

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 March 21, 2024, 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; Dr. Lizbeth Palmer; Mr. John
6 Parcels; Mr. Clarence Roberts; Ms. Kimberly Swanson; Mr. Charles Tolbert,
7 Vice-Chair.

8 **Members Absent:** None.

9 **Staff Present:** Tim Brown, Mike Derdeyn, Quin Lunsford, Jeremy Lynn, Alex
10 Morrison, Gary O’Connell, Emily Roach, Sabrina Seay, Danielle Trent, April
11 Walker (virtual).

12 **Staff Absent:** None.

13 **Public Present:** Alexandra Veatch, Letterpress Communications; Betsy
14 Nemeth, RWSA (virtual).

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

17 The Chair called the meeting to order. He then read the opening
18 Board Chair statement (Attached as Page _____), and a quorum was
19 established.

20
21 2. Approve Minutes of February 15, 2024

22 Mr. Armstrong stated that Mr. Parcels sent his suggested corrections
23 via email, in advance of the meeting. He asked if there were any other
24 corrections or additions to the minutes of February 15, 2024.

25 ***Mr. Tolbert moved to approve the minutes of February 15, 2024,***
26 ***as amended, seconded by Mr. Parcels. All members voted aye.***

27
28 3. Matters from the Public

29 There were no matters from the public.

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31 4. Response to Public Comment

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1 There was no response to public comment.

2

3 5. Consent Agenda

4 **A. *Monthly Financial Reports*** – Ms. Swanson referred to the oversizing
5 reimbursement payment on page 59, and asked for clarification on how
6 the oversizing program works. Mr. Lynn stated that when the engineers
7 are reviewing a set of private developer plans, they may identify where
8 it is necessary to oversize the pipe diameter. He stated that in this
9 particular case, the development needed an 8” diameter pipe but the
10 staff felt, given the area and possible future use, that it made sense to
11 install a 12” pipe. He mentioned that when oversizing, the ACSA will
12 enter into an agreement with the developer to install the larger pipe, and
13 the ACSA reimburses them for the difference in cost once the project is
14 complete. Ms. Swanson asked if the oversizing determination is made
15 based on projected growth or potential future build out of the area. Mr.
16 Lynn replied that it could be a combination of those things. He stated
17 that it could be future growth on other properties, or even improved
18 redundancy or reliability. Mr. Morrison added that in terms of this specific
19 oversizing situation, he reviewed the plans when he was still in the
20 Engineering department. He stated that the section of water main on
21 Hickory Street was just south of RWSA’s southern transmission main.
22 He stated that oversizing to a 12” pipe provided redundancy for a section
23 of RWSA’s main. He added that the ACSA also has a pump station that
24 is connected to a 12” main that was extended as part of this oversizing.

25 Ms. Swanson asked if the ArcGIS software renewal was a yearly
26 payment. Ms. Walker replied yes, it is an annual payment. Ms. Swanson
27 also asked about the payment to the Department of Health and what
28 services they provide for the ACSA. Mr. O’Connell replied that every
29 utility in the state has an annual permit payment. He stated that VDH
30 reviews almost everything, including construction specifications which
31 the ACSA was in the process of updating. Mr. Lynn added that VDH also

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1 reviews plans for pump stations and tanks, which the ACSA does not
2 have local review authority over. He noted that the VDH assisted with
3 the boil water notice in January and provided guidance. Mr. O’Connell
4 added that VDH, in essence, represents the federal government on
5 statewide issues such as PFAS, and set guidelines and regulations. He
6 noted that they are involved on the treatment side as well, reviewing
7 treatment plant submissions and any type of chemical changes made in
8 the treatment process.

9 Mr. Armstrong stated that he had a question about the Water and
10 Sewer Report on page 43. He stated that in looking at the billed
11 consumption for selected customers, it shows UVA at 1,899,182 gallons
12 which makes sense. He stated, however, Barracks West used 1,877,963
13 gallons. He mentioned that, in terms of scale, it seems like UVA would
14 a much higher consumption than an apartment complex. Mr. O’Connell
15 stated that UVA proper is a City customer because the piping network
16 connects to a meter that the City bills for. He stated that this consumption
17 in the report is basically the research park and commercial office space.
18 He noted that the big users will be apartment complexes.

