

WASHINGTON COUNTY SERVICE AUTHORITY IN THE PIPE

NEWSLETTER

Fall/Winter 2021

No. 36

Long-Term Water System Extension Project Nears Completion for Hidden Valley Residents

The Washington County Service Authority has been working for several years to bring water service to the Hidden Valley area of Washington County. This long-term project was recently completed, bringing a reliable source of clean water to the remaining residents who requested service through WCSA.

“Since 2009, when the first of our Hidden Valley neighbors approached WCSA, we’ve been working to supply this community with a dependable water source,” says Robbie Cornett, general manager of WCSA. “Residents there have reported dwindling water supply during dry periods, and service lines to springs tend to freeze up during cold snaps. Others have reported the presence of iron or bacteria in their water sources.”

“Hidden Valley is located in a very high-altitude portion of Washington County, and the elevation changes make it extremely challenging to provide water to the community,” Cornett says. “Serving customers in higher elevations results in increased project costs due to the need for pumping equipment.”



Hidden Valley Water Extension Project Phase 1



Site of Hidden Valley Water Extension Project

After a careful planning process for this complex project, including testing of water sources in the Hidden Valley area, WCSA worked to acquire the necessary funding to support the construction of the distribution system to the community. The Hidden Valley Water System Extension Project was divided into two phases, with the first phase completed in May 2016 with a project cost of \$620,000.

Phase 1 provided a connection through a master meter to the Russell County Water System. The connection was established at the Russell County line, and a 6-inch waterline was installed along Porterfield Highway and northward along Hidden Valley Road to an approximate elevation of 2,500 feet (near Chestnut Grove Community Church). This extension provided water service to approximately 30 residents.

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WCSA Project Updates

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

Recently Completed Projects:

The **Abingdon Water Storage Tank Improvements Project** provided a new 1.5 million-gallon tank, which directly impacts approximately 6,600 water connections. The project was funded by USDA Rural Development. The new tank is now online and in service. Demolition of the old tank was completed last month.

Ongoing Projects:



Meter Replacement Project – New Meter Lid

The **Meter Replacement Project** will replace all water meters throughout WCSA's system with new, non-metallic ultrasonic meters, combined with Advanced Meter Infrastructure (AMI) technology. This new system will automatically collect readings multiple times a day and on-demand, and will eliminate drive-by readings. It will also provide customers with greater access to their water usage data throughout each billing period. The project is currently underway and expected to be completed by late fall.

The **Hidden Valley Phase 2 Project** will extend water service to 29 additional residences currently relying on wells and springs. The project is funded by the Virginia Department of Health, the Mount Rogers Planning District Commission, and the Department of Housing and Community Development. The project is underway and is expected to be completed this fall.



Galvanized Line Replacement — Phase 3 Project

The **Galvanized Line Replacement — Phase 3 Project** is the final step in a multi-phase project to replace all galvanized pipe in WCSA's distribution system. The project is widespread across Washington County and consists of seven divisions. The approximately \$30 million project is funded by USDA Rural Development. Construction is underway and expected to be completed by spring of 2022. Division 1 of the project is complete and replaced 49,000 linear feet of waterline.



Galvanized Line Replacement — Phase 3 Project

Upcoming Projects:

The **Lee Highway Corridor Sewer Expansion Project** is a multi-phase project that began in 2012 when the Board of Supervisors, Industrial Development Authority and authority boards determined to bring much-needed sewer treatment capacity to the west-central portion of Washington County. The project is funded by USDA Rural Development. Easements are being acquired for the project, which is currently in the final design stages. 💧


Water Meter Replacement Project Nearing Completion

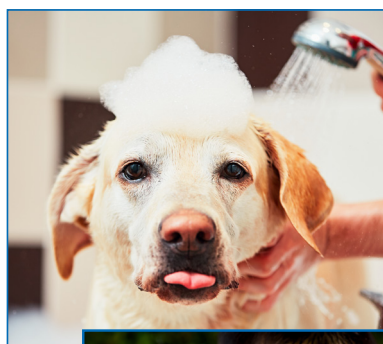
In early 2021, WCSA began replacing all water meters throughout its system. The old meters are being replaced with new non-metallic ultrasonic meters that perform reliably and accurately throughout their projected 15-year minimum lifespan.

