

Washington County Service Authority Board of Commissioners
June 7, 2024, 2:00 pm Called Board Meeting Minutes

Agenda Item: 1	Call the Meeting to Order
Presenter(s):	Chairman
End Time:	2:01

Agenda Item: 2	Roll Call
Presenter(s):	Chairman
Present:	Mr. Campbell, Mr. Hutchinson, Mr. Hutton, Mrs. C. Miller, Mr. D. Miller, Mr. Taylor, and Mr. Thayer
Absent:	None
End Time:	2:02

Agenda Item: 3	Prayer and Pledge of Allegiance
Presenter(s):	Dwain Miller opened the meeting in prayer and led the Pledge of Allegiance.
Beginning Time:	2:02
End Time:	2:05

Agenda Item: 4	Approval of the Agenda
Presenter(s):	Chairman
Beginning Time:	2:05
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:	Hutton
Second By:	Taylor
Voting:	Ayes: 7
	Nays: 0
	Abstain: 0
End Time:	2:07

Washington County Service Authority Board of Commissioners
June 7, 2024, 2:00 pm Called Board Meeting Minutes

Agenda Item: 5	Consideration of General Manager Agreement
Presenter(s):	Chairman
Beginning Time:	2:07
Potential Conflict(s) of Interest and Abstention(s):	None
Background:	WCSA Board of Commissioners in closed meeting on April 4, 2024, selected Ron Seay from among other candidates to be WCSA's General Manager. Legal Counsel prepared an Agreement for signing by Mr. Seay and the Authority. The Agreement was reviewed and verbally approved by the WCSA Board of Commissioners on April 22, 2024. The Agreement was to be formally approved in open meeting at our May 20, 2024, Board Meeting. That meeting was not held, and the Agreement should be approved at this meeting.
Discussion:	Mark Lawson begins with talking about a closed meeting April 4 th this year Where Ron Seay was chosen as the candidate to become the new GM. Mark Lawson prepared an agreement and was verbally agreed upon by the commissioners on April 22, 2024. This agreement should have been voted upon for the May 20, 2024, but meeting was not held and now it's time for us to vote on the employment agreement. D. Campbell ask for a motion to approve the agreement. D. Miller said he made a request for a closed meeting but was ignored and ask to table this discussion about the agreement to the next meeting so they could talk about it. M. Lawson interjected and said he was not ignoring the email from D. Miller to him and the Chairman because the request didn't fall within the statute of a closed meeting. M. Lawson also said since it didn't meet the closed meeting statute requirement then D. Miller could bring up his discussion in open meeting. D. Campbell agrees M. Lawson about bringing the discussion from D. Miller to open meeting. D. Miller disagreed and believes things that are personnel matters should be discussed during closed meeting session. M. Lawson said there was no indication about the discipline or performance of any employee. D. Campbell stated if anyone has any questions then bring it up in open meeting. D. Miller ask Ron Seay if he received a speeding ticket? Ron ask when? D. Miller said a couple of months ago? Ron ask where? D. Miller says state of TN he is just asking. Ron Seay what date. D. Miller doesn't have a date. Ron Seay answers no to the question about the speeding ticket. D. Campbell asks if we need to prove that? D. Miller said he is just asking. D. Miller said it was brought to him. D. Campbell ask was it from multiple people? D. Campbell says that is what we keep hearing is rumors and they need to brought into the open and just ask point blank like you just did. D. Campbell said this is the only way we can stop all of this and the rumors along with the hatred that is out here. D. Campbell is so fed up with the

Washington County Service Authority Board of Commissioners
June 7, 2024, 2:00 pm Called Board Meeting Minutes

hatred. D. Campbell said we need to go ahead and prove this. Ron Seay agrees by saying sure. Ron Seay is fine to do what needs to be done. D. Hutchinson said the comment was made that you received a speeding ticket in TN. D. Hutchinson said he knows Ron lives in Mosheim and then question if he did get a ticket was in a company vehicle coming to or from work. R. Seay said that was not what D. Miller ask and D. Hutchinson said he knows that was not D. Miller's question. D. Miller said he didn't know if the ticket was related to R. Seay driving a WCSA truck. D. Hutchinson said it wouldn't have mattered anyway but a ticket in a company vehicle would be more prominent. R. Seay said I certainly understand and said that this bootlegged information is what we spend time on and should be focused on the business and its bootlegged information Mr. Miller. R. Seay ask D. Miller how he would like to prove to him that it is bootlegged information? D. Miller said there is no way you can. R. Seay said yes there is a way. R. Seay ask S. Blevins if he has his company credit card. S. Blevins said yes and handed the credit card to R. Seay. R. Seay ask D. Miller if he would like to see proof right here on the screen? D. Campbell said that is what we are going to have to do is prove you did get a ticket. S. Blevins said we require a DMV record from everyone who applies for a job. S. Blevins explains how the process works to request a record. R. Seay logs into the TN DMV sight and completes the DMV record request. During the time R. Seay logs into the DMV website C. Miller said she thought they had some additional stuff they needed to discuss before they approve the contract. M. Lawson ask clarifying questions to C. Miller such as are you talking about the 12-month severance vs the 6-month severance? C. Miller says maybe I don't know. M. Lawson said he made the changes requested by the board. C. Miller ask if we have a revised copy of the contract and M. Lawson said that was the only change to the contract was the severance from 12-6 months. R. Seay said he has agreed to the contract C. Miller didn't know the R. Seay agreed to the changes of the contract. C. Miller said we should know what we are voting on. M. Lawson said we can make additional copies but R. Seay has agreed to sign the contract. M. Lawson said the only problem that he was aware of with the contract was the 12-month severance and he changed to 6 months. D. Campbell verified the contract was the same as the previous GM Mr. Cornett. M. Lawson verified it was the same with minor differences. C. Miller wanted to know how difficult it would be to get a copy of the contract. M. Lawson said it's not difficult at all. M. Lawson ask if the thought of R. Seay getting a speeding ticket disqualifies R. Seay and D. Campbell says no, this was just brought up and we are going to set it at ease. D. Miller said it was brought to his attention. D. Miller said this shouldn't be brought up in public and R. Seay said he doesn't see anything wrong with bringing it up in public at all. R. Seay said the D Miller you can ask me any

