Service Authority
AMHERST COUNTY | VIRGINIA

AMHERST COUNTY SERVICE AUTHORITY BOARD
MEETING MINUTES

AGENDA
September 7, 2021

Administration Building - 153 Washington Street - Public Meeting Room
Amherst, Virginia 24521
1:30 p.m.

I. **Call to Order**

II. **Citizen Comment**

III. **Approval of Agenda**

IV. **Approval of Minutes**

A. ACSA Board Meeting – August 3, 2021

V. **Special Presentation**

A. Davenport & Co.: 2021 Pro-Forma Cash Flow Update

VI. **Monthly Financial Report**

A. July 2021 Financial Report

VII. **Old Business**

A. Executive Director's Report

VIII. **New Business**

A. Dan French

B. ACSA Water Treatment Plant Sludge Disposal

C. ACSA Line Crew Efforts

IX. **Citizen Comment**

X. **Matters from the Members of the Service Authority Board**

XI. **Adjournment**

MINUTES

At a regular meeting of the Amherst County Service Authority Board, held at the Amherst County Administration Building on Tuesday, the 7th day of September, 2021, at 1:30 p.m., the following members were present:

SERVICE AUTHORITY (ACSA) BOARD:

PRESENT:	David Pugh, Jr., Board Chair Tom Martin, Board Vice Chair Turner Perrow, Board member	ABSENT:	Jennifer Moore, Board Member Wesley Woods, Board member

STAFF: Robert A. Hopkins, PE, Executive Director/Board Secretary
Richard Hall, Assistant Director
Mike Lockaby, Amherst County Attorney
Regina M. Rice, Executive Assistant/Clerk to Boards

I. Call to Order

Board Chair Pugh called the meeting to order at 1:30 p.m.

II. Citizen Comment

Soils scientist Dan Richardson described a failing drainfield at the property of the Fulp family, 176 Beechwood Dr., near Winesap Rd. Poor soils, limited site area, unfeasible repairs, etc. require either a discharge to the creek behind the home, with a very costly treatment system, or connection to ACSA planned public sewer going by the property along the creek. He previously discussed this with ACSA Executive Director Hopkins, who suggested he talk to the ACSA Board. He requested that ACSA proceed with the planned sewer project. Board Chair Pugh suggested Richardson talk to Hopkins and described the planned sewer project, including replacement of the Ivanhoe Forest Wastewater Treatment Plant with a pump station and force main to ACSA sewer at Rte. 29. Richardson said he would do so. Board member Perrow asked about time issues to get this issue addressed, if a delay of a year or more would be problematic. Richardson said that can be accommodated. Hopkins added that he has talked with Richardson and also to Sarah Nichols, Health Dept., about available temporary repairs that could be implemented until the public sewer is constructed. He added that Nichols is doing sanitary surveys of the Ivanhoe Forest area and Westbriar neighborhood (where ACSA has another treatment plant); both reports will cite major concerns about residential drainfields and the need to get public sewer in these areas as soon as possible. Mr. Fulp then spoke, noting that the Health Dept. told him there is no permanent repair that can be done and there are other homes nearby with similar issues; he also requested that the ACSA sewer project be pursued.

III. Approval of Agenda

By motion of Board member Martin and with the following vote, the ACSA Board approved the agenda for September 7, 2021:

AYE:	Mr. Pugh, Mr. Martin, Mr. Perrow
NAY:	None
ABSENT:	Ms. Moore, Mr. Woods
ABSTAIN:	None

IV. Approval of Minutes

By motion of Board member Perrow and with the following vote, the Board voted to approve the minutes of the August 3, 2021 ACSA Board meeting:

AYE:	Mr. Pugh, Mr. Martin, Mr. Perrow
NAY:	None
ABSENT:	Ms. Moore, Mr. Woods
ABSTAIN:	None

V. Special Presentation

A. Davenport & Co.: 2021 Pro-Forma Cash Flow Update

R. T. Taylor, Vice President, Davenport & Co., noted a change in this year's Pro-Forma: just one case to recommend, due to the recent refunding/refinancing of existing ACSA bond debt for the reservoir dam improvements project, estimated to cost $1.75M, down from the originally projected $5M. Previous Pro-Formas and ACSA's benchmarking study projected 5.56% (water) and 6.56% (sewer) rates increases for 2022; these have been lowered in this year's Pro-Forma to 3.75% and 4.75%, respectively, due to the bond changes and dam project.

