

Washington County Service Authority



October 2022 Business Update

**Washington County Service Authority Board of Commissioners
November 28, 2022 Regular Board Meeting Minutes**

Agenda Item: 1	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. Hutton, and Mrs. C. Miller, and Mr. Hutchinson
Absent:	None
End Time:	6:01 pm

Agenda Item: 3	Prayer and Pledge of Allegiance
Presenter(s):	Mr. Thayer opened the meeting in prayer and led the Pledge of Allegiance.
Beginning Time:	6:01 pm
End Time:	6:02 pm

Agenda Item: 4	Approval of the Agenda
Presenter(s):	Chairman
Beginning Time:	6:03 pm
Potential Conflict(s) of Interest and Abstention(s):	None
Discussion:	None
On the Record:	None
Actual Motion:	Motion to approve the agenda as presented.
Motion By:	Mr. D. Miller
Second By:	Mr. Thayer
Voting:	
Ayes:	7
Nays:	0
Abstain:	0
End Time:	6:03 pm

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Agenda Item: 5	Public Query and Comment
Presenter(s):	Chairman
Beginning Time:	6:03 pm
Potential Conflict(s) of Interest and Abstention(s):	None
Speakers:	None
Discussion:	<p>Tim Orfield spoke about an issue he had with HomeServe refusing to fix a water leak and recommended WCSA reconsider their partnership with HomeServe.</p> <p>Clifford McConnell addressed the Board on behalf of Ms. Jones regarding her property at 30200 Bittersweet Drive in Emory, Virginia. During a recent project, Ms. Jones' property was connected to WCSA's water system by mistake. As a result, there was a major water leak that went undetected causing serious water damage to her property. Mr. McConnell expects WCSA to take care of the damages caused by the water leak.</p> <p>Mr. McConnell also asked to be removed from HomeServe's mailing list. Mrs. Edwards asked Mr. McConnell to provide her with service addresses for his properties so she may remove those properties from HomeServe's mailing list.</p> <p>Board of Supervisor's members Dwayne Ball and Wayne Stevens were in attendance. Mr. Ball addressed the Board and thanked the Commissioners for their service. Due to concerns Mr. Ball and Mr. Stevens have regarding debt and attrition at the Authority, Mr. Ball said it was their desire WCSA conduct an independent investigation not led by staff or Commissioners of WCSA.</p> <p>Mr. Seay addressed Mr. Ball concerning the investigation saying the Board and staff felt the same way. An investigation has been initiated with the Brown Edwards firm through legal counsel.</p> <p>Board of Supervisor's member Wayne Stevens echoed Mr. Balls comments. Mr. Campbell thanked Mr. Ball, Mr. Stevens, and Mr. Phil McCall for their guidance.</p> <p>Holly Edwards, Carol Ann Shaffer and Sheila Poston spoke about the recent change in culture and morale in the office and thanked the Board for their support and all they have done for the Authority.</p>
On the Record:	None
Actual Motion:	None
Motion By:	
Second By:	
Voting:	Ayes:
	Nays:
	Abstain:
End Time:	6:37 pm

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Agenda Item: 6	Approval of the Consent Agenda
Presenter(s):	Chairman
Beginning Time:	6:37 pm
Potential Conflict(s) of Interest and Abstention(s):	None
Discussion:	None
On the Record:	None
Actual Motion:	Motion to approve the consent agenda (with the exception of the October 24, 2022 Regular Board Meeting Minutes that Mr. D. Miller wanted to vote on separately).
Motion By:	Mr. D. Miller
Second By:	Mr. Hutchinson
Voting:	Ayes: 7
	Nays: 0
	Abstain: 0
Actual Motion:	Motion to approve the October 24, 2022 Regular Board Meeting Minutes
Motion By:	Mr. Taylor
Second By:	Mr. Hutchinson
Voting:	Ayes: 6
	Nays: 0
	Abstain: 1 (Mr. D. Miller)
End Time:	6:38 pm