Washington County Service Authority Board of Commissioners
June 7, 2024, 2:00 pm Called Board Meeting Minutes

question you want to Mr. Miller. R. Seay followed up with D Miller about bringing it up before you vote on the contract then it's insinuating it going to impact the contract. It's pretty dog on clear to anybody. R. Seay ask D. Miller how far back do you want me to go for the driving record? I have only been working here 2 years but I will go back 3 years. D. Miller said if you didn't get it then you didn't get it. R. Seay ask if we didn't have someone just run a red light. S. Blevins said yes a camara took a picture of one of our employees running a red light. We investigated the situation and required the employee to pay the ticket but did not require a DMV record. We have had multiple tickets such as speeding, running stop signs etc. However, if a truck is missing a mud flap then WCSA will pay for the ticket. R. Seay ask (is there anyone in this room who hasn't gotten a speeding ticket?) D. Gilbert said he has never received a speeding ticket. General light discussion about speeding tickets in general with several people laughing. R. Seay hands out a copy of the contract to all board members. S. Blevins brings up a point about employee's who may have gotten a DUI and we wouldn't want them driving our vehicles with restricted license. M. Lawson said we can address that situation at another time with a policy. D. Miller said he knows that R. Seay speeds because R. Seay has passed him on the interstate therefore he knows he speeds. R. Seay laughs and says but I haven't gotten a speeding ticket. D. Campbell says one of the concerns is you not moving to Washington County. R. Seay says ok and as far as moving to Washington County most of you know I have been in an interim position for almost 2 years. To relocate from his house to move up here was just not a smart business decision for him. Once the contract is signed and I know there is some stability here in this position then yeah I certainly plan on looking for property house here in this area. I plan on keeping my house in Greene County but he purchased a house in Ashville when he started up the L3 plant and lived over there for 4 years. The reason I haven't so far is because I have been in the mind. D. Campbell said he understood. The room being completely empty for the May 20th board meeting didn't give him a warm and fuzz feeling either. R. Seay is going to make his decisions on good business not on emotions. D. Campbell questioned about losing some employees over the last couple of weeks. R. Seay agrees. D. Campbell asked R. Seay to help him. R. Seay said certainly D. Hawkins who was an RPR with us he left to go back to Jones Construction on the hill behind us. He completed a exit interview with us. Jones offered him a superintendent's job for an increase of over \$40,000/yr. S. Blevins confirmed the increase and went on to say Hawkins worked for Jones for 12 years then with us 7 years and Hawkins father is still working for Jones. A superintendent left and Jones recruited Hawkins for that replacement. We evaluated Hawkins offer against what we were paying and there was a \$40,000 increase for him to accept the position at Jones. S.

Washington County Service Authority Board of Commissioners
June 7, 2024, 2:00 pm Called Board Meeting Minutes

	<p>Blevins said if you want to vote and pay and RPR \$105,000 all we need is someone to make the motion and another board member to second the motion and I will pay him \$105,000. Remember we have 2 more RPR's in the same position. D. Campbell ask about a second employee leaving, R. Seay said the second employee is Kirk Maiden and he sent us a resignation and gave us a two week notice. R. Seay said when someone quits they quit. D. Campbell ask for Kirks reason. R. Seay said that he did not give us one. Kirk declined the exit interview. S. Blevins said we also ask R. Kiser to ask Kirk if he would complete an exit interview form and R. Kiser said Kirk wasn't interested in completing the exit interview. R. Kiser said Kirk told him he needed a change for something different. D. Campbell says that is normal out here in the workforce for employees to move from job to job. D. Campbell says he is not surprised and doesn't get excited about people quitting because in his eyes they can be replaced the next day. D. Campbell said he was replaced the next day after he had retired. General laughter and comments. D. Campbell ask the board if there is anything else they have heard or wants to say something to put everyone's mind at ease. If not then let everyone have a few minutes to read over the contract. D. Campbell ask the board if everyone is done reading over the contract? D. Campbell ask the board do we need to wait on the DMV record before we vote? D. Hutchinson made the statement if the DMV record doesn't have any bearing on the position then we should vote. D. Campbell said the record doesn't have any bearing on the contract. D. Campbell said all the DMV record does is set the minds and rumors to ease. D. Campbell ask for a motion to accept the GM agreement. D. Campbell welcomes Mr. Seay as the new general manager. R. Seay thanks the chairman and the members of the board. S. Blevins provided D. Miller with a copy of R. Seay MVR, no violations for this record.</p>
On the Record:	
Recommendation:	Subject to answering any questions from the Board. Recommendation is that the Board make the motion to approve the Agreement for the General Manager.
Proposed Motion:	Board makes the motion to approve the Agreement for the General Manager.
Actual Motion:	Accept General Manager Employment Agreement
Motion By:	K Thawer
Second By:	J Hutton
Voting:	Ayes: 5
	Nays: 2
	Abstain:
End Time:	2:22

Washington County Service Authority Board of Commissioners
June 7, 2024, 2:00 pm Called Board Meeting Minutes

Agenda Item: 6	Consideration of Grievance Procedure
Presenter(s):	Legal Counsel / HR Manager
Beginning Time:	2:23
Potential Conflict(s) of Interest and Abstention(s):	
Background:	<p>On December 14, 2023, Brett Whittaker was disciplined for failure to properly respond to SCADA alarms, and he signed a last chance agreement on February 14, 2024. He grieved his punishment on February 28, 2024, and on March 25, 2024, his grievance proceeded to a hearing before the Board of Commissioners. The Board denied his grievance on April 22, 2024, and on April 24, 2024, the Board amended section 17.15 of the grievance procedure to limit the Board's review of grievances to those involving termination. Staff recommends further amendment of the grievance procedure to exclude the Board of Commissioners from the grievance process altogether.</p> <p>While It is understandable that Board members want to be receptive and responsive to employees, even well-intentioned conversations about an employee's grievance may adversely impact WCSA's management. For that reason, Staff recommends that the Board further amend the grievance procedure to completely remove the Board from any part of the grievance process.</p>
Discussion:	After GM third step, termination decision be decided by a hearing officer.
On the Record:	
Enclosures:	
Recommendation:	(2) requiring that appeals from the General Manager's third step decision be heard and decided by a hearing officer as under the Virginia State Grievance Procedure. See distributed amendments.

