

**Washington County Service Authority Board of Commissioners**  
**January 23, 2023 Regular Board Meeting Minutes**

<b>Agenda Item: 1</b>	Call the Meeting to Order
<b>Presenter(s):</b>	Chairman
<b>End Time:</b>	6:01 pm

<b>Agenda Item: 2</b>	Roll Call
<b>Presenter(s):</b>	Chairman
<b>Present:</b>	Mr. Campbell, Mr. Hutton, Mr. Hutchinson, Mrs. C. Miller, Mr. Taylor, and Mr. D. Miller.
<b>Absent:</b>	Kevin Thayer
<b>End Time:</b>	6:01 pm

<b>Agenda Item: 3</b>	Prayer and Pledge of Allegiance
<b>Presenter(s):</b>	Mr. Hutchinson opened the meeting in prayer and led the Pledge of Allegiance.
<b>Beginning Time:</b>	6:02 pm
<b>End Time:</b>	6:03 pm

<b>Agenda Item: 4</b>	Approval of the Agenda
<b>Presenter(s):</b>	Chairman
<b>Beginning Time:</b>	6:03 pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	None
<b>Discussion:</b>	None
<b>On the Record:</b>	None
<b>Actual Motion:</b>	Motion to approve the agenda as presented.
<b>Motion By:</b>	Mrs. C, Miller
<b>Hutton==</b>	Mr. Hutton
<b>Voting:</b>	<b>Ayes:</b> 6
	<b>Nays:</b> 0
	<b>Abstain:</b> 0
<b>End Time:</b>	6:03 pm

<b>Agenda Item: 5</b>	Public Query and Comment
<b>Presenter(s):</b>	Chairman
<b>Beginning Time:</b>	6:03 pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	None
<b>Speakers:</b>	None

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<b>Discussion:</b>	None
<b>On the Record:</b>	None
<b>Actual Motion:</b>	None
<b>Motion By:</b>	
<b>Second By:</b>	
<b>Voting:</b>	<b>Ayes:</b>
	<b>Nays:</b>
	<b>Abstain:</b>
<b>End Time:</b>	6:03 pm

<b>Agenda Item: 6</b>	Approval of the Consent Agenda
<b>Presenter(s):</b>	Chairman
<b>Beginning Time:</b>	6:03 pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	None
<b>Discussion:</b>	None
<b>On the Record:</b>	Mr. Campbell asked about the interest on the credit card statement.
<b>Actual Motion:</b>	Motion to approve the Consent Agenda.
<b>Motion By:</b>	Mr. D. Miller
<b>Second By:</b>	Mr. Hutchinson
<b>Voting:</b>	<b>Ayes:</b> 6
	<b>Nays:</b> 0
	<b>Abstain:</b> 0
<b>End Time:</b>	6:04 pm

<b>Agenda Item: 7</b>	General Manager Report and Update
<b>Presenter(s):</b>	Acting General Manager
<b>Beginning Time:</b>	6:04 pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	None
<b>Discussion:</b>	Mr. Seay reviewed the attached presentation with the Board.
<b>On the Record:</b>	None
<b>Enclosures:</b>	None
<b>Recommendations:</b>	None
<b>Proposed Motion:</b>	None
<b>Actual Motion:</b>	None
<b>Motion By:</b>	
<b>Second By:</b>	
<b>Voting:</b>	<b>Ayes:</b>

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<b>Nays:</b>	
<b>Abstain:</b>	
<b>End Time:</b>	6:19 pm

<b>Agenda Item: 8</b>	Financial Report and Update
<b>Presenter(s):</b>	Controller
<b>Beginning Time:</b>	6:20 pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	None
<b>Discussion:</b>	Mr. Gilbert reviewed the attached presentation.
<b>On the Record:</b>	None
<b>Enclosures:</b>	None
<b>Recommendations:</b>	None
<b>Proposed Motion:</b>	None
<b>Actual Motion:</b>	None
<b>Motion By:</b>	
<b>Second By:</b>	
<b>Voting:</b>	<b>Ayes:</b>
	<b>Nays:</b>
	<b>Abstain:</b>
<b>End Time:</b>	6:35 pm

