

**Washington County Service Authority Board of Commissioners
February 26, 2024 Regular Board Meeting Minutes**

Agenda Item: 1	Call the Meeting to Order
Presenter(s):	Vice-Chairman
End Time:	5:58pm

Agenda Item: 2	Roll Call
Presenter(s):	Vice-Chairman
Present:	Mr. Hutchinson, Mrs. C. Miller, Mr. D. Miller, Mr. Thayer, and Mr. Taylor
Absent:	Mr. Campbell, Mr. Hutton
End Time:	5:58pm

Agenda Item: 3	Prayer and Pledge of Allegiance
Presenter(s):	Dwain Miller
Beginning Time:	5:59pm
End Time:	5:59pm

Agenda Item: 4	Approval of the Agenda
Presenter(s):	Vice-Chairman
Beginning Time:	5:59pm
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:	Mrs. Miller
Second By:	Mr. Thayer
Voting:	Ayes: 5
	Nays: 0
	Abstain: 0
End Time:	6:00pm

Agenda Item: 5	Public Query and Comment
Presenter(s):	Vice-Chairman
Beginning Time:	6:00pm
Potential Conflict(s) of Interest and Abstention(s):	None

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Speakers:	None
Discussion:	None
On the Record:	None
Actual Motion:	None
Motion By:	
Second By:	
Voting:	Ayes:
	Nays:
	Abstain:
End Time:	6:00pm

Agenda Item: 6	Approval of the Consent Agenda
Presenter(s):	Vice-Chairman
Beginning Time:	6:01pm
Potential Conflict(s) of Interest and Abstention(s):	None
Discussion:	None
On the Record:	None
Actual Motion:	Motion to approve the consent agenda.
Motion By:	Mr. Hutchinson
Second By:	Mr. Miller
Voting:	Ayes: 5
	Nays: 0
	Abstain: 0
End Time:	6:01pm

Agenda Item: 7	General Manager Report and Update
Presenter(s):	Acting General Manager
Beginning Time:	6:02pm
Potential Conflict(s) of Interest and Abstention(s):	None
Discussion:	Mr. Seay reviewed the attached presentation.
On the Record:	None
Recommendations:	None
Proposed Motion:	None
Actual Motion:	None
Motion By:	

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Second By:	
Voting:	Ayes:
	Nays:
	Abstain:
End Time:	6:19pm

Agenda Item: 8	Financial Report and Update
Presenter(s):	Controller
Beginning Time:	6:19pm
Potential Conflict(s) of Interest and Abstention(s):	None
Discussion:	Mr. Gilbert presented the financial report.
On the Record:	None
Recommendations:	None
Proposed Motion:	None
Actual Motion:	None
Motion By:	
Second By:	
Voting:	Ayes:
	Nays:
	Abstain:
End Time:	6:30pm

Agenda Item: 9	Engineering Report/Construction Projects Update
Presenter(s):	Engineering Manager
Beginning Time:	6:30pm
Potential Conflict(s) of Interest and Abstention(s):	None
Discussion:	Mr. Kiser presented his Engineering report and detailed ongoing construction projects.
On the Record:	None
Recommendation:	None
Proposed Motion:	None
Actual Motion:	None
Motion By:	
Second By:	
Voting:	Ayes:

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Nays:	
Abstain:	
End Time:	6:52pm

Agenda Item: 10	Customer Service Report and Update
Presenter(s):	Acting General Manager
Beginning Time:	6:52pm
Potential Conflict(s) of Interest and Abstention(s):	None
Discussion:	Mr. Seay presented the information for Ms. Edwards who was absent.
On the Record:	None
Recommendation:	None
Proposed Motion	None
Actual Motion:	None
Motion By:	
Second By:	
Voting:	Ayes:
	Nays:
	Abstain:
End Time:	6:53pm

Agenda Item: 11	Human Resources Report and Update
Presenter(s):	Human Resources Manager
Beginning Time:	6:53pm
Potential Conflict(s) of Interest and Abstention(s):	None
Discussion:	Mr. Blevins reviewed the information presented.
On the Record:	None
Recommendation:	None
Proposed Motion:	None
Actual Motion:	None
Motion By:	
Second By:	
Voting:	Ayes:
	Nays:
	Abstain:
End Time:	6:59pm

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Agenda Item: 12	Consideration of Addendum 1 to MOA between WCSA and IDA for Oak Park Sewer Capacity
Presenter(s):	Ron Seay
Beginning Time:	7:00pm
Potential Conflict(s) of Interest and Abstention(s):	
Background:	<p>WCSA has requested that IDA release to WCSA 120,000 gallons per day of the IDA Sewer Capacity so that WCSA may make such capacity available to other users; and IDA is agreeable to deferring the use and/or allocation of said 120,000 gallons per day of sewer treatment capacity (“Deferred Sewer Capacity”) upon the terms and conditions of this Addendum;</p> <p style="padding-left: 40px;">3. <u>Additional Properties.</u> Notwithstanding any of the foregoing or any contrary provision of the 2013 MOU, and upon thirty (30) days advance written notice to WCSA, IDA may allocate any portion of the IDA Sewer Capacity (including the Deferred Sewer Capacity) not allocated to or in use at Oak Park, to any other parcel or parcels of land situate in Washington County, Virginia, wherever the infrastructure exists or will be built to transport waste water from such property to the WCSA waste water collection system (“Additional Property”); provided, however, nothing in this Addendum shall obligate WCSA to pay for the costs of such infrastructure.</p>
Discussion:	
On the Record:	
Enclosures:	
Recommendation:	Subject to answering any questions the Board may have, Staff recommends the Board favorably consider approving Addendum 1 to MOA between WCSA and IDA for Oak Park Sewer Capacity.
Proposed Motion:	Staff recommends the Board favorably consider approving Addendum 1 to MOA between WCSA and IDA for Oak Park Sewer Capacity.
Actual Motion:	
Motion By:	Mr. Thayer
Second By:	Mr. Hutchinson

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Voting: Ayes:	5
Nays:	0
Abstain:	0
End Time:	7:07pm

Agenda Item: 13	Consideration of Document Retention Policy
Presenter(s):	Dwain Gilbert
Beginning Time:	7:08pm
Potential Conflict(s) of Interest and Abstention(s):	
Background:	<u>Background:</u> Currently WCSA uses a document retention policy that varies from the retention schedule recommended by the Library of Virginia. WCSA has limited room in the vault and the current document retention policy does not take advantage of current technology or allow for digital files. Further, some of the retention periods used by WCSA currently require that we keep some documents much longer than the state requires. WCSA also does not have an appointed records officer to manage the process of retaining and properly destroying records.
Discussion:	
On the Record:	
Enclosures:	
Recommendation:	Subject to answering any questions the Board may have, Staff recommends the Board favorably consider adopting the Library of Virginia’s standard as our official document retention policy. The Staff also recommends that the Board allow for the appointment of a document retention officer who will be tasked with making sure that all records are properly maintained and destroyed based on the Library of Virginia’s guidelines.
Proposed Motion:	Move that the Board approve adopting the Library of Virginia’s standard for document retention and allowing the staff to appoint a records officer to manage the process.
Actual Motion:	
Motion By:	Mrs. Miller
Second By:	Mr. Miller
Voting: Ayes:	5
Nays:	0
Abstain:	0
End Time:	7:13pm

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Agenda Item: 14	Request Approval of Amendment No. 4A to the Lee Highway Corridor Sewer Improvements Project
Presenter(s):	Ryan Kiser
Beginning Time:	7:13pm
Potential Conflict(s) of Interest and Abstention(s):	
Background:	<p>The Lee Highway Corridor Sewer Improvements Project has moved into the construction phase of the project. During the final design process and bidding phase. During the final design and Per Revisions submitted to Rural Development, there were cost estimate changes from the original project budget. The WCSA requested T&L to provide updated cost estimates for the construction of the project.</p> <p>With the increased construction costs, Staff met with T&L to develop a process for determining engineering costs based on the revised estimate. Engineering cost are based on construction estimate costs.</p> <p>Not knowing what the project bids would be WCSA the Board approved staff to amend the basic engineering fee based on a construction cost equal to the mid-point between the original and updated construction cost and is represented as follows:</p> <p>Updated construction cost estimate = \$20,584,256 Original construction cost estimate = \$14,563,500 Mid-point construction cost estimate = \$17,573,878</p> <p>Under the Amendment 4, the \$17,573,878 became the floor construction cost estimate. The Amendment #4 established the basic engineering fee as \$1,414,345.</p> <p>This Amendment proposed to adjust the Basic Engineering Fee as follows and percentage is based on fees from Rural Development Curve.</p> <p>Current Basic Fee = \$1,414,345 Actual Construction bids (\$26,220,479 x 7.9%) = \$2,071,418 Difference = Increase of \$657,073</p> <p>The construction bid costs came in at \$26,220,479.</p> <p>This increase of \$657,073 is included in the overall project budget cost of \$33,153,396.</p>
Discussion:	
On the Record:	

