

**Albemarle County Service Authority Board of Directors**

1           The Board of Directors of the Albemarle County Service Authority  
2 (ACSA) met virtually in a regular session on July 21, 2022, at 9:00 a.m.  
3 through Zoom. Mr. Roberts joined the virtual meeting at the Administration  
4 and Operations Center at 168 Spotnap Road in Charlottesville, Virginia.

5           **Members Present:** Mr. Richard Armstrong; Mr. Nathan Moore; Mr. John  
6 Parcels; Mr. Clarence Roberts, Chair; Mr. Charles Tolbert, Vice-Chair.

7           **Members Absent:** Dr. Lizbeth Palmer.

8           **Staff Present:** Kenny Barrow, Jim Bowling, Daniel Fouch, Quin Lunsford,  
9 Jeremy Lynn, Michael Lynn, Alex Morrison, Gary O’Connell, Justin Ray,  
10 Jay Thomas, Justin Weiler, Deanna Davenport, Danielle Trent, April  
11 Walker, Theresa Whiting.

12           **Staff Absent:** Emily Roach.

13           **Public Present:** Mike Derdeyn, Flora Pettit PC.

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15           1.       Call to Order and Establish a Quorum – Statement of Board Chair

16           The Chair called the meeting to order, and a quorum was  
17 established. He then read the Board Chair statement declaring an  
18 electronic meeting (Attached as Page \_\_\_\_\_).

19  
20           2.       Service Recognitions – Mike Lynn, Kenny Barrow, Jay Thomas,  
21 Mark Clinedinst

22           Mr. Roberts stated that there are some rather extraordinary periods  
23 of service being recognized today. Mr. O’Connell stated that it was his  
24 great pleasure to introduce this item, and he would begin by presenting the  
25 service recognition for Michael Lynn, Director of Operations. He noted that  
26 there are 135 years of service amongst the four employees being  
27 recognized today.

28           Mr. O’Connell stated that Mr. Lynn is the epitome of a succeeding  
29 employee, having moved up at the ACSA to his current position, which he  
30 has held for the past decade. He stated that Mr. Lynn has brought a great  
31 deal of knowledge and experience to the job and is especially adept at

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1 preparing the organization for emergencies, including developing a detailed  
2 emergency plan. He stated that he wanted to extend his gratitude and  
3 congratulate Mr. Lynn on 45 years of service with the ACSA.

4 Quin Lunsford, Director of Finance, presented the next recognition  
5 for Kenny Barrow, Meter Operations Supervisor. He stated that Mr. Barrow  
6 arrived for his first day of work with the ACSA on July 6, 1982. He stated  
7 that as the Meter Operations Supervisor, Mr. Barrow leads the Meter  
8 Operations team to ensure accurate and timely meter readings are  
9 available for billing, and that the meter reading system is well-maintained.  
10 He mentioned that Mr. Barrow has led a number of technological initiatives  
11 over the course of his career. He noted that when Mr. Barrow began work  
12 in 1982, meter readings were manually recorded in a physical book and the  
13 consumption was hand-computed in the field. He mentioned that a major  
14 improvement to this process, that Mr. Barrow helped lead, was the  
15 deployment of a touch-read system, which eliminated the manual meter  
16 reading process.

17 Mr. Lunsford stated that Mr. Barrow has been an integral member  
18 of the AMI deployment and is the ACSA's expert on that technology. He  
19 stated that Mr. Barrow's contributions to this project cannot be overstated.  
20 He stated that Mr. Barrow has generously shared much of his 40 years of  
21 professional experiences with others throughout the organization, some of  
22 which were related to staying safe from snakes, spiders, dogs, and other  
23 animals that are occasionally encountered reading meters. He mentioned  
24 that the one piece of advice that sticks out above the rest is, when reading  
25 a meter, never turn your back on a ram. He noted that Mr. Barrow had an  
26 encounter with a ram a few years ago in which, luckily, he was not harmed.