Washington County Service Authority Board of Commissioners
June 7, 2024, 2:00 pm Called Board Meeting Minutes

Proposed Motion:	(2) requiring that appeals from the General Manager's third step decision be heard and decided by a hearing officer as under the Virginia State Grievance Procedure.
Actual Motion:	(2024-06-07 Proposed Amendments of Section 17.5-17.7)
Motion By:	J Hutton
Second By:	K Thayer
Voting:	Ayes: 6
	Nays: 0
	Abstain: 1
End Time:	2:40

Agenda Item: 7	Consideration to Backfill Operations Manager Position
Presenter(s):	Acting General Manager
Beginning Time:	2:42
Potential Conflict(s) of Interest and Abstention(s):	
Background:	Now that the General Managers position has been filled it is time to advertise and interview candidates to backfill the Operations Manager Position.
Discussion:	Not a new position stays within the payband
On the Record:	
Enclosures:	
Recommendation:	Subject to answering any questions the Board may have, Staff recommends the Board favorably consider approving to backfill the Operations Manager Position.
Proposed Motion:	Staff recommends the Board favorably consider approving to backfill the Operations Manager Position.
Actual Motion:	Fill the operation manager position
Motion By:	K Thayer
Second By:	D Hutchenson
Voting:	Ayes: 7
	Nays: 0
	Abstain: 0
End Time:	2:46
Agenda Item: 8	Consideration of the 2024-2025 WCSA Regular Board Meeting

Washington County Service Authority Board of Commissioners
June 7, 2024, 2:00 pm Called Board Meeting Minutes

	Schedule and 2025-2026 Annual Meeting Schedule
Presenter(s):	Chairman / Acting General Manager
Beginning Time:	2:46
Potential Conflict(s) of Interest and Abstention(s):	
Background:	<p>According to the Water and Waste Authorities Act and the WCSA Bylaws, WCSA is required to hold Regular monthly meetings, as well as an Annual meeting.</p> <p>FY 2025 the Board will hold regular meetings on the fourth Tuesday starting at 5:00 PM in the E.W. Potts, Jr. Board Room. In years past, (2021, 2022, & 2023), the Board opted not to hold a Regular Meeting in December due to the December meeting being so close to the November meeting and the agenda for December typically being light. If the Board wishes to continue this model, the meeting dates for the upcoming year would appear as follows unless noted otherwise:</p> <p><u>2024 – 2025 Regular Board Meetings: Meetings start at 5:00pm:</u> <u>(fourth Tuesday of each month unless noted otherwise)</u></p> <p>August 27, 2024 September 24, 2024 October 22, 2024 November 26, 2024 *December (no meeting) January 28, 2025 February 25, 2025 March 25, 2025 April 22, 2025 May 27, 2025 June 24, 2025</p> <p><u>2024 – 2025 Annual Meeting:</u> July 29, 2025 (fifth Tuesday to allow time to complete year end financials)</p>
Discussion:	General discussion from changing board meetings from Monday to Tuesday, Table the board meetings to next scheduled board meeting June 24, 2024
On the Record:	
Enclosures:	
Recommendation:	Subject to answering any questions from the Board. Recommendation is that the Board makes the motion to approve the 2024-2025 WCSA Regular Board Meeting Schedule and 2025-2026 Annual Meeting Schedule
Proposed Motion:	Board makes the motion to approve the 2024-2025 WCSA Regular Board Meeting Schedule and 2025-2026 Annual Meeting Schedule
Actual Motion:	Table the discussion to the next scheduled board meeting June 24, 2024
Motion By:	K Taylor

Washington County Service Authority Board of Commissioners
June 7, 2024, 2:00 pm Called Board Meeting Minutes

Second By:	D Hutchenson
Voting:	7
Ayes:	
Nays:	0
Abstain:	0
End Time:	3:04

Agenda Item: 9	Consideration of WCSA Electronic Meeting Policy
Presenter(s):	Acting General Manager
Beginning Time:	3:04
Potential Conflict(s) of Interest and Abstention(s):	
Background:	<p>This Electronic Meetings Policy (the "Policy") is adopted pursuant to the authorization of Va. Code § 2.2-3708.3 and is to be strictly construed in conformance with the Virginia Freedom of Information Act (VFOIA), Va. Code §§ 2.2-3700—3715. This Policy supersedes any earlier policy of the Washington County Service Authority ("WCSA") on remote participation in WCSA Board of Commissioners ("Board") meetings.</p> <p>This Policy shall not govern an electronic meeting conducted to address a state of emergency. Any meeting conducted by electronic communication means under such circumstances shall be governed by the provisions of Va. Code § 2.2-3708.2.</p> <p>Regardless of the reasons why a member is participating in a meeting from a remote location by electronic communication means, no member shall participate remotely under this Article unless a quorum of the Board have been physically assembled at the primary or central meeting location.</p> <p>See distributed Policy, WCSA Electronic Meeting Policy.</p>
Discussion:	
On the Record:	
Enclosures:	
Recommendation:	Subject to answering any questions from the Board. Recommendation is that the Board makes the motion to approve the WCSA Electronic Meeting Policy.

Washington County Service Authority Board of Commissioners
June 7, 2024, 2:00 pm Called Board Meeting Minutes

Proposed Motion:	Board makes the motion to approve the WCSA Electronic Meeting Policy.
Actual Motion:	Adopt electronic meeting policy.
Motion By:	D Hutchenson
Second By:	C Miller
Voting: Ayes:	7
Nays:	0
Abstain:	0
End Time:	3:11

Agenda Item: 10	Public Query and Comment
Presenter(s):	Chairman
Beginning Time:	3:11
Potential Conflict(s) of Interest and Abstention(s):	None
Speakers:	None
Discussion:	None
On the Record:	None
Actual Motion:	None
Motion By:	None
Second By:	None
Voting: Ayes:	
Nays:	
Abstain:	
End Time:	3:12

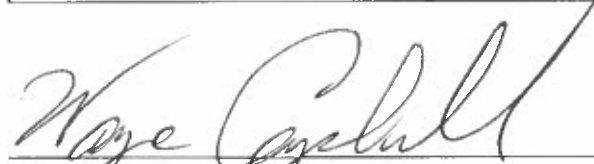
**Washington County Service Authority Board of Commissioners
June 7, 2024, 2:00 pm Called Board Meeting Minutes**

