

**MEETING MINUTES
CARROLL COUNTY PUBLIC SERVICE AUTHORITY
SEPTEMBER 9, 2019
CARROLL COUNTY GOVERNMENTAL CENTER
BOARD MEETING ROOM
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CALL TO ORDER

The Carroll County Public Service Authority held their regularly scheduled meeting on Monday, September 9, 2019 at 3:00 p.m. in the Carroll County Governmental Center Board Meeting Room. Members present included: Jeanette Dalton, Doug Winesett, Vice Chairman, Phillip McCraw, Dr. Thomas Littrell and Garry Jessup. Also present were Dana Phillips, Interim Executive Director, & Debra Frost Secretary/Treasurer. Mr. Keith Meredith, Chairman, was absent.

Mr. Winesett – Mr. Meredith is not here today so I will be serving. Hopefully I can work my way through it. Okay we have Citizens Time and I don't know how many of you are familiar with it. I know Mr. Webb is being one of our Supervisors. Mr. Webb you're first on the list.

Mr. Webb – Mr. Vice Chair and members of the Board, I'm here tonight and yes, I'm a Supervisor but I'm here tonight as a citizen and I'm here to find some answers. The Hillsville Fire Department over a year ago lost county water to their building. And it's been an ongoing process, ongoing, ongoing, ongoing, back in July of this year there was a meeting at the fire department with the PSA. They had a project that they had to replace a creek thing and it was my, I was at that meeting, and it was my understanding that the PSA was gonna work with them and get County water back to the building. They did to a point. They came down when the ditch was open, and they reconnected to the building and they stubbed it out on the fire department side of Beaver Dam Creek, and it stopped. Okay last month I asked our interim County Administrator to check on it. I received an email not signed telling me that yes, we are gonna do it we're gonna wait till the Fall of the year when the creeks are at their lowest level and finish it. Somebody was supposed to come to our last meeting and explain all that to the Supervisors. They did not. Nobody showed up to do that. Where that email came from, I cannot answer. So last Friday I came up to the PSA office to meet with the interim Director Mrs. Phillips and she wasn't available but there was an employee in the office who is supposedly high in the PSA. I know his first name is Scotty don't know his last name and he explained to me that they can't do that work. They can't go through the creek. Now the email told me that they had to go to the other side of the creek, find the pipe, order the materials, and get the job done. He explained to me that that was never the intention of the PSA to finish the project. I want to know why. I want to know why that the Board of Supervisors and the citizens that depend on that was told we'll fix it and I was told last Friday at 2:30 in the afternoon that we can't fix it. So, I'm here after questions. I know it's on the old business thing and I understand that and I'm gonna sit here and listen to it but too many times and I'm gonna say this personally as a Board of Supervisors we've been told and

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told and it never happens, and I'm very upset with the PSA. I'm very upset with the way things are coming out of the PSA. We can go back and discuss various things from our old Director, and I was told it was gonna be done in the Fall. There is an EPA rule they can not work in that creek after October 1st until next March 1st unless it's an emergency. So why is the PSA dragging and dragging and telling the Board of Supervisors we're gonna do it and still not doing it. And then when I check into it as a Board of Supervisor, I find out they never intended to do it in the first place. They can't do it. I've got questions there. And that's coming up later tonight. Why can't you? That's all I got to say. I appreciate your time, but this needs to be fixed. We're a year now without County water at that fire department that was done in 1995 so that the County could feed the town, the town could the County. And it's not down there yet. It looks to me like it's gonna be another 5 months before we do it. It's all I got to say. Thank you

Mr. Winesett – Would you like to speak on this Cellell?

Mr. Dalton – Good afternoon. I'm Cellell Dalton. I did speak with Joe Neil and I did write the email and I haven't been privy to this conversation with whoever he had at the PSA since he didn't talk to Mrs. Phillips, but the issue is a lot of misinformation from what I just heard. We met, we did bring the pipe out from under the parking lot. There's got to be trees cut, the creek was up. When the creek is down, we will cut the trees and dig and find both sides of the water line and fix it. There is no such item as "can't work in the creek under an emergency situation repairing an existing line". I say that once or twice or four times. What you are repairing is already permitted all you must do is give notification. If somebody from the PSA did say that we aren't going to do the work that is wrong. I've talked to Mrs. Phillips about it. As soon as it gets to the point when we dig it up and she can schedule them in there we will know what to do and what materials to order and that's where we'll be. Thank you. Unless you have any questions.

