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Augusta County Service Authority
Regular Board Meeting, January 16, 2020, at 1:30 p.m.
Board Meeting Room

PRESENT: Andrew C. Middleton, Chairman, North River District
Garry R. Gordon, Vice-Chairman, Middle River District
Carolyn S. Bragg, South River District
John H. Graves, Wayne District
Timothy Simmons, Pastures District
G. L. "Butch" Wells, Beverley Manor District
Phil Martin, Executive Director
Brent Canterbury, Treasurer
Jean Marshall, Secretary

ABSENT: Michael L. Shull, Riverheads District

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CALL TO ORDER

The Chairman called the meeting to order at 1:30 P.M.

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ADOPTION OF AGENDA

Mrs. Bragg moved, seconded by Mr. Wells to adopt the revised Agenda.

Vote was as follows:

Yeas:	Middleton, Gordon, Bragg, Graves, Simmons, and Wells
Nays:	None

Motion approved.

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APPROVAL OF MINUTES

Mrs. Bragg moved, seconded by Mr. Gordon, to approve the minutes of the Regular Board Meeting of December 16, 2019, which had been mailed to the members with no corrections made.

Vote was as follows:

Yeas:	Middleton, Gordon, Bragg, Graves, Simmons, and Wells
Nays:	None

Motion approved.

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EXECUTIVE DIRECTOR’S HIGHLIGHTS

Staff stated several of the Board members toured the Tyco building, which is being considered as a possible location for Field Operations. Advantages of the building are the size of it and the 26 acres that are attached. The greatest disadvantage of the building is not being centrally located to the service areas. The engineering firm of Whitman, Requardt and Associates, (WR & A) has been hired to provide an estimate of the cost of renovations to the building and will be sending their report in by February.

Mrs. Bragg asked how the WR&A reports (both new construction and renovation) compared to the Lineage Architecture combined maintenance garage feasibility report that was done three years ago. Staff responded the WR&A reports will have a smaller scope because they are limited to an ACSA only facility. In addition, Staff have reviewed the initial drafts of the WR&A reports and found some items were duplicated and other items may not be necessary to have in order to operate efficiently. Removing those items will hopefully decrease the potential costs of a new or renovated building.

Dr. Middleton asked for clarification that half of Service Authority customers are having meter readings wirelessly communicated to the Service Authority.

Staff stated that is correct and explained the installation of the new meters has been very successful, with just a few areas having coverage issues. Customers are pleased with the EyeOnWater app, which provides a way for them to track their water usage and check for leaks.

Dr. Middleton stated he is glad to see that 10-30 customers are using the EyeOnWater app weekly to monitor their water usage.

Staff informed the Board the budget will be reviewed to determine if work for the next set of meter installations may be moved up to be completed next fiscal year, instead of spreading it out over two fiscal years.

Mrs. Bragg asked how customers are being notified of the EyeOnWater app.

Staff stated information is sent to customers ahead of installation in their area and it is on the Service Authority website. Other measures are being considered to improve communication to customers regarding availability of and access to the app.

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PROGRESS REPORT

The Progress Report for December is on file in the Secretary's office and was reviewed with the Board.

Staff informed the Board the Rt. 11 Jolivue waterline upgrade project is out for bid. Bids are currently being received and will be opened on January 30.

Board members were given a copy of the December Financial Report. The Service Authority is ahead of budget on water consumption, as well as wastewater treatment, and expenses are below budget.

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EXCELLENCE AWARDS

In 2018, as part of an effort to recognize and reward ACSA employees for exceptional work that goes above and beyond their normal duties, the ACSA Excellence Awards were developed. These honors are awarded twice a year covering multiple categories and include a \$200 monetary award, recognition to this Board and inclusion in the ACSA bi-monthly newsletter.

Submissions did not include nominations for every category, but there were multiple submissions for the Outstanding Customer Service Award, all of which were worthy of recognition. When the Departmental Directors reviewed the January 2020 group of nominees it was decided to select the following people for recognition:

Interdepartmental Cooperation Award – Awarded to Sallie Trimble for requesting she be added to the “Payment Queue” for Billing/Customer Service and for assisting the Customer Service group in handling payments. This queue is for customers who specifically select “Make a Payment” from the telephone prompts. Sallie is not part of the Customer Service group, but she desired to offer her assistance when her normal duties allowed.

Since July 1, 2019 Sallie has taken 367 separate payments totaling \$41,502.63. Her willingness and desire to help those in Customer Service is greatly appreciated by all involved.

Outstanding Customer Service Award – As mentioned above, multiple nominees were deemed deserving, so the following are all selected for this award:

Dustin Reynolds was recognized for his actions on Christmas Eve, December 24, 2019. Mr. Nouwairi, who lives at 116 New Brunswick Road called in and explained Dustin responded to a call at his residence to help him get his water cut off. Mr. Nouwairi had a water leak in his home, but had been unable to get the water shut off. Dustin took care of that, and then gave Mr. Nouwairi several helpful suggestions on how to address the root problem. Mr. Nouwairi said that Dustin stayed with him until the repair was completed and then restored water service. This eliminated any long delay in getting service restored on Christmas Eve.

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Mr. Nouwairi praised Dustin’s great attitude and helpful manner, saying he would rather have one of Dustin than five other guys.

Chad Hammer was recognized for his actions on or around July 15, 2019. On July 18th we received a note from Danielle Wolfe who lives at 218 Hickory Hill Drive. Ms. Wolfe expressed her appreciation for how helpful Chad was in working with her to find a leak at her residence. She mentioned her husband had just left for his annual National Guard training and she had a six-month-old child, so Chad’s dedication and willingness to help her were greatly appreciated.

Roy Harper and Jason Cook were nominated for their actions on August 2, 2019. On August 6th we received a telephone call from Mr. Keith Mines. Mr. Mines’ 85-year-old mother lives at 56 Briarwood Circle and had experienced a sewer backup. The plumber Ms. Mines originally called told her the blockage was on our portion of the line, so she called us. Mr. Mines told us Roy and Jason cleared the blockage in short order, but more importantly they took the time to explain all that was going on to his mother and saved her a lot of money by eliminating the need for her to have her line televised. Mr. Mines stated Roy and Jason could not have been nicer and really took extra time to calm and reassure his elderly mother.

Dr. Middleton congratulated the recipients who received the Excellence Award and commended their dedication and commitment to their job and meeting customer needs.

BOARD COMMENTS

Mr. Wells thanked the recipients of the Excellence Award for their hard work and efforts they put forth every day in their jobs.

Mr. Wells announced his resignation from the Augusta County Service Authority Board. He stated it has been an honor to serve on the Board and he has enjoyed his time as a Board member. He also stated it has been an honor and pleasure to work with the Staff of the Service Authority. He appreciates the professionalism and respect shown by Staff and employees.

Mr. Gordon commended the award recipients and stated he is proud to be part of an organization that has such dedicated employees.

Dr. Middleton thanked Mr. Wells for his service and dedication to the Board.

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There being no further business, the meeting was adjourned at 1:51 p.m.

Board Secretary

Chairman