Agenda Item: 1 communication	Call the Meeting to Order
Presenter(s):	Chairman
End Time:	6:01 pm

Agenda Item: 2	Roll Call
Presenter(s):	Chairman
Present:	Mr. Thayer, Mr. Taylor, Mr. D. Miller, Mr. Campbell, Mr. Orfield, Mrs. C. Miller and Mr. Hutchinson
Absent:	None
End Time:	6:01 pm

Agenda Item: 3	Prayer and Pledge of Allegiance	
COMMUNICATION		
Presenter(s):	Mr. Campbell	
Beginning Time:	6:01 pm	
End Time:	6:02 pm	

Agenda Item: 4 COMMUNICATION	Approval of the Agenda
Presenter(s):	Chairman
Beginning Time:	6:02 pm
Potential Conflict(s) of Interest and Abstention(s):	None
Discussion:	None
On the Record:	None
Actual Motion:	Approve the Agenda as presented.
Motion By:	Mr. Hutchinson
	Mrs. C. Miller
Voting: Ayes:	7
Nays:	0
Abstain:	0
End Time:	6:03 pm

Agenda Item: 5	Public Query and Comment
COMMUNICATION	
Presenter(s):	Chairman
Beginning Time:	6:03 pm
Potential Conflict(s) of	None
Interest and Abstention(s):	
Speakers:	Mr. Billy Fullen of 855 Wolf Creek Trail in Abingdon, VA. addressed the
	Board asking they reopen the lobby to the public to better serve customers.
Discussion:	None
Actual Motion:	The Board took no action.
Motion By:	
Second By:	
Voting: Ayes:	
Nays:	
Abstain:	
End Time:	6:09 pm

Agenda Item: 6 COMMUNICATION	Approval of the Consent Agenda
Presenter(s):	Chairman
Beginning Time:	6:09 pm
Potential Conflict(s) of Interest and Abstention(s):	None
Discussion:	None
On the Record:	None
Actual Motion:	Approve the Consent Agenda
Motion By:	Mr. D. Miller
Second By:	Mr. Hutchinson
Voting: Ayes:	7
Nays:	0
Abstain:	0
End Time:	6:09 pm

Agenda Item: 7 FINANCIAL VIABILITY	Consideration of Check # 048534 to Food City for \$50.43 and Check # 048655 to Food City for \$109.98.
Presenter(s):	Chairman
Beginning Time:	6:10 pm

Potential Conflict(s) of Interest and Abstention		Mr. Orfield as he is an employee of Food City.
Discussion:		None
On the Record:		Mr. Orfield abstained for discussions or voting on this item as he is employed by Food City.
Actual Motion:		Approve Check # 048534 to Food City for \$50.43 and Check # 048655 to Food City for \$109.98.
Motion By:		Mrs. C. Miller
Second By:		Mr. Thayer
Voting:	Ayes:	6
	Nays:	0
A	bstain:	1 (Mr. Orfield)
End Time:		6:10 pm

Agenda Item: 8	Legal Counsel Report and Update	
Presenter(s):	Thomas Dene	
Beginning Time:	6:10 pm	
Potential Conflict(s) of	None	
Interest and Abstention(s):		
Discussion:	Mr. Dene updated the Board on new Virginia State Regulations on Covid-19.	
Actual Motion:	None	
Motion By:		
Second By:		
Voting: Ayes:		
Nays:		
Abstain:		
End Time:	6:18 pm	

Agenda Item: 9 communication	General Manager Report and Update
Presenter(s):	Robbie Cornett
Beginning Time:	6:18 pm
Potential Conflict(s) of Interest and Abstention(s):	None
Discussion:	Mr. Cornett introduced Shawn Blevins, the new Human Resources Manager, to the Board.
On the Record:	None

Actual Motion:	None	
Motion By:		
Second By:		
Voting: Ayes:		
Nays:		
Abstain:		
End Time:	6:19 pm	

Agenda Item: 10	Operations Manager Report and Update	
Presenter(s):	Dave Cheek and Drew Langston	
Beginning Time:	6:20 pm	
Potential Conflict(s) of Interest and Abstention(s):	None	
Discussion:	Mr. Cheek and Mr. Langston discussed the attached presentation.	
On the Record:	Mr. Cheek asked the Board's Consideration to approve the truck bid as recommended below.	
Recommended Motion:	Motion to approve the FY 2020/2021 Capital Truck Budget from \$131,000 to \$132,585 and roll to the FY 2021/2022 Budget and, Increase the Truck Service Beds (x2) from \$12,000 to \$16,000 and roll to the FY 2021/2022 Budget.	
Actual Motion:	Mr. Taylor motioned to accept the bids, Mr. Hutchinson seconded Mr. D. Miller rescinded Mr. Taylors motion and made a substitute motion to: Modify the FY 2020/2021 Capital Truck Budget from \$131,000 to \$132,585 and roll to the FY 2021/2022 Budget and, Increase the Truck Service Beds (x2) from \$12,000 to \$16,000 and roll to the FY 2021/2022 Budget.	
Motion By:	Mr. D. Miller	
Second By:	Mr. Hutchinson	
Voting: Ayes:	7	
Nays:	0	
Abstain:	0	
End Time:	6:52 pm	