Agenda Item: 11	Approval of the Consent Agenda
Presenter(s):	Chairman
Beginning Time:	3:12
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:	J Hutton
Second By:	D Hutchenson
Voting:	Ayes: 7
	Nays: 0
	Abstain: 0
End Time:	3:13

Agenda Item: 12	Consideration of Commissioner's Comments & Questions on Staff Reports
Presenter(s):	Chairman
Beginning Time:	3:13
Potential Conflict(s) of Interest and Abstention(s):	None
Discussion:	No question and No presentation
On the Record:	
Recommendations:	None
Proposed Motion:	None
Actual Motion:	None
Motion By:	None
Second By:	None
Voting:	Ayes:
	Nays:
	Abstain:
End Time:	3:14

**Washington County Service Authority Board of Commissioners
June 7, 2024, 2:00 pm Called Board Meeting Minutes**

Agenda Item: 13	Adjourn
Presenter(s):	Commissioner
Beginning Time:	3:14
Potential Conflict(s) of Interest and Abstention(s):	None
Discussion:	None
On the Record:	None
Actual Motion:	Motion to adjourn.
Motion By:	K Taylor
Second By:	D Hutchenson
Voting:	Ayes: 7
	Nays: 0
	Abstain: 0
End Time:	3:15



 Wayne Campbell, Chairman



 Holly Edwards, Assistant Secretary

Washington County Service Authority



Business Update

Regulatory Compliance - Water

✓ No Violations in April 2024

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

Regulatory Compliance - Wastewater

- ✓ No Violations in April 2024
 - Hall Creek Wastewater Treatment Plant
 - Damascus Wastewater Treatment Plant

Fire Hydrant out-of-service

Fire Hydrants in system – 1738

Fire Hydrants out of service – 1

- ❖ 1 - Repair parts ordered
 - 550 Russell Road

- ❖ 0 – Repair work scheduled

- FH in a Field near Peaceful Valley Road – contacting property owner to remove this FH due to accessibility.
 - Property is leased working to contact property owner

- ✓ Repairs completed on three FH's

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

Itron AMI Meter Project

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

Genx Temetra software issue:

- 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

- Itron created a new file from WCSA Temetra that can be imported in Genx Temetra that will fix the sync issue, (May 10th).
- Currently working to validate that all the locations have been corrected, (May 13th).
- Once we have confirmed sync issue is fixed – then we will proceed to flip meters to network read, (May 28th).

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

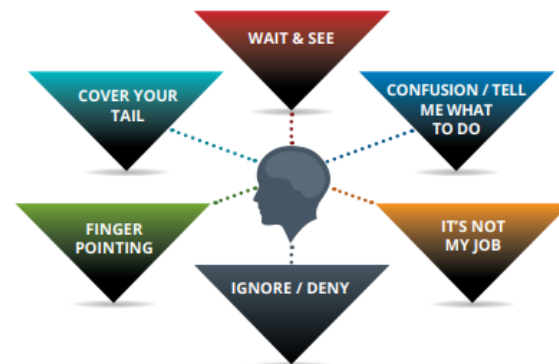
Steps to Accountability

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.

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

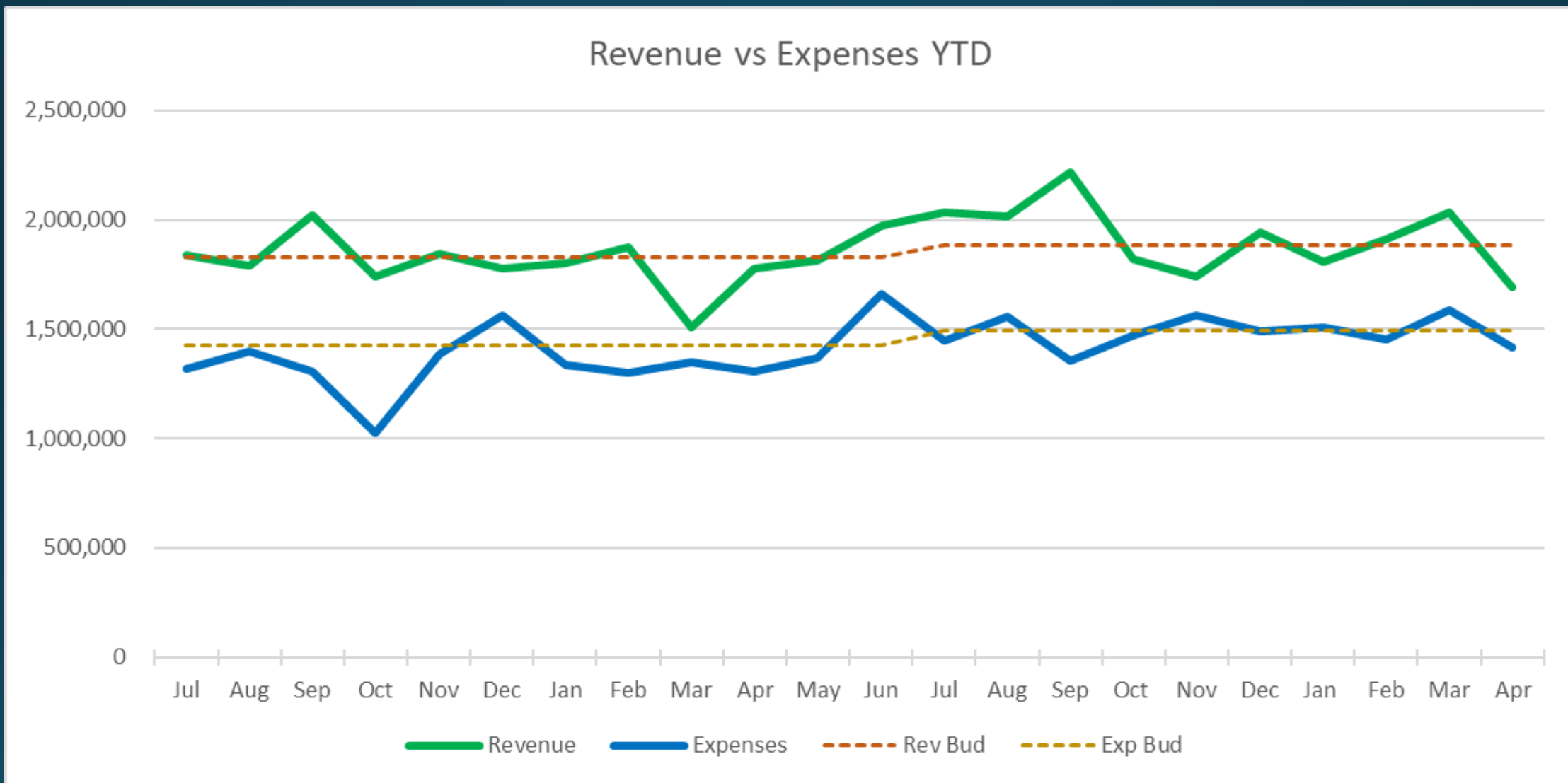


...or it will manage you.

