

**Washington County Service Authority Board of Commissioners  
July 29, 2024 Annual Board Meeting Minutes**

<b>Agenda Item: 1</b>	Call the Meeting to Order
<b>Presenter(s):</b>	Chairman
<b>End Time:</b>	5:55pm

<b>Agenda Item: 2</b>	Roll Call
<b>Presenter(s):</b>	Chairman
<b>Present:</b>	Mr. Ball, Mr. Campbell, Mr. Hutton, Mrs. C. Miller, Mr. D. Miller, Mr. Thayer, and Mr. Taylor
<b>Absent:</b>	None
<b>End Time:</b>	5:55pm

<b>Agenda Item: 3</b>	Prayer and Pledge of Allegiance
<b>Presenter(s):</b>	Ken Taylor opened the meeting in prayer and led the Pledge of Allegiance.
<b>Beginning Time:</b>	5:55pm
<b>End Time:</b>	5:56pm

<b>Agenda Item: 4</b>	Approval of the Agenda
<b>Presenter(s):</b>	Chairman
<b>Beginning Time:</b>	5:56pm
<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>	5:57pm

<b>Agenda Item: 5</b>	Approval of the Consent Agenda
<b>Presenter(s):</b>	Chairman
<b>Beginning Time:</b>	5:57pm

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<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. Taylor
<b>Second By:</b>	Mr. Thayer
<b>Voting: Ayes:</b>	7
<b>Nays:</b>	0
<b>Abstain:</b>	0
<b>End Time:</b>	5:57pm

<b>Agenda Item: 6</b>	Agenda Item 6: Consideration of Mendota Waterline Extension Project Contract 1 Change Order No. 7
<b>Presenter(s):</b>	Ryan Kiser
<b>Beginning Time:</b>	5:57pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	
<b>Background:</b>	<p>The Mendota Waterline Extension Project Contract 1 is now complete.</p> <p>Contract 1 and Contract 2 has brought clean drinking water to 62 homes at a price of \$6,726,478.87. Total grant for the project is \$6,684,388.50. A significant saving from Contract 2 allowed savings and contingency to be applied towards Contract 1. The price of Contract 1 overran by \$42,090.37.</p> <p>Staff recommends covering the overage with the water line reserves.</p>
<b>Discussion:</b>	Mr. Taylor said that he was grateful for the Mendota Waterline project and he believes that we will see much more expansion because of it. He also expressed his appreciation to those who worked to get grants for the project.
<b>On the Record:</b>	
<b>Enclosures:</b>	Proposed Change Order No. 7
<b>Recommendation:</b>	<u>Recommendation:</u> Subject to answering any questions the Board may have, Staff kindly recommends the Board favorably consider approving the Mendota Waterline Extension Project Contract 1 Change Order No. 7
<b>Proposed Motion:</b>	<u>Possible Motion:</u> Authorize the approval the Mendota Waterline Extension Project Contract 1 Change Order 7.
<b>Actual Motion:</b>	Board moved to authorize the approval the Mendota Waterline Extension Project Contract 1 Change Order 7.
<b>Motion By:</b>	Mr. Taylor
<b>Second By:</b>	Mr. Miller

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<b>Voting:</b>	<b>Ayes:</b>	7
	<b>Nays:</b>	0
	<b>Abstain:</b>	0
<b>End Time:</b>		6:00pm

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**Change Order No. 7**

Date of Issuance: <b>7-29-2024</b>	Effective Date: <b>7-29-2024</b>
Owner: <b>Washington County Service Authority</b>	Owner's Contract No.: <b>CSFRF-02</b>
Contractor: <b>Hill Construction Inc.</b>	Contractor's Project No.: <b>NA</b>
Engineer: <b>WCSA</b>	Engineer's Project No.:
Project: <b>Mendota WL Extension Project Contract 1</b>	Contract Name: <b>Mendota WL Extension Project – CSFRF-02</b>

The Contract is modified as follows upon execution of this Change Order:

Description: This **Change Order No. 7** is cleanup change order to true quantities bid vs. quantity installed. Past change order 3 had substantial completion set at 6-18-24, but contractor arrived at substantial on June 7<sup>th</sup>, 2024. Final has been delayed due to waiting on VDOT to perform pavement inspections.

Attachments: Quantity spreadsheet

CHANGE IN CONTRACT PRICE	CHANGE IN CONTRACT TIMES <i>[note changes in Milestones if applicable]</i>
Original Contract Price: <u>\$ 3,442,158.00</u>	Original Contract Times: Substantial Completion: 300 days (July 9, 2023) Ready for Final Payment: 330 days (August 8, 2023) days or dates
<del>[Increase]</del> [Decrease] from previously approved Change Orders No. __ to No. <u>6</u> : <u>\$(14,750.00)</u>	<del>[Increase]</del> <del>[Decrease]</del> from previously approved Change Orders No. __ to No. __: Substantial Completion: _____ Ready for Final Payment: _____ days
Contract Price prior to this Change Order: <u>\$ 3,427,408.00</u>	Contract Times prior to this Change Order: Substantial Completion: _____ Ready for Final Payment: _____ days or dates
[Increase] <del>[Decrease]</del> of this Change Order: <u>\$ 65,535.00</u>	[Increase] <del>[Decrease]</del> of this Change Order: Substantial Completion: _____ Ready for Final Payment: _____ days or dates
Contract Price incorporating this Change Order: <u>\$ 3,492,943.00</u>	Contract Times with all approved Change Orders: Substantial Completion: <u>June 7, 2024</u> Ready for Final Payment: <u>July 29, 2024</u> days or dates

RECOMMENDED:	ACCEPTED:	ACCEPTED:
By: _____ Engineer (if required)	By: _____ Owner (Authorized Signature)	By: _____ Contractor (Authorized)
Title: _____	Title: _____	Title: _____
Date: _____	Date: _____	Date: _____

Approved by Funding Agency (if applicable)

By: \_\_\_\_\_ Date: \_\_\_\_\_  
 Title: \_\_\_\_\_

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**Mendota Road Waterline Extension Contract Cleanup Change Order**