Agenda Item: 11	Engineering Report / Construction Projects Update
Presenter(s):	Ryan Kiser
Beginning Time:	6:52 pm

Potential Conflict(s) of Interest and Abstention(s):	None	
Discussion:	Mr. Kiser updated the Board on the following projects:	
	Hidden Valley Road Phase 3	
	Abingdon Water Storage Tank Improvements Project	
	Galvanized Line Phase 3	
	Wilkerson Mobile Home Park Sewer Issue	
	Waterline Extension Projects (7)	
	Mill Creek Chlorine Contact Tank Replacement	
	Lee Highway Corridor Sewer Project	
	Private Development Project	
	Issue with Mr. Reynolds on Old Salt Works Road	
On the Record:	Mr. Kiser asked the Board's consideration to solicit User Agreements for Flat Wood Acers and Spring Lake Road in Abingdon.	
Actual Motion:	Approve as requested.	
Motion By:	Mr. Hutchinson	
Second By:	Mr. Taylor	
Voting: Ayes:	7	
Nays:	0	
Abstain:	0	
On the Record:	Mr. Kiser asked the Board's consideration advertise the Mill Creek Chloring	
	Contact Tank Replacement Project	
Actual Motion:	Approve as requested.	
Motion By:	Mr. D. Miller	
Second By:	Mrs. C. Miller	
Voting: Ayes:	7	
Nays:	0	
Abstain:	0	
End Time:	7:07 pm	

Agenda Item: 12	Financial Report and Update
Presenter(s):	Rusty Little
Beginning Time:	7:07 pm
Potential Conflict(s) of Interest and Abstention(s):	None
Discussion:	Mr. Little gave an update on the YTD April 2021 Financials
On the Record:	None
Actual Motion:	None

Motion By:			
Second By:		***	
Voting:	Ayes:		
	Nays:		
	Abstain:		
End Time:		7:10 pm	

Agenda Item: 13	Closed Meeting
Presenter(s):	Commissioner
Beginning Time:	7:11 pm
Potential Conflict(s) of Interest and Abstention(s):	None
Discussion:	None
On the Record:	None
Actual Motion:	Motion to Adjourn to Closed Meeting
Motion By:	Mr. D. Miller
Second By:	Mr. Thayer
Voting: Ayes:	7
Nays:	0
Abstain:	0
End Time:	7:12 pm

WASHINGTON COUNTY SERVICE AUTHORITY BOARD OF COMMISSIONERS Closed Meeting May 24, 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:

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

Consultation with legal counsel and briefings by staff members pertaining to actual litigation, where such consultation and briefing in open meeting would adversely affect the negotiating or litigating posture of the Board, specifically involving the case of <u>Washington County Service Authority v. Bundy</u>, pending in the Circuit Court of Washington County, Virginia; and:

2. Code of Virginia Section 2.2-3711 Paragraph (A) (1): Personnel

Discussion and consideration of the performance of an employee of the Washington County Service Authority, and specifically involving the annual performance review of the General Manager.

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

Agenda Item: 14 communication	Return to Open Meeting
Presenter(s):	Commissioner
Beginning Time:	9:56 pm
Potential Conflict(s) of Interest and Abstention(s):	None
Discussion:	None
On the Record:	None
Actual Motion:	Return to Open Session
Motion By:	Mr. D. Miller
Second By:	Mrs. C. Miller
Voting: Ayes:	7
Nays:	0
Abstain:	0
End Time:	8:57 pm

Return to Public Meeting

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

Second: Mrs. 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.

Agenda Item: 15 communication	Late Items
Presenter(s):	Commissioner / General Manager
Beginning Time:	8:57 pm
Potential Conflict(s) of Interest and Abstention(s):	None
Discussion:	Mr. Dene read the attached Resolution.

On the Record: Mr. D. Miller expressed his appreciation for the hard work and dedicat the General Manager. He continued saying the GM position was one or most important positions in Washington County.		
Actual Motion:	Approve the attached Resolution	
Motion By:	Mr. D. Miller	
Second By:	Mr. Hutchinson	
Voting: Ayes:	7	
Nays:	0	
Abstain:	0	
End Time:	10:01 pm	

Agenda Item: 15	Late Items
COMMUNICATION	79 M. 1 V. 1 M. 1
Presenter(s):	Commissioner / General Manager
Beginning Time:	10:01 pm
Potential Conflict(s) of	None
Interest and Abstention(s):	
Discussion:	Mr. Cornett discussed the re-opening the lobby saying the lobby continued to be closed due to Covid-19 and other safety issues. Customers may make an appointment to come in the lobby or call from the phone in the vestibule to request an audience with Customer Service.
On the Record:	None
Actual Motion:	None
Motion By:	
Second By:	
Voting: Ayes:	
Nays:	
Abstain:	
End Time:	10:25 pm