<b>Agenda Item: 9</b>	Engineering Report/Construction Projects Update
<b>Presenter(s):</b>	Engineering Manager
<b>Beginning Time:</b>	6:35 pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	None
<b>Discussion:</b>	Mr. Kiser reviewed the information attached during the meeting.
<b>On the Record:</b>	None
<b>Enclosures:</b>	None
<b>Recommendation:</b>	None
<b>Proposed Motion:</b>	None
<b>Actual Motion:</b>	None
<b>Motion By:</b>	
<b>Second By:</b>	
<b>Voting:</b>	<b>Ayes:</b>
	<b>Nays:</b>



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<b>Abstain:</b>	
<b>End Time:</b>	6:53 pm

<b>Agenda Item: 10</b>	Customer Service Report and Update
<b>Presenter(s):</b>	Customer Service Manager
<b>Beginning Time:</b>	6:53 pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	None
<b>Discussion:</b>	Mrs. Edwards asked if there were any changes the Board would like to see in her report.
<b>On the Record:</b>	Mr. Hutchinson discussed the HomeServe contract and asked that the policy regarding repairs to lines crossing property not owned by the policy holder be made clear as it is not stated in the contract.
<b>Enclosures:</b>	None
<b>Recommendation:</b>	None
<b>Proposed Motion</b>	None
<b>Actual Motion:</b>	None
<b>Motion By:</b>	
<b>Second By:</b>	
<b>Voting: Ayes:</b>	
<b>Nays:</b>	
<b>Abstain:</b>	
<b>End Time:</b>	7:02 pm

<b>Agenda Item: 11</b>	Human Resources Report and Update
<b>Presenter(s):</b>	Human Resources Manager
<b>Beginning Time:</b>	7:02 pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	None
<b>Discussion:</b>	In the Human Resources Manager's absence, Mr. Seay reviewed the attached slide.
<b>On the Record:</b>	Mrs. C. Miller requested employees be given exit interviews when leaving WCSA. Mr. Seay will ensure exit interviews are conducted and documented for all employees leaving WCSA including retirees as requested.
<b>Enclosures:</b>	None
<b>Recommendation:</b>	None
<b>Proposed Motion:</b>	None
<b>Actual Motion:</b>	None
<b>Motion By:</b>	

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<b>Second By:</b>	
<b>Voting:</b>	<b>Ayes:</b>
	<b>Nays:</b>
	<b>Abstain:</b>
<b>End Time:</b>	7:08 pm

<b>Agenda Item: 12</b>	Consideration of Commissioner's Comments
<b>Presenter(s):</b>	Chairman
<b>Beginning Time:</b>	7:08 pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	None
<b>Background:</b>	
<b>Discussion:</b>	Mr. D. Miller will talk Supervisor Hernandez regarding available funds for the Mendota Project. Mr. Taylor, Mrs. C. Miller, Mr. Hutchinson and Mr. Hutton discussed the firing of the General Manager. Mrs. C. Miller asked that the Board be updated on changes with employees. Mr. Campbell thanked Mark Lawson for wrapping up the internal investigation.
<b>On the Record:</b>	The Board took a break to tour the building from 7:24 pm to 7:44 pm.
<b>Enclosures:</b>	None
<b>Recommendation:</b>	None
<b>Proposed Motion:</b>	None
<b>Actual Motion:</b>	None
<b>Motion By:</b>	
<b>Second By:</b>	
<b>Voting:</b>	<b>Ayes:</b>
	<b>Nays:</b>
	<b>Abstain:</b>
<b>End Time:</b>	7:23 pm

<b>Agenda Item: 13</b>	Closed Meeting
<b>Presenter(s):</b>	Commissioner
<b>Beginning Time:</b>	7:44 pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	None
<b>On the Record:</b>	None
<b>Actual Motion:</b>	Adjourn to Closed Meeting
<b>Motion By:</b>	Mr. D. Miller

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<b>Second By:</b>	Mr. Hutchinson
<b>Voting: Ayes:</b>	6
<b>Nays:</b>	0
<b>Abstain:</b>	0
<b>End Time:</b>	8:46 pm