Item No.	Description	Unit	Estimated Quantity and CO's	Bid Unit Price	Bid Price	Installed Quantity	Total Construction Cost	\$(+/-)
1	10-Inch Ductile Iron, in place, complete	LF	8,941	\$ 80.00	\$ 715,280.00	8,837.00	\$ 706,960.00	\$ 8,320.00
2	8-Inch Ductile Iron, in place, complete	LF	21,762	\$ 69.00	\$ 1,501,578.00	21,898.00	\$ 1,510,962.00	\$ (9,384.00)
3	10-Inch MJD Waterline, in place, complete	LF	88	\$ 300.00	\$ 26,400.00	95.00	\$ 28,500.00	\$ (2,100.00)
4	8-Inch MJD Waterline, in place, complete	LF	265	\$ 290.00	\$ 76,850.00	326.00	\$ 94,540.00	\$ (17,690.00)
5	10-Inch Ductile Iron installed in roadway, in place, complete	LF	200	\$ 200.00	\$ 40,000.00	265.00	\$ 53,000.00	\$ (13,000.00)
6	8-Inch Ductile Iron installed in roadway, in place, complete	LF	350	\$ 175.00	\$ 61,250.00	160.00	\$ 28,000.00	\$ 33,250.00
7	10-Inch Ductile Iron installed in creek crossing, in place, complete	LF	96	\$ 300.00	\$ 28,800.00	70.00	\$ 21,000.00	\$ 7,800.00
8	8-Inch Ductile Iron installed in creek crossing, in place, complete	LF	190	\$ 300.00	\$ 57,000.00	297.00	\$ 89,100.00	\$ (32,100.00)
9	10-Inch Gate Valve, in place, complete	EA	8	\$ 4,500.00	\$ 36,000.00	8.00	\$ 36,000.00	\$ -
10	8-Inch Gate Valve, in place, complete	EA	11	\$ 3,700.00	\$ 40,700.00	13.00	\$ 48,100.00	\$ (7,400.00)
11	Connect to Existing 6"	EA	1	\$ 6,000.00	\$ 6,000.00	1.00	\$ 6,000.00	\$ -
12	Supply and Install Meter Assembly, including connection to mainline, in place, complete	EA	28	\$ 3,100.00	\$ 86,800.00	33.00	\$ 102,300.00	\$ (15,500.00)
13	Install 3/4-Inch water service line for onside water connections, in place, complete	LS	300	\$ 27.00	\$ 8,100.00	251.00	\$ 6,777.00	\$ 1,323.00
14	Install 3/4-Inch water service line for offside water connections, in place, complete	LS	315	\$ 30.00	\$ 9,450.00	539.00	\$ 16,170.00	\$ (6,720.00)
15	2-Inch Air / Vacuum Release Valve, in place, complete	EA	8	\$ 7,000.00	\$ 56,000.00	8.00	\$ 56,000.00	\$ -
16	2-Inch Blow Off Valve and Assembly, to daylight, in place, complete	EA	4	\$ 6,000.00	\$ 24,000.00	-	\$ -	\$ 24,000.00
17	Fire Hydrant Assembly, in place, complete	EA	19	\$ 6,500.00	\$ 123,500.00	18.00	\$ 117,000.00	\$ 6,500.00
18	Asphalt Driveway Repair, 2", in place, complete	SY	110	\$ 240.00	\$ 26,400.00	366.70	\$ 88,008.00	\$ (61,608.00)
19	Road crossing repair, according to VDOT Specifications, in place, complete	SY	1,370	\$ 80.00	\$ 109,600.00	996.00	\$ 79,680.00	\$ 29,920.00
20	18-Inch Steel Casing Pipe installed by Open-Cut, in place, complete	LF	72	\$ 250.00	\$ 18,000.00	77.00	\$ 19,250.00	\$ (1,250.00)
21	16-Inch Steel Casing Pipe installed by Open-Cut, in place, complete	LF	108	\$ 250.00	\$ 27,000.00	102.00	\$ 25,500.00	\$ 1,500.00
22	16" Casing (installed over Drainage Culvert)	LF	60	\$ 500.00	\$ 30,000.00	75.00	\$ 37,500.00	\$ (7,500.00)
23	Concrete Encasement for stream crossing/and under culverts, includes rebar, in place, complete	LF	288	\$ 250.00	\$ 72,000.00	329.00	\$ 82,250.00	\$ (10,250.00)
24	Supply and Install, No. 1 Stone, in place, complete	TON	100	\$ 180.00	\$ 18,000.00	-	\$ -	\$ 18,000.00
25	Supply and Install Crusher Run Stone, in place, complete	TON	100	\$ 180.00	\$ 18,000.00	164.70	\$ 29,646.00	\$ (11,646.00)
26	Supply and Install PRV	EA	1	\$ 80,000.00	\$ 80,000.00	1.00	\$ 80,000.00	\$ -
27	Erosion and Sediment Control Measures, in place, complete (not to exceed)	LS	1	\$ 30,000.00	\$ 30,000.00	1.00	\$ 30,000.00	\$ -
28	Mobilization (not to exceed)	LS	1	\$ 50,000.00	\$ 50,000.00	1.00	\$ 50,000.00	\$ -
29	Allowance for VDOT Bond and Permit, Project Bonds and E&S Permit and Bonds, (not to exceed)	LS	1	\$ 25,000.00	\$ 25,000.00	1.00	\$ 25,000.00	\$ -
30	Drainage Culvert		20	\$ 400.00	\$ 8,000.00	20.00	\$ 8,000.00	\$ -
C.O 6	2 Driveway Entrance Repairs	LS	2	\$ 8,850.00	\$ 17,700.00	2.00	\$ 17,700.00	\$ -
					\$ 3,427,408.00		\$ 3,492,943.00	\$ (65,535.00)

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<b>Agenda Item: 7</b>	Consideration of WCSA Disconnection Policy
<b>Presenter(s):</b>	Ron Seay
<b>Beginning Time:</b>	6:00pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	
<b>Background:</b>	<p>Virginia-2024-HB906:  WCSA shall provide to each residential customer a copy of the disconnect for non-payment policy (i) when a new residential account is established, (ii) when disconnection for non-payment of bills or fees is scheduled by including a copy of the policy with such notice, or (iii) by publishing the disconnection policy on the utility’s website. WCSA shall provide all required notices in English and Spanish. Required notices shall include information regarding payment plans, and state, federal, or utility energy assistance programs.</p> <p>WCSA may not disconnect a residential customer: When the forecasted temperature is at or above 92 degrees Fahrenheit within the 24-hour period following the scheduled disconnection.</p>
<b>Discussion:</b>	
<b>On the Record:</b>	
<b>Enclosures:</b>	WCSA Disconnection Policy – Residential Customer
<b>Recommendation:</b>	Staff recommends the Board approve WCSA Disconnection Policy – Residential Customer.
<b>Proposed Motion:</b>	Move that the Board approve WCSA Disconnection Policy – Residential Customer.
<b>Actual Motion:</b>	Board moved to approve WCSA Disconnection Policy – Residential Customer
<b>Motion By:</b>	Mr. Thayer
<b>Second By:</b>	Mrs. Miller
<b>Voting:      Ayes:</b>	7
<b>Nays:</b>	0
<b>Abstain:</b>	0
<b>End Time:</b>	6:03pm

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**WCSA Customer Disconnection Policy – Residential Customer**

Under VA Code Amendments — Effective July 1, 2024

**I. INTRODUCTION**

WCSA is a public utility as defined in amendments to Code of Virginia, Chapter 21, Article 2.1 as a utility owned or operated by locality (Washington County).

**II. CUSTOMER ACCOUNT**

A customer account includes all charges imposed by WCSA, including service charges and penalties.

**III. COMMENCEMENT OF DISCONNECTION PROCESS**

WCSA may not commence the disconnect process until a customer's account is 45 days in arrears. See Code § 15.2-2121.3 (C).

- **Late Payment Charge:** Late Payment Charges of 10% are assessed in accordance with VA Code Section 15.2-2119 if the payment is not received by the due date.
- **Non-Payment Penalty:** A non-payment penalty shall be assessed on all past due accounts which have been identified for service disconnection. If service is disconnected, the cost of the service restoration is covered under the non-payment penalty.

**IV. NOTICE REQUIREMENTS**

Before commencing the disconnect process, WCSA must provide its residential customers with a copy of its "disconnection for nonpayment" policy. Notice must be given:

- A. At the time a new residential account was or is established, or
- B. When any disconnection for nonpayment of bills or fees is scheduled by including a copy of the policy with such notice, or
- C. By publishing the disconnection policy on WCSA's website; and
- D. WCSA must provide required notice in English and Spanish; and
- E. Such notice shall include information about payment assistance plans or state, federal, or utility energy assistance programs. See Code § 15.2-2121.3 (A)

**V. METHODS OF NOTICE**

Before disconnecting and after each missed payment, WCSA must deliver notice of nonpayment to residential customers by using at least one of the following methods:

- A. Mail
- B. Email
- C. Text message
- D. Phone call
- E. Door Hanger

See Code § 15.2-2121.3 (B)

**VI. CUSTOMER ASSISTANCE**

WCSA must make contact with customer after each missed payment and:

- A. Offer bill payment assistance, or
- B. Arrange a payment plan, or
- C. Provide information to the customer for other bill payment assistance or energy savings programs.

