

IN THE PIPE



NEWSLETTER

Fall/Winter 2014

No. 8

WCSA Commemorates Completion of Landmark Project with Dedication Ceremony

The Washington County Service Authority (WCSA) held a dedication and ribbon-cutting ceremony on Aug. 19 to commemorate the completion of the largest and most complex capital project in its more than 60-year history.

The \$29 million expansion project, which featured a new South Fork Intake and significant upgrades to the Middle Fork Drinking Water Plant, spanned four years of in-depth planning and design, followed by four years of construction.

At 12 million gallons per day (mgd), the Middle Fork Drinking Water Plant is the second largest facility of its kind in Southwest Virginia. Combined with WCSA's other water sources, the plant



South Fork Intake

has the largest permitted capacity in Southwest Virginia and is now equipped to meet Washington County's (Virginia) needs for the next 40 years.

USDA Rural Development, which has provided \$48.8 million in loan and grant funding for WCSA capital projects since 2006.

Numerous dignitaries attended the dedication ceremony, including keynote speaker Dr. Basil Gooden, state director, USDA Rural Development, and Del. Israel O'Quinn of the Virginia House of Delegates.

The Middle Fork Drinking Water Plant opened in 1974 as a 2.3 mgd facility and was expanded 20 years later to 4.6 mgd. The plant provides daily water service to the town of Abingdon, points north along and adjacent to Route 19, along Route 75 to Green Springs Road, and adjacent areas all the way to the city of Bristol, Virginia, the city of Bristol, Tennessee,

One of WCSA's key partners in the realization of the expanded facility was



Dr. Basil Gooden, state director, USDA Rural Development

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WCSA Project Updates

To learn more about WCSA projects, visit our website at www.wcsawater.com, highlight “Capital Projects” and select “Capital Projects Update” from the drop-down menu. This will provide a comprehensive overview of WCSA’s current water and wastewater projects.

Recently Completed Projects:

The **Sutherland Community Water Project** serves the Sutherland community in the Shady Valley area, located at the Washington County, Virginia/Johnson County, Tennessee, line, and the recreation area at Backbone Rock. Funding was provided by the Tennessee Department of Economic and Community Development, the U.S. Environmental Protection Agency, and the U.S. Forest Service.



The Sutherland Community Water Project

The **Tumbling Creek South Water Project** and **North Fork River Road at**



Construction at the Rich Valley Road/Whites Mill Road Water Project

Tumbling Creek South Water Project extends water service along the remaining southern portion of Tumbling Creek Road, and also approximately 1,400 feet along North Fork River Road from its intersection with Tumbling Creek Road.

Ongoing Projects:

The **Rich Valley Road/Whites Mill Road Water Project** will extend water service along Rich Valley Road from Greendale Elementary School to the intersection of Whites Mill Road, and along Whites Mill Road toward the town of Abingdon. Construction began in late September.

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. Phase 1 was recently finished, and WCSA opened bids for Phase 2 in

June. Construction began in September and will continue over the next year.

The **Hidden Valley Phase 1 Water System Extension Project** will extend water service along Porterfield Highway to the Hidden Valley Road intersection, and northward along Hidden Valley Road to an approximate elevation of 2,500 feet (near Chestnut Grove Community Church). Water service will be provided beyond this location via a follow-up extension project that will require a booster pump station and water storage tank. Water for this service area will be provided by the Russell County Public Service Authority. Project bids were advertised in October, and construction is expected to begin in late 2014 or early 2015.

The **Childress Hollow Road Water Line Extension Project** will extend water service along Childress Hollow Road from Spring Valley Road to Black Hollow Road. The project will consist of approximately 9,600 linear feet of new water line and will provide water service to approximately 12 residential connections. Funding is provided by the Virginia Department of Health. Project bids were advertised in October, and construction is expected to begin in late 2014 or early 2015.💧



Construction at the Rich Valley Road/Whites Mill Road Water Project

WCSA Launches Redesigned Website

The Washington County Service Authority recently unveiled its redesigned website, www.wcsawater.com. Developed to provide easy access across mobile and desktop devices, the site provides a streamlined platform where customers can easily access important WCSA information and resources.

In addition to having the ability to quickly pay their bills online, customers may also use the site to locate emergency numbers and important forms pertaining to their water and wastewater service.

The redesigned website offers a user-friendly experience, with improved navigation, responsive design and functionality. WCSA customers will note that the Pay Your Bill button is now located at the top of the home page for easier accessibility, while the latest news and WCSA newsletters, frequently asked questions, important dates and



emergency numbers are also prominently featured.

Drop-down menus enable customers to learn more about WCSA operations, treatment processes and capital projects, access important policies, reports,

procedures and guidelines, obtain information about rates and fees, and understand their bills.

“At WCSA, we strive to provide our customers with the highest-quality service possible, and our new website is another example of our efforts to meet their needs,” says WCSA General Manager Robbie Cornett. “Users will find the information they need clearly presented and easily located, ensuring a much more engaging experience for our customers.”



Congratulations!



Steve Barton was promoted to resident project representative (RPR) in July. He has been employed as a crew worker with WCSA since August 2013.





Guests and officials gather for the ribbon-cutting and dedication ceremony.

and Scott County, Virginia. When necessary, the plant can also replace the Mill Creek and Reservation Spring sources (except for Taylor's Valley).

Throughout the construction phase of the project, WCSA was annually awarded the highest possible ranking in operations/performance excellence for water utilities by the Virginia Department

of Health (VDH). Each year, through Virginia's Optimization Program, the VDH recognizes drinking water plants that perform above and beyond minimum standards — optimizing their treatment process — and running it efficiently and effectively. WCSA's Middle Fork plant earned a performance score of 20 in the judging criteria, the highest possible score. 💧

2014
01 **WCSA**
Calendar

WCSA offices will be closed on the following holidays:

- Thanksgiving** **Nov. 27-28**
- Christmas** **Dec. 24-25**
- New Year's Day** **Jan. 1**
- Presidents' Day** **Feb. 17**

 **Board Meetings**

UPCOMING BOARD MEETING DATES

- Nov. 24, 2014
- Dec. 15, 2014
- Jan. 26, 2015

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 all meeting dates.

Protect Our Water Quality

When you use your toilet, shower, washing machine or dishwasher, wastewater leaves your home through pipes that connect to the sewer system. Many materials frequently flushed or poured down the drain can damage the sewer system, cause sewer backups in your home, and cause sewer overflows, which damage the environment. Every property owner connected to the sewer system can be a potential contributor to sewer problems and a potential victim of those problems.

Protecting water quality starts with each of us! Here is a list of items that should never be flushed down the toilet or poured down the drain:

- | | |
|-------------------------------|---------------------------------|
| Automotive fluids | Disposable diapers |
| Bandages and bandage wrapping | Facial tissue |
| Cat litter | Feminine hygiene products |
| Chewing gum | Grease |
| Cigarette butts | Paint |
| Cleaning wipes | Paper towels |
| Condoms | Poisons and hazardous waste |
| Cotton balls and swabs | Solvents, sealants and thinners |
| Dental floss | Unused medications |

Source: U.S. Environmental Protection Agency

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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