19 **b. Monthly Capital Improvement Program (CIP) Report** – Ms. Swanson
20 asked if the ACSA is going to move forward with the Utility Network
21 software for the ACSA’s GIS, or if it was still being evaluated. Ms. Walker
22 replied that the staff has reviewed the Timmons Group’s
23 recommendations and, regardless of the future of the project, there were
24 some items identified that need to be fixed and data that needs to be
25 cleaned up. She stated that the staff decided to hold off on the project
26 for at least a year, while they work on cleaning up that data.

27 Ms. Swanson asked if the Energy Audit had been completed and if
28 there would be a report sometime in the future. Mr. Lynn replied that the
29 audit has been completed and the staff would be happy to share a copy
30 of the report with the Board.

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1 **c. CIP Authorizations** – Mr. Parcels asked, in reference to the On-Call
2 Water System, why the ACSA entered into a contract with Rocktown
3 Excavating at \$4.3 million when staff is requesting authorization for
4 \$200,000 annually. He stated that he assumes the goal is to encompass
5 all that could possible happen. Mr. Lynn replied that Mr. Parcels is
6 correct. He stated that the ACSA is trying to identify all the possible work
7 that may be performed under this contract, and unit prices were
8 established for all of that work. He stated that the staff does not have the
9 intention or capability of performing that amount of work. He mentioned
10 that it is a way to compare pricing and if there is a work order assigned
11 to the contractor, the price is already established. He noted that they did
12 something similar with the sanitary sewer projects which cost well into
13 the millions, but the staff targets \$500,000 annually for expenditures.

14 Ms. Swanson stated that she had a follow-up question about the On-
15 Call contract. She asked if it was more of a generic contract, rather than
16 being for a specific water line replacement project. Mr. Lynn replied yes.
17 He stated that there were no plans in the specification document that
18 was advertised, rather it was strictly unit prices and bid items. He stated
19 that the plan is that once the contract is place, similar to the sewer
20 contract, there would be a work order which would be a plan or GIS map
21 showing what is to be constructed. He added that the staff is planning to
22 give two of the CIP projects to Rocktown once the contract is in place.
23 He stated that the Huntington Village and Lewis Hill-West Leigh projects
24 are too small to advertise for a contractor to bid solely on them, and it
25 makes more sense to lump them into the one contract.

26 **d. Monthly Maintenance Update** – Mr. Parcels asked if the water main
27 leak mentioned on page 108 would account for loss of water. Mr.
28 Morrison replied yes, it would. He stated that this particular water main
29 leak was a low-flow rate leak that occurred. He stated that it was a
30 previous repair that was leaking around the connection point of the
31 coupling. Mr. Parcels asked over how long of a period was the water

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1 main leaking. Mr. Morrison replied that the ACSA staff responded the
2 same day the leak was reported, which was when the water began to
3 surface above the main. He stated that he does not imagine it was
4 leaking for that long.

5 Mr. Parcels asked in terms of the sewer CCTV footage, how many
6 miles of sewer there are to inspect and the timing for the overall
7 inspection. Mr. Morrison replied that he would have to verify the exact
8 number, but he believes it is in the upper 200s. He mentioned that the
9 staff takes the same approach to sewer main inspections as it does for
10 manhole inspections, which he explained in an email sent to the Board.
11 He stated that staff uses the CCTV to inspect new infrastructure as part
12 of the warranty process, and can target different areas based on
13 location, age, and historical issues to CCTV mains that have a high risk
14 of failure. He noted that they do not routinely CCTV every section of
15 sewer. Mr. Parcels stated that the last three months show a pretty good
16 inspection rate. He asked, if the staff can sustain 72 miles per year, what
17 Mr. Morrison expected the average would be. Mr. Morrison replied that
18 he would need to look at the data in Cityworks, before he started
19 trending it in the Board packet, to see if there is an average he can
20 discern from it. Mr. Lynn noted that there were 323 miles of sewer in the
21 FY 2024 budget.

