

**Washington County Service Authority Board of Commissioners  
April 22, 2024 Regular Board Meeting Minutes**

<b>Agenda Item: 1</b>	Call the Meeting to Order
<b>Presenter(s):</b>	Chairman
<b>End Time:</b>	5:57pm

<b>Agenda Item: 2</b>	Roll Call
<b>Presenter(s):</b>	Chairman
<b>Present:</b>	Mr. Campbell, Mr. Hutchinson, Mr. Hutton, Mrs. C. Miller, Mr. D. Miller, Mr. Thayer, and Mr. Taylor
<b>Absent:</b>	None
<b>End Time:</b>	5:57pm

<b>Agenda Item: 3</b>	Prayer and Pledge of Allegiance
<b>Presenter(s):</b>	Cathy Miller opened the meeting in prayer and led the Pledge of Allegiance.
<b>Beginning Time:</b>	5:57pm
<b>End Time:</b>	5:58pm

<b>Agenda Item: 4</b>	Approval of the Agenda
<b>Presenter(s):</b>	Chairman
<b>Beginning Time:</b>	5:58
<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>	Mr. Hutton
<b>Second By:</b>	Mrs. Miller
<b>Voting:</b>	<b>Ayes:</b> 7
	<b>Nays:</b> 0
	<b>Abstain:</b> 0
<b>End Time:</b>	5:58pm

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<b>Agenda Item: 5</b>	Public Query and Comment
<b>Presenter(s):</b>	Chairman
<b>Beginning Time:</b>	5:58pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	None
<b>Speakers:</b>	None
<b>Discussion:</b>	Diane Davis of Loves Mill Road detailed some grievances she has had in the past couple of years with WCSA and their contractors. She explained how certain sections of her yard have not been restored to their original contour since construction on Loves Mill Rd began. Additionally, Mrs. Davis showed pictorial examples of her waterline and explained how she believes WCSA caused a leak in her waterline, shooting her water bill up in proceeding months. The Board and Staff assured her that they would investigate her concerns and address them as soon as possible.
<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>	6:23pm

<b>Agenda Item: 6</b>	Approval of the Consent Agenda
<b>Presenter(s):</b>	Chairman
<b>Beginning Time:</b>	6:24pm
<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 consent agenda.
<b>Motion By:</b>	Mr. Miller
<b>Second By:</b>	Mr. Thayer
<b>Voting:</b>	<b>Ayes:</b> 7
	<b>Nays:</b> 0
	<b>Abstain:</b> 0
<b>End Time:</b>	6:24pm

**Washington County Service Authority Board of Commissioners**  
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<b>Agenda Item: 7</b>	Consideration of Request to Apply for FY 2025 VDH Funding and Contribute WCSA Funds for Lowry Hills Transite Waterline Replacement
<b>Presenter(s):</b>	Ryan Kiser
<b>Beginning Time:</b>	6:24pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	
<b>Background:</b>	<p><u>Background</u></p> <p>Staff has also evaluated the need to replace a section of Transite waterline in Lowery Hills Subdivision . 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. Staff is also requesting permission to apply for PFAS Funding.</p> <p>Projects are not in the five year rate and financial plan and will represent new revenue requirements should they be funded.</p>
<b>Discussion:</b>	
<b>On the Record:</b>	
<b>Enclosures:</b>	None
<b>Recommendation:</b>	<u>Recommendation:</u> Subject to answering any questions that you may have, staff kindly recommends proceeding forward with an application of funding to for the Lowery Hills Transite Waterline Replacement Project.
<b>Proposed Motion:</b>	<u>Possible Motion:</u> Authorize Staff to proceed forward with an application of funding to for the Lowery Hills Transite Waterline Replacement Project.
<b>Actual Motion:</b>	Board authorized Staff to proceed forward with an application of funding to for the Lowery Hills Transite Waterline Replacement Project
<b>Motion By:</b>	Mr. Hutchinson
<b>Second By:</b>	Mr. Thayer
<b>Voting:</b>	7
<b>Ayes:</b>	
<b>Nays:</b>	0
<b>Abstain:</b>	0
<b>End Time:</b>	6:26pm

<b>Agenda Item: 8</b>	Consideration of changes to the reporting structure for the Office of Budget and Finance
<b>Presenter(s):</b>	Ron Seay

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<b>Beginning Time:</b>	6:26pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	
<b>Background:</b>	<u>Background</u> In recognition of the importance of effective financial management and reporting for the organization's operations and strategic planning, the Board of Commissioners of Washington County Service Authority seeks to establish a reporting structure that ensures transparency, accountability, and efficient decision-making in financial matters.
<b>Discussion:</b>	
<b>On the Record:</b>	
<b>Enclosures:</b>	
<b>Recommendation:</b>	<p>WCSA's Controller position shall be renamed "Director of Budget and Finance" to better define its role to WCSA and to better establish its relationship to other local agencies. This position shall report directly to the Board of Commissioners of Washington County Service Authority for all financial reporting and budgeting activities and shall also report to the Board any significant financial matters affecting WCSA. The Board delegates to the Director of Budget and Finance authority to oversee all financial reporting processes, ensuring compliance with relevant regulations, standards, and internal policies.</p> <p>The Board of Commissioners shall increase salary and/or other benefits for the Director of Budget and Finance in such amounts as the Board may determine based upon an annual performance review of the Director of Budget and Finance made when similar consideration is given to compensation and benefits of other employees generally. The Director of Budget and Finance shall also be eligible for annual cost-of-living and merit increases that apply to other employees of the Service Authority.</p> <p>The Director of Budget and Finance will continue to support WCSA and its Staff for all managerial accounting needs, including but not limited to cost analysis, financial forecasting, and providing necessary financial insight and support for operational decision-making.</p>
<b>Proposed Motion:</b>	Move that the Board approve the recommended changes listed above for the Office of Budget and Finance.
<b>Actual Motion:</b>	Board moves to table motion until further details concerning the motion are provided. They requested a better understanding of the change in order to weigh the pros and cons and determine whether or not this change will benefit WCSA as a whole.
<b>Motion By:</b>	Mr. Miller
<b>Second By:</b>	Mr. Hutchinson

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<b>Voting:</b>	7
<b>Ayes:</b>	
<b>Nays:</b>	0
<b>Abstain:</b>	0
<b>End Time:</b>	6:40pm

<b>Agenda Item: 9</b>	Closed Meeting
<b>Presenter(s):</b>	Commissioner
<b>Beginning Time:</b>	6:40pm
<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. Miller
<b>Second By:</b>	Mrs. Miller
<b>Voting:</b>	<b>Ayes:</b> 7
	<b>Nays:</b> 0
	<b>Abstain:</b> 0
<b>End Time:</b>	6:41pm

WASHINGTON COUNTY SERVICE AUTHORITY  
REGULAR BOARD MEETING  
April 22, 2024

Agenda Item 9  
CLOSED MEETING MOTION

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

1. Discussion and consideration of appointment, promotion, and salary of Ron Seay who has been chosen by the Authority's Board of Commissioners to become the Authority's General Manager as provided in Code of Virginia § 2.2-3711(A)(1).
2. Discussion of the February 28, 2024 grievance of Brett Whittaker, which involves discipline of a specific public employee of WCSA, as provided in Code of Virginia § 2.2-3711(A)(1).
3. 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 Mark Lawson for closed meeting purpose 1; and that the Board request the attendance of Ron Seay, Ryan Kiser, Dwain Gilbert, Holly Edwards, Shawn Blevins and Mark Lawson for closed meeting purposes 2 and 3.

