

**Washington County Service Authority Board of Commissioners
March 25, 2024 Regular Meeting Minutes**

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

Agenda Item: 2	Roll Call
Presenter(s):	Chairman
Present:	Mr. Campbell, Mr. Hutchinson, Mr. Hutton, Mrs. C. Miller, Mr. D. Miller, Mr. Thayer
Absent:	Mr. Taylor
End Time:	5:59pm

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

Agenda Item: 4	Approval of the Agenda
Presenter(s):	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:	Mr. Hutchinson
Second By:	Mrs. Miller
Voting:	Ayes: 6
	Nays: 0
	Abstain: 0
End Time:	6:00pm

Agenda Item: 5	Public Query and Comment
Presenter(s):	Chairman
Beginning Time:	6:00pm
Potential Conflict(s) of Interest and Abstention(s):	None
Speakers:	Mrs. Harrison, Location Leader with the Washington County Isaiah House, questioned whether or not WCSA would be able to waive sewer

**Washington County Service Authority Board of Commissioners
March 25, 2024 Regular Meeting Minutes**

	and water connection fees considering their non-profit status. The Board said that staff would look into the legality of the request.
Discussion:	None
On the Record:	None
Actual Motion:	None
Motion By:	
Second By:	
Voting:	Ayes:
	Nays:
	Abstain:
End Time:	6:04pm

Agenda Item: 6	Approval of the Consent Agenda
Presenter(s):	Chairman
Beginning Time:	6:04pm
Potential Conflict(s) of Interest and Abstention(s):	None
Discussion:	The Chairman recognized staff with Years of Service anniversaries this year and thanked them for their service and dedication to WCSA.
On the Record:	None
Actual Motion:	Motion to approve the consent agenda.
Motion By:	Mr. Hutton
Second By:	Mr. Hutchinson
Voting:	Ayes: 6
	Nays: 0
	Abstain: 0
End Time:	6:04pm

Agenda Item: 7	Consideration of Project Bids for Spring Lake Road Waterline Extension Project
Presenter(s):	Ryan Kiser
Beginning Time:	6:05pm
Potential Conflict(s) of Interest and Abstention(s):	
Background:	The Spring Lake Road Waterline Extension Project has been advertised. Bids are to be received on March 25 th at 11:00 a.m.

**Washington County Service Authority Board of Commissioners
March 25, 2024 Regular Meeting Minutes**

Discussion:	
On the Record:	
Enclosures:	
Recommendation:	Bids will be reviewed, and a recommendation provided to the Board for review.
Proposed Motion:	
Actual Motion:	
Motion By:	Mr. Miller
Second By:	Mr. Hutchinson
Voting: Ayes:	6
 Nays:	0
 Abstain:	0
End Time:	6:10pm

Agenda Item: 8	Consideration of Request to Apply for FY 2025 VDH Funding and Contribute WCSA Funds
Presenter(s):	Ryan Kiser
Beginning Time:	6:10pm
Potential Conflict(s) of Interest and Abstention(s):	
Background:	<p><u>Background:</u> Staff has been working with residents that have inquired about public water. Since that time user Agreements have been received from Potter Road, where 57% participation has been achieved.</p> <p>Staff has also evaluated the need to replace a (2) sections of Transite waterline on Green Springs Church Road and Lake Road. These lines are very dated and WCSA has experienced several breaks on these lines throughout the years. Working on the line is problematic due to asbestos material and most of the time requires boil water advisories to be issued. The below table indicated the number of customers on each water line.</p> <p>Staff is also requesting permission to apply for PFAS Funding.</p> <p>WCSA also applied for funding for Spoon Gap Road and Black Hollow Road in FY 2024 and was unsuccessful on a funding package. Staff plans to reapply for these projects in FY 2025.</p> <p>Participation requirement to apply for VDH funding is a requirement of greater than 50% participation. Typically it is also WCSA's practice and policy to provide \$1,500 per committed connection. For the (4) committed connections on Potter Road, this would account for \$6,000.</p> <p>The results of User Agreements (participation) are indicated below:</p>

**Washington County Service Authority Board of Commissioners
March 25, 2024 Regular Meeting Minutes**

	<u>Location</u>	<u>No. Committed Connections</u>	<u>No. Possible Connections</u>	<u>Percentage Participation</u>
	Potter Road	4	7	57%
	Green Springs Church Road	27 customers on this line		
	Lake Road	52 customers on this line		
	South Monte Vista Drive	55 customers on this line		
	Bluff Hollow Road	10	10	100%
	Spoon Gap Road	4	6	66%
	Projects are not in the five-year rate and financial plan and will represent new revenue requirements should they be funded.			
Discussion:				
On the Record:				
Enclosures:	None			
Recommendation:	<u>Recommendation:</u> Subject to answering any questions that you may have, staff kindly recommends proceeding forward with an application of funding to for PFAS Treatment, Bluff Hollow Road, Spoon Gap Road, Potter Road, Green Springs Church Road, Lake Road, South Monte Vista Road and contributing \$1,500 of WCSA funds for each committed connection for the line extension projects.			
Proposed Motion:	<u>Possible Motion:</u> Authorize Staff to proceed forward with an application of funding to for PFAS Treatment, Bluff Hollow Road, Spoon Gap Road, Potter Road, Green Springs Church Road, Lake Road, South Monte Vista Road and contributing \$1,500 of WCSA funds for each committed connection for the line extension projects.			
Actual Motion:	Authorize Staff to proceed forward with an application of funding to for PFAS Treatment, Bluff Hollow Road, Spoon Gap Road, Potter Road, Green Springs Church Road, Lake Road, South Monte Vista Road and contributing \$1,500 of WCSA funds for each committed connection for the line extension projects.			
Motion By:	Mr. Thayer			
Second By:	Mr. Hutton			
Voting: Ayes:	6			
Nays:	0			
Abstain:	0			
End Time:	6:16pm			

**Washington County Service Authority Board of Commissioners
March 25, 2024 Regular Meeting Minutes**

Agenda Item: 9	Request for Permission to Solicit User Agreements for Toole Creek Road
Presenter(s):	Ryan Kiser
Beginning Time:	6:17pm
Potential Conflict(s) of Interest and Abstention(s):	
Background:	Over the past months, Staff has coordinated with Toole Creek residents about their interest in public water. Residents completed surveys and the results indicated that 6 of the 9 residents (66%) are interested in public water. The next step would be for Staff to solicit User Agreements.
Discussion:	
On the Record:	
Enclosures:	None
Recommendation:	Staff recommends the Board approve Staff to solicit User Agreements for Toole Creek.
Proposed Motion:	Move that the board approve Staff to solicit User Agreements for Toole Creek.
Actual Motion:	Move that the board approve Staff to solicit User Agreements for Toole Creek.
Motion By:	Mrs. Miller
Second By:	Mr. Hutchinson
Voting: Ayes:	6
Nays:	0
Abstain:	0
End Time:	6:18pm

Agenda Item: 10	Consideration of Vehicle Purchases for FY25 Budget Year
Presenter(s):	Dwain Gilbert
Beginning Time:	6:18pm
Potential Conflict(s) of Interest and Abstention(s):	
Background:	<u>Background</u> During and immediately after the Covid Pandemic, WCSA was unable to procure vehicles for several years due to production issues. Because of this, WCSA is in desperate need of several vehicles to replace current vehicles in its fleet. Our department managers have identified 10 vehicles that need to be replaced during FY25 (see provided list). All the vehicles being replaced either have high mileage, are older models, or both. WCSA is currently paying frequent and costly repairs on those vehicles. The current lead time to order and receive new vehicles is around six months.