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Enclosures:	Proposed Amendment No. 4A
Recommendation:	<u>Recommendation:</u> Subject to answering any questions the Board may have, Staff kindly recommends the Board favorably consider approving Amendment No. 4A to the Lee Highway Corridor Sewer Improvements Project
Proposed Motion:	<u>Possible Motion:</u> Authorize the approval of Amendment No. 4A to the Lee Highway Corridor Sewer Improvements Project.
Actual Motion:	
Motion By:	Mr. Hutchinson
Second By:	Mr. Thayer
Voting: Ayes:	5
Nays:	0
Abstain:	0
End Time:	7:21pm

Agenda Item: 15	Consideration to Add Successor for Electrician/ PLC Technician/ SCADA (Internal add 1 headcount)
Presenter(s):	Shawn Blevins
Beginning Time:	7:21pm
Potential Conflict(s) of Interest and Abstention(s):	
Background:	<p>Currently WCSA has been developing a SCADA system all aimed at improving water distribution/wastewater collection and consistent monitoring of the water distribution/wastewater collection systems for the customers of Washington County. With new technology brings new hurdles and the need to grow and develop internal employees with the right technical skills to install, troubleshoot and program PLC's.</p> <ul style="list-style-type: none"> • Work with current Controls & Electrician Lead to learn SCADA system development and software maintenance; PLC controls for pump stations & lift stations; communications and alarm systems for water distribution and sewer collection systems. • Identify high potential employees and develop succession planning. • Develop a communication roadmap for capturing tribal knowledge. • Implement standard operating procedures for SCADA system.
Discussion:	
On the Record:	
Enclosures:	
Recommendation:	Subject to answering any questions the Board may have, Staff recommends the Board favorably consider approving successor for Electrician/ PLC Technician/ SCADA.

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Proposed Motion:	Staff recommends the Board favorably consider approving successor for Electrician/ PLC Technician/ SCADA.
Actual Motion:	Board approves motion on the condition that the position will be filled without adding headcount. Additionally, Staff agreed to go back to the Board if the position cannot be filled internally which would require them to add one headcount.
Motion By:	Mr. Thayer
Second By:	Mrs. Miller
Voting: Ayes:	5
Nays:	0
Abstain:	0
End Time:	7:42pm

Agenda Item: 16	Consideration to Add Special Projects Coordinator (Internal add 1 headcount)
Presenter(s):	Shawn Blevins
Beginning Time:	7:43pm
Potential Conflict(s) of Interest and Abstention(s):	
Background:	<p>Currently WCSA has seen a number of rehabilitation programs all aimed at improving water delivery to the people of Washington County. With the expected reliable distribution of drinking water the need for a position to oversee the following projects will ensure continued success of delivering Gold Standard water to our customers.</p> <ul style="list-style-type: none"> • Focus on Lead Service Line Inventory – EPA requirement due October 16, 2024. This is just the start of the EPA program to eliminate lead in water distribution. Requires a Service Line Replacement Plan for all distribution and customer service lines. • Non-revenue Water reduction. Currently 28% of the water we produce is non-revenue water. In terms of cost to produce this 28% equates to \$859k in annual cost. • Verify and inspect water distribution valve vaults and valves in the field. State of the valve open/closed based on pressure zone for best case for water distribution system and update GIS mapping.
Discussion:	
On the Record:	
Enclosures:	
Recommendation:	Subject to answering any questions the Board may have, Staff recommends the Board favorably consider approving Special Projects Coordinator position for continued success of WCSA water distribution.

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Proposed Motion:	Staff recommends the Board favorably consider approving Special Projects Coordinator position for continued success of WCSA water distribution.
Actual Motion:	Board moved to approve the Special Projects Coordinator position provided that they are given an annual assessment of the cost-effectiveness and continuing need of the position.
Motion By:	Mr. Thayer
Second By:	Mrs. Miller
Voting: Ayes:	5
Nays:	0
Abstain:	0
End Time:	8:03pm

Agenda Item: 17	Consideration of Purchasing Mowing Equipment and Front-End Loader
Presenter(s):	Ron Seay
Beginning Time:	8:03pm
Potential Conflict(s) of Interest and Abstention(s):	
Background:	<p>For the last two years WCSA has contracted out the mowing of grass and lawn upkeep for our Facilities at an annual cost of \$ 38,805.00.</p> <p>For the last two years WCSA has contracted out the mowing of grass and lawn upkeep for our Remote Sites at an annual cost of \$ 104,779.00.</p> <p>Total annual cost \$ 143,584.00</p> <p>The Leadership Team has reviewed the RFP's and the Department Managers have determined they can maintain the Facilities and Remote Sites mowing and lawn upkeep within their daily duties.</p> <p>To accomplish this WCSA needs to purchase a John Deere X758 Series Tractor with a John Deere 60-inch shaft drive mower deck. Deere and Company have a Procurement Contract with the Commonwealth of Virginia – Contract Number CTR006030 that Public Bodies are authorized to purchase using this contract. Local distributor Meade Tractor has the equipment per Contract CTR006030.</p> <p>Cost of the equipment is \$ 14,621.28. (Total discounts \$ 3,205.72 – 18% on tractor and 23% on mower deck).</p> <p>Hall Creek Wastewater treatment plant needs to purchase a front-end loader for our existing New Holland Workmaster 25S tractor and equip this tractor with turf tires to mow at Hall Creek. The front-end loader will allow us to clean solids out of the pit we dump the Vac Truck load in. Currently the solids in this pit are cut and shoveled by operators. Using a front-end loader will be more efficient and a safer operation for our operators.</p>

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	<p>WCSA has three quotes for the front-end loader with the lowest quote from West Hills Tractor, which is a Sourcewell quote, (contract with the Commonwealth of Virginia). Cost of the front-end loader \$ 3,550.00. The estimated cost of the new turf tires is \$ 500.00.</p> <p style="text-align: center;">Total spend: \$ 18,671.28 Annualized Savings: \$ 143,584.00</p>
Discussion:	
On the Record:	
Enclosures:	
Recommendation:	Subject to answering any questions the Board may have, Staff recommends the Board favorably consider approving WCSA to purchase the John Deere X758 Series Tractor with a 60-inch shaft drive mower deck and a front-end loader for our New Holland Workmaster 25S tractor and new turf tires for our New Holland tractor.
Proposed Motion:	Staff recommends the Board favorably consider approving WCSA to purchase the John Deere X758 Series Tractor with a 60-inch shaft drive mower deck and a front-end loader for our New Holland Workmaster 25S tractor and new turf tires for our New Holland tractor.
Actual Motion:	Board moved to approve the purchasing of mowing equipment with the provision that there are no issues present which would prevent WCSA from not renewing each contract. Additionally, Board requests Staff to provide an update of the true costs of the mowing by the end of the mowing season.
Motion By:	Mr. Miller
Second By:	Mr. Hutchinson
Voting:	5
Ayes:	
Nays:	0
Abstain:	0
End Time:	8:14pm

Agenda Item: 18	Consideration of Commissioner's Comments
Presenter(s):	Vice-Chairman
Beginning Time:	8:14pm
Potential Conflict(s) of Interest and Abstention(s):	None
Background:	None
Discussion:	
On the Record:	None
Recommendation:	None
Proposed Motion:	None
Actual Motion:	None
Motion By:	

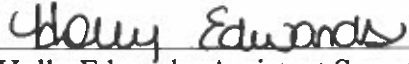
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Second By:	
Voting:	
Ayes:	
Nays:	
Abstain:	
End Time:	8:25pm

