

**Washington County Service Authority Board of Commissioners
June 24, 2024 Regular Board 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:	<p>Mr. Campbell, Mr. Hutchinson, Mr. Hutton, Mrs. C. Miller, Mr. D. Miller, Mr. Thayer, and Mr. Taylor</p> <ol style="list-style-type: none"> 1. On or before June 24, C. Miller notified the Chair that she was unable to physically Board meetings at 4 and 6 p.m. due to: <ol style="list-style-type: none"> a. a temporary or permanent disability or other medical condition that prevented her physical attendance; b. a family member's medical condition that required the member to provide care for such family member, thereby preventing her physical attendance; c. the member's principal residence is located more than 60 miles from the meeting location; or d. she had a personal matter, the nature of which was identified with specificity by the member. 2. a quorum of the Board was physically assembled at the primary or central meeting location. 3. C Miller notified the General Manager of her request. 4. If C Miller was unable to physically attend the meeting due to a personal matter, she stated with specificity the nature of the personal matter. <ol style="list-style-type: none"> a. Remote participation due to a personal matter is limited each calendar year to two meetings or 25 percent of the meetings held per calendar year rounded up to the next whole number, whichever is greater. There is no limit to the number of times that a member may participate remotely for the other authorized purposes listed in 1-3 of Section 2. 5. The requesting member was not obligated to provide independent verification regarding the reason for their nonattendance, including the temporary or permanent disability or other medical condition or the family member's medical condition that prevents their physical attendance at the meeting. 6. The Chair promptly notified C Miller that her request was in conformance with this policy, and therefore approved. 7. Recording in Minutes <ol style="list-style-type: none"> a. The Board shall record in its minutes (I) the Board's approval of the member's remote participation; and a general description of the remote location from which the member participated.

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	<p>b. If the member is allowed to participate remotely due to a temporary or permanent disability or other medical condition, a family member's medical condition that requires the member to provide care to the family member, or because the member's principal residence is located more than 60 miles from the meeting location</p> <p>c. If the member is allowed to participate remotely due to a personal matter, such matter shall be cited in the minutes with specificity, as well as how many times the member has attended remotely due to a personal matter for that calendar year, and a general description of the remote location from which the member participated</p>
Absent:	None
End Time:	5:59pm

Agenda Item: 3	Prayer and Pledge of Allegiance
Presenter(s):	Kevin Thayer opened the meeting in prayer and led the Pledge of Allegiance.
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. Taylor
Second By:	Mr. Hutton
Voting:	
Ayes:	7
Nays:	0
Abstain:	0
End Time:	6:00pm

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Agenda Item: 5	Public Query and Comment
Presenter(s):	Chairman
Beginning Time:	6:00pm
Potential Conflict(s) of Interest and Abstention(s):	None
Speakers:	Lavonda Heath, from 28438 Lee Hwy, discussed some grievances she has had with WCSA over the years, focusing on how her water meter has been moved four times around her property and she has never been given an explanation as to why. She says that WCSA has thirty days to provide her with documentation on the movement of her water meter. Ms. Heath also says that she is being charged for more water than she is using, and she wants a filter to go into her water meter to keep the water clean. Mr. Seay made sure he understood her requests and said that they would do their best to get her the information she desires.
Discussion:	None
On the Record:	None
Actual Motion:	None
Motion By:	
Second By:	
Voting:	Ayes:
	Nays:
	Abstain:
End Time:	6:18pm

Agenda Item: 6	Approval of the Consent Agenda
Presenter(s):	Chairman
Beginning Time:	6:18pm
Potential Conflict(s) of Interest and Abstention(s):	None
Discussion:	None
On the Record:	None
Actual Motion:	Motion to approve the consent agenda.
Motion By:	Mr. Hutchinson
Second By:	Mr. Thayer
Voting:	Ayes: 7
	Nays: 0
	Abstain: 0
End Time:	6:18pm

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Agenda Item: 7 - 8	Public Hearing for Fiscal Year 2025 – 2029 Preliminary Schedule of Rates, Fees, and Charges
Presenter(s):	General Manager
Beginning Time:	6:18pm
Potential Conflict(s) of Interest and Abstention(s):	None
Background:	In a Board Meeting held June 7, 2024, the Board adopted by Resolution a Preliminary Schedule of Rates, Fees, and Charges for Fiscal Years 2025 – 2029. WCSA Staff advertised a hearing at this meeting of the Board to receive public comment about the Preliminary Schedule of Rates, Fees, and Charges.
Discussion:	Elena Smith of 572 Bowlin Street Damascus, Va, asked what the average water meter size was in Washington County. The Staff said that for residential water meters the average size is ¾ inch. Ms. Smith stated that she and all of her neighbors have 5/8 meters but there is currently no rate for a 5/8 meter. Mrs. Thompson stated that ¾ and 5/8 is the same size and we bill it the same way. Mrs. Smith said that mathematically, they are not the same and that they should consider billing for a 5/8 meter since that is the actual size. Mr. Miller explained that the pipe that the meter is connected to is a ¾ inch pipe and that is why it is billed that way. Ms. Smith also requested a copy of the budget. Finally, Mrs. Smith said that she often goes on combat deployments and asks if she can pause her payments while she is away from home. Mrs. Thompson explained what steps she needs to take to make that happen.
On the Record:	<ol style="list-style-type: none"> 1. Chairman Calls to order the public hearing and announces the purpose of the hearing which is the, “consideration of the Resolution for Fiscal Year 2025 – 2029 Preliminary Schedule of Rates, Fees, and Charges;” and informs the audience and Board that discussion by the Board is to occur after the public hearing is closed. 2. Chairman declares the public hearing open. 3. Chairman requests that General Manager present information regarding the Resolution for Fiscal Year 2025 – 2029 Preliminary Schedule of Rates, Fees, and Charges. 4. Chairman invites all wishing to speak for or against Resolution for Fiscal Year 2025 – 2029 Preliminary Schedule of Rates, Fees, and Charges come to the podium and state name, address and their position about proposed Preliminary Schedule of Rates, Fees, and Charges; 5. After hearing all speakers, Chairman closes public comment; 6. Board discussion, if any; and 7. Chairman asks for Board action on proposed Fiscal Year 2025 – 2029 Preliminary Schedule of Rates, Fees, and Charges.