Agenda Item: 15 communication	Late Items
Presenter(s):	Commissioner / General Manager
Beginning Time:	10:25 pm
Potential Conflict(s) of Interest and Abstention(s):	None
Discussion:	None
On the Record:	Mr. Campbell received a call from a customer reporting a water leak after regular business hours. The customer was very satisfied with the how prompt

	the leak was fixed. The customer was impressed with how nice and professional the WCSA Crew Chief (Derrick Richardson) was.
Actual Motion:	None
Motion By:	
Second By:	
Voting: Ayes:	
Nays:	
Abstain:	
End Time:	10:31 pm

Agenda Item: 16	Adjourn
Presenter(s):	Commissioner
Beginning Time:	10:32 pm
Potential Conflict(s) of Interest and Abstention(s):	
Discussion:	None
On the Record:	None
Actual Motion:	Motion to Adjourn.
Motion By:	Mr. Taylor
Second By:	Mr. Hutchinson
Voting: Ayes:	7
Nays:	0
Abstain:	0
End Time:	10:32 pm

Wayne Campbell, Chairman

Carol Ann Shaffer, Assistant Secretary

Operations Report and Update for April 2021



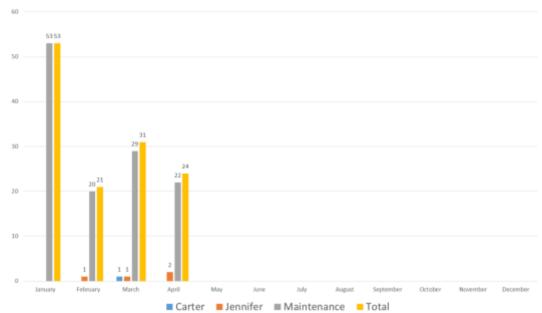


- Maintenance did a lot of work certifying in house VDOT flagger trainers.
 - We have now completed and are current with VDOT flagger certifications
- We have installed screens in common areas to project training classes onto and working to be able to stream training classes
 - Team analyzed software and determined which software to use, ended up being the lowest cost, YoDeck.
 - Process of setting YoDeck up as a vendor.

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.

A number of the afterhours calls are from meter exchange issues. We are working with Itron to improve their workmanship, such as leaving meters off. Itron is very responsive and starting to improve. But with this much work going on there are going to be issues.

We have been aggressively attacking electrical and control reliability in our system for a number of years. This is through solid PM's and design standards. We are starting to see the positive effect.



APRIL 2021

Washington County Service Authority Water/Wastewater Operations Report





Production Operations Data

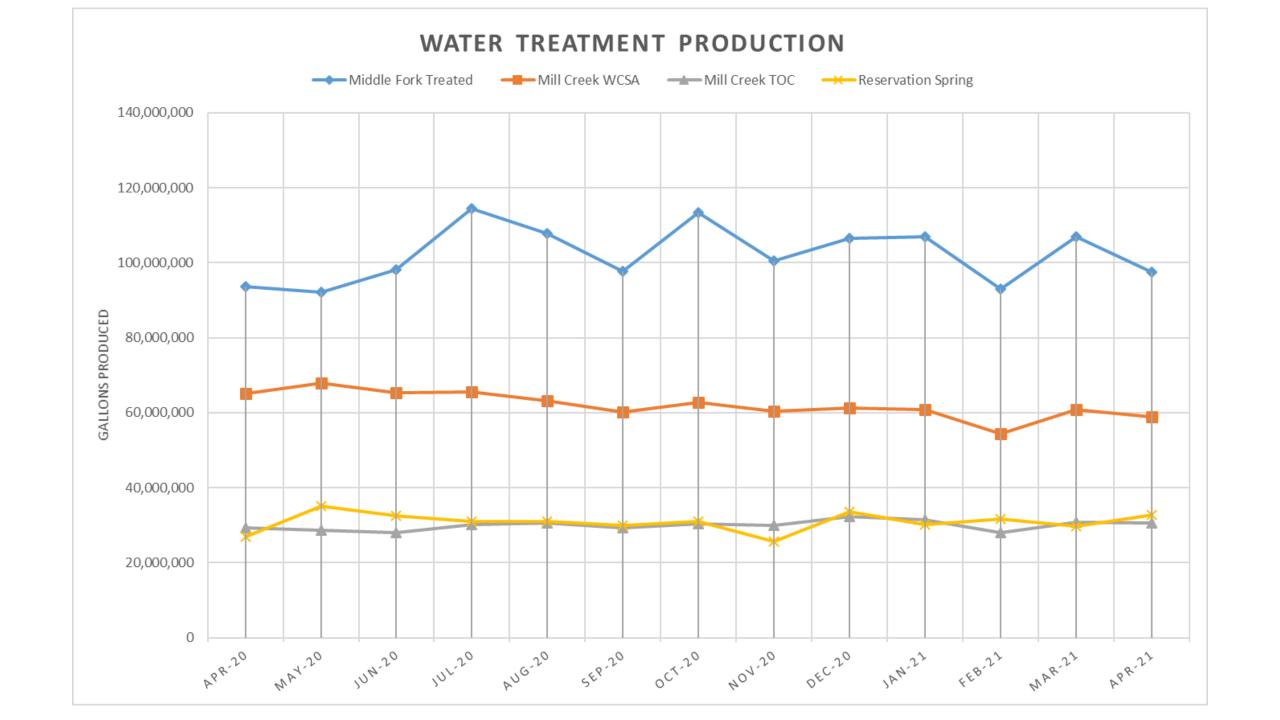
APRIL 2021 Withdrawals

RAW WATER SOURCE	TOTAL VOLUME WITHDRAWN (Gallons)	AVERAGE DAILY WITHDRAWAL (Gallons)
Middle Fork Holston River	51,657,000	1,722,000
South Fork Holston River	50,618,000	1,687,000
Reservation Spring	32,661,070	1,088,702
Cole Spring	58,920,872	1,964,029