See Code § 15.2-2121.3 (C)

**VII. CONDITIONS PROHIBITING DISCONNECTION**

WCSA may not disconnect a residential customer:

- A. When the forecasted temperature is at or above 92 degrees Fahrenheit within the 24 hours following the scheduled disconnection. To ascertain the projected temperature, WCSA shall refer to the forecasted local temperature provided by the National Weather Service. (See Code § 15.2-2121.2 (A)(3)), or
- B. On the following days for nonpayment of bills or fees:
  - 1. Fridays
  - 2. Weekends
  - 3. State holidays
  - 4. On a day immediately preceding a state holiday (See Code § 15.2-2121.2(B)), or
  - 5. For nonpayment of bills or fees within 30 days after the Governor has declared a state of emergency in response to a communicable disease or public health threat. See Code § 44-146.29-4.

**VIII. VOLUNTARY SUSPENSION**

WCSA may voluntarily suspend scheduled disconnection during other extreme weather events, emergency conditions, or circumstances in which WCSA determines such suspension is necessary to protect the health and safety of its customers.

See Code § 15.2-2121.2 (C).

**CONTACTS FOR WATER BILL ASSISTANCE**

You may be eligible for assistance in paying your water/sewer bill by contacting one of the following:  
Faith in Action: 276-628-4813 · People Inc.: 276-623-9000 · Salvation Army: 423-764-6156  
Please be prepared to provide your account number and amount due.

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<b>Agenda Item: 8</b>	Consideration of Dedicating and Naming the Sugar Hollow Pump Station in honor and memory of Devere Hutchinson.
<b>Presenter(s):</b>	Ron Seay
<b>Beginning Time:</b>	6:04pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	
<b>Background:</b>	The late Devere Hutchinson devoted many years to Washington County by serving as a member of WCSA's Board of Commissioners, and he was particularly involved in development of the Sugar Hollow Pump Station.
<b>Discussion:</b>	Mr. Campbell said that naming the pump station after Mr. Hutchinson was a great way to honor him, considering how much time he dedicated to WCSA. Mr. Campbell also suggested that if WCSA builds a new sewer plant, it should also be named in his honor.
<b>On the Record:</b>	
<b>Enclosures:</b>	
<b>Recommendation:</b>	Staff recommends that the Board honor Devere Hutchinson by dedicating and naming the Sugar Hollow Pump Station in his honor and to his memory and approve erecting a plaque at the Sugar Hollow Pump Station stating the same.
<b>Proposed Motion:</b>	Move that the Board approve dedicating and naming the Sugar Hollow Pump Station in memory Devere Hutchinson and approve erecting a plaque at the Sugar Hollow Pump Station stating the same.
<b>Actual Motion:</b>	Board moved to approve dedicating and naming the Sugar Hollow Pump Station in memory Devere Hutchinson and approve erecting a plaque at the Sugar Hollow Pump Station stating the same. The Board also made an amendment to the motion, stating that WCSA's future sewer plant should also be named in his honor and memory.
<b>Motion By:</b>	Mr. Ball
<b>Second By:</b>	Mr. Thayer
<b>Voting: Ayes:</b>	7
<b>Nays:</b>	0
<b>Abstain:</b>	0
<b>End Time:</b>	6:05pm

<b>Agenda Item: 9</b>	Consideration of the 2024-2025 WCSA Regular Board Meeting Schedule and 2025-2026 Annual Meeting Schedule
<b>Presenter(s):</b>	General Manager
<b>Beginning Time:</b>	6:05pm



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<b>Potential Conflict(s) of Interest and Abstention(s):</b>	
<b>Background:</b>	<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 <b>5:00 PM</b> in the E.W. Potts, Jr. Board Room. In years past, (2021, 2022, &amp; 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.</p> <p>If the Board wishes to continue this model, the meeting dates for the upcoming year would appear as follows unless noted otherwise:</p> <p><b><u>2024 – 2025 Regular Board Meetings: Meetings start at 5:00pm: (fourth Monday of each month unless noted otherwise)</u></b></p> <p>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 26<sup>th</sup> being Memorial Day)  June 23, 2025</p> <p><b><u>2025 – 2026 Annual Meeting:</u></b></p> <p>July 28, 2025</p>
<b>Discussion:</b>	<p>Mr. Seay presented the Board with the Board meeting times of other Virginia water authorities. Mr. Campbell mentioned how it makes no difference to him when the Board meetings start. Mrs. Miller questioned the need for the change in the start time. Mr. Campbell said that it is much more convenient for the Staff to begin earlier considering their work hours. Mr. Thayer said that he understands how it might make it difficult for those coming from other jobs to move the time, however, he said that it is more efficient to begin earlier since people can leave their current job and go straight into the meeting. Mr. Taylor said that for most of the year, starting early is fine, however, during the summer months it can be difficult, especially considering the occupations of some of the Board members.</p>
<b>On the Record:</b>	
<b>Enclosures:</b>	
<b>Recommendation:</b>	<p>Subject to answering any questions from the Board. Recommendation is that the Board make the motion to approve the 2024-2025 WCSA Regular Board</p>

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	Meeting Schedule and 2025-2026 Annual Meeting Schedule. Meetings start time of 5:00 pm.
<b>Proposed Motion:</b>	Board makes the motion to approve the 2024-2025 WCSA Regular Board Meeting Schedule and 2025-2026 Annual Meeting Schedule. Meetings start time of 5:00 pm.
<b>Actual Motion:</b>	Board made the motion to approve the 2024-2025 WCSA Regular Board Meeting Schedule and 2025-2026 Annual Meeting Schedule. Meetings start time of 5:00 pm, with the amendment that they will try the 5:00 pm meetings for one year and reevaluate then whether or not to keep all Board meetings at that time.
<b>Motion By:</b>	Mr. Taylor
<b>Second By:</b>	Mr. Thayer
<b>Voting:       Ayes:</b>	5
<b>                  Nays:</b>	2
<b>                  Abstain:</b>	
<b>End Time:</b>	6:16pm

<b>Agenda Item: 10</b>	<b>Election of Officers for August 2024 through July 2025</b>
<b>Presenter(s):</b>	Chairman / General Manager
<b>Beginning Time:</b>	6:26pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	None.
<b>Background:</b>	<p><u>Background:</u> Article III, Section 2 of WCSA's By-laws:</p> <p>The officers of the Service Authority shall be a Chairman, Vice-Chairman, a Secretary, an Assistant Secretary and Treasurer. The Chairman and Vice-Chairman shall be members of the Board. The office of Secretary, Assistant Secretary and Treasurer need not be held by members of the Board. The office of Secretary and Treasurer may be combined. The officers of the Authority shall be elected annually at the annual meeting of the Board and shall hold office until their successors are elected. Any vacancy in any office shall be filled by the Board for the remaining unexpired term of said office. Duties of said officers shall be the duties generally delegated to such officers, and as directed from time to time by the Board.</p> <p>At the annual meeting the Board may direct and authorize the General Manager to preside over that portion of the annual meeting devoted to the election of the Chairman and Vice-Chairman, in the place and stead of the Chairman, provided, however, the General Manager's conduct shall be procedural in nature and the General Manager shall have no vote in the election of the Chairman and Vice-Chairman.</p> <p>Currently, the officers are as follows:</p> <ul style="list-style-type: none"> <li>• Chairman, Wayne Campbell</li> </ul>

