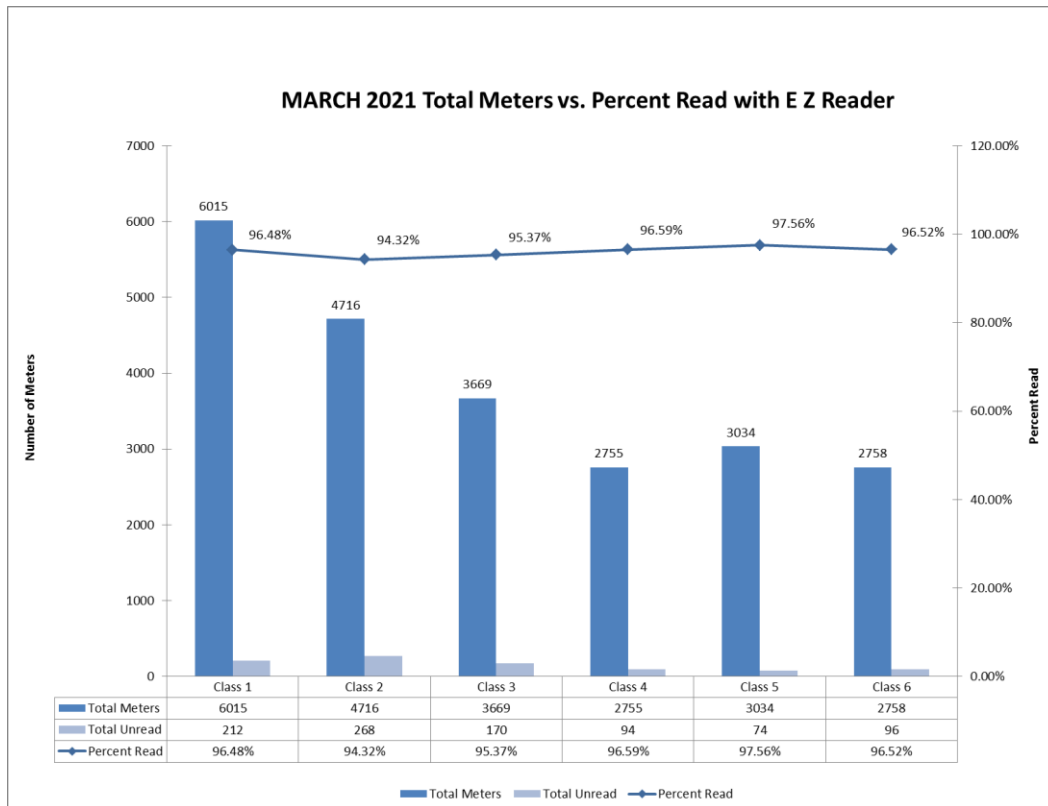


# Food/Microorganism (F/M) Ratio



F:M is monitored on a weekly basis as a process control test. This means that the test is not required by DEQ but helps WCSA monitor treatment so that our regulated samples are in compliance.

Meter:



MARCH 2021 Meter Readings							
	Total Meters	Total Reads	Percent Read	Hot Rod	Manual Reads	Register	Total Unread
Class 1	6015	5803	96.48%		212		212
Class 2	4716	4448	94.32%		268		268
Class 3	3669	3499	95.37%		170		170
Class 4	2755	2661	96.59%		94		94
Class 5	3034	2960	97.56%		74		74
Class 6	2758	2662	96.52%		96		96
<b>Total</b>	<b>22947</b>	<b>22033</b>	<b>96.14%</b>	<b>0</b>	<b>914</b>	<b>0</b>	<b>914</b>

Calls to Customers		
	Usage over 20,000	Notification of Cut-Off
Class 1	22	
Class 2	17	
Class 3	21	
Class 4	19	
Class 5	11	
Class 6	8	
<b>Total</b>		<b>0</b>