These meters also provide Advanced Meter Infrastructure (AMI) technology, which automatically collects readings multiple times per day and on-demand, and eliminates drive-by readings. AMI technology also provides customers with greater access to their water usage data throughout each billing cycle.

This project is part of our strategic planning process to provide for the long-term needs of current and future customers. The meter replacement project is expected to be completed by the end of this year. The AMI communication portion of the project is currently in the testing phase, which is expected to be completed by March 2022.

A Frequently Asked Questions sheet about the meter replacement project is included with each customer's November bill. This information is also posted on WCSA's website at wcsawater.com.


For additional questions, please contact WCSA's customer service department at 276.628.7151. 



Hidden Valley Water Extension Project

Continued from Page 1

Phase 2 will complete the distribution system for Hidden Valley, bringing public water to 29 homes located in the highest areas of the community, with 26 of those residences signed up for connections. This phase involves the installation of 7,700 linear feet of 4-inch and 2-inch lines, along with two pump stations.

Phase 2 construction costs are \$765,000, and are supported by a combination of grants and loans from the Virginia Department of Housing and Community Development, the Virginia Department of Health and the Mount Rogers Planning District Commission. Phase 2 construction began in September 2020 and is expected to be completed this fall. 



Newly installed pump station for Hidden Valley Water Extension Project

Business and Industry Backflow Prevention Compliance



Certain types of businesses and industries are required to have a backflow prevention assembly or backflow elimination method to protect the drinking water distribution system from contamination should a backflow incident occur.

These businesses and industries include:

- Breweries
- Car washes
- Chemical and pharmaceutical plants
- Dental and medical offices
- Food and beverage processing facilities (including restaurants)
- Hospitals, mortuaries and veterinary establishments
- Laboratories
- Laundromats
- Metal plating industries
- Nursing homes
- Schools and colleges
- Service stations and auto repair services



The type of protection required will depend on the degree of hazard that exists or may exist. The degree of hazard (either high, moderate or low) is based on the following:

- The harmful makeup of contaminants
- The potential health hazard
- Potential for backpressure or backsiphonage
- Potential effects on the drinking water distribution system

In addition, your company's facility is required to have a backflow prevention assembly or backflow elimination method if it:

- Uses an irrigation system
- Is four or more stories high
- Houses multiple commercial offices
- Is a warehouse or high-density multi-use residential complex served by a master meter

If you are not sure whether your business requires a device, or if you are unsure if your current device provides adequate protection for your facility, contact WCSA at 276-628-7151 to arrange a free survey or assessment and recommendation. 💧



WCSA Calendar

WCSA offices will be closed on the following holidays:

Veterans Day	Nov. 11
Thanksgiving	Nov. 24 at 12 p.m., 25 and 26
Christmas Eve	Dec. 23 and 24
New Year's Eve	Dec. 31
Martin Luther King Jr. Day	Jan. 17
Presidents' Day	Feb. 21



Board Meetings

UPCOMING BOARD MEETING DATES

Nov. 15, 2021
Jan. 24, 2022
Feb. 28, 2022

Board meetings are held at WCSA in the E.W. Potts Board Room at 6 p.m. The public is welcome to attend.

Actual dates may vary. Please contact our office to confirm meeting schedule.

Customer Contact Information

Should WCSA need to contact you regarding your water service, we generally do so via text message, email or telephone. If you prefer not to be contacted by one or more of these methods, please call our office at 276-628-7151.

If you would like to be contacted but are not sure we have your information, please contact us at 276-628-7151 or inquiry@wcsa-water.com with that information.

E-CHECK PAYMENTS

WCSA NOW OFFERS A 24/7 E-CHECK METHOD FOR PHONE AND ONLINE PAYMENTS. YOU MAY PAY BY CALLING 276-628-7151 AND CHOOSING OPTION 2, OR BY ACCESSING YOUR ONLINE ACCOUNT. CALL CUSTOMER SERVICE AT 276-628-7151 FOR DETAILS.

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Abingdon, VA 24211
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