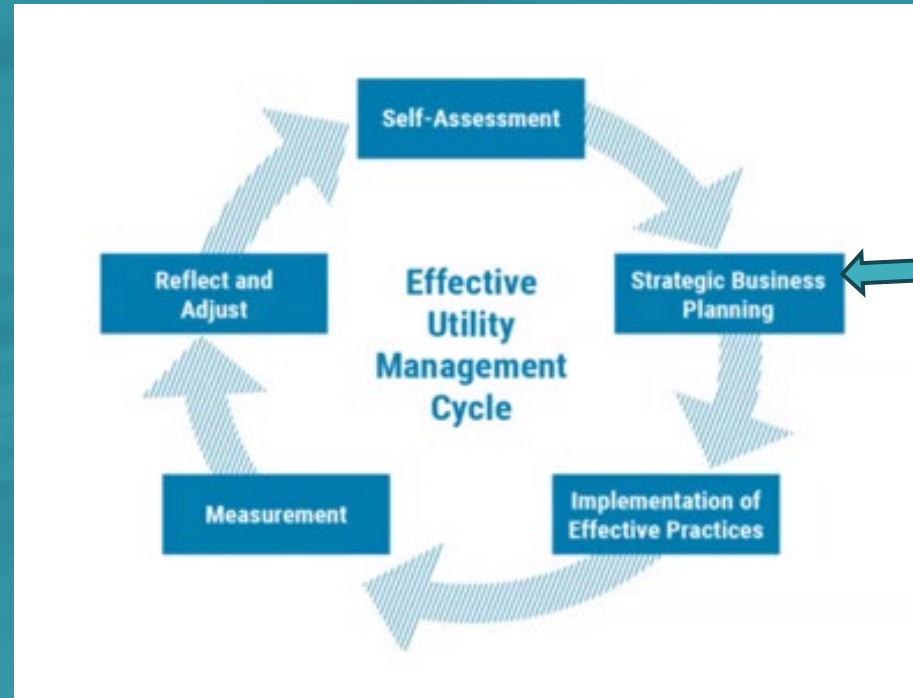
Strategic Initiatives

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



Lead Service Line Inventory

Completed Lead Service Line Inventory must be submitted to EPA by October 16, 2024

- ❑ Total Water Customers to Survey 22,583
 - Post 1990 builds – known by law service line is non-lead 7383
- ❖ Surveys to complete 15,200
 - ✓ As of May 8th: 3700 surveys complete
- Surveys to complete 11,500

- ❑ Once a customer survey is completed that information must be uploaded to the EPA website, (31 cells of data per customer survey)
- Required: mandatory overtime and summer interns to support LSLI project.

Thank you

Questions?

April 2024 MTD Financial Summary

	Actual	Budget	Variance	Variance %
Revenue				
Water	\$1,453,982	\$ 1,613,943	\$ (159,962)	-9.91%
Sewer	\$ 235,918	\$ 270,603	\$ (34,684)	-12.82%
Total	\$1,689,900	\$ 1,884,546	\$ (194,646)	-10.33%
Operating Exp.				
Water	\$1,222,011	\$ 1,263,178	\$ (41,167)	-3.26%
Sewer	\$ 198,122	\$ 227,824	\$ (29,703)	-13.04%
Total	\$1,420,133	\$ 1,491,002	\$ (70,869)	-4.75%
Income from Ops.				
Water	\$ 231,971	\$ 350,766	\$ (118,795)	-33.87%
Sewer	\$ 37,796	\$ 42,778	\$ (4,982)	-11.65%
Total	\$ 269,767	\$ 393,544	\$ (123,777)	-31.45%

April 2024 MTD Key Variances

Key Exp. Variances

Water	Actual	Budget	Variance	Notes
Depreciation	\$ 359,021	\$ 281,930	\$ (77,091)	Galvanized Line Replacement (\$32M) Depreciation started June 30th
Stone/Paving	\$ 44,413	\$ 4,340	\$ (40,074)	Paving Repairs to North Court Street
Production Electricity	\$ 52,237	\$ 39,238	\$ (12,999)	Missed Budget number
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
Credit Card Processing Charges	\$ 11,683	\$ 22,498	\$ 10,815	Credits received from previous Months - \$9K
Engineering Fees	\$ (31,010)	\$ 2,511	\$ 33,521	Reclassification of Project Related Engineering Fees
Sewer				
None			\$ -	

April 2024 YTD Financial Summary

	Actual	Budget	Variance	Variance %
Revenue				
Water	\$ 16,619,217	\$ 16,139,433	\$ 479,784	2.97%
Sewer	\$ 2,578,713	\$ 2,706,027	\$ (127,314)	-4.70%
Total	\$ 19,197,930	\$ 18,845,460	\$ 352,470	1.87%
Operating Exp.				
Water	\$ 12,801,227	\$ 12,631,778	\$ 169,450	1.34%
Sewer	\$ 2,197,577	\$ 2,278,244	\$ (80,667)	-3.54%
Total	\$ 14,998,805	\$ 14,910,022	\$ 88,783	0.60%
Income from Ops.				
Water	\$ 3,817,990	\$ 3,507,655	\$ 310,334	8.85%
Sewer	\$ 381,136	\$ 427,782	\$ (46,646)	-10.90%
Total	\$ 4,199,125	\$ 3,935,438	\$ 263,688	6.70%