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	8. Adjourn public hearing.
Enclosures:	Fiscal Year 2025 – 2029 Schedule of Rates, Fees, and Charges
Recommendation:	Staff recommends that the Board conduct the public hearing, listen to public comments, if any, and approve Fiscal Year 2025 – 2029 Schedule of Rates, Fees, and Charges.
Proposed Motion:	Move that the Board approve Fiscal Year 2025 – 2029 Schedule of Rates, Fees, and Charges.
Actual Motion:	Board moved to approve Fiscal Year 2025 – 2029 Schedule of Rates, Fees, and Charges.
Motion By:	Mr. Thayer
Second By:	Mr. Hutchinson
Voting: Ayes:	7
Nays:	0
Abstain:	0
End Time:	6:25pm

Agenda Item: 8

Consideration Fiscal Year 2025 – 2029 Schedule of Rates, Fees, and Charges:

Washington County Service Authority – Board of Commissioners

RESOLUTION

Fiscal Year 2025 – 2029 Schedule of Rates, Fees, and Charges

WHEREAS, Washington County Service Authority (“WCSA”) is a water and wastewater utility operating in Washington County Virginia, and from time-to-time must adjust its rates, fees, and charges to meet the capital, operation and maintenance needs;

WHEREAS, on January 4, 2024, WCSA’s Board of Commissioners and Staff engaged the services of Raftelis Financial Consultants (“Raftelis”) to establish a five-year financial plan for WCSA;

WHEREAS, WCSA Staff provided Raftelis with financial data including; general financial information; operating budget and actual expenses; budgeted and actual water and wastewater revenues; adopted financial policies; audited financial reports; water and wastewater capital improvement plans; schedules for outstanding debt service; database of water and sewer fixed assets;;population estimates for WCSA’s service area, water and wastewater billable consumption and revenue data; water and wastewater customer accounts by meter size and customer class; monthly total water production; monthly amounts of wastewater treated; water treatment plant rated capacity; and wastewater treatment plant capacity;

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WHEREAS, on February 9, 2024, Raftelis and WCSA Staff conducted a five-year rate and financial plan review workshop with the WCSA Board of Commissioners to discuss any financial concerns, needed capital investments for water and wastewater, and to establish focal points for building the five-year rate model;

WHEREAS, on April 24, 2024, Raftelis and WCSA Staff conducted a five-year rate and financial plan review workshop to review and forecast rates, capital investment schedules for water and wastewater, and financial forecast for water and wastewater revenues and expenses.

WHEREAS, on May 1, 2024, Raftelis, WCSA Staff, and two WCSA Commissioners held a five-year rate and financial plan review workshop to review different rate scenarios for water and wastewater in light of a capital improvements plan and need for capital investments;

WHEREAS, on May 10, 2024, Raftelis and WCSA Staff conducted a five-year rate and financial plan review workshop, during which Raftelis presented scenarios for water rate increases dependent on financial budgets, operating reserves, and capital outlay for water system improvements, and Raftelis also presented scenarios for wastewater rate increases dependent on financial budgets, operating reserves, and capital outlay for wastewater system improvements;

WHEREAS, on May 14, 2024, Raftelis, WCSA Staff, and two WCSA Commissioners conducted a five-year rate and financial plan review workshop to establish rate scenarios for water and wastewater in preparation for a workshop with the Board of Commissioners on May 20, 2024;

WHEREAS, at the meeting on June 7, 2024, Raftelis, WCSA staff, Board of Commissioners, and interested members of the public had opportunity to participate in a five-year rate and financial plan review workshop, and at the meeting Raftelis and WCSA Staff presented scenarios for water and wastewater rates and fees contingent on financial budgets, operating reserves, and capital outlay for system improvements;

NOW, THEREFORE, BE IT RESOLVED, that the Board of Commissioners of WCSA hereby preliminarily adopt the “Schedule of Rates, Fees, and Charges” pursuant to Section 15.2-5136(G) of the 1950 Code of Virginia, as amended, set forth below:

**SUMMARY OF RATES, FEES AND CHARGES
(BEGINNING JULY 1, 2024)**

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Summary of Proposed Rate, Fee, and Charge Changes - Beginning July 1, 2024, (FY 2025)						
Water Monthly Base Charge = a monthly minimum charge based on meter size						
	(water monthly base charges will increase by 3.5% annually)					
Meter Size	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029
3/4"	\$ 27.10	\$ 28.05	\$ 29.03	\$ 30.05	\$ 31.10	\$ 32.19
1"	\$ 37.93	\$ 39.26	\$ 40.63	\$ 42.05	\$ 43.53	\$ 45.05
2"	\$ 78.58	\$ 81.33	\$ 84.18	\$ 87.12	\$ 90.17	\$ 93.33
4"	\$ 379.32	\$ 392.60	\$ 406.34	\$ 420.56	\$ 435.28	\$ 450.51
6"	\$ 568.97	\$ 588.88	\$ 609.49	\$ 630.83	\$ 652.91	\$ 675.76
8"	\$ 785.72	\$ 813.22	\$ 841.68	\$ 871.14	\$ 901.63	\$ 933.19
Water Volumetric Charges (Per 1,000 Gallons)						
	(water volumetric charges will increase by 5.0% annually)					
	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029
Residential						
Level 1: 1000, 2000, & 3,000 gallons	\$ 6.47	\$ 6.79	\$ 7.13	\$ 7.49	\$ 7.86	\$ 8.26
Level 2: 4,000, 5,000, & 6,000 gallons	\$ 9.44	\$ 9.91	\$ 10.41	\$ 10.93	\$ 11.47	\$ 12.05
Level 3: Over 6,000 gallons	\$ 13.21	\$ 13.87	\$ 14.56	\$ 15.29	\$ 16.06	\$ 16.86
Non-Residential						
	\$ 7.84	\$ 8.23	\$ 8.64	\$ 9.08	\$ 9.53	\$ 10.01
All Outside Service Area	\$ 9.16	\$ 9.62	\$ 10.10	\$ 10.60	\$ 11.13	\$ 11.69
Water Volumetric Charges Leaks Only - Residential						
	(water volumetric charges will increase by 5.0% annually)					
	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029
Level: 1 Under 4,000 gallons	\$ 6.47	\$ 6.79	\$ 7.13	\$ 7.49	\$ 7.86	\$ 8.26
Level: 2 Over 4,000 gallons	\$ 9.44	\$ 9.91	\$ 10.41	\$ 10.93	\$ 11.47	\$ 12.05
Wastewater Monthly Base Charge						
	(wastewater monthly base charge will increase by 3.0% annually)					
	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029
All Meter Sizes	\$ 32.37	\$ 33.34	\$ 34.34	\$ 35.37	\$ 36.43	\$ 37.53
Volumetric Wastewater Charges (Per 1,000 Gallons)						
	(wastewater volumetric charges will increase by 10.0% annually)					
	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029
Residential	\$ 9.86	\$ 10.85	\$ 11.93	\$ 13.12	\$ 14.44	\$ 15.88
Commercial	\$ 11.56	\$ 12.72	\$ 13.99	\$ 15.39	\$ 16.92	\$ 18.62
Industrial	\$ 11.56	\$ 12.72	\$ 13.99	\$ 15.39	\$ 16.92	\$ 18.62
Wastewater Monthly Availability Fee						
	(wastewater monthly availability fee will increase by 3.0% annually)					
	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029
	\$ 28.15	\$ 28.99	\$ 29.86	\$ 30.76	\$ 31.68	\$ 32.63

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Fiscal Year 2025 – 2029 Schedule of Rates, Fees, and Charges Adopted this 24th day of June 2024,
effective July 1, 2024.

Motion by: Mr. Thayer Seconded by: Mr. Hutchinson

Aye 7 Nay 0 Absent 0

This 24 day of JUNE 2024.


Wayne Campbell, Chairman

Attest:


Assistant Secretary/Treasurer

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Agenda Item: 9	Consideration of the FY2025 Budget
Presenter(s):	Dwain Gilbert
Beginning Time:	6:32pm
Potential Conflict(s) of Interest and Abstention(s):	
Background:	WCSA Staff has established the preliminary FY2025 Budget which was emailed to the Board of Commissioners on Friday, May 17 th , 2024, for review. The preliminary budget file consists of: O&M Budget, Capital Expenditures Budget, Capital Project Budget, and Project Cash Flows Budget. The preliminary FY2025 Budget was established using assumptions based on the rate study model produced by Raftelis and presented to the Board of Commissions in a called meeting on June 7 th , 2024. The FY2025 Budget detail was emailed to the Board of Commissioners on Monday June 10 th for review. WCSA Staff and Board of Commissioners conducted a Budget Review Workshop at 4:00pm on June 24, 2024, to review the FY 2025 Budget details.
Discussion:	
On the Record:	
Enclosures:	
Recommendation:	Subject to answering any questions that the Board may have, and based on the rates, fees, and charges adopted by the Board the recommendation is the Board vote to adopt the preliminary FY2025 Budget as the official FY2025 Budget.
Proposed Motion:	Board vote to adopt the preliminary FY2025 Budget as the official FY2025 Budget.
Actual Motion:	Board moved to adopt the preliminary FY2025 Budget as the official FY2025 Budget
Motion By:	Mr. Hutton
Second By:	Mrs. Miller
Voting: Ayes:	7
Nays:	0
Abstain:	0
End Time:	6:34pm

Agenda Item: 10	Consideration of the 2024-2025 WCSA Regular Board Meeting Schedule and 2025-2026 Annual Meeting Schedule
Presenter(s):	Chairman / General Manager
Beginning Time:	6:34pm

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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 Monday 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 Monday of each month unless noted otherwise)</u> August 26, 2024 September 23, 2024 October 28, 2024 November 25, 2024 *December (no meeting) January 27, 2025 February 24, 2025 March 24, 2025 April 28, 2025 May 19, 2025 (due the 26th being Memorial Day) June 23, 2025 <u>2025 – 2026 Annual Meeting:</u> July 28, 2025</p>
Discussion:	
On the Record:	
Enclosures:	
Recommendation :	Subject to answering any questions from the Board. Recommendation is that the Board make 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:	Board moved to accept the motion to approve the 2024-2025 WCSA Regular Board Meeting Schedule and 2025-2026 Annual Meeting Schedule with the amendment that the meetings will continue to be held at 6:00pm rather than 5:00pm in order to better accommodate the general public.
Motion By:	Mr. Miller
Second By:	Mr. Taylor