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Movant: Mr. Miller  
 Second: Mrs. Miller  
 Vote: 7

<b>Agenda Item: 10</b>	Return to Open Meeting
<b>Presenter(s):</b>	Commissioner
<b>Beginning Time:</b>	8:15pm
<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 meeting.
<b>Motion By:</b>	Mr. Miller
<b>Second By:</b>	Mr. Taylor
<b>Voting:</b>	<b>Ayes:</b> 7
	<b>Nays:</b> 0
	<b>Abstain:</b> 0
<b>End Time:</b>	8:15pm

Agenda Item 10  
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:  
 Second:  
 Roll Call:

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

CHAIRMAN: we are again in open meeting

<b>Agenda Item: 11</b>	Late Items
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<b>Presenter(s):</b>	Commissioner
<b>Beginning Time:</b>	8:16pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	None
<b>On the Record:</b>	None
<b>Discussion:</b>	None
<b>Actual Motion:</b>	Board moved to amend the grievance procedure as recommended by General Counsel.
<b>Motion By:</b>	Mr. Thayer
<b>Second By:</b>	Mr. Hutton
<b>Voting: Ayes:</b>	6
<b>Nays:</b>	1
<b>Abstain:</b>	0
<b>End Time:</b>	8:17pm

<b>Agenda Item: 12</b>	Consideration of Commissioner's Comments
<b>Presenter(s):</b>	Chairman
<b>Beginning Time:</b>	8:17pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	None
<b>Background:</b>	None
<b>Discussion:</b>	Mr. Miller expressed a question from a member of the community concerning obtaining an easement on WCSA property to allow for trail access. Staff said that they would look into the request and would like to hear more details from those wanting the easement.
<b>On the Record:</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>	8:24pm

<b>Agenda Item: 13</b>	General Manager Report and Update
<b>Presenter(s):</b>	Acting General Manager

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<b>Beginning Time:</b>	8:24pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	None
<b>Discussion:</b>	
<b>On the Record:</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>	8:31pm

<b>Agenda Item: 14</b>	Financial Report and Update
<b>Presenter(s):</b>	Controller
<b>Beginning Time:</b>	8:31pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	None
<b>Discussion:</b>	
<b>On the Record:</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>	8:39pm

<b>Agenda Item: 15</b>	Engineering Report/Construction Projects Update
<b>Presenter(s):</b>	Engineering Manager
<b>Beginning Time:</b>	8:39pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	None



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<b>Discussion:</b>	
<b>On the Record:</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>	8:42pm

<b>Agenda Item: 16</b>	Customer Service Report and Update
<b>Presenter(s):</b>	Customer Service Manager
<b>Beginning Time:</b>	8:42pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	None
<b>Discussion:</b>	
<b>On the Record:</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>	8:45pm

<b>Agenda Item: 17</b>	Human Resources Report and Update
<b>Presenter(s):</b>	Human Resources Manager
<b>Beginning Time:</b>	8:45pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	None
<b>Discussion:</b>	
<b>On the Record:</b>	None
<b>Recommendation:</b>	None

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<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>	8:50pm

<b>Agenda Item: 18</b>	Adjourn
<b>Presenter(s):</b>	Commissioner
<b>Beginning Time:</b>	8:51pm
<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 adjourn.
<b>Motion By:</b>	Mr. Taylor
<b>Second By:</b>	Mr. Hutton
<b>Voting:           Ayes:</b>	7
<b>                          Nays:</b>	0
<b>                          Abstain:</b>	0
<b>End Time:</b>	8:51pm

Agenda Item 18  
ADJOURNMENT

Is there a motion to adjourn this meeting?

Motion:                   Mr. Taylor                  

Second:                   Mr. Hutton                  

Vote:           7                  

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

  
\_\_\_\_\_  
Holly Thompson, Assistant Secretary

# Washington County Service Authority



## Business Update

# Regulatory Compliance - Water

## ✓ No Violations in March 2024

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

# Regulatory Compliance - Wastewater

## ✓ No Violations in March 2024

- Hall Creek Wastewater Treatment Plant
- Damascus Wastewater Treatment Plant

## ➤ Overflow at Abingdon Steel Pump Station

- March 4<sup>th</sup> – 1:18pm to 2:00pm – 42 minutes total volume 2815 gallons  
Power failure due to tree limb on power line – emergency generator put in place  
Permanent generator installed on site
- March 5<sup>th</sup> – 12:00am to 12:14am – 14 minutes total volume 686 gallons  
Power lost to power supply feeding control circuit  
On-Call Crew Chief received Alarm was on site in 30 minutes – Travis Thompson

# Fire Hydrant out-of-service

Fire Hydrants in system – 1738

Fire Hydrants out of service – 0

**Great Job Maintenance Team**

- ❖ 0 - Repair parts ordered
- ❖ 0 – Repair work scheduled
- FH in a Field near Peaceful Valley Road – contacting property owner to remove this FH due to accessibility.
- ✓ Repairs completed on four FH's
- ☐ **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)
  
- Received 400 new ERT's end of February
- Remaining 303 ERT's have been replaced, (first week of March)
  
- Itron will reimburse WCSA labor cost to exchange ERT's
  
- Itron working to resolve software issue for data updates from Inhance to GENx, (works well Inhance to Temetra)
- 2300 meters on network – 4000 meters to turn onto network in class 1



# 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

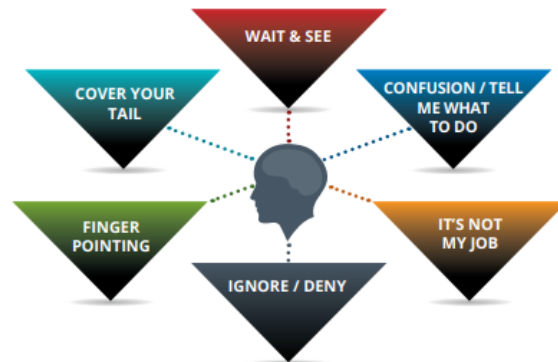
Steps To Accountability®

## **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 WCSA Water Operations: Joe Baldwin, Joey Foster, Craig Debusk, Alan Dillon, Melissa Elswick, Gary Thomas, Roho Frye, Emilee McDaniel, Chance Moore, Jenna Wright, Matt Fleenor, & Hunter Childers for demonstrating:

## 2023 Gold Award

Excellence in Waterworks Operations



**CUSTOMER FIRST**



**EVERYONE MATTERS**



**OWN IT**



**BE BOLD**



**FOCUS NOW**

**In the Following Manner:**

The Gold award is given to waterworks with a surface water treatment facility that maintain filtration standards at an excellent level and stay in regulatory compliance for the calendar year. Out of tens of thousands of filter turbidity measurements and hundreds of filter washes our operators diligently produced filtered water to the highest level that the State of Virginia recognizes. This award shows their commitment to producing high quality water for our customers 365 days a year through all conditions and challenges. It is a culmination of a group effort to do it the right way every day. We greatly appreciate this Teams willingness to demonstrate Customer First and Owning It.