**Washington County Service Authority Board of Commissioners
March 25, 2024 Regular Meeting Minutes**

Discussion:	
On the Record:	
Enclosures:	
Recommendation:	Subject to answering any questions the Board may have, Staff recommends the Board favorably consider approving the purchase of the listed vehicles for the FY25 Budget and allow for those vehicles to be ordered as soon as possible to assure that we receive the vehicles as early in FY25 as possible (Projected to be September 2024).
Proposed Motion:	Move that the Board approve the purchase 10 vehicles (cost approximately \$560,000) to be part of the FY25 budget and that the Staff can move forward with ordering the vehicles as soon as possible.
Actual Motion:	Move that the Board approve the purchase 10 vehicles (cost approximately \$560,000) to be part of the FY25 budget and that the Staff can move forward with ordering the vehicles as soon as possible.
Motion By:	Mr. Miller
Second By:	Mr. Hutchinson
Voting: Ayes:	6
Nays:	0
Abstain:	0
End Time:	6:26pm

Agenda Item: 11	Closed Meeting
Presenter(s):	Commissioner
Beginning Time:	6:26pm
Potential Conflict(s) of Interest and Abstention(s):	None
On the Record:	None
Actual Motion:	Adjourn to closed meeting
Motion By:	Mr. Miller
Second By:	Mr. Thayer
Voting: Ayes:	6
Nays:	0
Abstain:	0
End Time:	6:26pm

WASHINGTON COUNTY SERVICE AUTHORITY
REGULAR BOARD MEETING
March 25, 2024

Agenda Item 11

**Washington County Service Authority Board of Commissioners
March 25, 2024 Regular Meeting Minutes**

CLOSED MEETING
MOTION

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

1. Hearing the February 28, 2024 grievance of Brett Whittaker which involves discussion, consideration and discipline of a specific public employee of WCSA, as provided in Code of Virginia § 2.2-3711(A)(1).
2. Consultation with legal counsel employed or retained by WCSA 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, Dwain Gilbert, Holly Edwards, Shawn Blevins, Brett Whittaker and Mark Lawson at closed meeting.

Movant: Mr. Miller
 Second: Mr. Thayer
 Vote: 6

Agenda Item: 12	Return to Open Meeting
Presenter(s):	Commissioner
Beginning Time:	10:28pm
Potential Conflict(s) of Interest and Abstention(s):	None
On the Record:	None
Actual Motion:	None
Motion By:	Mr. Miller
Second By:	Mr. Thayer
Voting:	Ayes: 6
	Nays: 0
	Abstain: 0
End Time:	10:28pm

Agenda Item 12

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. Miller
 Second: Mr. Thayer

**Washington County Service Authority Board of Commissioners
March 25, 2024 Special Called Meeting Minutes**

Agenda Item: 13	Late Items
Presenter(s):	Commissioner
Beginning Time:	10:28pm
Potential Conflict(s) of Interest and Abstention(s):	None
On the Record:	None
Actual Motion:	None
Motion By:	
Second By:	
Voting:	Ayes:
	Nays:
	Abstain:
End Time:	10:28pm

Agenda Item: 14	Consideration of Commissioner's Comments
Presenter(s):	Chairman
Beginning Time:	10:28pm
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:	Mr. Miller
Second By:	Mr. Hutton
Voting:	Ayes: 6
	Nays: 0
	Abstain: 0

**Washington County Service Authority Board of Commissioners
March 25, 2024 Special Called Meeting Minutes**

End Time:	10:29pm
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Agenda Item: 15	Adjourn
Presenter(s):	Commissioner
Beginning Time:	10:29pm
Potential Conflict(s) of Interest and Abstention(s):	None
Discussion:	None
On the Record:	None
Actual Motion:	Motion to adjourn.
Motion By:	Mr. Miller
Second By:	Mrs. Miller
Voting:	Ayes: 6
	Nays: 0
	Abstain: 0
End Time:	10:30pm

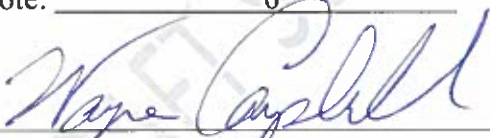
Agenda Item 15
ADJOURNMENT

Is there a motion to adjourn this meeting?

Motion: Mr. Miller

Second: Mrs. Miller

Vote: 6



Wayne Campbell, Chairman



Holly Edwards, Assistant Secretary

Washington County Service Authority



Business Update

Regulatory Compliance - Water

✓ No Violations in January 2024

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

Regulatory Compliance - Wastewater

- ✓ No Violations in January 2024

- Hall Creek Wastewater Treatment Plant

- Exception in January 2024:

- Damascus Wastewater Treatment Plant

- 1/24 low Chlorine residual (0.27); (minimum 0.60)

- Low water pressure to feed Chlorine due to main water line break near plant

- ❖ Corrective action: add Chlorine analyzer to detect level and alarm via SCADA

Fire Hydrant out-of-service

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

❑ **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 (March)
- Itron will reimburse WCSA labor cost to exchange ERT's

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

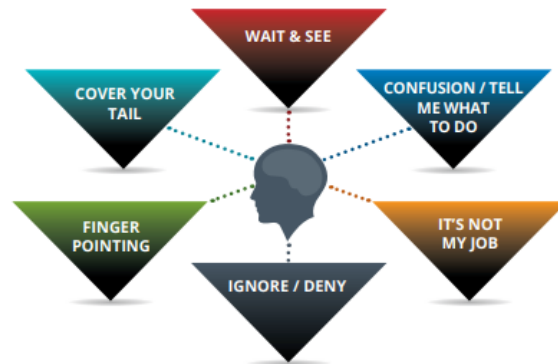
Steps To Accountability®

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.**®

FOCUSED RECOGNITION



I want to recognize
Andy Lohman
for demonstrating:



CUSTOMER FIRST



EVERYONE MATTERS



OWN IT



BE BOLD



FOCUS NOW



In the Following Manner:

I want to recognize Andy Lohman this month for his skills and dedication for testing our 1738 Fire Hydrants across Washington County. Andy's daily efforts to check and maintain our Fire Hydrants has contributed to WCSA having two months in a row that all Fire Hydrants are in service. Andy has touched all 1738 Fire Hydrants once this year and has already checked 971 Fire Hydrants a second time this year. We greatly appreciate Andy Lohman for his willingness to demonstrate Focus Now and Owing It.

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.