Mr. Winesett – Thank you Cellell. Does that clarify everything for you Joe Neil? Now what are the alternatives I went down and looked and the gentleman you talked about with the PSA he's a skilled operator and has done a lot of pipe line construction for contractors and we're real lucky to have him. He keeps things going. Now I went down when they first dug it up Joe Neil and Mr. Jessup, Garry and I were there together with the guys two more guys and we hunted around for a while before we ever found it didn't, we Garry? We dug up there and dug down here and we finally found it and it wasn't the best constructed line I'd ever seen and the same gentleman we're speaking of, employee, he brought up a possibility and if we could do it and it was satisfactory to the fire department that we may be able to sleeve it and you know about that Cellell we might be able to pass another line somewhat smaller through the existing line that's under there if it's not collapsed. But we don't know.

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Mr. Jessup – But that's gonna cut the water flow down.

Mr. Winesett- To a certain extent. But I did a little calculation and if I remember I think you still get, if you got good pressure, around 500 gallons per minute which is a fair amount of water.

Mr. Jessup – It isn't near enough for that nursing home. If that things on fire.

Mr. Winesett – Okay well basically when it all comes down to it, we're probably talking about money aren't we Cellell?

Mr. Dalton – Oh yeah, it'll be money you got to fix it and it's gonna be fixed.

Mr. Winesett – Right and we will fix it.

Mr. Jessup – We'd like to get the yard fixed up, but we can't get the yard fixed up because winter is coming, and it won't grow in winter time.

Mr. Winesett – Right. Okay anybody else on this? Alright Mr. Marshall

Mr. Marshall – Yes. I'm Rex Marshall and I was wanting to know why these water bills jumped up so much in the last month? I know everyone was throwing a fit about the non-user fee, but I don't think it's right you take it off the non-user fee and it add it on the ones that are signed up on this thing. It ought to be run through the town or at least have the same rates as the towns got because I'm paying twice as much as anybody in town. For one month what they're paying for two. And they got water, sewer, and trash pickup. I got to pay for my trash. You and I talked about this the other day.

Mr. Winesett – Yes sir.

Mr. Marshall – But if they went below the mountain when they run these water lines out towards Short Creek or whatever if they done a study on it about how many people are gonna sign on to this thing before they done it but they shouldn't make the ones that sign up on that thing be the ones paying now. If they make a mistake, I shouldn't have to pay for y'all mistake.

Mr. Winesett – Well to my knowledge the rates are the same throughout the County for the same service. One system doesn't get one rate and another system another rate. Whether you're in Cana or Cranberry your water costs the same per gallon. One of the things I saw, and I told you the other day.

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Mr. Marshall – I know they dropped the minimum from a thousand to two thousand.

Mr. Winesett – And that shifted the cost and I had a lady in here a year and half ago and she was over there on 620 and she asked that her and her neighbors, at the time we had a 2,000 gallon minimum and she said I have talked to my neighbors, and she was an older lady lived by herself and she said I don't use 2,000 gallons could you charge less? And at the time the way they were structured all I could do was tell her that I was sorry and I think the fact that we've gone to a 1,000 gallons minimum I think that has shifted some of the costs and I hate to say this from the folks that were using 1,200 gallons and not using their full 2,000 gallons cause I've had several people come up and tell me that it saved them a small amount of money but it did shift it more on the people that use more water. There was some wiggle in there you know if they didn't use their 2,000 gallons there it was, but we looked at this a lot.

Mr. Marshall – If you don't have but 1 person taking a shower that's alright but if you have 3 or 4 or 5 people in your family that's a whole lot different situation. That's just like your propane and stuff the more you use the cheaper it gets they don't penalize you for using more.

Mr. Winesett – Well, you're not being penalized for using more each thousand gallons costs a certain amount. It doesn't get cheaper as you go up, but it stays the same I believe. Isn't that correct ladies?

Mr. Marshall – Now propane and stuff is set up the more you use the more it's cheaper.

Mrs. Phillips – Our rate now is the same for every thousand gallon over. Which it always was for residential. The commercial on the other hand decreased by how much was used but now everybody pays the same per thousand whether it's commercial or residential.