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	<ul style="list-style-type: none"> <li>• Vice Chairman, Ken Taylor</li> <li>• Secretary, Ron Seay</li> <li>• Assistant Secretary, Holly Thompson</li> <li>• Treasurer, Dwain Gilbert</li> </ul> <p>Traditionally, these offices are for a one-year period, start following your annual meeting.</p> <p>The Board may propose officers individually or as a slate.</p>
<b>Discussion:</b>	
<b>On the Record:</b>	Mr. Campbell presided over the election of Chairman and Vice-Chairman. Mr. Campbell nominated Mr. Hutton for Chairman and Mr. Thayer for Vice-Chairman; nomination seconded by Mr. Thayer. Ms. Miller nominated Mr. Miller for Chairman; nomination seconded by Mr. Ball. Motion made by Mr. Hutton to close the nomination; seconded by Mr. Miller.
<b>Enclosures:</b>	None.
<b>Recommendation:</b>	At the discretion of the Board.
<b>Proposed Motion:</b>	
<b>Actual Motion:</b>	Mr. Campbell made the motion that the Board vote for Vice-Chairman with only one nomination being Mr. Thayer
<b>Motion By:</b>	Mr. Campbell
<b>Second By:</b>	Mr. Hutton
<b>Voting: Ayes:</b>	7
<b>Nays:</b>	0
<b>Abstain:</b>	0
<b>On the Record:</b>	Mr. Thayer elected Vice-Chairman.
<b>End Time:</b>	

<b>On the Record:</b>	Mr. Campbell made the motion to vote for Chairman using paper ballots. Nominations for Chairman are Mr. Miller and Mr. Hutton.
<b>Actual Motion:</b>	Vote for Chairman using paper ballots. Legal Counsel to count votes.
<b>Motion By:</b>	Mr. Campbell
<b>Second By:</b>	Mr. Thayer
<b>Voting: Ayes:</b>	
<b>Nays:</b>	
<b>On the Record:</b>	Mr. Miller received 4 votes: Mr. Hutton received 3 votes. Mr. Miller elected as Chairman of the Board.

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	committee who may make interim changes to the policy that then come before the full Board for final approval.
	Thank you for all you do to support each of the initiatives and to serve our customers!
<b>Discussion:</b>	
<b>On the Record:</b>	Mr. Campbell reviewed the Committee Appointments for Outside Appointments and Inside Appointments.
<b>Enclosures:</b>	None.
<b>Recommendation:</b>	At the pleasure of the Board.
<b>Proposed Motion:</b>	
<b>Actual Motion:</b>	Board added Mr. Gilbert to the Chilhowie/WCSA Regional Water Treatment Plant Steering Committee with the current members Mr. Taylor, Ms. Miller and Mr. Seay. For the Dispute Committee, Mr. Hutton is to take Mr. Hutchinson's place alongside Mr. Thayer, with Mr. Ball acting on an on-call basis.
<b>Motion By:</b>	Mr. Thayer
<b>Second By:</b>	Mr. Hutton
<b>Voting: Ayes:</b>	7
<b>Nays:</b>	0
<b>Abstain:</b>	0
<b>On the Record:</b>	Chilhowie/WCSA Regional Water Treatment Plant Steering Committee members are Mr. Gilbert, Mr. Taylor, Ms. Miller and Mr. Seay. Dispute Committee members are Mr. Hutton, Mr. Thayer, with Mr. Ball serving on an on-call basis should the primary member be unavailable.
<b>End Time:</b>	6:38pm

<b>Agenda Item: 12</b>	Consideration of Commissioner's Comments & Questions on Staff Reports
<b>Presenter(s):</b>	Chairman
<b>Beginning Time:</b>	6:38pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	None
<b>Background:</b>	None
<b>Discussion:</b>	Mr. Miller said that the Mendota project was a huge success and that he appreciates the Staff for all of their hard work. Mr. Taylor offered his appreciation to Mr. Campbell for his time as Chairman. Mr. Campbell thanked him and stated that all Board members have a right to disagree on matters, but at the end of the day, they support each other. Mr. Campbell also thanked the

**Washington County Service Authority Board of Commissioners**  
**July 29, 2024 Annual Board Meeting Minutes**

	staff for their support over the years. Mr. Ball said that he appreciated the opportunity to be on the Board.
<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>	6:41pm

<b>Agenda Item: 13</b>	Late Items
<b>Presenter(s):</b>	Commissioner
<b>Beginning Time:</b>	6:41
<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>	
<b>Motion By:</b>	
<b>Second By:</b>	
<b>Voting:</b>	<b>Ayes:</b>
	<b>Nays:</b>
	<b>Abstain:</b>
<b>End Time:</b>	6:50pm

<b>Agenda Item: 14</b>	Public Query and Comment
<b>Presenter(s):</b>	Chairman
<b>Beginning Time:</b>	6:17pm
<b>Potential Conflict(s) of Interest and Abstention(s):</b>	None
<b>Speakers:</b>	None
<b>Discussion:</b>	Lavonda Heath of 28438 Lee Hwy stated that she came to the previous Board meeting with demands which were never met. She also mentioned that she believes that she is getting billed for more water than she is using.

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	Ms. Heath asked the Board how high she had to go for something to be done, stating that they can take it to the President if need be. Mr. Kiser asked Ms. Heath what exactly it is that she wanted. She said that she wants to know why and where her water meter has been moved over the years. Mr. Kiser said that he would look at the records and get back with her.
<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>	6:26pm

<b>Agenda Item: 15</b>	Adjourn
<b>Presenter(s):</b>	Commissioner
<b>Beginning Time:</b>	6:50
<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. Thayer
<b>Voting:</b>	<b>Ayes:</b> 7
	<b>Nays:</b> 0
	<b>Abstain:</b> 0
<b>End Time:</b>	6:50pm

  
Dwain Miller, Chairman

  
Holly Thompson, Assistant Secretary

# Washington County Service Authority



## Business Update

# Regulatory Compliance - Water

✓ No Violations in May 2024

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



# Regulatory Compliance - Wastewater

- ✓ No Violations in May 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

- ❖ 0 - Repair parts ordered
  
- ❖ 1 – Repair work scheduled
  - 21664 Green Springs Road (cannot access due to tree – move hydrant)
  
- ✓ Repairs completed on five 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 10<sup>th</sup>).
- Currently working with Itron to validate that all the locations, (mac numbers), have been corrected.
- Itron has fixed the sync issue – will verify with next read cycle on 6/24.
- Then we will proceed to flip additional 4000 meters to network read in early July.

# 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

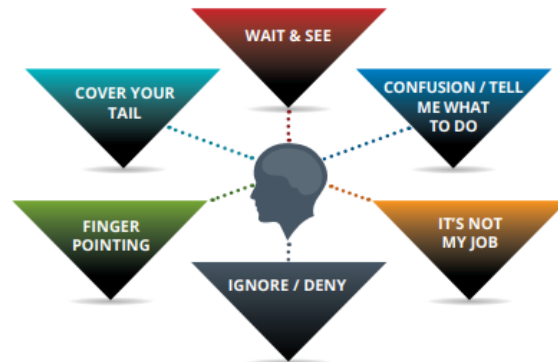
Steps To Accountability®

## **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 all WCSA Employees: Maintenance, Customer Service, Water Production, Wastewater Treatment, Engineering, Accounting, Meter Department, and HR for demonstrating:



**CUSTOMER FIRST**



**EVERYONE MATTERS**



**OWN IT**



**BE BOLD**



**FOCUS NOW**

**In the Following Manner:**

I want to recognize all our Employees for their engagement and empowerment to call customers or visit customers door to door to complete the Lead Service Line Surveys for all 23,500 Customers. The Lead Service Line Survey is a requirement from the federal government, EPA. All our Employees accepted the mandatory overtime needed to complete the Lead Service Line Survey's on time to meet EPA deadlines.

