

**Albemarle County Service Authority Board of Directors**

1           The Board of Directors of the Albemarle County Service Authority  
2 (ACSA) met in a regular session on January 19, 2023, at 9:00 a.m. at the  
3 Administration and Operations Center at 168 Spotnap Road in  
4 Charlottesville, Virginia.

5           **Members Present:** Mr. Richard Armstrong; Mr. Nathan Moore (joined  
6 remotely from home due to temporary health issue); Dr. Lizbeth Palmer;  
7 Mr. John Parcels; Mr. Clarence Roberts, Chair; Mr. Charles Tolbert, Vice-  
8 Chair.

9           **Members Absent:** None.

10          **Staff Present:** Tim Brown, Mike Derdeyn, Brendan Ganz, Jeremy Lynn,  
11 Michael Lynn, Quin Lunsford, Alex Morrison, Gary O’Connell, Emily Roach,  
12 Danielle Trent, April Walker, Justin Weiler.

13          **Staff Absent:** None.

14          **Public Present:** James Bowling IV, Partner, St. John, Bowling, Lawrence  
15 & Quagliana, LLP.

16  
17          1.       Call to Order and Establish a Quorum – Statement of Board Chair

18               Mr. O’Connell called the meeting to order, and a quorum was  
19 established. He then read the opening Board Chair statement (Attached as  
20 Page \_\_\_\_\_). He stated that Nathan Moore is joining the meeting  
21 remotely from home due to a temporary medical condition and has notified  
22 the Board in advance. He noted that he would need a Board motion to  
23 allow Mr. Moore’s remote participation under the ACSA’s Remote  
24 Participation Policy.

25               ***Mr. Armstrong moved to allow Mr. Moore’s remote***  
26 ***participation in the January 19, 2023 Board meeting due to a***  
27 ***temporary medical condition, seconded by Mr. Parcels. Mr. O’Connell***  
28 ***asked for a voice vote. All members voted aye: Mr. Parcels, aye; Mr.***  
29 ***Tolbert, aye; Dr. Palmer, aye; Mr. Roberts, aye; Mr. Armstrong, aye;***  
30 ***Mr. Moore, aye.***

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1           2.       Election of Officers – Board Organizational Meeting

2                   Mr. O’Connell stated that he would now open the floor for  
3 nominations for the office of Chair.

4                   ***Mr. Tolbert nominated Mr. Armstrong, seconded by Dr. Palmer.***  
5 ***There being no further nominations, the floor was closed for***  
6 ***nominations. All members voted aye. Mr. Armstrong was elected as***  
7 ***Chair.***

8                   Mr. O’Connell turned the office of Chair to Mr. Armstrong. Mr.  
9 Armstrong thanked the Board and Mr. Roberts for all of the work he has  
10 done as Chair over the years.

11                  Mr. Armstrong stated that he would now open the floor for  
12 nominations for the office of Vice-Chair.

13                  ***Mr. Parcels nominated Mr. Tolbert for the office of Vice-Chair,***  
14 ***seconded by Mr. Roberts. There being no further nominations, the***  
15 ***floor was closed for nominations. All members voted aye. Mr. Tolbert***  
16 ***was re-elected as Vice-Chair.***

17                  Mr. Armstrong stated that the next nomination would be for the  
18 office of Secretary-Treasurer. He stated that this office has traditionally  
19 been filled by the ACSA’s Executive Director. He stated that the floor was  
20 now open for nominations for the office of Secretary-Treasurer.

21                  ***Mr. Tolbert nominated the Executive Director, Gary O’Connell,***  
22 ***for Secretary-Treasurer, seconded by Dr. Palmer. There being no***  
23 ***further nominations, the floor was closed for nominations. All***  
24 ***members voted aye. Mr. O’Connell was re-elected as Secretary-***  
25 ***Treasurer.***

26  
27           3.       Recognitions –Jim Bowling – ACSA Attorney Service Recognition/  
28 William Roach & Roland Bega- 2022 VRWA Expo

29                  Mr. Armstrong stated that the first recognition was for Mr. Bowling,  
30 who has been the ACSA’s attorney for 50 years. He then read the  
31 recognition resolution to the Board (Attached as Page \_\_\_\_\_).