Either you will
MANAGE
YOUR CULTURE

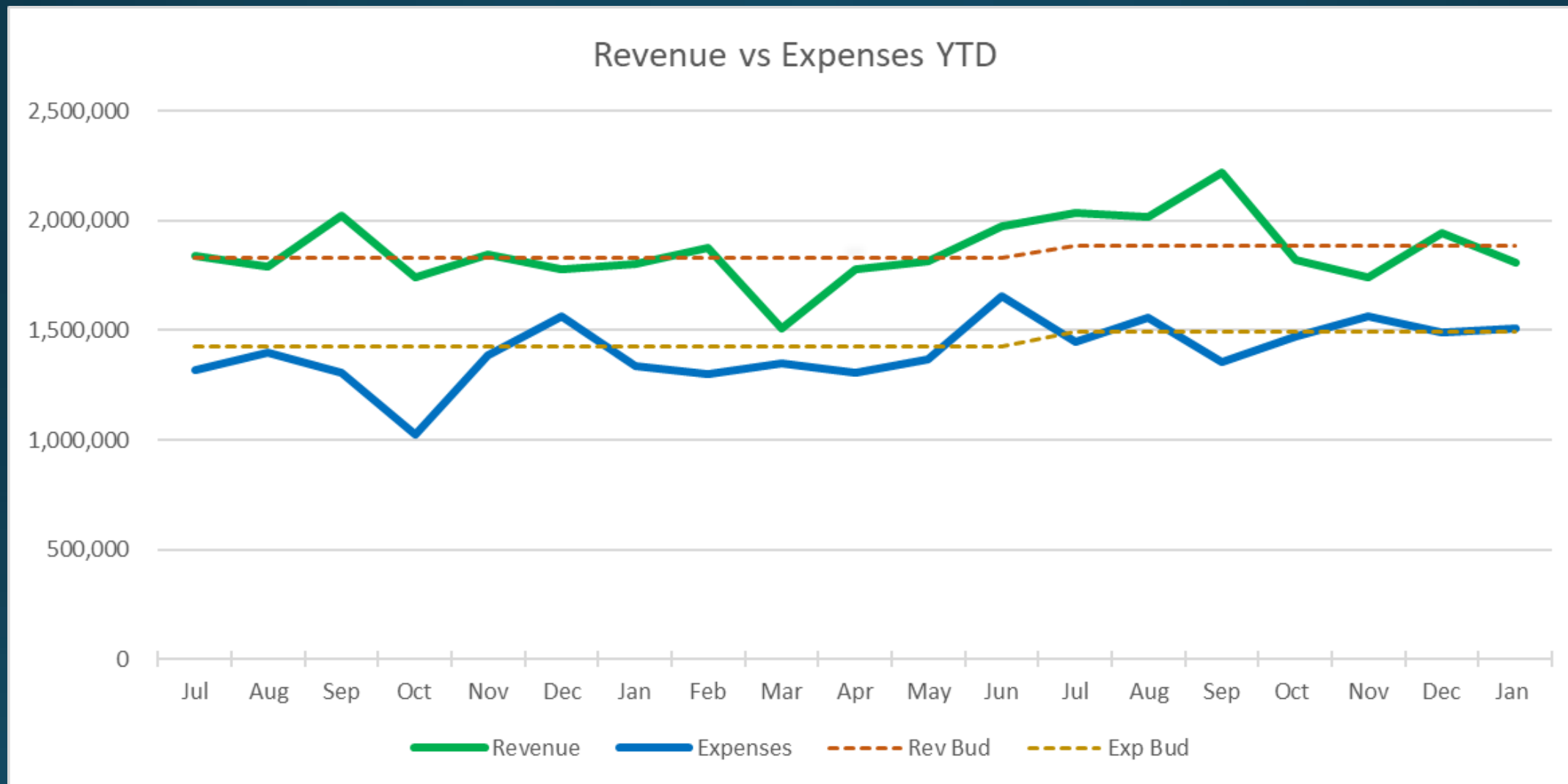


...or it will manage you.