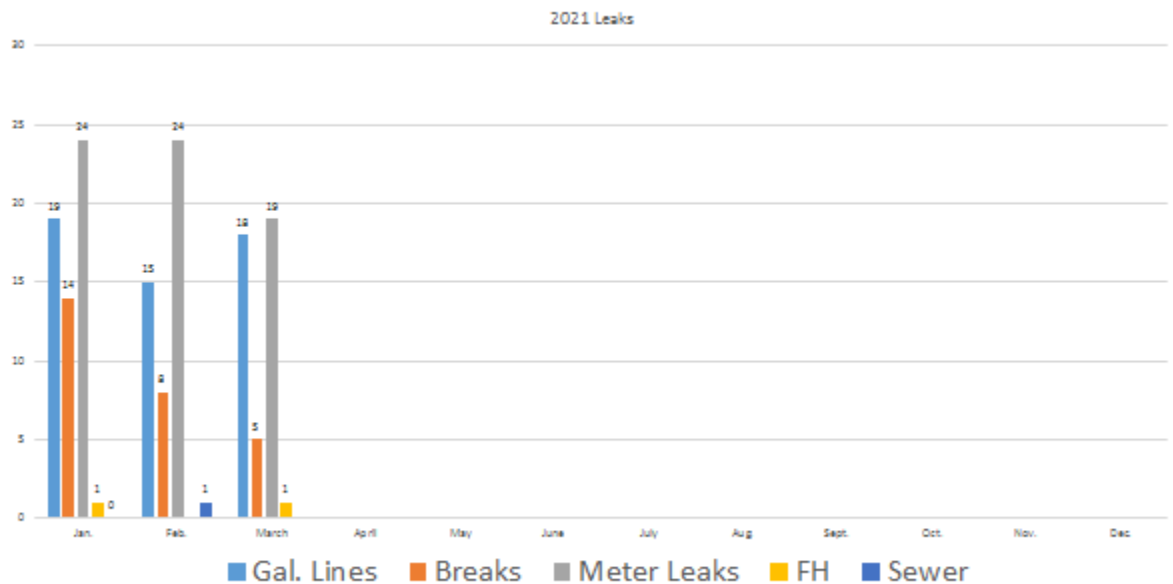
Weekly Scheduled Work Orders	
Lifts	76
Transfers	72
Sets	110
Lift for Non-Payment	0

## AMI Meter Replacement Project:

Itron removed Grid One as their Installation sub-contractor replacing with Zone 1. Zone 1 is starting on April 19, 2021. Itron is committed to completing the meter installations by August 2021.

## Asset Management:

- Bobby Gobble is working to establish focused Preventive Maintenance (PM's) on our system. Bobby is aligning employee's efforts and skills coordinating through his planner (Randall Mitchell) as the basis for an Asset Management Process and Plan.
- Galvanized Lines and Meters contribute to over 80% of WCSA's leaks. Galvanized Phase III and the meter replacement project should alleviate these issues allowing our teams to focus on Asset Management.



**Water Tanks  
(Quarterly)**



**Water Pump Stations  
(Semi Annual)**



**Fire Hydrants  
(Every 5 Years)**



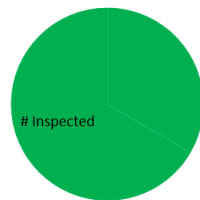
**PRV Vaults  
(Quarterly)**



**Fire System Inspections  
(Annual)**



**Wastewater Pump Stations  
(Weekly)**



We are seeing a lot of good work, that will carry over to our Asset Management Plan.

**Forward Looking Statement:**

Hate to keep harping on COVID-19, but the impact this pandemic has had on our employees and business practices is significant. We do not know what the near term future will look like. But we are and will continue to take reasonable precautions and employ practical business practices.

We have outstanding employees who really care about WCSA. The COVID isolation has caused a lot stress between teams. We must all realize this and take the time to really listen to people's concerns while we help them understand we are all in this together and making the best decisions we can for our rate payers and our employees.

Given all this uncertainty we must continue to effectively communicate, train and have contingency plans in place to insure that we keep our critical infrastructure functioning at our expected high levels.

Thank you from all of our Team and we look forward to your thoughts, ideas and questions.



Washington County Service Authority Partnership Review  
April 13<sup>th</sup>, 2021