# Virginia's Optimization Program



Virginia Department of Health  
Office of Drinking Water

**Washington County Service Authority**  
**Middle Fork Water Treatment Plant**  
**2023 GOLD Award**





Office of Drinking Water  
For Achieving Virginia's Optimization Program Goals  
**Washington County Service Authority**  
**Middle Fork Water Treatment Plant**

Is Awarded the

**2023 Gold**

Water Treatment Plant Performance Award for  
Excellence in Clarification, Filtration, and Backwash

*Robert D. Edelman*

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Robert D. Edelman, PE  
Director, Division of Technical Services



# 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



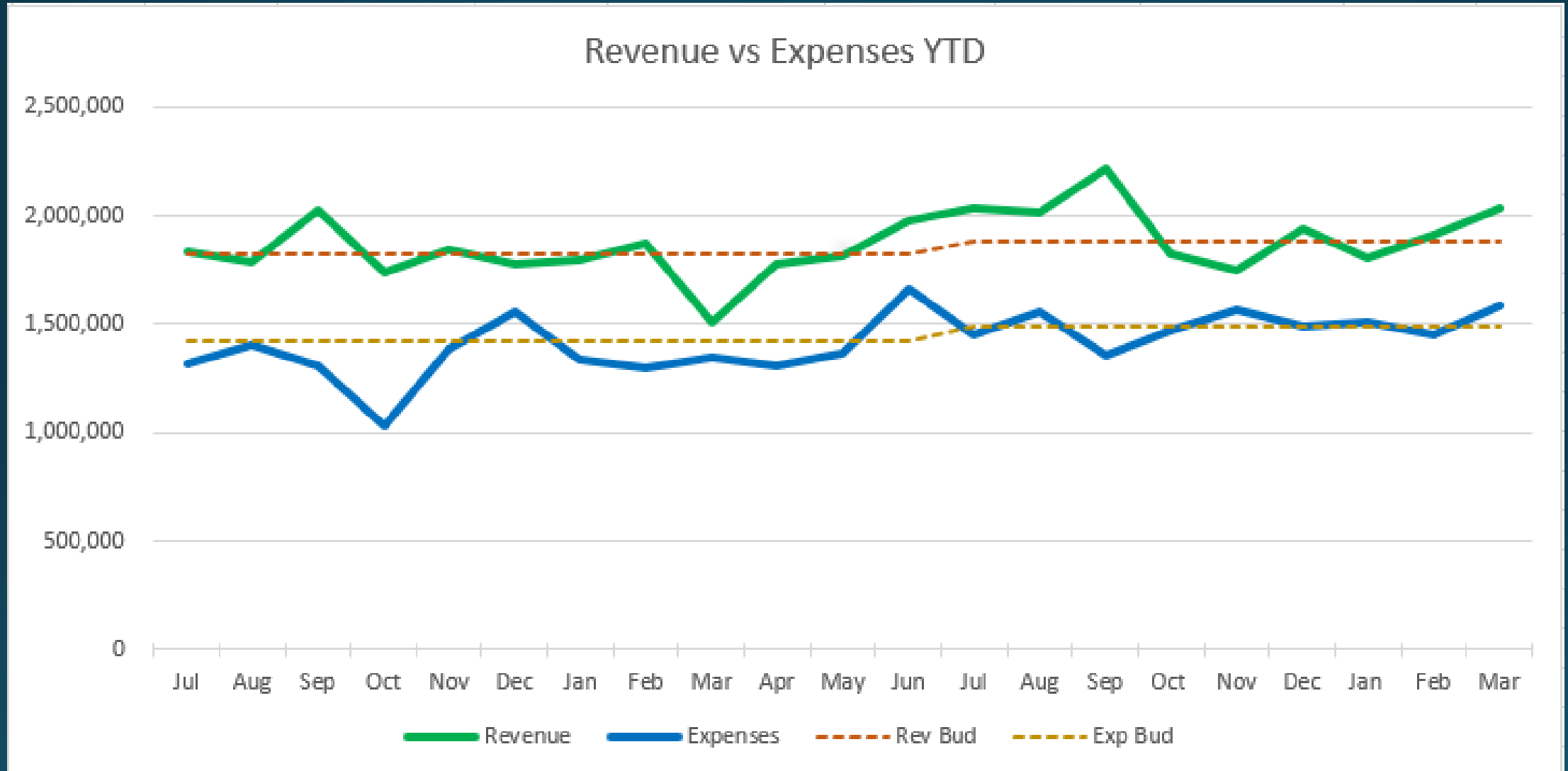
...or it will manage you.

# Strategic Initiatives

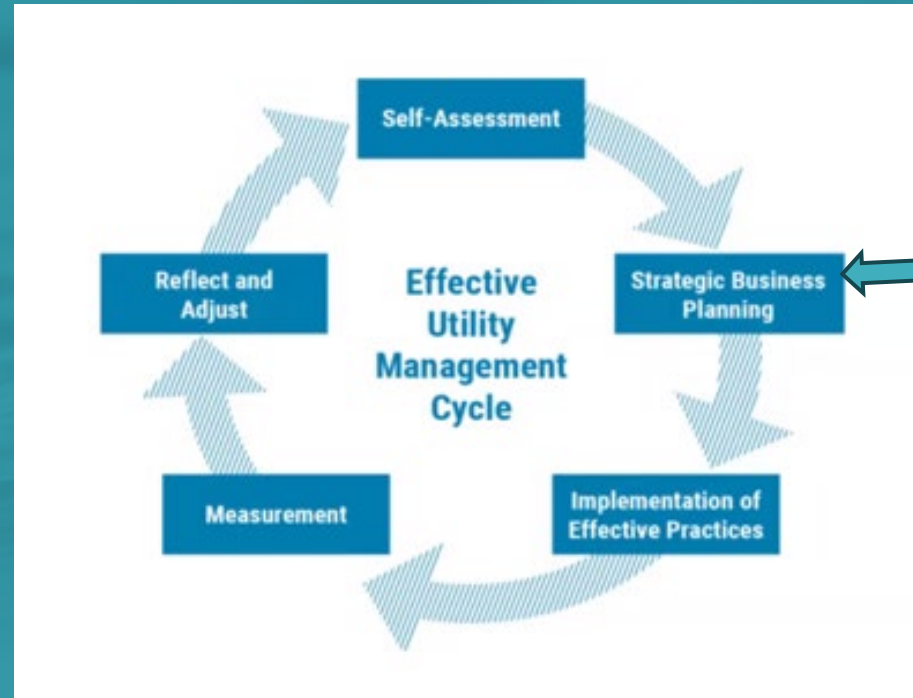
Priority	Item #		Owner	Resources	Status	Completion Date
1	1	Facility Security, EE badge system, facility cameras	Shawn	TriCities IT	on-target	FY24 Q4
1	2	Business System including Financials, Inventory, accounts receivables, accounts payable, Purchase orders, work orders, asset management, time keeping & pay roll, HRIS, Billing	Dwain	Holly, Shawn, Hunter, Ron	on-target	FY24 Q4
1	3	Finanical Processes defined, documented and EE's Trained	Dwain	Holly, Ron	on-target	FY24 Q4
	4	Develop / Implement Customer Satisfaction Survey	Holly	use 3rd party	on-target	FY24 Q4
	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