WASHINGTON COUNTY SERVICE AUTHORITY  
REGULAR BOARD MEETING  
JANUARY 23, 2023  
Agenda Item 13  
CLOSED MEETING MOTION

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

1. Discussion and consideration of the performance, disciplining, or resignation of a specific public officer or employee 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 regarding specific legal matters 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: Mr. Hutchinson  
Vote: 6-0

<b>Agenda Item: 14</b>	Return to Open Meeting
<b>Presenter(s):</b>	Commissioner
<b>Beginning Time:</b>	8:46 pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	None
<b>On the Record:</b>	None
<b>Actual Motion:</b>	Motion to return to Open Session
<b>Motion By:</b>	Mr. D. Miller
<b>Second By:</b>	Mr. Taylor
<b>Voting: Ayes:</b>	6
<b>Nays:</b>	0
<b>Abstain:</b>	0
<b>End Time:</b>	8:48 pm

Agenda Item 14  
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



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meeting, and that such certification be recorded in the Board's minutes.

Movant: Mr. D. Miller

Second: Mr. Taylor

Roll Call:

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

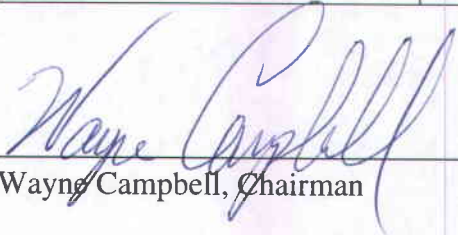
<b>Agenda Item: 15A</b>	Late Items
<b>Presenter(s):</b>	Commissioner
<b>Beginning Time:</b>	8:48 pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	None
<b>On the Record:</b>	Mr. Taylor asked the Board to remember Mr. Thayer during this time.
<b>Discussion:</b>	The Board discussed closing the internal investigation.
<b>Actual Motion:</b>	Motion to close the internal investigation by Mark Lawson.
<b>Motion By:</b>	Mr. Hutchinson
<b>Second By:</b>	Mr. Hutton
<b>Voting:</b>	<b>Ayes:</b> 6
	<b>Nays:</b> 0
	<b>Abstain:</b> 0
<b>End Time:</b>	8:50 pm

<b>Agenda Item: 15B</b>	Late Items
<b>Presenter(s):</b>	Commissioner
<b>Beginning Time:</b>	8:50 pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	None
<b>On the Record:</b>	Mr. Campbell recommended compensating Mr. Seay in his role as Acting General Manager.
<b>Discussion:</b>	The Board discussed Mr. Campbell's recommendation and agreed.
<b>Actual Motion:</b>	Motion to compensate Mr. Seay in his salary as Acting General Manager to be ratified at the February 27, 2023 Regular Board Meeting.
<b>Motion By:</b>	Mr. Hutton

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<b>Second By:</b>	Mrs. C. Miller
<b>Voting:</b>	<b>Ayes:</b> 6
	<b>Nays:</b> 0
	<b>Abstain:</b> 0
<b>End Time:</b>	8:58 pm

<b>Agenda Item: 16</b>	Adjourn
<b>Presenter(s):</b>	Commissioner
<b>Beginning Time:</b>	8:58 pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	None
<b>On the Record:</b>	None
<b>Actual Motion:</b>	Motion to adjourn.
<b>Motion By:</b>	Mr. Taylor
<b>Second By:</b>	Mr. D. Miller
<b>Voting:</b>	<b>Ayes:</b> 6
	<b>Nays:</b> 0
	<b>Abstain:</b> 0
<b>End Time:</b>	8:58 pm

  
\_\_\_\_\_  
Wayne Campbell, Chairman

  
\_\_\_\_\_  
Carol Ann Shaffer, Assistant Secretary



# Washington County Service Authority



## Business Update

# All Employee Meeting

## Christmas Luncheon December 20<sup>th</sup>

1. Employees appreciated the comradery with Board Members & each other
2. Lots of positive comments from employees, everyone together, great food
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:

The Staff got positive comments about our Cultural Beliefs and that we were conducting business “above the line”.