Taylor went thru the report, describing the ACSA rates history and the criteria that ACSA must follow in its financials. He recommended an aspirational target of 75% (rather than 50%) of operational revenue for ACSA reserves. He also recommended annual rates adjustments to at least match inflation. He then reported on ACSA's annual rates and fees benchmarking study, which show that ACSA is very competitive in its rates and fees compared to both neighboring utilities and utilities the same type and size of ACSA across the Commonwealth.

Board member Perrow asked about the benchmarking study comparing only to counties and not municipalities. Taylor replied that ACSA is more a rural utility compared to Lynchburg or Charlottesville. Executive Director Hopkins added that municipalities comparison with ACSA is not equitable, because of the size of those municipal systems and the number of customers and revenue they have. Perrow agreed.

Board Vice Chair Martin asked about Campbell County Utility and Service Authority's rates being lower than ACSA. Taylor had no answer, but Hopkins responded that CCUSA is very conscientious about customer service, has many more customers than ACSA; economic growth and development is a big factor due to Liberty University; the Campbell County Supervisors pay industrial and commercial development availability fees, along with connection fees for small businesses; and has access to Tobacco Fund money. The additional revenue sources make it easier for CCUSA to keep rates low. Taylor said Davenport also represents CCUSA; he has a meeting with them soon and will discuss the rates differences between ACSA and CCUSA with them. Board Chair Pugh noted that ACSA has raised its sewer rates much more than water in the past few years.

Taylor recommended a 3.75% water rate increase and no basic service charge change, and 4.75% sewer rate increase and $1.00 basic service charge increase. Tap fees would not change. He noted inclusion in the Pro-Forma of the County Supervisors designation of $1M in ARPA funds in July 2021 for sanitary sewer extensions, in place of the annual $180,000 (approximate) subsidy over the next 5 years. Perrow asked about the impact of the $1M on ACSA finances in the Pro-Forma. He noted that the $1M is less than what ACSA would get with the annual Supervisor subsidies, which Hopkins corrected, saying that ACSA is better off with the $1M in 2021, rather than approximately $175,000 over the next 5 years. Perrow was referring to Line 232 in the Pro-Forma, which shows no water and sewer line extensions after 2021; he questioned how extensions are being funded after 2021 and noted that ACSA should be investing money in systems expansions.

Taylor suggested that Davenport revise the Pro-Forma to include a Case 2 scenario for Board comparison at next month's meeting for adoption of rates adjustments for 2022.

Pugh remarked on the need for the Board to be cognizant of the impact of rates adjustments on the public. He advocated for more Board members who are rate payers, which began September 2020 with Perrow and Board member Woods joining the Board, replacing two Supervisors. He also compared systems expansion to management of existing aging assets, which ACSA must address at great cost in upcoming years as they get to the end of anticipated service life.

Martin asked about the 50% vs. 75% level of reserves. Hopkins replied that the previous ACSA Director had set the policy at 50% minimum, 60% aspirational. But in 2018, when ACSA was above 61%, an unexpected $571,000 assessment was made by the Corps of Engineers on the James River bank stabilization work, which reduced the 61% to barely above 50%; this showed the impact of a single utility project, and the $571,000 is actually not that expensive for a utility project. At that point, Hopkins increased the aspirational goal to 75%.

Perrow asked about how depreciation is affecting ACSA finances, noting that AWWA recommends annual replacements of assets of 3% minimum. Taylor said that can be added to the Pro-Forma if desired.

Perrow asked if the raising of minimum wage impact ACSA finances. Taylor said he does not have the answer to that, but will look into it.

Taylor confirmed that he would talk to CCUSA and return to the October Board meeting with an update on the Pro-Forma.

There was no other Board member comment.

VI. Monthly Financial Report:

Before starting the financial report, Executive Director Hopkins provided information requested by Board member Moore at the previous Board meeting regarding revenues pertaining to The Westie apartments (formerly Phelps Road School). He noted that since May 2021, ACSA has garnered about $2,500 in water and sewer service billings, with the last bill (September) being over $600. Moore being absent from this meeting, Hopkins said he would bring the information back to the next Board meeting in October.