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1           ***Mr. Parcels moved to approve the resolution as presented to***  
2 ***the Board, seconded by Dr. Palmer. The Chair asked for a roll-call***  
3 ***vote: Mr. Parcels, aye; Dr. Palmer, aye; Mr. Tolbert, aye; Mr. Roberts,***  
4 ***aye; Mr. Armstrong, aye; Mr. Moore, aye.***

5           Mr. Bowling stated that it has been a great honor and pleasure to  
6 work for the Albemarle County Service Authority. He stated that as the  
7 ACSA Board members and staff know, the ACSA's mission is simple,  
8 which is to keep costs low enough that customers can afford to turn their  
9 faucet on and have drinking water. He stated that this is not as easy as it  
10 sounds, but the ACSA has managed to do this over the years. He stated  
11 that the ACSA is in a business that can be political because it is a  
12 governmental entity, but the job is not really political. He noted that the job  
13 is to provide safe, clean water. He added that he has been impressed over  
14 the years with the ACSA's ability to resist the temptation to deviate from the  
15 effective strategy of everyone paying their fair share into the system.

16           Mr. Bowling stated that he has enjoyed the people the most,  
17 including all of the great employees and Board members that have served  
18 the citizens of Albemarle County. He stated that he wanted to thank the  
19 Board and staff for all of the courtesies they have shown him and for  
20 allowing him to give not only legal advice but counsel as well.

21  
22           Mr. O'Connell stated that the next recognition for William Roach  
23 and Roland Bega was mentioned last month, but he wanted to share the  
24 write up on their tapping contest win at the 2022 VRWA Expo that was  
25 published in VRWA's quarterly magazine, StreamLine. He stated that both  
26 Mr. Roach and Mr. Bega are supervisors in the ACSA's Maintenance  
27 department and are long-standing winners of this contest. Mike Lynn,  
28 Director of Operations, stated that they have been the winners for about 10  
29 years. He noted that they had one off year because they were not available  
30 to participate. He added that they typically also win the horseshoe and  
31 cornhole competitions as well. Mr. O'Connell stated that the two are

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1 experts at what they do, and he wanted to share this great accomplishment  
2 with the Board.

3 Mr. Armstrong stated that he noted Mr. Roach and Mr. Bega had a  
4 winning time of 2:04. Mr. Lynn stated that these two do not practice for the  
5 contest, nor do they do this type of work on a daily basis, which shows how  
6 good they are.

7  
8 4. Approve Minutes of December 15, 2022

9 Mr. Parcels stated that he had a couple of minor corrections, which  
10 he emailed to the Board clerk prior to the meeting. Dr. Palmer thanked Ms.  
11 Trent for getting the minutes to her early for review, as she had a hard time  
12 hearing at the last meeting. She stated that she would abstain from voting,  
13 since her remote participation last meeting was not formally approved by  
14 the Board at the start of the meeting.

15 ***Mr. Tolbert moved to approve the minutes as amended,***  
16 ***seconded by Mr. Parcels. All members voted aye. Dr. Palmer***  
17 ***abstained from voting.***

18  
19 4. Matters from the Public

20 There were no matters from the public.

21  
22 5. Response to Public Comment

23 There was no response to public comment.

24  
25 6. Consent Agenda

26 ***a. Monthly Financial Reports*** – Mr. Roberts stated that RWSA’s invoice  
27 on page 35 is \$1.9 million. He stated that it would be interesting to  
28 know the amount the ACSA paid to RWSA last year for comparison.  
29 Mr. Lunsford stated that he can add that information to the report.

30 ***b. Monthly CIP*** – Mr. Parcels stated that he had a question about the  
31 Crozet Phase 4 Water Main Replacement Project on pages 71-72. He

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1 noted that the memo noted one holdout on the require easements and  
2 possibly going through condemnation proceedings. He mentioned that  
3 he was curious as to what that means and the effect on the project.

4 Jeremy Lynn, Director of Engineering, stated that the ACSA is  
5 down to the last easement. He stated that the staff thinks construction  
6 can begin without it but, at some point during the project, they will need  
7 to eventually obtain that easement. He stated that if the ACSA is  
8 unable to reach an agreement with the property owner, the staff will  
9 come before the Board with a resolution to consider condemnation. He  
10 mentioned that the property owner would also be invited to that  
11 meeting and provided an opportunity to make their case. He noted that  
12 the ACSA has had minimal contact with the property owner recently  
13 and is still far from a financial compensation amount.

14 Mr. Parcels stated that his second question was about the Ragged  
15 Mountain Water Main Project on page 72. He stated that the issue is  
16 utilizing the Morey Creek Bridge in conjunction with the VDOT project  
17 to replace the bridge. He asked if VDOT does not replace the bridge,  
18 what will the ACSA do, and can the project proceed as if the bridge will  
19 ultimately be replaced.

20 Jeremy Lynn replied that moving forward without the bridge will  
21 significantly increase the cost of the project, and they would not be  
22 able to utilize the current design. He stated that the ACSA staff would  
23 have to obtain additional surveying information, additional permitting  
24 because the line would be crossing under the creek, and the timeline  
25 of the project would be significantly delayed. He stated that the last  
26 time he spoke with VDOT, they were going to revisit the bridge  
27 replacement in early 2023, so the ACSA's project is on hold until they  
28 hear back from VDOT. He added that ideally, VDOT will find funds ad a  
29 contractor to move forward with their bridge replacement project.

