

# IN THE PIPE



## NEWSLETTER

Summer/Fall 2017

No. 19

### WCSA Earns Top Ranking in Operations, Performance for Seventh Consecutive Year

For the seventh consecutive year, WCSA has been awarded the highest possible ranking in operations and performance excellence for water utilities by the Virginia Department of Health (VDH).

WCSA received a 2016 Excellence in Waterworks / Operations Performance Award following a 12-month analysis of data by the VDH Office of Drinking Water.

Each year, through Virginia's Optimization Program, the VDH recognizes drinking water plants that perform above and beyond minimum standards by optimizing and running their treatment process efficiently and effectively. The primary purpose of the program is to reduce risks to public health associated with drinking water.



WCSA's Middle Fork Drinking Water Plant was one of 21 water treatment plants in Virginia to earn a perfect score in the judging criteria. Of the 129 conventional surface water treatment plants evaluated, WCSA was among 34 that received a gold award, while 53 received either silver or bronze awards.

"WCSA has the largest permitted capacity and serves the largest number of service connections in the Mount Rogers Planning District, and has consistently been a top performer in the Virginia Optimization Program," says Eric R. Herold, PE, VDH district engineer for the Mount Rogers Planning District. "Of the 11 conventional surface water plants in our district, WCSA's Middle Fork Drinking Water Plant was one of five plants to receive a perfect performance score for 2016 operations, and one of six plants to receive a gold award." 💧

### WCSA to Offer Real-Time Emergency Notification Service

In an effort to notify customers about emergency incidents, WCSA has partnered with the Washington County Department of Emergency Management to offer Nixle — a free notification service that allows official agencies to deliver relevant information to the communities they serve in a matter of minutes.

The Nixle system enables WCSA to distribute messages regarding events such as water outages, boil notices and more to customers via phone, text message and email. WCSA is

currently working to contact customers to make sure they wish to receive emergency alerts via the Nixle system.

If you would like to be contacted, but are not sure we have your information, please call us at (276) 628-7151 or email us at [inquiry@wcsa-water.com](mailto:inquiry@wcsa-water.com). Washington County residents can also opt-in by texting the zip code 24210 to 888-777. 💧



### INSIDE

WCSA Project Updates.....	2	New Water Rates .....	3
Meet Our New Commissioner.....	2	Safe and Healthy Swimming Practices.....	4
Private Development Projects .....	3	WCSA Calendar and Board Meeting Schedule .....	4

## WCSA Project Updates

To learn more about WCSA projects, visit [www.wcsawater.com](http://www.wcsawater.com).

### Recently Completed Projects:

**The Exit 13 Phase 2A Sewer Project**, located off I-81 at Exit 13, is the second step in a multi-phase project to extend wastewater treatment service to the Lee Highway area of Exit 13. Phase 2A will consist of installation of a sewer main from Spring Creek Road to the Virginia Highlands Airport, as well as some branch lines or laterals, to provide service for customers who are not directly adjacent to the Oak Park Sewer Project. Construction began in October 2016 and was completed in May.

### Ongoing Projects:

The **Mill Creek Water Treatment Plant Improvements Project** will provide a new membrane filtration system and additional repairs, replacements and upgrades to the water treatment plant. Construction began in February and is expected to be completed in early 2018.



*Haskell Station Road Water Line Extension Project*

The **Haskell Station Road Water Line Extension Project** will replace and install approximately 4,700 linear feet of new water line. Construction began in March 2017 and is expected to be completed in September 2017.

### Upcoming Projects:

The **Exit 13 Phase 3 Sewer Project** will provide sewer service to portions of McCray Drive and the Foxfire subdivision. The project was advertised for bids in spring 2017, and construction is expected to begin in August 2017.



*Exit 13 Phase 2A sewer project*

The **Route 58 Corridor Water System Improvements Project** will include improvements for the water system serving the Town of Damascus, Alvarado and areas east of South Holston Lake. The installation of a new water storage area tank was advertised for bids in early spring 2017 and construction is expected to begin in September 2017. The project is expected to be completed in May 2018.

The **Ritchie Road Water Line Extension Project** will provide service to new customers and also upgrade service to existing customers on Ritchie Road. The project is expected to begin in October 2017.

The **Galvanized Line Replacement — Phase 3 Project** is the third step in a three-phase project to replace all galvanized pipe in WCSA's distribution system over the next several years. The project will be advertised for bids in early 2018. 💧

## Meet Our New Commissioner



WCSA welcomes Kenneth Nurre to our board of commissioners. A resident of Meadowview, Virginia, Mr. Nurre began his four-year term representing the Monroe Election District on July 1. We also express our thanks to outgoing member Mark Nelson for his years of service and contributions to our board and WCSA.