Agenda Item: 7	General Manager Report and Update
Presenter(s):	Ron Seay
Beginning Time:	6:38 pm
Potential Conflict(s) of Interest and Abstention(s):	None
Discussion:	Mr. Seay reviewed the attached presentation with the Board.
On the Record:	None
Actual Motion:	Motion to approve the Christmas luncheon to be held on December 20, 2022 serving fillets, chicken, baked potatoes, salad, desserts and drinks.
Motion By:	Mrs. C. Miller
Second By:	Mr. Thayer
Voting:	Ayes: 7
	Nays: 0
	Abstain: 0

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On the Record:	Mr. Campbell nominated Mr. Hutchinson and Mr. Taylor to serve on a committee to revise the Christmas bonus for 2023.
Actual Motion:	Motion to approve Option 1 for the employee Christmas bonus as follows: \$500 for each employee with < 1 year to 5 years of service \$500 + \$100 per year of service for 6 to 10 years of service \$1000 for each employee with 10 years of service or more \$500 for part time Capped at \$1000
Motion By:	Mr. Hutchinson
Second By:	Mrs. C. Miller
Voting:	Ayes: 7
	Nays: 0
	Abstain: 0
End Time:	7:50 pm

Agenda Item: 8	Financial Report and Update
Presenter(s):	Dwain Gilbert
Beginning Time:	7:50 pm
Potential Conflict(s) of Interest and Abstention(s):	None
Discussion:	Mr. Gilbert reviewed the attached presentation.
On the Record:	None
Enclosures:	None
Recommendations:	None
Proposed Motion:	None
Actual Motion:	None
Motion By:	
Second By:	
Voting:	Ayes:
	Nays:
	Abstain:
End Time:	8:01 pm

Agenda Item: 9	Engineering Report/Construction Projects Update
Presenter(s):	Ryan Kiser
Beginning Time:	8:02 pm
Potential Conflict(s) of Interest and Abstention(s):	None

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Discussion:	Mr. Kiser reviewed the information attached during the meeting.
On the Record:	None
Enclosures:	None
Recommendation:	None
Proposed Motion:	None
Actual Motion:	None
Motion By:	
Second By:	
Voting:	Ayes:
	Nays:
	Abstain:
End Time:	8:18 pm

Agenda Item: 10	Customer Service Report and Update
Presenter(s):	Holly Edwards
Beginning Time:	8:18 pm
Potential Conflict(s) of Interest and Abstention(s):	None
Discussion:	Mrs. Edwards asked for feedback on her report.
On the Record:	When discussions for Agenda Item 10 were complete, Mrs. Edwards discussed Agenda Item 12.
Enclosures:	None
Recommendation:	None
Proposed Motion	None
Actual Motion:	None
Motion By:	
Second By:	
Voting:	Ayes:
	Nays:
	Abstain:
End Time:	8:22 pm

Agenda Item: 12	Consideration for the Low-Income Household Water Assistance Program (LIHWAP).
Presenter(s):	Holly Edwards, Dwain Gilbert
Beginning Time:	8:22 pm
Potential Conflict(s) of Interest and Abstention(s):	None

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Background:	<p>(LIHWAP) is a federally funded program that provides emergency assistance to low-income households, particularly those with the lowest incomes, that pay a high proportion of household income for drinking water and wastewater services.</p> <p>LIHWAP is a temporary emergency program that helps eligible households afford water and wastewater services. Payments are made directly to the household's utility company. Households can apply for LIHWAP through September 30, 2023 or until funds run out.</p> <p>On January 3, 2022, the program was expanded to include all households that have a current water/wastewater bill and meet the eligibility requirements, whether or not their water service is disconnected. Although the program has been expanded, households that have had services disconnected or in jeopardy of disconnection will continue to have priority for LIHWAP funds. To be eligible for LIHWAP, a household must have at least one U.S. citizen or eligible non-citizen and:</p> <ul style="list-style-type: none"> • Have income equal to or less than 150% of the federal poverty level • Have household services that are disconnected, in jeopardy of disconnection or have a current outstanding bill • Be responsible for the water bill
Discussion:	Agenda Item 12 was discussed after Agenda Item 10.
On the Record:	None
Enclosures:	None
Recommendation:	Subject to answering any questions the Board may have, Staff recommend the Board favorably approve of WCSAs participation in the program.
Proposed Motion:	I move that the Board favorably approve of WCSAs participation in the Low-Income Household Water Assistance Program.
Actual Motion:	Approve as recommended (favorably approve WCSAs participation in the Low-Income Household Water Assistance Program)
Motion By:	Mr. Thayer
Second By:	Mr. Hutchinson
Voting:	Ayes: 7
	Nays: 0
	Abstain: 0
End Time:	8:32 pm