30 Mr. Parcels asked at what point the ACSA will have to commit to  
31 the project. Mr. Lynn replied that the ACSA staff will continue to

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1 evaluate whether it is important to replace the line sooner, or if they  
2 can wait longer and roll it in with VDOT's project. Mr. Parcels asked if  
3 there would be a flex-point the ACSA could build up to, until the bridge  
4 is replaced and then complete the rest. Mr. Lynn replied that the  
5 project is small, so it would be difficult to get a contractor to come in  
6 and do a portion of it, and then come back to complete it. He noted that  
7 it would not be as cost effective as completing the project all at once.

8 Mr. Parcels stated that his next question was about the Madison  
9 Park Pump Station Upgrade Project on page 79. He stated that this  
10 project was scheduled to begin construction in October 2022, but it is  
11 January 2023 and there has been no progress. He stated that he was  
12 also curious about the submittals ACI is working on and how they  
13 relate to the work.

14 Jeremy Lynn stated that the Notice to Proceed was issued in  
15 October 2022, which is why the construction start date is listed as  
16 such. He stated that no physical activity on the site is anticipated until  
17 the summer. He noted that there have been significant lead times on  
18 materials, so getting the submittals approved and orders placed is  
19 critical at this point.

20 Mr. Parcels stated that his last question was about the Lewis Hill-  
21 West Leigh Water Connection Project on page 80. He stated that the  
22 Lewis Hill HOA has refused to grant the necessary easement and  
23 asked what the next step is.

24 Jeremy Lynn stated that the ACSA staff is working with Mike  
25 Derdeyn, ACSA attorney. He stated that they have found a deed but  
26 there is no associated plat. He stated that the next step is to find out  
27 what rights the ACSA has to the existing deed and if it can be used to  
28 replace the existing line in the same location. He mentioned that the  
29 preference was to put the line in a different location, but it may have to  
30 go back in the same location.

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1 Mr. Parcels asked if the HOA understood and was ok with this  
2 second option. Mr. Lynn replied that the ACSA has not presented this  
3 option to the HOA yet because staff wanted to make sure this option  
4 was feasible first.

5 Mr. Tolbert asked what the security film is that is mentioned in the  
6 Risk Assessment Improvements Phase 1 Project update. Mr. Lynn  
7 replied that security film is a product that is put on a window or door to  
8 strengthen them.

9 ***c. CIP Project Close-Outs –***

10 ***d. Monthly Maintenance Update –***

11 ***e. Rivanna Water and Sewer Authority (RWSA) Update –***

12 ***f. ACSA Board Policy Future Issues Agenda 2022 –***

13 ***g. Advanced Metering Infrastructure (AMI) Project Update –***

14 ***h. Holiday Schedule for 2023 –***

15 ***i. ACSA Board Meeting Schedule for 2023 –***

16 ***Mr. Tolbert moved to approve the consent agenda, seconded by***  
17 ***Mr. Parcels. The Chair asked for a roll-call vote: Mr. Parcels, aye;***  
18 ***Dr. Palmer, aye; Mr. Tolbert, aye; Mr. Roberts, aye; Mr. Armstrong,***  
19 ***aye; Mr. Moore, aye.***

20  
21 **7. Operational Presentation – Lead and Copper Regulations and**  
22 **Inventory**

23 Mr. O’Connell stated that Tim Brown, Environmental Compliance  
24 Specialist, and Jeremy Lynn, Director of Engineering, would present this  
25 Power Point together (Attached as Pages\_\_\_\_\_). He stated they would  
26 walk the Board through the regulations and how the ACSA is responding to  
27 those. He mentioned that the ACSA has done great inventory work and is  
28 way ahead of any regulatory requirements.

29 Jeremy Lynn stated that Tim Brown has been with the ACSA since  
30 2009 and oversees the environmental group, which handles the water  
31 quality, FOG, backflow prevention, and cross-connection programs. He

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1 stated that Mr. Brown would begin the presentation by discussing the Lead  
2 and Copper Rule, including what it is, how it is changed over the years and,  
3 more specifically, the highlights from the revised Lead and Copper Rule  
4 and how they are impacting the ACSA. Mr. Lynn stated that he would then  
5 give an update on the efforts that the ACSA is currently undertaking and  
6 where the organization is headed in the next year or two to reach full  
7 compliance.