# Basics of Organizational Improvement



Five-year Rate plan & CIP

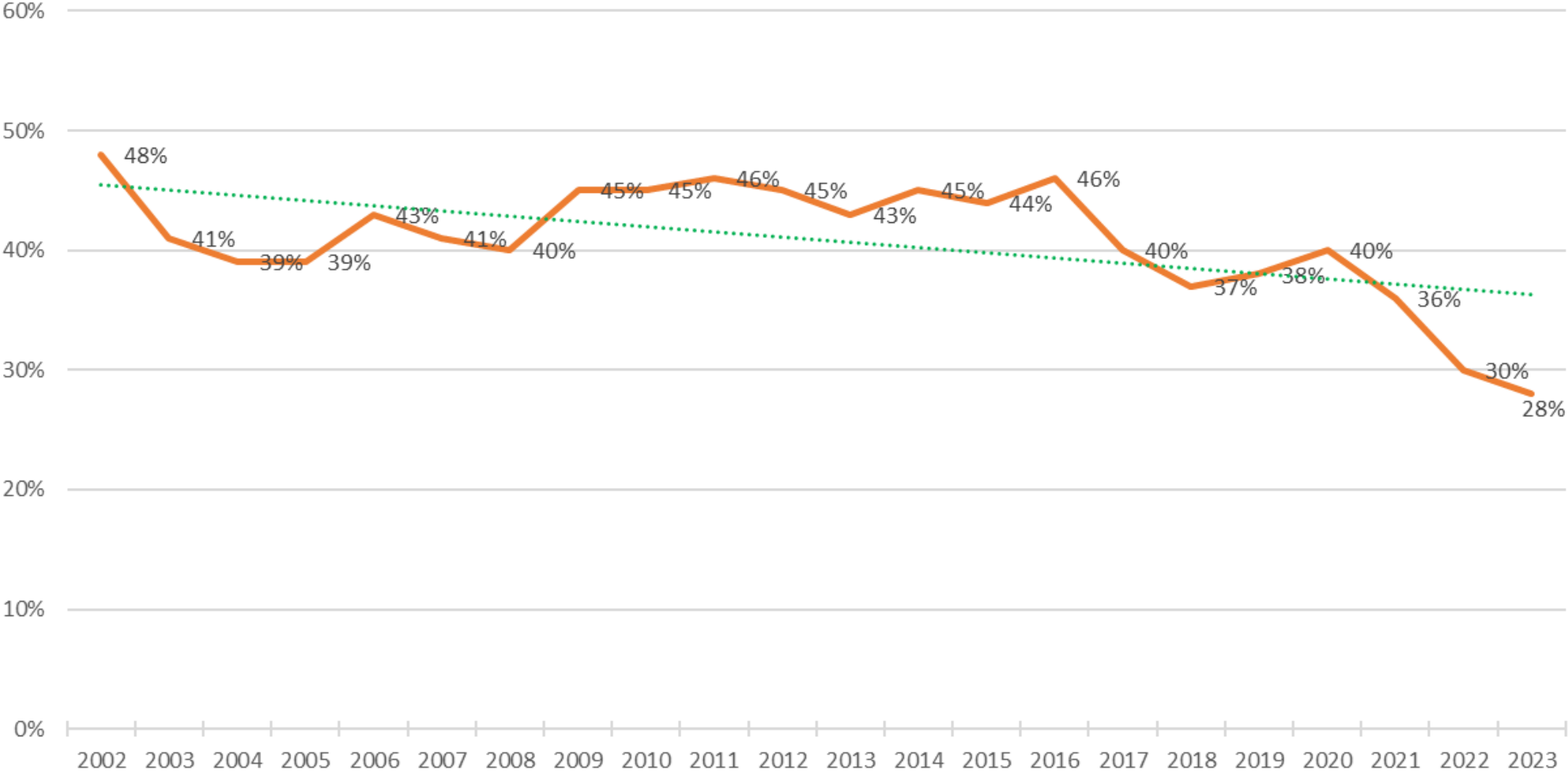


# Five Keys to Management Success

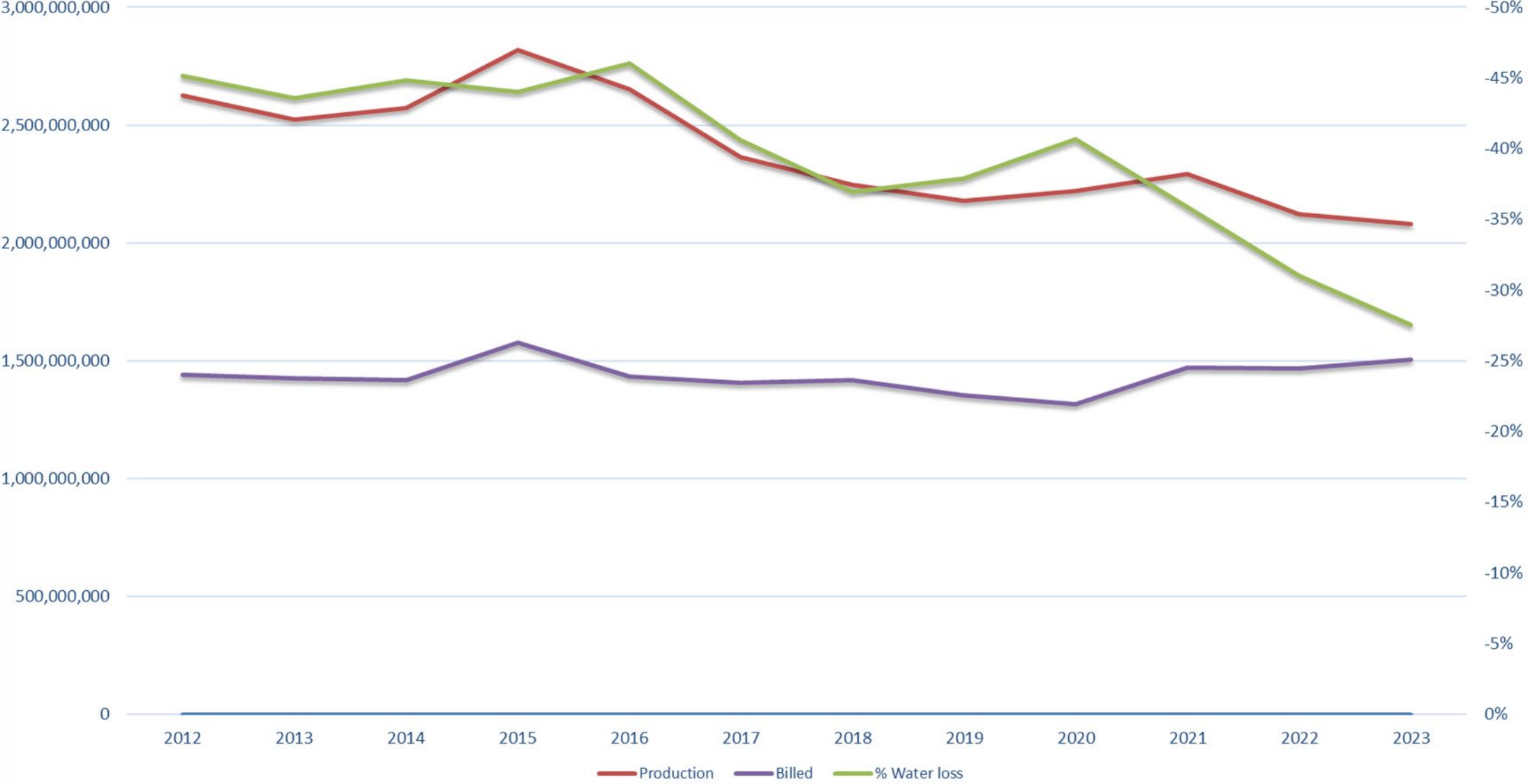
## Ten Attributes of Effectively Managed Utilities