People are happy and smiling – appreciated the communication

People were engaged and listening

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

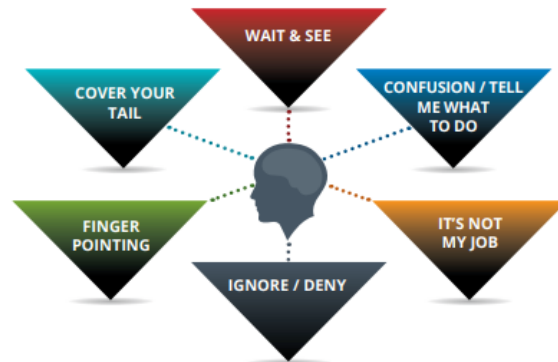
Steps To Accountability®

## **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

- ❖ 4 - Repair parts ordered
  - 190 E. Main; 238 West Main St; 26113 Old trail Rd; 18385 Jeb Stuart Hwy
- ❖ 4 – Schedule repair work (requires above freezing temperatures)
  - 102 Wall Street; 439 Maple St. bonnet repair; 228 W. Glade St. replace FH; 15243 Old Dominion Rd
- ❖ 2 – 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.
- ✓ 3 – Repaired and back in service – 15479 Old Jonesboro Rd; 15179 Mendota Rd; 16287 Brumley Gap Rd
- ❖ 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 February
    - Field test computer expected January 24<sup>th</sup>
  - Itron AMI network in the outer sections of the County needs to be verified by Itron
    - Itron to test/verify in February
  - WCSA and Itron plan to convert one route of meters to AMI read in February
    - Test interface between Temetra and Impresa



# Regulatory Compliance - Water

- ✓ No Violations in December 2022

# Non-Capacity Sewer Overflows

✓ No Sewer Overflows in December 2022

# Mill Creek – Chlorine Contact Tanks

- Both Tanks are planned to be replaced starting in February
- Plan A:
  - WCSA & Town of Chilhowie have tested running plant with one Tank
    - Mill Creek will supply 850 gal/min
      - Supply Town of Chilhowie
    - WCSA will increase output at Middle Fork by 1350 gal/min
      - Supply WCSA customers
- Backup Plan:
  - Mill Creek is shut down – Tank 1 fails while Tank 2 is being replaced
    - WCSA increase output at Middle Fork by 2200 gal/min
      - Supply Town of Chilhowie & WCSA customers
    - Running interconnect field test week of January 23<sup>rd</sup>
    - Middle Fork plant will run 20 hours/day



# Customer Service & Office Restoration

- Water damage on December 25<sup>th</sup>
  - ¾" copper line froze and busted (4 total breaks)
  - Estimated 20,000 gallons water flooded office
- PaulDavis Inc.
  - Started cleanup and drying December 25<sup>th</sup>
  - Completed January 20<sup>th</sup>
- VRSA Insurance Claim
  - Russell Holt is our insurance adjuster
  - Second walk thru January 12<sup>th</sup>
  - Must identify all electronics & contents that were damaged

# Customer Service & Office Restoration

## ❖ Next steps for Office Restoration

- Customer Service office layout
- Flooring for Lobby
- Flooring for Office & Hallway
  - Replace flooring in all areas
    - Including Board Room
- Finalize restoration plans
- Contractor bids

**Thank you**

**Questions?**

# December 2022 Month to Date

	Actual	Budget	Variance	Variance %
<b>Revenue</b>				
Water	\$1,520,865	\$ 1,549,862	\$ (28,997)	-1.87%
Sewer	\$ 259,320	\$ 277,760	\$ (18,440)	-6.64%
<b>Total</b>	<b>\$1,780,185</b>	<b>\$ 1,827,622</b>	<b>\$ (47,437)</b>	<b>-2.60%</b>
<b>Operating Exp.</b>				
Water	\$1,310,258	\$ 1,213,624	\$ 96,634	7.96%
Sewer	\$ 250,847	\$ 210,516	\$ 40,331	19.16%
<b>Total</b>	<b>\$1,561,105</b>	<b>\$ 1,424,140</b>	<b>\$ 136,965</b>	<b>9.62%</b>
<b>Income from Ops.</b>				
Water	\$ 210,607	\$ 336,238	\$ (125,631)	-37.36%
Sewer	\$ 8,473	\$ 67,244	\$ (58,771)	-87.40%
<b>Total</b>	<b>\$ 219,080</b>	<b>\$ 403,482</b>	<b>\$ (184,402)</b>	<b>-45.70%</b>

## Month to Date Notes

**Overall, challenging month financially. Income from Ops. Is below budget by \$184K and last month by \$239K.**

Water Revenue down slightly vs. budget MTD.