Production Operations Data APRIL 2021

Treated Water

TREATMENT FACILITY	FINISHED WATER PRODUCED (GALLONS)	AVERAGE DAILY PRODUCTION (Gallons)
Middle Fork Drinking Water Plant	97,398,000	3,247,000
Taylor's Valley	32,661,070	1,088,702
Mill Creek (WCSA)	58,977,020	1,965,901
Mill Creek (Chilhowie)	30,544,900	1,018,163
Mendota Well	Purchased from Scott County	Purchased from Scott County



Production Operations Data APRIL 2021 STABILITY

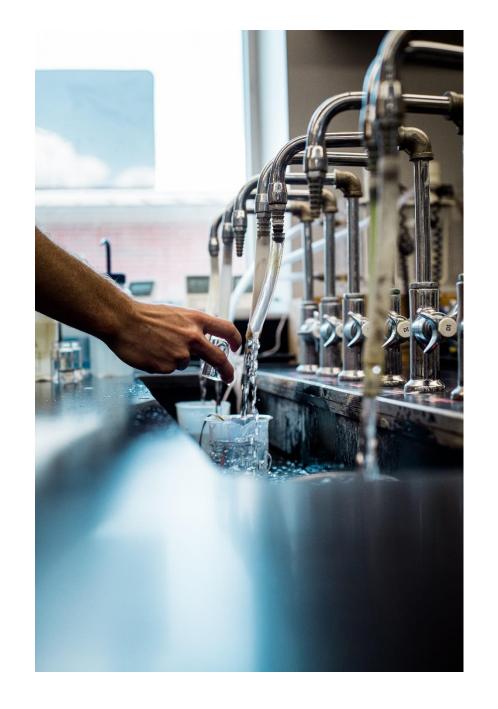
Treatment Facility	Average Raw Water Turbidity	Max Raw Water Turbidity	Average Finished Water Turbidity	Max Finished Water Turbidity
Middle Fork DWP	5 (NTU)	14 (NTU)	0.05 (NTU)	0.12 (NTU)
Mill Creek	0.63 (NTU)	1.54 (NTU)	0.04 (NTU)	0.06 (NTU)

Treatment Facility	Average Finished Water Chlorine Residual	Average Distribution Chlorine Residual
Middle Fork DWP	1.89 mg/L	1.05 mg/L
Mill Creek	1.58 mg/L	