8 Tim Brown stated that he would attempt to bring the Board up to  
9 speed on revisions to the Lead and Copper Rule. He stated that the rule  
10 was established by the Environmental Protection Agency over 30 years  
11 ago. He mentioned that it is a significant regulatory approach, but also a  
12 unique one. He noted that although there were changes with the revisions,  
13 there are three unique aspects of the rule that have not changed. He stated  
14 that typically, the ACSA is responsible for delivering the cleanest and  
15 safest water to the meters of its customers. He noted that with the Lead  
16 and Copper Rule, however, the water purveyor has a responsibility for the  
17 water to each customer's tap.

18 Mr. Brown stated secondly, the testing program is one in which the  
19 customer collects the sample. He stated that the ACSA provides them with  
20 significant detail and instructions, but the staff has to rely on the customer  
21 to collect the sample in the manner prescribed. He stated that thirdly, when  
22 the Lead and Copper Rule was established in 1991, there were also action  
23 levels established for these two metals. He stated that for all other  
24 contaminants that are monitored, there is a maximum contaminant level  
25 (MCL). He noted that with lead and copper, there is no MCL but rather an  
26 action level. He stated the water purveyor is required to take action when  
27 more than 10% of the samples exceed a level of 15 parts per billion.

28 Mr. Brown stated that these significant revisions have been  
29 discussed since 2004, which speaks to how slow and complicated the  
30 federal regulatory process can be. He stated that the date for full  
31 implementation of all the various changes is the fall of 2024.



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1           Mr. Brown stated that the next slide shows six highlights from the  
2 Revised Lead and Copper Rule that he would discuss. He stated that  
3 Jeremy Lynn would touch on the first and most challenging revision, which  
4 is service line identification and inventory. He mentioned that if lead service  
5 lines are identified, there then needs to be a replacement plan. He stated  
6 that another revision to the rule is the increase focus on corrosion control  
7 treatment, and the ACSA has worked closely with RWSA in this area. He  
8 stated that there are also changes to how the samples are collected and  
9 the tiering, which determines which customers are asked for samples. He  
10 noted, for example, if there is a lead service line identified, that customer is  
11 not to collect the first draw from the tap after a period of non-use. He stated  
12 that for customers with lead service lines, they are to collect a fifth liter  
13 sample. He mentioned that he would also discuss the change in testing for  
14 school and childcare facilities, which is now mandated. He added that the  
15 last highlight he would touch on is the continued accountability, enhanced  
16 transparency, and education for customers.

17           Mr. Brown moved to the next slide outlining corrosion control  
18 treatment by RWSA. He stated that RWSA was very proactive in adjusting  
19 the corrosion control treatment that they have used at all of the water  
20 treatment plants for nearly 40 years. He noted that corrosion control by  
21 RWSA preceded the EPA Lead and Copper Rule established in 1991. He  
22 stated that with the approval of the Virginia Department of Health (VDH),  
23 RWSA began a two-tiered shift from the use of polyphosphate to  
24 orthophosphate at all of the plants. He mentioned that the latter is more  
25 effective for lead and copper.

26           Mr. Brown stated that the first year of the shift involved using a  
27 blended product of polyphosphate and orthophosphate. He stated that the  
28 second year, the full shift was made to an all-orthophosphate product. He  
29 mentioned that the Crozet system was the first to go through the two-year  
30 cycle, followed by Scottsville. He noted that the Urban system is about 1.5  
31 weeks away from completing the cycle as well. He added that there was a

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1 significant event around 2014-2015 that is not reflected in the timeline and  
2 that was the crisis in Flint, Michigan, which put the focus on the critical  
3 nature of these new regulations that are finally in place.

4 Mr. Brown stated that he would next discuss school and childcare  
5 facility testing. He stated that in the revised rule, there is a requirement that  
6 there be testing in at least 20% of the elementary schools and licensed  
7 childcare facilities annually. He mentioned that based on the revised rule's  
8 definition of elementary school, this would include Albemarle County  
9 middle schools as well. He noted that the mandate does not include high  
10 schools, but they can petition to be included in the testing.

11 Mr. Roberts asked if schools outside of the jurisdiction area would  
12 be tested, such as Broadus Wood Elementary. Mr. Brown replied that the  
13 ACSA's responsibility is to the schools that we provide water to. He  
14 mentioned that after the crisis in Flint, Albemarle County Public schools  
15 (ACPS) was extremely proactive in testing all of their schools, including  
16 those on wells. He noted that there was only one issue found with a rarely  
17 used pot-scrubbing sink at one of the high schools. He stated that the sink  
18 was immediately removed, replaced, and retested.

