

IN THE PIPE

NEWSLETTER

Winter/Spring 2013

60th Anniversary

No. 1

Greetings from all of us at WCSA to our neighbors in Washington County!

A new year is a good opportunity for new beginnings. With that in mind, the Washington County Service Authority is launching



this quarterly newsletter to inform you about our projects in the communities we serve, introduce our experienced team, provide useful tidbits pertaining to water and wastewater, and share other news that may be of interest.

Speaking of news, WCSA celebrates an important milestone this year – 2013 marks our 60th anniversary! We are proud to have provided you with clean water and quality wastewater services since 1953, and we appreciate the thousands of customers who are connected to our system. A lot has changed since we started, but our commitment to excellence has never wavered. Our customers and their

needs remain our first priority.

In this inaugural newsletter, you will meet two of our newest employees, as well as two who have joined an elite group called “retirees.” You will learn about current WCSA projects and how one of our more significant undertakings received an industry award for 2012. Important dates for 2013 – including WCSA Board of Commissioners’ meetings and our holiday closings – are listed in this issue.

We are confident that this newsletter will give you a beneficial understanding of WCSA and our operations. We would like to hear from you, so please stop by our offices or contact us if you have questions or comments.

Best wishes for a happy 2013!

General Manager

INSIDE

Employee Spotlight	2	WCSA Projects	4
New Employees	2	Customer Comments	4
About Us	3	WCSA Calendar	4
Holiday Luncheon	3		

Intake and Expansion Design Wins Top Award

Water & Wastes Digest (WWD) has recognized WCSA’s South Fork Intake and Middle Fork Water Treatment Plant Expansion Project as a winner in the publication’s 10 Top Water & Wastewater Projects for 2012.

The editorial staff of *WWD* judged entries on a variety of obstacles faced and overcome, as well as final goals achieved. Nominated projects differed in terms of goal and size, with budgets ranging from \$950,000 to \$80 million. Ten winners were chosen from a field of approximately 100 entries.

WCSA’s winning project began in 2010, when a new raw water intake and treatment facility expansion were required to meet residents’ county-wide water supply needs. However, project planning, permitting, property acquisition and design began more than 20 years earlier.

Engineers created a unique design that included a submersed intake structure outside the historically sensitive area on the South Fork, where turbidity was lower. Tube settlers and adsorption clarifiers were added, along with five new filters and Francis turbines in a new energy recovery station. Testing conducted in cold weather, cold water and high-turbidity conditions proved the design a success.

The project is being completed under the \$26 million budget and is expected to be fully operational by the end of this month. For more information and a list of winners, visit <http://www.wwdmag.com/2012-top-water-wastewater-projects>.

EMPLOYEE SPOTLIGHT

Charles E. Sullins, Sr., *Retired*

After joining WCSA in 1966, Charles Sullins served as a backhoe operator, maintenance foreman and assistant operations manager. He retired from WCSA in 1998 and



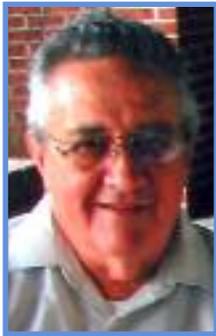
stayed on as a consultant for two more years.

As assistant operations manager, Charles was responsible for pump stations, reservoirs, Miss Utility, time-keeping for the maintenance crew, inventory, ordering materials for water line maintenance, identifying and repairing leaks, and filling in for the operations manager.

In addition to his career at WCSA, Charles served as a sergeant in the U.S. Army, worked for a furniture company and engaged in farming. A native of Abingdon, Va., he continues to reside there with his wife, Ina. He stays busy volunteering at church, serving as an elder, reading the Bible, fishing, mowing lawns and spending time with grandchildren. 

Don Holmes, *Retired*

A number of intriguing, newsworthy events took place in 1963. It was the year that zip codes were introduced, a first-class stamp cost five cents and the first Boeing 727 took flight. The 35th president of the U.S. was



assassinated, and Michael Jordan, Brad Pitt and Whitney Houston were born.

Don Holmes came to work at WCSA in August of that year. As plant manager at the treatment plant, his responsibilities included running tests on water samples. Before becoming plant manager, he had worked as a meter reader and office assistant. Don's experience in gas and water distribution while working for the

city of Richmond, Va., prepared him for his long career at WCSA.

Before his retirement in January 2000, Don worked for the WCSA more than 37 years, and continues to work part-time as needed.

A native of Saltville, Va., Don now resides in Abingdon. He and his wife, Leona, have a son and one grandson. He enjoys volunteering at his church. 

New Employees

Please join WCSA in welcoming team members Holly Edwards and Ryan Kiser!



Holly Edwards
Customer Service Manager

Holly Edwards joined WCSA in April 2012 as customer service manager.

Responsible for overseeing all activities of the department, she is also in direct contact with customers, answering any questions that may arise.

Holly majored in business administration, earning an associate degree at Virginia Highlands Community College in Abingdon and a bachelor's at the University of Virginia's College at Wise. In 2009, she was listed in the Business Journal of Tri-

Cities' 40 Under Forty and was a Health Care Hero award recipient the same year.

A native of Bristol, Va., Holly now resides in Damascus. Her hobbies include baking and enjoying the outdoors.



Ryan Kiser
Staff Engineer

Ryan Kiser is a staff engineer, having come on board in August 2012. He assists with review, development

and implementation of engineering plans for projects related to water/sewer lines and water/sewer treatment facilities. He also serves as a liaison between WCSA

and various regulatory agencies.