Sewer Revenue down vs. budget MTD.

## Key Exp. Variances

	Actual	Budget	Variance	Notes
<b>Water</b>				
Bonus - All Depts	\$ 66,464	\$ 5,528	\$ (60,936)	Bonuses were budgeted throughout the year.
Admin. Comp-Regular	\$ 119,150	\$ 67,792	\$ (51,358)	\$39K payout - Cornett Severance, 3 payrolls
Production - Comp-Regular	\$ 76,406	\$ 49,884	\$ (26,522)	3 payrolls
Legal Fees	\$ 19,328	\$ 4,993	\$ (14,335)	\$12K on Internal Investigation
Prod. General Electricity	\$ 47,283	\$ 33,830	\$ (13,453)	Rate increase and increased usage
Other Equip-Repairs	\$ 13,429	\$ 193	\$ (13,236)	\$4K Generator Service, \$8K Cla-Valve Parts
Cust. Serv. Comp-Regular	\$ 44,422	\$ 32,384	\$ (12,038)	3 payrolls
Mill Creek - Gen. Electric	\$ 24,099	\$ 15,027	\$ (9,072)	Rate increase and increased usage
Sludge Removal	\$ -	\$ 12,298	\$ 12,298	No removal this month
Build.&Grounds Mowing	\$ -	\$ 13,167	\$ 13,167	Mowing suspended until Spring
<b>Sewer</b>				
Other Equip. Repairs	\$ 14,551	\$ 2,882	\$ (11,669)	Generator Service and replacement heaters
Sewer Rent to BVU	\$ 31,927	\$ 21,489	\$ (10,438)	Usage Up
Sewer Rent to Abingdon	\$ 8,382	\$ 4,924	\$ (3,458)	Usage Up



# 2022 December Year to Date

	Actual	Budget	Variance	Variance %
<b>Revenue</b>				
Water	\$ 9,430,523	\$ 9,299,172	\$ 131,351	1.41%
Sewer	\$ 1,586,996	\$ 1,666,557	\$ (79,561)	-4.77%
<b>Total</b>	<b>\$11,017,519</b>	<b>\$10,965,729</b>	<b>\$ 51,790</b>	<b>0.47%</b>
<b>Operating Exp.</b>				
Water	\$ 7,092,396	\$ 7,281,746	\$ (189,350)	-2.60%
Sewer	\$ 1,209,564	\$ 1,263,098	\$ (53,534)	-4.24%
<b>Total</b>	<b>\$ 8,301,960</b>	<b>\$ 8,544,844</b>	<b>\$ (242,884)</b>	<b>-2.84%</b>
<b>Income from Ops.</b>				
Water	\$ 2,338,127	\$ 2,017,426	\$ 320,701	15.90%
Sewer	\$ 377,432	\$ 403,459	\$ (26,027)	-6.45%
<b>Total</b>	<b>\$ 2,715,559</b>	<b>\$ 2,420,885</b>	<b>\$ 294,674</b>	<b>12.17%</b>

Year to Date Notes									
Water Revenue up almost 1.41% vs. budget YTD.									
Sewer Revenue is down YTD vs. budget 4.24%									
Key Exp. Variances									
	Actual	Budget	Variance	Notes					
Admin. Comp-Regular	\$ 475,573	\$ 406,751	\$ (68,822)	\$39K Payout to Cornett					
Sludge Removal	\$ 123,911	\$ 73,788	\$ (50,123)	Will only happen a couple of time each year. YTD Budget OK.					
Prod./Dist.-Comp.-Reg.	\$ 414,479	\$ 369,084	\$ (45,395)						
Telephone	\$ 47,372	\$ 8,750	\$ (38,622)	Budgeting Error					
Comp. Hardware	\$ 36,823	\$ 92	\$ (36,731)	New Servers, Firewall, Updated Wifi					
Legal Fees	\$ 62,586	\$ 29,960	\$ (32,626)						
Maint. - Other Facilities	\$ 7,439	\$ 41,204	\$ 33,765						
Planning Expense	\$ 5,923	\$ 71,300	\$ 65,377	\$6,000 payroll conversion; \$2600 confined space					
				refresh; \$1000 CPR/First Aid; \$18,000 CDL					
				school; \$15,000 supervisor training \$100,000					
				physical requirements analysis					