22 Mr. Morrison stated that the ACSA has two CCTV vans conducting
23 these inspections. He noted that a few months ago, staff gave a
24 presentation to the Board on the ACSA's flushing program, in which they
25 talked about a Bluetooth camera head that was being used. He stated
26 that one of the benefits of this type of technology, is that it allows the
27 staff to continue to CCTV other parts of the system, as opposed to
28 pulling in a crew to CCTV a section of main after being flushed.

29 **e. Rivanna Water and Sewer Authority (RWSA) Monthly Update** – Ms.
30 Swanson asked if there was an expected completion date for RWSA's
31 proposed long-term financial analysis. Mr. O'Connell replied that the

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1 recommendation when the budget is presented, will be to include
2 funding to perform that analysis. He stated that there is typically a rate
3 study every 4-5 years, but the analysis will look longer term, particularly
4 at the impacts of RWSA's wholesale rates. He noted that the financial
5 analysis will be done in the fall and ready to present with the budget a
6 year from now. He added that there will be a lot of work done with
7 RWSA, but the intent is to look at it from an ACSA and customer
8 standpoint.

9 Dr. Palmer stated that she had a question about the Sugar Hollow
10 bladder issues and RWSA budget, that was not specifically mentioned
11 in the update memo. She stated that she went to both public meetings
12 RWSA held on the issue. She mentioned that there were 66 million
13 gallons of water dumped over the dam when the bladder failed. She
14 stated that RWSA has been doing a lot of work to ensure this does not
15 happen again, but the community realized that there is no notification
16 system in place when there is an emergency with the dam. She stated
17 that at the last meeting, RWSA said they would be performing a cost
18 analysis on the value of keeping the 66 million gallons in place behind
19 that bladder and if it is worth the risk to the community. She asked if
20 there is a timeline for that discussion and if Mr. O'Connell could keep the
21 ACSA Board informed as to when that discussion would take place.

22 Mr. O'Connell replied that the ACSA Board will be kept up to date on
23 the issue as RWSA reports the information. He stated that, from his
24 perspective, the implications are bigger than Sugar Hollow and the
25 lessons learned need to be applied to every one of the dams. He stated
26 that there is a regional warning call system that should be taken
27 advantage of. He stated that he does not think there will be huge costs,
28 and the issue at Sugar Hollow is less about money and more about the
29 water supply that would be lost without the bladder. Mr. Roberts asked
30 if the ACSA would incur the full cost. Mr. O'Connell replied that it would
31 be a shared cost as it is part of the Urban system.

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1 ***f. ACSA Board Policy Future Issues Agenda 2024 –***

2 ***g. Fix-a-Leak Conservation Event –***

3 ***Mr. Parcels moved to approve the consent agenda, seconded***
4 ***by Ms. Swanson. All members voted aye.***

5

6 6. Customer Communications Power Point – Letterpress

7 Mr. O’Connell stated that the ACSA decided a year ago to try a
8 different approach to communications and included funding in the budget to
9 do so. He stated that initially the thought was to create a position but after
10 Board discussions, it made more sense financially to hire a third party with
11 depth and multiple people. He stated that Letterpress will focus on all
12 aspects of customer communications from newsletters to social media
13 platforms.

14 Alex Veatch, Creative Director for Letterpress Communications,
15 came forward to address the Board. She stated that she would talk a bit
16 about Letterpress, followed by where the ACSA has been, where it is now,
17 and where it is going in terms of customer communications. She mentioned
18 that she would begin her presentation with a short video (Attached as
19 Pages_____).

20 Ms. Veatch stated that the first slide tells the Board a little about what
21 Letterpress does. She stated that Letterpress is a full-service advertising
22 agency, focusing on what they refer to as community-powered marketing.
23 She stated that the agency loves to work with people that want to harness
24 the power of their community and internal team. She mentioned that they are
25 more about teaching people to pitch, rather than setting up systems that
26 require a communicator. She noted that all of the work Letterpress is doing
27 for the ACSA is completely sustainable, and all of the design work is done in
28 Canva which can be handed over to be easily managed by multiple people
29 on the ACSA team.