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Voting: Ayes:	6
Nays:	0
Abstain:	1
End Time:	6:37pm

Agenda Item: 11	Request for Permission to Solicit User Agreements for Sewer Projects
Presenter(s):	Ryan Kiser
Beginning Time:	6:37pm
Potential Conflict(s) of Interest and Abstention(s):	
Background:	<p>Now that construction of the Lee Highway Corridor Sewer Improvements Project is underway and scheduled for completion in February of 2025, plans are underway to bring needed sewer to other areas that were identified in the Preliminary Engineering Report for the Lee Highway project.</p> <p>These areas are Lowry Hills North and South, Greenbriar Estates/Orion Avenue, High Meadows, Larwood Acres and Miller Hill/Dishner Valley. Although treatment options remain to be worked out for Larwood Acres and Miller Hill/Dishner Valley, the participation levels will help staff to determine interest in public sewer. These projects are identified on the FY25-29 Capital Improvement Plan.</p> <p>Although a Preliminary Engineering Report, Environmental and Initial Design needs to be performed, Staff would like to begin soliciting User Agreements to identify the potential participation levels in these project areas. These participation levels will help to identify the sequence of accomplishing these projects. Surveys may be started out with a simple interest survey in lieu of a formal User Agreement.</p>
Discussion:	
On the Record:	
Enclosures:	None
Recommendation:	Staff recommends the Board approve Staff to solicit User Agreements for Lowry Hills North and South, Greenbriar Estates/Orion Avenue, High Meadows, Larwood Acres and Miller Hill/Dishner Valley.
Proposed Motion:	Move that the board approve Staff to solicit User Agreements for Lowry Hills North and South, Greenbriar Estates/Orion Avenue, High Meadows, Larwood Acres and Miller Hill/Dishner Valley.
Actual Motion:	Board moves to approve Staff to solicit User Agreements for Lowry Hills North and South, Greenbriar Estates/Orion Avenue, High Meadows, Larwood Acres and Miller Hill/Dishner Valley.
Motion By:	Mr. Hutchinson

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Second By:	Mr. Miller
Voting:	7
Ayes:	
Nays:	0
Abstain:	0
End Time:	6:39pm

Agenda Item: 12	Consideration of Commissioner's Comments
Presenter(s):	Chairman
Beginning Time:	6:39pm
Potential Conflict(s) of Interest and Abstention(s):	None
Background:	None
Discussion:	Mr. Miller thanked Mr. Hutchinson for his years of service to WCSA and wished him the best for the future. Mr. Campbell also thanked him for his service and said how much he has valued his input, friendship, and comments throughout the years. Mr. Taylor said that it was an honor working alongside Mr. Hutchinson and that he was always prepared and ready for anything. Mr. Hutchinson said it has been an honor serving the people of Washington County and that his major goal in becoming a commissioner was to get sewer in the western parts of Washington County and he knows that that is well underway and soon to be accomplished. He also thanked the Board and said that he tried his best to fight for the employees of WCSA to make it a better place to work.
On the Record:	None
Recommendation:	None
Proposed Motion:	None
Actual Motion:	None
Motion By:	
Second By:	
Voting:	Ayes:
	Nays:
	Abstain:
End Time:	6:43pm

Agenda Item: 13	Late Items
Presenter(s):	Commissioner
Beginning Time:	6:43pm
Potential Conflict(s) of Interest and Abstention(s):	None

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On the Record:	None
Discussion:	None
Actual Motion:	
Motion By:	
Second By:	
Voting:	Ayes:
	Nays:
	Abstain:
End Time:	6:49pm

Agenda Item:	Request Extension for FY24 Vacation
Late Item	
Presenter(s):	General Manager
Beginning Time:	6:44pm
Potential Conflict(s) of Interest and Abstention(s):	
Background:	Because the EPA Lead Service Line Surveys must be completed, WCSA employees began working mandatory overtime in April 2024, and mandatory overtime will have to continue through the end of June and into FY25. For that reason, many employees have not been able to schedule FY24 vacation days. The Staff is requesting that the Board allow a one-time extension of 90 days for employees to schedule and use their FY24 vacation days.
Discussion:	
On the Record:	
Enclosures:	None
Recommendation:	Staff recommends the Board approve a one-time extension of 90 days for employees to schedule and use their FY24 Vacation days.
Proposed Motion:	Move that the board approve a one-time extension of 90 days for employees to schedule and use their FY24 Vacation days.
Actual Motion:	Board moved to approve a one-time extension of 90 days for employees to schedule and use their FY24 Vacation days.
Motion By:	Mr. Taylor
Second By:	Mr. Thayer
Voting:	7
Ayes:	
Nays:	0
Abstain:	0
End Time:	6:46pm

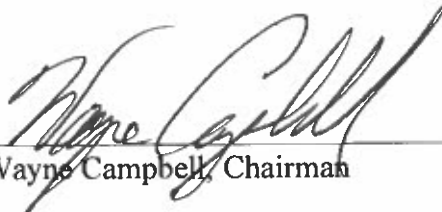
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Agenda Item: Late Item	Request to Add Video and Audio to Board Room
Presenter(s):	General Manager
Beginning Time:	6:46pm
Potential Conflict(s) of Interest and Abstention(s):	
Background:	Because our Board Meetings are open to the public, and because the Washington County Board of Supervisors and other governing boards make video and audio recordings of their meetings, the Staff requests that the Board agree/approve installation of video and audio equipment sufficient to make video and audio recordings of our Board Meetings.
Discussion:	
On the Record:	
Enclosures:	None
Recommendation:	Staff recommends the Board approve installation of video and audio equipment sufficient to record our Board Meetings.
Proposed Motion:	Move that the Board approve installation of video and audio equipment sufficient to record our Board Meetings.
Actual Motion:	Board moved to approve installation of video and audio equipment sufficient to record our Board Meetings.
Motion By:	Mr. Taylor
Second By:	Mr. Hutchinson
Voting: Ayes:	7
Nays:	0
Abstain:	0
End Time:	6:49pm