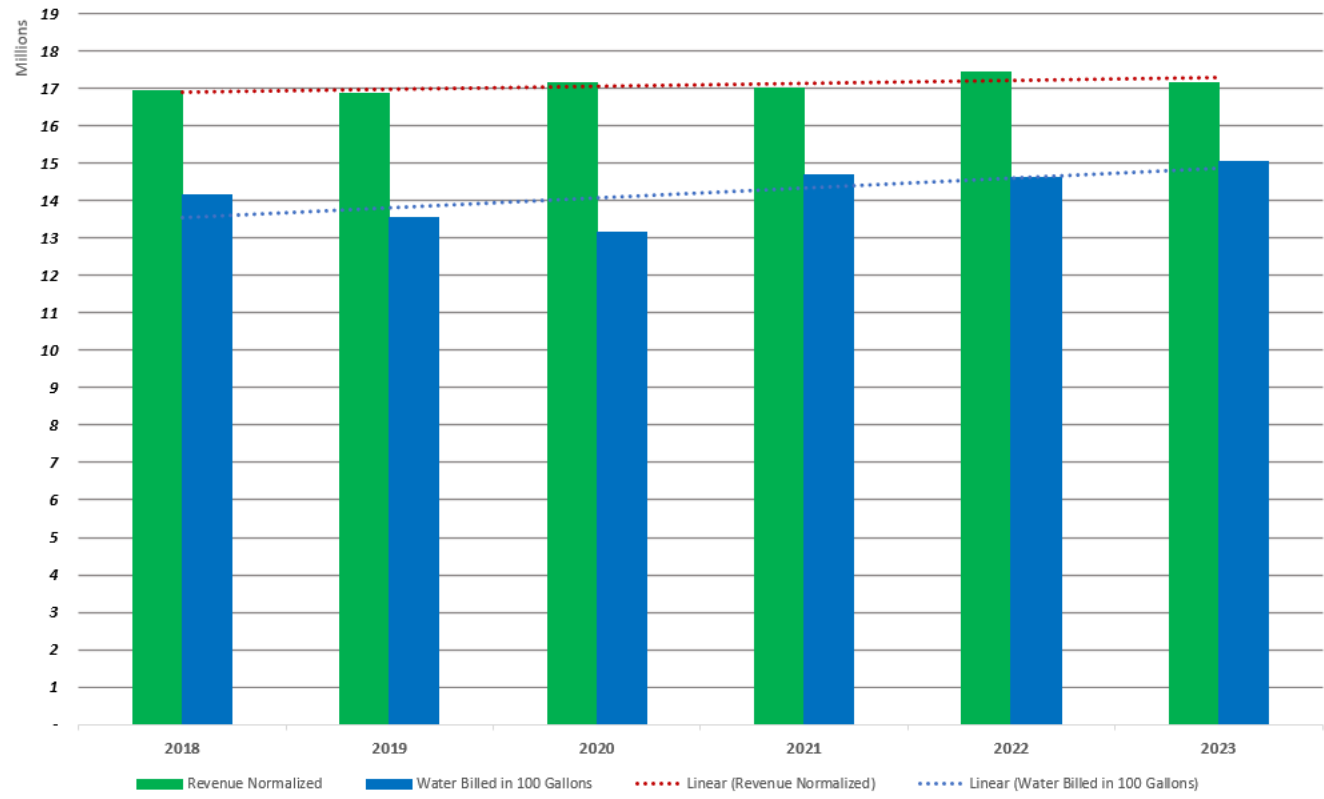
Strategic Initiatives

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

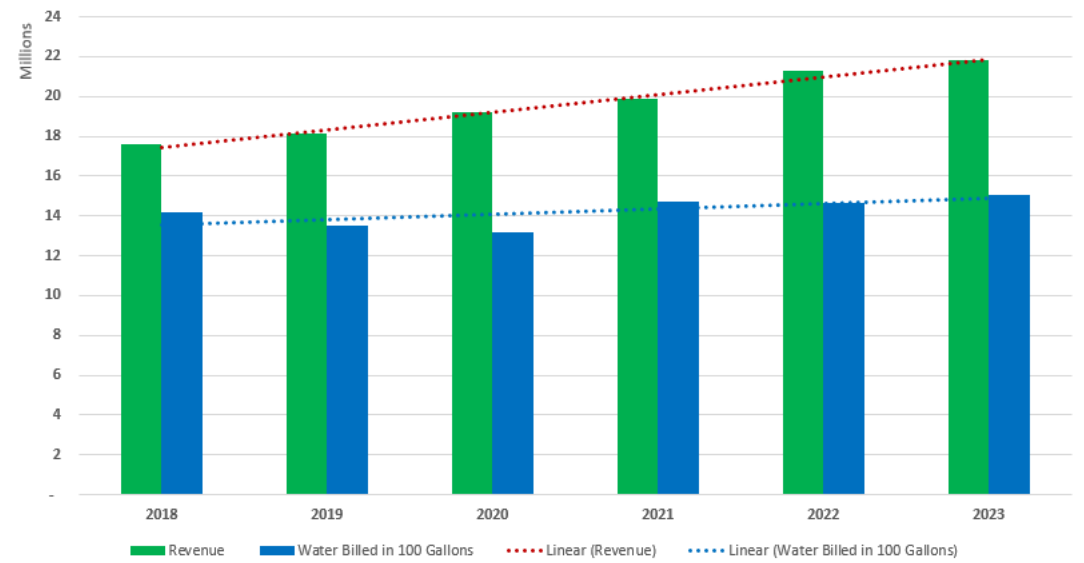
Financial Summary

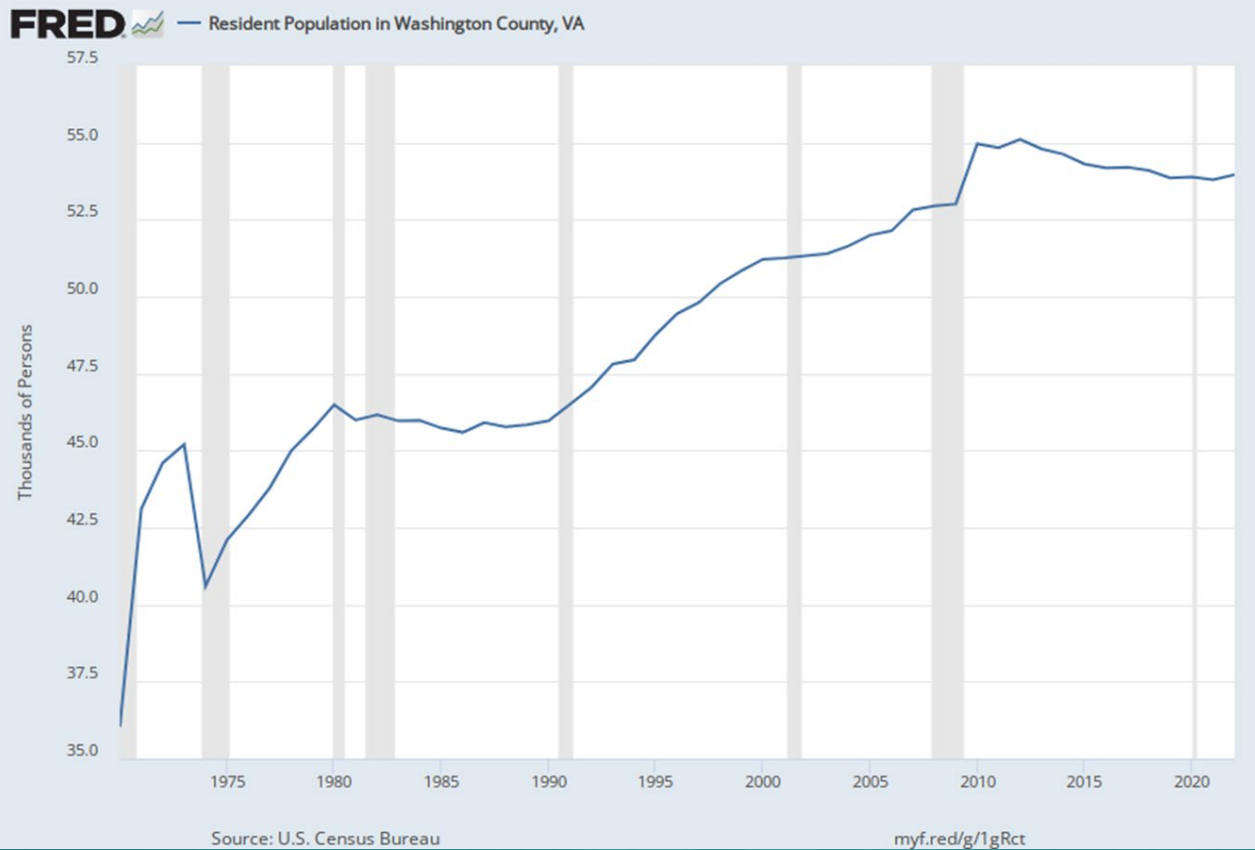


Revenue Normalized vs Water Billed



Revenue vs Water Billed



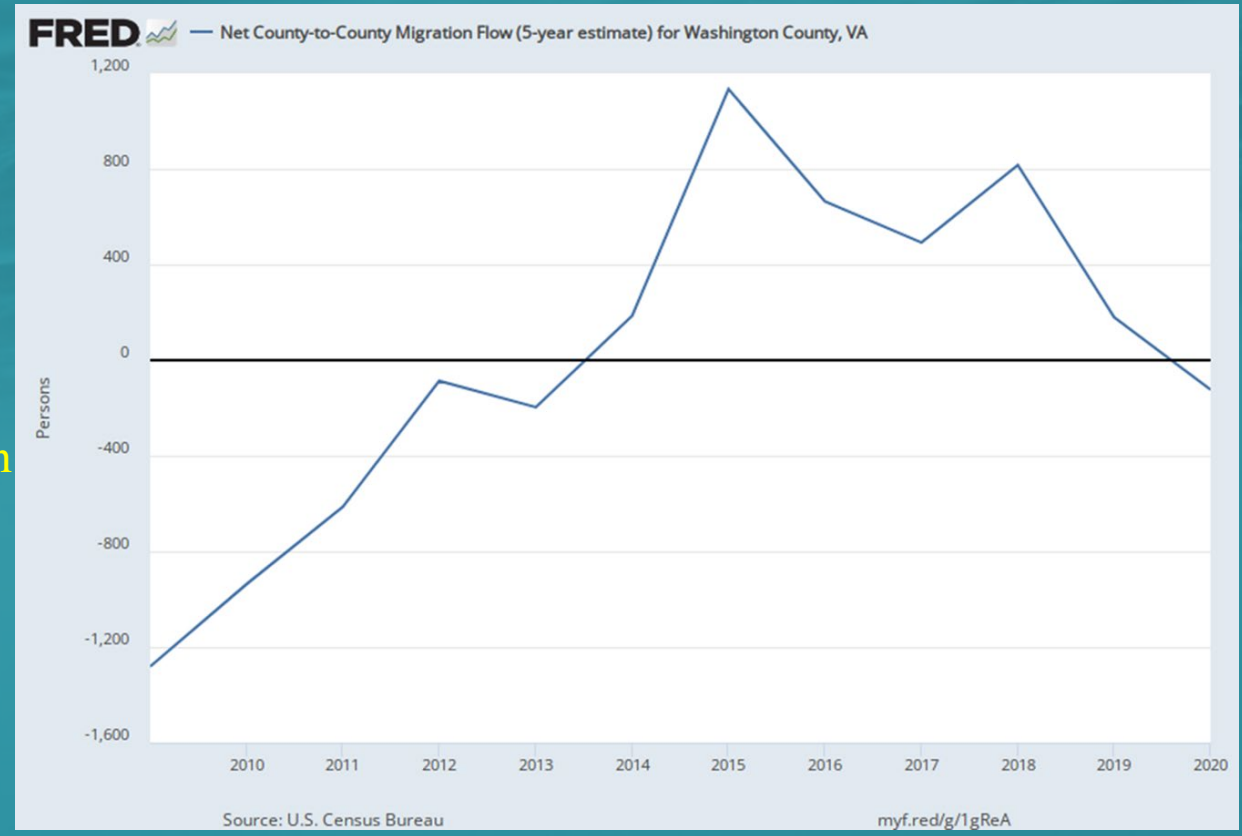


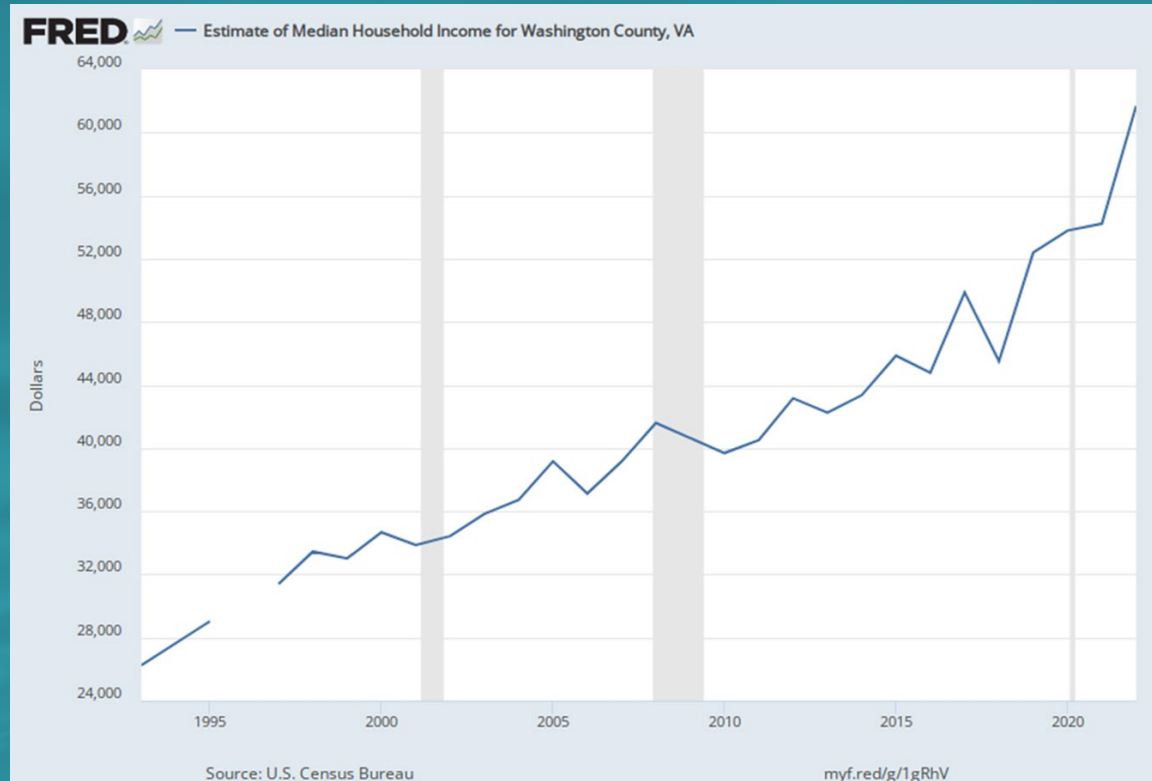
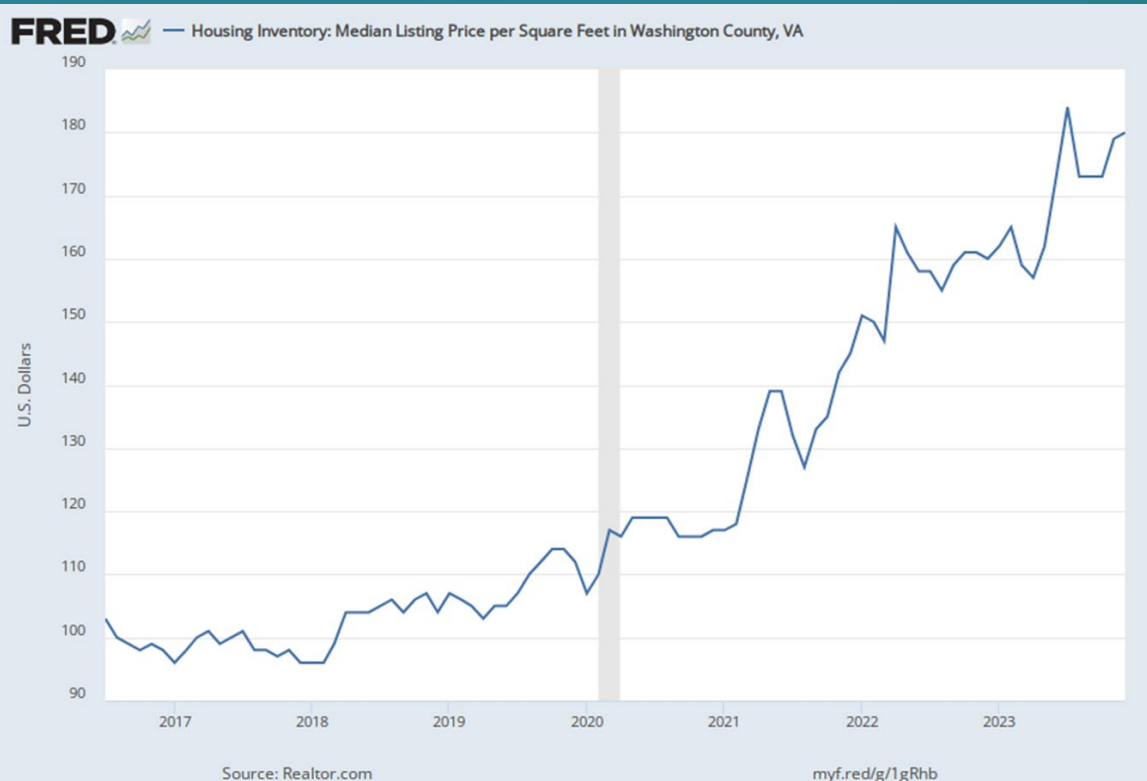
Population
2010 – 54,966

2022 – 53,958

Net County to County Migration
2015 – 1134+

2020 – 123-



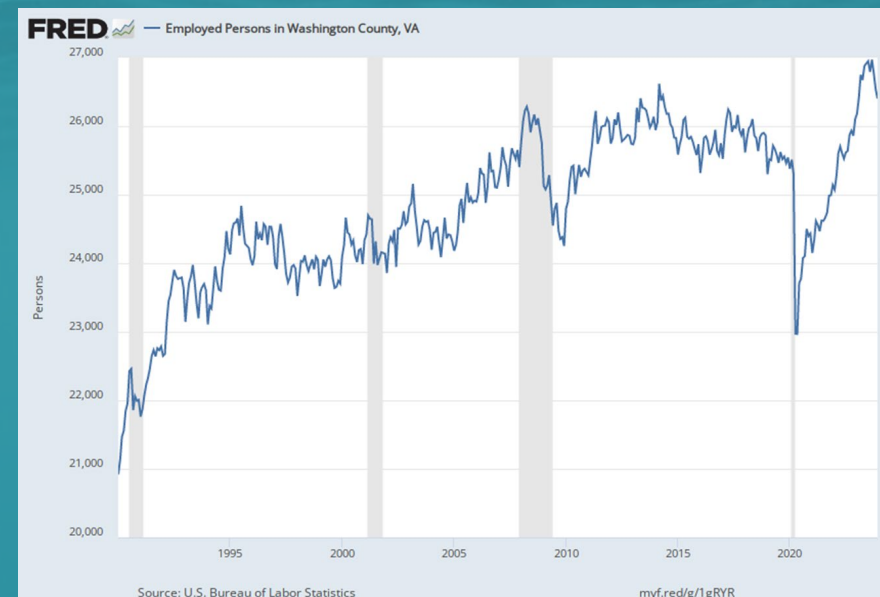


\$ 180 per sq ft Median Listing Price

2000 sq ft house = \$ 360,000

2022 - \$ 61,686 Median Household Income

December 2023 - 26,403 Employed Persons in Washington Co.



Five Year Capital Plan

Major Projects:

- Lee Hwy Sewer Corridor Build out to connect outlying areas
- Lead Service Line Inventory – EPA requirement
- Sewer Treatment Plant
- Support new Development – water and sewer
- Preserve ground water sources
- Granular Activated Carbon Filtration
- Transite line replacement

**SOCIO-ECONOMIC TRENDS OF SOUTHWEST VIRGINIA COMPARED TO THE REST
OF THE COMMONWEALTH**

Cumberland Plateau PDC	Total Population	Median Household Income	Population 2010-2020	Population 65 years and older