Ryan has more than 11 years' experience with environmental compliance, monitoring permitting for coal mining, and highway construction inspection. He holds a bachelor's in environmental science from the University of Virginia's College at Wise and has earned EIT (Engineer in Training) certification. Ryan is a Department of Conservation and Recreation inspector and holds all VDOT certifications, as well as a number of other professional designations.

An antique car enthusiast, Ryan enjoys fishing, cycling and spending time with family and friends – often at the Virginia Creeper Trail. He grew up in Russell County, Va., and he and his wife, Susan, now reside in Abingdon. 

About Us

The Washington County Service Authority (WCSA) is the third-largest water and sewer utility in Southwest Virginia.

WCSA serves approximately 21,500 water connections and approximately 2,072 wastewater connections in Washington County and surrounding areas.

The WCSA water system consists of approximately 900 miles of water line – which, if laid end-to-end, would stretch from Virginia Beach to St. Louis!

The WCSA water system also includes a 6.6-million-gallon-per-day surface water treatment plant, a 2.5-million-gallon-per-day membrane filtration plant, two springs, one well, 26 pump stations and 20 water storage tanks.



The WCSA wastewater system consists of approximately 70 miles of wastewater collection lines, 27 lift stations and two wastewater treatment plants.

WCSA is a political entity chartered under the Water and Waste Authorities Act by Washington County. Though our roots go back 100 years, WCSA was chartered in 1953 as the Goodson Kinderhook Water Authority and then

consolidated with Washington County Sanitary District 1 in 1976.

Our goal is to provide exceptional water and wastewater service at a reasonable cost to our existing customers and to expand our water distribution and wastewater collection systems to provide these services to growing and unserved areas of the county. 💧

Water Facts

- The average American uses 140-170 gallons of water per day.
- Every day in the U.S., we drink about 110 million gallons of water.
- Showering and bathing are the largest indoor uses (27 percent) of water domestically.
- You use five gallons of water a minute when you shower. If you take a 10-minute shower, you use 50 gallons of water. A full bathtub holds only 36 gallons of water.
- A leaky faucet can waste 3,280 gallons of water a year.
- Three gallons of water go down the drain each minute if you run the water while brushing your teeth.
- Don't use the toilet as a trash can. Every time you flush, you use three to six gallons of water.
- Washing small loads in the dishwasher uses the same amount of water as washing a full load. Running the dishwasher and washing machine with only full loads can save 1,000 gallons of water a month.
- The average person spends less than one percent of his/her total personal expenditure dollars for water, wastewater and water disposal services.

What do you know about water costs?



A water meter measures the amount of water coming into your home or business. A meter reader reads the water meter on a regular basis. The utility bills you for the amount of water used. The bill covers the costs of treating and distributing the water. Sometimes, a utility must buy water. All of these costs and the wages for the utility's staff must be met.

Congratulations to the following employees on their promotions in our maintenance department:

- Randy Gobble was promoted to crew chief, effective Dec. 31, 2012. He has been with WCSA since June 2008.
- Travis Brown was promoted to the position of operator on Dec. 31, 2012. He has been with WCSA since October 2007.



WCSA Improvement and Expansion Projects Move Forward

Several improvements have become a reality due to WCSA's having recently received \$75.1 million in low-interest loans and grants, with more than half (\$40 million) through the American Recovery and Reinvestment Act (ARRA). In fact, WCSA has been named the largest recipient of ARRA loans among utilities in the Commonwealth of Virginia.

Over the past two years, WCSA's sources of loans and grants have included USDA Rural Development, Virginia Department of Health and Department of Housing and Community Development, and Virginia Department of Environmental Quality.

The distribution of these funds is as follows:

- \$26 million toward the Middle Fork Drinking Water Plant Expansion;

- \$5 million for the Route 58 Water Storage Facilities;
- \$7.1 million toward the Exit 13 Wastewater Collection Project;
- \$30 million for the Galvanized Line Replacement Project;
- \$3 million toward the Whites Mill Road Water Line Improvements Project;
- \$4 million for the Reedy Creek Road Water Line Improvements Project;

With contributions for these projects in place, along with another \$27 million for potential projects in the pipeline, WCSA is excited about the opportunities for improvement and expansion that accompany these projects. 

CUSTOMER COMMENTS

I am so happy to receive my water bill via the Internet! My payment has been auto-drafted since I purchased my house in 2004. WCSA should realize huge savings in the personnel hours' cost to process the statement and postage. Hopefully, WCSA can encourage customers to realize electronic billing via Internet – auto-draft saves time, postage costs and space in the landfill. Please compliment the WCSA staff for their excellent service provided to me and other customers. Thank you bunches!

J.H. Smith



WCSA Calendar

President's Day	Feb. 18
Good Friday	March 29
Memorial Day	May 27
Independence Day	July 4
Labor Day	Sept. 2
Columbus Day	Oct. 14
Thanksgiving	Nov. 28-29
Christmas	Dec. 24-25
New Year's	Dec. 31 - Jan. 1

A holiday that falls on Saturday is observed the preceding Friday. A holiday that falls on Sunday is observed the following Monday.



Board Meetings

Regular meetings of the WCSA Board of Commissioners for this fiscal year:

Feb. 25 **March 25**
April 22 **May 20** **June 24**

The 2013-2014 Annual Meeting of the WCSA Board of Commissioners will be held July 22, 2013.

The WCSA Board of Commissioners meets at 7 p.m. in the E.W. Potts Board Room at WCSA, 25122 Regal Drive, Abingdon, Va. The public is welcome to attend.

REMINDER

AVOID THE TIME AND EXPENSE OF MAILING AND POSTAGE WITH WCSA'S AUTO-DRAFT.

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