27 Jeremy Lynn, Senior Civil Engineer, stated that he had the pleasure  
28 of presenting recognitions to two ACSA construction inspectors, the first  
29 being Jay Thomas. He stated that Mr. Thomas is a lifelong North Garden  
30 resident who enjoys working on his farm and spending time with his  
31 grandchildren. He stated that before Mr. Thomas began working in the

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1 ACSA's Maintenance department, he worked for a local contractor and  
2 builder. He mentioned that Mr. Thomas also worked as a hydrant/valve  
3 mechanic, before moving to the Engineering department to serve as a  
4 construction inspector. He stated that Mr. Thomas used his extensive  
5 building experience when he served as the inspector for the Glenmore  
6 Ground Storage Tank & Pump Station project. He noted that Mr. Thomas  
7 recently served as the inspector for the Key West Water Main Replacement  
8 Project, which included a directional drill under the Rivanna River. He  
9 added that later this summer, Mr. Thomas will serve as the ACSA inspector  
10 for the Jefferson Village Water Main Replacement project. He stated that  
11 Mr. Thomas is currently serving on the confined space rescue team, which  
12 works in conjunction with the ACSA's sewer flow modeling efforts.

13 Mr. Lynn stated that Mr. Thomas is one of the most conscientious  
14 workers he has worked with and is always willing to lend a helping hand.  
15 He stated that on behalf of the ACSA, the Engineering department, and  
16 himself, he wanted to express his sincere gratitude to Mr. Thomas for his  
17 25 years of service.

18 Mr. Lynn stated that the second individual, Mark Clinedinst, is not  
19 on the call today, but is also celebrating 25 years of service with the ACSA.  
20 He stated that Mr. Clinedinst is also a lifelong resident of Albemarle County  
21 and lives in Crozet. He stated that Mr. Clinedinst is also a lifelong member  
22 of the Crozet Volunteer Fire Department and enjoys working on trucks in  
23 his free time. He added that Mr. Clinedinst worked with SL Williamson  
24 before his employment at the ACSA.

25 Mr. Lynn stated that Mr. Clinedinst began his career with the ACSA  
26 in the Maintenance department, serving as a construction crew leader  
27 overseeing the construction of the Red Hill water distribution system. He  
28 stated that as an inspector, Mr. Clinedinst has been involved in the  
29 construction of the North Fork Regional Pump Station force main and  
30 gravity sewer, Crozet Phase 2 Water Main Replacement Project, and  
31 recently involved with the Oak Forest Pump Station Abandonment Project.

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1 He mentioned that Mr. Clinedinst also serves on the Cityworks guiding  
2 team that meets monthly to work through issues and improve the CMMS  
3 software. He added that Mr. Clinedinst is a problem solver, usually coming  
4 up with several solutions to handle challenges that arise. He stated that on  
5 behalf of himself, the ACSA, and the Engineering department, he wanted to  
6 thank Mr. Clinedinst for his 25 years of service.

7 ***Mr. Moore moved to approve the four recognition resolutions***  
8 ***as presented to the Board (Attached as Pages \_\_\_\_\_), seconded by***  
9 ***Mr. Tolbert. The Chair asked for a roll-call vote: Mr. Tolbert, aye; Mr.***  
10 ***Armstrong, Mr. Parcels, aye; Mr. Moore, aye; Mr. Roberts, aye.***

11  
12 3. Approve Minutes of June 8, 2022 & June 16, 2022

13 There were no corrections or additions to the minutes of June 8,  
14 2022 or June 16, 2022.

15 ***Mr. Moore moved to approve the minutes, seconded by Mr.***  
16 ***Tolbert. All members voted aye.***

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18 4. Matters from the Public

19 There were no matters from the public.

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21 5. Response to Public Comment

22 There was no response to public comment.

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24 6. Consent Agenda

25 ***a. Monthly Financial Reports*** – Mr. Parcels stated that he was glad to  
26 see the progress being made in the arrearages.

27 ***b. Monthly CIP*** –

28 ***c. Monthly Maintenance Update*** –

29 ***d. Rivanna Water and Sewer Authority (RWSA) Update*** – Mr. Parcels  
30 stated that he had a question about the Wholesale Metering

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1 Agreement with RWSA, with respect to the City of Charlottesville. He  
2 stated that he noticed for the month of May, RWSA shows a million  
3 more gallons of consumption for the ACSA, than what was reflected in  
4 the ACSA's monthly report. He stated that he assumes that as the area  
5 continues to grow, the ratio of what the City and ACSA pays will  
6 change, and he wonders how the ACSA will be affected by that change  
7 in ratio.