Agenda Item: 11	Human Resources Report and Update
Presenter(s):	Shawn Blevins
Beginning Time:	8:32 pm
Potential Conflict(s) of Interest and Abstention(s):	None

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Discussion:	My. Blevins reviewed the attached slide.
On the Record:	Agenda Item 11 was discussed after Agenda Item 12.
Enclosures:	None
Recommendation:	None
Proposed Motion:	None
Actual Motion:	None
Motion By:	
Second By:	
Voting:	Ayes:
	Nays:
	Abstain:
End Time:	8:40 pm

Agenda Item: 13	Consideration of an Employee Bonus and Luncheon
Presenter(s):	Ron Seay
Beginning Time:	
Potential Conflict(s) of Interest and Abstention(s):	None
Discussion:	This item was discussed and approved as part of Agenda Item 7.
On the Record:	None
Recommendation:	None
Proposed Motion:	None
Actual Motion:	None
Motion By:	
Second By:	
Voting:	Ayes:
	Nays:
	Abstain:
End Time:	

Agenda Item: 14	Closed Meeting
Presenter(s):	Commissioner
Beginning Time:	8:40 pm
Potential Conflict(s) of Interest and Abstention(s):	None
On the Record:	None
Actual Motion:	Adjourn to Closed Meeting

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Motion By:	Mr. D. Miller
Second By:	Mrs. C. Miller
Voting:	Ayes: 7
	Nays: 0
	Abstain: 0
End Time:	8:41 pm

WASHINGTON COUNTY SERVICE AUTHORITY
REGULAR BOARD MEETING
NOVEMBER 28, 2022

Agenda Item 14
CLOSED MEETING MOTION

I move that the Board move to closed meeting for the purposes of:

1. Discussion and consideration of the performance of a specific public officer of the Authority as provided in Code of Virginia § 2.2-3711 (A)(1).
2. Consultation with legal counsel employed or retained by the Authority about the foregoing item requiring the provision of legal advice by such counsel as provided in Code of Virginia § 2.2-3711(A)(8).

I also move that the Board request the attendance of Ron Seay, Ryan Kiser, and Mark Lawson at closed meeting.

Movant: Mr. D. Miller
Second: Mrs. C. Miller
Vote: 7-0

Agenda Item: 15	Return to Open Meeting
Presenter(s):	Commissioner
Beginning Time:	10:26 pm
Potential Conflict(s) of Interest and Abstention(s):	None
On the Record:	None
Actual Motion:	Motion to return to Open Session
Motion By:	Mr. D. Miller
Second By:	Mr. Thayer
Voting:	Ayes: 7
	Nays: 0
	Abstain: 0
End Time:	10:27 pm

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Agenda Item 15
RETURN TO OPEN MEETING MOTION

I request that the Board return to open meeting and that each Board member certify that only public business matters lawfully exempted from open meeting requirements were heard, discussed, or considered in closed meeting, and that such certification be recorded in the Board's minutes.