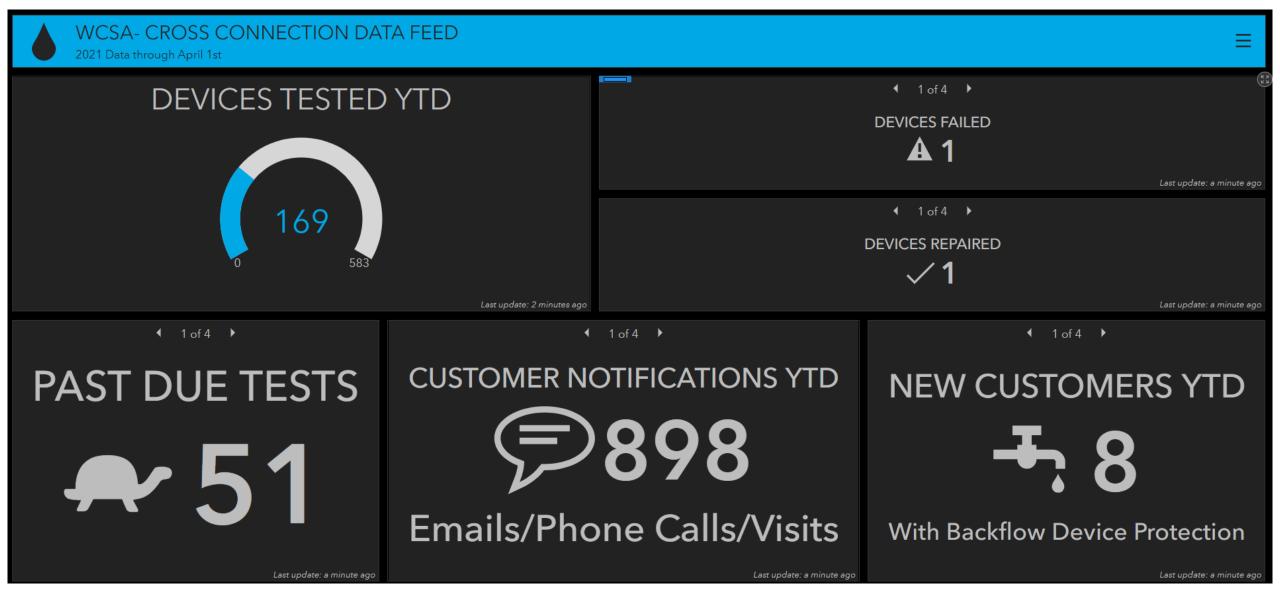
ON TRACK FOR GOLD

Production Operational Notes

- WCSA Production Staff is working to upgrade our Taylor's Valley Pumphouse from gaseous chlorine to liquid chlorine feed.
- DEQ Inspection on Withdrawal Permit
- Operators had a cleanup day at our Mill Creek Facility: Picked up trash, moving old materials, and implementing some 5S measures indoors.
- A Fluoride feed training and review of the Standard Operating Procedure was conducted at Mill Creek
- Process pH probes were calibrated
- VRWA is looking to start a drone inspection program of storage tanks for smaller utilities. A VDH representative informed VRWA that we were using a drone for inspections and they came to visit to see our process for inspections.



Cross Connection/ Backflow Prevention Dashboard



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
- Pressed Digested Sludge
- Replaced Pump 2 at Eagle Ridge
- Greased all equipment
- Worked on entrance road at Hall Creek
- Pulled and cleaned Wyndale Pumps
- Fabricated diffuser/mixer for GLADE 1 Pump Station

Wastewater Operational Data March 2021

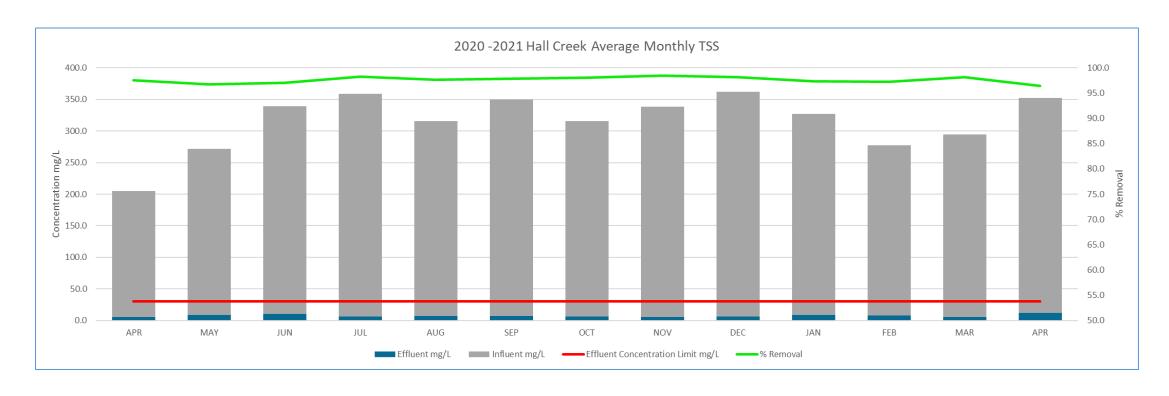
Hall Creek

TOTAL Gallons Treated 15,046,000 Average Gallons 377,000 Treated Per Day **Total Precipitation** 1.58" Total Tons of Sludge 57.1 Disposed Total Lbs of Chlorine 736.0 Used Total Lbs. of Sulfur 479.0 Dioxide used

Damascus

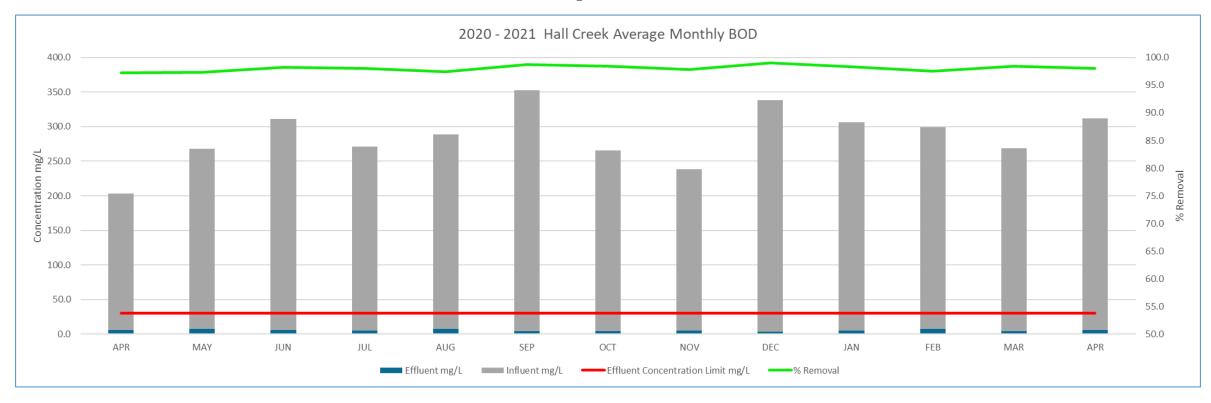
TOTAL Gallons Treated	6,110,000
Average Gallons Treated Per Day	200,000
Total Precipitation	1.86"
Sludge Sent to Landfill	13,500
Total Lbs of Chlorine Used	361
Total Lbs. of Sulfur Dioxide used	N/A