# % Water Loss Annually



### Production, Billed, and % Water Loss





Non-revenue Water on a Monthly basics:

- Monthly average Water Produced:

<u>Middle Fork</u>	<u>Mill Creek</u>	<u>Taylors Valley</u>	<u>Total Produced</u>	<u>Non-revenue water</u>	<u>% Non-Revenue</u>
104,725,914	36,018,817	30,789,609	171,534,340	47,728,497	28%

- Monthly average Water Purchased:

Total 1,735,211 Gallons

- Monthly average Water Flushed to meet VDH standards for water quality:

Average 4,756,667 Gallons Flushed per month, (annualized cost \$ 85,620), {57 million gallons}

Water Flushed is captured in the WCSA water usage – averages 5,594,500 gallons/month

## Non-revenue Water on an Annual basics:

- For 2023 the Annual Water Loss was 573 million gallons of water Produced, 28%

Dollars at cost \$ 670,253

Dollars lost revenue \$ 3,705,640

- ❖ Reduce water loss by 20% - savings at cost of \$ 134,051
- ❖ 20% of water loss converted to revenue \$ 741,128

### Actions to Reduce Water Loss:

- ✓ Preventative Maintenance on all Pressure/Flow Control Valves
- ✓ Replace Transite & Galvanized water lines
- Monitor pressure zones via zone meters compared to billed to determine leaks
- Start in a Pressure Zone use Leak Detection Correlator to find mainline leaks & fix

**Thank you**

**Questions?**



# March 2024 MTD Financial Summary

	Actual	Budget	Variance	Variance %	
<b>Revenue</b>					
Water	\$ 1,770,735	\$ 1,613,943	\$ 156,792	9.71%	Refund from 90 Degree Benefits - Health Ins. \$245K
Sewer	\$ 262,343	\$ 270,603	\$ (8,260)	-3.05%	
<b>Total</b>	<b>\$ 2,033,078</b>	<b>\$ 1,884,546</b>	<b>\$ 148,532</b>	<b>7.88%</b>	
<b>Operating Exp.</b>					
Water	\$ 1,374,957	\$ 1,263,178	\$ 111,779	8.85%	
Sewer	\$ 210,603	\$ 227,824	\$ (17,221)	-7.56%	
<b>Total</b>	<b>\$ 1,585,560</b>	<b>\$ 1,491,002</b>	<b>\$ 94,558</b>	<b>6.34%</b>	
<b>Income from Ops.</b>					
Water	\$ 395,778	\$ 350,766	\$ 45,013	12.83%	
Sewer	\$ 51,739	\$ 42,778	\$ 8,961	20.95%	
<b>Total</b>	<b>\$ 447,517</b>	<b>\$ 393,544</b>	<b>\$ 53,974</b>	<b>13.71%</b>	

# March 2024 MTD Key Variances

## Month to Date Notes

### Key Exp. Variances

Water	Actual	Budget	Variance	Notes
Engineering Fees	\$ 145,870	\$ 3,519	\$ (142,351)	Thompson & Litton \$111K Abandoned Building Design and Plans for Admin. Building (Old Invoices, expensed during capitalization process of building improvements; Local Limits Studies - Town of Abingdon - \$34K
Depreciation	\$ 358,383	\$ 281,930	\$ (76,453)	Galvanized Line Replacement (\$32M) Depreciation started June 30th
Other Equip. Repairs/Parts/Sup.	\$ 24,393	\$ 7,059	\$ (17,333)	Cla Valve Parts - \$23K
Public Relations	\$ 15,954	\$ 3,037	\$ (12,917)	Retainer Hours, Ground Breaking - \$11K, Paul Davis Restoration - \$4,800
Vehicle Maintenance	\$ 16,418	\$ 4,622	\$ (11,797)	Engine Replacement \$10K
Production Electricity	\$ 49,580	\$ 39,238	\$ (10,342)	Missed Budget number
Non-Departmental Compensation	\$ 74,262	\$ 84,686	\$ 10,424	
Sludge Removal	\$ -	\$ 10,667	\$ 10,667	Budgeted monthly
CompSoft -Maint. Agreement		\$ 17,750	\$ 17,750	Fees for subscription to Inhance and other software, Not billed every month
<b>Sewer</b>				
None			\$ -	

# March 2024 YTD Financial Summary

	Actual	Budget	Variance	Variance %
<b>Revenue</b>				
Water	\$ 15,165,235	\$ 14,525,490	\$ 639,745	4.40%
Sewer	\$ 2,342,795	\$ 2,435,424	\$ (92,629)	-3.80%
<b>Total</b>	<b>\$ 17,508,030</b>	<b>\$ 16,960,914</b>	<b>\$ 547,116</b>	<b>3.23%</b>
<b>Operating Exp.</b>				
Water	\$ 11,579,216	\$ 11,368,600	\$ 210,616	1.85%
Sewer	\$ 1,999,455	\$ 2,050,420	\$ (50,964)	-2.49%
<b>Total</b>	<b>\$ 13,578,672</b>	<b>\$ 13,419,020</b>	<b>\$ 159,652</b>	<b>1.19%</b>
<b>Income from Ops.</b>				
Water	\$ 3,586,019	\$ 3,156,890	\$ 429,129	13.59%
Sewer	\$ 343,339	\$ 385,004	\$ (41,665)	-10.82%
<b>Total</b>	<b>\$ 3,929,358</b>	<b>\$ 3,541,894</b>	<b>\$ 387,464</b>	<b>10.94%</b>

# March 2024 YTD Key Variances

## Year to Date Notes

### Key Exp. Variances

Water	Actual	Budget	Variance	Notes
Depreciation	\$ 3,208,816	\$ 2,537,372	\$ (671,444)	Galvanized Line Replacement (\$32M) Depreciation started June 30th
Engineering Fees	\$ 149,942	\$ 31,671	\$ (118,271)	Thompson & Litton \$111K Abandoned Building Design and Plans for Admin. Building (Old Invoices, expensed during capitalization process of building improvements; Local Limits Studies - Town of Abingdon - \$34K
Production Electricity	\$ 366,598	\$ 313,903	\$ (52,694)	Missed Budget number
Planning Expenses	\$ 20,628	\$ 90,000	\$ 69,373	Budgeted as Rate Study and CDL schooling; Hasn't happened yet
Comp. - Administration	\$ 682,338	\$ 762,173	\$ 79,835	
Inventory Variance	\$ (55,664)	\$ 40,537	\$ 96,201	\$52K, Added price to 600hp vertical pump at Middle Fork
CompSoft -Maint. Agreement	\$ 55,637	\$ 159,750	\$ 104,113	Fees for subscription to Inhance and other software, Not billed every month
<b>Sewer</b>				
Outside Services	\$ 76,344	\$ -	\$ (76,344)	Hall Creek Sewer Study; Budgeted on FY 23, Emory Sewer Study, not budgeted
Sewer Rent to BVU	\$ 193,970	\$ 260,070	\$ 66,100	

# FY2024 Financing Activities

	<b>MTD</b>		<b>YTD</b>	
Interest Income	\$	131,175	\$	1,203,767
Financing Exp.	\$	(332,637)	\$	(1,940,270)
<b>Total</b>	<b>\$</b>	<b>(201,462)</b>	<b>\$</b>	<b>(736,504)</b>

## **Grants Received:**

Mendota Water Line Project	\$	3,297,888
VRA - Lee Hwy Sewer Pro.	\$	12,201
	<b>\$</b>	<b>3,310,089</b>

**Thank you**

**Questions?**

# Water Line Extension Projects

- Spring Lake Road - Project has been awarded and staff is preparing for pre-construction meeting.
- Funded Waterline Extension Projects – Staff continues to work on easements and design for the Buffalo Pond and Flatwood Acres WL Extension projects.