Agenda Item: 14	Adjourn
Presenter(s):	Commissioner
Beginning Time:	6:50pm
Potential Conflict(s) of Interest and Abstention(s):	None
Discussion:	None
On the Record:	None
Actual Motion:	Motion to adjourn.
Motion By:	Mr. Taylor

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Second By:	Mr. Hutton
Voting:	Ayes: 7
	Nays: 0
	Abstain: 0
End Time:	6:50pm



Wayne Campbell, Chairman



Holly Thompson, 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

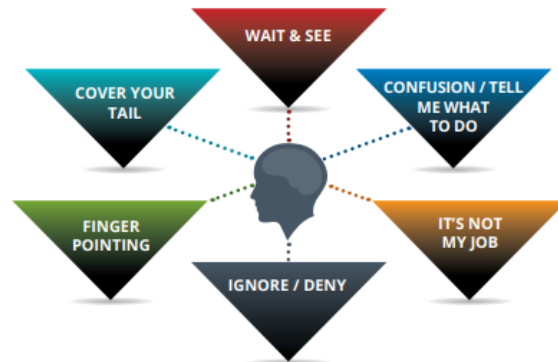
Steps To Accountability®

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



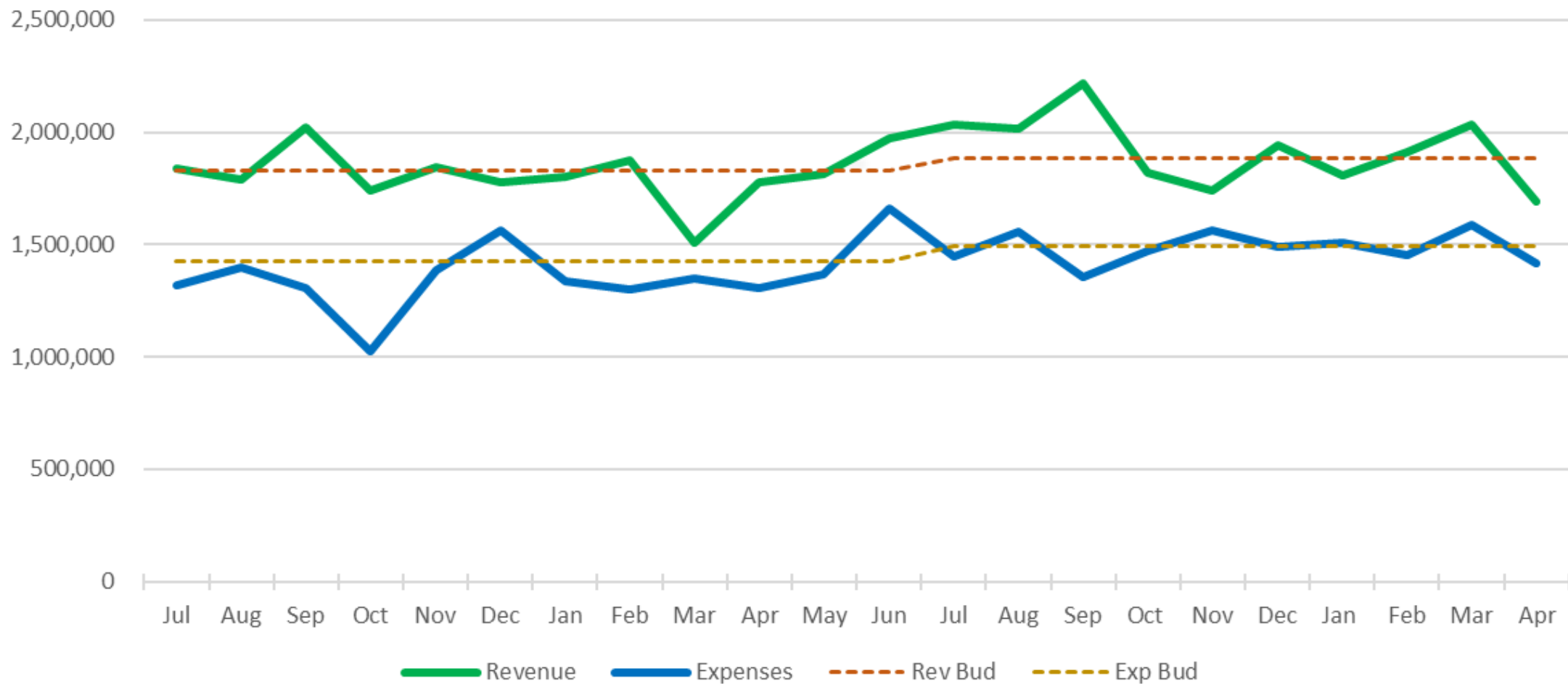
...or it will manage you.