Movant: Mr. D. Miller

Second: Mr. Thayer

Roll Call:

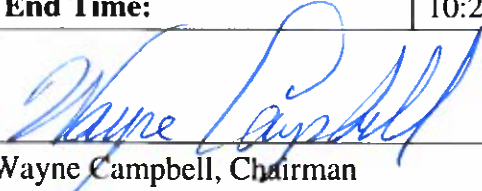
<u>Commissioner</u>	<u>Certification (Yes/No)</u>
Campbell	<u>Yes</u>
D. Miller	<u>Yes</u>
Taylor	<u>Yes</u>
C. Miller	<u>Yes</u>
Hutchinson	<u>Yes</u>
Hutton	<u>Yes</u>
Thayer	<u>Yes</u>

Agenda Item: 16	Late Items
Presenter(s):	Commissioner
Potential Conflict(s) of Interest and Abstention(s):	None
On the Record:	None
Discussion:	None
Actual Motion:	None
Motion By:	
Second By:	
Voting:	Ayes:
	Nays:
	Abstain:
End Time:	10:27 pm

Agenda Item: 17	Adjourn
Presenter(s):	Commissioner
Beginning Time:	10:27 pm
Potential Conflict(s) of Interest and Abstention(s):	None

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On the Record:	None
Actual Motion:	Motion to adjourn.
Motion By:	Mr. Hutton
Second By:	Mr. Taylor
Voting:	Ayes: 7
	Nays: 0
	Abstain: 0
End Time:	10:27 pm



Wayne Campbell, Chairman



Carol Ann Shaffer, Assistant Secretary

All Employee Meeting

October 25th and November 4th: Met with all Employees

1. Communicate outcome of Board Meeting on October 24th and November 3rd
2. All Staff members present
3. Fresh outlook from the leadership team to install trust and respect
4. Open communication on site with our people & open-door policy
5. Building a culture of teamwork, open feedback, and honesty

Response from our People:

People were happy and smiling – appreciated the communication

People were engaged and listening

People asked questions – uniforms, providing feedback

General feeling of teamwork and trust

Our Cultural Beliefs

Customer First

I deliver exceptional customer experience

Everyone Matters

I collaborate across the enterprise with trust and respect

Own It

I act to drive and execute our strategy

Be Bold

I make courageous and informed decisions with speed while managing risk

Focus Now

I prioritize time, talent and resources to maximize our key results

The Results Pyramid

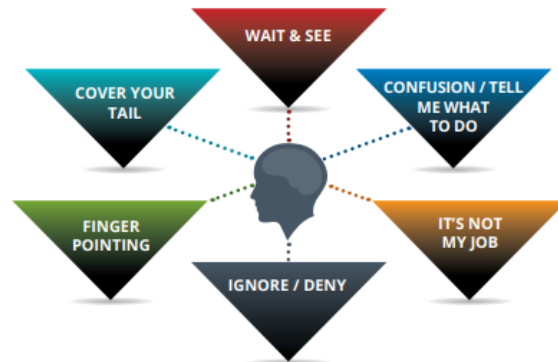
Steps To Accountability®

ABOVE THE LINE®

Steps To Accountability®



THE LINE



BELOW THE LINE®

Blame Game

Focused Feedback



Tool 1: Focused Feedback®

I would like to meet with _____



Focused Feedback IS

- Feedback given around the Key Results.
- Feedback that is focused on how people demonstrate the Cultural Beliefs.

Focused Feedback IS NOT

- General feedback of a non-specific nature.
- A dialogue in which the person offering feedback is forced to provide examples in order to legitimize their perspective.

The Results Pyramid

The Results Pyramid®



The **results** we achieve are a product of the **actions** we take.

The **actions** we take are influenced by the **beliefs** we hold.

The **beliefs** we hold are created by the **experiences** we have.