Mr. Marshall – Before I come up here, I was getting a hold of Independence Grayson County and I think they had the average person uses between 80 and 100 gallons a day. They got at least 4 or 5 people in mine that's 320 gallons a day. That's 9,800 gallons a month. Which mine went from on average \$120 a month went to \$181 a month. For one month and that's no trash pick up or nothing. And most of the people in the town aren't paying even half that and they got trash pick up too. Grayson charges \$26 for the first 2,000 gallons and \$7.43 for each 1,000 over. Galax is \$86 for the first 6,000 gallons. Theirs is every 2 months. Then \$9 for each 1,000. Hillsville is \$52.20 for 4,000 gallons and an additional \$4.64 for every 1,000 after that. And then for sewer \$44.07 for the first 1,000 and \$6.58 for each 1,000 after that. Plus, when Ray Hill when brought that thing through there they told us whatever the water bill would be the sewer would be half that. My last water bill was \$80 something and the sewer was almost \$100. I don't

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think it's fair that because all these people come here and throw a fit y'all take it off them and put it back on us is what I'm saying.

Mr. Winesett – Okay Rex. Thank you, sir. Appreciate you coming.

Mr. Marshall – Y'all usually have these meetings at 3 o'clock in the afternoon?

Mr. Winesett – Yes sir.

Mr. Marshall – Why don't they have them in the afternoon when most people are off work?

Mr. Winesett – You know I'm not sure about that Rex. This meeting is held before the Supervisor meeting. The only way we could do it I guess is have it after the Supervisor's meeting.

Mr. Marshall – The other meeting they had was that in the afternoon or around 3 o'clock. The one they did when they passed this thing.

Mr. Winesett – It was at 3 in the afternoon.

Mr. Marshall – Most people are working at that time.

Mr. Winesett – We had a public hearing at night though Rex. We advertised it.

Mr. Jessup – Where does he live at?

Mr. Winesett – Rolling Hills. Is that right Rex you live at Rolling Hills development don't you sir?

Mr. Marshall – Yeah

Mr. Jessup – Anybody check the meter?

Mr. Winesett – Has anyone been out to check your meter or check for leaks?

Mrs. Phillips – He's consistent. He uses around 8,000 monthly.

Mr. Winesett – Okay that's everyone that we had signed up. I want anyone that would like to speak...

Mrs. Marshall – I got one question

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Mr. Winesett – Yes ma’am you’re welcome. And you are?

Mrs. Marshall - I’m Mary Marshall his sister in law. This kind of probably off the wall but he was talking you’re allowed to use, what is it, 2,100 gallons? Before it goes up? What is the...

Mr. Winesett – It doesn’t really go up ma’am. I’ve got the paper here.

Mrs. Phillips – The first 1,000 gallons is \$18.90

Mrs. Marshall – Okay then after that.

Mr. Winesett - \$9.45

Mrs. Marshall – Okay so what if you didn’t use that much cause see I don’t like to take a bath anyway and he’ll be the first to tell you but okay if you didn’t use that 1,800 gallon a month and there’s only two of us can they prorate it?

Mr. Winesett – Well actually some of the folk’s bills went down. The minimum Mrs. Marshall the absolute minimum whether you use 5 gallons or 999 is \$18.90 and that’s down from \$28

Mrs. Marshall – So that’s the base rate right there?

Mr. Winesett – Yes ma’am. And a lot of folks were you like you they were paying for 2,000 gallons of water but they weren’t using 2,000 gallons of water. Whereas your brother in law he’s using a fair amount of water and our water rate is straight line. It’s \$18.90 per 1,000 after you get past your first 1,000 and then it stays at 9.45 for next thousand right on through.

Mrs. Marshall – Okay I got one more quick question. When I moved in to this house that I’m living in right now I did not have a water meter and I did not have town water because whoever lived there before didn’t get it. But when I hooked on to it, they charged me just like I had refused to get a meter. Do you think that’s right? Cause I had no say over it whatsoever. I just moved into the house and when I hooked on, I had to pay the regular amount and it’s a done deal, but I thought it ain’t right. If you’ve never lived there and then when you move in, you have to pay just like you refused when the water came through. The waters already there all they had to do was put a meter in the ground. I can see paying for the meter maybe but what they charged me was an exorbitant amount of money to come out there. I don’t think it’s right.