To date we have completed 20,000+ Surveys.

**GREAT JOB EVERYONE!** We greatly appreciate EVERYONE's willingness to demonstrate Owning It and Focus Now!

# 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



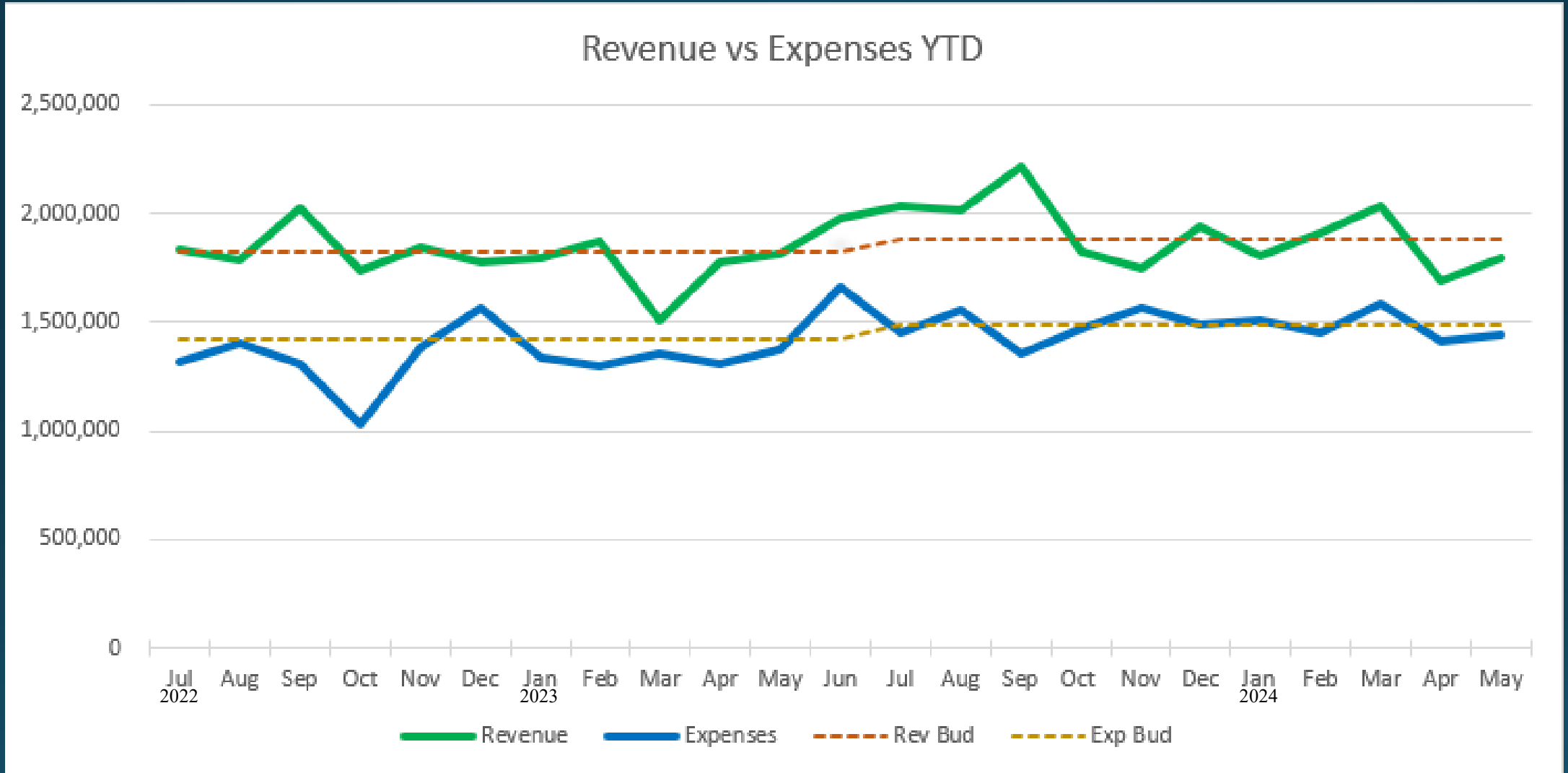
...or it will manage you.



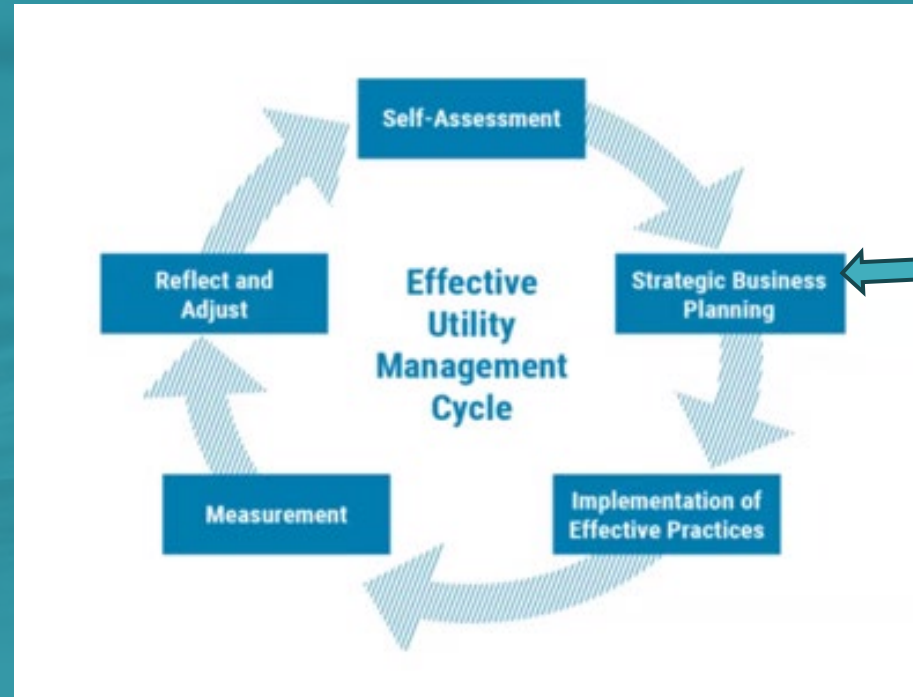
# Strategic Initiatives

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





# Board Meeting Points of Interest

## Meeting on June 7<sup>th</sup>

- Approved General Manager Agreement
- Approved to Backfill Operations Manager Position
- Adopted WCSA Electronic Meeting Policy
- Approved Preliminary Schedule for Fiscal Year 2025 – 2029 Rates, Fees, and Charges
  - Public Hearing scheduled for 6-24-2024 Regular Board Meeting
  - ✓ [Board Approved Resolution 2025-2029 Preliminary Rates 6-7-24.pdf](#)
  - ✓ [2025-2029 Rate Advertisement.pdf](#)
- Adopted update to Grievance Procedure
  - ✓ [2024-06-07 2014 Personnel Policy Manual Section 17 as revised.pdf](#)

