

# IN THE PIPE

---

 NEWSLETTER
 

---

Summer/Fall 2022

No. 39

## WCSA Earns Top Ranking in Operations, Performance for 12th Consecutive Year

For the 12th consecutive year, the Washington County Service Authority (WCSA) has earned a Gold Award in operations and performance excellence from the Virginia Department of Health (VDH) Office of Drinking Water. The recognition is the highest ranking bestowed to water utilities.

# 12



*Pictured from left to right are Dr. David Dawson, deputy field director, Virginia Department of Health Office of Drinking Water (Abingdon Field Office); Drew Langston, production manager for WCSA; Dixon Tucker, chairman of the Virginia Optimization Program; and Joey Forster, lab manager for WCSA.*

WCSA was honored as part of the VDH Office of Drinking Water's 2021 Excellence in Waterworks Operations/Performance Awards. The water utility received the award for the Middle Fork Drinking Water Plant following a 12-month analysis of data by the VDH Office of Drinking Water.

The award was presented to WCSA staff on May 5 at the Southeast Rural Community Assistance Project (RCAP), Inc., *Water is Life!* 2022 event in Roanoke, Virginia.

Each year, through Virginia's Optimization Program, the VDH recognizes drinking water plants that perform above and beyond minimum standards by optimizing and running their treatment process efficiently and effectively. The primary purpose of the program is to reduce risks to public health associated with drinking water.

"The Gold Award recognizes the hard work and dedication of our Middle Fork team to provide the highest-quality drinking water for our customers every day throughout the year, and it's a tremendous honor to have earned it for

the past 12 years," says Robbie Cornett, general manager of WCSA. "This award demonstrates the commitment of our highly trained employees and their desire to make a difference for our customers throughout our service area by providing drinking water that meets or exceeds the standards set forth by the VDH."

Of the 127 conventional surface water treatment plants evaluated by the VDH during 2021, WCSA was among 46 that received a gold award, while 38 received silver awards.

"The Gold Award for Performance Excellence recognizes efficiency and effectiveness goals that go well beyond regulatory standards," says Eric R. Herold, P.E., VDH district engineer for the Mount Rogers Planning District. "WCSA has the largest permitted capacity and serves the largest number of service connections in the Mount Rogers Planning District. WCSA has consistently been a top performer in the Virginia Optimization Program,

Continued on Page 3

## INSIDE

WCSA Project Updates .....	2
New Water Service Rate Information .....	3

August is National Water Quality Month.....	4
Calendar and Board Meetings.....	4



# WCSA Project Updates

To learn more about WCSA projects, visit [www.wcsawater.com](http://www.wcsawater.com).

## Recently Completed Projects:



*An example of corrosion that can occur over time with galvanized pipes*

The **Galvanized Line Replacement — Phase 3 Project** was the third step in a multi-year, three-phase project to replace all galvanized pipe in WCSA's distribution system. The approximately \$30 million project was widespread across Washington County and consisted of seven divisions. Divisions 1 and 2 were completed in the fall of 2021, and replaced 49,000 and 27,000 linear feet of water line respectively. Completed in March 2022, Division 2A replaced 26,300 linear feet of line. Divisions 1A, 2B, 3 and 3A were completed in July 2022, replacing a combined total of 184,000 linear feet.

## Ongoing Projects:

The **WSL-010-21A Combined Water Line Project** will provide 13,250 linear feet of water line to serve 22 residences along a section of Green Springs Road from the Tennessee state line, and sections of Monroe Road, Prices Bridge Road and Taylors Valley Road. The project began in March and is expected to be completed in September.



*WSL-010-21B Combined Water Line Project*

The **WSL-010-21B Combined Water Line Project** will provide 12,400 linear feet of water line to serve 18 residences along Abrams Falls Road, Fleenor's Memorial Road South and Hobbs Road. The project began in March and is expected to be completed in September.



*WSL-010-21B Combined Water Line Project*

## Upcoming Projects:

The **Mendota Road Water Line Extension Project** will continue the installation of water line infrastructure begun nearly 20 years ago, and will deliver service to 32 additional residences along a more than 8-mile section of Mendota Road. It will also allow these residences to be served by WCSA's water system from its Middle Fork Water Treatment Plant. The project was advertised for bids in May and recently awarded to Hill Construction, Inc., from Clintwood, Virginia.

The **Mary's Chapel/Archery Range Road Water Line Project** will enable WCSA to bring water service to homes along Mary's Chapel Road and a portion of Walker Mountain Road, along with an unserved section of Archery Range Road. The project was originally planned to include installation of 19,000 linear feet of waterline and construction of a pump station, and provide service to 14 of the 25 existing homes in the project area. Because construction costs have escalated significantly since funding was obtained for the project, bids may exceed the available funding. WCSA will evaluate how to proceed once bids are received.