30 Ms. Veatch moved to the next slide, showing a photo of the Letterpress
31 team. She stated that Letterpress is homebased out of Farmville, VA. She

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1 mentioned that she works out of the southwestern office in Marion, VA, with
2 a dedicated desk at the Staunton location. She noted that the team consists
3 of ten, full-time employees and they flex their creative capacity with
4 contractors, solopreneurs and other small businesses for high-end
5 videography and photography work. She added that everyone on the team
6 has not only industry experience but are also all creative implementors. She
7 stated that when a client gets an account executive at Letterpress, they also
8 get someone that can implement their creative. She added that they also
9 have an account coordinator on their team, Karen Keane, who has a heavy
10 hand in social media and copyright editing.

11 Ms. Veatch moved through the next couple of slides to discuss
12 Letterpress’s approach thus far, which she stated began with a
13 comprehensive communications audit that looked at all of the
14 communication channels that the ACSA utilizes. She stated that they
15 reviewed websites, social media, review sites, print publication, and
16 branding. She mentioned that they also helped to implement a PFAS
17 communications plan to help educate the public.

18 Ms. Veatch moved to the next slide outlining where the ACSA and
19 Letterpress are now in their communications work. She stated that from the
20 audit, the first piece that was implemented was a brand and messaging guide
21 for the ACSA, beyond the logo. She stated that they created a logo usage
22 guide to ensure colors are being matched correctly, which is helpful when
23 using third-party vendors. She mentioned that they also added some visual
24 elements in the guide, which talks about how to use photography and
25 videography to communicate visually. She stated that the messaging guide
26 includes a full list of all the channels the ACSA uses, key differentiators and
27 talking points about the organization’s services. She noted that they also
28 created target customer and stakeholder personas as well. She added that
29 the guide is a living document, so they will add to it as things change.

30 Ms. Veatch stated that the next slide shows an annual content roadmap.
31 She stated that Letterpress looked at everything that was being

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1 communicated throughout the year and then broke that down into a roadmap
2 to ensure content is being utilized across all channels all year long. She
3 mentioned that they also created content fillers, such as promotional,
4 educational, entertainment, and employee recruitment and retention items.

5 Ms. Veatch stated that finally, the last slide outlines where things are
6 headed. She stated that Letterpress will be providing ongoing
7 communications support and will continue to build templates in Canva that
8 can be utilized in the future. She stated that they will also be working on a
9 new customer/educational packet which will replace the current brochure.
10 She mentioned that they are also working on the ACSA's 60th anniversary
11 celebration throughout the year, while working on rate change messaging
12 and lead report messaging this fall.

13 Mr. Parcels asked how this all fits in the Customer Experience project.
14 Ms. Veatch replied that Letterpress has sat in on a few of those sessions.
15 She noted that she sat in on the website session, and the brand and
16 messaging guide Letterpress has created will be very helpful in that process.
17 She mentioned that the ACSA has also submitted an RFP for Letterpress to
18 work on the non-logged-in user side of the website. She noted that
19 Letterpress has been going through the current site map and making
20 recommendations, which will be provided in a proposal for additional
21 services.

22 Mr. Parcels asked what Letterpress has seen with the website that
23 perhaps are different from what the customer surveys have shown. Ms.
24 Veatch replied that she believes that the customer surveying that was
25 performed was very comprehensive, and everyone has defined the biggest
26 theme, which is flexible communications and options.

27 Ms. Swanson asked what Canva was. Ms. Veatch replied that Canva,
28 started by an Australian company, is a design platform that essentially is an
29 alternate to things like Adobe Publisher and really makes design accessible.
30 She stated that the platform has grown tremendously over the years, and
31 users can do everything like print graphics, digital graphics, video, and

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1 website mock-ups. She stated that users can collaborate and work with
2 others through the white board function, and they can also create teams to
3 work together on designs. She added that she encourages anyone who has
4 not tried Canva, to try it out. She noted that it is open to anyone and there
5 are free and paid accounts.

