

IN THE PIPE

NEWSLETTER

Fall/Winter 2013

60th Anniversary

No. 4

Who is the Washington County Service Authority? (Part 3)



This is the third and final part in a series of articles about the Washington County Service Authority – including a general overview of who we serve, how we serve, and some of what is involved in providing these services. The first and second installments were published in the two most recent issues of “In the Pipe.”

Operation and Maintenance

The operation and maintenance of a large, aging water and emerging sewer system across rolling-to-steep topography result in significant cost. Combined, WCSA has six treatment facilities (four water, two sewer), four water and two sewer purchase/sales contracts, and 52 (26 water, 26 sewer) pumping stations – all of which operate 24 hours per day, seven days a week, 365 days per year.

More than 150 electric motors, ranging in size from one to 600 horsepower, must

be operated to treat, distribute and convey water and sewer daily. A variety of chemicals are used in water and sewer treatment, such as chlorine and fluoride, to name a few. Making sure pumps run when they are supposed to, and adding the proper variety and amount of chemicals are of utmost importance.

All operation and maintenance work requires tools and equipment. Motor, pump and process equipment requires maintenance just like our automobiles, except this is more like an airplane in that we do not want a malfunction to result in a service interruption or impure water. So in addition to vehicles, dump trucks, trailers, backhoes and compressors, we must retain highly skilled personnel to ensure that everything is done properly and efficiently.

A team of 54 water and sewer operators, maintenance, meter distribution and collection personnel ensure that everything operates smoothly. If there is a service interruption due to a line break or problem at one of our treatment facilities, it is repaired as quickly as possible.

Additionally, 19 administrative personnel ensure that the business side of things is operating smoothly. They oversee billing, collections, engineering, human resources, procurement and the like.



Regulations

WCSA is regulated by many different agencies and statutes. The two primary agencies are the Virginia Department of Health Office of Drinking Water Programs (water) and the Virginia Department of Environmental Quality (sewer). Permits are issued by these agencies that direct us to statewide regulations in general, and then set forth specific regulations unique to the environment (such as the stream from which we withdraw or to which we discharge) and the type of facility we operate. Much of what we do revolves around meeting or exceeding these and other regulations. 💧

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WCSA Project Updates

To learn more about WCSA projects, visit www.wcsawater.com, highlight “Capital Projects” and select “Project Current Status” on the menu bar at the left of the page. This will direct you to our Capital Improvement Projects Report, which includes an overview of WCSA’s water and wastewater projects.

Ongoing Projects:

The **Middle Fork Water Treatment Plant Expansion, South Fork Intake and Raw Water Line Project** is expanding the water production capacity of the Middle Fork Water Treatment Plant from 6.6 million to 12 million gallons per day (MGD). A second new raw water intake, expected to be complete in March 2014, is being constructed on the South Fork of the Holston River, where raw water will be pumped to the existing water treatment plant via a new raw water line, which was completed in 2011. A recent front-page article in the Bristol Herald Courier (shown above right) discusses the dramatic improvements that have taken place at the Middle Fork Water Treatment Plant. Read the entire story by visiting www.tricities.com and entering “Middle Fork Water Treatment Plant” in the search box.

Upcoming Projects:

The **Galvanized Water Line Replacement – Phase 2 Project** is the second step



in a three-phase project to replace all galvanized pipe in WCSA’s distribution system over the next several years. WCSA’s system includes more than 900 miles of water line, 200 miles (22%) of which is small, galvanized steel pipe. As it ages, galvanized steel pipe has a tendency to corrode from the outside, leading to frequent leaks and water quality complaints. Most of the galvanized pipe in WCSA’s system is 2 inches or smaller in diameter, meaning it is unable to provide adequate flow or pressure, including fire flow. This project

will include the addition of fire hydrants, where possible and practicable. Phase 1 was recently finished, and we are preparing to advertise Phase 2 for construction bids.

The **Nordyke Road Water Project** will replace an older, 2-inch water line along Nordyke Road, located between Benhams Road and Rich Valley Road, with new water line to improve service for 16 existing customers. In addition, a new water line will be extended in this area to serve 18 homes that currently rely on private water sources. Construction bids have been

received and service is expected to be available by February 2014.