8 Mr. O'Connell stated that the Wholesale Metering Agreement was  
9 an effort to allocate the new Ragged Mountain Reservoir water. He  
10 stated that since the County was paying for the biggest portion of that  
11 cost and the future pipeline, there needed to be a mechanism in place  
12 to measure the water use and allocate cost accordingly. He stated that  
13 in the case of the City and County, the overall system has not grown  
14 as rapidly as the agreement anticipated.

15 Mr. Parcels stated that he was surprised how close the numbers  
16 are for the City and County, given that the County has Scottsville and  
17 Crozet as well. Mr. O'Connell stated that the agreement just includes  
18 the Urban system, thus Crozet and Scottsville would not be included in  
19 those numbers. He stated that the agreement looks at the water in the  
20 Ragged Mountain Reservoir, which only serves the Urban system.

21 Mr. Parcels stated that this was part of his confusion, as he thought  
22 the total in the ACSA monthly reports included Scottsville and Crozet.  
23 Mr. Lunsford stated that RWSA meters the water that they put into the  
24 system, but there are losses within the system. He stated that the  
25 numbers the ACSA reports reflect billed consumption, so there will  
26 always be some differences. He also noted that the ACSA's reading  
27 cycles do not mirror RWSA's reading cycles, which can account for  
28 differences as well.

29 Mr. Parcels asked if at some point in the future, there will be  
30 adjustments made for the growth, given that the debt from RWSA is  
31 proportional. Mr. O'Connell replied that the City has proportionally

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1 grown almost as much as the County, thus the percentages have not  
2 grown that much. He stated that the agreement, however, does  
3 provide for growth.

4 **e. ACSA Board Policy Future Issues Agenda 2022 –**

5 **f. Strategic Plan Update –**

6 **g. ACSA Rules and Regulations Update – Resolution to Amend**  
7 **Appendix C**

8 **h. Advanced Metering Infrastructure (AMI) Project Update –**

9 **Mr. Armstrong moved to approve the Consent Agenda,**  
10 **seconded by Mr. Tolbert. The Chair asked for a roll- call vote:**  
11 **Mr. Tolbert, aye; Mr. Armstrong, Mr. Parcels, aye; Mr. Moore, aye;**  
12 **Mr. Roberts, aye.**

13

14 7. Cityworks Demo – Service Requests, Work Orders, Inventory,  
15 Reporting

16 Mr. O’Connell stated that this presentation (Attached as  
17 Pages\_\_\_\_\_) is designed to give an overview of the ACSA’s new service  
18 request and work order system, Cityworks. He stated that Justin Ray, GIS  
19 Coordinator, will be giving the presentation.

20 Mr. Ray stated that he is the GIS/CMMS Coordinator at the ACSA  
21 and has been with the organization for 7 ½ years. He noted that CMMS is  
22 the Computerized Maintenance Management System, which is Cityworks.  
23 He stated that the ACSA has been in production with the bulk of the  
24 Cityworks implementation for what will be two years in October. He noted  
25 that the Customer Portal went live about four months ago, in March.

26 Mr. Ray stated that CMMSs, and specifically Cityworks, have five  
27 components which are inventory, work orders, service requests,  
28 inspections, and reporting. He noted that even though the number of  
29 templates for inspections is the lowest, they make up the bulk of the work  
30 activity in Cityworks.

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1           Mr. Ray stated that service requests are how a lot of the activity is  
2 initiated in Cityworks, by either an employee or customer. He stated that  
3 staff could be in the field and notice something like a broken meter box, or  
4 a customer could call in or use the customer portal. He mentioned that  
5 even though there have been a good number of service requests, it is still  
6 the least used work activity in Cityworks, which is a good thing. He noted  
7 that the most common service request types are water leaks, pressure or  
8 quality complaints, no water, and sewer backup.

9           Mr. Ray stated that the Customer Request Portal has seen 32  
10 requests as of this morning. He stated that the portal has been advertised  
11 on social media and the customer newsletter, and there has been an  
12 increase in use. He mentioned that of the 32 requests, 25 were requests to  
13 close or transfer an account.

14           Mr. Parcels asked if there is on-call staff to respond to customer  
15 portal requests that come through on the weekends and holidays. Mr. Ray  
16 responded that if customers pick up the phone and call in, there is an  
17 answering service that will send the call to the on-call employee. He stated  
18 that if the request comes through the customer portal, there are instructions  
19 directing the customer to call in if it is an emergency. He added, however,  
20 that even if the customer fills out the request through the portal, it will still  
21 go to the on-call employee as an email.

