

**MEETING MINUTES
CARROLL COUNTY PUBLIC SERVICE AUTHORITY
DECEMBER 9, 2019
CARROLL COUNTY GOVERNMENTAL CENTER
BOARD MEETING ROOM
HILLSVILLE, VA**

CALL TO ORDER

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

Mr. Meredith – I want to thank everyone for coming out this afternoon. It's a little nasty out today, a little fog and a little rain. I understand those folks that like snow this time of the year there may even be some of that in the forecast. At any rate, thanks for coming out. On to Citizens time and Joey I know you signed up to speak.

Citizens Time

Joey Dickson – I'm not sure if this is the time to do it or if you want to talk about it today. Anyways, let me give you a little short history on this. My brother-in-law and his brother and mom own a trailer park across from Lowes. The mom passed away several years ago left it to the two brothers. My brother-in-law and my sister now own it by their selves. The sewer was put in 20 years ago from the County. We weren't sure, when we first started this with the trailer park, we tried to find the lines to know where they were because we were gonna put some other trailers in, move out some old ones and put in some new ones. At the time I talked to Dana and some others and we couldn't find a map of it. Where the main lines were when the PSA guys came out, they'd help where they could. But the problem I got, we had a sewer system problem at one of our trailers about a week ago. The family has not been in their trailer for a week. So, we had a plumber come over of course. Did that, paid him two, three trips to come over. We tried the balloon we tried everything. So, I called again, and Dana's been very helpful by the way. I've been bugging her to death. I was trying to find out where the lines go cause we need to know which way to run it. So, Scotty thought the lines went towards the road which they didn't, they went the other way. But it didn't work so we dug it out. When we dug it out, we found that it had the Orangeburg pipe which was first put in in the sixties when that trailer park was built. They outlawed it in the seventies. It won't pass code. So, when we dug it out it looked like it was going to the old system and nobody knew anything else as far as the layouts. All the other trailers had cleanouts below them this one didn't. So, we dug a little bit more and come to find out we couldn't find that it was ever run to the County line. So, I don't know what to do, we have a family out. We went ahead and dug to the County

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line. We laid 4" pipe in which I have pictures of everything we've done. I talked to some of them this weekend cause I had to rent an excavator which was another \$250. We got it to the line now. So, what I'm asking for now of course, the connection fee was paid 20 years. They've been paying on septic for \$20 years and I'm not sure if it's ever been connected to the County sewer. I can't find that it's ever been and the only way to know that is probably to go dig it all up. But I don't show signs that it was. Also, if it was, I would understand why the owners, the Orangeburg pipe was not legal. When I built houses, I've built several houses in the County for about 15 years. Anytime I did something for the PSA water or sewer they had to inspect my lines before they would connect it, so we had to put the proper line to that. So, what I was looking for, I've spent, not counting my time, and I've done most of the labor myself, I've spent over a \$1,000 on pipe, excavator, plumber, and everything as well and I still have a family there without a bathroom. I'm just trying to get some resolution from you guys, some help on this.

Mr. Jessup – What kind of help you want?

Mr. Dickson– Well, I'd like some help on what money I've spent. I'd like to have it connected to the sewer line.

Mr. Jessup – But you've been paying sewer every month?

Mr. Dickson – Yes, well now this trailer park wasn't owned, we've only been here since first of the year. My brother-in-law with his brother owned it for 20 years. Someone's paid sewer there, I guess Dana would need to look. You know how trailers are, people move around so. I'm sure someone's paid sewer there on and off. I don't know how that works. I think a lot of times what we've been doing, the people put everything in their name. They got their own water meter, sewer, and they pay their own bill. But I do know if something gets turned on at one of the trailers there, we'd have to pay for it.

Mrs. Phillips – What happened with this project, while I wasn't here when it originally started, it started in '98 and folks signed up for the sewer. The trailer park was signed up for sewer. In the park at that time there were some LMI, (Low and Morat Income) funding that was available and if they qualified DLB was the contractor and they did some of those lateral connections to the homes. There were still people that signed up for sewer that to this day that are paying like they are connected but they never connected because they did not choose to but the reason that they're paying is because they got the free connection.