The **Rich Valley Road/Whites Mill Road Water Project** will extend water service along Rich Valley Road from Greendale Elementary School to the intersection with Whites Mill Road, and along Whites Mill Road toward the town of Abingdon. The project will serve 34 homes that currently rely on private water sources. WCSA has contracted with Tipton Construction of Bristol, Tenn., to construct this project. Subject to additional funding, service is expected to be available by August 2014.

The **Sutherland Community Water Project** will serve the Sutherland community in the Shady Valley area, located at the Washington County, Va./Johnson County, Tenn., line. Funding is provided by the Tennessee Department of Economic and Community Development, the U.S. Environmental Protection Agency and the U.S. Forest Service. The project will serve 36 homes that currently rely on private water sources, and water service will also be provided to the recreation area at Backbone Rock. WCSA has contracted with Tipton Construction of Bristol, Tenn., to construct this project. Service is expected to be available by May 2014. 💧

Meet Our New Commissioners



Mark Nelson

WCSA welcomes two new members to our board of commissioners. Mark Nelson and James McCall began their four-year terms on July 1. We express



James McCall

our thanks to outgoing members Prince Coleman and D.L. Stout for their years of service and contributions to our board and WCSA. 💧

Congratulations!

Clyde Belcher retired as meter manager on July 31. Employees gathered at the WCSA administrative offices to honor Clyde at a reception on his last day at work. We are grateful for his 34 years of dedicated service, and we wish him much happiness in retirement!

Bobby Gobble was promoted to assistant maintenance manager on July 22. A WCSA employee since June 1995, Bobby previously served as crew worker, equipment operator, inspector and crew chief. We appreciate Bobby's 18 years of outstanding service.

Shane Hall was promoted to operator on Aug. 26. Shane has been employed with WCSA as a crew worker since November 2004.

Johnny Lester was promoted to maintenance manager, effective June 17. Johnny has been employed with WCSA since October 1977. Over the years, he has served as crew worker, equipment operator and crew chief, and was promoted to assistant maintenance manager in July 1998. Johnny's knowledge and skills continue to be a key part of our service.

Kenneth "Whitey" Perrigan moved up to the position of meter manager on Aug. 1. Since joining WCSA in February 1997, Whitey's skills and knowledge of the meter department have been valuable in serving WCSA and the citizens of Washington County.

Wesley Saltz was promoted to crew chief, effective Aug. 26. Wesley joined WCSA as a crew worker in February 2002 and was later promoted to operator. 💧

Welcome New Employees



Joey Forster joined the WCSA team on July 2 as our water treatment plant trainee. During his career, he has held the positions of manufacturing engineer and tooling design supervisor. His skills include proficiency in AutoCAD, reading prints and schematics, troubleshooting PLC systems and programs, and product and tooling design. Joey and his family live in Damascus.