Buchanan County	20,355	\$34,302	-15.5%	23.1%
Dickenson County	14,124	\$30,116	-11.2%	23.0%
Russell County	25,781	\$38,564	-10.8%	22.5%
Tazewell County	40,429	\$42,207	-10.3%	23.1%
LENOWISCO PDC	Total Population	Median Household Income	Population 2010-2020	Population 65 years and older
City of Norton	3,687	\$30,518	-6.8%	Unknown
Lee County	22,173	\$35,006	-13.3%	22.2%
Scott County	21,576	\$41,540	-6.9%	24.9%
Wise County	36,130	\$41,285	-12.8%	19.2%
Mount Rogers PDC	Total Population	Median Household Income	Population 2010-2020	Population 65 years and older
Bland County	6,270	\$50,365	-8.1%	23.6%
Carroll County	29,155	\$44,518	-3.0%	25.4%
City of Bristol	17,219	\$39,679	-3.5%	21.5%
City of Galax	6,720	\$35,184	-4.6%	20.3%
Grayson County	15,333	\$41,558	-1.3%	25.3%
Smyth County	29,800	\$41,088	-7.5%	22.6%
Washington County	53,935	\$50,928	-1.7%	23.6%
Wythe County	28,290	\$51,639	-3.2%	22.1%
	Total Population	Median Household Income	Population 2010-2020	Population 65 years and older
State of Virginia	8,631,393	\$76,398	7.9%	16.5%

- Aging systems
 - Declining population
 - Low median income levels
-
- Topographic constraints
 - Growing regulatory requirements

Reminder: Planning Tuesday April 2nd for Groundbreaking – Lee Hwy Sewer Project

Thank you
Questions?