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Dr. Littrell – Well, in Joey's case where he had a free connection.

Mrs. Phillips – Yeah, none of those connections in the park, the connections were not paid they were waived.

Dr. Littrell – But you're not connected right now?

Mr. Dickson – I can't see that I am. Everybody thought we were. They had trouble at that trailer 2 years ago. And I know Scotty had come looked at it...

Dr. Littrell – But you got your line to our line?

Mr. Dickson – Correct. It's about 5 foot from the line and I got extra pipe there in case they need it.

Dr. Littrell – Cause basically what I'm hearing, looks like it would be fair to give him a no charge connection to our sewer line.

Mr. Meredith – The sewer line would need to be tapped is that also...

Mr. Winesett – That's mainly what's holding you, isn't it? You need the line tapped so you can connect.

Mr. Dickson – Yeah, I just need it tapped into the County sewer.

Mr. Winesett – Would that satisfy you if we did that?

Mr. Dickson – Uh yeah, at this point I just need to get these people a bathroom.

Mr. Winesett – I understand.

Mr. Dickson – Yeah and I don't know what happened 20 years ago, nobody knows. Dana has been very helpful, but we just have found a plat. We've finally found one she's gonna get me a copy of it.

Mr. Meredith – If the Board is agreeable, I'm in favor, and if you're agreeable, that we go out there and make that tap and connection at no charge.

Mr. Dickson – That would be great.

Mr. Meredith – We will expedite that as much as possible. That's just me.

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Dr. Littrell – It seems like we’re always reluctant to make decisions but in this particular case I don’t see how we could not do it. I make a motion to make the tap at no charge.

Mr. Winesett – I second the motion.

Mr. Meredith – I have a motion to second. Is there any other discussion?

Mr. McCraw – How many trailers are we talking about?

Mr. Winesett – One

Mr. Meredith – One

Mr. Dickson – I appreciate y’all.

Mr. Meredith – Thank you.

(ORDER)

APPROVAL OF CONSENT AGENDA

Upon a motion by Mr. Jessup, seconded by Mr. Winesett, and duly carried the Authority does hereby approve the consent agenda, section A, B and C. The November 18, 2019 minutes were also approved, they are on file in the PSA office. Claims are as follows:

Claims

Check #23751 Claim \$100.00

Check #23752-23767 in the amount of \$42,227.66

Check #23768-23788 in the amount of \$58,116.38

Transfer for Claims

CCPSA to Operating Claims 11/25/2019 \$42,227.66

CCPSA to Operating Claims 12/09/2019 \$58,116.38

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Transfer to Reserves

CCPSA to Debt Reserve \$8,918.62

(ORDER)

New Business

Mr. McCraw – I've been getting complaints from over at the cement plant about his water bill. Is this this the appropriate time to address that?

Mr. Meredith – That's fine with me.

Mr. Winesett – Yeah that's fine.

Mr. McCraw – His water bill now with the new rates is around \$1,800 to \$1,900 from \$1,000 to \$1,100 which it had been before, and this isn't even busy season. He's very concerned about our rates.

Dr. Littrell – Is it on commercial rate?

Mrs. Phillips – Yes, it is commercial.

Mr. Meredith – Doug and I were both on the rate committee when we were working on the rates and I think I may have made this statement in public we are trying to be as fair and just with everyone and I know I made the comment that some folks would have a higher bill and some folk's would go down. I know there's folks that wanted zeros and we didn't get there but we got them reduced quite a bit. And I also made the statement that once we get into this get the rates and get them to the public there might be some concerns that might need to be addressed. And that's a good possibility. I feel like the rate committee and that was the Board of Supervisors and the PSA did make every effort to be as fair and equitable as possible and I understand Mr. Williams' concern with the rates. And he's expressed that to me as well. So, what we're dealing with right now we're constrained to the rates that have been set. Now that's not to say that in the future, and it could be the near future, that the Board decides to convene and reestablish rates. I know there was some discussion internally about Industrial rates as well because we don't want to, and I'm speaking for the board, the Board does not want to dissuade economic development and things of that nature. Of course, in the rate decisions that we did we tried to make those folks who were lower water users for their rates to go down and in some cases, they went

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down almost \$10 a month to try to help those folks that weren't using much water. But subsequently those that do use our rates did go up. And unfortunately, Mr. William's rates did go up. So, you know, the Board will have to make a decision on what they feel is just moving forward with commercial rates. That's where I'm at on it and I feel like that's where the Board's constrained to at this point. Of courses, at any point that anyone wants to explore those rates we can do that again.