Hydrant out-of-service rate

Fire Hydrants in system – 1738

Fire Hydrants out of service – 10

- ❖ 6 - Repair parts ordered, (some repair parts have been delivered)
 - 190 E. Main; McCray Dr. barrel riser ordered; 15179 Mendota Rd. replace FH; 439 Maple St. bonnet repair; 301 Whites Mill Rd. barrel riser ordered; 228 W. Glade St. replace FH
- ❖ 4 – Low flow below 250 G/Min
 - 2 – Reedy Creek – low flow 190 G/min– 1) Review hydraulic study,) upgrade line from 3 Springs Tank to Reedy Creek - Mary's Chapel Project.
 - 1 – Inter of Cox Mill Rd & Twin Oaks Rd – review hydraulic model & verify valve settings in the field
 - 1 – Blue Hills Drive - review hydraulic model & verify valve settings in the field
- ✓ 9 – Put into service – Hamlet Ln, Larkspur Ln, Larwood Ln, Pin Oak Cir, 2-Quail Ridge Way, Hillman Hwy,
- ✓ Essex Dr, Clark St.– repair parts delivered
- ❖ Priority for out of service hydrants are the same as a line break.

Muni-Link and Elements

Muni-Link: Customer Information System

Elements: Work Order Management Systems

- The challenge is developing seamless/automatic integration between Muni-Link and Elements with our accounting system (MSGP) and our geographic information systems (ARC-GIS)
 - ❖ Current state the transfer of information between systems is to occur via downloading and uploading files (CSV). This requires staff training and intervention and increases the probability of data/information errors
 - ❖ Muni-Link and Elements are exploring integration solutions to transfer data to/from MS-GP
- Challenge for the Leadership Team – determine best solution for our business
 - Benchmark other utilities, BVU –CSA/GP, Loudon Water –SAP, and Others
 - Do we move forward with GP for accounting, inventory and integration.

Itron AMI Meter Project

- ❖ Currently reading with AMR, (automated meter reading), read via driving truck, 98% read rate
- ❖ Testing reading with AMI, (automated meter interface), read via a network utilizing Temetra software
 - 33 Meters currently on AMI network in testing phase
 - Itron is setting up mobile collector to change the Itron 500W (ERT) from Mobile to Network reading
 - WCSA to perform field testing in December
 - Itron AMI network in the outer sections of the County needs to be verified by Itron
 - Itron to test/verify in December
- ❖ Staff will review with legal counsel based on the Contract to establish the options we have for encouraging Itron to define a timeline and produce the deliverables per the Contract.

Regulatory Compliance - Water

Notice of Violation – VDH – Office of Drinking Water:

- WCSA was allowed by the Waterworks Regulations to reduce the initial Synthetic Organic Chemical (SOC) monitoring frequency to two samples per entry point per three-year compliance period.
- WCSA did not analyze three Semi-volatile Organic chemicals in April and July 2021.
- WCSA submitted the samples to the lab – Blue Ridge Analytical then Blue Ridge submitted to Eurofins Eaton Analytical in Indiana
Mix up in testing at Eurofins – the SOC test were not done
WCSA did not notice until contacted by VDH on October 18th
- Samples were collected in October – received results in November
No measurable result for Chlordane, Toxaphene, or PCB's (WCSA has never had a measurable result)
- WCSA is required to mail each customer a letter describing the Violation and post article in the paper
- Establish a standard process to track submitted samples and the accompanying results to VDH.

Non-Capacity Sewer Overflows

Overflow at Abingdon Steel Pump Station – 10-21-22:

Regional Jail had a sewer blockage at the facility when cleared overflow occurred

Duration of overflow was 8 minutes – estimated overflow of 75 gallons – no environmental impact

- ❖ Evaluating options to increase wet well volume or system flow rate

Overflow Abingdon Steel Pump Station – 10-30-22:

Regional Jail had a sewer blockage at the facility when cleared overflow occurred

Duration of overflow was 38 minutes – estimated overflow of 2000 gallons – no environmental impact

- ❖ Evaluating options to increase wet well volume or system flow rate

Quotes for Employee Christmas Luncheon

Food City Catering - \$ 2,193 on Tuesday, December 13th

Menu: Ham, Turkey, Mashed Potatoes, Green Beans, Corn, Tea, Lemonade, and Assorted Desserts

Bone Fire - \$ 1,764 on Tuesday, December 13th

Menu: Ham, Turkey, Baby Baker Potatoes, Green Beans, Corn, Rolls, and Tea.