# Applications of Funding for Water Improvements

Funding Projects - Staff is applying for funding with VDH on the following projects:

- Spoon Gap Road Water Line Extension Project
- South Monte Vista Drive Water Line Replacement Project
- Green Springs Church Road Transite Waterline Replacement Project
- Lake Road Transite Waterline Replacement Project
- Lowry Hills Transite Waterline Replacement Project
- Bluff Hollow Road Waterline Extension Project
- Potter Road Waterline Extension Project
- Scotts Ridge Road Waterline Extension Project



# Mendota Waterline Extension Project

## Contract 1

- Line work continues and is progressing well.
- Contractor has approximately 1,000 L.F of line remaining to install.
- Current substantial completion is June 11, 2024
  
- An additional 1.6 mile section of line between Robinette Gap and Mendota has been placed in service and customers are being notified they can connect to new system

# Mary's Chapel Project/Archery Range Road

- All the waterline on for Mary's Chapel, Walker Mountain, Archery Range Road and Reedy Creek has been installed.
- Fire hydrants will be tested on for the Mary's Chapel/Walker Mountain portion and then customers notified they can connect to the system.
- Remaining work to be completed is pump station and pressure tank vault.
- % Complete by Value = 75 %
- % Complete by Time = 87 %

# Smyth Chapel Improvements Project

- VDH issued construction permit
- Staff is ordering materials to prepare to begin project.

# 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	17 %	29 %
2 - Lee Highway Gravity Sewer and Force Main, Jones	32 %	29 %
3 - Halls Bottom Gravity, Mendon	56 %	29 %
4 - Pump Stations, Jones	17 %	29 %

# Developer Projects

Staff continues to work on several developer project.

- 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
- Virginian Pickleball Facility
- Hill Development Walker Mountain

**CUSTOMER SERVICE DEPARTMENT ACTIVITY REPORT  
ENDING MARCH 30, 2024**

**TOTAL COLLECTIONS/DEPOSITS: \$ 1,569,657.80**

**CLASSES BILLED**

**CLASS 1**

Accounts Billed: 5,919  
Gallons Billed: 26,710,000  
Water Charges: \$409,389.51  
Sewer Charges: \$19,439.69

**CLASS 2**

Accounts Billed: 4,840  
Gallons Billed: 24,797,000  
Water Charges: \$339,359.06  
Sewer Charges: \$127,024.08

**CLASS 3**

Accounts Billed: 3,769  
Gallons Billed: 16,034,000  
Water Charges: \$224,671.60  
Sewer Charges: \$52,395.65

**CLASS 4**

Accounts Billed: 2,596  
Gallons Billed: 10,400,000  
Water Charges: \$160,973.45  
Sewer Charges: \$0

**CLASS 5**

Accounts Billed: 3,035  
Gallons Billed: 19,722,000  
Water Charges: \$248,359.04  
Sewer Charges: \$20,280.48

**CLASS 6**

Accounts Billed: 2,641  
Gallons Billed: 11,107,000  
Water Charges: \$165,652.07  
Sewer Charges: \$35,333.81

**FINAL BILLS/CLASS 990**

Accounts Billed: 121  
Gallons Billed: 161,000  
Water Charges: \$3,579.28  
Sewer Charges: \$372.01

**TOTAL ACTIVE WATER CUSTOMER BASE (February)**

22,213

**TOTAL ACTIVE WATER CUSTOMER BASE (March)**

Residential: 19,986

Non-Residential: 2,250

**TOTAL ACTIVE SEWER CUSTOMER BASE (March)**

Residential: 1,906

Commercial: 170

Industrial: 29

**TOTAL SEWER GALLONS BILLED**

Residential: 7,630,000

Commercial: 2,362,000

Industrial: 2,916,000

**TOTAL SEWER GALLONS BILLED-TOWN OF DAMASCUS**

Residential: 1,213,000

Commercial/Industrial: 1,061,000

**TOTAL ACTIVE SEWER CUSTOMER BASE FOR TOWN OF DAMASCUS**

Residential: 322

Industrial: 77

**DELINQUENCY PROCESSING**

Accounts with Late Charges Processed: 3,293

Total Disconnect Notices Processed: 725

**GENERAL ACTIVITIES**

New Connections Applied for: Water – 14 (0 Project) Sewer– 1(0 Project)

Reconnections/Transfers of Service: 114

**DISPUTES RECEIVED: 0**

**DISPUTES RESPONDED TO: 0**

**DISPUTE MEETINGS: 0**

**ABATEMENTS DUE TO LEAKS**

Total Accounts Abated due to Leaks: 93

Total Dollar Amount Abated: \$65,141.88

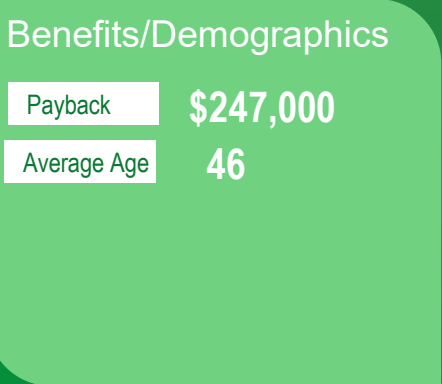
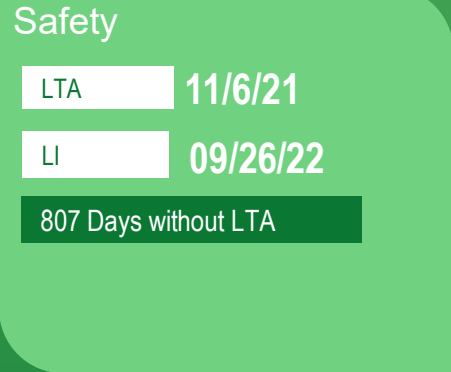
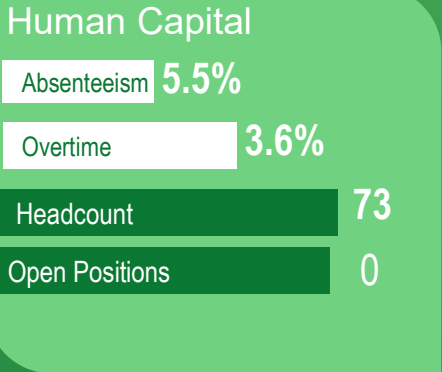
**BAD DEBT WRITE-OFFS: \$1053.45**



