The Board of the Western Virginia Water Authority (WVWA) met on Thursday, October 17, 2019, in the Board Room at 601 S. Jefferson Street, Roanoke, Virginia. Board Chair Randall Hancock called the meeting to order at 3:00 p.m.

ROLL CALL:

PRESENT: Board Members Randall Hancock, Bob Cowell, Don Davis, Shirley Holland, Dan O'Donnell, and Hunter Young

ABSENT: John Bradshaw and Harvey Brookins

Mr. Hancock declared that a quorum was present.

Mr. Cowell left the room at 3:00 p.m.

OTHERS PRESENT: Harwell M. (Sam) Darby, Jr., Counsel for the Authority; Gayle Shrewsbury, Secretary; Mike McEvoy, Executive Director; Scott Shirley, Chief Operating Officer Plant Operations; Leana Stoltz, Chief Operating Officer Customer Operations; Jennifer Meeks, Senior Accountant; and Sarah Baumgardner, Director of Public Relations and Freedom of Information Act Officer.

Other guests were: Trent Cox, Deputy Chief Operating Officer Customer Operations; Scott Kroll, Director Engineering Services; Neil Norris, Director Human Resources; Will Bulloss, Chief Engineer Design and Construction; and Watts Burke, Glenn Feldmann Darby & Goodlatte.

APPROVAL OF MINUTES: Mr. Davis moved approval of the September 19, 2019 Board Meeting Minutes. Mr. O'Donnell seconded the motion. Hearing no discussion, the minutes of the September 19, 2019 Board Meeting were approved by voice vote.

Mr. Cowell returned to the meeting at 3:27 p.m.

COMMUNICATION FROM EXECUTIVE DIRECTOR: Mr. McEvoy gave a summary of the September Executive Directors' report. The summary included the Water Quality Operations, Customer
Operations, Engineering & Administration, and Regional Efforts/Outreach. The Administration section includes human resources and miscellaneous financial information. A copy of this report in its entirety is filed with the approved minutes.

**Water Quality Operations**

Current water levels (as of October 11, 2019) in each of the raw water reservoirs were:
- **Carvins Cove**: 5.1 Feet Below Full Pond (87.1% of reservoir capacity remains)
- **Spring Hollow**: 11.6 Feet Below Full Pond (85.3% of reservoir capacity remains)

For the month of September, the Roanoke area recorded 1.36 inches of precipitation, a -2.53 inch departure from normal. Current mapping by the U.S. Drought Monitor indicated the majority of the service area was under a moderate drought with a portion of Franklin County under a severe drought condition. Reservoir levels at both Carvins Cove and Spring Hollow were average for this time of year.

Flow at the Regional WPC Plant continued to be below average due to the continued dry conditions. Average daily flows were just 23.6 mgd for September. No wet weather plant or collection system overflows were recorded for the month. The Authority's biosolids contractor applied 1,498 dry tons of biosolids on area farms. The WPC Plant accepted 304 loads of septage during the month. The lower flows allowed staff to complete a number of preventative maintenance activities.

Staff at the Smith Mountain Lake Water Treatment Facility produced a total of 55.11 MG of treated water during September.

Congratulations to the Authority's Operations Challenge Team! They competed in the National Operations Challenge completion in September, this year in Chicago, and came in 7th place overall. This was one of the biggest fields in recent years with 44 teams competing.

Work at the Carvins Cove picnic shelter was reported as nearly complete. The contractor finished the shelter and staff installed stone seating for the amphitheater. The shelter and mini amphitheater are a cooperative project between Water Quality and Customer Operations and will be a nice addition for visitors and staff.

Work continued at the Muse Spring Water Treatment Facility. The contractor installed all of the filter skids, pumps and tanks and is still working on internal piping, wiring and controls.

The Authority’s legal counsel reviewed the Carillon agreement for the Crystal Spring pump station relocation and returned edits to Carillon for review by their legal team.

Replacement of the last two ferric storage tanks at the WPC Plant is underway. This is an in-house project being completed by plant staff.

The Staroverlake community board held a meeting with property owners and voted to enter into an agreement with the Authority to assume operation and ownership of their private water system. Staff refined the design for the water extension and meter installation, reducing the cost to $196,000 as many
of the existing services can be utilized instead of replaced. With the reduced investment, positive cash flow is achieved in seven years.

Since the third quarter exceedance for total trihalomethanes (TTHMs), staff closely monitored the water quality in the Daleville area of the distribution system. Monthly test results were below the maximum contaminant level (MCL) and indicated that operational changes were working to reduce the level of TTHMs.

Roanoke area water system Unaccounted for Non-Revenue Water (NRW) for September was at 20%.

Billed water consumption for September exceeded 472 million gallons, average for September months. Retail sales were good at just under $5.2M. Total revenues exceeded $5.7M.

**Customer Operations**

Call statistics for September were average with an answer rate of 90% and service disconnections for non-payment were down to 362 for the month.

Since initiating Invoice Cloud payment options in July, staff have noticed a steady uptake in registration for these services. Customer response to the new options has been positive.

Field Operations reported three dry weather overflows during the month and responded to 64 service calls for customer sewer concerns. Staff also responded to 247 customer calls for assistance with water-related issues.