19 Mr. Brown stated that with the childcare facilities, the testing can be  
20 done by the ACSA or the customer, if they are comfortable with following  
21 the sample collection guidelines. Mr. Parcels asked if the testing is at the  
22 cost of the ACSA. Mr. Brown replied yes. Mr. Parcels asked if it is also the  
23 ACSA's responsibility to perform the testing for anyone and send the  
24 samples off to the lab. Mr. Brown replied yes. He stated that the ACSA  
25 makes use of the state labs in downtown Richmond, VA. He mentioned  
26 that because samples have to be collected after a non-use period which is  
27 typically first thing in the morning, most residents do not want ACSA staff  
28 showing up that early to collect them.

29 Mr. Tolbert asked if a customer has a lead service line, who pays to  
30 have it replaced. Mr. Brown stated that Mr. Lynn would cover that in the  
31 next half of the presentation. He noted that there are an estimated 6-10

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1 million lead service lines in the country, with 400,000 alone in Chicago. He  
2 stated that our area is in a fortunate situation, in part because of the  
3 newness of the construction. He mentioned, however, that even the  
4 customers who had lines installed as far back as the 1960s when the lead  
5 content of the solder was higher showed no detectable lead in their water.

6 Mr. Tolbert mentioned the required annual testing at the schools.  
7 He asked if the lead is caused by the pipes, why does there need to be  
8 testing every year. Mr. Brown replied that the testing is required annually at  
9 20% of the schools. He stated that within five years, all schools will have  
10 been tested at the elementary level, which includes middle schools in  
11 Albemarle County. He stated that at the end of the five years, the testing is  
12 not to continue unless there is another revision that extends the testing.

13 Mr. Tolbert stated that the rule is for lead and copper, and he has  
14 heard all about the dangers of lead. He stated that he has copper pipes in  
15 his house but has not heard anything about the dangers of copper. Mr.  
16 Brown replied that the strong focus of the Lead and Copper Rule from the  
17 beginning, and maybe even more so now, has been on lead as opposed to  
18 copper. He mentioned that with the revised rule, samples collected for  
19 copper testing are taken from the first liter, as opposed to the fifth liter for  
20 lead. He stated that the action level for lead is 15 parts per billion, but for  
21 copper it is much higher at 1.3 parts per million which is 1,300 parts per  
22 billion. He noted that in other words, there has to be an excessive amount  
23 of copper before there is a health concern. He added that this is largely  
24 why there is such a focus on lead.

25 Dr. Palmer stated that she had lead solder in her kitchen plumbing  
26 years ago. She stated that when she had it tested, the health department  
27 indicate that it was way over the action level. She asked if stores have  
28 stopped selling lead solder completely. Mr. Brown replied yes. He stated  
29 that it was first reduced in 1986 and most recently around 2015. He noted  
30 that anyone can safely use the solder that is manufactured today.

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1 Dr. Palmer asked if the Virginia Extension Service that performs  
2 well testing would have to do anything different because of the revisions.  
3 Mr. Brown replied that if anything, their testing may increase but they are  
4 not water purveyors like the ACSA. Dr. Palmer asked who was paying for  
5 the lead line replacement on private property. Mr. Brown replied that it is  
6 not a short answer. He stated that there is federal money available to assist  
7 with the replacements.

8 Mr. Lynn stated that next he would talk about the lead service line  
9 identification and inventory efforts, which is the bulk of what the ACSA has  
10 been focused on. He stated that the graphic on the next slide shows a  
11 typical set up at a customer's home. He stated that there is a water main in  
12 the street, an ACSA owned line between the main and the meter, which is  
13 essentially where the water shut-off valve is located. He stated that from  
14 the meter to the house is the customer's private service line.

15 Mr. Lynn stated that the ACSA as the water purveyor, has been  
16 tasked with establishing an inventory of the public and private lines. He  
17 stated that this will be a living document that will continue to be updated  
18 based on the findings in the field. He mentioned that the ACSA must  
19 include information on active and inactive services. He added that the EPA  
20 is also requiring any utility system with over 50,000 customers to make this  
21 information available online.

22 Mr. Lynn stated that on the public side, the ACSA has decided to  
23 identify the actual material of the pipe such as copper, plastic, or  
24 galvanized. He stated that because it is an asset owned by the ACSA, it is  
25 imperative that the staff know exactly what material the pipe is. He stated  
26 on the private side, however, the EPA has identified four classifications  
27 which are lead, galvanized requiring replacement, non-lead, or lead status  
28 unknown. He noted that the challenging part with lines where the lead  
29 status is unknown, the ACSA must assume they are lead until they  
30 determine it is not.

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1           Mr. Lynn stated that the ACSA has established a methodology on  
2 how to identify both the public and private side, which is outlined on the  
3 next slide. He stated that the bulk of the lines that have been identified to  
4 date, have been through age of construction. He mentioned that there was  
5 a federal lead ban on the public side that went into effect in 1986, therefore  
6 anything newer than around 1998 cannot be lead on the public side. He  
7 stated that on the private side, the Uniform Building Code of 1978 outlawed  
8 the use of lead, thus any lines newer than around 1979 on the private side  
9 would not contain lead.