Dr. Littrell – If I'm not mistaken the Board of Supervisors will still need to think about mandatory versus non-mandatory and see what happens there.

Mr. Meredith – That's my understanding that they did table that decision until January which will ultimately affect the rate structure that we have or could affect the rate structure. And I know that probably didn't answer Mr. William's question.

Mr. McCraw – So come January possibly have a re-look at the rates.

Mr. Meredith – Yeah, that's totally up to the Board. Any other new business?

Mr. Jessup – I got something. Dana, I'll need to talk to you probably about this. All County buildings, does everyone pay a water bill? Does this building pay a water bill?

Mrs. Phillips – To the Town. I assume this building would pay their bill to the Town.

Mr. Jessup – Carroll House. They pay a water bill? Farmers Market?

Mrs. Phillips - Yes, on Farmers Market. They do. There's not a County building that does not pay. Rescue Squads and everything.

Mr. Jessup – Okay down at the Fire Department we've been paying \$6. What's that for?

Mrs. Phillips – We don't bill you all, so I don't know.

Mrs. Frost – Is that the one on Coulson Church?

Mr. Jessup – Right down here. One that hadn't had no water nowhere.

Mrs. Frost – I don't know, what's the address?

Mr. Jessup – 115 Fulcher Street. And I got one for Hanger Road for \$18

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Mrs. Frost – Hangar Road is at the Airport

Mr. Winesett – That’s where your substation is Gary.

Mrs. Phillips- I don’t know what this one is. We’ll have to look it up.

Mr. Jessup – I think that meter is on fire line over there.

Mrs. Phillips – Now, this does not have a service address and it’s not in the book the Fire Department down there would be in. We’ll find out.

Mr. Jessup – Okay the one on Hangar Road is inside the building so how are they reading it?

Mrs. Phillips – The meter’s inside the building? We do have radio reads through there.

Mr. Jessup – Well, it’s on the fire line too. We load trucks inside the building. With this cold weather we always load them inside.

Mrs. Phillips- All Airport is on radio read so it is possible it can be read without going in.

Mr. Jessup – Okay, now this one here needs to be changed cause I know lots of times 2 or 3 thousand gallons gets dumped in trucks when they come in.

Mrs. Phillips – So you are saying the water that goes in the trucks we don’t need to be charging for?

Mr. Jessup – That’s right. That’s fire water. Some way they need to be separated.

Mr. Meredith – Does it not have potable and non-potable water? I mean the fire line, is there only one line coming into the building?

Mr. Jessup – Yeah

Mr. Meredith- That shouldn’t happen.

Mr. Jessup – I know. That’s all I got.

Mrs. Phillips – Have you had large ones, water bills out there?

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Mr. Jessup – Nope

Mrs. Phillips – How much usage did you have this time?

Mr. Jessup – I don't know. It was \$18

Mrs. Phillips – But how much usage, if it was \$18 it had to be under 1,000 gallons.

Mr. Winesett – Yeah if it was \$18 you were running below the minimum.

Mrs. Phillips – It says 100 gallons.

Mr. Jessup – Well that's fine but ain't but one line coming in the building. And most the time we load in Hillsville. They can load over there.

Mr. Meredith – If that's the case they need to be separated anyhow. You need to have a separate line for your potable water than the fire line. That would be a contamination problem. So, I don't know who did the install, who plumbed your building. You got a backflow?

Mr. Jessup – Doubt it. I haven't looked but I doubt it. We probably have a pressure valve. They just brought it to me and said, "find out what's going on here".

Mr. Meredith – Okay, anyone else?