# Human Resources & Safety Dashboard



## Key Process Indicators (KPI)



# Strategy

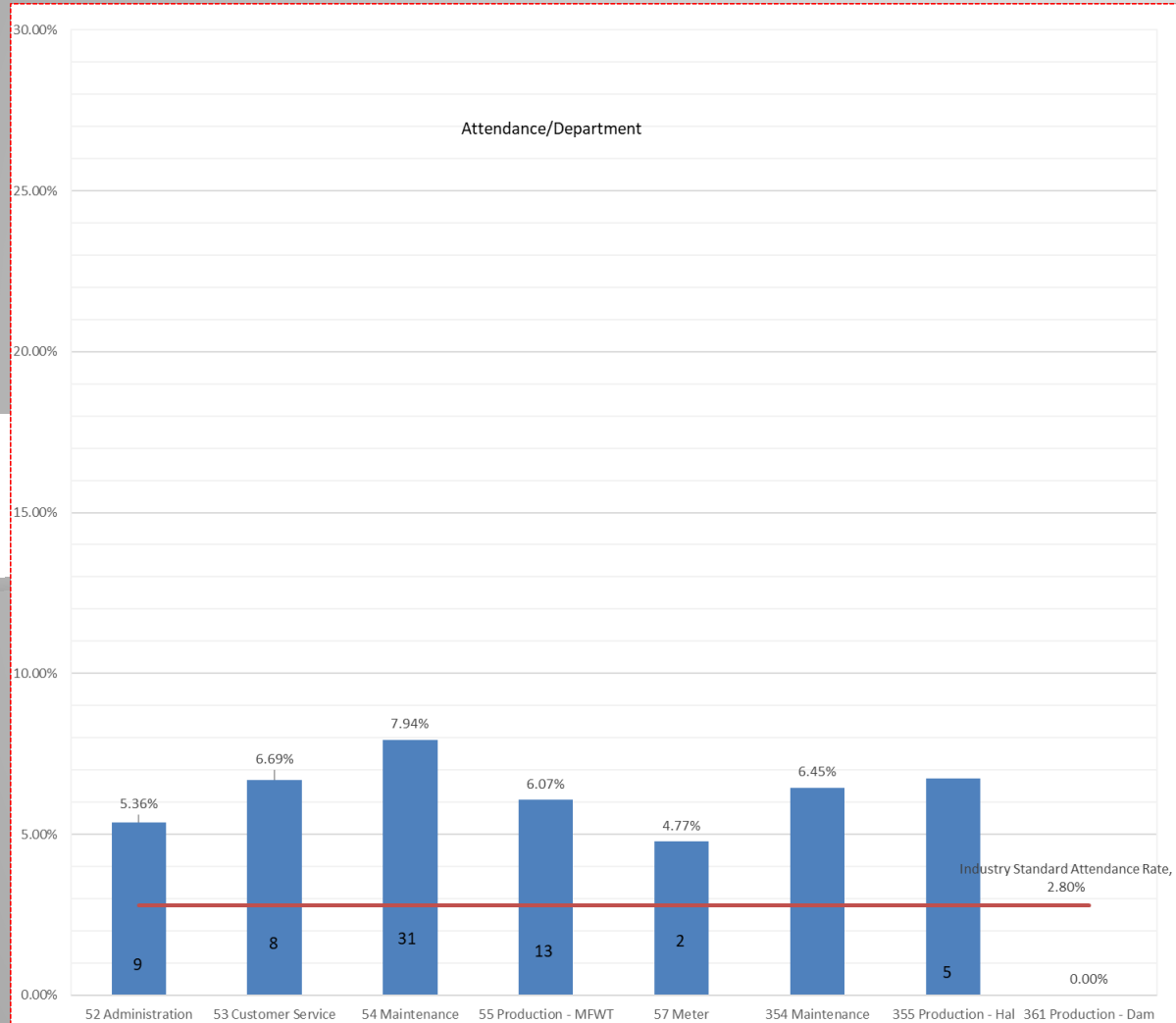
- *Establish Open Communication*
- *Develop & Implement Policy and Procedures*
- *Involve Everyone*
- *Provide Training*
- *Establish Benchmark & Review Progress*
- *Use Positive Reinforcement*

# Anniversary

Maiden, Kirk E	03/22/2010	14
Thompson, Travis	03/14/2012	12
Mitchell, Randall	03/26/2012	12
Salyers II, Farren W	03/18/2019	5
Taylor, Chad W	03/02/2020	4
Perrigan, Alexis N	03/03/2020	4
Miller, Cathy M	03/16/2020	4
Shaw, Christopher	03/01/2021	3
Lohman, Jonathan A	03/08/2021	3
McDaniel, Emilee D	03/15/2021	3
Childers, Hunter C	03/16/2021	3
Thomas, Larry D	03/01/2022	2
Gobble, Bobby W	03/01/2022	2
Hughes, Travis M	03/28/2022	2
Matney, Tristan E	03/01/2023	1
Inscore, Michael A	03/01/2023	1