WCSA Provides Desserts additional \$100

Delta Blues BBQ- \$1,825 – Tuesday, December 13th

Menu: Turkey, Ham, Mashed Potatoes, Corn, Green Beans, Rolls, Tea, Lemonade and Desserts

Steak Luncheon – \$2,000 on Thursday, December 15th

Menu: Fillets and Chicken for 100 - \$1,100

Baked Potatoes for 100, Cooking, and Clean-Up - \$700

Salad and Desserts for 100 provided by WCSA - \$200

Employee Holiday Bonus

Staff Recommendation:

\$1000 for each Employee (70)
\$500 for part time (3)

Capped at \$1000

Bonus payout: \$71,500

Total payout (including taxes): \$85,800

- ✓ 387 days without a loss time accident
- ✓ Show our people we appreciate their hard work through out the year.
- ✓ We want to retain our junior and senior people.
- ✓ Make the statement to all our people that they are our most valued asset.
- ✓ Staff is comfortable that we can maintain this YOY without impact to the rate model

<1 to 5 years – 46%

6 to 10 years – 17%

10 years plus - 37%

Thank you

Questions?

Employee Holiday Bonus

Staff Recommendation:

Option 1:

\$500 for each Employee with <1 year to 5 years service (32)
\$500 + \$100 per year of service for 6 to 10 years service (12)
\$1000 for each Employee with 10 years service or more (26)
\$500 for part time (3)

Capped at \$1000

Bonus payout: \$54,100

Total payout (including taxes): \$64,920

<1 to 5 years – 46%

6 to 10 years – 17%

10 years plus - 37%

Employee Holiday Bonus

Traditional – Years of Service:

Years of Service

<1 year	\$165.00	
1-5 years	\$275.00	
6-10 years	\$27.50	Per year of service + \$165
11-15 years	\$33.00	Per year of service + \$165
16-20 years	\$38.50	Per year of service + \$165
21-25 years	\$44.00	Per year of service + \$165

Capped at \$990

Part-time < 1 yr--\$165

Part-time > 1 yr--\$275

Bonus payout: \$34,051

Total payout (including taxes): \$40,520

<1 to 5 years – 46%

6 to 10 years – 17%

10 years plus - 37%

October 2022 Month to Date

	Actual	Budget	Variance	Variance %
Revenue				
Water	\$ 1,481,045	\$ 1,549,862	\$ (68,817)	-4.44%
Sewer	\$ 260,747	\$ 277,760	\$ (17,013)	-6.13%
Total	\$ 1,741,792	\$ 1,827,622	\$ (85,830)	-4.70%
Operating Exp.				
Water	\$ 1,144,758	\$ 1,213,624	\$ (68,866)	-5.67%
Sewer	\$ 187,627	\$ 210,516	\$ (22,889)	-10.87%
Total	\$ 1,332,385	\$ 1,424,140	\$ (91,755)	-6.44%
Income from Ops.				
Water	\$ 336,287	\$ 336,238	\$ 49	0.01%
Sewer	\$ 73,120	\$ 67,244	\$ 5,876	8.74%
Total	\$ 409,407	\$ 403,482	\$ 5,925	1.47%

Month to Date Notes

Water Revenue down vs. budget MTD but up YTD. Assumed to be timing issue for the month. We will continue to monitor each month.

Sewer Revenue down vs. budget MTD and YTD. Sewer Revenue is up slightly vs. the same periods last year. This may be a situation where the budget was ambitious.

We will continue to monitor.