Strategic Initiatives

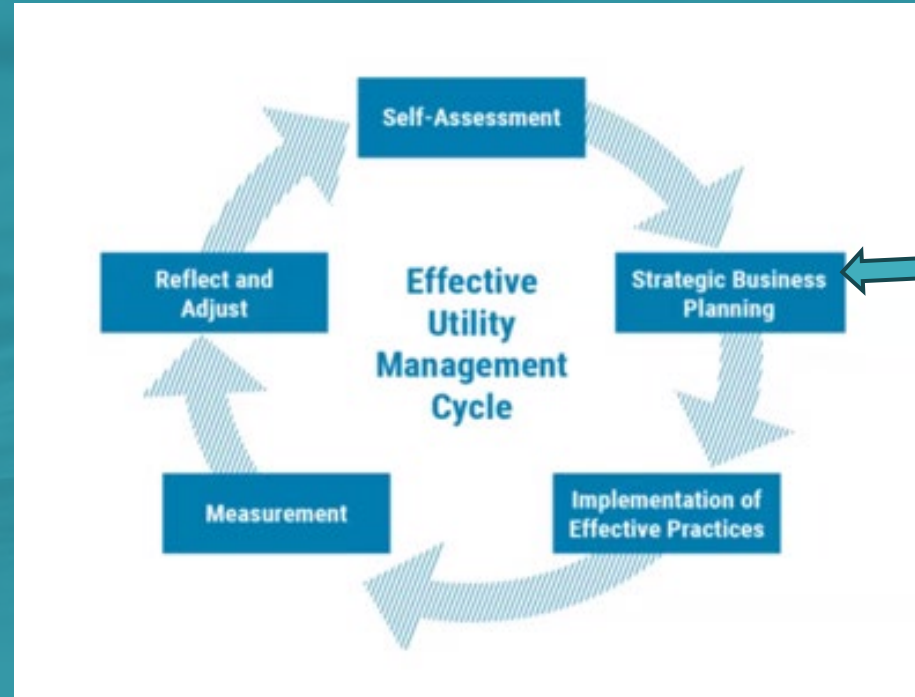
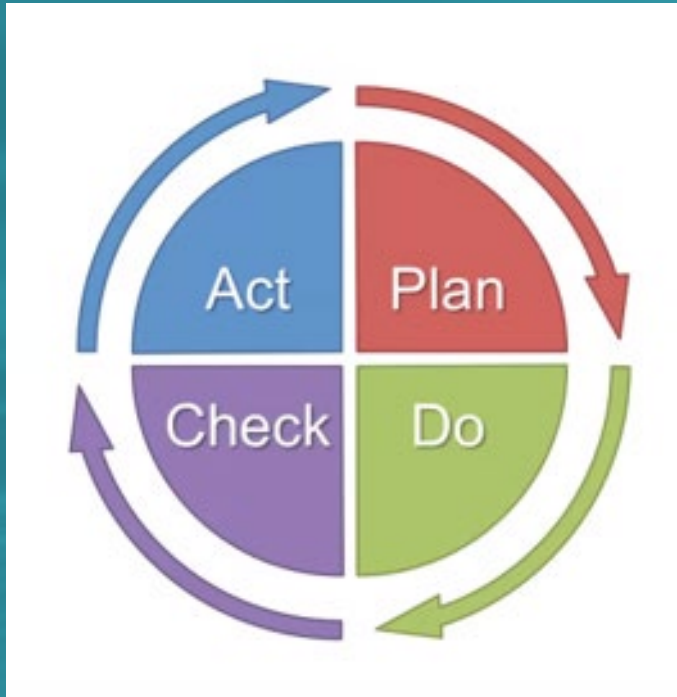
Priority	Item #		Owner	Resources	Status	Completion Date
1	1	Facility Security, EE badge system, facility cameras	Shawn	TriCities IT	on-target	FY24 Q4
1	2	Business System including Financials, Inventory, accounts receivables, accounts payable, Purchase orders, work orders, asset management, time keeping & 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