10           Mr. Lynn stated that the ACSA staff has also began to look at water  
11 system records and as-built drawings on the public side. He stated that  
12 with new main installation, everything that is being installed is updated in  
13 the GIS system right away. He stated that with CIP projects such as  
14 Jefferson Village, the staff was able to physically see every private service  
15 line when they were connected from the new service back to the old line.  
16 He stated that the ACSA has not gotten as far as performing in-home  
17 inspections or excavation but may have to as the staff attempts to reach  
18 100% identification and inventory. He stated that with excavation, which is  
19 costly and time consuming, they would dig around the meter a few feet in  
20 either direction to see both the public side and the private side.

21           Mr. Lynn stated that the next slide shows an illustration of the  
22 dashboard the IT team created to track the progress. He stated that there  
23 is about 85% completion on both the public and private side. He noted that  
24 the grey areas are what the ACSA has not been able to determine so far.  
25 He stated that the same data is shown in the middle as a map, so it is easy  
26 to see areas of the system that the staff needs to focus on. He stated that  
27 the pie chart on the right shows where the data came from, with the biggest  
28 portion being identified through age of construction. He noted that the  
29 important part is that to date, there has been nothing identified that would  
30 be categorized as lead.

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1 Dr. Palmer stated that she remembers being told a long time ago  
2 that the raw water line from Sugar Hollow to Ragged Mountain has lead  
3 joints. She asked if this is taken out during the water treatment process. Mr.  
4 Lynn replied yes. He noted that the good thing about those packings is that  
5 they are on the outside of the pipe, so it is not in contact with the water  
6 itself.

7 Mr. Lynn stated that in terms of next steps, the ACSA has been in  
8 touch with its liaison, Lindsay Snoddy with ACPS and will be moving  
9 forward with testing at the schools. He noted that most schools do not want  
10 to be in year four or five of testing, so it is likely that all of the testing will  
11 occur in the first year. He mentioned that the ACSA has not reached out to  
12 the licensed childcare facilities yet, as it needs to determine a  
13 communication and testing plan before starting the process. He added that  
14 the ACSA will also continue its service line identification and inventory  
15 efforts.

16 Mr. Roberts asked if it was the health department's responsibility to  
17 conduct testing and then file with the Department of Education to license  
18 private or public schools. Mr. Lynn replied that the ACSA will probably be  
19 working directly with the schools and childcare facilities, getting the results  
20 from the state lab, and sharing that information with the schools and the  
21 VDH.

22  
23 9. ACSA 2022 Annual Report- Power Point Presentation

24 Mr. O'Connell stated that this presentation (Attached as  
25 Pages\_\_\_\_\_) would take a look back over the past year. He stated that it  
26 was an amazing year, given that COVID was still in our midst. He  
27 mentioned that all of the strategic goals were met, and customers were still  
28 provided with a high level of service. He stated that it was a sudden  
29 challenge to the ACSA workplace and continued to be. He noted that Emily  
30 Roach, in particular, dealt with all types of employee issues and every

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1 department head dealt with scheduling issues and various changes that  
2 occurred.

3 Mr. O’Connell stated that the next slide entitled “The Year That  
4 Was” shows highlights of the past year from a Board perspective. He  
5 stated that there were many months spent on the budget and rates, and  
6 there was a formal rate study that helped structure the budget process. He  
7 mentioned that there were a number of issues centered around  
8 disconnections and changes occurring due to the pandemic. He stated that  
9 there were contractor issues and mediations that took a lot of staff and  
10 Board time. He stated that the ACSA reviewed its investment policies and  
11 there were a couple of bigger agreements around the Urban water system  
12 cost allocation, as well as a couple of line transfers that occurred with  
13 RWSA. He added that the ACSA also transitioned back from virtual to in-  
14 person Board meetings. He stated that there was a lot of effort from the IT  
15 staff to make that shift.

16 Mr. O’Connell moved to the next slide which outlined all of the  
17 background and operational presentations given to the Board over the past  
18 year. He stated that the staff has attempted to give the Board an  
19 awareness of operational things happening day-to-day. He mentioned that  
20 the presentations cover a variety of topics, and he enjoys having different  
21 staff members present every month.

22 Mr. O’Connell stated that the next slide shows the ACSA  
23 Leadership Team that makes things happen. He stated that it has change a  
24 bit and will probably change more over the next few years. He stated that  
25 the following slide shows a picture of the ACSA staff that includes Mr.  
26 Roberts and a few retirees. He stated that the employees are the heart and  
27 soul of the ACSA, and their work is greatly appreciated. He stated that the  
28 recent customer survey results, illustrated in the next couple of slides,  
29 show that customers appreciate their hard work as well.