A. July, 2021 Compared to July, 2020

Hopkins reported that ACSA water sales remain at a healthy 8.54% year-to-date compared to the same period in 2020, although July was the first month in 2021 that that figure was in single digits. Five new service connections (three residential and two business) increased new tap fees to $24,574 (21.56%) better than 2020. Total water revenues were $436,689.77 better than 2020; deducting the VDOT Woodys Lake Rd reimbursement in July still left ACSA $169,429.02 (8.84%) ahead of 2020.

ACSA wastewater sales dropped to only slightly ($4,346.75, or 0.01%) ahead of 2020, but, similar to new water connections, three new residential and two new commercial connections increased tap fees to $54,885.00 (256.65%) better than 2020. Total revenues were $223,813.84 (28.72%) down from 2020, but 2020 revenues include a $267,260.75 contractor reimbursement of an overpayment which is not really revenue and artificially inflates 2020 total wastewater revenue; if discounted, 2021 total wastewater revenues are $58,275.73 (11.72%) better than 2020.

Total ACSA year-to-date revenues through August 2021 compared to the same period in 2020 are $219,235.93 (8.06%) better.

ACSA also received additional revenue ($336.36) from the State Debt Setoff Program to defray uncollectable unpaid utility account balances.

The chart for Total Accounts Receivable, Monthly, showed July to be well below projected revenue monthly. However, the Total Accounts Receivable, Cumulative chart shows ACSA revenues to still be $138,408 (4.94%) ahead of projections made at the start of the year.

Compared to the same period in 2020:

1. Water

   a. Revenues:

Sales (top line & boxed area of Section I.A)	+ $147,213.61 (+ 8.54%)
Total revenues	+ $436,689.77 (+22.78%)
Without VDOT reimbursement	+ $169,429.02 (+ 8.84%)

   b. Connections: + $ 24,574.00 (+21.56%)

   In 2021, 25 new water service connections:

   71.4% of 2020 total (35)
   88.7% of 5 year annual average (28.2)
   38.5% of pre-recession annual average (65)

2. Wastewater

   a. Revenues:

Sales (top line & boxed are of Section I.B)	+ $ 4,346.75 (+ 0.01%)
Total revenues	- $223,813.84 (-28.72%)
Without 2020 Prism reimbursement	+ $ 58,275.73 (+11.72%)

   b. Connections: + $54,885.00 (+256.65%)

   In 2021, 8 new service connection:

   50.0% of 2020 total (16)
   74.1% of 5 year annual average (10.8)
   53.3% of pre-recession annual average (15)

3. Water and Wastewater

a. Sales:	+ $151,560.36 (+ 6.90%)
b. Revenues:	+ $212,875.93 (+ 7.90%)
c. Total Revenues:	+ $219,235.93 (+ 8.06%)

Hopkins added that in mid-August, ACSA had 56 accounts with balances over $200. These accounts were to be closed August 30 (the earliest date after the Governor's COVID emergency termination). With customer notices by mail, email, NOTIFY software, and door hangers, that list was cut to 21 before 8/30, with all others making at least partial payments and, if only partial payments, establishing ACSA Installment Payment Plans, with initial partial payments and balances paid off within 1 year by a percentage of the balance paid each month.

Board member Perrow asked about the APCO expenditures on page 3 of the report, noting his concern that APCO billings are not being listed on the correct financial report lines by ACSA staff, which leads him to be concerned about what else in the report may be incorrect. He asked that the APCO account numbers be added to the financial report; Hopkins said he would get that done.

There was no other Board member comment.

VI. Old Business:

Executive Director Hopkins reported the following, verbally and/or by the report in the agenda packet:

A. ACSA Staff Report

1. James River Bank Stabilization Project
   - No change to the severity of the problem.
   - Hopkins is waiting for a nationwide permit from Hurt & Proffitt (2021?).
   - ACSA continues to stockpile construction project demolition debris for bank stabilization. Hopkins wanted to start the Colony Rd water main extension soon, to add sidewalk removal debris to material for river bank stabilization, but VDOT said no, not until the site plan is approved and permit issued.
   - Hurt & Proffitt completed topographic surveying, a base sheet drawing and preliminary design of temporary repair; Hopkins reviewed and commented. He is planning an autumn 2021 project.
   - Hopkins contacted US Rep. Ben Cline's office staff about a congressional earmark of budgeted money for the James River project; response has been minimal.
   - Hopkins asked for County Supervisors funding assistance for ARPA funding Received, as his #2 priority of 12 ARPA funding requests submitted.
   - Hopkins is working with Region2000 on a hazard mitigation grant funding application, without having much optimism for a successful result after his previous similar application a year ago.