Mrs. Phillips – We will find out what that one is. The reason I can tell it's not down there is because it doesn't have the beginning account number it would have if it was in that book for where the firehouse is now.

Mr. Jessup – But the firehouse down there only has one line too.

Mr. Meredith – Where does the water go that goes to the kitchen?

Mr. Jessup – Same line. Right now, it's going to Town but still same line.

Mr. Meredith – So is the Town charging you for water?

Mr. Jessup – Nope. Never have.

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Mr. Meredith – I wonder if they meter it.

Mr. Jessup – I don't think. I know it's not in the ground cause that's all been dug up.

Mr. Winesett – There's probably not a meter there.

Mrs. Phillips – I know we're not sending them a bill for there.

Mr. Winesett – Yeah, there's not a meter there.

Mr. Jessup – That's two firehouses we got that have County water cause the one in Dugspur is on a well.

Mr. Meredith – Okay, I'm sure they'll get you an answer.

Project Up-Dates

Firehouse

We went there last week, Scotty and the crew did. They couldn't work since it's so wet there. I think we're gonna have to have a good ground freezing before we can get in there. They dug a couple of ditch lines to try to let some of that water drain off of that area where they're trying to work. Hopefully if we can get a good freeze we can get in there and get it connected and get it done and get in business for water on the County side. So, then we can send them a bill.

Cana Well Improvements Project

The Lane Group is still working on the filtration system for well #8

PSA Update:

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,

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Woodlawn, Gladeville/Cranberry, Hillsville and Loves. All of this is operated and maintained with a staff of 10 people.

- Total of 68 work orders in November (check pressure, check for leak, turn-off, turn-on, etc)
- Construction items completed –
 - Nov. 1 Sylvatus Hwy leak
 - Nov. 4 Trout Branch meter
 - Nov. 5 Creekview meter (Bore)
 - Nov. 6 Coulson Church (620) meter (Bore)
 - Nov. 7 Russell's Garage leak/Wolf Glade Sewer
 - Nov. 11 Holiday
 - Nov. 12 Sick day
 - Nov. 13 Work orders/markings
 - Nov. 14 Work orders/markings/reading meters
 - Nov. 15 Work orders/markings/reading meters
 - Nov. 18 Pump Stations/Sewer Connection cored manhole Airport Road/Sewer backup (Jetted out) Hospice at Exit # 14
 - Nov. 19 Set meter Airport Road (Bore) marking workorders
 - Nov. 20 Re-reads/workorders/pump stations
 - Nov. 21 Set 2 water meters (1 bore) Twin Forks
 - Nov. 22 Off
 - Nov. 25 Tap manhole Airport Road
 - Nov. 27 Pulled Pleasantview Pump #2
 - Nov. 29 Had power issue at Cranberry Pump Station/AEP repaired
 - Miss Utility Markings (2 emergency, 40 water and 16 sewer tickets)
- Maintenance items completed-
 - Regular sewer pump station, weekly maintenance. Completed quarterly generator exercises. Replace booster pump at Cliffview Tank Pump Station. Replaced EQ basin pump at Loves WWTP. Replumbed blower piping in effluent basin at Loves WWTP. Installed weather proof electrical outlet for heat source at Woodlawn Well #2. Replaced ceiling mounted heater in Spring Willow Pump Station. Work orders turn offs and re-reads.

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- Operations items completed-
 - Routine water flushing
 - Daily – sewer plant at Loves, check chemicals in water systems, wells, tanks, sewer pump stations, customer service, etc.
 - Tank wash-out for Expansion Drive and Tower Road
- Office items completed-
 - Daily-customer service, deposits, review of payments, bills, invoices, scan checks, balance bank statements, close-out, etc.
 - Monthly-meter reading (office staff and field staff), print bills, print late-bills, prepare cut-off list, close-out, balance bank statements, etc.
 - Rate study-continue
 - Researching new cloud-based billing software

Mrs. Phillips – Any questions?

Mr. Jessup – On the Mount Airy line, does it got a flow meter on it?

Mrs. Phillips – Yes.

Mr. Jessup – One way or two way?

Mrs. Phillips – One way as far as I know.