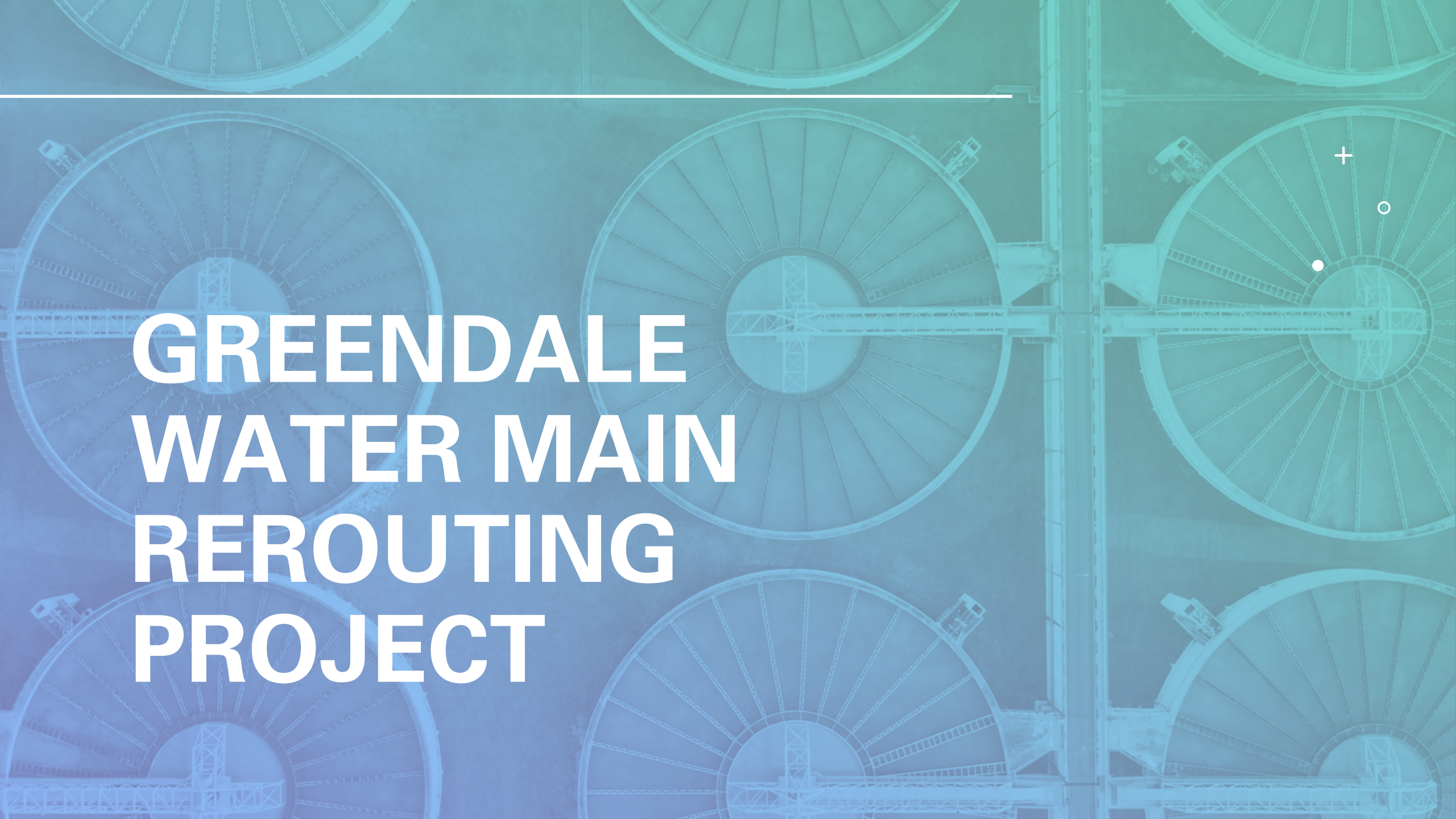
Agenda Item: 19	Adjourn
Presenter(s):	Commissioner
Beginning Time:	
Potential Conflict(s) of Interest and Abstention(s):	None
Discussion:	None
On the Record:	None
Actual Motion:	Motion to adjourn.
Motion By:	Mr. Thayer
Second By:	Mr. Hutchinson
Voting:	Ayes: 5
	Nays: 0
	Abstain: 0
End Time:	8:24pm



 Wayne Campbell, Chairman



 Holly Edwards, Assistant Secretary



GREENDALE WATER MAIN REROUTING PROJECT

FOCUSED RECOGNITION



I want to recognize our WCSA Crew laying Water Line for demonstrating:

WCSA Water Line Crew:

Randy Gobble
Travis Hughes
Josh Stewart

Trey Burke
Dillion Richardson
Caleb Clark



CUSTOMER FIRST



EVERYONE MATTERS



OWN IT



BE BOLD



FOCUS NOW

In the Following Manner:

I want to recognize our Water Line Crew this month for their skills and abilities to lay water lines in challenging locations and terrain. Their work habits are focused on safety and getting the job done right. WCSA had to replace a water line in Greendale adjacent to Home Slice Restaurant. Contractors low bid for the job was \$88k. Our crew reviewed the job including a road crossing and a creek crossing and they felt confident they could get the job done. Our Water Line Crew has finished the job and their results are excellent. Overall savings for WCSA is \$34k.

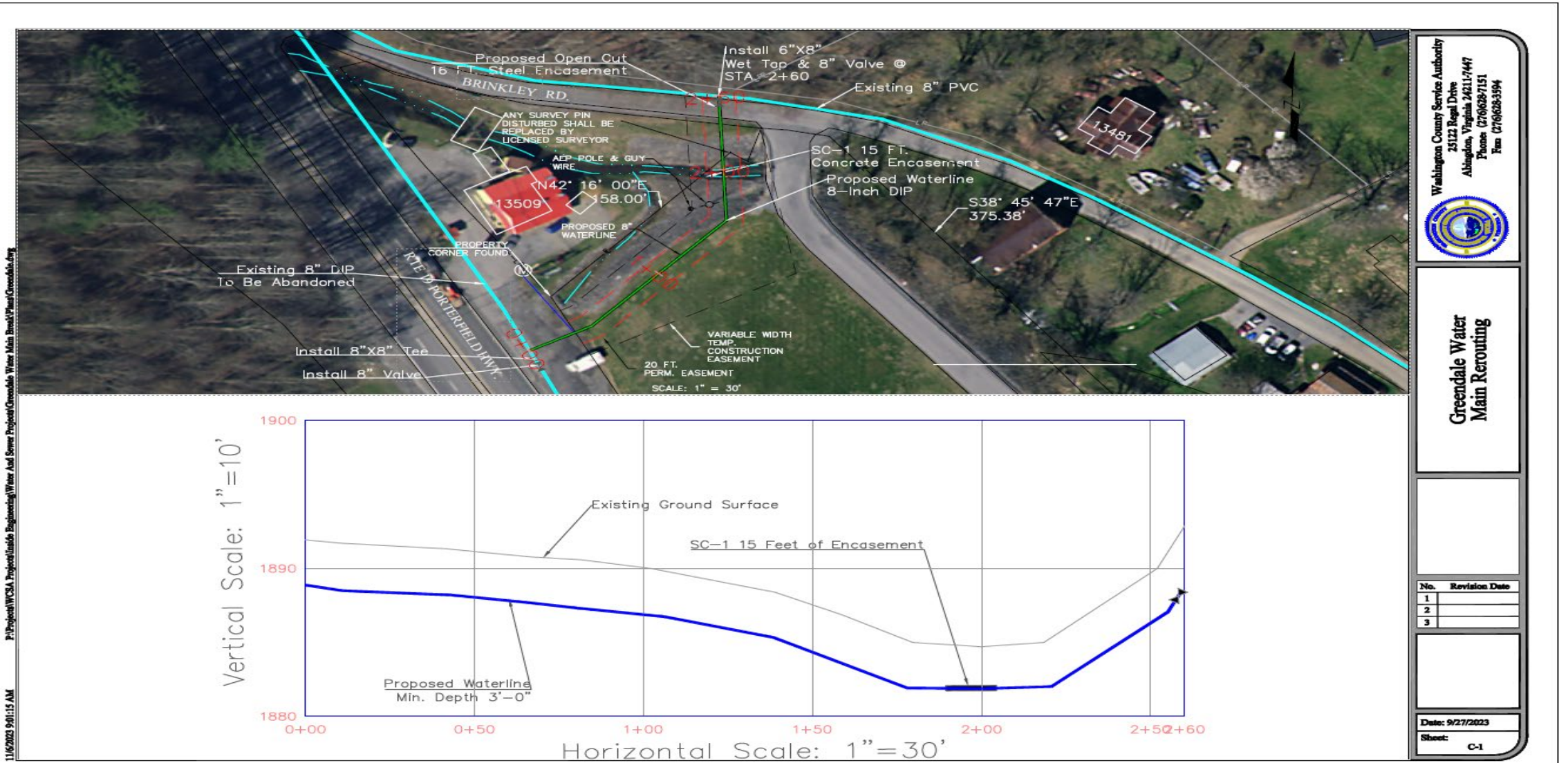
Project Overview

- This project consisted of 259 L.F. of 8-inch ductile iron pipe
- 1 VDOT road crossing which required roughly 20 L.F. of 16-inch steel encasement
- 1 stream crossing which resulted in 25 L.F. of concrete encasement
- This project was initiated to save the Service Authority a substantial amount of money due to the high contractor bids