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, with additional funds being sought from multiple sources in light of recent price escalation due to inflation. Easements are being acquired for the next phase of the project, which is currently in the final design stages. 💧

# New Water Service Rate Information

WCSA is almost exclusively funded through the sale of its water and sewer services (connection and monthly user fees). Other than an occasional grant, WCSA receives no outside financial support. Water and sewer connection and monthly user fees (revenues) pay all WCSA expenses.

The following rates went into effect on July 1, 2022.

## Water Rates:

Monthly Minimum Base Charge: \$26.31 (for residential customers with a ¾-inch meter)

Monthly Use	Usage Rate per Thousand Gallons
Residential (0 to 2,999 gallons)	\$6.16
Residential (3,000 to 5,999 gallons)	\$8.99
Residential (6,000 or more gallons)	\$12.58
Non-Residential (per 1,000 gallons)	\$7.46
All Outside Service Area (per 1,000 gallons)	\$8.73

## Wastewater Rates:

Monthly Base Charge: \$31.74 (for all meter sizes)

Monthly Use	Usage Rate per Thousand Gallons
Residential (Per 1,000 gallons)	\$9.42
Commercial and Industrial (Per 1,000 gallons)	\$11.04

Wastewater Monthly Availability Fee: \$27.60


If you have a question about your water and sewer rates, please contact our Customer Service Department at 276-628-7151 between 8 a.m. and 4:30 p.m.

## WCSA Earns Top Ranking in Operations, Performance for 12th Consecutive Year

*Continued from Page 1*

and was one of 24 plants across Virginia and eight in the Mount Rogers Planning District to receive a perfect score for 2021.”

The mission of Virginia’s Optimization Program is “to encourage waterworks to provide water with a quality that exceeds minimum regulatory standards (i.e., as perfect as possible) and to operate water systems in an exemplary manner (i.e., as effective and functional as possible).”

Over a period of time, through research and plant performance studies conducted by the U.S. Environmental Protection Agency, the American Water Works Association and the waterworks industry, the VDH has developed performance goals for clarification and filtration processes in surface water treatment plants. For Virginia’s Optimization Program, drinking water programs throughout the commonwealth submit monthly operation reports containing operational data. 



# August is National Water Quality Month

*August is a good time to increase our awareness of how our personal water use impacts our area's fresh water sources.*

*Taking a few steps to help ensure the health of our streams, rivers, lakes and groundwater results in water that is less expensive to treat and higher in quality for drinking, cooking, cleaning and swimming.*

## Outside Your Home

- When applying lawn care products, wait for dry weather or, even better, use organic, phosphate-free, non-toxic products. Heavy rainfall or overwatering your lawn causes chemical pesticides and fertilizers to seep into groundwater sources, putting both humans and wildlife at risk.
- Plant native vegetation to reduce the need for water, fertilizers and pesticides.
- Plant vegetation around driveways and on slopes to aid in absorbing and filtering pollutants.
- Do not dispose of any household chemicals in storm drains, which carry surface runoff directly to waterways without treatment. Storm drains are for rainwater only. Follow local regulations for proper disposal of paint, motor oil, antifreeze, pest repellent, pool chemicals and other potentially harmful products.



- Pick up after your pets. Rainfall can wash animal waste into our waterways, introducing harmful organisms that contaminate the water, along with nitrogen, which is harmful for fish and aquatic plants.
- Use a car wash instead of washing your car at home. Professional car washes are required to drain into sewer systems, where they're treated by wastewater plants. Washing your car at home sends chemicals down the storm drains and into our waterways.

## Inside Your Home

- Remember that anything that is poured down the drain will eventually end up in groundwater sources.
- Follow local regulations for proper disposal of expired medications or cleaning chemicals. Do not flush them in the toilet or dump them down the drain.
- Limit the use of antibacterial soap and cleaners, which contain a pesticide that is harmful to marine life. 💧



Sources: U.S. Environmental Protection Agency, HomeServe



## WCSA Calendar

WCSA offices will be closed on the following holidays:

Labor Day	Sept. 5
Columbus Day	Oct. 10
Election Day	Nov. 8
Veterans Day	Nov. 11



## Board Meetings

### UPCOMING BOARD MEETING DATES

Aug. 22, 2022  
Sept. 26, 2022  
Oct. 24, 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](mailto: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.

### WCSA

25122 Regal Drive  
Abingdon, VA 24211  
P: 276-628-7151  
F: 276-628-3594

Email: [inquiry@wcsawater.com](mailto:inquiry@wcsawater.com)  
[www.wcsawater.com](http://www.wcsawater.com)