Hall Creek Operations: TSS



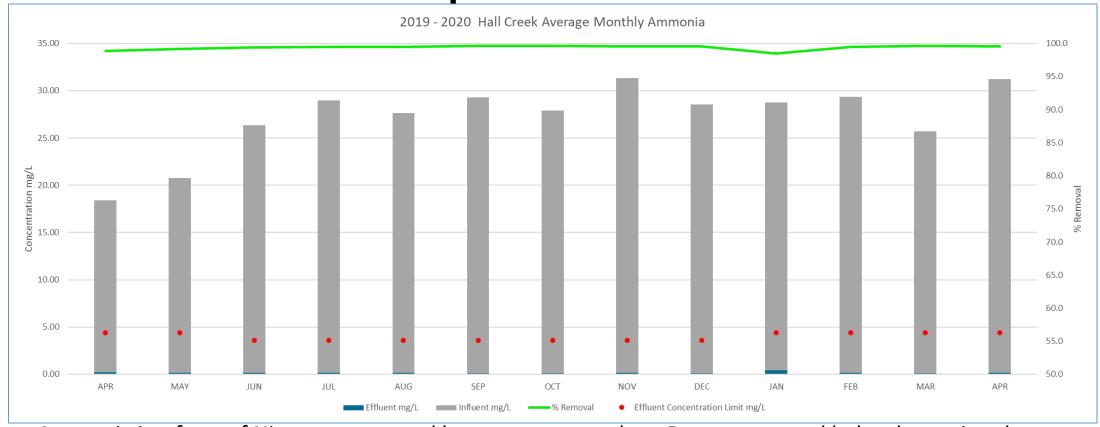
Total Suspended Solids (TSS) removal helps determine the efficiency of wastewater treatment. Effluent results are reported to DEQ on a monthly basis.

Hall Creek Operations: BOD



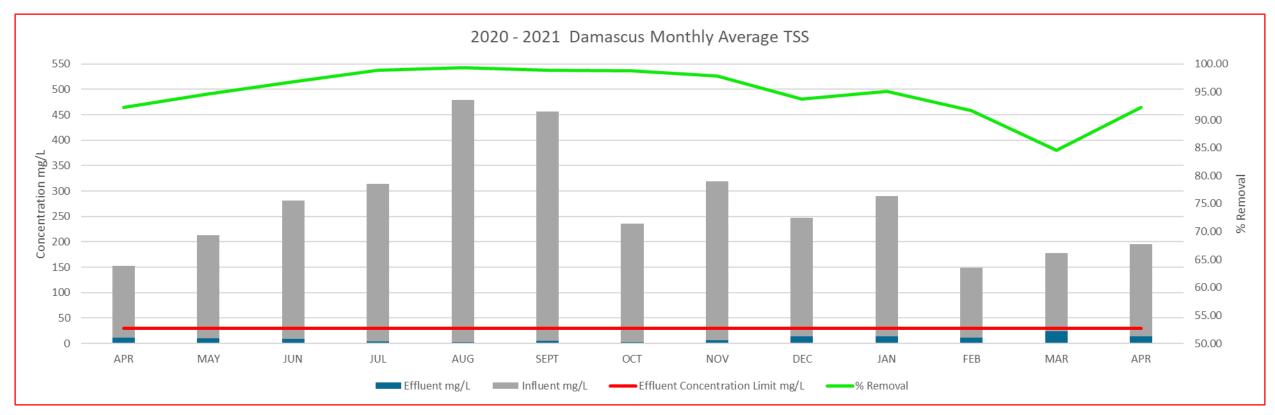
Biochemical Oxygen Demand (BOD) is the strength of wastewater. Percent removal helps determine the efficiency of wastewater treatment. Effluent results are reported to DEQ on a monthly basis.

Hall Creek Operations: Ammonia



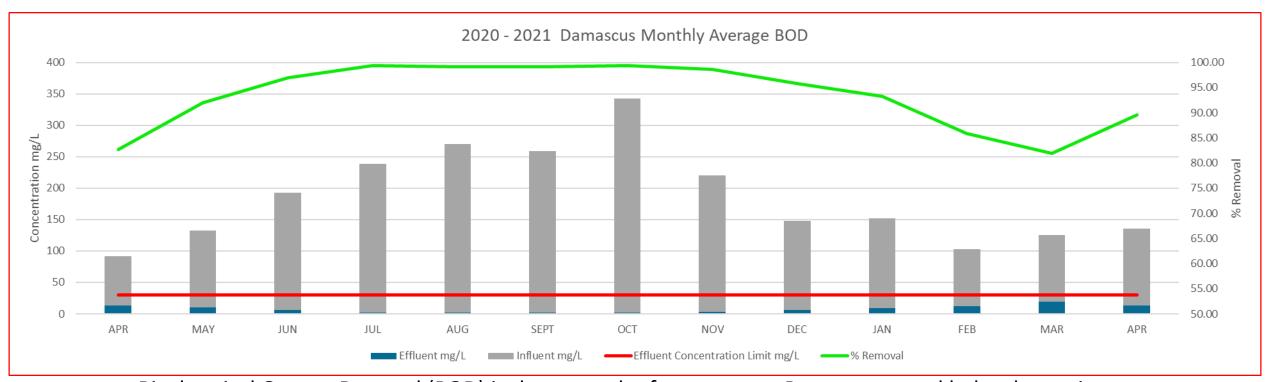
Ammonia is a form of Nitrogen, a natural human waste product. Percent removal helps determine the efficiency of wastewater treatment. Effluent results are reported to DEQ on a monthly basis.

