

IN THE PIPE



NEWSLETTER

Fall/Winter 2016

No. 16

Prevent Those Pops before the Temperature Drops

Winterizing pipes ahead of cold weather helps protect against property damage

Pipes and water supply lines are particularly susceptible to temperature changes, and each winter at WCSA, we see what happens when these elements are left exposed. Breaks and leaks caused by the cold can be costly for homeowners, potentially causing damage to floors, walls, wiring and plumbing.”

Dave Cheek, WCSA’s operations manager, notes that while some breaks are caused by movement of the earth during freeze/thaw cycles, there are other, more preventable causes of service interruptions.

“Exposed piping creates a lot of issues,” Cheek says. “Winterizing pipes is a fairly easy process, once you know what to look for, and many winter-related breaks can be prevented.”

So when freezing temperatures descend on the region and you’re reaching for an extra blanket, don’t forget to also cover the following spots in your home and yard:

- Inside the house, check for water supply lines in interior spaces where there is no heat. Also look for pipes that run along exterior walls. Make sure these areas are well insulated, including hot and cold water supply lines in basements, attics, and bathroom and kitchen cabinets.
- Outside your home, look for any exposed piping in spots such as hose bibs, sprinkler lines, or connections to swimming pools. Make sure you remove and drain hoses and supply lines, then close inside valves supplying these



outdoor elements. Leave the outside valves open, though — this helps any remaining water inside to expand without causing breakage.

- Once the temperature starts dipping below the freezing mark, be sure to protect any water supply lines in your garage by keeping the door(s) closed. If you’re going to be away from your home or if freezing weather occurs, maintain a steady warm temperature in your home, including during the night hours. Open the doors on any kitchen and bathroom cabinets so that warm air from your home can circulate around the piping. If you have a faucet that’s supplied from an exposed pipe, allow a small, steady drip to keep water flow open.

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Looking for an educational opportunity for your school?

WCSA can schedule a tour of the Middle Fork Drinking Water Plant for your classroom or school. For more information, contact Holly Edwards at 276-676-6772.

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WCSA Project Updates



Galvanized Water Line Replacement — Phase 2 Project (fifth division)

To learn more about WCSA projects, visit www.wcsawater.com.

Ongoing 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. Construction on the fifth division of Phase 2 began in June and is expected to be completed by the spring of 2017.

Upcoming Projects:



View of Lee Highway, site of the Exit 13 Phase 2A Sewer Project

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 and is expected to be completed by early summer in 2017.

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. Installation of a new water storage area tank is expected to begin in early 2017 and be completed by the fall of 2017.

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 is expected to begin in early 2017 and be completed in early 2018.



Mill Creek Water Treatment Plant

The **Haskell Station Road Water Line Extension Project** will replace and install approximately 4,700 linear feet of new water line. The project advertised for bids in early fall of 2016. Construction is expected to begin in early 2017. 💧

Melinda Jett Named Controller for Washington County Service Authority

We are proud to welcome Melinda Jett as our Controller. Melinda joined the WCSA team on Sept. 26, and in her new role, she directs WCSA's financial affairs and serves as a member of the capital improvement funding, planning and leadership teams. She comes to WCSA with more than two decades of experience, and has served as director of internal audit for Highlands Union Bank in Abingdon for the past 10 years. In that role, she managed all financial, operational and technology audits of the bank.

A native of Abingdon, Virginia, Jett earned a bachelor's degree in accounting from the University of Tennessee. She resides in Abingdon with her husband, Bruce. Her daughters, Amanda and Ashton, are both pursuing studies at East Tennessee State University.



Melinda Jett

"I'm very excited to join WCSA," says Jett. "I'm very impressed with everyone's professionalism and dedication, and I look forward to serving our community with such a committed team."💧

Employee News

New Employees

Welcome to our newest employees! Floyd Hines, Jr., has joined WCSA as an Electrician 1, while Cody Hawkins has joined our team as a crew worker in our maintenance department.

Congratulations

WCSA congratulates Kevin Ball for successfully completing his Class 3 Wastewater Operator license. Kevin joined the WCSA team in April of 2016.

Employee Promotions

Promoted from operator to senior operator at the Middle Fork Water Treatment Plant:

- Brad Osborne (employed since March 2008)

Promoted from crew worker to equipment operator:

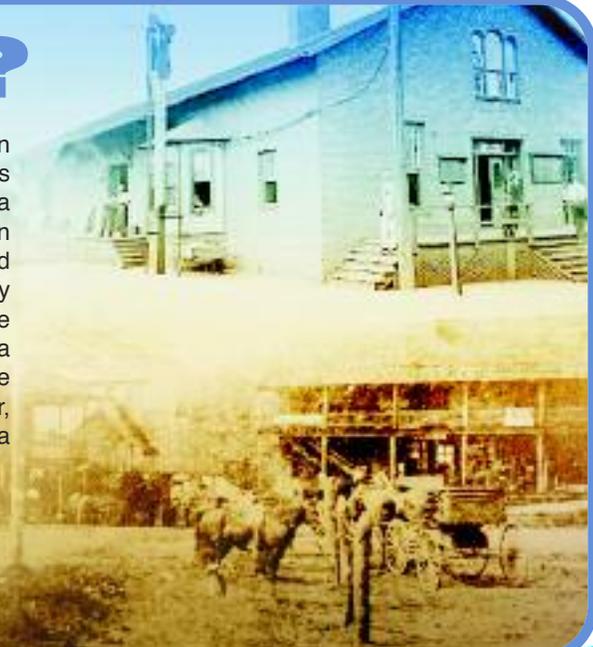
- Chris Howington (employed since April 2010)
- Danny Nunley (employed since October 2003)
- Todd Mitchell (employed since January 2010)

Did You Know?

Passawatami, a Native American word meaning "this is the place," is an original name for the town of Glade Spring, Virginia.

Early records show that the area was a well-known Native American site, and was named for its abundance of natural springs throughout the vicinity of Old Glade Presbyterian Church and the Middle Fork of the Holston River. For a time, the waters were thought to have curative powers, and two resorts, Washington Springs and Seven Springs, were built in the area to offer clients rejuvenating visits. Neither still exists today.

With the arrival of the railroad in 1856, Glade Spring was moved to its current location and served as a notable trading center. The town was also a significant railroad shipping point for cattle and forestry products. In the 1870s, Glade Spring was referred to as a "stirring, thriving, wide-awake community" in a regional newspaper, and was incorporated by the Virginia Legislature.



Prevent Those Pops before the Temperature Drops

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Cheek adds that it's important for homeowners to know where their water shut-off valve is located in advance of freezing temperatures.

"Each customer should have a shut-off valve between their meter and residence. It's always a good idea to be aware of the location of this valve before an emergency comes up, and if a valve is needed, to install one," he says. "That way, in the event of a break, customers don't have to wait for us to arrive and turn the water off downstream of the meter. This saves time and can help prevent unnecessary damage to a residence."

Additional advice for homeowners includes checking for missing underpinning, disconnecting external hoses and water lines, and looking for loose meter box lids.

"We use a radio reading system to collect information from meters," Cheek says. "As a result, we may not know if a meter box lid was knocked off during the summer. It's a good idea for residents to check this, and if a lid is loose, to call us. Overall, it's far easier to take a half-hour while the temperature is still warm to protect your home and plumbing from cold weather." 💧

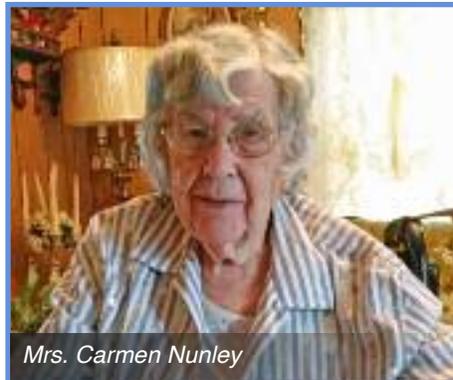
WCSA Extends Service within Childress Hollow Road, Hidden Valley Communities

Two recently completed capital improvement projects extended WCSA services to a number of Washington County residents.

The Childress Hollow Road Water Line Extension Project, which was completed in April of 2016, is now serving 15 customers along Childress Hollow Road. Water service in the area was extended from Spring Valley Road to Black Hollow Road, including to the home of longtime resident John Doss.

"It's been a lot of help to get the water line in here," says Doss, who has lived on the property for more than three decades. "We had well water, but there are farms all around, and our well has been contaminated for years. We could use it to wash clothes and take showers, but we had to bring in bottled water to drink."

Doss says he's pleased with how quickly the project, once started, was finished. "Once they got going, it wasn't but a week or so until they were done. They had to make connections and flush the lines, but it didn't take long. We couldn't wait until it came. We'd been asking for service for a long time, and when it came, we were ready and waiting."



Mrs. Carmen Nunley

Additionally, the Hidden Valley Phase 1 Water System Extension Project provided water service along Porterfield Highway to the Hidden Valley Road intersection, and northward along Hidden Valley Road toward the Chestnut Grove Community Church. The project reaches an approximate elevation of 2,500 feet above sea level.

Carmen Nunley is among the residents who were recently able to switch from well water to WCSA service.

"We have a good well that feeds the property, but in the winter things are more difficult," Nunley says. "When it snows and they have to put salt on the roads, it gets into our supply. It's been good to get service and have the water." 💧



WCSA offices will be closed on the following holidays:

Thanksgiving Nov. 24 and 25

Christmas Dec. 23 and 26



Board Meetings

UPCOMING BOARD MEETING DATES

Nov. 28, 2016

Dec. 19, 2016

Jan. 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.

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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