April 2024 YTD Key Variances

Key Exp. Variances

Water	Actual	Budget	Variance	Notes
Depreciation	\$ 3,567,837	\$ 2,819,303	\$ (748,534)	Galvanized Line Replacement (\$32M) Depreciation started June 30th
Engineering Fees	\$ 151,497	\$ 35,190	\$ (116,307)	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	\$ 468,414	\$ 392,379	\$ (76,035)	Missed Budget number
Planning Expenses	\$ 22,128	\$ 100,000	\$ 77,873	Budgeted as Rate Study and CDL schooling; Ongoing
Comp. - Administration	\$ 761,464	\$ 846,859	\$ 85,395	
Inventory Variance	\$ (57,236)	\$ 45,041	\$ 102,277	\$52K, Added price to 600hp vertical pump at Middle Fork
CompSoft -Maint. Agreement	\$ 55,637	\$ 177,500	\$ 121,863	Fees for subscription to Inhance and other software, Temetra Billing hasn't started
Sewer				
Outside Services	\$ 76,344	\$ -	\$ (76,344)	Hall Creek Sewer Study; Budgeted on FY 23, Emory Sewer Study, not budgeted
Sewer Rent to BVU	\$ 224,662	\$ 288,967	\$ 64,305	

FY2024 Financing Activities

	MTD		YTD	
Interest Income	\$	128,716	\$	1,332,483
Financing Exp.	\$	31,188	\$	(1,909,082)
Total	\$	159,905	\$	(576,599)

Grants Received:

COVA - Mary's Chapel

\$ 602,764

\$ 602,764

Thank you

Questions?

Water Line Extension Projects

- Spring Lake Road - Staff has awarded the project to Little B Enterprises and is scheduling a pre-construction conference and working towards Notice to Proceed.
- 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 has completed and submitted applications 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

- All mainline is complete, along with pressure testing. Work to be completed is paving, cleanup, installation of blowoffs and chlorination/disinfection of the remaining line to put in service.

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.
- Customers on the Walker Mountain have been notified that they can connect to the system.
- Remaining work to be completed is pump station and pressure tank vault.
- Materials have become available and the contractor has started work on the pump station.

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	36%	39.6 %
2 - Lee Highway Gravity Sewer and Force Main, Jones	36 %	42.1 %
3 - Halls Bottom Gravity, Mendon	36 %	70.7 %
4 - Pump Stations, Jones	36 %	21 %

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 APRIL 30, 2024**

TOTAL COLLECTIONS/DEPOSITS: \$ 2,130,143.18

CLASSES BILLED

CLASS 1

Accounts Billed: 5,932
Gallons Billed: 26,436,000
Water Charges: \$405,886.19
Sewer Charges: \$19,536.80

CLASS 2

Accounts Billed: 4,843
Gallons Billed: 22,710,000
Water Charges: \$318,466.60
Sewer Charges: \$116,404.07

CLASS 3

Accounts Billed: 3,762
Gallons Billed: 13,649,000
Water Charges: \$204,541.63
Sewer Charges: \$46,678.84

CLASS 4

Accounts Billed: 2,588
Gallons Billed: 8,881,000
Water Charges: \$146,523.40
Sewer Charges: \$0

CLASS 5

Accounts Billed: 3,040
Gallons Billed: 17,535,000
Water Charges: \$227,323.53
Sewer Charges: \$16,813.36

CLASS 6

Accounts Billed: 2,641
Gallons Billed: 11,343,000
Water Charges: \$152,427.27
Sewer Charges: \$33,186.66

FINAL BILLS/CLASS 990

Accounts Billed: 176
Gallons Billed: 257,000
Water Charges: \$4,852.86
Sewer Charges: \$660.05

TOTAL ACTIVE WATER CUSTOMER BASE (March)

22,236

TOTAL ACTIVE WATER CUSTOMER BASE (April)

Residential: 20,011

Non-Residential: 2,245

TOTAL ACTIVE SEWER CUSTOMER BASE (April)

Residential: 1,898

Commercial: 172

Industrial: 29

TOTAL SEWER GALLONS BILLED

Residential: 6,847,000

Commercial: 2,066,000

Industrial: 2,991,000

TOTAL SEWER GALLONS BILLED-TOWN OF DAMASCUS

Residential: 1,044,000

Commercial/Industrial: 766,000

TOTAL ACTIVE SEWER CUSTOMER BASE FOR TOWN OF DAMASCUS

Residential: 323

Industrial: 77

DELINQUENCY PROCESSING

Accounts with Late Charges Processed: 3,457

Total Disconnect Notices Processed: 846

GENERAL ACTIVITIES

New Connections Applied for: Water – 13 (0 Project) Sewer– 1(0 Project)

Reconnections/Transfers of Service: 166

DISPUTES RECEIVED: 0

DISPUTES RESPONDED TO: 0

DISPUTE MEETINGS: 0

ABATEMENTS DUE TO LEAKS

Total Accounts Abated due to Leaks: 132

Total Dollar Amount Abated: \$59,441.24

BAD DEBT WRITE-OFFS: \$3791.09

Human Resources & Safety Dashboard



Key Process Indicators (KPI)

