

WASHINGTON COUNTY SERVICE AUTHORITY

IN THE PIPE

NEWSLETTER

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WCSA's Current Course of Action for Ensuring Long-Term Provision of Services to Washington County Customers

Washington County, Virginia's residents, businesses and industrial parks depend on WCSA's expansive network of water and wastewater pipelines for their daily needs.

One of the biggest challenges for WCSA's distribution system, however, is the distance water must travel to reach a customer. Washington County's mountainous topography offers an elevation range that rises from 1,594 feet above sea level at Mendota to 2,523 feet above sea level at Taylors Valley — a water pressure variance of 399 pounds per square inch.

In order to provide a safe, dependable supply of drinking water from multiple sources for nearly 24,800 active and inactive connections, WCSA utilizes a 900-mile network of pipelines, 26 water storage tanks, 28 pumping stations, 50 pressure zones, and 1,800 fire hydrants. In addition, an environmentally safe water reclamation service, utilizing 100 miles of pipeline and 31 pumping stations, provides wastewater to approximately 2,300 connections.

Current Water Infrastructure

Includes 24,785 connections



1,800 fire hydrants



28 pumping stations



900 miles of pipeline



26 water storage tanks



50 pressure zones



2 water treatment plants

To help guide our course of action for continuing to provide these services to both current and future customers, WCSA initiated a strategic planning process a few years ago to create an organizational vision and framework for accomplishing our long-term goals. While a number of these strategies for achieving WCSA's goals are continuous, ongoing processes, they have already resulted in measurable success. Two of the largest and most complex strategies are feasible and sustainable growth and maintaining a reliable infrastructure.

Current Wastewater Infrastructure

Includes 2,300 connections



100 miles of pipeline



31 pumping stations



2 wastewater treatment plants

Working to extend public water to unserved communities through new infrastructure continues to be a top priority. As part of the strategic plan, WCSA identified several areas of need within the community for water and wastewater services. Areas for which funding has been procured and are currently being addressed include:

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WCSA Project Updates

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

Recently Completed Projects:

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 was completed in September.

Ongoing Projects:



WSL-010-21A Combined Water Line Project

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 2022 and is expected to be completed in March 2023.



WSL-010-21A 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. Construction is expected to begin in early 2023.

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.

Dwain Gilbert Named Controller for WCSA

Dwain Gilbert has been named controller for WCSA. In his new role, Gilbert directs WCSA's financial affairs, including the budget, financial reports and forecasts, and rates and fees, and serves as a member of the capital improvement funding, planning and leadership teams.

Gilbert brings more than two decades of experience to his new position, including 18 years with K-VA-T Food Stores in Abingdon. At K-VA-T, he served in numerous roles, including accounting systems manager, financial reporting supervisor, staff accountant and business manager.

“We are delighted to welcome Dwain to the WCSA team,” says Robbie Cornett, general manager of WCSA. “His experience in multiple roles at K-VA-T and his familiarity



with our community make him an ideal fit for the controller position. We look forward to the insight and value he will bring to WCSA's financial management and strategic direction.”

A native of Council, Virginia, Gilbert earned his Bachelor of Business Administration degree in accounting from Berea College in Berea, Kentucky, and a Master of Business Administration degree in accounting from King University in Bristol, Tennessee. He resides in Washington County with his wife, daughter and son.

“I’m excited for this opportunity to join WCSA and serve its customers and employees,” Gilbert says. “WCSA is known for the quality services it provides and its commitment to the residents it serves, and it’s a privilege to be a part of such a dedicated team.”💧

WCSA’s Current Course of Action for Ensuring Long-Term Provision of Services to Washington County Customers

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- **Abrams Falls Road**
- **Fleenors Memorial Road**
- **Green Springs Road**
- **Hobbs Road**
- **Lee Highway Corridor**
- **Mary’s Chapel Road**
- **Mendota Road**
- **Monroe Road**
- **Prices Bridge Road**
- **Taylor Valley Road**

“WCSA serves approximately 90% of Washington County’s residents,” says Robbie Cornett, general manager of WCSA. “Over the past three decades, the utility has invested more than \$120 million in infrastructure and improvements. These capital upgrades have required significant foresight and planning to bring WCSA to its current position of operational strength, all in support of our mission of providing excellent, affordable, environmentally responsible water and wastewater service.”