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Mr. Winesett – You’re fine ma’am. Thank you for coming. Okay do we have anyone else?

Mr. Drawdy - Yes sir, I’d like to speak.

Mr. Drawdy – I’m Riley Drawdy and I own a couple businesses in Carroll County also own a few rental properties. I’ve got several water bills with you folks. And one our business in Woodlawn. Our last water bill you guys sent out was \$622.46 We used 30,900 gallons of water. The month before that we used 31,700 gallons and our water bill was \$470 so how do you justify that increase? I mean would you be okay with that?

Mr. Winesett – Well, sir, we went over this we looked at it.

Mr. Drawdy – And what percentage increase did you get after you break the minimum?

Mr. Winesett – Can you answer that Dana? The commercial went up.

Mrs. Phillips – What happened with the commercial is before the more water you used you got a break, in the past, you hadn’t even been paying what residential folks were paying for water so what made yours go up so much is where that decline isn’t there anymore. Every thousand is now like residential the \$9.45 and that’s where it hit commercial.

Mr. Drawdy – Okay

Mr. Winesett – It’s more of a true cost now. I hate to say that but the way it was structured some of the people before that didn’t use the water in a sense were subsidizing those that used a lot more water.

Mr. Drawdy – Okay. What about the sewer? What if your water doesn’t go into the sewer? Is there any kind of break for that? Is there any way to put any kind of flow meter rate on it for your sewer to see what you’re using based on water usage?

Mr. Winesett – Generally you base your sewer charge on your water usage you know because once you use the water it’s gonna go down the drain.

Mr. Drawdy – What if it doesn’t go down the drain?

Mr. Winesett – Well do you have a car wash or what?

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Mr. Drawdy – No sir. We wash out dog runs, and our water goes into the ground.

Mr. Winesett – Okay you have a kennel.

Mr. Drawdy – Yes sir.

Mr. Winesett – Okay. Well I think that's something we probably didn't account for. But that is a valid point. We'll discuss it and consider it.

Mr. Jessup – Any of it go in the sewer?

Mr. Drawdy – Yes sir. We do have some that goes into the sewer when we wash the dogs or the cats that goes into the sewer and of course if anyone uses the restroom it goes in the sewer but the rest of it doesn't go into the sewer.

Mr. Jessup – 50%?

Mr. Drawdy – I'd say probably 60% doesn't go into the sewer. And that's probably on the low side.

Mr. Winesett – Do you have a catch bin in your kennels or some type of a tank where the droppings and so on so forth go?

Mr. Drawdy – No, that goes into the dumpster.

Mr. Winesett – Okay you pick your.

Mr. Drawdy – Yes, it doesn't get washed down. Alright, thank you for your time.

Mr. Winesett – Thank you sir. Is that everyone?

(ORDER)

APPROVAL OF CONSENT AGENDA

Upon a motion by Mr. McCraw, seconded by Mr. Winesett, and duly carried the Authority does hereby approve the consent agenda, section A, B and C. The August 12, 2019 minutes were also approved, they are on file in the PSA office. Claims are as follows:

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Claims

Check# 23556 Claim \$1695.25
Check #23557-23562 Claims in amount of \$11,556.94
Check #23563-23606 Claims in amount of \$140,648.11

Transfer for Claims

CCPSA to Operating 8/22/2019 \$11,556.94

CCPSA to Operating 9/9/2019 \$140,648.11

Transfer to Reserves

CCPSA to Debt Reserve \$8,918.62

(ORDER)

New Business

Mr. Winesett – We need to speak with Dr. Williams. Is he here?

Mrs. Phillips – He's not gonna be here today.

Mr. Winesett – Okay, Dana will speak of his concerns with the apartment complex.

Mrs. Phillips – If y'all remember last meeting Dr. Williams spoke about wanting to put in individual meters at an apartment complex he has. He has three buildings which consist of 39 apartments. Scotty and I met on-site with him. What he would like to do upon you all's approval is to purchase the meters that we would choose and of course we have radio read in that area so he would also purchase the radio read portion of the meter and he would install those for each apartment. But knowing that the PSA has no responsibility as far as maintenance. The maintenance would stop at the meter he currently has that feeds his system there now. He would take care of any breaks or any maintenance at all inside his apartment complex. We would have to read the meters of course those are radio read and of course billing for that. The difference in revenue on that after considering billing and mailing of the bill the PSA would probably come out approximately \$800 different from what Mr. Williams pays now for his apartments.