**Thank you**

**Questions?**

# May 2024 MTD Financial Summary

	Actual	Budget	Variance	Variance %
<b>Revenue</b>				
Water	\$1,522,144	\$ 1,613,943	\$ (91,799)	-5.69%
Sewer	\$ 270,423	\$ 270,603	\$ (180)	-0.07%
<b>Total</b>	<b>\$1,792,567</b>	<b>\$ 1,884,546</b>	<b>\$ (91,979)</b>	<b>-4.88%</b>
<b>Operating Exp.</b>				
Water	\$1,242,572	\$ 1,263,178	\$ (20,605)	-1.63%
Sewer	\$ 203,290	\$ 227,824	\$ (24,534)	-10.77%
<b>Total</b>	<b>\$1,445,863</b>	<b>\$ 1,491,002</b>	<b>\$ (45,140)</b>	<b>-3.03%</b>
<b>Income from Ops.</b>				
Water	\$ 279,572	\$ 350,766	\$ (71,193)	-20.30%
Sewer	\$ 67,133	\$ 42,778	\$ 24,355	56.93%
<b>Total</b>	<b>\$ 346,705</b>	<b>\$ 393,544</b>	<b>\$ (46,839)</b>	<b>-11.90%</b>

# May 2024 MTD Key Variances

## Key Exp. Variances

Water	Actual	Budget	Variance	Notes
Depreciation	\$ 359,389	\$ 281,930	\$ (77,459)	Galvanized Line Replacement (\$32M) Depreciation started June 30th
Permits and Leases	\$ 18,774	\$ 712	\$ (18,062)	Railroad permits - Paid once a year.
Delpac 20/20	\$ 19,563	\$ 6,443	\$ (13,120)	Chemicals. Not purchased every month.
Production Electricity	\$ 52,237	\$ 39,238	\$ (12,999)	Missed Budget number
Comp. - Administration	\$ 74,278	\$ 84,686	\$ 10,408	
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
Sewer				
None			\$ -	



# May 2024 YTD Financial Summary

	Actual	Budget	Variance	Variance %
<b>Revenue</b>				
Water	\$ 18,141,361	\$ 17,753,377	\$ 387,985	2.19%
Sewer	\$ 2,849,136	\$ 2,976,629	\$ (127,493)	-4.28%
<b>Total</b>	<b>\$ 20,990,497</b>	<b>\$ 20,730,006</b>	<b>\$ 260,492</b>	<b>1.26%</b>
<b>Operating Exp.</b>				
Water	\$ 14,043,800	\$ 13,894,956	\$ 148,844	1.07%
Sewer	\$ 2,400,867	\$ 2,506,069	\$ (105,201)	-4.20%
<b>Total</b>	<b>\$ 16,444,667</b>	<b>\$ 16,401,024</b>	<b>\$ 43,643</b>	<b>0.27%</b>
<b>Income from Ops.</b>				
Water	\$ 4,097,562	\$ 3,858,421	\$ 239,141	6.20%
Sewer	\$ 448,269	\$ 470,560	\$ (22,292)	-4.74%
<b>Total</b>	<b>\$ 4,545,830</b>	<b>\$ 4,328,981</b>	<b>\$ 216,849</b>	<b>5.01%</b>

# May 2024 YTD Key Variances

## Key Exp. Variances

Water	Actual	Budget	Variance	Notes
Depreciation	\$ 3,927,226	\$ 3,101,233	\$ (825,993)	Galvanized Line Replacement (\$32M) Depreciation started June 30th
Engineering Fees	\$ 152,157	\$ 38,709	\$ (113,448)	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	\$ 515,229	\$ 431,617	\$ (83,612)	Missed Budget number
Comp. - Administration	\$ 1,251,102	\$ 1,408,177	\$ 157,075	
CompSoft -Maint. Agreement	\$ 55,637	\$ 195,250	\$ 139,613	Fees for subscription to Inhance and other software, Temetra Billing hasn't started
Inventory Variance	\$ (58,555)	\$ 49,545	\$ 108,100	\$52K, Added price to 600hp vertical pump at Middle Fork
<b>Sewer</b>				
Outside Services	\$ 76,344	\$ -	\$ (76,344)	Hall Creek Sewer Study; Budgeted on FY 23, Emory Sewer Study, not budgeted

# FY2024 Financing Activities

	<b>MTD</b>		<b>YTD</b>	
Interest Income	\$	131,888	\$	1,464,371
Financing Exp.	\$	(147,615)	\$	(2,056,697)
<b>Total</b>	<b>\$</b>	<b>(15,727)</b>	<b>\$</b>	<b>(592,326)</b>

## **Grants Received:**

COVA - Mendota	\$	315,572
COVA - Mary's Chapel	\$	74,817
	<b>\$</b>	<b>390,389</b>

**Thank you**

**Questions?**

# Water Line Extension Projects

- Spring Lake Road - Staff has awarded the project to Little B Enterprises and pre-construction conference has been held. Construction will begin soon.
- 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. Mainline tie in into the existing Mendota system has been completed. Once pressure settings are set at the vault, staff will begin disconnecting from the Scott County system and supplying water from WCSA. Work to be completed is paving, cleanup and installation of blowoffs to keep the water quality up.

# 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.
- All mainline is complete and the contractor has installed all the pumps and piping for the pump station and pressure tank vault. Net steps are hooking up the electrical.
- Project should be complete first of July.



# Smyth Chapel Improvements Project

- VDH issued construction permit
- Tree clearing for pump station has been completed. Once VDOT permit is received, WCSA will begin construction. Crew will begin starting on work in areas outside VDOT r-o-w.

# 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	50%	44 %
2 - Lee Highway Gravity Sewer and Force Main, Jones	57 %	44 %
3 - Halls Bottom Gravity, Mendon	80 %	45 %
4 - Pump Stations, Jones	30 %	44 %

# 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
- Park Street – “The Clink”
- Emory Henry Sports Complex Line Lowering

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

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

**CLASSES BILLED**

**CLASS 1**

Accounts Billed: 5,898  
Gallons Billed: 23,322,000  
Water Charges: \$376,444.11  
Sewer Charges: \$18,202.91

**CLASS 2**

Accounts Billed: 4,840  
Gallons Billed: 26,013,000  
Water Charges: \$339,496.42  
Sewer Charges: \$128,172.51

**CLASS 3**

Accounts Billed: 3,780  
Gallons Billed: 14,977,000  
Water Charges: \$213,611.58  
Sewer Charges: \$48,306.77

**CLASS 4**

Accounts Billed: 2,586  
Gallons Billed: 9,742,000  
Water Charges: \$149,177.03  
Sewer Charges: \$0

**CLASS 5**

Accounts Billed: 3,061  
Gallons Billed: 19,476,000  
Water Charges: \$239,636.55  
Sewer Charges: \$22,059.05

**CLASS 6**

Accounts Billed: 2,641  
Gallons Billed: 10,684,000  
Water Charges: \$165,241.93  
Sewer Charges: \$35,103.97

**FINAL BILLS/CLASS 990**

Accounts Billed: 116  
Gallons Billed: 175,000  
Water Charges: \$2,684.90  
Sewer Charges: \$578.59

