

AT A MEETING OF THE ROCKBRIDGE COUNTY PUBLIC SERVICE AUTHORITY  
HELD ON TUESDAY, JUNE 16, 2020, AT 5:00 P.M. IN THE COUNTY ADMINISTRATIVE  
EXTENSION OFFICE MEETING ROOM

PRESENT: MEMBERS: GRIGG MULLEN, , RICK MAST, DAVID  
RENALDS, AND DAVID HINTY  
EXECUTIVE DIRECTOR: MELISSA ALEXANDER  
ABSENT: JAY MELVIN

Chair Mullen introduced the first order of business, which was the Public Hearing on Rates, Fees and Charges for fiscal year 2021. With no comments from the public, the Chair closed the public hearing.

Chair Mullen introduced the next order of business, which was the review of the minutes from the May 12, 2020, meeting. With no comments, Mr. Hinty made a motion, seconded by Mr. Mast to approve the minutes, as presented. The vote was unanimous.

The next item of Business was the review of the bills for June. Mrs. Alexander presented the updated bills list to account for bills received since the original list was sent, a copy of which was provided to each member and made available to the public. Mrs. Alexander explained that the bills list was larger than normal due to the Rt. 60 project construction and the Raphine/Fairfield Debt Service Payment. Mrs. Tomlin, Business Manager, gave additional detail on the Raphine/Fairfield payment process and outstanding balance. On motion of Mr. Renalds, seconded by Mr. Hinty, the board unanimously approved the payments shown on the revised bills list for \$582,642.63, Rural Development 16" Transmission Main Loan payment of \$6,410.00, Rural Development Long Hollow Loan payment of \$2,224.00, and the refund of customer deposits in the amount of \$3,614.27.

Chair Mullen then moved to the monthly financial reports. The board had no comments on the financial reports presented.

Chair Mullen asked Mrs. Alexander to give the Director's Report. She began by updating the board on the Devil's Backbone stormwater issue. Staff billed using last year's amount for the time period that stormwater was being dumped directly into the sewer without being metered. Mrs. Alexander included a note that stated it could be adjusted if the PSA was provided sufficient documentation to support a lower flow. Devils Backbone chose to pay the full amount. The next bill will be issued in July. The PSA will pay the MSA for the stormwater in July with the other quarterly bills.

The next Directors Report item was regarding a customer complaint about the bill format. She was unhappy that the bi-monthly account charge was lumped in with the usage cost. These charges being lumped together is currently our largest complaint regarding bills. If a customer divides the charge by the usage, it will produce a different cost per thousand gallons each time that the usage is different. This causes confusion and calls inquiring if our rates have increased. Staff contacted the billing software company to determine a cost to reformat that portion of the bill. The billing company was able to quickly add the additional lines at no cost. Beginning next month, the bills will have the water and sewer bi-monthly charges broken out.

The next item was the Rt. 251 tank. The contractor is securing the sky lift rental and performing repairs to his backhoe. Mr. Black met with him and he plans on using our existing easement to access the tank site. Mr. Black will meet with the landowners to update them on the status of the project.

Mrs. Alexander presented the next item in the Director's Report which was an update on the operations regarding COVID-19. The county administration building is now open to the public. Signage has been placed at the entrances instructing our customers to use the center stairs. A clear vinyl barrier has been installed over the customer service counter. An old computer has been repurposed for use on the counter. This will limit customers needing to enter the individual offices. All Rockbridge County staff are wearing masks in the public spaces in the building, and hand sanitizer has been provided to each desk and has been placed in multiple places in the hallway of the building. The cleaning company is now coming during the day to wipe down the high touch surfaces.

The final Directors Report item was the status of the penalty and disconnect moratorium. The State Corporation Commission has recently extended the moratorium until August 31<sup>st</sup>, 2020. The moratorium does not apply to the PSA but the board has chosen to follow suit. Mrs. Alexander contacted surrounding utilities to inquire how they currently are handling penalties and disconnections. She found that most of the smaller utilities are assessing penalties but not disconnects and that the larger utilities are not assessing penalties or disconnections. She stated that the current moratorium the board set is to expire on June 31<sup>st</sup>. On motion of Mr. Renalds, seconded by Mr. Hinty, the board unanimously voted to extend the moratorium on only the disconnections until August 31<sup>st</sup>. She also told the board that staff has been investigating how to implement payment plans in the billing software to assist customers who have gotten behind.

Mrs. Alexander stated that she will have staff reach out to customers with more than one unpaid bill to alert them that penalties will begin in July and to offer a payment plan.

Chair Mullen moved to the first item of Unfinished Business, the Rt. 60 Sewer Project. Mrs. Alexander began with an update on the construction progress. The pressure reducing valve on Flower Lane has been installed and put into use. Maintenance staff assisted with setting the pressure. Both 6" wet taps were performed and the water service to the garage has been installed. The master meter has been installed, the line flushed and is in service. There will be test drilling of the water line alignment to determine if and where any blasting will be necessary. The change order #1 was included in the board packet. It includes the change in pipe material, eliminating the 340' of 6" water line, adding the 6" water meter, and the savings from the alignment change. Overall, it is a deduction from the contract price of \$117,263.05. On motion of Mr. Hinty, seconded by Mr. Renalds, the board unanimously voted to approve Change Order #1, as presented.

The final item of Unfinished Business was the Long Hollow Progress. Staff is working on the information needed regarding the mini-excavator and service truck. Mrs. Alexander shared with Mr. Renalds and Mr. Hinty the details of the mini-excavator models being investigated. The dealerships will be bringing one to the shop that staff can try out. The service truck cannot be procured through the state procurement site. Mrs. Alexander has asked Rural Development if we can use a contract from another locality if it has the appropriate language making it sharable to other localities.

The first item of New Business was the proposed rates, fees and charges for fiscal year 2021. On motion of Mr. Hinty, seconded by Mr. Mast, the board unanimously voted to approve the rates as advertised in the resolution.

The next item of New Business, Adopt Budget for Fiscal Year 2021. On motion of Mr. Hinty, seconded by Mr. Mast, the board unanimously voted to approve the budget as presented.

The next item was a new laptop policy. The policy covers the existing and new laptops in employee possession. On motion of Mr. Renalds, seconded by Mr. Hinty, the board unanimously voted to approve the Laptop policy as presented.

The final item of New Business was an added item, write-offs. The write-offs for fiscal year 2020 are mostly due to customers not paying for pool fillings, final bills and foreclosures. The total is \$2,404.00, which broken out is \$2,168.79 for water and \$235.21 for sewer. On motion of Mr. Mast, seconded by Mr. Renalds, the board unanimously voted to approve the

write-offs in the amounts presented. Mrs. Alexander added that staff is working with the County Fire Chief to set up the Fire Departments to pay for the pool fillings instead of the PSA billing the individual having the pool filled.

Chair Mullen asked for Public Comments. Citizens were giving the opportunity to send their comments by email or in person and none were received.

Chair Mullen then asked for Board Member comments and none were received.

With no further matters, the meeting was adjourned until Tuesday, July 14, 2020, at 5:00 p.m., subject to the call of the Chair.

Respectfully submitted,

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Secretary

Approved by \_\_\_\_\_  
Chair