22           Mr. Parcels asked if texting would be an option. Mr. Ray replied  
23 that it is not something that has been considered, but he does not know if  
24 there is a good way to integrate that feature. He stated that it may be a  
25 question for the answering service. Mr. Lynn stated that the on-call  
26 employee does receive texts on the standby phone from the answering  
27 service.

28           Mr. Ray stated that in terms of inspections, there are an average of  
29 over 44 per day that come through Cityworks, which is probably more like  
30 50 if weekends and holidays are excluded. He stated that there are several  
31 staff members whose primary focus is conducting inspections. He

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1 mentioned that the most common types are valve inspections, hydrant  
2 inspections, manhole and CCTV inspections, pump station inspections,  
3 and monthly vehicle inspections.

4 Mr. Ray stated that he would now show the board a quick clip of  
5 Jimmy Dennis, Hydrant/Hydrant Valve Inspector, completing a hydrant and  
6 hydrant valve inspection in Cityworks. He stated that Mr. Dennis completes  
7 both inspections in just over a minute, which is pretty impressive. He noted  
8 that if there were any issues found during the inspection, it might take a bit  
9 longer to fill out more detail.

10 Mr. Ray stated that work orders are utilized when there is a  
11 problem or a task that needs to be done. He stated that some of the most  
12 common types of work orders involve tasks like raising or lowering meter  
13 boxes or setters or repairing fire hydrants and sewer manholes. He  
14 mentioned that when materials from the storeroom are used, they get  
15 applied to work orders which is how inventory transactions take place. He  
16 noted that work order tasks are more intense than inspection tasks, with  
17 the average duration of a work order task being 2.6 hours.

18 Mr. Ray stated that staff is able to dive deep into Cityworks and  
19 really use the data that is being collected. He stated, for example, they can  
20 see that a valve box repair takes about 4 hours average and costs about  
21 \$100 to repair. He stated that this helps with the decision-making process.

22 Mr. Ray stated that reporting is another big component of  
23 Cityworks. He stated that there are about 40 reporting templates currently,  
24 but reporting ideas are being generated all the time from a management  
25 perspective. He noted, however, that the reporting is not just for  
26 management. He stated that if someone needs to be charged for damage  
27 caused, a report will be generated. He mentioned that the report will pull  
28 information from the work order to create an invoice. He stated that there  
29 are various reports for the inventory system and a report for sewer  
30 overflows as well.

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1           Mr. Ray stated that Cityworks is not something that is static, thus  
2 there is always something in the pipeline. He stated that the ACSA has a  
3 group of staff members that meet every month to look at where the  
4 organization is in terms of Cityworks and where it wants to go, what needs  
5 to change, and different ideas in general. He noted that there is a CIP  
6 project coming up this year, Operational Insights, which is more focused on  
7 the asset management side of Cityworks. He stated that currently, the staff  
8 is collecting a lot of data, and Operational Insights will help to utilize that  
9 data to make important decisions. He stated that there is also the Utility  
10 Network Feasibility project, which is more of a GIS project, but heavily  
11 impacts Cityworks use. He noted that Respond is the new, upgraded office  
12 interface for Cityworks, which the ACSA will be rolling out soon. He added  
13 that RWSA is in the process of implementing Cityworks, and there are a  
14 few ACSA staff members that participate in meetings with them quarterly to  
15 share knowledge based on lessons learned.

16           Mr. O’Connell stated that he wanted to thank Mr. Ray for all the  
17 work he has done with Cityworks. He stated that it has been a long project  
18 and there is a continuing effort to train employees. He stated that Mr. Ray  
19 has really brought energy and leadership to the project. He mentioned that  
20 he also wanted to thank the entire IT department and a whole team of  
21 employees that are utilizing Cityworks in the field.

22  
23       8.     AMI (Advanced Metering Infrastructure) Project – Update and  
24 Video

25           Mr. O’Connell stated that as the ACSA is moving from one phase to  
26 the next with the AMI project, it seemed like a good time to give a more in-  
27 depth update than what is given in the monthly report. He stated that there  
28 is also an informational video for customers that will be shared with the  
29 Board, as well as some discussion about where the project is headed in the  
30 future.