Damascus WWTP Operations: TSS



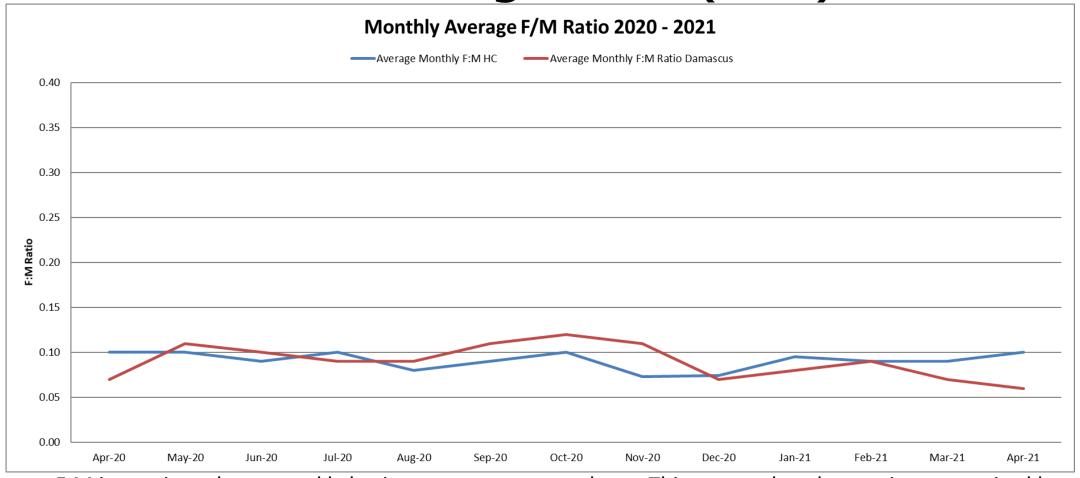
Total Suspended Solids (TSS) removal helps determine the efficiency of wastewater treatment. Effluent results are reported to DEQ on a monthly basis.

Damascus WWTP Operations: BOD



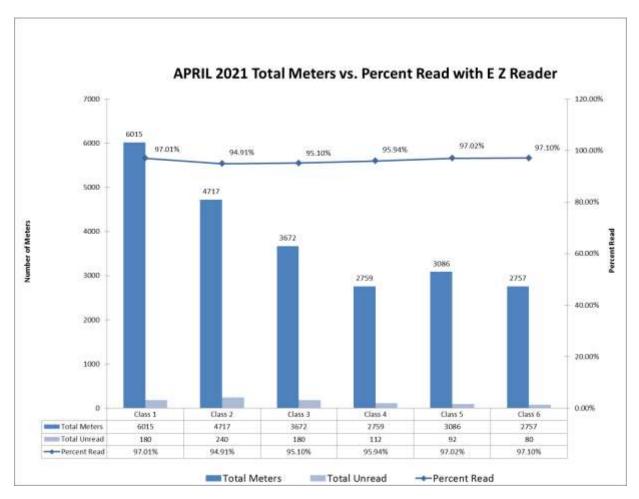
Biochemical Oxygen Demand (BOD) is the strength of wastewater. Percent removal helps determine the efficiency of wastewater treatment. Effluent results are reported to DEQ on a monthly basis.

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:



	APRIL 2021 Meter Readings						
	Total Meters	Total Reads	Percent Read	Hot Rod	Manual Reads	Register	Total Unread
Class 1	6015	5835	97.01%		180		180
Class 2	4717	4477	94.91%		240		240
Class 3	3672	3492	95.10%		180		180
Class 4	2759	2647	95.94%		112		112
Class 5	3086	2994	97.02%		92		92
Class 6	2757	2677	97.10%		80		80
Total	23006	22122	96.18%	0	884	0	884

	Calls to Custo	mers		
	Usage over 20,000	Notification of Cut-Off	Weekley Scheduled Work Orders	
Class 1	29			81
Class 2	19		Lifts	01
Class 3	22		Transfers	72
Class 4	16		Hansiers	
Class 5	13		Sets	109
Class 6	27			474
Total	126	0	Lift for Non-Payment	174

AMI Meter Replacement Project:

There is a lot of activity in this project:

- Itron (Zone 1) are approaching 200 meters per day, working 6 or 7 days per week. Target is to complete installations by mid-August 2021.
- WCSA's Temporary Workforce supporting these efforts and doing final QA/QC inspections
- WCSA have a number of meters to work on, such as busted boxes, roots or too deep to reach. We have several instances where someone added meter boxes as they graded and back filled their lots.
- WCSA is responsible for installing all meters 2" or larger. Not that many but many are in substandard pits, valves no longer work or do not have by-pass lines.