2. Water & Sewer Rehabilitation/Extension/Replacement & Other Infrastructure
   - Woodvue Dr. Water Main Replacement, Phase 3
     * Easements acquisitions resumed for planned 2021 construction; about 30% of property owners have responded to preliminary request, all positively.
   - Joint ACSA-County sanitary sewer extension program, Lakeview Dr.
     * Resumed easements acquisitions for 2021 construction; 50% done.
   - Sewage Lift/Pump Station Upgrades
     * Bid documents being prepared for new control box at Lighthouse Lift Station.

- VC Mobile Home Park:
  * Hopkins worked out funding procedure with Delegate Walker's office and State Dept of Behavioral Health and Development Services: ACSA does all the work and sends invoices to DBHDS for reimbursement.
  * Hurt & Proffitt addressed Hopkins' construction drawings comments; submitted to VDOT 8/9 for review and approval, waiting for comments.
  * Hopkins tried to get VDOT early approval, to start removing sidewalk for river project; VDOT said no. Hopkins hopes to get VDOT plan approval and permit by mid-September and start work.
- RiverEdge Park:
  * Operations Manager Micklem figured out how to maintain water service to park and ACSA customers connected to City water supply line to CVTC (likely to be closed). ACSA will install a control valve on pipe just after those service connections and ACSA will continue purchasing City water for those services.
- Graham Creek Reservoir Dam Improvements Project:
  * Hurt & Proffitt submitted design drawings to VA Dept. of Conservation & Recreation for review and approval; no response yet.
  * Emergency Action Plan update completed, signed by Hopkins and County staff and sent to DCR.
  * H&P preparing proposal for topo survey of property across Graham Creek from emergency spillway discharge for protecting creek frontage from spillway flow erosion.
- Berkshire Place Sanitary Sewer Extension:
  * Nothing new to report since last Board meeting.
  * Hopkins expects to resume easement acquisition polls of homeowners.
- West Vail Court Sanitary Sewer Extension:
  * Developer approved and signed the ACSA-developer agreement for sewer extension and paid $11,400 of partial tap fees, for engineering services. Agreement signed and recorded by Hopkins. H&P working on survey and design; gravity flow to the ACSA sewer on the adjacent property will work.
  * Adjacent property owner (Violets View development) approved a sanitary sewer extension to existing ACSA sewer thru their property from W. Vail Ct. properties. Hurt & Proffitt survey confirmed gravity flow design viability. Additional topo survey required for design; Hopkins is working with VV property owners for permission.

3. EDA Business Friendliness Initiative
   - Priority 1a Complete evaluation of water and sewer availability fees
     * 2021 Proforma study for rates and fees adjustments and 2022 budget preparation to be presented by Davenport & Co. today.
   - Priority 2 Major upgrade to communications efforts
     * Assistant Director Hall said he is working with Stimulus to develop a new ACSA web site for $7000 by December, after reviewing 4 proposals. He reported several other agencies for whom Stimulus has done similar work.

- Priority 3 Policy regarding ACSA extensions of public utility lines
  * County Code edit to be included in autumn 2021 ordinance for 2022 rates/fees adjustments.
- Priority 4 Strategic plan for development and services initiatives
  * To be developed with ACSA Board help as part of Capital Improvements Plan development in 2022 for future ACSA annual budgets.
- Priority 6 ACSA Water Office improvements
  * Hopkins and Hall are working with State officials on possibly relocating the Water Office to CVTC Building 10 in Lower Rapidan, leasing the north wings. An 8/25 tour was attended by Board members Moore and Woods, Hopkins, Hall, and 3 State officials. Another tour can be scheduled.
  * Hopkins proposed to County Administrator a "Madison Heights Government Branch Office" for all of Building 10 for County departments:
    - Parks & Recreation is in a 1901 building that just got hot water last year;
    - Building Inspections needs space for more staff and spends much time in Madison Heights with development;
    - Public Safety needs an EMS station at the south end of the County; the nearest is Monelison, north of Rte. 130;
    - Public Safety has proposed the entire Lower Rapidan area as a pandemic patients overflow accommodation area.
  * Slide presentation (not requested by the Board).