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1           Quin Lunsford, Director of Finance, stated that the staff is excited to  
2 share that there are over 1,730 meters in the system that have been  
3 configured and are communicating back to the office daily. He stated that  
4 of those meters, all of the 1 ½ inch and 4-inch meters have been upgraded  
5 to communicate through the AMI system, which includes the ACSA's  
6 largest customers. He mentioned that all of the meters in Scottsville, as  
7 well as a large portion of meters in Crozet have been upgraded as well.

8           Mr. Lunsford stated that the ACSA staff is monitoring the AMI  
9 system daily and contacting customers that are flagged for continuous  
10 consumption. He stated that the continuous consumption alarms often  
11 indicate a leak or inadvertent water use, and there has been incredible  
12 feedback from the customer outreach regarding those alarms. He  
13 mentioned that most of the time, those alarms are caught between 24-48  
14 hours, and involve things like service line issues, flush valves failing at  
15 commercial facilities, or a hose bib that was left on. He added that these  
16 alarms are not only helpful for conservation, but they also help to prevent  
17 the customer having to go through the leak adjustment process or face  
18 financial hardship from astronomical bills.

19           Mr. Lunsford stated that the staff has roughly estimated about 1  
20 million gallons of water saved through this early detection process, the bulk  
21 of that being from one instance at an Albemarle County public school  
22 facility. He stated that a flush valve failed at one of the sports facilities that  
23 was not being used at the time. He mentioned that the water loss was  
24 about 2,000 gallons an hour, which could have been very wasteful if not  
25 caught early.

26           Mr. Lunsford stated that the hope is to begin the final phase of this  
27 project in early calendar year 2023. He stated that the contractor that is  
28 coordinating the implementation of the AMI meters is compiling meter  
29 shipments as they come in. He mentioned that the plan is to compile  
30 enough meters to deploy the meter installers once.

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1           Mr. Lunsford stated that the ACSA staff has worked hard over the  
2 last few years to ensure that customers have information pertinent to the  
3 AMI project. He stated that one of the ways the ACSA is getting information  
4 to customers is through a public service announcement video that was  
5 prepared earlier this year. He noted that the video is available on the  
6 ACSSA website and outlines the project and what customers can expect  
7 during deployment. He stated that once the final deployment begins and  
8 meters are being installed continuously throughout the community, there  
9 will be a more active push to advertise the video. He stated that he would  
10 now share the video with the Board and answer any questions they may  
11 have. He added that he did want to thank the staff that appeared in the  
12 video.

13           Mr. Tolbert asked if there was any idea as to when the entire  
14 system will be complete. Mr. Lunsford replied that it will depend on the  
15 meter shipment. He stated that if all 12,000 components were received at  
16 one time, the installers could devote a larger team to the project and  
17 complete the work more quickly. He stated that if the shipments are  
18 staggered, a smaller team may be deployed, and work would be done in  
19 smaller segments. He stated that he would estimate it taking about 6-12  
20 months once full deployment begins.

21           Mr. O'Connell asked Mr. Lunsford to talk about the status of the  
22 network and antennas. Mr. Lunsford replied that in 2019, the ACSA  
23 conducted an AMI Feasibility Study. He stated that through that study, the  
24 Radio Frequency (RF) engineers identified locations that needed base  
25 stations, which are essentially antennas. He stated that with the exception  
26 of one location, all of the large base stations have been installed and are  
27 communicating with the meters that are currently in the field. He noted that  
28 at the one outstanding base station, there was an issue with affixing the  
29 antenna to a structure based on rock that was encountered. He stated that  
30 this base station is a redundant station, thus the ACSA is evaluating if it is

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1 absolutely necessary. He added that there are also other options using  
2 smaller hardware, should there be issues with meters not communicating.

3 Mr. O’Connell stated that the staff has been very pleased with the  
4 initial rollout of this project. He stated that he wanted to thank Mr. Lunsford,  
5 Kenny Barrow, and the entire Customer Service department. Mr. Lunsford  
6 added that staff is excited about the system and recognize its potential to  
7 help serve customers.

8

9 9. Adjourn

10 ***There being no further business, Mr. Tolbert moved that the***  
11 ***meeting be adjourned, seconded by Mr. Parcels. All members voted***  
12 ***aye.***

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Gary B. O’Connell, Secretary-Treasurer