## Partnership Overview

**1,997**

Customers are covered for a home emergency repair



**2,857**

Coverage contracts are maintained



**15%**

Penetration rate on eligible customers



**375**

Completed covered repairs



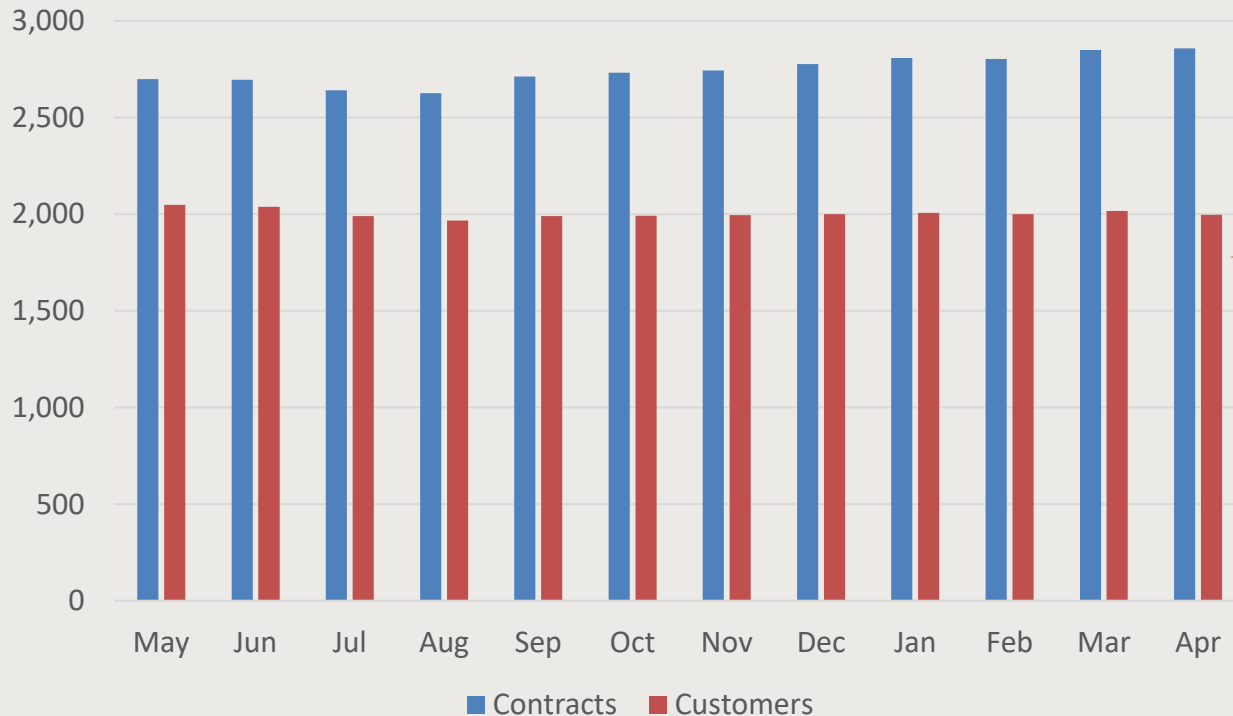
**4.9 / 5 Star**

Post-repair customer satisfaction rating



# Current Results

Over the last year our customer growth has slowed down, however our current customers see the value in the plans we offer and are purchasing additional coverage!