Revenue vs Expenses YTD



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

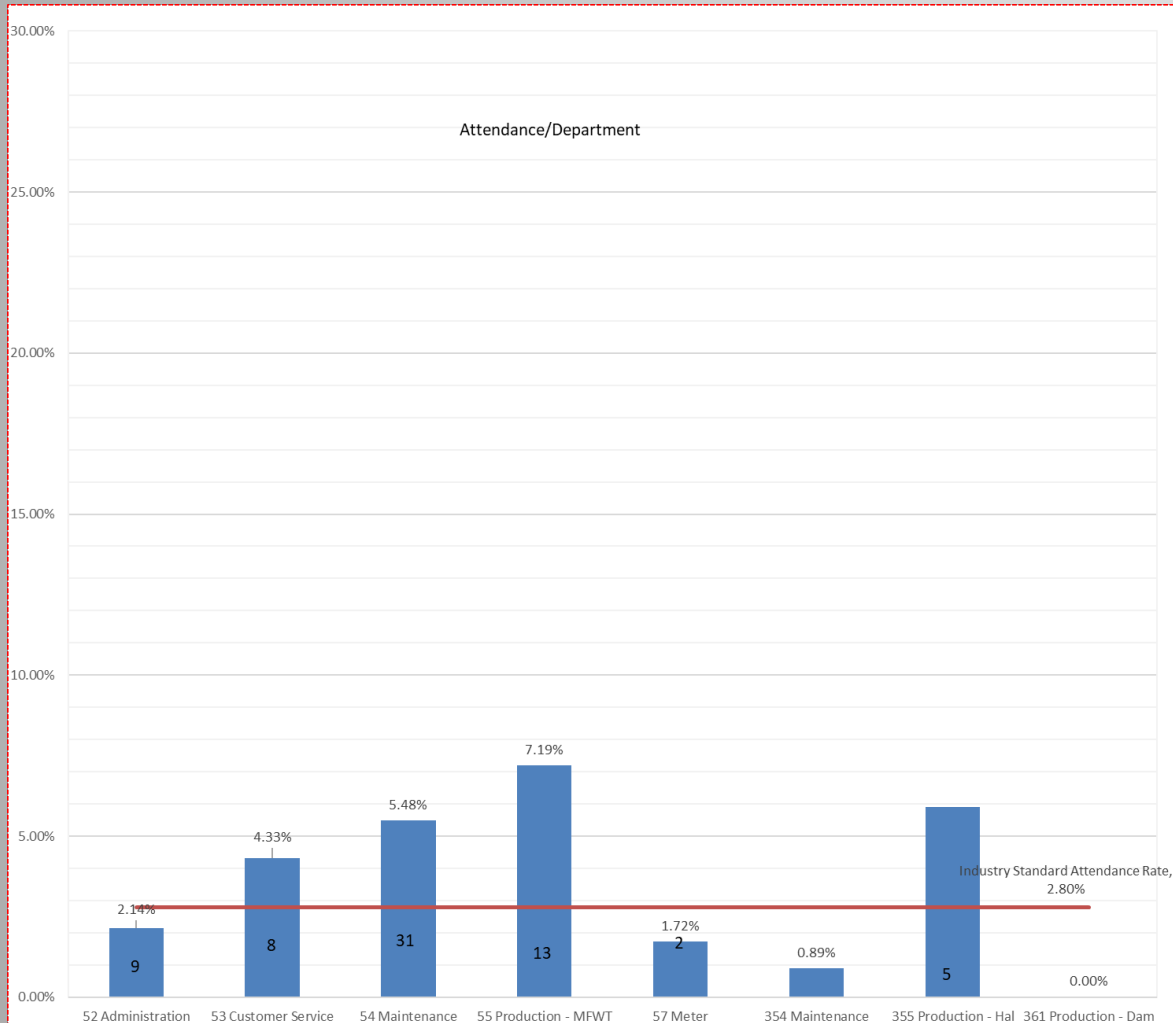
- *Establish Open Communication*
- *Develop & Implement Policy and Procedures*
- *Involve Everyone*
- *Provide Training*
- *Establish Benchmark & Review Progress*
- *Use Positive Reinforcement*