# Human Capital KPI

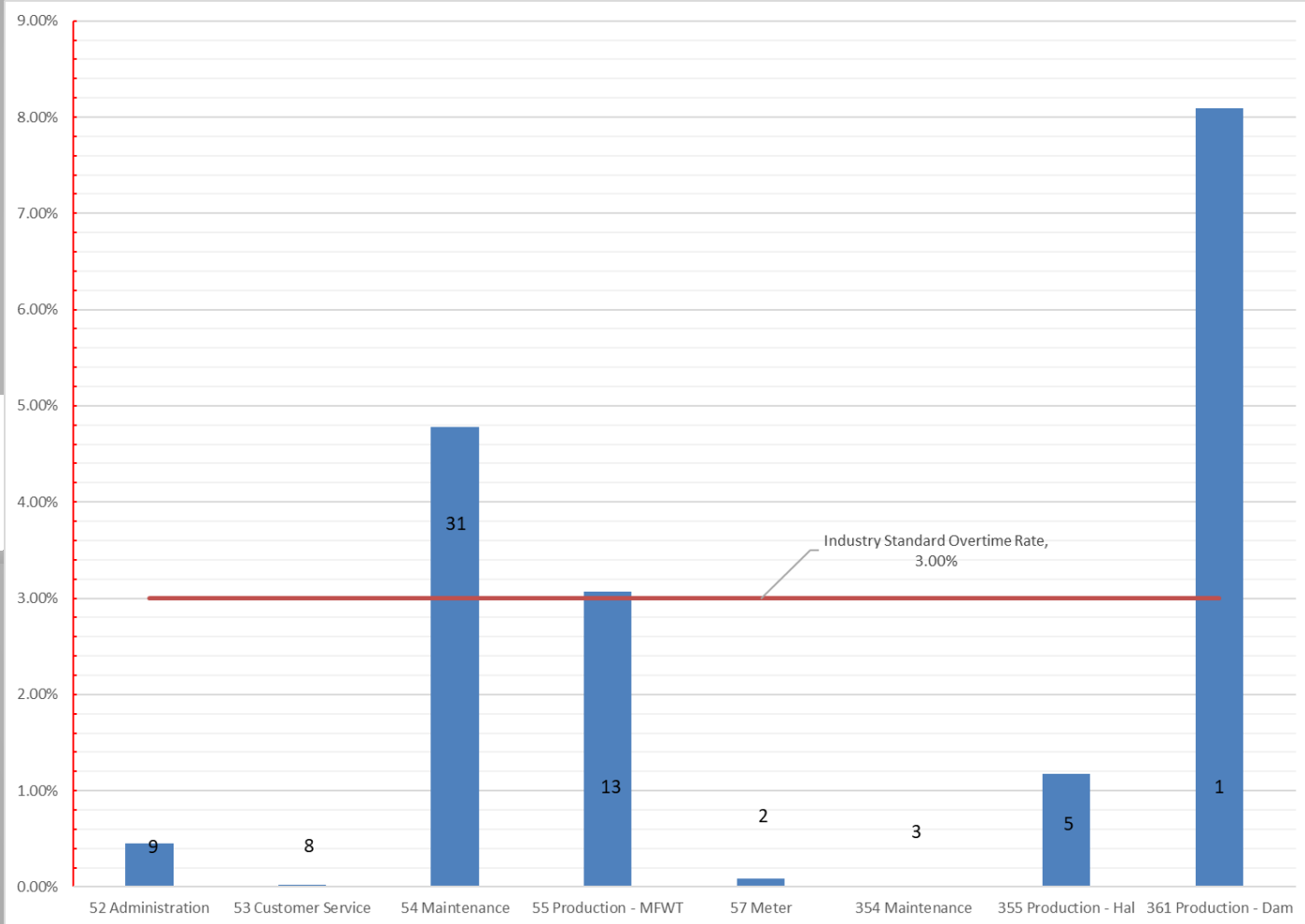
## Attendance



- 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 5.5% up from 4.06

# Human Capital KPI

## Overtime

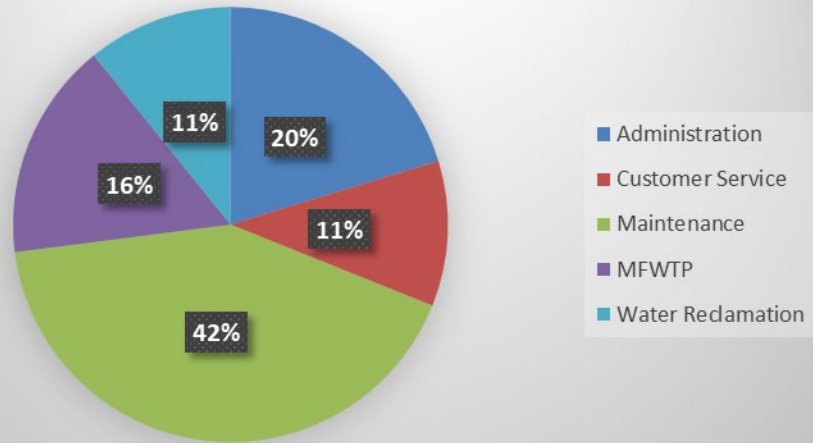


- Red line represents Industry Standard for Overtime at 3%
- Black # within the blue bar chart represents the # of employees by department
- Average OT is 3.6% up over last month 3.35%

# Human Capital KPI

Headcount

## Headcount



## Open Positions

- 1

## New Hires

- 0

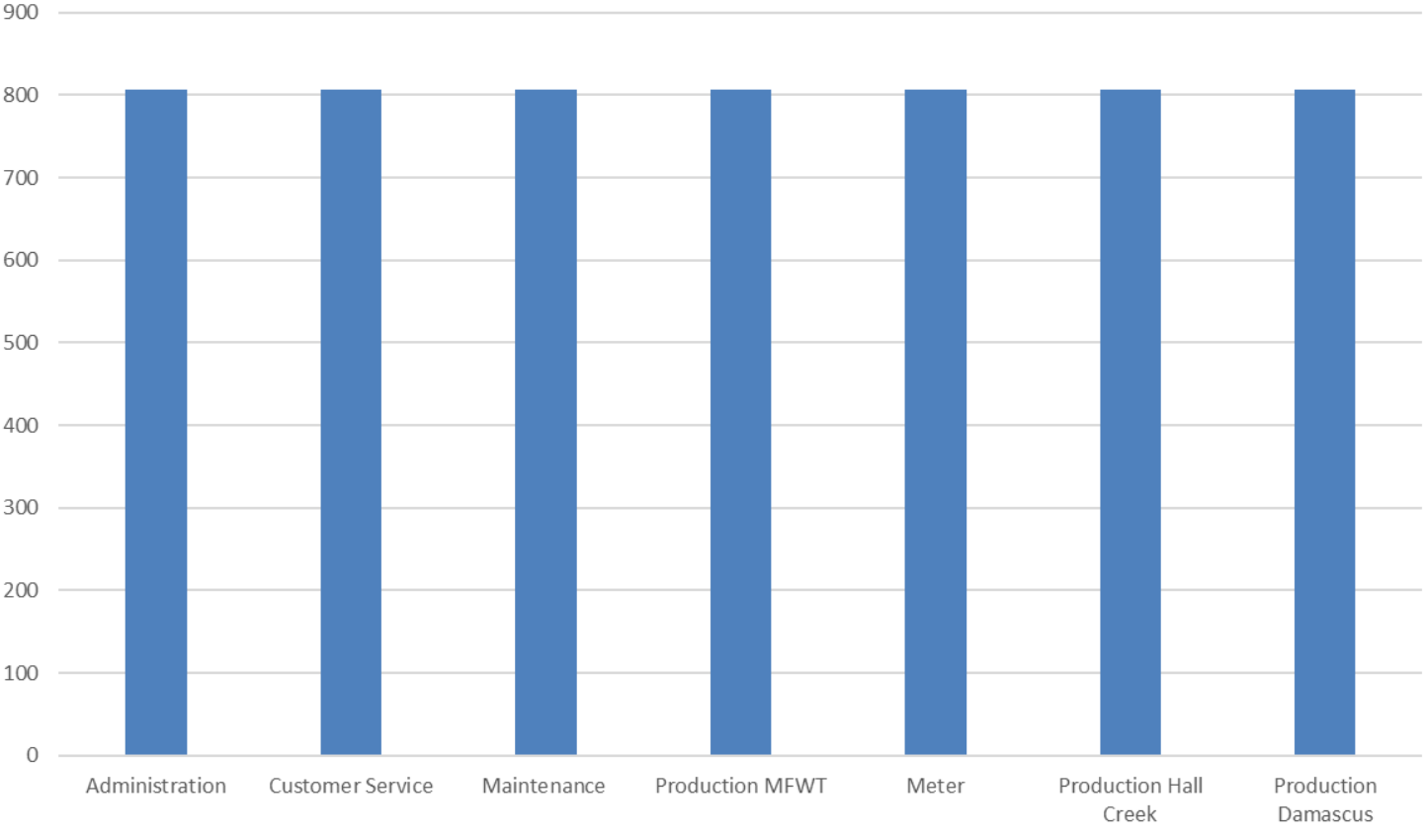
## Terminations

- 0

# Human Capital KPI

## Safety

Days Without a LTA



### Days without a Lost Time Accident

- Administration-807
- Customer Service-807
- Maintenance-807
- Productions MFWT-807
- Meter-807
- Production Hall Creek-807
- Production Damascus-807

# Human Capital KPI

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

# Human Capital KPI