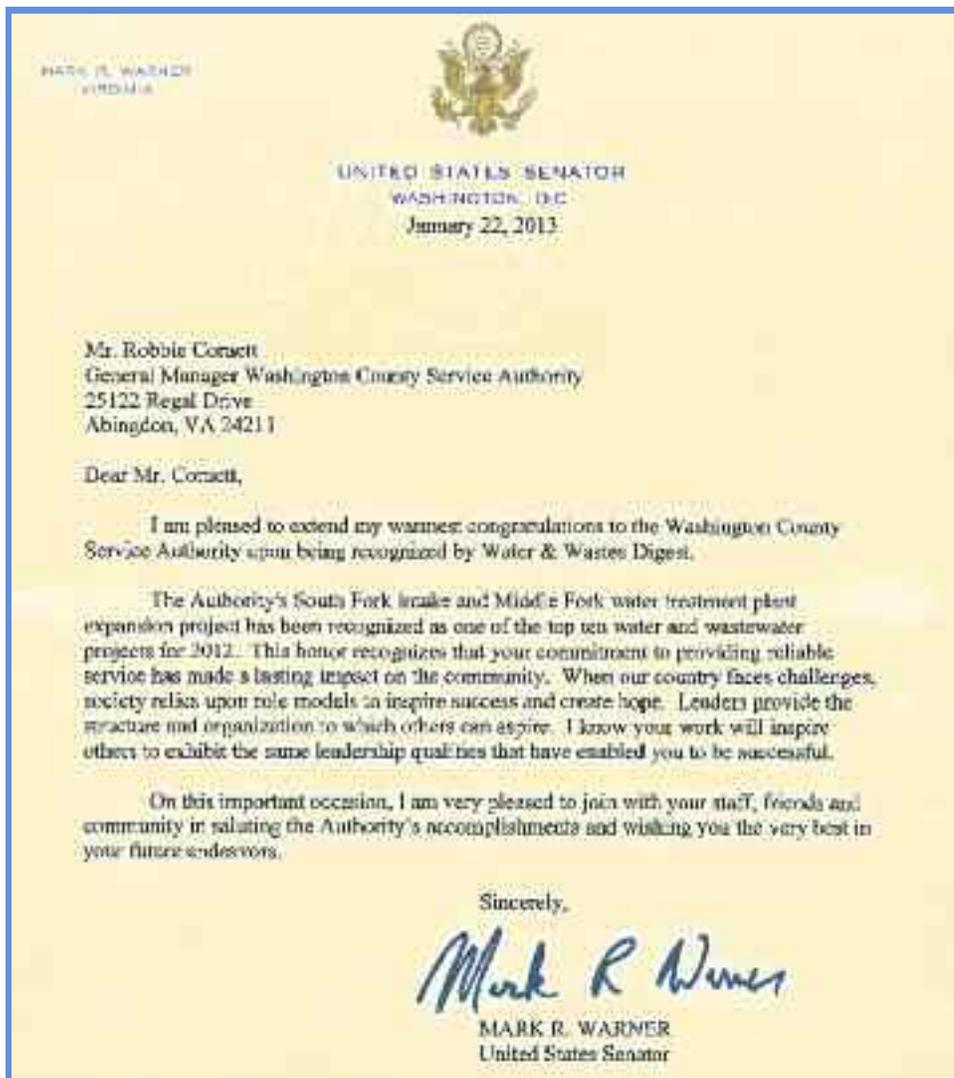
Harry Frye joined WCSA as a crew member in our maintenance department on July 29. Harry established Frye Construction in 1995 and has 28 years' experience in the construction industry. He is skilled in all types of construction, including plumbing, water and sewer line installation, electrical projects, excavating and landscaping. He holds an electrical certificate from Virginia Highlands Community College and a Virginia contractor's license. He is also experienced in the operation of heavy equipment, including backhoes, skid loaders, tow motors and dump trucks.



Steve Barton joined the WCSA maintenance department as a crew worker on Aug. 21. Steve, a resident of Abingdon, is skilled in the operation of excavators, dozers, dump trucks and backhoes, and has experience installing water and sewer pipes, calculating and checking elevations on manholes, and pressure testing water and sewer lines. He has also held management positions in the retail market. 💧

WCSA Receives Congratulations from Senator Warner

Earlier this year, the Washington County Service Authority's South Fork intake and Middle Fork water treatment plant expansion project was recognized by Water and Wastes Digest as one of the top 10 water and wastewater projects for 2012. Below is a congratulatory letter from Sen. Mark Warner in honor of this recognition.



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WCSA Calendar

Thanksgiving Nov. 28-29
Christmas Dec. 24-25
New Year's Dec. 31 – Jan. 1



Board Meetings

AMENDED 2013-2014 FISCAL YEAR BOARD MEETING DATES

Nov. 20, 2013	Dec. 18, 2013
Jan. 22, 2014	Feb. 26, 2014
March 26, 2014	April 23, 2014
May 28, 2014	June 25, 2014

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

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.

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Water Trivia

Source: U.S. Environmental Protection Agency

- It takes more water to manufacture a new car (39,090 gallons) than to fill an above-ground swimming pool.
- More than 713 gallons of water go into the production of one cotton T-shirt.
- It takes more than 10 gallons of water to produce one slice of bread.
- Approximately 634 gallons of water are required to produce one hamburger.
- The average cost for water supplied to a home in the U.S. is approximately \$2 per 1,000 gallons, which equals about five gallons for a penny.
- If you choose to drink it from water bottles, it can cost as much as \$1,400.