Accounting Projects		
Item	Date	Status
2022 Audit	January 2023	Preliminary work underway now. Scheduled January 24th-26th.
Internal Investigation	TBD	Information Submitted to Brown Edwards. Should have a response by week-end.
Formalize Month End Process	December 2023	In Progress
Policies and Procedures Manual	December 2023	Started work on a framework for a manual for all accounting processes
2023 Audit	TBD	Start work as soon as 2022 Audit is complete
2024 Budget	February 2023	

# ENGINEERING REPORT/CONSTRUCTION PROJECTS UPDATE – JANUARY 2023

## CAPITAL IMPROVEMENT PROJECTS

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### Inside Engineering:

Spring Lake Road – In April of 2022, WCSA applied for funding to VDH for (5) waterline extension projects. Unfortunately, the projects did not receive any funding. However, WCSA was contacted about the Spring Lake WL Extension Project that was included with the original funding request and we qualified for an EPA grant where we have been awarded \$446,000 in grant for that project. Staff will begin on permitting and project design.

Galvanized Line Phase 3 (G3) – 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 - Taylors Valley, Green Springs Road, Monroe Road Prices Bridge Road – Monroe Road is complete. Contractor continues to work on Prices Bridge Road where a lot of rock has been encountered.

Mendota Waterline Extension Project – Construction is underway.

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 February.

Mill Creek Chlorine Contact Tanks Replacement – Had a progress meeting with the WCSA, Town of Chilhowie and contractor to discuss operating procedures during tank replacement. Site work to begin in February.

Demolition of the Old Route 58 Storage Tank – All metal components of tank have been removed from the site. Contractor is waiting on site conditions to improve so they can get equipment to the site and complete final stabilization (seeding and strawing).

Smyth Chapel Improvements Project – Staff has obtained all necessary easement and is working to finalize the pump station property purchase.

### 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 – Staff is meeting with T&L and will be reducing the overall scope of the original planned “Administrative Improvements” to incorporate lobby renovations and office flooring covering replacement to coincide with the flooding damages.

**CHA Consulting:**

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

## PRIVATE DEVELOPMENT PROJECTS

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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. Inn at Nicewonder Farms – Project is being closed out.
5. Holiday Inn Express at Exit 17 – Project is being closed out.
6. Hampton Inn Exit 17 – Project being closed out
7. Campus Building #3 Expansion – Project is being closed out.
8. Royal Farms #439 – Project has been approved for construction.
9. PINC Sweetbriar Phase 2 – Project is ongoing
10. Private Sewer Extension Blossom Lane Damascus – Reviewing Plans
11. Emory Apartments – Reviewing Plans
12. Meadows at Wallace Sewer and Water Extension – Reviewing Plans

\*Indicates new project

## OTHER TASKS

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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. 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
13. Mary's Chapel and Archery Range Road Project



# Human Resources & Safety Dashboard



## Strategy

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

### Key Process Indicators (KPI) YTD

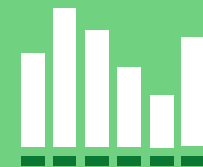
#### Human Capital

Absenteeism	10%
Overtime	6.5 %
Headcount	71
Open Positions	2

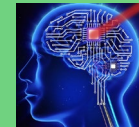
#### Safety

LTA	11/6/21
LI	09/26/22
443 Days without LTA	
TCIR 5.3 (Red) less than 2	

#### Employee Relations



**Score  
Card C+**



**On Our  
Minds**

#### Benefits/Demographics

Payback	\$384,000
Average Age	46
Total Hires	5
Total Terms	Inv 4 Vol 5 = 9
Turnover	12.68%

#### Training/Development Investment



#### Looking Forward



- *Focus Employee Morale*
- *Safety Initiatives*