Mr. Winesett – Is this per month Dana?

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Mrs. Phillips – No, that's annual.

Mr. Winesett – Well every little bit helps.

Mr. Jessup – Are we gonna leave the big meter and put all individual meters?

Mrs. Phillips – We would leave the meter that is currently there. And from that point on he would install those for each apartment.

Mr. Jessup – Okay you'll check back that way you can make sure everything matches up.

Mrs. Phillips – Yes. So that's for your consideration. I don't know if you want to act on that today or...

Mr. Winesett – Well you and Scotty went out and to my knowledge you spoke with him. It seems like a good compromise to me personally. I don't see a problem with it.

Dr. Littrell – Will he pay the bill, or the renters pay the bill?

Mrs. Phillips – The renters will pay the bill.

Mr. Winesett – Yes, we'll have individual meters instead of one master meter.

Mrs. Phillips – And what's brought this about is that he has currently had some leaks that have been very hard to detect with just the large meter and that's part of the reason for his request to get them individually metered.

Mr. Jessup – Okay when somebody moves out who cuts the meter on or off?

Mrs. Phillips – We will have to.

Dr. Littrell – Does a new renter have to pay any kind of deposit to get turned on?

Mrs. Phillips – They do. He has water and sewer there so it would be \$150 deposit for both services and we also charge a \$25 transfer/turn on fee.

Mr. McCraw – I feel the PSA should provide the meters then they'd be like everybody else's. The one's he puts in.

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Mrs. Phillips – They would be the meters that we currently use. The advantage to this, that I see, for him purchasing the meters instead of us doing the connections is that we are not responsible past the large meter at the entrance to the apartment complex. We wouldn't be responsible for any leaks inside his property.

Mr. McCraw – We would be billing him for the big meter or?

Mrs. Phillips – We would be billing each individual apartment renter for their services.

Mr. Jessup – So no way we can lose?

Mrs. Phillips – Well you can always lose. If you have to take someone for a warrant debt that doesn't pay just like the rest of our customers. If anyone doesn't pay you may have to take them to court. There's still that possibility. I'm sure it's probably gonna happen.

Mr. Jessup – But that'll be his renter?

Mrs. Phillips - It's our renter.

Mr. Winesett – That's the only down side I saw. Instead of dealing with one customer we'll be dealing with thirty-nine. Thirty-nine individual tenants.

Mrs. Phillips – Just like we do Melton's Run. Only difference in Melton's Run is we are responsible inside of that apartment complex up to the meter. It's our responsibility. At this point our responsibility would stop at the meter on Glendale. But we provide the same service to other apartment complexes. But that's just his request. He had come to the last meeting and this was just a follow-up.

Mr. McCraw – On an individual we get a deposit?

Mrs. Phillips – Yes it would be \$150.

Mr. McCraw – And then if he puts them out there'd be no deposit to guarantee them would there?

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Mrs. Phillips – We will require a deposit because they will be putting a meter in their name just like any other customer we have. They would have to come in, fill out the appropriate paper work for a rental, and pay the deposit. It wouldn't be any different at that point as far as the folks that are renting the apartments. The difference would be that Dr. Williams would be responsible from the meter at the road where currently we're responsible up to the meter. Because it's a pretty long line, it's a long driveway down to the apartments. Of course, he already has his water lines in there where he has the one master meter.

Dr. Littrell – It would seem possible that we would get more revenue because now you're going to have thirty-nine minimums.

Mrs. Phillips – It is until you must take off the 1,000 plus the expense of the bills. It does seem like it would be more but by the time you mail the bill and read it.

Mr. Jessup – How much water does he use now?

Mrs. Phillips – He varies. The last month it was around 150,000.

Mr. Jessup – And that's commercial?

Mrs. Phillips – Yes. Which now the rates of course as we have mentioned it's now the same as residential.

Mr. McCraw – It's right less monthly. I suppose he was planning his purpose was to sell some of these units off, right?