Key Exp. Variances

	Actual	Budget	Variance
Sludge Removal	\$ 80,157	\$ 12,298	\$ (67,859)
Rive Intake Maint.	\$ 15,000	\$ 1,686	\$ (13,314)
Comp. -Sick Leave	\$ (45,324)	\$ 304	\$ 45,628
Comp. -Vacation	\$ (9,486)	\$ 1,193	\$ 10,679
Planning Expense	\$ -	\$ 11,883	\$ 11,883
Admin. Comp. Reg	\$ 59,910	\$ 67,792	\$ 7,882
Maint. Comp. Reg.	\$ 103,838	\$ 120,824	\$ 16,986

October 2022 Year to Date

	Actual	Budget	Variance	Variance %
Revenue				
Water	\$6,346,389	\$ 6,199,448	\$ 146,941	2.37%
Sewer	\$1,045,651	\$ 1,111,038	\$ (65,387)	-5.89%
Total	\$7,392,040	\$ 7,310,486	\$ 81,554	1.12%
Operating Exp.				
Water	\$4,619,826	\$ 4,854,496	\$ (234,670)	-4.83%
Sewer	\$ 733,257	\$ 842,066	\$ (108,809)	-12.92%
Total	\$5,353,083	\$ 5,696,562	\$ (343,479)	-6.03%
Income from Ops.				
Water	\$1,726,563	\$ 1,344,952	\$ 381,611	28.37%
Sewer	\$ 312,394	\$ 268,972	\$ 43,422	16.14%
Total	\$2,038,957	\$ 1,613,924	\$ 425,033	26.34%

Key Exp. Variances	Actual	Budget	Variance
Outside Services	\$ -	\$ 26,667	\$ 26,667
Water Withdrawl Fees	\$ 63,429	\$ 22,000	\$ (41,429)
Planning Expense	\$ 5,923	\$ 47,533	\$ 41,610
Work Order Mgt. Sys.	\$ -	\$ 21,250	\$ 21,250
CompSoft Support	\$ -	\$ 28,333	\$ 28,333
Comp. Hardware	\$ 36,823	\$ 62	\$ (36,761)
Maint. Comp.	\$ 446,506	\$ 483,295	\$ 36,789
Other Facilities Maint.	\$ 7,439	\$ 27,469	\$ 20,030
Production Comp.	\$ 245,904	\$ 199,534	\$ (46,370)
General Electricity	\$ 104,041	\$ 135,319	\$ 31,278

Accounting Projects		
Item	Date	Status
Finish 2022 Year End Financials	Sept 2022	Complete
Finish 2023 Q1 Financials	October 2022	Complete
2022 Audit	January 2023	Scheduled January 24th-26th. All information due to RFC by Jan. 10th.
Internal Investigation	TBD	Introductory phone call with Brown Edwards
Formalize Month End Process	December 2023	Currently working with an inefficient and undocumented process
Policies and Procedures Manual	December 2023	Start working on a manual for all accounting processes
2023 Audit	TBD	Start work as soon as 2022 Audit is complete
2024 Budget	February 2023	

Projects on Hold or Stopped

- Physical Requirements Analysis \$279K first 2 years
- Supervisor Training \$15K
- Compensation and Benefits Survey \$80K
- Admin. Building Remodel \$103K paid out so far

ENGINEERING REPORT/CONSTRUCTION PROJECTS UPDATE – NOVEMBER 2022

CAPITAL IMPROVEMENT PROJECTS

Inside Engineering:

Galvanized Line Phase 3 (G3) – All Rural Development (RD) loan funding has been drawn down for the project and the fourth and final loan of \$9,600,000 is in the process of being closed.

Work continues nicely with the Industrial Park Line that was change ordered into the G3 project and is replacing old cast iron with new 12" ductile. This line work is being funded by the \$1,000,000 RD grant and approximate \$230,000 of WCSA contributed funds.

WSL-010-21A - Taylor's Valley, Greens Springs Road, Monroe Road Prices Bridge Road – Monroe Road is complete. Contractor is now working on Prices Bridge Road.

WSL-010-21B- Fleenor's Memorial, Hobbs Road and Abrams Falls – Construction is complete and project is being closed out. Final contract pricing has deduct of (\$30,600).