Anniversary

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

Human Capital KPI

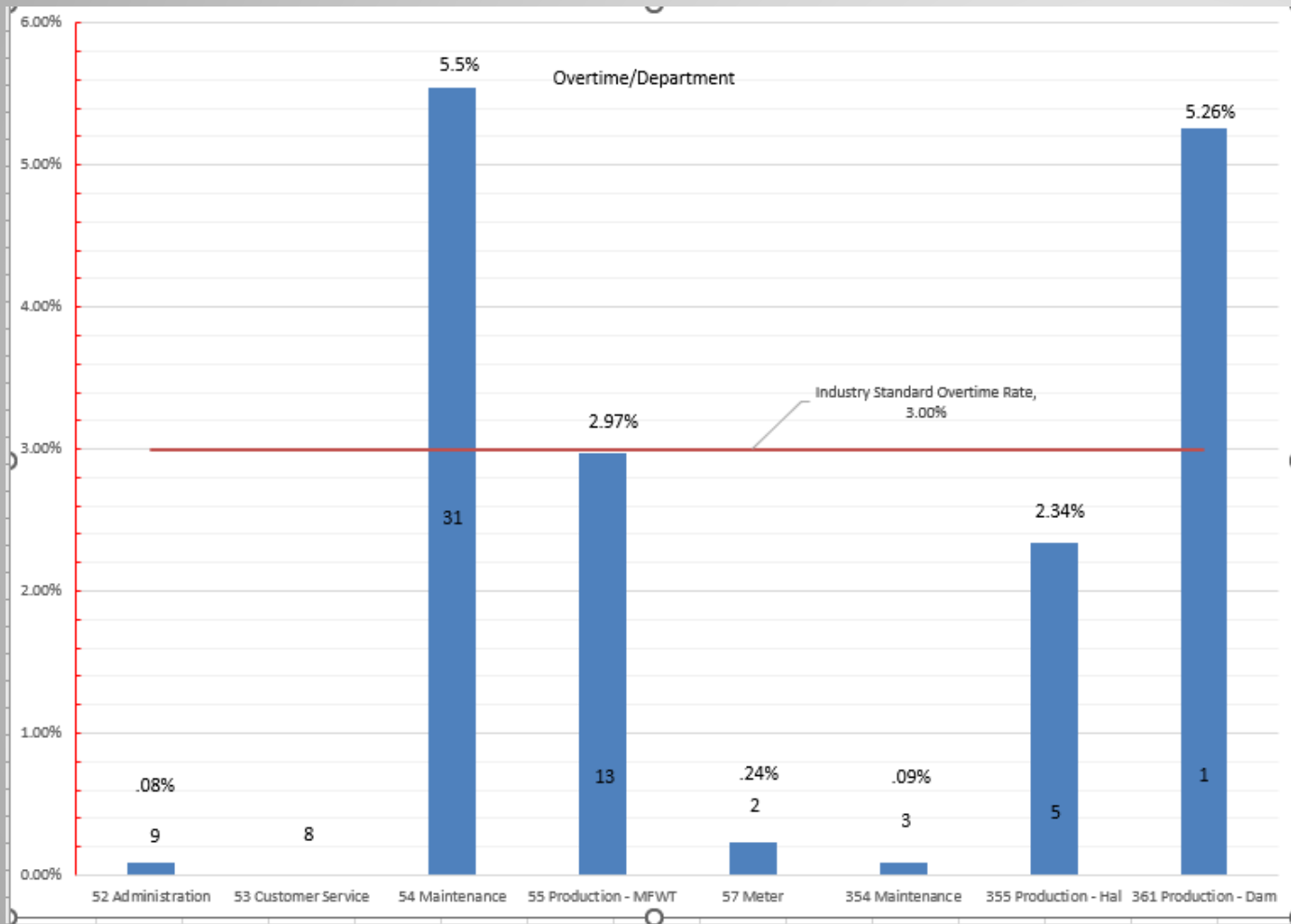
Attendance



- 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

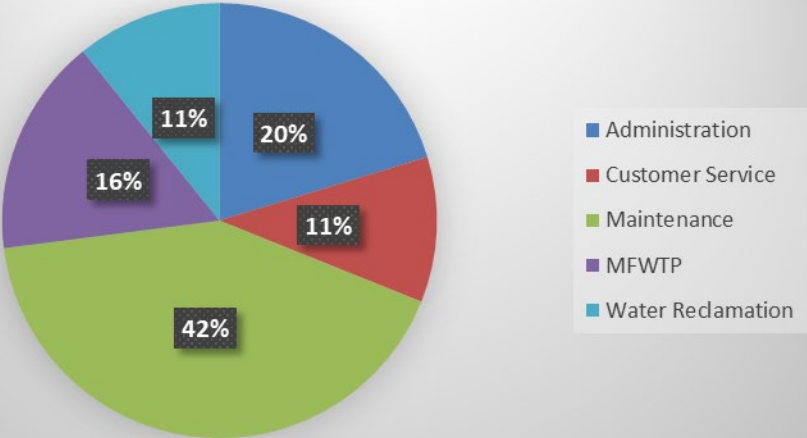


- Red line represents Industry Standard for Overtime at 3%
- Black # within the blue bar chart represents the # of employees by department
- Average OT is 3.6% same as last month

Human Capital KPI

Headcount

Headcount



Open Positions

- 1

New Hires

- 0

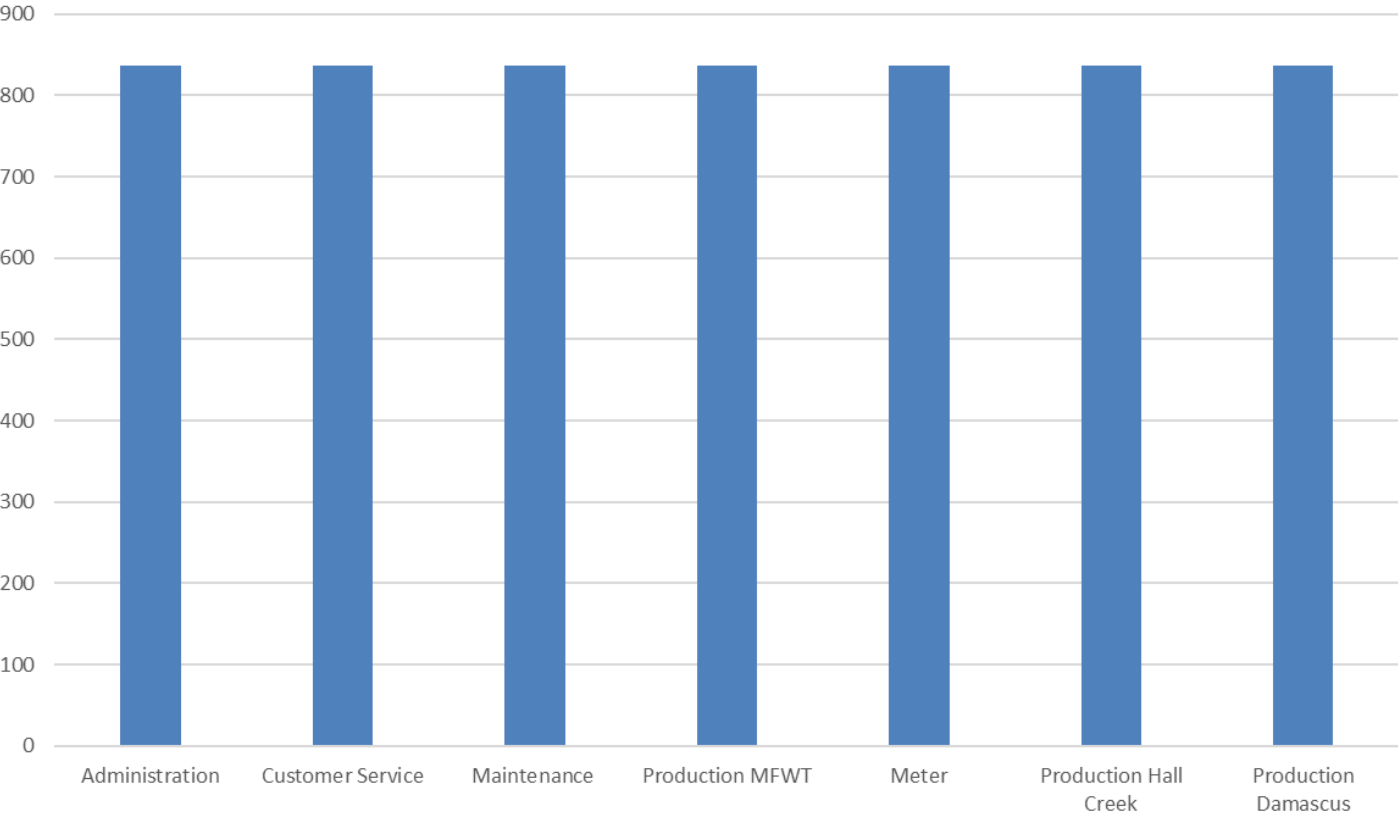
Terminations

- 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

