

IN THE PIPE



NEWSLETTER

Winter/Spring 2015

No. 9

A Day in the Life of a WCSA Crew Chief

Note: The following is the first in a series of articles on a day in the life of a WCSA employee.

Floyd Wyatt is well aware of the challenges that are associated with his job as a WCSA crew chief. In his 14-year career with WCSA, he has dealt with everything from removing items that should never be in a wastewater line to repairing gravity wastewater lines that were installed with a reverse grade, and finding and repairing wastewater line breaks.

In his role, Floyd must remain mindful of safety and stay focused on providing impeccable customer service at all times, while dealing with a wide array of operational challenges — sometimes in the most extreme weather conditions. In addition, the difficult terrain that makes up WCSA’s geographical service area can often present some unique circumstances.

Floyd’s day starts earlier than most. He rises at 4 a.m. to allow time for a long walk each morning with his dog, Angel. Despite the cold, he enjoys the fresh air, along with the peace and quiet before



Floyd Wyatt

most people are up and about. Floyd arrives at work shortly after 6 a.m. and is generally on the road again by 7:30 following a daily line crew meeting.

A check of the flow data upon arrival at work indicates issues in the Wyndale Heights area of Washington County and in Damascus.

“When the wastewater flow increases during a rainfall, this usually means there

is a wastewater line break, allowing rainwater to flow into the wastewater line,” Floyd says.

Floyd and his crew prepare the equipment required for the day’s repairs, including dump trucks, a backhoe, a wastewater jetter and a camera trailer. They then check their GIS (geographic information system) maps and print them in order to mark what they found. After completing their pre-operational check

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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 Rich Valley Road / Whites Mill Road Water Project

The **Rich Valley Road / Whites Mill Road Water Project** has extended 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 at the Galvanized Water Line Replacement — Phase 2 Project

Ongoing Projects:

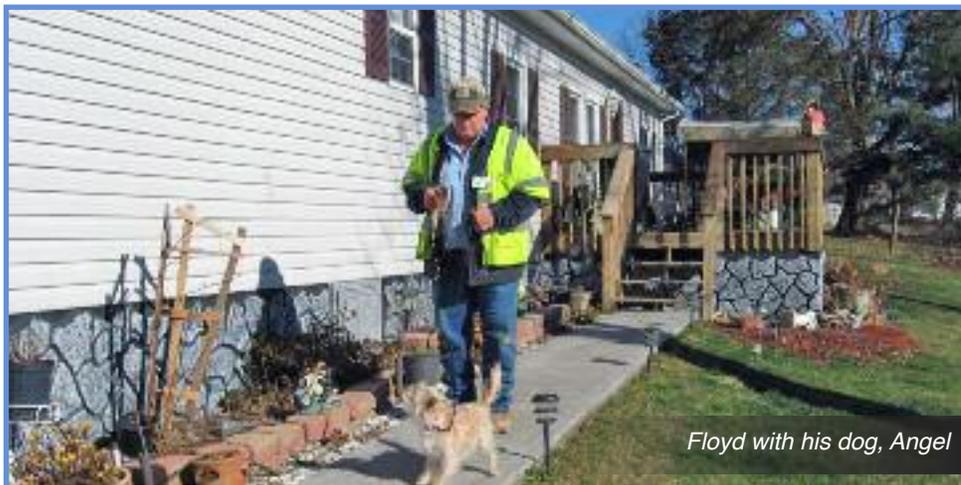
The **Galvanized Water Line Replacement – Phase 2 Project** is the second step in a three-phase project to replace all galvanized pipe in WCSA's distribution system over the next several years. Phase 1 was recently finished, and WCSA opened bids for Phase 2 in June 2014. Construction began in September and is expected to continue throughout 2015.

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 recently advertised and construction is expected to begin by April of 2015.



Construction at the Galvanized Water Line Replacement — Phase 2 Project

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 recently advertised and construction is expected to begin by May of 2015. 💧



Floyd with his dog, Angel

sheets, they head to the location of the wastewater problem in Wyndale Heights.