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

22,256

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

Residential: 20,035  
Non-Residential: 2,239

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

Residential: 1,905  
Commercial: 170  
Industrial: 29

**TOTAL SEWER GALLONS BILLED**

Residential: 7,380,000  
Commercial: 2,272,000  
Industrial: 3,095,000

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

Residential: 1,093,000

Commercial/Industrial: 778,000

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

Residential: 322

Industrial: 77

**DELINQUENCY PROCESSING**

Accounts with Late Charges Processed: 3,959

Total Disconnect Notices Processed: 797

**GENERAL ACTIVITIES**

New Connections Applied for: Water – 19 Sewer– 4

Reconnections/Transfers of Service: 149

**DISPUTES RECEIVED: 0**

**DISPUTES RESPONDED TO: 0**

**DISPUTE MEETINGS: 0**

**ABATEMENTS DUE TO LEAKS**

Total Accounts Abated due to Leaks: 40

Total Dollar Amount Abated: \$28,954.89

**BAD DEBT WRITE-OFFS: \$5798.14**

# Human Resources & Safety Dashboard



## Key Process Indicators (KPI)

### Human Capital

Absenteeism	3.95%
Overtime	5.4%
Headcount	68
Open Positions	0

### Safety

LTA	11/6/21
LI	05/20/24
867 Days without LTA	

### Employee Relations

#### Anniversaries

DeBusk, William C
Gobble, Randy W
Smith, James W

### Lead Service Line

Survey Complete	12,000
Project Hours	1,586.26

### Training/Development Investment

100%

VDOT	13, 7
OSHA	10, 20

### Promotions/New Hires

0 New Hire  
1 Promotions  
2 Terminations

# Strategy

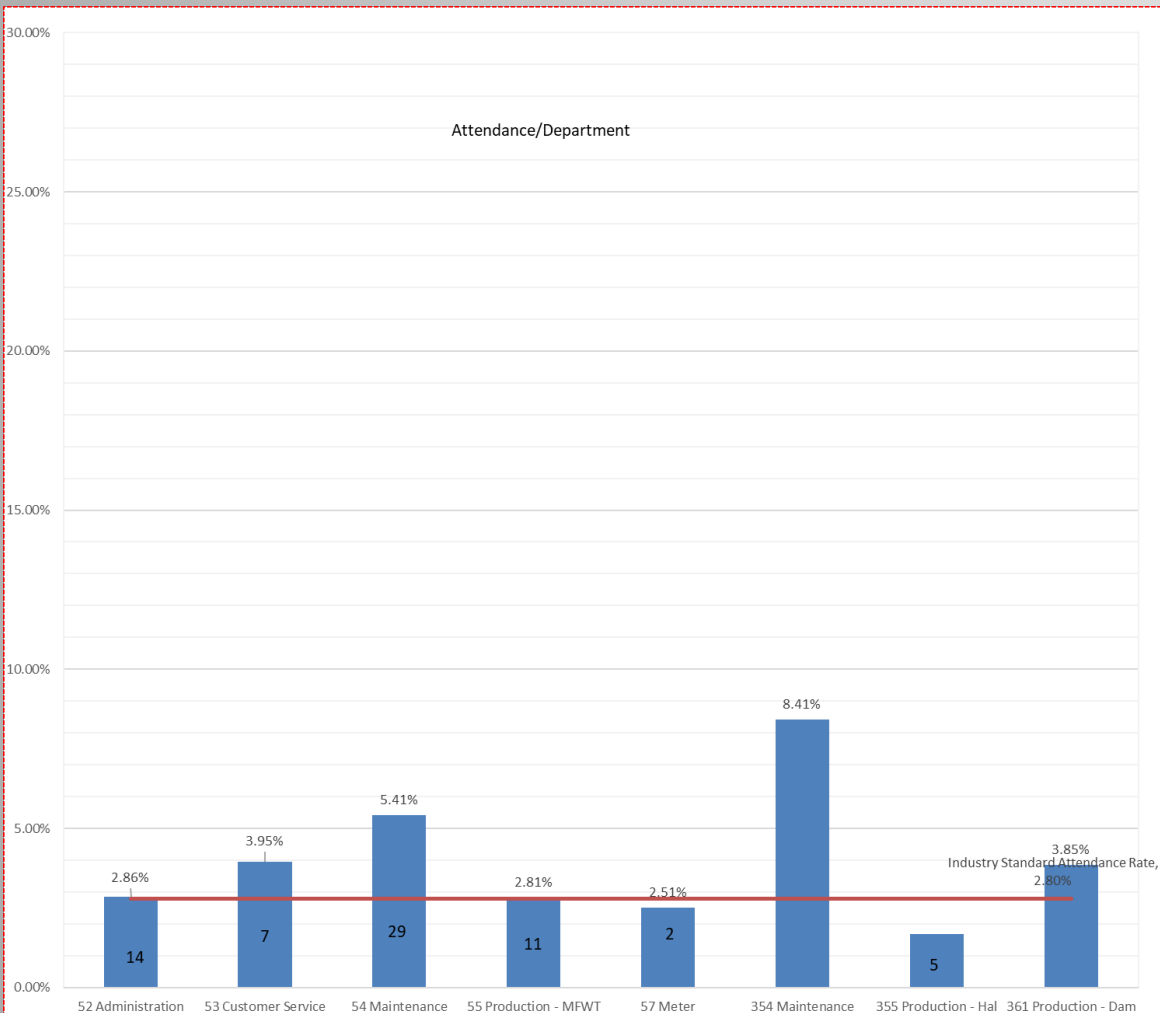
- *Establish Open Communication*
- *Develop & Implement Policy and Procedures*
- *Involve Everyone*
- *Provide Training*
- *Establish Benchmark & Review Progress*
- *Use Positive Reinforcement*