4. COVID-19
   - Municipal Utility Relief Program, Phase 2
     * ACSA received $6,098.11; all money applied. Received 16 applications for assistance; all received at least $100. Notices of amount applied and new account balance mailed to customers August 2.
   - Municipal Utility Relief Program, Phase 3
     * No word yet about VA Dept. of Social Services program to help utility customers with unpaid account balances.
     * Another State MURP program is being discussed, but no action yet.
     * Hopkins submitted a $50,000 ARPA request to County Supervisors (1st priority) to address the list of current ACSA customers with balances over $200 and/or have not paid utility bills in 2021.
     * Hopkins said he is waiting for more information on all of these. ACSA administration of money received will be similar to MURP Phases 1 & 2.
   - Governor's emergency ended 6/30. As allowed, ACSA resumed late fees and service cutoffs for unpaid account balances 8/30. In mid-August, 56 customers were slated to be cut off. Notices sent to all by mail, email, NOTIFY software, and door hangers from early to mid-August 2; by cut off day, 35 responded with at least partial payments and establishment of ACSA Installment Payment Plan for paying account balances within a year; only 21 services were cut off.

   Other than Board Chair Pugh's commendation to Mr. Hall for his ACSA web site work, here was no Board member comment on any Old Business issue.

VII. New Business

A. Dan French

The ACSA Board was informed August 30 of the passing of former ACSA Director of Public Utilities Dan French the previous day. Executive Director Hopkins has informed everyone he can think of that should know, provided information to the New Era Progress for a story about Mr. French, and is working with Mr. French's family on, not a memorial service, but a "remembrance day", from 2 – 4 pm, Friday, September 10, at Coolwell Recreation Center. Hopkins will close the Water Office at 1 pm so staff can attend. All ACSA Board members, Supervisors, and County staff are asked to attend and help Mr. French's family deal with the loss to them, to ACSA, and to the County.

Board Chair Pugh commended Mr. French on his knowledge of and service to the County and exhorted everyone to attend Friday. Hopkins commented on Dan's detailed memory and his continued involvement with ACSA, helping Hopkins deal with only 13 months of prior ACSA employment before Dan retired to learn what Dan always said required 24 months.

There were no other Board member comments.

B. ACSA Water Treatment Plant Sludge Disposal

Executive Director Hopkins reported the following in a Board email last week:

ACSA has for many years disposed of waste sludge at the County landfill. Most disposals are wastewater treatment plant sludge, in small amounts, done as needed throughout the year, and ACSA is invoiced. Approximately every 5 years, the water plant process wastewater lagoons are emptied and the sludge partially dried and delivered to the County landfill for disposal. Historic procedure, as confirmed by former County Landfill Director Teresa Nuckols, is that ACSA delivers partially dried sludge to the landfill, which is stockpiled to dry further, mixed with dirt and used for landfill tipping face daily cover. This is allowed, since the material is not domestic sewage sludge, material hazardous to public health and the environment, but rather consists of dirt from the creek and reservoir raw water and chemicals added by ACSA to the water for purification for human consumption and water line corrosion protection. This has been confirmed, twice in 2021, by the VA Dept. of Environmental Quality. Historically, ACSA has not been invoiced for these large 5 year water plant sludge disposals, except for the initial load, in the interest of inter-agency cooperation and because using the sludge as described saves the landfill significant money that would be spent in either purchasing and trucking in dirt for daily cover or using County labor, equipment, etc. to excavate dirt for this purpose.

In 2021, ACSA again emptied and disposed of the water plant lagoon sludge. After the disposal was completed, the landfill started invoicing ACSA for the sludge; the initial invoice was not for a single load, as always done in the past, but for the first 3 loads. Upon questioning this, ACSA was told by the landfill that ACSA would be invoiced for all sludge disposed in 2021. ACSA was told that:

* County ordinance requires that ACSA be invoiced;
* water treatment plant sludge use for daily cover, mixed with dirt, is not allowed by the landfill permit, even after drying;
* DEQ would issue Notices of Violation for sludge so used;
* landfill operators would be in peril of losing their licenses if the sludge is dried, mixed with dirt, and used for daily cover.