“The flow data and prints indicate that we need to camera this section of Wyndale Heights,” Floyd says. “We need to plug the line at this manhole to stop the wastewater flow so we can clean the line with the jetter and get a good look at it.”

After plugging the line and inserting the camera, Floyd and his crew discover a gouge in the wastewater line approximately 200 feet from the manhole.

“This is something you don’t see every day,” Floyd says. “It appears that a cable or utility company accidentally bored through our wastewater line. We’ll have to cut the pipe and repair it. While this particular incident is not a common occurrence, a lot of damage does occur frequently. It seems that people either are not aware of it or are afraid to let us know. We are not going to get upset (when an accident occurs), but it sure is a lot easier to fix a problem you know about beforehand rather than having to dig and hunt for it like we’re doing today.”

Once the repair is completed, the crew sets out to address the wastewater flow

issue in Damascus.

“We are showing a spike during the most recent rainfall,” Floyd says. “Once we get to the site, we’ll need to look for anything out of the ordinary.”

The neighborhood in which the issue is located is comprised of a series of small



WCSA crews immediately responded to a damaged wastewater line in the Wyndale Heights area.

streets, presenting an additional challenge of avoiding damage to private property when parking off the road to keep from blocking traffic. The crew spots a busted line that has broken in a low spot. The resulting break is allowing rainwater to drain into the wastewater system. The crew sets up their equipment and begins digging.

“I’m glad we dug down to check the tap,” Floyd says. “The wastewater wye was not bedded correctly when it was installed, so it had sunk, which eventually broke the line. Who knows when this was installed. We inherited the Damascus wastewater system about two years ago. It’s been a challenge, but we are gaining on it.”

Once the repair is completed, the crew packs up and heads back to WCSA. The two repairs, along with covering a great deal of territory to get to both locations, consumed most of the day. Before clocking out at 3:30 p.m., Floyd wraps up a last work order to finalize the day’s paperwork.

As he drives home, Floyd thinks about some upcoming time off he will take soon, anticipating a motorcycle ride with Angel along for company. For today, though, he and Angel will content themselves with another long walk, since the weekend is approaching and Floyd is scheduled to be on call.

“It seems like someone has an emergency every weekend and holiday,” Floyd says, “but you have to remember that this is when people are home the most, and they need their water and wastewater to work. That’s what we’re here for.” 💧

Customer Testimonial

"Many thanks to all the employees at WCSA. I previously lived in several areas of the United States, plus Russia and Saudi Arabia, therefore I definitely appreciate good water. Congratulations for receiving the VDH award. WCSA water is the best!

I forwarded the news of the award to a Florida friend who could not understand why I brought 5 gallons of Abingdon water with me to Florida, until I shared my Abingdon water with her. She agreed that WCSA water is superior."

— J.H. Smith

Note: In 2014, WCSA received a gold award from the Virginia Department of Health (VDH) following a 12-month analysis by the VDH Office of Drinking Water. This is the highest possible ranking in operations/performance excellence for water utilities, and 2014 marked the fourth consecutive year in which WCSA received this honor. 

Water Trivia Facts



- Only 3 percent of Earth's water is fresh water, while salt water makes up 97 percent.
- Of Earth's fresh water, less than 1 percent is obtained from surface water, 30 percent is in the ground, and more than 68 percent is trapped in glaciers.
- Water covers nearly 71 percent of Earth's surface.
- There is more fresh water in the atmosphere than in all of the rivers on the planet combined.
- Water is the only substance found on Earth naturally in three forms: solid, liquid and gas.
- A gallon of water weighs 8.34 pounds, while an inch of water covering 1 acre (27,154 gallons) weighs 113 tons.
- A 10-meter rise in sea levels due to melting glaciers would flood 25 percent of the U.S. population.

Source: water.epa.gov



WCSA offices will be closed on the following holidays:

Presidents' Day Feb. 16

Good Friday April 3



Board Meetings

UPCOMING BOARD MEETING DATES

Feb. 23, 2015

March 23, 2015

April 27, 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.

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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