30 Mr. O’Connell stated that 85% of customers that took the survey  
31 are satisfied overall with the ACSA and rate the ease of doing business

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1 with the ACSA as easy. He stated that the consulting firm that the ACSA  
2 worked with on the survey said that 85% is one of the higher percentages  
3 that they have seen.

4 Dr. Palmer asked how many customers answered the survey. Mr.  
5 O'Connell replied that he believes there were 700 customers that  
6 responded. Mr. Parcels stated that in 2019, 1,200 people responded to the  
7 survey and the satisfaction rate was much higher at around 95%. Mr.  
8 O'Connell stated that the last survey was done by the ACSA alone, and  
9 neutral responses were added in the total. He stated with this recent  
10 survey, the ACSA used a group of consultants that conduct these surveys  
11 nationally. He noted that the consultants recommended removing the  
12 neutral responses from the total, as some customers that respond with  
13 neutral could still have a negative opinion.

14 Mr. O'Connell stated that the next slide shows a bar graph of  
15 customer responses to various statements. He stated that the one he  
16 thinks is the most significant is the response to the statement about the  
17 ACSA having reasonable prices. He mentioned that even though the ACSA  
18 does not hear from customers directly or at the budget and rates public  
19 hearings, 40% of the customers that responded to the survey have  
20 concerns over the rates. He noted that while this only represents 700 of the  
21 ACSA's 20,000 costumers, it is still a significant percentage. Dr. Palmer  
22 stated that she does not disagree, but people who answer surveys are  
23 frequently people who have an issue so there can be some bias in their  
24 responses.

25 Mr. O'Connell moved to the next slide which illustrated water quality  
26 satisfaction in the form of pie graphs. He stated that the ACSA prides itself  
27 on safe, clean, reliable water and most customers see that with the level of  
28 the water quality. He stated that the ACSA continues to have excellent  
29 results on all the testing that is done. He noted that there are 400,000 tests  
30 performed on the water every year.



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1           Mr. O’Connell stated that he would next go over some of the key  
2 accomplishments over the past year. He stated that one of the big Strategic  
3 Plan items was succession and preparing people for transitions. He stated  
4 that the following slide lists people that have made successful transitions,  
5 some of which are long-term employees that have done a lot of training to  
6 get ready. He noted that some of the employee training was delayed due to  
7 COVID. He mentioned that the UVA Darden School is a new training  
8 resource that many of the department heads have utilized. He stated that  
9 BizLibrary is a new training resource as well, which uses videos on a  
10 variety of topics from safety to leadership. He added that the staff would go  
11 into more detail on this topic next month.

12           Mr. O’Connell stated that there were significant advancements with  
13 AMI, even with the meter issue. He stated that CityWorks was a huge  
14 project that is continuing to be refined as the data is being used. He  
15 mentioned that the Compensation Study was a significant effort to keep the  
16 ACSA competitive with the market, which is a continuing struggle. He  
17 stated that the new MyWater branding will be seen more after the new AMI  
18 system is fully implemented. He noted that the Best Practices review was  
19 completed this past fall, and there were some recommendations that came  
20 out of that. He added that the IT staff has also done a number of things to  
21 improve the ACSA’s cybersecurity, and security in general.

22           Mr. O’Connell stated that another huge project for the ACSA, which  
23 was not foreseen with the last Strategic Plan, was the switch to a new  
24 financial system – Munis. He stated that this is the first year that budgets  
25 were developed using the system. He stated that he wanted to thank the  
26 Finance and Human Resources & Administration staff for all of their hard  
27 work on that project. He stated that Mike Lynn, Director of Operations, has  
28 worked hard to put emergency response plans in place. He noted that one  
29 item the ACSA spent a lot of time on over the past year is the customer  
30 arrearages and payment plans. He stated that the ACSA received federal  
31 grants to assist customers with their bills to avoid disconnection. He stated

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1 that the percentage of customers utilizing electronic payments hit 70%,  
2 which shows the ACSA's success in converting customers to more  
3 convenient payment methods.

4 Mr. O'Connell stated that the next few slides represented some of  
5 the bigger CIP projects from the last year. He stated that the first one was  
6 the Hessian Hills Water Main Replacement Project, which the staff spent a  
7 lot of time talking about due to contractor issues. He noted that it was one  
8 of the more difficult projects but in the end, it yielded a good product. He  
9 stated that the Oak Forest Pump Station Abandonment Project was a new  
10 type of project for the ACSA, not to mention a big one, but it was  
11 successful. He stated that the final one he wanted to mention, which is  
12 about to reach completion, is the Jefferson Village Water Main  
13 Replacement Project. He stated that this project has gone faster than  
14 expected and will most likely be completed ahead of schedule.