ACSA requested records reviews by ACSA staff, landfill staff, and County Finance Dept. staff, which revealed that no invoices have ever been issued by the landfill or paid by ACSA for the large 5 year water treatment plant sludge disposals. ACSA reported this to landfill staff and responded that:

* the many instances of water treatment plant lagoon sludge disposal at the landfill at 5-year intervals without being invoiced is proof that ACSA has never been asked to pay for this, and, based on that, should not be asked to do so now;
* DEQ confirmed the landfill permit needs a modification for water plant sludge use, mixed with dirt, for daily cover, but a minor modification, easily achieved;
* such a permit modification would eliminate the chances of NOVs and any concern about operator licenses.
* DEQ staff even acknowledged the possibility that this not being in the current landfill permit could be an oversight by DEQ.

Landfill staff reported completing a DEQ-requested demonstration regarding water plant sludge use, mixed with dirt, as daily cover, finding that it could not be done. This conflicts with the history that it has been done many times, for many years, as confirmed by Ms. Nuckols. ACSA has suggested to the County that Ms. Nuckols be hired as a consultant to show landfill staff the proper way to do this, after which the permit modification will be easily obtained.

ACSA provided all information to landfill staff to justify not being invoiced for this. As further justification, ACSA noted that landfill staff provided no notification to ACSA until after sludge disposal was finished that the historic policy of no invoicing was being changed. This lack of notification prevented ACSA from performing mitigations that would have significantly reduced the cost to ACSA of this disposal:

* Sludge disposal invoicing is done by material weight; since the sludge has always been dried by the landfill for daily cover use, ACSA has always delivered the material still fairly wet and heavy. If informed of the invoicing policy change, ACSA would have further dried the material at the water plant and delivered dryer, lighter, and much less costly sludge to the landfill for disposal.
* There are other facilities that accept sludge for disposal or for other uses, possibly at lower costs.
* There may be options to landfill disposal. As a 42 year civil engineer, including 10 years in solid waste management in Louisiana and Virginia and formerly licensing in Louisiana as a solid waste disposal operator, Hopkins has experience that could have resulted in such alternative(s) being found.

Unfortunately, ACSA was not informed of the policy change, did not know this effort was needed, and was not afforded the opportunity to mitigate this significant cost, which was not budgeted because of previous history.

ACSA has offered a compromise to the landfill that ACSA pay the initial invoice for 2021 sludge disposal, since it has already been issued. This invoice is for $700 for the first 3 loads delivered, much more than the $200 for the first load of disposed sludge historically invoiced and paid.

Hopkins has been unable to resolve this matter with landfill staff without adversely impacting ACSA. He believes history and other information supports that ACSA should not have to pay this large, unbudgeted bill and asks that the ACSA Board request the County Board of Supervisors to confirm past history and direct landfill staff to accept the offered compromise, or provide direction to Hopkins as to how the Board wishes him to proceed.

Hopkins reiterated that he has no problem with ACSA paying for the things it is supposed to pay for; the issue is the way this was handled by the County, not telling ACSA until the sludge was all disposed and the cost incurred that the historic policy of inter-agency cooperation of not invoicing for the disposal was being terminated. He reported offering a compromise that ACSA pay for the first 3 loads, since they have already been invoiced, rather than historically only the first load, but got no response from the County.

Board member Martin asked for and received confirmation that the County did not respond to the compromise offer.

Board Chair Pugh said he prefers continuing the historic policy of ACSA not paying for the disposal, but the issue needs to be resolved.

Hopkins noted that County staff suggested revising an ACSA-County Memorandum of Understanding for inter-agency cooperation (that no one can find), or establishing by ordinance how this issue should be addressed, and that he would accept that, but it should go into effect after the current issue, not create a new policy after the fact that adversely impacts ACSA.

Board member Perrow said the sludge should be able to be used for landfill daily cover when mixed with dirt. He also reported talking to Director Tim Wagner about how Campbell County Utility and Services Authority addresses this issue, being told that CCUSA land applies their sludge on a farm adjacent to their water plant. Perrow suggested that Hopkins contact Wagner, which Hopkins said he would do.

Board member Martin agreed that a policy change should be communicated before it is implemented, to allow the impacted party to prepare.

Pugh, who also sits on the Board of Supervisors, reiterated his support for keeping the historic policy, and said the ACSA Board will raise this issue at the Supervisors meeting this afternoon.

There was no other Board member comment.