Mrs. Phillips – I don't know, did he say he was gonna sell them?

Mr. McCraw – Possibly yeah.

Mrs. Phillips – You mean sell them as townhouses and then people own the property?

Mr. McCraw – Yeah so with that intent in mind I feel like we sort of need to do them as individual customers.

Mrs. Phillips – They will be individual customers. They will be treated just like any other customer. You are saying if he was to sell all of them off then we'd be...

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Mr. McCraw – They’d be using his meters not ours.

Mrs. Phillips – Well, he’ll be putting meters in at each apartment.

Mr. McCraw – But it’ll be his meters not ours.

Mr. Jessup – Would be better wouldn’t have to keep them up?

Mrs. Phillips – It’s something y’all can think about. It’s a lot to think about. I don’t think he’s in a big rush.

Mr. Winesett – Would y’all like to table this until next month and we’ll discuss it next time. Y’all have a problem with that?

(ORDER)

Upon a motion by Mr. Winesett, seconded by Mr. Jessup and duly carried the Authority does hereby approve to table this matter until next Authority meeting in October 2019.
The vote was as follows:

Dr. Littrell-yes
Mr. McCraw-yes
Mr. Meredith- absent

Mrs. Dalton-yes
Mr. Jessup-yes
Mr. Winesett-yes

Project Up-Dates

Cana Well Improvements Project

We are still waiting on the design of the filtration system for well #8. Last week we were able to get repairs done to well #3 so it’s back and we’re using it and have it online.

Coulson Church Road/Ridge Road

Last time we had had our meeting I believe and at present we have 30 folks. We made everyone re-sign an agreement even if they had signed previously. So, we have 30 folks signed up which puts us at 53% presently for that project.

Mrs. Dalton – Coulson Road?

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Mrs. Phillips – Yes

Mr. Winesett – And no one has managed to contact the owner of the apartments there at the corner of Mt Zion and Coulson, have they?

Mrs. Phillips – We have not. No

Mrs. Frost – The only thing we have from them is an agreement they signed back in 2017

Mrs. Phillips – And that's not included in this.

Mr. Winesett – I'm skeptical with this percentage. I'd like to help everybody, but I think we need a higher percentage. I don't know if that would be 8 more units two downstairs and two upstairs?

Mrs. Phillips – We must have 42 customers to be cash flow positive.

Mr. Winesett – Okay so that still wouldn't get us there.

Mr. Jessup – How many customers you have now? That have signed up?

Mrs. Phillips – We have 30.

Mr. Jessup – And those for sure are gonna take it?

Mrs. Phillips – Those are ones when we had the meeting came back in to sign up again. They had previously and signed again.

Mr. Jessup – So even if we get those 8 we still won't have enough.

Mrs. Phillips – If you want to wait another month and see?

Mr. Winesett – Yeah let's just wait a month.

Mrs. Dalton – Dana did you get any more in after me and Markel went out?

Mrs. Phillips – Yes, we did.

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Mrs. Frost – We also have another lady who gave me a whole list of all her family. We have not got them all back yet.

Mr. Winesett – Are those folks out that side road that connects to 620?

Mrs. Frost – Somerset? Yeah some of that and on Coulson Church some of the places have been sold so we have a few new ones in. So, we're still working on it.

Mr. Winesett – Let's just let it sit for a while and see if we get any farther.

Mrs. Phillips – We'll try to contact the ones we haven't heard from.

PSA Updates:

The PSA has approximately 200 miles of water lines, 50 miles of gravity sewer lines, 25 miles of force main sewer line, 795 fire hydrants, 12 sewer pump stations, 12 water storage tanks, several wells and several water booster pump stations. The PSA's water systems are as follows: Cana, Exit 1, Fancy Gap, Regional, Tower Road and Hillcrest Estates. The PSA's sewer systems are as follows: Fancy Gap, Woodlawn, Gladeville/Cranberry, Hillsville, and Loves. All of this is operated and maintained with a staff of 12 people.