Mendota Waterline Extension Project – WCSA received a \$5.5 million grant for this project. Project has been awarded to Hill Construction. Contract 1 has a reduced scope of line of work to keep the project within budget and awarded for \$1,933,253 and Contract 2 awarded in the amount of \$3,260,980. Pipe has started being delivered to the project. Contractor plans to start working on stream crossing in December. Staff continues to look for additional funding opportunities to complete the entire project.

Mary's Chapel Project/Archery Range Road – WCSA received \$1.6 Million grant for Mary's Chapel Road WL extension project staff is working to advertise this project in December.

Mill Creek Chlorine Contact Tanks Replacement – Project is on winter shutdown while contractor is awaiting tank material.

Demolition of the Old Route 58 Storage Tank – All metal components of tank have been removed from the site. Contractor is waiting on permit from Tennessee to haul off oil laden soils and then site will be stabilized.

Smyth Chapel Improvements Project – Project has been redesigned and staff are working to secure easements. Also working with property owner on pump station site purchase. Staff applied for engineering assistance funds from Mount Rogers and received \$20,000.

Outside Engineering

Thompson & Litton:

Lee Highway Corridor Sewer Project – This project focuses on construction of the “backbone” or conveyance portion of the Lee Highway project. Work continues with TVA permitting and easement acquisition.

Administrative Complex and Grounds Improvements – This project is on hold.

CHA Consulting:

Industrial Pretreatment Services – Continued work with pretreatment permitting requirements with our SIU’s “significant industrial users”.

PRIVATE DEVELOPMENT PROJECTS

1. Meadows Project (Abingdon Exit 17) –Project will be moving towards closeout.
2. First Bank and Trust –Project will be moving towards closeout.
3. Powell Valley National Bank –Project will be moving towards closeout.
4. Carter Machinery – Project to be closed out.
5. Inn at Nicewonder Farms – Project is being closed out.
6. Holiday Inn Express at Exit 17 – Project is being closed out.
7. Hampton Inn Exit 17 – Project being closed out
8. Campus Building #3 Expansion – Project is being closed out.
9. Royal Farms #439 – Project has been approved for construction.
10. PINC Sweetbriar Phase 2 – Project is ongoing
11. Private Sewer Extension Blossom Lane Damascus – Reviewing Plans
12. Emory Apartments – Reviewing Plans
13. Meadows at Wallace Sewer and Water Extension – Reviewing Plans

*Indicates new project

OTHER TASKS

1. Reviewed plats
2. Handled extension requests from residents
3. Project inspection and site visits
4. Answered questions from customers and residents regarding current and future projects
5. Conducted and/or attended scoping, progress, and other miscellaneous project meetings
6. Continued to track user agreement responses for upcoming water and sewer projects; discussed potential upcoming projects with residents in the community. Staff continues keeping communities informed of the status of water and sewer projects by telephone conversations and mailings.
7. Attended various internal staff meetings and meetings with developers.
8. Progress meetings for Lee Highway Corridor Sewer Project
9. Galvanized Line Phase 3- Industrial Park Line
10. Smyth Chapel Road Improvements Project
11. Route 58 Tank Demolition Project
12. WSL-010-21A and B Projects
13. Mary's Chapel and Archery Range Road Project

Human Resources & Safety Dashboard



Key Process Indicators (KPI)

Human Capital

Absenteeism	6.57%
Overtime	5.07 %
Headcount	77
Open Positions	3

Safety

LTA	11/6/21
LI	09/26/22
387 Days without LTA	

Employee Relations



Score Card C+



On Our Minds

Benefits/Demographics

Payback	\$0
Average Age	46

Training/Development Investment



100%

Investment	\$0
Hours	

Looking Forward



- Harassment Training

Strategy

- *Establish Open Communication*
- *Develop & Implement Policy and Procedures*
- *Involve Everyone*
- *Provide Training*
- *Establish Benchmark & Review Progress*
- *Use Positive Reinforcement*