**As of April 1<sup>st</sup>, 2021:**  
**2,857 Contracts**  
**1,997 Customers**  
**1.43 Contracts/Cust.**

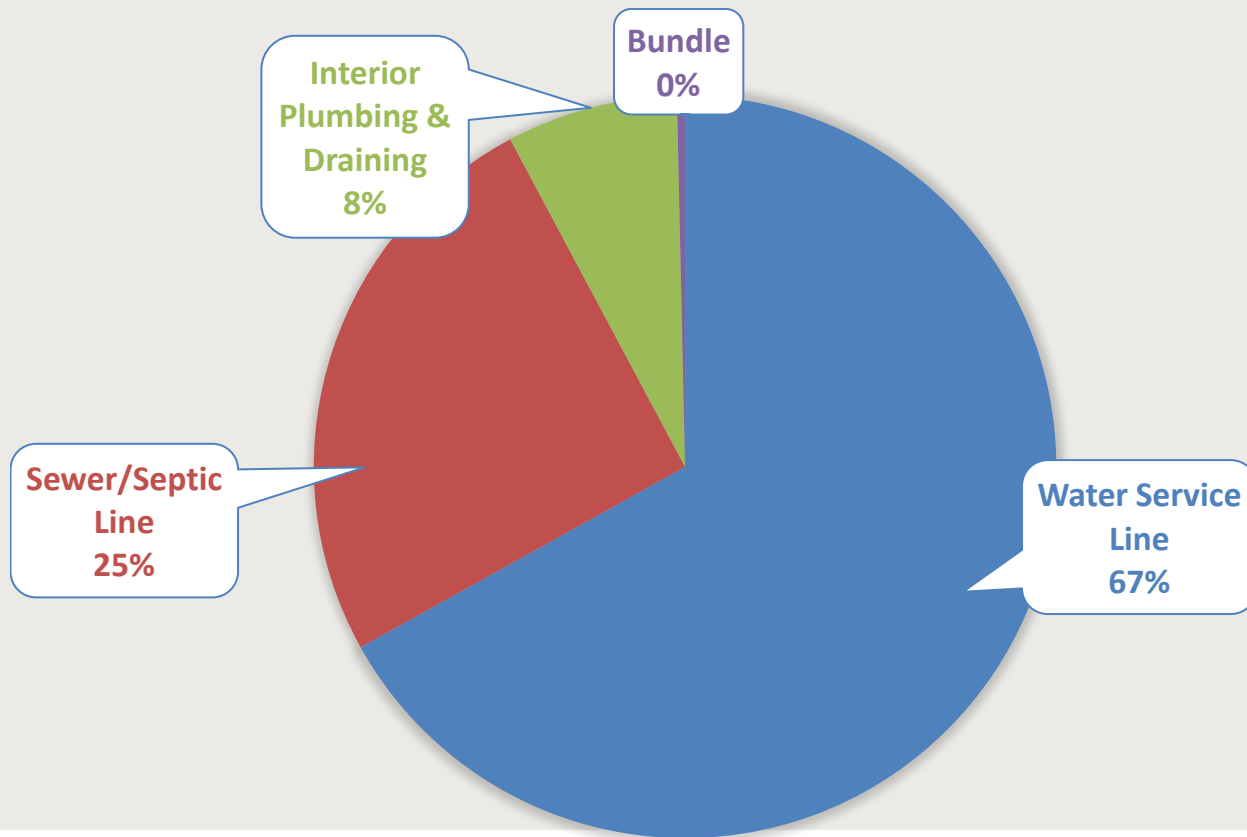
	May 2020	April 2021	% Change
Contracts	2,698	2,857	5.89%
Customers	2,047	1,997	-2.44%
Contracts/Customer	1.32	1.43	9.09%





## Current Results

By offering residents different types of coverage plans, we are providing them with a low-cost alternative to unexpected and costly repairs.



## Marketing Channels

Supporting multiple channels provides flexibility to customers...

...allowing them to enroll however they are most comfortable



**2,144 Postal Enrollments**

75% of all enrollments came through the postal stream



**360 Phone Enrollments**

12.5% of all enrollments came through the phone



**353 Website Enrollments**

12.5% of all enrollments came through the web

**Total active policies: 2,857**

## Customer Claims Since February 2017

Many customers have received quality service from a policy through the HomeServe/WCSA relationship.

314 Water Service Line	\$401,908 in customer savings
20 Sewer/Septic Line	\$21,335 in customer savings
41 Interior Plumbing	\$16,120 in customer savings

*Together, we have  
completed 375  
jobs saving WCSA  
customers over  
\$439K!*



# Customer Satisfaction

Beginning in July 2019, we started using Dispatch Me to capture customer satisfaction once a repair has been completed. Our current satisfaction score is 4.9 out of 5 stars!

“We were notified of a water leak on a Sunday morning and called HomeServe and they had a plumber out there that afternoon. We are extremely glad that HomeServe quickly took care of it. Highly recommend!”

*Norman - WCSA Customer*



“The service was excellent and was much quicker than I expected. The local service was also very professional. I would not hesitate to recommend HomeServe to others!”

*Frank - WCSA Customer*



“The last person that helped me was from your corporate office and they did a very good job. I received my reimbursement check in the mail today!”

*Karen - WCSA Customer*



# What's New With HomeServe?



## HomeServe has acquired ServLine

- We now offer a solution for utilities to recapture lost revenue from customer water leaks, and protect customers from unforeseen and potentially costly expense from water loss.

### Proven Track Record of Customer Participation

- Customers want this protection - 97% customer participation Nationwide
- Customer participation increases over time - 99% customer participation with longest running utility

### Proven Track Record of Utility and Customer Satisfaction

- 160+ water utilities partnered with ServLine
- 70%+ higher customer satisfaction with Utility because of ServLine claim

### Backed by National Associations

- Affinity partner of National Rural Water Association
- Partnership with 30 State Rural Associations

# What's New With HomeServe?



Both Homeowners and Washington County Service Authority can benefit from a ServLine program offered by HomeServe.