Project Engineering

- Engineering was required throughout the duration of this project.
- Plans were drafted along with easements for the Greendale Chapel and Homeslice Restaurant
- Communication was kept with the U.S. Army Corps of Engineers and VDOT for the open cut road and stream crossing
- Engineering assessed the required equipment needed to complete the project in a cost effective and timely manner

Project Plans



11/6/2023 9:01:15 AM P:\Projects\WCSA Projects\Inside Engineering\Water And Sewer Projects\Greendale Water Main Reroute\Plant\Greendale.dwg

Washington County Service Authority
 25112 Regal Drive
 Abingdon, Virginia 24211-7447
 Phone: (276)629-7151
 Fax: (276)628-3394



Greendale Water Main Rerouting

No.	Revision Date
1	
2	
3	

Date: 9/27/2023
 Sheet: C-1

Project Photos



Project Photos



Project Photos



Project Photos



Project Photos



Project Photos



Project Cost & Savings

- Contractor Low Bid, (No Pipe & Engineering):
 - Little B Enterprise Inc.: \$87,832

- WCSA Cost in comparison to Contractor Bid (No Pipe & Engineering):
 - WCSA: \$53,738

- Pipe & Engineering cost: \$10,232

- WCSA Savings:
 - Contractor Bid \$ 88k
 - WCSA Project cost \$ 54k

- ✓ Savings \$ 34k

Washington County Service Authority



Business Update

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

Steps to Accountability

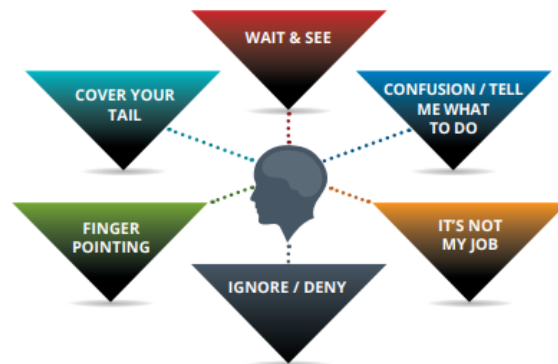
Steps To Accountability®

ABOVE THE LINE®

Steps To Accountability®



THE LINE



BELOW THE LINE®

Blame Game

The Oz Principle® DEFINITION OF ACCOUNTABILITY

a **personal choice** to rise above one's circumstances and demonstrate the ownership necessary for achieving Key Results; to **See It, Own It, Solve It, Do It.**®

Regulatory Compliance - Water

✓ No Violations in December 2023

- Middle Fork, Mill Creek, Taylors Valley
- Hidden Valley
- Mendota
- Hayters Gap
- Green Springs

Regulatory Compliance - Wastewater

✓ **Overflow in December 2023**

- Hall Creek Wastewater Treatment Plant
 - Overflow occurred at Glade #1 Sewage Pump Station
 - Overflow started on December 14th around 5:00 pm and continued till 6:30 am on December 15th
 - Duration of 13.5 hours approximately 43,000 gallons overflowed
 - The overflow occurred after a Generator Preventative Maintenance check was conducted. The cause was found to be an inrush of current to the control circuit breaker causing it to trip during transfer back to main power.
 - Control circuit tripped the pumps would not run
 - Process changes have been implemented to prevent this from occurring

✓ **No Violations in December 2023**

- Damascus Wastewater Treatment Plant

Hydrant out-of-service rate

Fire Hydrants in system – 1738

Fire Hydrants out of service – 0

Great Job! Bobby Gobble & Maintenance Team

- ❖ 0 - Repair parts ordered

- ❖ 0 – Repair work scheduled

- ✓ 6 – Repaired and back in service – High Meadows Trail; near Greendale Church; Rich Valley Road; McGhee Lane; Mendota Road; Cook Street

- ❑ **Priority for out of service hydrants are the same as a line break.**

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
 - ❖ Itron AMI network in the outer sections of the County needs to be verified by Itron
 - ❖ WCSA and Itron converted one route of meters (2300+) to AMI read
 - ❖ Next step:
 - Converted remainder of route to network 2300+ meters
 - Test network reading and billing process – meters read via network (4 read cycles)
 - Customer interface training for Customer Service
 - Then roll out to Customers
- Current Issue – 682 ERTs not responding to network read
 - Itron determined root cause
 - Have to replace the 682 ERTs at Itron's expense

Itron AMI Meter Project

The resolution and preventative action:

- The 683 devices that have been affected to date are unfortunately unrecoverable and need to be replaced.
- Itron will replace the 683 devices at **NO CHARGE plus reimburse WCSA for manual reading hours**
- Itron has put measures in place in the back-office ISM synch process of the mobile collector to prevent the issue from reoccurring

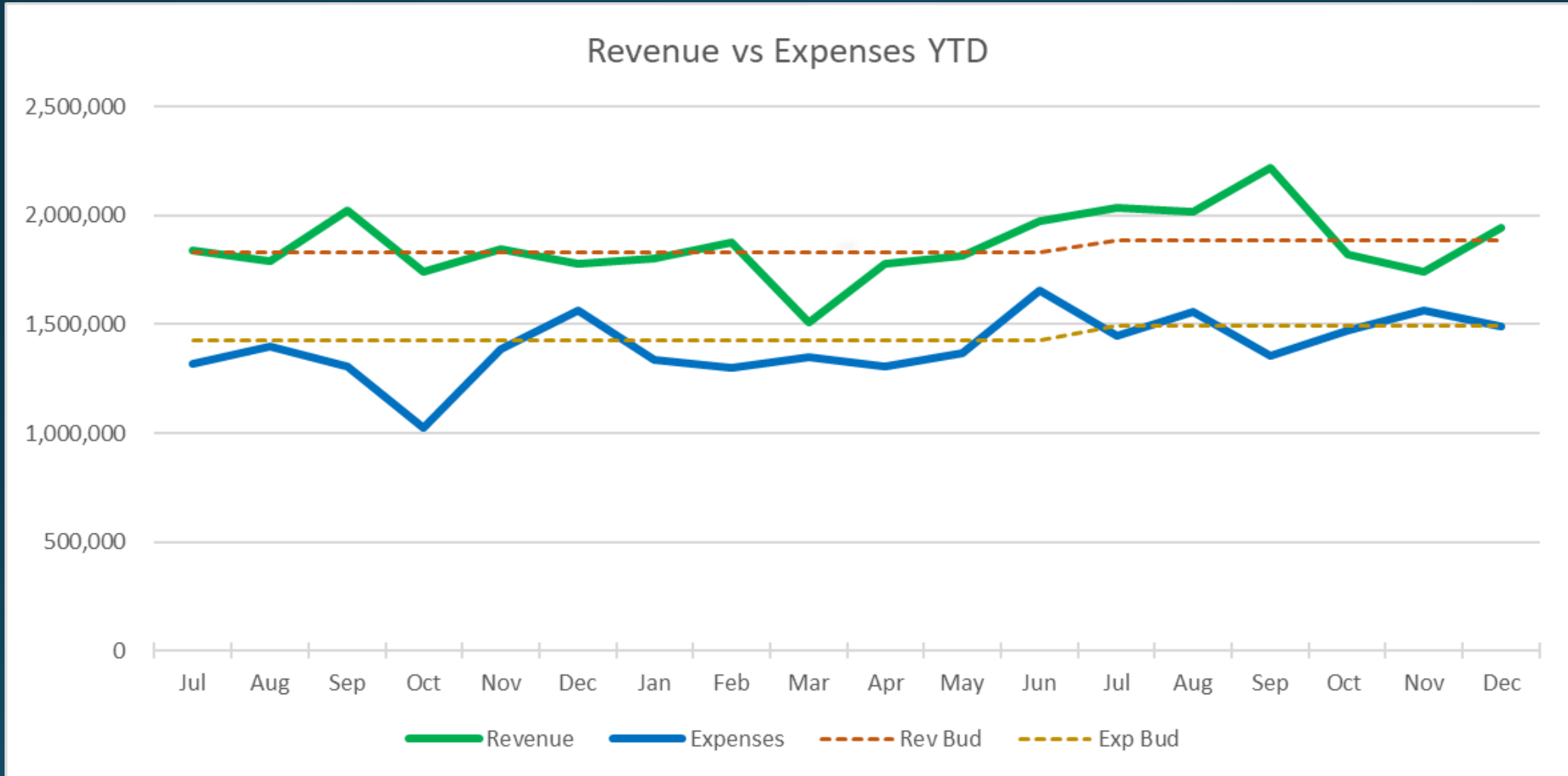
Timeline for RMA replacement ERT's:

- We received 400 ERT's in late December.
- We replaced 380 of the failed ERT's in the field, (keeping 20 for new taps & spares)
- Remaining 303 ERT's will be replaced when Itron delivers additional units to us (February)
- Itron will reimburse WCSA labor cost to exchange ERT's

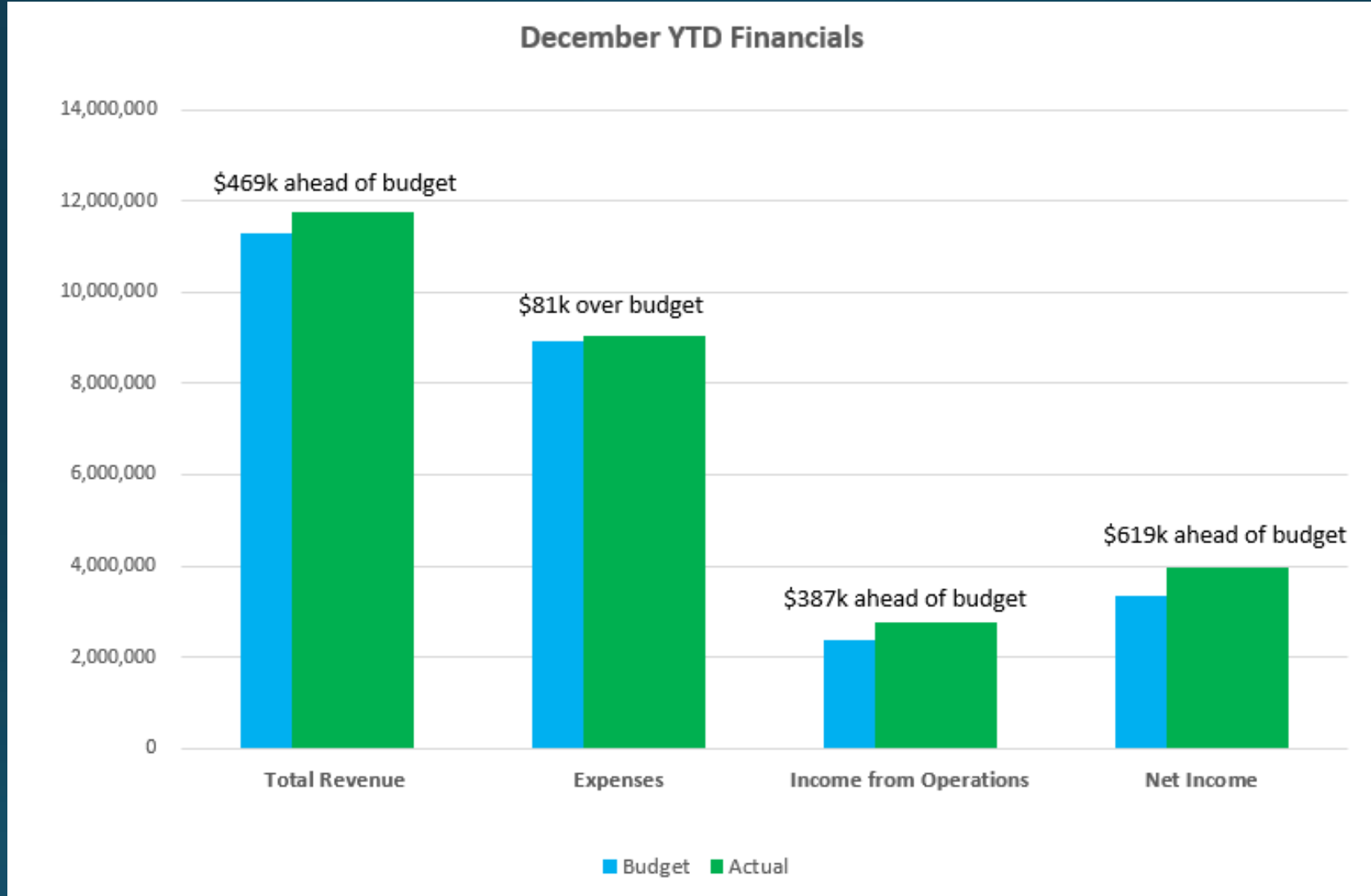
Strategic Initiatives

Priority	Item #		Owner	Resources	Status	Completion Date
1	1	Facility Security, EE badge system, facility cameras	Shawn	TriCities IT	on-target	FY24 Q3
1	2	Business System including Financials, Inventory, accounts receivables, accounts payable, Purchase orders, work orders, asset management, time keeping & pay roll, HRIS, Billing	Dwain	Holly, Shawn, Hunter, Ron	on-target	FY24 Q4
1	3	Financial Processes defined, documented and EE's Trained	Dwain	Holly, Ron	on-target	FY24 Q3
	4	Develop / Implement Customer Satisfaction Survey	Holly	use 3rd party	on-target	FY24 Q3
	5	Identify areas of need in the community with failing septic and quality or quantity of drinking water - secure funding for Projects	Ryan	Engineering Dept.	on-target	FY24 Q4
1	6	Asset Management, Predictive & Preventative Maintenance (VDH requirement)	Ron	Hunter, Ryan, Dwain, Karen	on-target	FY24 Q4

Financial Summary



Financial Summary



Revenue is up 4%

Expenses up 0.9%

Expenses are slightly over budget, with Net Income \$619k ahead of budget

Employee Bonus - 2024

Board & Staff Recommendation:

Part A:

\$500 Christmas Bonus for each Employee
(includes part time employees)

Part B:

Performance based Bonus with maximum payout of \$500
(includes part time employees)

- ❖ (50%) - Safety – No lost time accidents in FY2023
- ❖ (50%) - Reduction in Expenses of 3% for FY2023

Maximum Bonus payout: \$73,000

Total payout (including taxes): \$87,600

<1 to 5 years – 47%

6 to 10 years – 10%

10 years plus - 43%

Employee Bonus - 2024

FY2023 Year to Date Performance to achieve Bonus:

Part B:

Performance based Bonus with maximum payout of \$500
(includes part time employees)

❖ Safety (50%) – No lost time accidents in FY2023

YTD: Zero Lost time accidents

Score: 100% = \$250

❖ (50%) Reduction in Expenses of 3% for FY2023

- (Income from Operations is 16% ahead of Budget)

YTD: (0.9%)

Score: 0% = \$0

<1 to 5 years – 47%

6 to 10 years – 10%

10 years plus - 43%

Thank you

Questions?

December 2023 MTD Financial Summary

	Actual	Budget	Variance	Variance %
Revenue				
Water	\$ 1,675,286	\$ 1,613,943	\$ 61,343	3.80%
Sewer	\$ 266,579	\$ 270,603	\$ (4,024)	-1.49%
Total	\$ 1,941,865	\$ 1,884,546	\$ 57,319	3.04%
Operating Exp.				
Water	\$ 1,270,641	\$ 1,263,178	\$ 7,464	0.59%
Sewer	\$ 222,248	\$ 227,824	\$ (5,576)	-2.45%
Total	\$ 1,492,890	\$ 1,491,002	\$ 1,887	0.13%
Income from Ops.				
Water	\$ 404,644	\$ 350,766	\$ 53,879	15.36%
Sewer	\$ 44,330	\$ 42,778	\$ 1,552	3.63%
Total	\$ 448,975	\$ 393,544	\$ 55,431	14.09%

December 2023 MTD Key Variances

Key Exp. Variances

Water	Actual	Budget	Variance	Notes
Sludge Removal	\$ 100,561	\$ 10,667	\$ (89,894)	Budgeted Monthly
Depreciation	\$ 356,370	\$ 281,930	\$ (74,440)	Galvanized Line Replacement (\$32M) Depreciation started June 30th
Production Electricity	\$ 51,291	\$ 39,238	\$ (12,053)	Missed Budget number
Planning Expense		\$ 10,000	\$ 10,000	Budgeted for Rate Study
Mowing	\$ -	\$ 12,712	\$ 12,712	Budgeted Monthly, will resume in Spring
CompSoft -Maint. Agreement	\$ 2,303	\$ 17,750	\$ 15,447	Fees for subscription to Inhance and other software, Not billed every month
Sewer				
Motor/Pumps	\$ 11,731	\$ 167	\$ (11,565)	Pump Rotating Assembly
Sewer Rent to BVU	\$ 16,407	\$ 28,897	\$ 12,489	