Mr. Jessup – You need to look at that then. Cause it'd be no different than hooking to Wythe County. You know if they have a big fire up on their end it's gonna draw also.

Mrs. Phillips – Okay, we'll check on that.

Mr. Jessup – Somebody told me it had a check valve in it but it don't have no check valve. So, we're giving water away somewhere.

Mrs. Phillips – Anyone else?

Mr. Meredith – Thank you Dana

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Mrs. Phillips – Thank you.

Old Business

Dr. Littrell – Where are we on the refinancing?

Mr. Meredith – I spoke with Dana and Mr. Dalton is with us now. I don't know that they've had a chance to explore that, is that correct?

Mr. Dalton – I have not, I apologize.

Mr. Meredith – I spoke with Dana earlier today and at this point there's no movement on the refinancing. Hopefully as Mr. Dalton and Mrs. Phillips get a chance, they can work through that and get something to the Board.

Closed Meeting

(ORDER)

AUTHORITY MEMBER'S TIME

Mr. Jessup – I have nothing at this time.

Mr. McCraw – I don't have anything.

Mr. Winesett – I don't either.

Dr. Littrell – I don't have anything other than to wish everyone a Merry Christmas and a happy New Year.

Mrs. Dalton – I told you last month I was gonna have a speech written and I do have because things don't always come out like you want them to whenever you're just speaking off the cuff. I have served on the PSA Board for 11 years. I want to say thank you to Wes Hurst for his confidence in me by appointing me to the Board on January 2009 through December 2011. I also thank Bob Martin for appointing me again for two full year terms from January 2012 through this December 2019. Over this time several water and sewer systems have been designed and constructed and now are in operation. It was very rewarding to

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see the residents of the community unite and work together along with the PSA and County to make each of these water and sewer projects a success. Turning on the tap and having clean, clear drinking water is something most of us take for granted but those that have had no water or unclean water know what the value of this is. For the first nine years, this job of being a PSA Board member was very rewarding. I felt a sense of accomplishment, each and every time we met. Did we all get along? No. But we respected one another and, in the end, made the best decision possible for the County. I wish I could say the same for the last couple of years but unfortunately it has been very difficult to even want to come to these meetings. With the exception of a few of my fellow Board members, others want to tear the PSA and each other down. It is very disheartening to know that no other projects will happen in the near future and that if a community comes in and needs water and/or sewer that the PSA will have to turn them away. Many hours and meetings were spent with members of our PSA Board, the staff, and the City of Mount Airy, NC working out a good deal to get water to the citizens of Cana that needs and wants water. All of this time was wasted because the project has been stopped indefinitely. I can only hope that the future Board will work better together. As a citizen of this county we need the Boards to communicate and work together. I do want to thank Keith for an outstanding job as Chair during this most difficult year. He's very professional and he works very hard in making sure that the best decisions are made for Carroll County. I also want to thank our staff for all their hard work, even through these difficult times. This is my last meeting as a PSA Board member, and I would like to wish each of you the best in your future endeavors. Thank you.

Mr. Meredith – Thank you. And thank you for your kind words. I know it's a thankless job, but you've served the PSA Authority well and we appreciate that. One thing, a small order of business, as a result of our closed session. There's some discussion regarding an agreement more information going to BRCEDA and I would like to ask Dana and her staff to compose a letter to BRCEDA to discuss availability of the water at Wildwood and what's available today versus what was available I guess some 4 years ago. So that they would be put on notice of what's there now. So, if you can draft that I'd be happy to sign it. Just trying to get some facts in line with what they're advertising. Also, I guess, Jeanette, this is probably my last meeting as well. I want to thank Robbie for appointing me. My term is up at the end of the month and so I won't be accepting the position so I do want to thank everyone, the staff, the fellow Board members. It has been a difficult year dealing with some of the things we've had to deal with, and I know going forward there will be other challenges and I'm sure that you folks will handle those well. So, with that I wish everyone a happy and healthy holiday season and safe travels if you're on the road and with that we'll accept a motion to dismiss.

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(ORDER)

ADJOURNMENT

The Authority does hereby adjourn until the next regularly scheduled meeting on January 13, 2020 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