- Total of 107 work orders in August (check pressure, check for leaks, turn-off, turn-on, etc.)
- Construction items completed
 - Hebron Road – Fire Hydrant Repaired
 - Meter bores/ sets – Hebron Rd (Chestnut Falls), 2 Gambetta Rd, Airport Rd.
 - Meter sets – Lincoln Rd
 - Gravity Sewer Bore – Galax
 - Creekview Sewer Lateral
 - Observed Haynes pull pump 620 well
 - Installed 2 pumps Tower Road
 - Fixed leak 59 mill Manor
 - Rocked Cliffview Tank road and re-graded
 - Fixed leak end of line Cana
 - Fixed Reedside pump station
 - Blackberry leak

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- Put new pump in Pleasantview (Boggs)
- Potholed sewer line for VDOT
- Miss Utility Markings (0 Emergency, 74 water, and 16 sewer)

- Maintenance items completed
 - Read meters
 - Replaced booster pump well #2 Cana
 - Mowing
 - Work orders
 - Cut-offs
 - Weekly sewer pump station maintenance
 - Inventory updates weekly

- Operations items completed
 - Routine water flushing
 - Daily – sewer plant at Loves, check chemicals in water systems, wells, tanks, sewer pump stations, customer service, etc.

- Office items completed
 - Daily - customer service, deposits, review of payments, bills, invoices, scan checks, balance bank statements, close-outs, etc.
 - Monthly - meter reading (office staff and field staff), print bills, print late-bills, prepare cut-off list, close-out, balance bank statements
 - Rate study – continue
 - Researching new cloud-based billing software

OLD BUSINESS

Mr. Winesett – Now, we’ve discussed this fairly thoroughly which is the Fire Department issue.

Mr. Jessup – Don’t look like we’ve gained anything.

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Mr. Winesett – We have. We are all understanding each other, I think. It's a matter of money as many things are.

Dr. Littrell – Okay now I don't want to point fingers or anything and I'm kind of sympathetic to the Fire Department, but it seems that there were several months that we were waiting on a propane tank to be moved.

Mr. Jessup – Two months.

Mr. Winesett – Yeah it took a little bit to get the tank moved.

Dr. Littrell – We'll get it done as soon as we can I'm sure.

AUTHORITY MEMBER'S TIME

Mrs. Dalton – I would just like to say thank you to the staff for all they do because they do work hard with what they got to work with. Other than that, I don't have anything.

Dr. Littrell – I don't really have anything except that I think you did a fine job today as backup.

Mr. Winesett – So far, I haven't received any flesh wounds so I'm happy. As for myself, I'm glad to see all you people here. I think our staff is doing the best they know how. Mr. Dalton has come in. He has a lot of knowledge a lot of common sense and he knows our citizens too. You need to know how to deal with people here and how to approach them. And he a lot of good knowledge and I appreciate him being here. I'd like to ask the citizens, our employees, our PSA guys, I go out and go see where they are working a lot of times they're down in ditches or sometimes they go out at night so if you see them be positive toward them. They are doing the best they can. As far as myself, if you want to approach me, Mr. Marshall did, we'll eat breakfast again. I think that's the way we should all be. And we are making improvements I feel.

Mr. McCraw – I was one of the first to be approached with the system down in Cana was the first to be put in and I was approached to sign up for water. I said no because I could pump it cheaper than the County could. I still contend to that. And I have them down my way that they signed up just for a neighbor to get it. They didn't want it but they just signed then they come off paying couldn't understand that, so I get a contract and it states on there when you sign it you are signing to be a customer. When you sign this

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right here it's not just a paper with the County and the PSA. That's what it takes to get a big loan. When they get that big loan, it's got to be paid back. We heard someone today talking about the water bills going up and the County is putting in a million dollars plus to keep the PSA afloat and so I hope the ones that sign up had this here explained to them. Hope they know what they're signing. Don't let them sign so they're neighbor can get it down the road. They are signing a contract. It is a must that they understand that. Down my way they don't understand that that's why I got a copy of it and run me some. Then I go into some of their houses and give them that and that is what you signed. They need to understand it before they sign it. Thank y'all.

Mr. Jessup – I got nothing.

(ORDER)

ADJOURNMENT

The Authority does hereby adjourn until the next regularly scheduled meeting on October 15, 2019 at 3:00 p.m. in the Carroll County Governmental Center Board of Supervisors Meeting Room.

Mr. Keith Meredith, Chairman

Debra Frost, Secretary/Treasurer

Dana Phillips, Executive Director