15 Mr. O'Connell stated that looking ahead at 2023, the ACSA is  
16 hopeful that AMI will get to the next phase. He stated that the budget  
17 process will begin in March, as well as discussions for the new Strategic  
18 Plan.

19 Mr. Parcels stated that in the Strategic Plan summary, there are a  
20 couple of red dots on page 9 of the list which, according to the legend,  
21 indicates that those items have not been started. He noted, however, the  
22 metrics next to them refer to items in the past tense, which does not make  
23 sense because the project has not been started. He stated that it is a minor  
24 matter of semantics, but the metrics might be better stated in the future  
25 tense.

26  
27 10. Strategic Plan 2020-2022 Final Update Report

28 Mr. O'Connell stated that the staff has provided the Board with  
29 quarterly updates on the Strategic Plan over the three-year period. He  
30 stated that the end of December, in essence, was the end of the current  
31 Strategic Plan, and this is the final update (Attached as Pages\_\_\_\_\_).

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1 He stated that the first slide outlines the ACSA's vision and values, which  
2 focus on safe, clean, reliable water and high-quality customer service. He  
3 stated that he thinks the feedback the ACSA receives from its customers  
4 reinforces that idea.

5 Mr. O'Connell stated that the second slide is an AMI graphic from  
6 the original Strategic Plan three years ago. He stated that there has been a  
7 tremendous amount of work done on this project, and all of the  
8 infrastructure is in place. He mentioned that the ACSA is now waiting on  
9 the meters. He noted that there has already been great success with the  
10 200 meters that are in the ground, from leak detection to water  
11 conservation.

12 Mr. O'Connell stated that CityWorks was another huge project,  
13 which was summarized on the next slide. He stated that it involved a huge  
14 number of employees and big transitions from doing things by hand to a  
15 sophisticated tracking system. He mentioned that there are lots of reports  
16 and information that the staff can utilize and is still learning about. He noted  
17 that he wanted to thank the CityWorks team, which was led by Justin Ray,  
18 GIS and CMMS Coordinator. He added that April Walker, Director of IT,  
19 Mike Lynn and his staff, as well as a number of other employees were  
20 heavily involved in the process as well.

21 Mr. O'Connell stated that he touched on most of the areas of focus  
22 listed in the next slide, including succession planning and best practices  
23 inclusion. He mentioned the Emergency Response Plan and that part of  
24 Mike Lynn's efforts over the next year will be to take this a step further and  
25 institutionalize it. He stated that improved data utilization will be an area of  
26 focus, as well as implementing recommendations from the IT Risk  
27 Assessment. He noted that the Facility Master Plan Project is underway,  
28 and the ACSA is currently going through the County planning process. He  
29 stated that the final area of focus is related to employee pay and ensuring  
30 that the ACSA stays competitive in the market, which will be a continuing  
31 effort.

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1 Mr. Parcels stated that with respect to the Emergency Response  
2 Planning, he noticed that there was mention of tabletop exercises and an  
3 effort to conduct one annually. He asked if the ACSA participated in one  
4 last year. Mr. O’Connell replied no. He stated that RWSA is planning a  
5 regional exercise around one of the dams, and the ACSA will try to  
6 incorporate its exercise in the midst of that bigger, regional exercise.

7  
8 11. **Imagine a Day Without Water Art Contest**

9 Mrs. Roach stated that this was the 8<sup>th</sup> annual Imagine a Day  
10 Without Water Art Contest that the ACSA has participated in, in conjunction  
11 with the City of Charlottesville and RWSA. She stated that students were  
12 asked to create artwork that displayed the theme of the “Value of Water.”  
13 She stated that she had a short video about the art contest and the winners  
14 that she would now share with the Board.

15 Dr. Palmer stated that she knows RWSA displays some of the  
16 artwork submissions at their offices in the hallway, and asked if the ACSA  
17 does the same thing. Mrs. Roach replied yes. She stated that the artwork is  
18 displayed in the lobby upstairs, and they are also utilized in various ACSA  
19 publications such as the budget and PAFR. Mr. Tolbert asked if the ACSA  
20 will be participating in this event again this year and if so, what the dates  
21 would be. Mrs. Roach replied yes and that it would be in the fall.

22  
23 12. **Items Not on the Agenda**

24 There were no items to discuss.

25  
26 13. **Adjourn**

27 ***There being no further business, Mr. Parcels moved that the***  
28 ***meeting be adjourned, seconded by Dr. Palmer. All members voted***  
29 ***aye.***

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Gary B. O'Connell, Secretary-Treasurer