# Anniversary

DeBusk, William C
Gobble, Randy W
Smith, James W

# Human Capital KPI

## Attendance

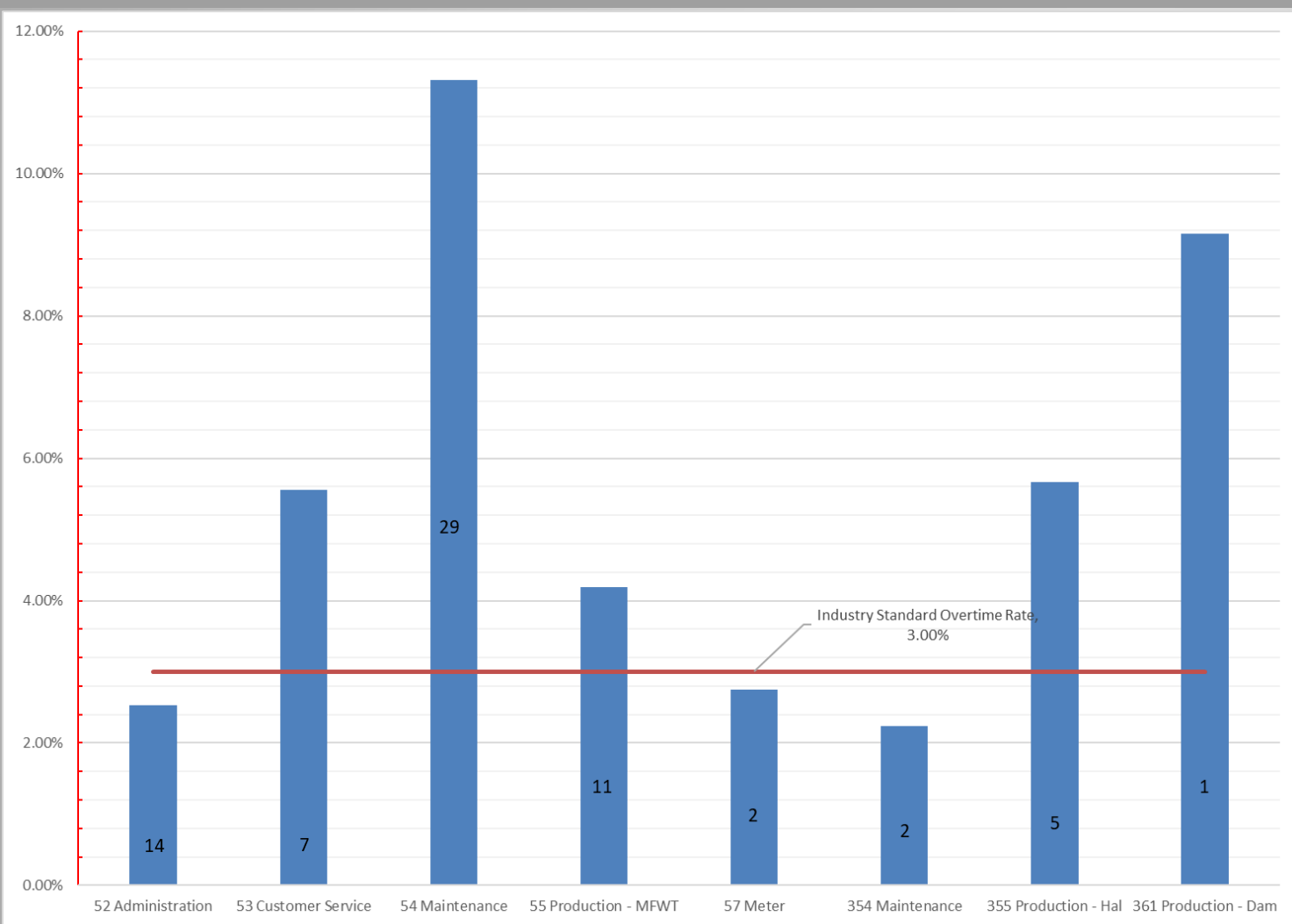


- Red line represents Industry Standard for Absenteeism 2.8%
- Black # within the blue bar chart represents the # of employees by department
- Average absenteeism 3.95% down from 4.56%



# Human Capital KPI

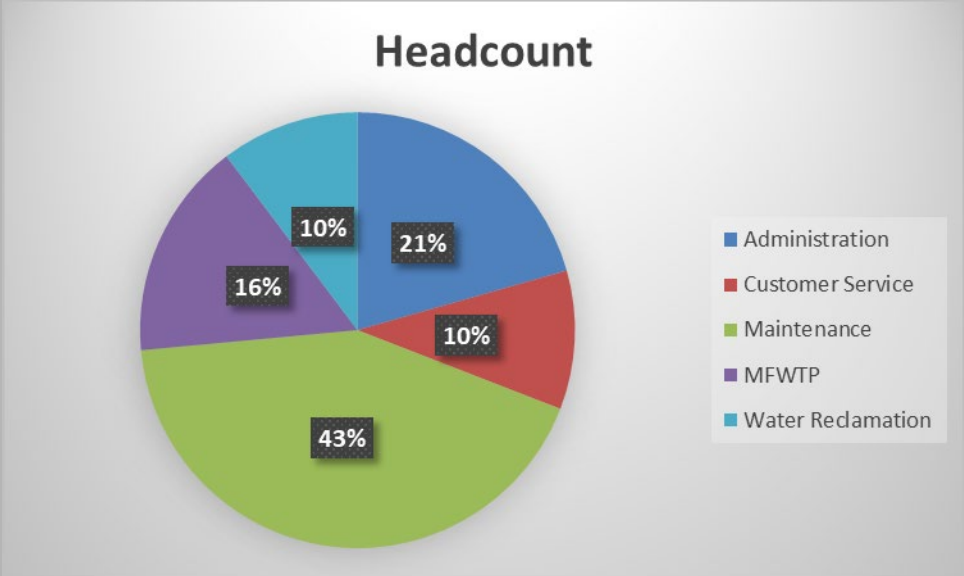
## Overtime



- Red line represents Industry Standard for Overtime at 3%
- Black # within the blue bar chart represents the # of employees by department
- Average OT is up from 3.6% to 5.4% due to lead service line inventory

# Human Capital KPI

Headcount



### Open Positions

- 1

### New Hires

- 0

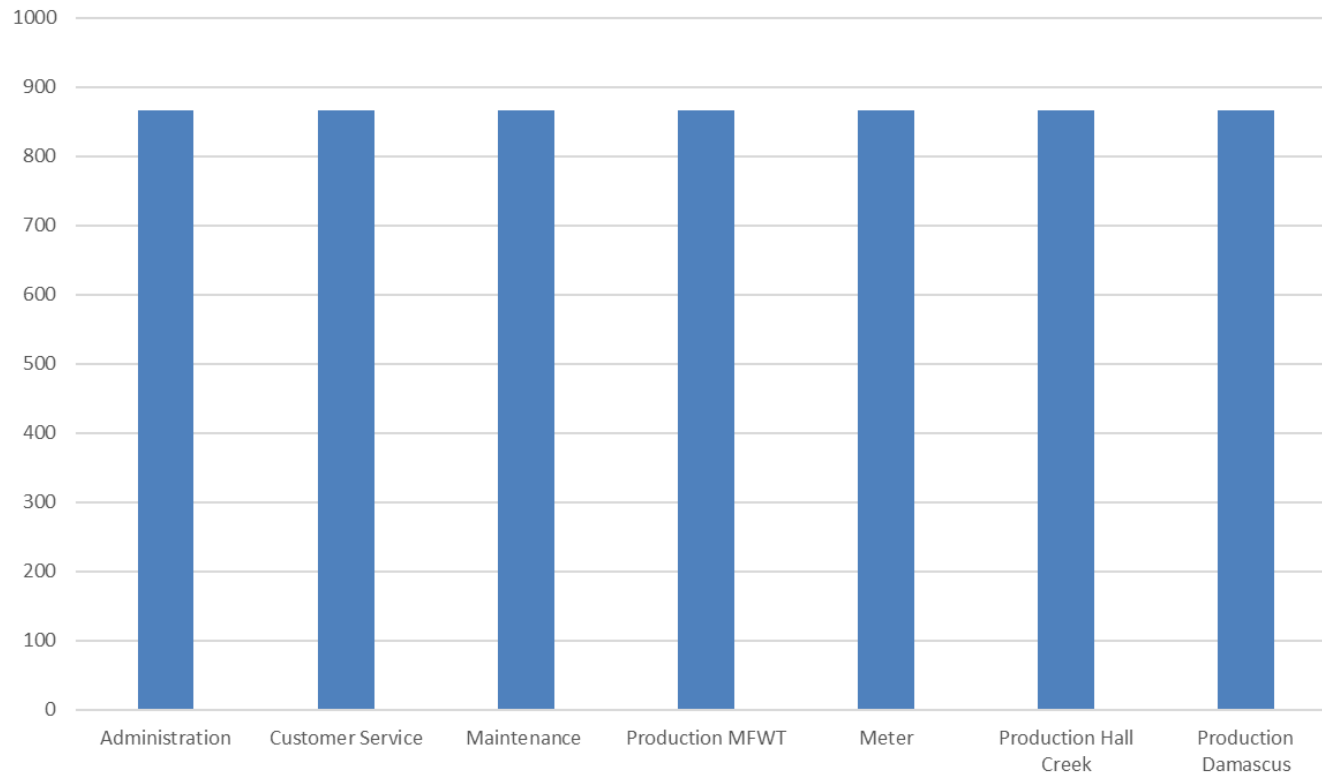
### Terminations

- 0

# Human Capital KPI

## Safety

Days Without a LTA



### Days without a Lost Time Accident

- Administration-867
- Customer Service-867
- Maintenance-867
- Productions MFWT-867
- Meter-867
- Production Hall Creek-867
- Production Damascus-867

# Human Capital KPI

- **Promotions**
  - 0
- **New Hires**
  - 0
- **Terminations**
  - 2

# Human Capital KPI