January 2024 MTD Financial Summary

	Actual	Budget	Variance	Variance %
Revenue				
Water	\$ 1,564,497	\$ 1,613,943	\$ (49,447)	-3.06%
Sewer	\$ 244,618	\$ 270,603	\$ (25,985)	-9.60%
Total	\$ 1,809,114	\$ 1,884,546	\$ (75,432)	-4.00%
Operating Exp.				
Water	\$ 1,300,697	\$ 1,263,178	\$ 37,519	2.97%
Sewer	\$ 210,303	\$ 227,824	\$ (17,522)	-7.69%
Total	\$ 1,510,999	\$ 1,491,002	\$ 19,997	1.34%
Income from Ops.				
Water	\$ 263,800	\$ 350,766	\$ (86,965)	-24.79%
Sewer	\$ 34,315	\$ 42,778	\$ (8,463)	-19.78%
Total	\$ 298,115	\$ 393,544	\$ (95,429)	-24.25%

January 2024 MTD Key Variances

Key Exp. Variances

Water	Actual	Budget	Variance	Notes
Depreciation	\$ 356,370	\$ 281,930	\$ (74,440)	Galvanized Line Replacement (\$32M) Depreciation started June 30th
Permits&Leases	\$ 28,120	\$ 1,109	\$ (27,011)	Radio Tower
Maint. Comp. Reg/OT/Vac./Sick.	\$ 169,084	\$ 143,659	\$ (25,425)	Line breaks, 2 holidays, 23 week days in January
Production Electricity	\$ 54,552	\$ 39,238	\$ (15,314)	Missed Budget number
Refunds	\$ 12,000	\$ 926	\$ (11,074)	Clifton-Steward-Refunds to contractors for taps
Planning Expense		\$ 10,000	\$ 10,000	Budgeted for Rate Study
Sludge Removal	\$ -	\$ 10,667	\$ 10,667	Budgeted monthly
Mowing	\$ -	\$ 12,712	\$ 12,712	Budgeted Monthly, will resume in Spring
CompSoft -Maint. Agreement		\$ 17,750	\$ 17,750	Fees for subscription to Inhance and other software, Not billed every month
Sewer				
Sewer Rent to BVU	\$ 17,940	\$ 28,897	\$ 10,957	

January 2024 YTD Financial Summary

	Actual	Budget	Variance	Variance %
Revenue				
Water	\$ 11,758,915	\$ 11,297,603	\$ 461,311	4.08%
Sewer	\$ 1,826,547	\$ 1,894,219	\$ (67,671)	-3.57%
Total	\$ 13,585,462	\$ 13,191,822	\$ 393,640	2.98%
Operating Exp.				
Water	\$ 8,955,384	\$ 8,842,244	\$ 113,139	1.28%
Sewer	\$ 1,582,708	\$ 1,594,771	\$ (12,063)	-0.76%
Total	\$ 10,538,092	\$ 10,437,015	\$ 101,076	0.97%
Income from Ops.				
Water	\$ 2,803,531	\$ 2,455,359	\$ 348,172	14.18%
Sewer	\$ 243,839	\$ 299,448	\$ (55,608)	-18.57%
Total	\$ 3,047,370	\$ 2,754,806	\$ 292,564	10.62%

January 2024 YTD Key Variances

Key Exp. Variances

Water	Actual	Budget	Variance	Notes
Depreciation - Lines	\$ 1,651,599	\$ 1,151,386	\$(500,213)	Galvanized Line Replacement (\$32M) Depreciation started June 30th
Planning Expenses	\$ 500	\$ 70,000	\$ 69,500	Budgeted as Rate Study and CDL schooling; Hasn't happened yet
Inventory Variance	\$ (51,804)	\$ 31,529	\$ 83,333	\$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	\$ 76,344	\$ -	\$ (76,344)	Hall Creek Sewer Study; Budgeted on FY 23, Emory Sewer Study, not budgeted

FY2024 Financing Activities

	MTD		YTD	
Interest Income	\$	146,674	\$	937,854
Financing Exp.	\$	(137,980)	\$	(1,325,649)
Total	\$	8,694	\$	(387,795)

Grants Received:

Wash. Co. - Lee Hwy	\$	1,730,835
Mary's Chapel	\$	777,939
	\$	2,508,774

Thank you

Questions?

Water Line Extension Projects

- Spring Lake Road - Staff has advertised project bids. Pre-bid will be March 12th and bid opening March 25th.
- Funded Waterline Extension Projects – Staff has began working on easements and design for the Buffalo Pond and Flatwood Acres WL Extension projects.
- Staff is also working on funding applications for Scott Ridge Road WL Extension project, problematic waterline where we are getting several breaks on Monte Vista Drive in Glade Spring along with other old transite lines.

Mendota Waterline Extension Project

Contract 2

- Fire hydrants for the Contract 2 section of the project (Roebuck Road to Alum Wells) have been placed in service. Residents that have completed their applications have also been notified they can connect to the system.
- In the Spring, contractor has pavement repairs to be completed as well as additional restoration.

Mendota Waterline Extension Project

Contract 1

- Line work continues and is progressing well.
- Current substantial completion is June 11, 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, Archery Range Road and Reedy Creek has been installed.
- Contractor continues to work on Walker Mountain Road.
- % Complete by Value = 65 %
- % Complete by Time = 79 %

Mill Creek Chlorine Contact Tanks Replacement

- Contractor has completed the installation of Tank No. 2
- Coating of the tank floor has been completed.
- Contractor will be returning to complete final items and cleanup
- Tank will be filled and disinfected in upcoming days.



Smyth Chapel Improvements Project

- Plans have been completed and are being final reviewed to submit to VDH
- This project is being funded by WCSA.

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	2.67 %	15 %
2 - Lee Highway Gravity Sewer and Force Main, Jones	12.8 %	15 %
3 - Halls Bottom Gravity, Mendon	15 %	26 %
4 - Pump Stations, Jones	12 %	15 %

- Contract 1 is further behind on schedule as the prime contractor has been working with a sub-contractor to potentially complete work.

Potential Sewer Project

- Staff has sent out User Agreement to property owners in the Exit 13 Phase 2B project areas between Town of Abingdon and Airport and Project
- “Project Champion” is talking property owners about completing User Agreements.



Developer Projects

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

**CUSTOMER SERVICE DEPARTMENT ACTIVITY REPORT
ENDING JANUARY 31, 2024**

TOTAL COLLECTIONS/DEPOSITS: \$1,524,310.41

CLASSES BILLED

CLASS 1

Accounts Billed: 5,946
Gallons Billed: 24,117,000
Water Charges: \$391,600.10
Sewer Charges: \$19,143.89

CLASS 2

Accounts Billed: 4,836
Gallons Billed: 24,002,000
Water Charges: \$336,975.96
Sewer Charges: \$119,344.42

CLASS 3

Accounts Billed: 3,769
Gallons Billed: 16,325,000
Water Charges: \$233,772.84
Sewer Charges: \$49,545.30

CLASS 4

Accounts Billed: 2,611
Gallons Billed: 10,749,000
Water Charges: \$167,574.70
Sewer Charges: \$0

CLASS 5

Accounts Billed: 3,040
Gallons Billed: 19,108,000
Water Charges: \$248,493.19
Sewer Charges: \$17,703.69

CLASS 6

Accounts Billed: 2,649
Gallons Billed: 10,719,000
Water Charges: \$181,546.74
Sewer Charges: \$34,883.13