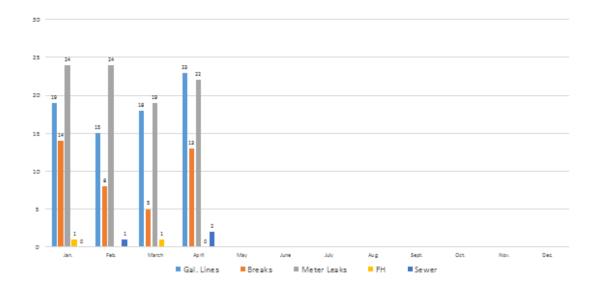
Total	\$ 6,913,310.54		
Itron	\$ 3,292,293.23		
Kamstrup	\$ 2,728,491.64		
	4 000 505 65		
Misc Vendors	\$ 802,525.67		
Т Г	¢ 00,000,00		
Temp. Emp.	\$ 90,000.00		

From a budget standpoint, still tracking with our projections. The next major area will be the Non AEP areas near Bristol. We have delayed for 2 reasons, we wanted to keep focus on making sure the meter installations proceed as planned. This is key for overall system reliability. The second reason was that Itron came out with a cellular based transmitter. The thought was that Itron

could use cell based in areas that it may be difficult to use the collectors and repeaters. For instance gated communities with underground utilities and strict architectural covenants, not sure where we could hang our collectors and repeaters. In other areas we will hang in the communications zone of electrical poles.

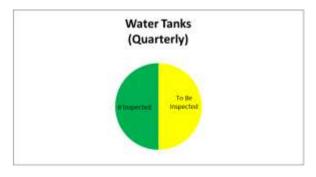
Asset Management:

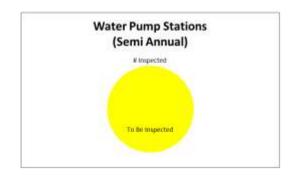
- Bobby Gobble is working to establish focused Preventive Maintenance (PM's) on our system. Bobby is aligning employee's efforts and skills coordinating through his planner (Randall Mitchell) as the basis for an Asset Management Process and Plan.
- Galvanized Lines and Meters contribute to over 80% of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



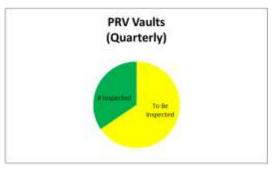
Asset Management

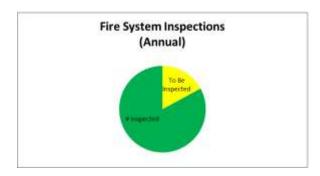
- Repaired or replaced vent screens at Seven Springs, Rt. 58 and Industrial Park tanks.
- Cleaned and Inspected the Seven Springs Rt. 58 and Industrial Park Tanks.
- Bionomics- made repairs to 24 Manholes in town of Damascus sewer system.
- Made repairs to the Fudge Rd. PRV vault.













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.

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.

The bulk of the AMI meter project will end in August and much of G3 by December 2021. We are meeting as a Team to develop a plan on how to best utilize our resources as these big projects wind down. With our focus on preventive and predictive maintenance, converting data into useful decision making information and growing our employees we are challenging each other on how to best reach these goals. This will include establishing Instrumentation and Control team comprised of both electrical and mechanical technicians. This may include a companywide QA/QC team. While we may eventually want to increase head count, our initial focus is to utilize our existing employees as much as possible.

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

WASHINGTON COUNTY SERVICE AUTHORITY BOARD OF COMMISSIONERS

May 24, 2021

Resolution Authorizing and Directing Certain Actions
Related to the Employment of the General Manager

WHEREAS, the Board of Commissioners of the Washington County Service Authority (Board) has completed the annual performance review of the General Manager; and

WHEREAS, upon completion and consideration of said review the Board is of the opinion that certain adjustments should be made to the terms and conditions of the General Manager's employment; and

WHEREAS, the General Manager shares and concurs in the said opinion of the Board; and NOW, THEREFORE, be it hereby resolved that:

- 1. The term of employment of the General Manager should be extended by a term of one (1) year; and
- 2. The General Manager should receive a performance adjustment increase to salary of one percent (1%), effective March 3, 2021; and
- 3. The General Manager should receive a cost of living adjustment increase to his salary of one and two-tenths percent (1.2%), effective March 3, 2021; and
- 4. Following the June 2021 meetings of the Board and whatever determinations the Board may make therein regarding any additional cost of living adjustment to the employees of the Authority, the same shall apply to the General Manager's salary;
- 5. Following the applicable June 2021 meeting of the Board, the Chairman of the Board is authorized and directed to execute on behalf of the Authority an Employment Agreement between the Authority and the General Manager that conforms to all of the foregoing and otherwise restates the terms of the existing employment agreement to the extent not insistent with the foregoing; and
 - 6. This Resolution shall become effective upon adoption.

Adopted this 24 day of May, 2021 at a regularly scheduled meeting of the Board of Commissioners of the Washington County Service Authority.

Chairman

Attest:

Recording Secretary