C. ACSA Line Crew Efforts

Executive Director Hopkins reported the following:

The ACSA line crew has always been required to work very hard, in adverse conditions, and outside of normal work hours, to maintain ACSA operations and reputation for superior service. In 2021, especially in August, they were asked to provide much more effort than normal in resolving two problems regarding wastewater infrastructure, and responded as they always do.

Wendys Restaurant in Madison Heights began having wastewater service line blockage issues early in 2021. ACSA's line crew assisted in several clearings of the line, since plumbers are not allowed to work on the ACSA portion of the line, from the cleanout at the road right-of-way to the main sewer. A final resolution of the problem could not be reached until mid-August, when camera inspection by Hurt & Proffitt revealed that the bottom of the entire line was corroded and gone, requiring insertion of a liner pipe. This finally resolved the problem. But the many times the crew responded to Wendys' requests for assistance, for many long hours in very hot weather, merited repeated thanks and appreciations from the Wendys owners, Randall Abshire, and maintenance director, who agreed to attend today's meeting to inform the Board, but apparently could not do so.

Hopkins pointed out the attached photos of the damaged service line pipe, noted that hydrogen sulfide gas should not have done this to the crown (not the invert) of the pipe, said he suspects acids in the cleaning agents Wendys uses, and asked for copies of their Material Safety Data Sheets. If acid is noted, he will work with the restaurant owners to address the Wendys Corporate policy mandating which materials to use. The owners have 14 Wendys in central Virginia and are now very concerned about this issue coming up at other sites.

Hopkins confirmed Pugh's suggestion that the service line is about 20 years old, noting that the ductile iron pipe should have lasted 80 years.

While the Wendys work was ongoing, another issue presented itself in an ACSA public sewer just down the street. From repeated complaints of sewer backups from the owner of Red Roof Inn, the crew investigated and found a manhole filled to the brim with sludge. It took several days to clear it - a very nasty job - after which a blockage in the downstream sewer occurred. Attempting to clear the blockage, the crew found that the pipe had broken and overflowed. With further investigation, it was discovered that Segra, formerly Lumos Technologies, had installed a new cable on an APCO utility pole, requiring another guy wire to stabilize the pole (see the attached photos). They put the guy thru the middle of ACSA's public sewer, resulting in waste materials collecting on the cable, backing up in the sewer, filling the upstream manhole, and finally breaking the pipe. The line crew's efforts in resolving this situation were much more than is normally required.

Hopkins acknowledged the normal hard work of the line crew, including working weekends, holidays, middle of the night, and in very poor weather. But he feels the crew's efforts regarding assistance for Wendys and clearing the public sewer merit extra recognition and he asks that the ACSA Board approve a $250 bonus for each crewman, not just for these two projects, but also for all of the daily (and nightly and weekend) very hard work these folks do for ACSA and its customers on a regular basis. Bonuses would be funded, not by the ACSA budget or reserves, but by a reimbursement invoice to be sent to Segra; Segra has already admitted that they should pay for the ACSA work to repair the sewer.

Board Chair Pugh commended the line crew members and made a motion that the ACSA Board approve $250.00 bonuses for members of the ACSA line crews, which passed with the following vote:

AYE:	Mr. Pugh, Mr. Martin, Mr. Perrow
NAY:	None
ABSENT:	Ms. Moore, Mr. Woods
ABSTAIN:	None

There was no other Board member comment.

VIII. Citizen Comment

There were no citizen comments.

IX. Matters from the Members of the Service Authority Board

Board member Perrow asked Executive Director Hopkins to remain after adjournment of the meeting for a quick conversation.

Board Vice Chair Martin asked Hopkins to check the status of a proposed ACSA Board-EDA Board meeting to discuss EDA's issues with ACSA's rates and fees.

Martin also requested a briefing on the history of sanitary sewer problems at Seminole Plaza Shopping Center in Madison Heights.

Board Chair Pugh had nothing to discuss.

X. Adjournment

By motion of Board member Martin and with the following vote, the Board adjourned the meeting at 2:40 p.m.

AYE:	Mr. Pugh, Mr. Martin, Mr. Perrow
NAY:	None
ABSENT	Ms. Moore, Mr. Woods,
ABSTAIN:	None

David W. Pugh, Board Chair

Robert A. Hopkins, PE, Board Secretary