December 2023 YTD Financial Summary

	Actual	Budget	Variance	Variance %
Revenue				
Water	\$ 10,194,418	\$ 9,683,660	\$ 510,758	5.27%
Sewer	\$ 1,581,930	\$ 1,623,616	\$ (41,686)	-2.57%
Total	\$ 11,776,347	\$ 11,307,276	\$ 469,072	4.15%
Operating Exp.				
Water	\$ 7,654,687	\$ 7,579,067	\$ 75,621	1.00%
Sewer	\$ 1,372,405	\$ 1,366,947	\$ 5,459	0.40%
Total	\$ 9,027,092	\$ 8,946,013	\$ 81,079	0.91%
Income from Ops.				
Water	\$ 2,539,731	\$ 2,104,593	\$ 435,137	20.68%
Sewer	\$ 209,525	\$ 256,669	\$ (47,145)	-18.37%
Total	\$ 2,749,255	\$ 2,361,263	\$ 387,993	16.43%

December 2023 YTD Key Variances

Key Exp. Variances

Water	Actual	Budget	Variance	Notes
Depreciation - Lines	\$ 1,415,560	\$ 986,902	\$ (428,658)	Galvanized Line Replacement (\$32M) Depreciation started June 30th
Planning Expenses	\$ 500	\$ 60,000	\$ 59,500	Budgeted as Rate Study and CDL schooling; Hasn't happened yet
Inventory Variance	\$ (55,380)	\$ 27,024	\$ 82,405	\$52K, Added price to 600hp vertical pump at Middle Fork
Insurance Recoveries/Refund	\$ (251,968)	\$ (108,020)	\$ 143,948	Insurance Recover from 2022 Flood, Budgeted Yearly
Sewer				
Outside Services	\$ 73,177	\$ -	\$ (73,177)	Hall Creek Sewer Study; Budgeted on FY 23, Emory Sewer Study, not budgeted

2023 Financing Activities

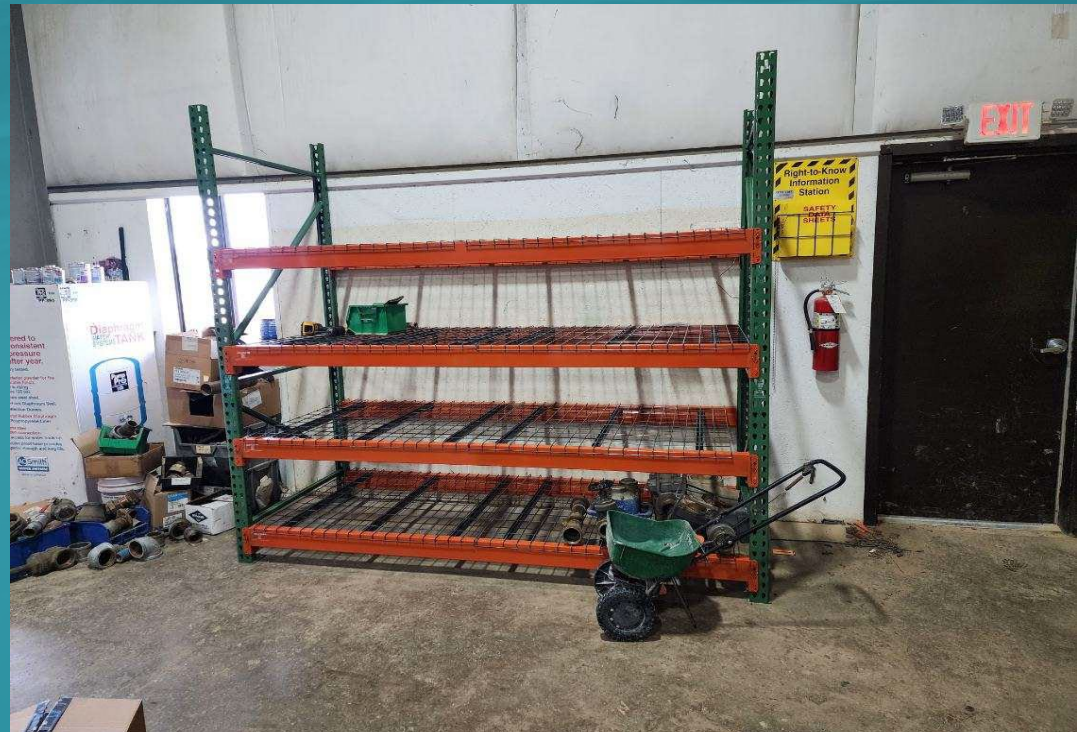
	MTD	YTD
Interest Income	\$ 133,793	\$ 791,181
Financing Exp.	\$ (182,259)	\$ (1,187,669)
Total	\$ (48,467)	\$ (396,488)

Grants Received:

Mendota Extension Grant	\$ 161,235
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Accounting Projects

- Maintenance Racking
 - Added 192 new bin locations for small parts
 - Added 13 new large rack sections
 - Will be adding new bin location tags
- Fixed Asset Review
 - Identifying items on Fixed Asset List
 - Reviewing Useful Life
 - Creating Better Descriptions and Record Keeping
- ERP System Upgrade
 - Initial Meeting with Harris Group (Current)
 - Discussed current software and available Upgrades
 - Meeting scheduled with Oracle to discuss software and price.



Thank you

Questions?

Water Line Extension Projects

- Spring Lake Road - Staff has submitted contract documents and specifications to the Virginia Department of Health and has responded to VDH comments
- Once staff receives VDH construction permit, project will be advertised for construction bids.

Future Waterline Extension Projects – Staff has accepted the VDH grant funding for:

Buffalo Pond - \$690,835 grant

Flatwood Acres - \$844,327 grant

Staff has started on formulating easements and design for the projects.

Mendota Waterline Extension Project

Contract 2

- Line work is complete on Contract 2. Staff is working to close out this portion of the project.
- Project has reached substantial completion and WCSA has received permission from VDH to place line in service.
- After WCSA flow test hydrants, staff will communicate with property owners that they can connect to new line (29 connections).

Mendota Waterline Extension Project

Contract 1

- This month the Board is reviewing the Cleanup Change Order for Contract 2 where project was \$67,603 under contract price. Those funds plus the contingency funds of \$163,049 will be applied towards the budget of Contract 1 to change order in additional pipe to complete the project.
- Work continues and has been delayed due to weather.
- Substantial completion has been established as June 1, 2024

Mary's Chapel Project/Archery Range Road

- Waterline work continues on the project and the project is progressing very well.
- All the waterline on for Mary's Chapel and Archery Range Road has been installed.
- Contractor has excavated out for pump station site.
- % Complete by Value = 52 %
- % Complete by Time = 59 %



Mill Creek Chlorine Contact Tanks Replacement

- Contractor has completed the installation of Tank No. 2
- Work to be completed is coating the tank floor and that is weather dependent.
- After floor is coated, tank will be filled and disinfected.



Smyth Chapel Improvements Project

- Staff has Thomson & Litton completing the electrical portion of the plans. Upon completion of that portion WCSA will be able to submit plans to VDH for approval.
- This project is being funded by WCSA.
- Should be on schedule to advertise in the Spring and complete with contractor or more than likely will complete the line portion of the project with our WCSA waterline crew.

Lee Highway Corridor Sewer Improvements Project

<u>Contract</u>	<u>% Complete Value</u>	<u>% Complete Time</u>
1 - King Mill Pike and Hall's Bottom Forcemain, Jones	2.7 %	8.2 %
2 - Lee Highway Gravity Sewer and Force Main, Jones	4.2 %	7.8 %
3 - Halls Bottom Gravity, Mendon	10.8 %	7.3 %
4 - Pump Stations, Jones	6.3 %	7.8 %

Potential Sewer Project

- Staff has sent surveys out to property owners in the Exit 13 Phase 2B project areas, between Town of Abingdon and Airport.
- Thus far we have received 19 out of 39 as interested or 49%, funding required 75% participation.
- Property in project areas has agreed to visit other property owners that did not respond.
- Next step would be to work with project champion and also have a public meeting to discuss project and solicit formal User Agreements.



Potential Sewer Projects

- What other project are on the Boards mind for staff to prioritize and begin communicating with property owners.