Maintaining a reliable infrastructure is no light task, either. WCSA has a mature water system that demands the majority of our resources. Strategies in place and/or now completed to sustain and improve the system include:

- Regularly scheduled monitoring of critical assets and preventative maintenance
- Continuous monitoring for any changes in water and wastewater quality
- Focusing on watershed protection, including source water management
- Investment in reliable process-monitoring technology
- Designating staff members to respond to complex distribution system problems
- Assigning designated maintenance crews for system monitoring and repairs
- Replacing meters system-wide and implementing AMI (advanced metering infrastructure) network

“As a result of these strategies, leaks and other challenges have been greatly reduced, and WCSA continues to meet or exceed all permit requirements,” Cornett says. “Our continued investment in the maintenance and replacement of existing and aging infrastructure ensures our ability to meet the needs of our customers, both now and in the future.”💧

Safeguarding the Quality of Our Water System



By ensuring appropriate backflow prevention at your home or business, you are protecting your neighbors as well as your family or employees.

Every time we fill a glass of water, prepare a meal or take a shower, we take for granted that our water will always be clean, pure and healthy. WCSA's water distribution system reaches approximately 90% of Washington County, Virginia residents. While WCSA assumes the responsibility of maintaining a distribution system that is of the highest quality, WCSA has little influence over the residential and commercial properties that are connected to that system.

Situations can occur that are outside WCSA's control and can jeopardize the quality of our drinking water. For example, a temporary loss of pressure due to a supply line or water main break is a relatively common occurrence among water distribution systems. When loss of pressure happens, backflow can result. Because of this, it is very important that backflow prevention is practiced by our customers at all applicable locations to ensure everyone's water is always safe to drink — including your own.

Backflow is the reverse flow of fluids, chemicals, gases or any foreign materials into the water distribution system. Pollution reduces the quality of drinking water by adversely affecting the taste, odor or appearance, but does not create a public health hazard. Contaminated water, however, poses a threat to public health as it can cause illness and, in extreme instances, human mortality.

Backflow is preventable by eliminating all existing or potential cross connections, thereby protecting the water distribution system. In many cases, prevention can be accomplished with a few plumbing changes. In situations where this is not possible, however, a backflow prevention assembly must be installed to protect the water supply. The type of backflow prevention assembly needed can be determined by the degree of hazard that could occur at a home or business.

What can you do as a homeowner or business owner to help protect the safety of the water system? First, determine whether there is an actual or potential cross-connection in your home or business. If it is determined that an actual or potential cross-connection is present, appropriate steps will need to be taken to eliminate the hazard. This could require changes to your current plumbing or installation of a mechanical backflow prevention assembly.

If you are unsure how to make this determination, a representative of WCSA's cross connection and backflow prevention program can assist in this process. WCSA uses local codes and government regulations to determine which backflow prevention assembly is required.

By taking steps to prevent backflow, you are not only protecting your neighbors and other WCSA customers, you are protecting members of your own household or business. For more information, please contact WCSA at 276.628.7151. 💧



WCSA Calendar

WCSA offices will be closed on the following holidays:

Election Day	Nov. 8
Veterans Day	Nov. 11
Thanksgiving	Nov. 23 at 12 p.m., 24 & 25
Christmas	Dec. 23 & 26
New Year's	Jan. 2
Martin Luther King Jr. Day	Jan. 16
Presidents' Day	Feb. 20



Board Meetings

UPCOMING BOARD MEETING DATES

Nov. 28, 2022
Dec. 19, 2022
Jan. 23, 2023

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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