6 Mr. Parcels asked if the branding and messaging guide created in Canva
7 can be modified in the future as necessary. Ms. Veatch replied yes. She
8 stated that Canva keeps an original version in Letterpress' Canva, that can
9 be used in the ACSA's Canva as a template. Mr. Parcels asked if there will
10 be ACSA staff devoted to this. Mr. Lunsford replied that he does not know if
11 that has been decided yet, but there are multiple staff members that have
12 access to Canva and are familiar with it. Ms. Veatch added that Letterpress
13 also provides training on Canva as well.

14 Mr. O'Connell asked Ms. Veatch to talk about the way the ACSA has
15 done the CCRs in the past versus the way they are being done this year.
16 Ms. Veatch stated that the CCRs in the past did not start with Word
17 documents. She stated that now, each report has its own Word document
18 which will be copyedited, reviewed by the ACSA and Letterpress, and then
19 translated into a design in Canva. She noted that this will allow for better
20 looking graphics and tables and provides a template for future reports. Mr.
21 Parcels asked if this is to help better engage the public. Ms. Veatch replied
22 yes. She stated that the CCRs will go on social media, as well as in the
23 monthly bills. She added that in the months following, Letterpress will pull
24 key content out of the reports to remind customers that they are there. Mr.
25 Parcels stated that he is used to reading these types of reports, so he did
26 not personally see an issue. He stated that he thinks it is commendable that
27 Letterpress is redoing the reports to make them more valuable for customers
28 and the public.

29 Ms. Swanson stated that she recalls when the ACSA transitioned from
30 mailing the CCRs to making them available online, there were some
31 analytical tools available to measure engagement with those reports. She

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1 asked if there will be a way to measure public engagement with the reports,
2 moving into this new format. Ms. Veatch replied that they will be able to use
3 Google analytics and can work with Ms. Walker and her team to pull data
4 from last year and compare them to this year. She added that the reports will
5 be found in the same place, which will help to have an “apples to apples”
6 comparison to see if the communications that are being pushed out help to
7 increase engagement. She added that they can also add a trackable QR
8 code to the print ad to see how many people are scanning the code and
9 reading the information from the print ad as well.

10 Ms. Veatch stated that she would close with a task for the Board. She
11 stated that she would like the Board to like the ACSA’s Facebook page
12 and/or LinkedIn. She stated that Letterpress has been working hard to build
13 up the ACSA’s LinkedIn page. She mentioned that it is a great way to show
14 the quality of life as an ACSA employee, which helps with recruitment and
15 retention. She added that she would also like, share, or comment on an
16 ACSA social media post. Mr. Parcels asked if there is a way to do so without
17 going on Facebook. Ms. Veatch stated that he can visit the ACSA’s LinkedIn
18 page. Mr. O’Connell added that a person can Google the ACSA’s Facebook
19 page and look at it without signing in. Ms. Veatch stated that the goal is to
20 increase interaction because the more people engage with a page or post,
21 the higher up it goes in terms of being visible. Dr. Palmer stated that she
22 does not like Facebook either, but she does have an old Facebook page she
23 used for business. She stated that she will like posts that are related to the
24 ACSA, which can be done without being active on Facebook.

25 Ms. Swanson asked what it means when something is boosted on social
26 media. Ms. Veatch replied that organic engagement such as liking a post,
27 makes that post more active in the algorithm. She stated that it shows people
28 care about it, so other people should care about it as well. She stated that
29 boosting a post, or paying for advertising, will definitely increase visibility
30 because the site wants your money and will ensure the post is seen. She
31 mentioned that this was discussed as next steps, once the ACSA gets more

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1 content on its social media pages. Ms. Swanson stated that it would only be
2 the people that have liked the ACSA’s page that would see the boosted post.
3 Ms. Veatch stated that this was not necessarily true. Mr. O’Connell stated
4 that EPA Water liked the Fix-A-Leak post last night. He stated that he does
5 not know where EPA Water is, but posts go out all over the place. Ms. Veatch
6 added that if a post is paid for or boosted, the organization has the ability to
7 target an audience so the ACSA would specifically target this area. She
8 noted that in terms of overall customer communications, however, they also
9 want other people to see the posts. She stated, for example, there may be
10 someone who has an elderly parent that lives here, and they want to follow
11 what is happening with their water authority.