FINAL BILLS/CLASS 990

Accounts Billed: 119
Gallons Billed: 218,000
Water Charges: \$4,308.36
Sewer Charges: \$425.23

TOTAL ACTIVE WATER CUSTOMER BASE (December)

22,240

TOTAL ACTIVE WATER CUSTOMER BASE (January)

Residential: 20,008

Non-Residential: 2,248

TOTAL ACTIVE SEWER CUSTOMER BASE (January)

Residential: 1,907

Commercial: 167

Industrial: 29

TOTAL SEWER GALLONS BILLED

Residential: 7,455,000

Commercial: 1,965,000

Industrial: 2,926,000

TOTAL SEWER GALLONS BILLED-TOWN OF DAMASCUS

Residential: 1,148,000

Commercial/Industrial: 841,000

TOTAL ACTIVE SEWER CUSTOMER BASE FOR TOWN OF DAMASCUS

Residential: 322

Industrial: 77

DELINQUENCY PROCESSING

Accounts with Late Charges Processed: 3,392

Total Disconnect Notices Processed: 883

Total Disconnection for Non-Payment: 279

GENERAL ACTIVITIES

New Connections Applied for: Water – 6(0 Project) Sewer– 0(0 Project)

Reconnections/Transfers of Service: 98

DISPUTES RECEIVED: 0

DISPUTES RESPONDED TO: 0

DISPUTE MEETINGS: 0

ABATEMENTS DUE TO LEAKS

Total Accounts Abated due to Leaks: 18

Total Dollar Amount Abated: \$8,628.52

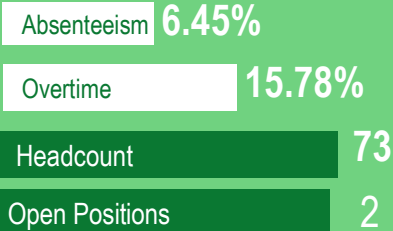
BAD DEBT WRITE-OFFS: \$902.18

Human Resources & Safety Dashboard

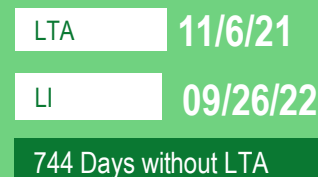


Key Process Indicators (KPI)