Human Capital

Absenteeism **4.56%**

Overtime **3.6%**

Headcount **73**

Open Positions **0**

Safety

LTA **11/6/21**

LI **09/26/22**

837 Days without LTA

Employee Relations

Anniversaries

Thomas, Gary L	34
Blevins, Shawn A	3
Presley, Matthew	1

Lead Service Line

Survey Complete **4,500**

Project Hours **Calc**

Training/Development Investment

100%

VDOT 13, 7

OSHA 10, 20

Promotions/New Hires

0 New Hire

0 Promotions

0 Terminations

Strategy

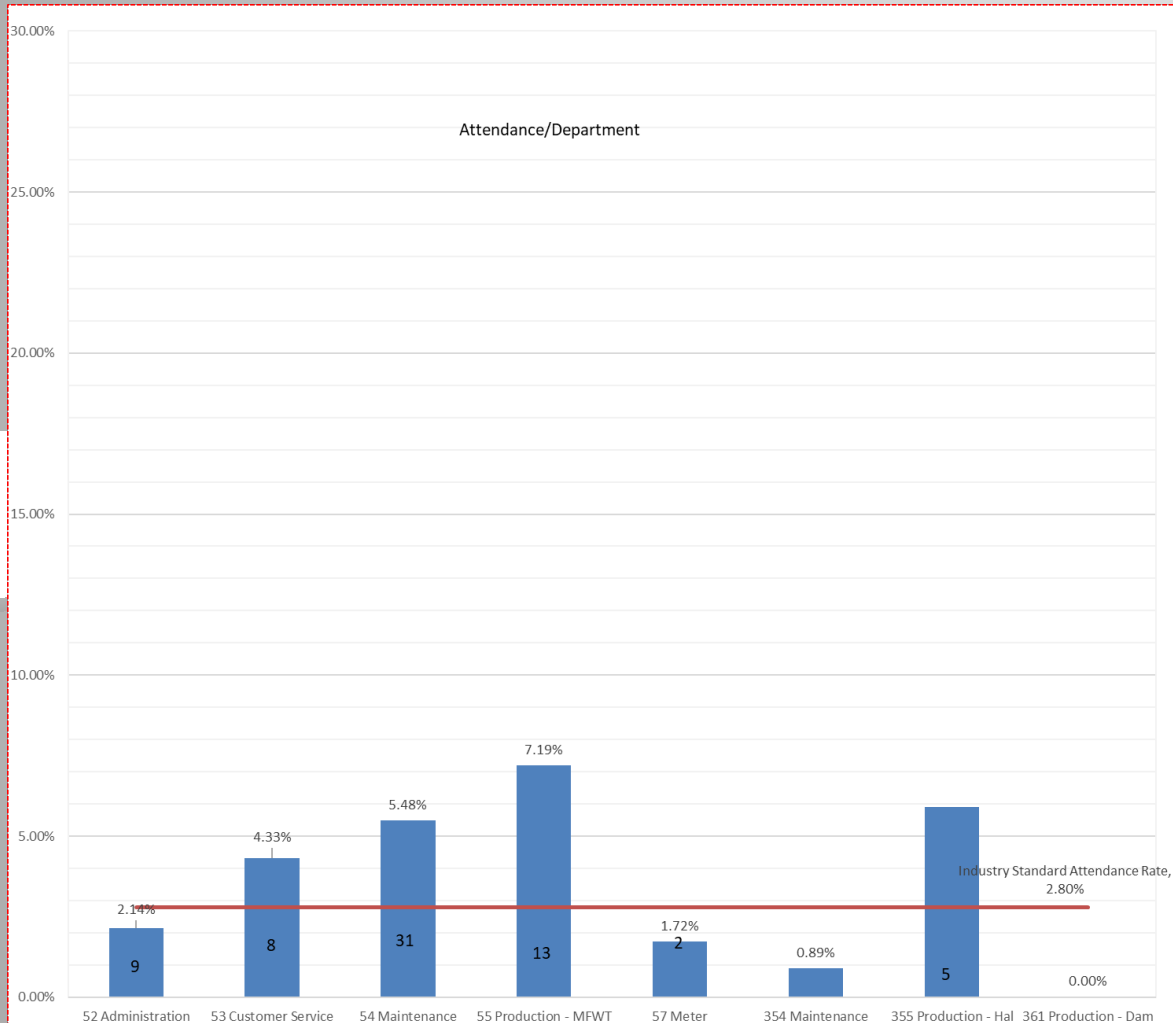
- *Establish Open Communication*
- *Develop & Implement Policy and Procedures*
- *Involve Everyone*
- *Provide Training*
- *Establish Benchmark & Review Progress*
- *Use Positive Reinforcement*