The Roanoke Valley Broadband Authority project to extend fiber to Spring Hollow has been completed and the connection was successfully tested.

The new septage receiving station at the WPC Plant is under construction. Crews from Field Operations are assisting with the first phase of the project by installing a holding tank and wet well. WPC Plant staff will later install the screening equipment and pumps.

CIP crews completed a cirecional drill as part of the Youngwood Drive Sewer Replacement Project. They drilled and installed 510 LF of DR17 PVC main. The crew then mobilized to the Valley View Mall area to ream the interior of a 10-inch sanitary sewer line that had lost capacity due to buildup of tuberculation inside of the pipe, constricting the flow through over 300 LF of sewer line.

Congratulations and happy retirement to Lucy Lowe, Billing Manager. Lucy retired at the end of September after 30 years of service. Lucy was joined by her mother, sister and co-workers at a retirement celebration.

**Engineering & Administration**
Work on the GIS and Asset Management Needs Assessment being conducted by our consultant, CDM Smith, was progressing on schedule with the stakeholder interviews complete and draft report, including recommendations, scheduled to be submitted.

Staff are completing work in conjunction with the FY19 audit and would like to schedule an Audit Committee meeting in November with the Authority's auditors, RFC, Inc.

**Regional Efforts / Outreach**

Staff participated in several networking and recruiting events with a focus on strengthening our relationship with and access to students entering the workforce.

Staff represented the Authority at a new local initiative by Virginia Career Works – Blue Ridge to career explore with 5,000 7th graders from the greater Roanoke Valley on September 18th and 19th. Staff occupied two booths with multiple hands-on activities for students to explore careers at the Authority involving GIS, lab work, meter installation, water treatment, wastewater treatment and field activities. The Career Quest was a success for the area and expected to continue annually with the hope of interested students being employees in the future.

Staff attended a Roanoke Regional Partnership networking experience at Virginia Tech Lane Stadium on October 2nd to network and gather interest for current open engineering positions and upcoming internships.

Staff hosted and presented at the 3rd annual Operations and Maintenance Distribution Systems (OMDS) "Short School" on September 30th through October 4th. This week-long course, presented by Virginia Department of Health and Virginia Tech, is devoted to all aspects of the operation and maintenance (O&M) of water distribution systems. Authority staff presented on a variety of professional subjects (water main breaks, safety, meters) for other localities attending the event at multiple Authority properties.

**FINANCIAL REPORT FOR THE MONTH OF SEPTEMBER 2019:** Ms. Meeks noted that year-to-date, September 2019 represented 25% of the fiscal year. A copy of this report in its entirety is attached to the approved minutes.

Operating revenues for the Water and WPC funds were 25% and 24%, respectively, of budget. Retail revenues for the Water fund were 25% and WPC fund were 24%. Non-operating revenues for Water were 23% and WPC were 24% of budget. Some of these revenues (Investment Income, Office Building Lease Income) lag a month in reporting. Operation & Maintenance expenses for the year-to-date for the Water system were 22% and WPC were 24%. The Operating Margins for Water and WPC were 29% and 24%. Combined Operating Margin was 26%. The Water system has paid 51% of budgeted interest expense and 88% of principal payments. WPC has paid 49% of interest expense and 62% of principal payments.
REPORT FROM AUTHORITY COUNSEL: Mr. Darby reported on the following:

1. Agreement with The Uttermost Co.;
2. AEP Option and Easement;
3. Re-Chlorination Facility on Dunahoo Drive, Boones Mill;
4. Insituform Change Order;
5. Boring Contractors, Inc.;
6. Visas for Potential Authority Employees;
7. Claimed Lost Profits by the Audi Roanoke, an Audi dealership owned by Gary Duncan; and

REPORT FROM COMMITTEE CHAIRS: None. Mr. McEvoy shared that plans are being made for the Audit Committee to meet on November 21, 2019 at 2:00 p.m.

ADOPTION OF CARVINS COVE USE POLICY: Mr. McEvoy presented Resolution 390 to the Board which would authorize adoption of a Carvins Cove Use Policy. A copy of this report in its entirety is attached to the approved minutes. A discussion took place regarding verbiage changes.

Mr. Davis made a motion to approve Resolution No. 390 with amendments and Ms. Holland seconded the motion. Resolution No. 390 was approved with amendments by the following roll call vote:

AYES: Board Members Cowell, Davis, Holland, O'Donnell, Young, Hancock -----6.

NAYS: None---------------------------------------------------------------0.

Mr. McEvoy shared that an agreement has yet to be received from IRONMAN for the June 2020 event; therefore, the Authority will create an agreement that will be sent to IRONMAN.

CAPITAL PROJECTS UPDATE: Mr. McEvoy, Mr. Shirley and Ms. Stoltz provided a Capital Project Update. Mr. McEvoy also pointed out that due to Mr. Robertson’s retirement, a new Strategic Plan will be created to accommodate the management changes and will be introduced in the spring.

CITIZENS COMMENTS: None

BOARD MEMBER COMMENTS: None
OTHER BUSINESS: None

Mr. Hancock adjourned the meeting at 4:25 p.m.

APPROVED: November 21, 2019

ATTEST:

Gayle Shrewsbury, Secretary
WVWA Board of Directors