Developer Projects

- Arbor Townhouses Emory
- Wolf Creek Trail Townhouses
- Glade Spring Apartments
- Virginia Highlands Airport
- Damascus Inn
- Village on Green Spring
- Ace Hardware at Meadows
- Campus Building #2
- Firestone at Meadows

**CUSTOMER SERVICE DEPARTMENT ACTIVITY REPORT
ENDING DECEMBER 31, 2023**

TOTAL COLLECTIONS/DEPOSITS: \$1,676,828.12

CLASSES BILLED

CLASS 1

Accounts Billed: 5,937
Gallons Billed: 26,009,000
Water Charges: \$433,395.24
Sewer Charges: \$21,746.93

CLASS 2

Accounts Billed: 4,840
Gallons Billed: 28,647,658
Water Charges: \$365,182.40
Sewer Charges: \$133,989.57

CLASS 3

Accounts Billed: 3,755
Gallons Billed: 18,736,000
Water Charges: \$251,567.13
Sewer Charges: \$52,531.62

CLASS 4

Accounts Billed: 2,620
Gallons Billed: 11,513,000
Water Charges: \$171,322.86
Sewer Charges: \$0

CLASS 5

Accounts Billed: 3,038
Gallons Billed: 18,791,000
Water Charges: \$227,093.02
Sewer Charges: \$16,291.05

CLASS 6

Accounts Billed: 2,647
Gallons Billed: 12,875,00
Water Charges: \$177,209.98
Sewer Charges: \$36,994.34

FINAL BILLS/CLASS 990

Accounts Billed: 107
Gallons Billed: 210,000
Water Charges: \$3,985.06
Sewer Charges: \$820.13

TOTAL ACTIVE WATER CUSTOMER BASE (November)
22,208

TOTAL ACTIVE WATER CUSTOMER BASE (December)
Residential: 19,996
Non-Residential: 2,244

TOTAL ACTIVE SEWER CUSTOMER BASE (December)
Residential: 1,903
Commercial: 166
Industrial: 29

TOTAL SEWER GALLONS BILLED

Residential: 8,256,000
Commercial: 2,411,000
Industrial: 3,654,329

TOTAL SEWER GALLONS BILLED-TOWN OF DAMASCUS

Residential: 1,132,000

Commercial/Industrial: 1,019,000

TOTAL ACTIVE SEWER CUSTOMER BASE FOR TOWN OF DAMASCUS

Residential: 324

Industrial: 76

DELINQUENCY PROCESSING

Accounts with Late Charges Processed: 3,290

Total Disconnect Notices Processed: 758

Total Disconnection for Non-Payment: 284

GENERAL ACTIVITIES

New Connections Applied for: Water – 12(0 Project) Sewer– 0(0 Project)

Reconnections/Transfers of Service: 119

DISPUTES RECEIVED: 0

DISPUTES RESPONDED TO: 0

DISPUTE MEETINGS: 0

ABATEMENTS DUE TO LEAKS

Total Accounts Abated due to Leaks: 57

Total Dollar Amount Abated: \$35,107.99

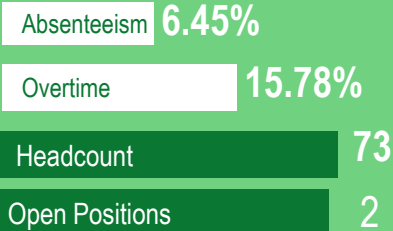
BAD DEBT WRITE-OFFS: \$282.97

Human Resources & Safety Dashboard

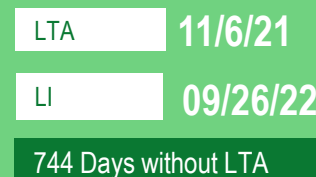


Key Process Indicators (KPI)