Anniversary

Thomas, Gary L	34
Blevins, Shawn A	3
Presley, Matthew	1

Human Capital KPI

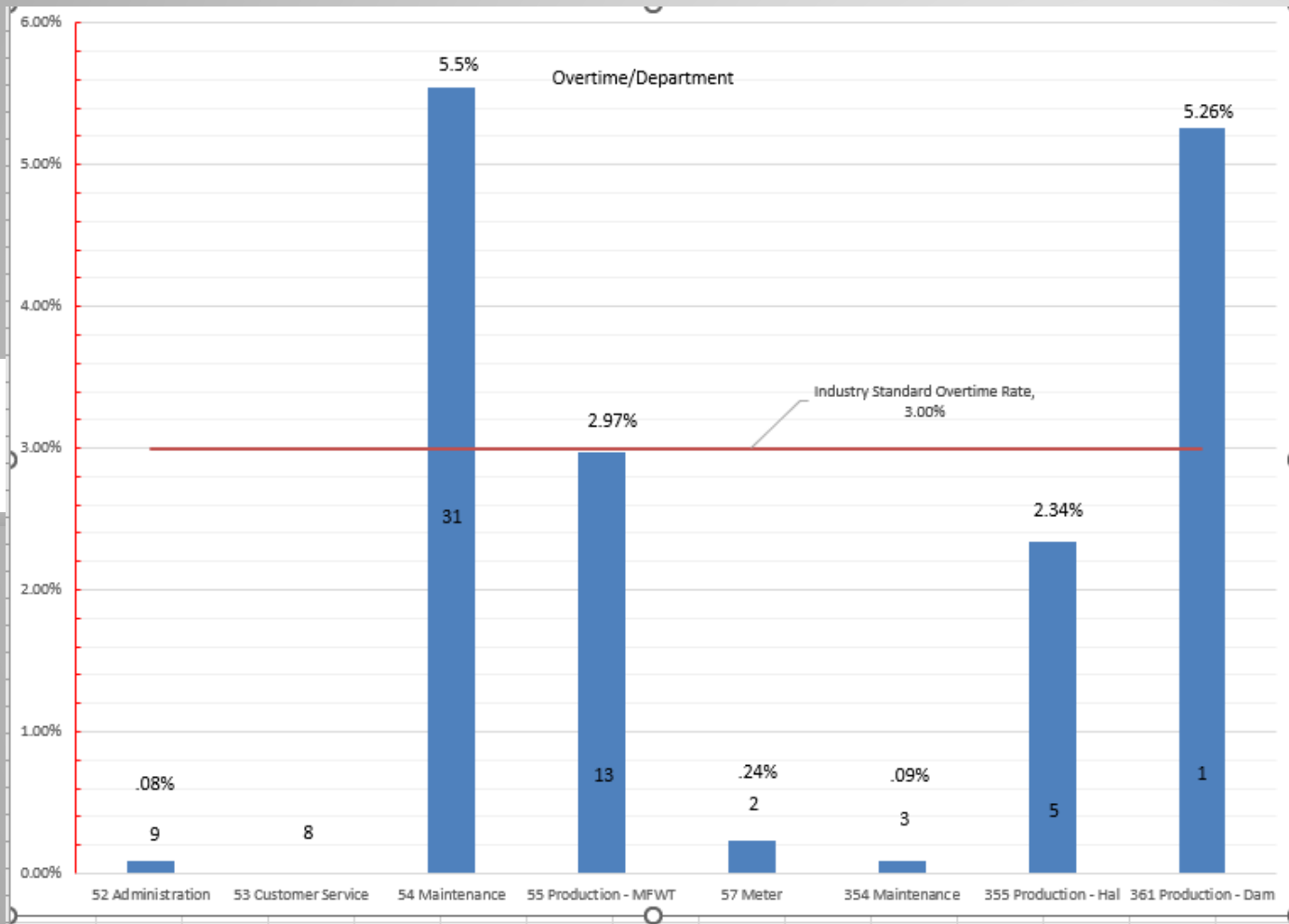
Attendance



- 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 4.56% down from 5.5%

Human Capital KPI

Overtime

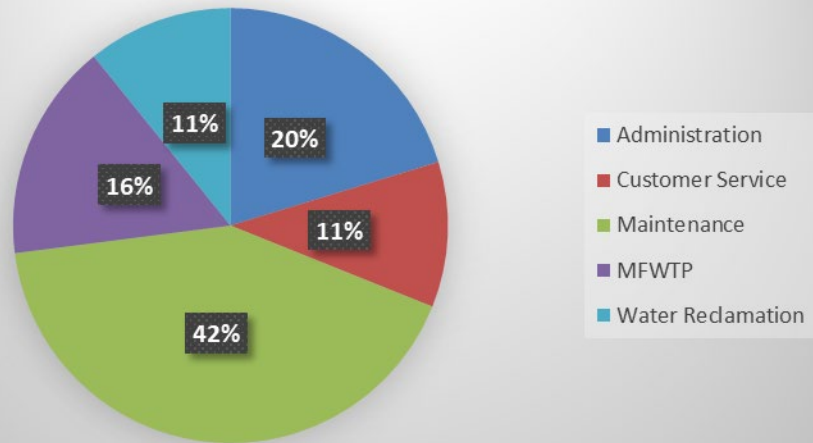


- Red line represents Industry Standard for Overtime at 3%
- Black # within the blue bar chart represents the # of employees by department
- Average OT is 3.6% same as last month

Human Capital KPI

Headcount

Headcount



Open Positions

- 1

New Hires

- 0

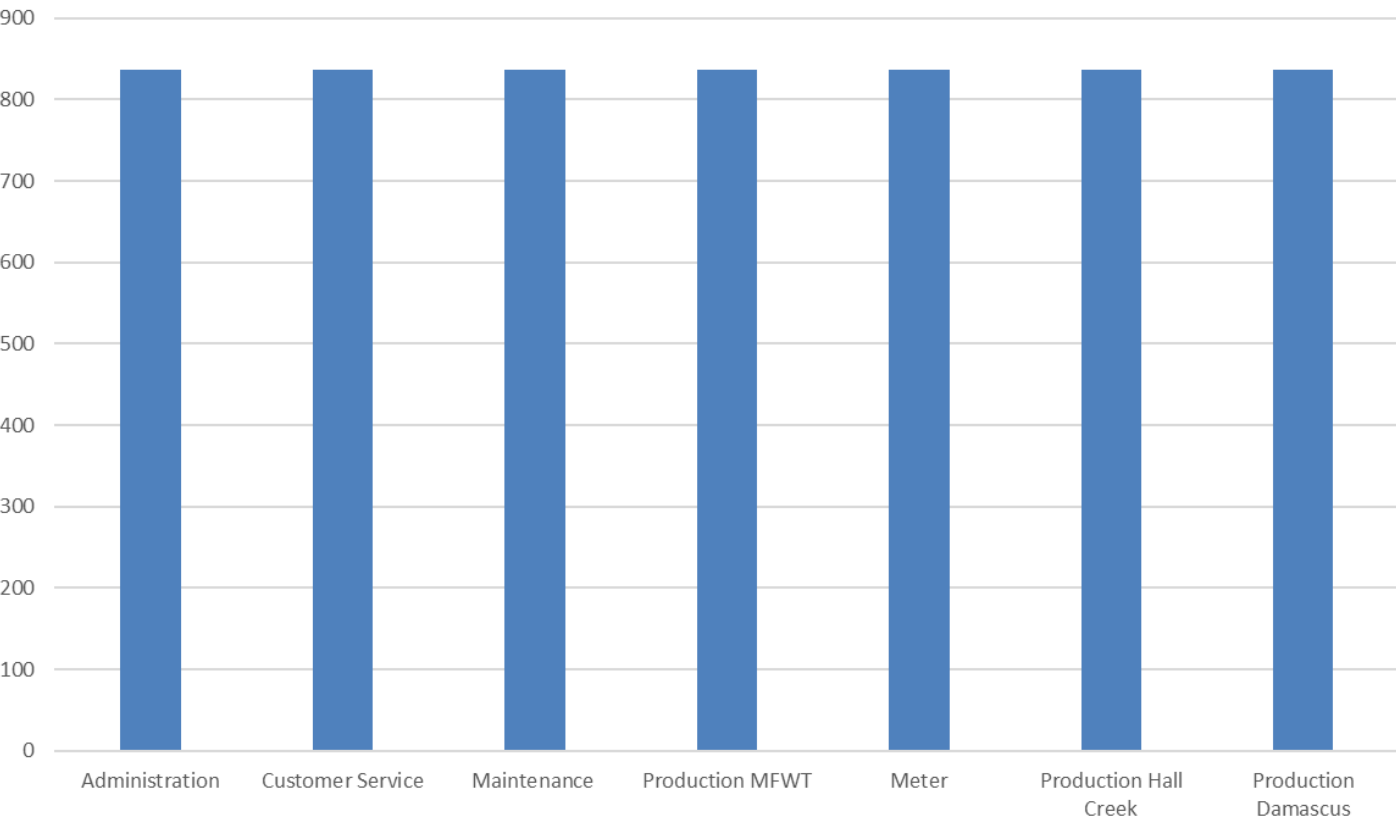
Terminations

- 0

Human Capital KPI

Safety

Days Without a LTA



Days without a Lost Time Accident

- Administration-837
- Customer Service-837
- Maintenance-837
- Productions MFWT-837
- Meter-837
- Production Hall Creek-837
- Production Damascus-837

Human Capital KPI

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

Human Capital KPI