Human Capital



Safety



Employee Relations

Anniversaries
Alan Dillon 30 years

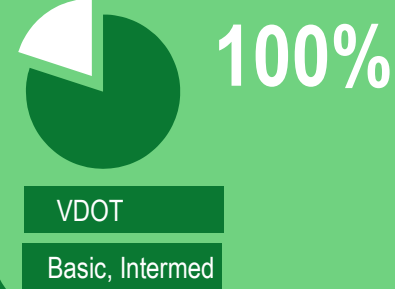


On Our
Minds

Benefits/Demographics



Training/Development Investment



Promotions/New Hires

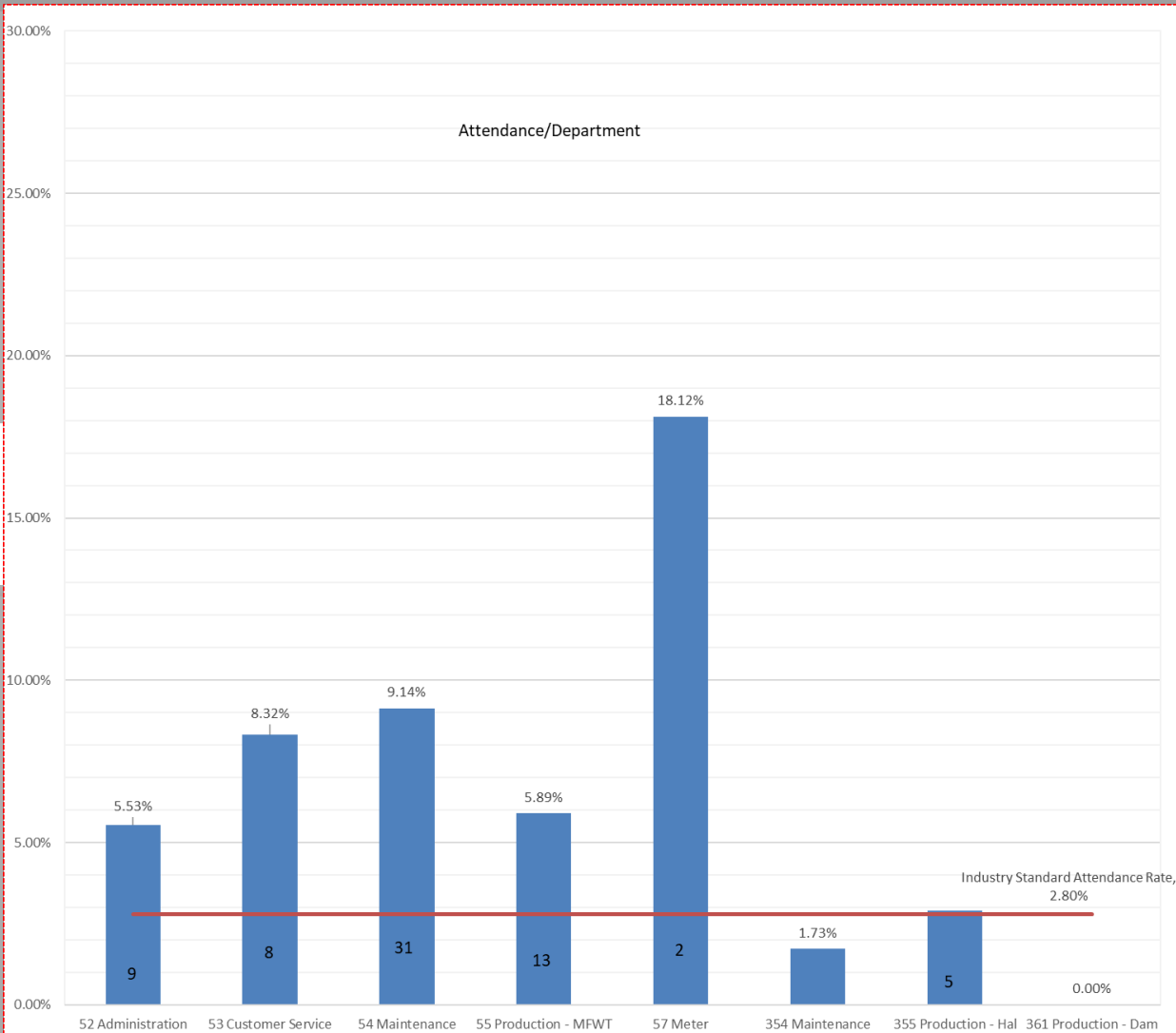
0 New Hire
0 Promotions
0 Terminations

Strategy

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

Human Capital KPI

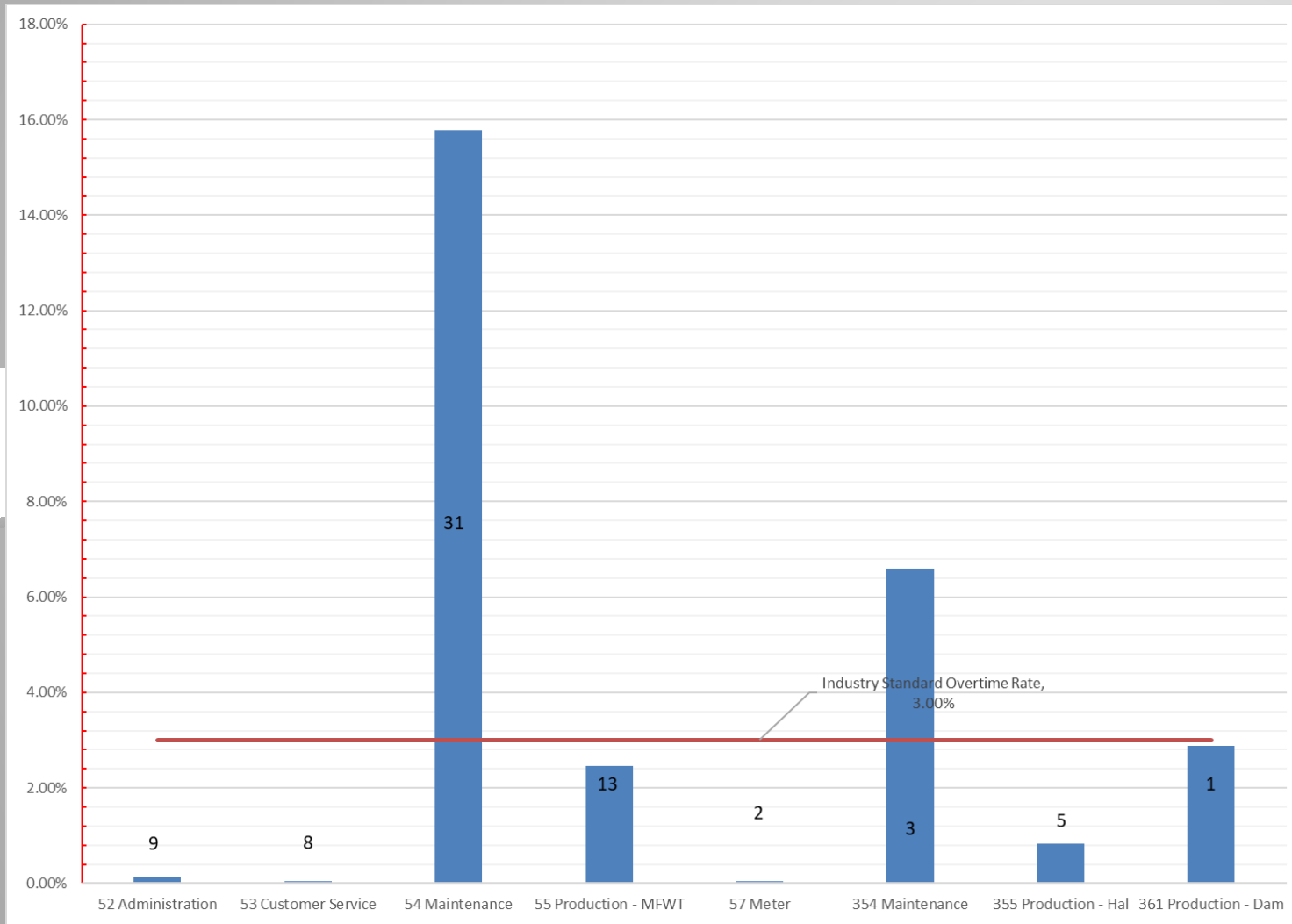
Attendance



- 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

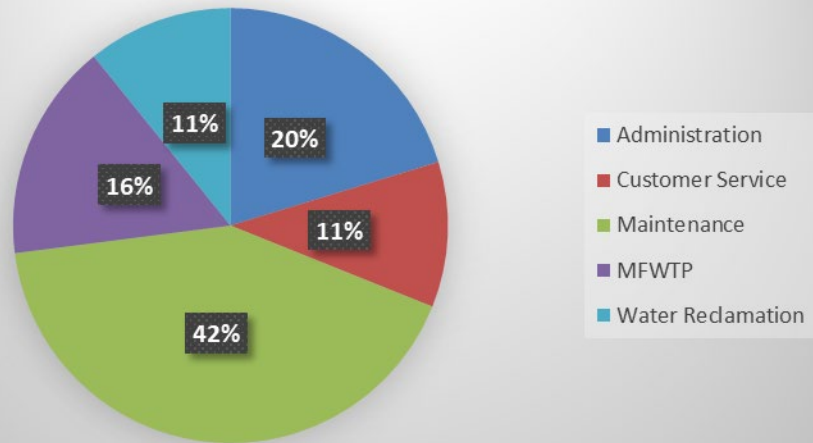


- Red line represents Industry Standard for Overtime at 3%
- Black # within the blue bar chart represents the # of employees by department
- Average OT is 15.78% up over last month 7.39%

Human Capital KPI

Headcount

Headcount



Open Positions

- 1

New Hires

- 0

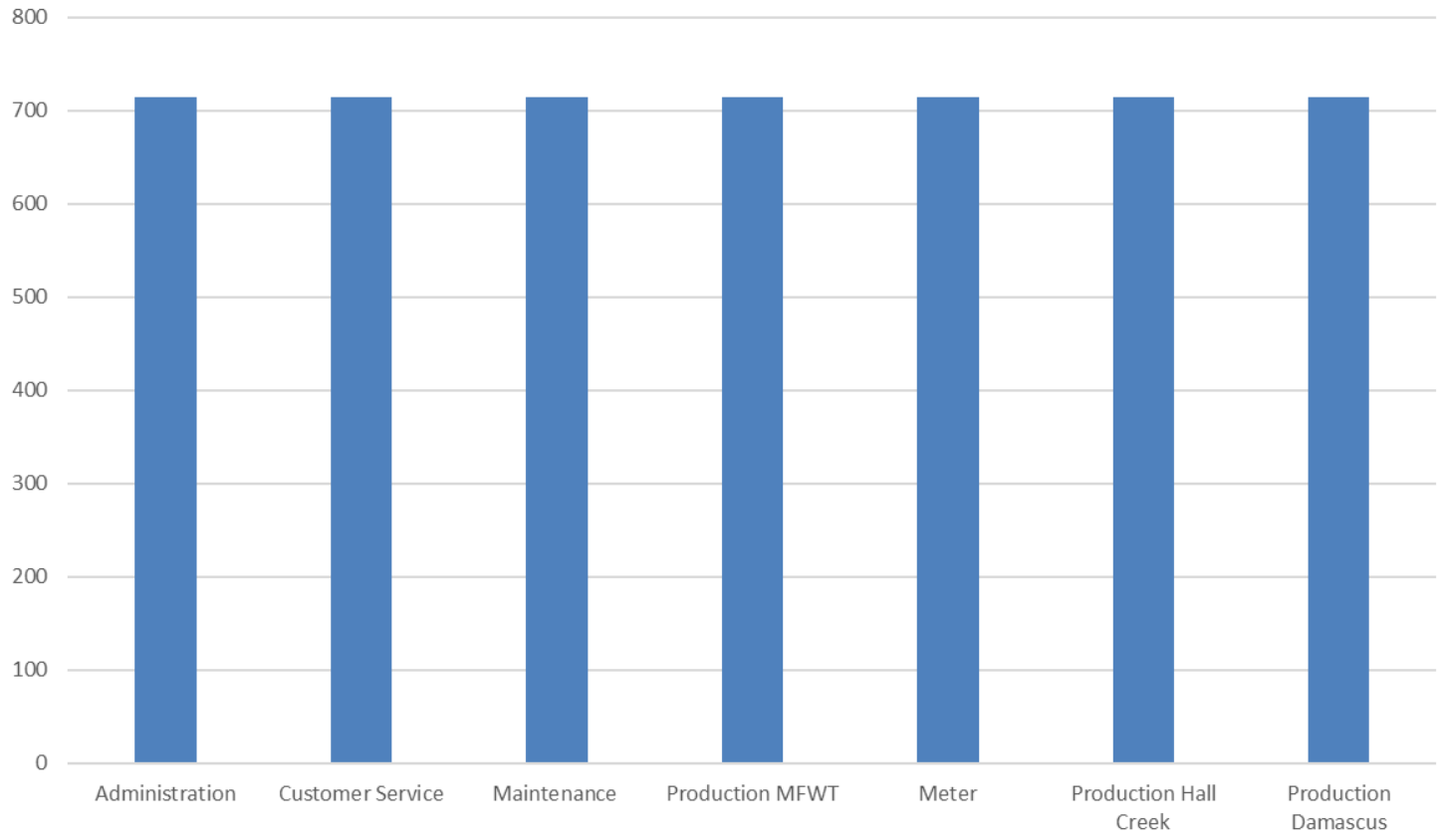
Terminations

- 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