Human Capital



Safety



Employee Relations

Anniversaries
Alan Dillon 30 years

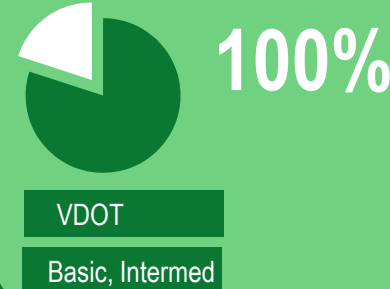


On Our
Minds

Benefits/Demographics



Training/Development Investment



Promotions/New Hires

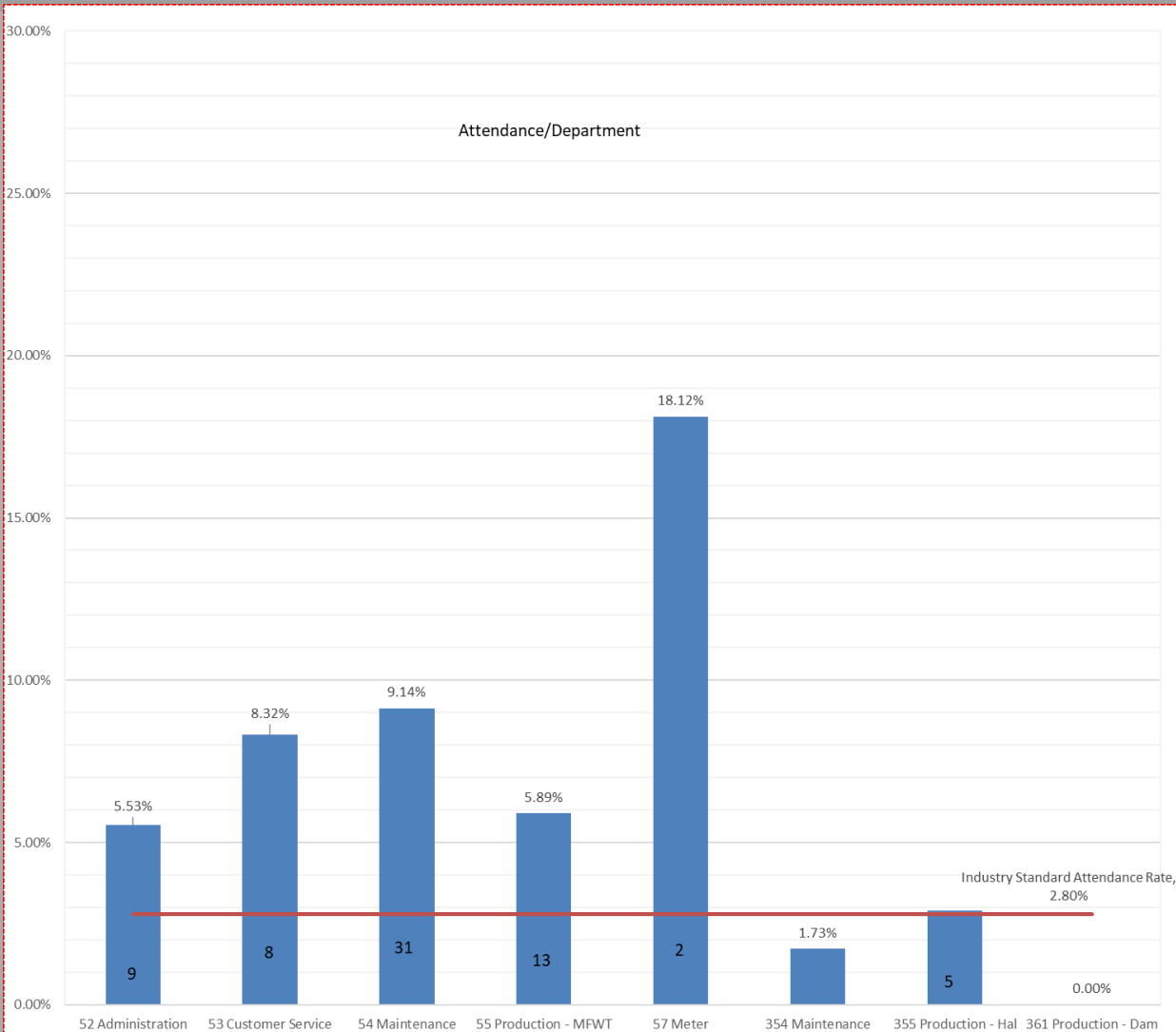
0 New Hire
0 Promotions
0 Terminations

Strategy

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

Human Capital KPI

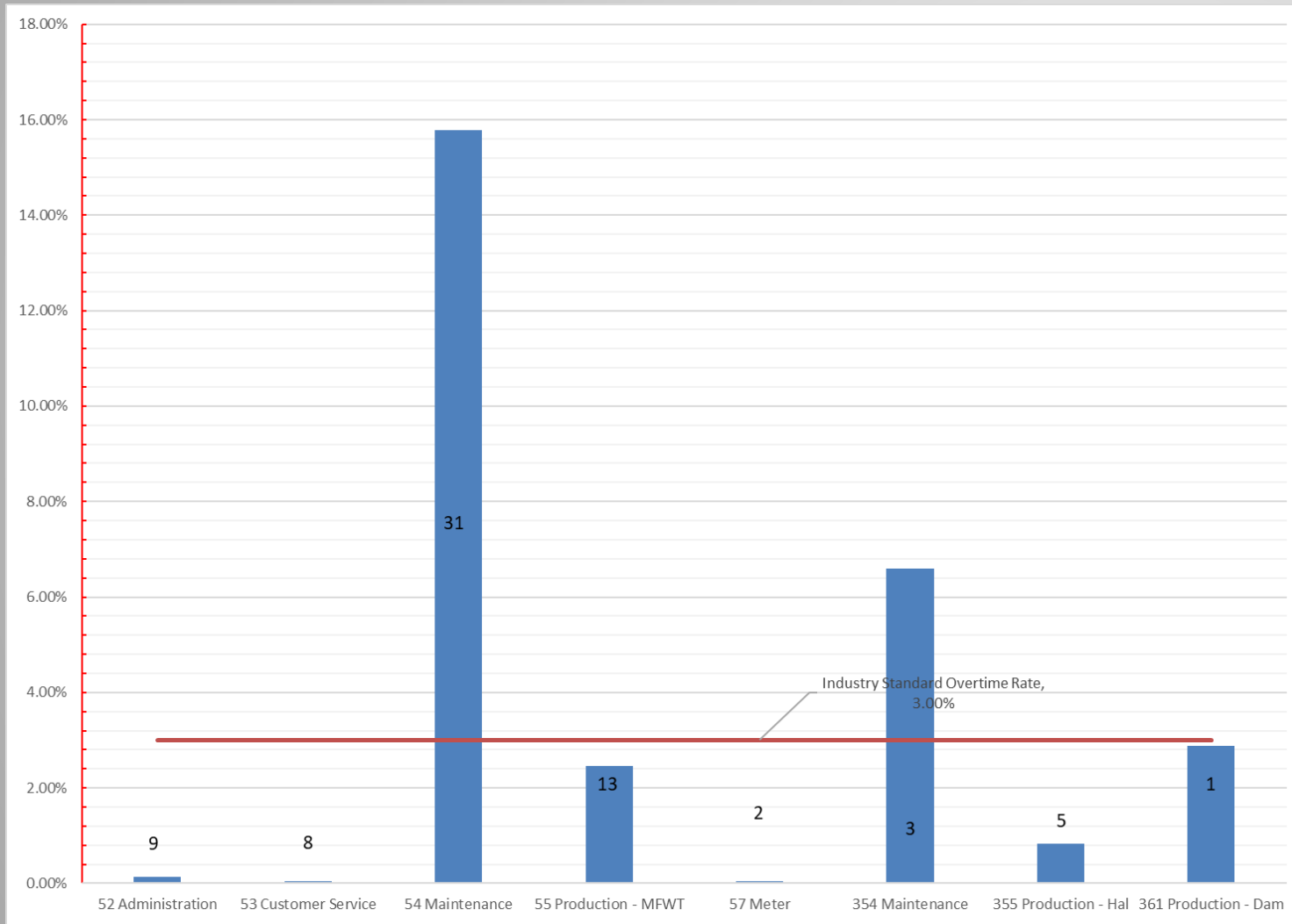
Attendance



- Red line represents Industry Standard for Absenteeism 2.8%
- Black # within the blue bar chart represents the # of employees by department
- Damascus perfect attendance
- Average absenteeism 6.45% up from 4.56

Human Capital KPI

Overtime

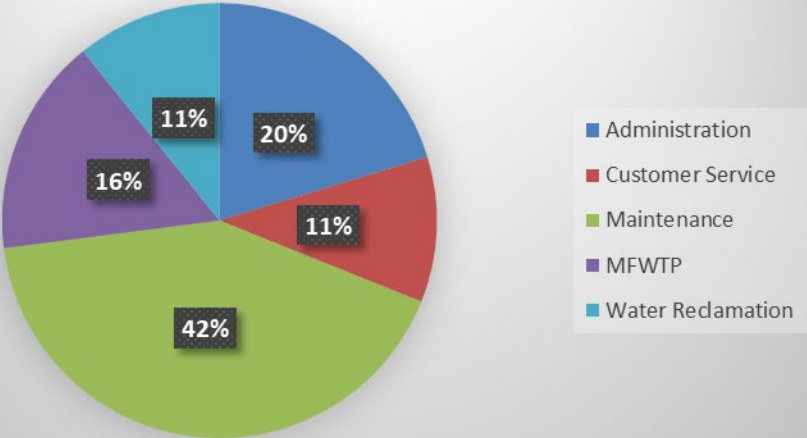


- Red line represents Industry Standard for Overtime at 3%
- Black # within the blue bar chart represents the # of employees by department
- Average OT is 15.78% up over last month 7.39%

Human Capital KPI

Headcount

Headcount



Open Positions

- 1

New Hires

- 0

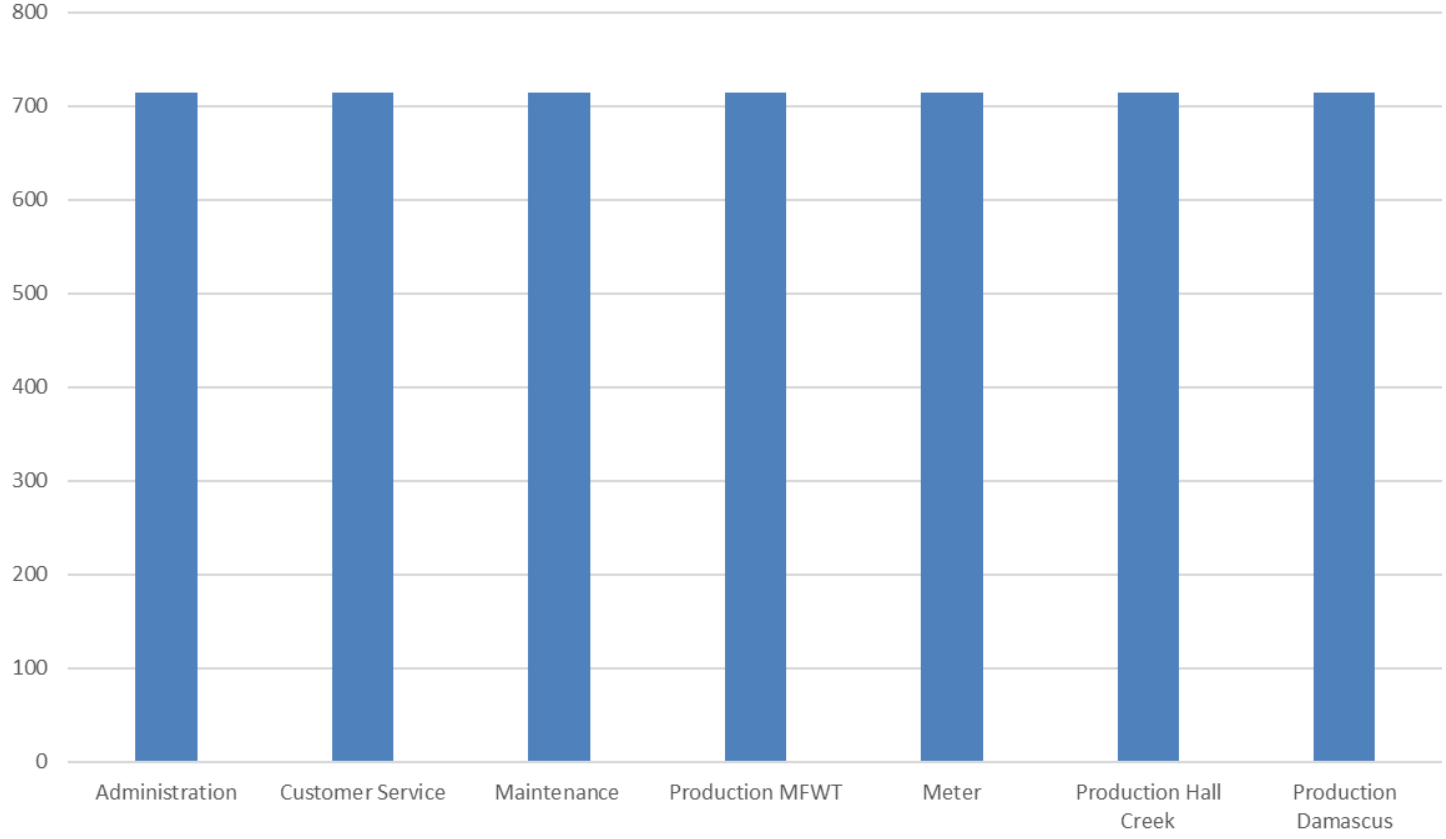
Terminations

- 0

Human Capital KPI

Safety

Days Without a LTA



Days without a Lost Time Accident

- Administration-744
- Customer Service-744
- Maintenance-744
- Productions MFWT-744
- Meter-744
- Production Hall Creek-744
- Production Damascus-744

Human Capital KPI

- **Promotions**
 - 0
- **New Hires**
 - 0
- **Terminations**
 - 0

Human Capital KPI