## Private Development Projects



Walmart at Exit 19

**The availability of municipal utilities plays an important role in the decision to open a business in a new city or region of the country, or to expand an existing company or organization. Without reliable and affordable water and wastewater services, economic development is not possible.**

Before a new private development project breaks ground, much planning and preparation is required to ensure adequate infrastructure is in place to serve current and future business and industry development. When WCSA receives an inquiry about a proposed development project, we work with the project designer to determine the best avenue to serve the site with water and wastewater service, then build the needed infrastructure according to our standards and specifications. Upon completion, WCSA takes ownership of those infrastructure improvements. 💧

**Several new recently completed private development projects include:**

- Bojangles, located at Exit 19 off I-81 (water service);
- Fairfield Inn and Suites, located at Exit 19 off I-81 (water service);
- Highlands Community Services Children's Campus, located at 391 Baugh Lane in Abingdon (water service); and
- Walmart, located at Exit 19 off I-81 (water service).

## New Water Service Rate Information

WCSA is almost exclusively funded through the sale of its water and sewer services (connection and monthly user fees). Other than an occasional grant, WCSA receives no outside financial support. Water and sewer connection and monthly user fees (revenues) pay all WCSA expenses.

The following water rates went into effect on July 1, 2017. Please note these rates apply to water service only; wastewater service rates have not changed. If you have a question about your water and sewer rates, please contact our Customer Service Department at 276-628-7151 between 8 a.m. and 4:30 p.m. 💧

### Water Rates:

Monthly Minimum Rate: \$22.64

Monthly Use	Usage Rate per Thousand Gallons
Residential (1,000 to 3,999 gallons)	\$4.66
Residential (4,000 to 5,999 gallons)	\$6.80
Residential (6,000 or more gallons)	\$9.52
Non-Residential (per 1,000 gallons)	\$5.65



# Safe and Healthy Swimming Practices

The approaching Labor Day holiday means visitors will flock to pools, water parks, beaches, lakes and rivers across the Commonwealth to mark summer's end. While popular water attractions can be a fun and rewarding experience, they can also pose a risk of illness caused by germs spread through having contact with contaminated water.

Follow these recommendations provided by the Virginia Department of Health to prevent illness and remain safe and healthy during your favorite summertime water activities:

- Avoid swallowing water or getting water in your mouth. Children are more likely to swallow or accidentally inhale water, and are at greater risk of illness due to developing immune systems.
- Avoid getting water up your nose, especially where water is shallow or stagnant. Use a nose clip or plug your nose prior to going under the water.
- Some public beaches in Virginia are monitored for bacteria levels in the water. Look for swimming advisory signs, which indicate whether or not the water is safe for recreational activity.
- Do not swim in natural waters if you have a cut or open wound. Salt water will not disinfect wounds. All natural waters contain bacteria, which could infect wounds.
- Make sure your children take bathroom breaks, and check diapers often. Waiting until you hear "I have to go" might be too late.
- If you become ill after being in the water, report your water activities to your medical provider. While you may not have necessarily been sickened by a waterborne pathogen, this information can assist your doctor in making an accurate diagnosis.
- Shower with soap and water before and after swimming.



## WCSA Calendar

WCSA offices will be closed on the following holidays:

- Labor Day** September 4
- Columbus Day** October 9



## Board Meetings

### UPCOMING BOARD MEETING DATES

- Aug. 28, 2017
- Sept. 25, 2017
- Oct. 23, 2017

Board meetings are held at WCSA in the E.W. Potts Board Room at 6 p.m. The public is welcome to attend.

*Actual dates may vary. Please contact our office to confirm meeting schedule.*

### Customer Contact Information

Should WCSA need to contact you regarding your water service, we generally do so via text message, email or telephone call. If you prefer not to be contacted by one or more of these methods, please contact our office at (276) 628-7151. If you would like to be contacted, but are not sure we have your information, please contact us at (276) 628-7151 or [inquiry@wcsa-water.com](mailto:inquiry@wcsa-water.com) with that information.

### REMINDER

**AVOID THE TIME AND EXPENSE OF MAILING AND POSTAGE WITH WCSA'S AUTO-DRAFT, ONLINE BILLPAY OR 24/7 PAY BY PHONE.**

**CALL OUR CUSTOMER SERVICE DEPARTMENT AT 276-628-7151 FOR DETAILS.**

WCSA  
25122 Regal Drive  
Abingdon, VA 24211  
P: 276-628-7151  
F: 276-628-3594

Email: [inquiry@wcsawater.com](mailto:inquiry@wcsawater.com)  
[www.wcsawater.com](http://www.wcsawater.com)