## Benefits to Homeowners

### Financial Protection

- No deductible
- No Cost from Excess Water Bill

### Better Experience

- Seamless processing of claims
- Staff to ensure resident satisfaction

### Increased Awareness

- Materials sent to residents about responsibility
- Questions answered by ServLine
- Peace of mind that unexpected expenses will be fully covered



## Benefits to Utilities

### Costs

- Customer's excess water bills get paid by ServLine
- Utility recaptures lost revenue from adjustments and bad debts

### Administration

- Staff workload is reduced, becomes simplified, and consistent

### Customer Satisfaction

- Public Relations improved
- Greater satisfaction with utility

# What's New With HomeServe?



Customers and Utilities love the program!

## Customers

*“My claims experience was excellent. He followed up with me very timely and answered all the questions I had.”*

**Eastside Utility District Customer**

*“Such a relief to have this assistance. That high of a water bill would have been such a strain on our finances.”*

**Hiawassee Utility Customer**

*“The process was quick and easy. I was refunded my excess water bill within 3-4 days.”*

**Eastside Utility District Customer**

## Utilities

*Working with ServLine has been a win/win for our customers and the utility. It has saved both the utility and customers thousands of dollars.*

**-Kenny Baird, General Manager, LaFollette Utilities. TN**

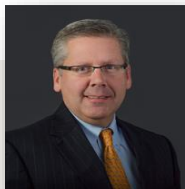
*Our ServLine experience has been fantastic. It has helped us with customer interaction, customer options, revenue control, etc. I am very pleased and extremely satisfied with the product.*

**-Liz Ordiales, Mayor, City of Hiawassee, GA**

*ServLine has already been a blessing even during the very first month being on board!*

**-Sherry Walker, Office Manager, Dade County Water Auth, GA**

## Meet Your Team



**Mike Rauscher**

*Chief Relationship Officer*

[Michael.Rauscher@homeserveusa.com](mailto:Michael.Rauscher@homeserveusa.com)

203-356-4220

**Mike Rauscher**, Chief Relationship Officer, joined HomeServe USA December 2008 and served as CMO for seven years. Mike is responsible for Management of all US water and energy partnerships and profitability, sales-through-service/IVR channels, new partner launches, and securing organic growth opportunities. He brings more than 25 years of experience in the marketing of affinity branded membership clubs and insurance programs. Prior to joining HomeServe, he most recently served as Executive Vice President of Marketing Services for Affinion Group. Prior to that he served as President of Benefits Consultants, Inc. a direct marketer of consumer insurance products.



**Shirley Epstein**

*Director, Account Management*

[Shirley.Epstein@homeserveusa.com](mailto:Shirley.Epstein@homeserveusa.com)

203-840-8355

**Shirley Epstein** is Director, Account Management for HomeServe water utility partners. Shirley serves as the day-to-day management lead of accounts at HomeServe. She has over 12 years of experience working with partners in the rewards program, food retail and consumer packaged goods sectors. Shirley joined HomeServe in March 2016. Her most recent role in own-brand consumer goods includes managing international and domestic clients such as Ahold USA and Sears/KMart. Shirley received a B.S. in Business Management from Boston College.



**Michael Twardowski**

*Vice President, Account Management*

[Michael.Twardowski@homeserveusa.com](mailto:Michael.Twardowski@homeserveusa.com)

203.351.4903

**Michael Twardowski** is Vice President of Account Management for our water utility partners. Michael is responsible for the overall partner relationship. He has over 16 years of account management experience working with partners in the utility, banking, airline, and online retail space. Michael joined HomeServe in January 2011 following his time at Synapse Group, Inc. (a Time Inc. subsidiary), Webloyalty.com, and Converge Direct, where he worked on the DirectTV account. Michael received a B.S. in Business Management from Fairfield University.



**John Kalinowski**

*Senior Manager, Account Management*

[John.Kalinowski@homeserveusa.com](mailto:John.Kalinowski@homeserveusa.com)

203-840-8206

**John Kalinowski** is an Account Manager serving as the day-to-day contact for our water utility partners. John is responsible for the day-to-day management of partner needs, while functioning as their advocate within the organization. John joined HomeServe in 2018, and has over 10 years of experience establishing and growing relationships for affinity marketing partners including Bank of America, HSBC, American Express and PNC Bank. John received a Bachelor of Arts degree in Business Marketing from the University of Connecticut.



A photograph of a red building with a white window, set against a clear blue sky. The building's roofline is visible, and the window is a simple white frame with four panes. The text is overlaid on the right side of the image.

**Looking forward  
to continuing  
our partnership**