12
13 7. Proposed FY 2025 Capital Improvement Program (CIP)

14 Jeremy Lynn, Director of Engineering, stated that he wanted to
15 thank the Board for the opportunity to give a first glance at the Proposed FY
16 2025 CIP budget (Attached as Pages_____). He stated that this is a
17 challenging time of year for the engineering and maintenance staff that
18 comprise the CIP team. He stated that he wanted to give many thanks to
19 Justin Weiler, John Anderson, and Richard Nelson in the Engineering
20 department, and Alex Morrison, Roland Bega, Robert Lawson, and Billy
21 Defibaugh in the Maintenance department. He noted that this group meets
22 every two weeks and for the last two or three months, a lot of that time has
23 been focused toward developing the CIP. He added that it is also a balancing
24 act to figure out what they want to do, what they strive to do, and what they
25 can physically accomplish in a year.

26 Mr. Lynn stated that the first slide shows an outline of the
27 presentation. He noted that it is slightly different than in years past, and he
28 will explain why. He stated that currently, there are only three new projects
29 in the FY 2025 CIP budget, so he felt it was important to share some of the
30 construction activity that is anticipated in 2025. He mentioned that four

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1 projects make up 75% of the FY 2025 budget and they are all expected to
2 be under construction at some point.

3 Mr. Lynn stated that the next slide shows a high-level overview of the
4 FY 2025 CIP budget. He stated that it is \$12.1 million, and the pie chart
5 shows the split between water and sewer. He mentioned that this compares
6 to \$11 million in FY 2024's budget, which is about a 4.8% increase. He noted
7 that new projects only make up about 5% of the budget, or \$625,000. He
8 added that the next three slides will outline those new projects.

9 Mr. Lynn stated that the first new project is the Buckingham Circle
10 Sewer project. He stated that back in 2012, the ACSA attempted to construct
11 a sewer project when the water main replacement project was done. He
12 stated that there was an initial design, but there was not a lot of support from
13 the community, so the project was shelved. He mentioned that over the last
14 year or so, there began to be more community interest in connecting to public
15 sewer. He stated that the ACSA is about to perform another survey to gauge
16 and confirm community interest before they pursue the project again.

17 Mr. Lynn stated that this project would extend public sewer to about
18 50 homes that are currently on private septic systems. He stated that the
19 goal in 2025 would be to re-evaluate the previous design to see if it works,
20 and augment or redesign the project if necessary. He stated that if all goes
21 well, the ACSA will then start the easement acquisition process.

22 Mr. Parcels asked what the cost is to connect to public sewer and
23 what the level of community interest would need to be for the ACSA to
24 commit to the project. Mr. Lynn replied that connection fees for sewer are
25 about \$7,000-\$8,000, but the ACSA tells customers to expect about \$10,000
26 in total construction costs. He mentioned that the ACSA will give them a stub
27 out, but they will then have to hire a private contractor to extend a line from
28 that stub. He stated that in terms of the level of community interest, there is
29 no hard and fast number, but they would like to see above 50%. He noted
30 that there is an active member of the Buckingham Circle community that
31 indicated he believes there is that level of interest. Mr. Parcels asked if there

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1 was an HOA. Mr. Lynn replied that there is not an official HOA, but this
2 particular resident has been going door to door, speaking with his neighbors
3 and the ACSA will rely on him to garner the support needed to move this
4 project forward.

5 Mr. Parcels asked if there would be any type of environmental
6 persuasion. He stated that the ACSA probably has to get some type of
7 environmental permit to do the project, and asked if that could be a tool to
8 encourage customers to move from a private septic system to public sewer.
9 Mr. Lynn replied that there will be E&S permitting done, but there are not any
10 DEQ permits needed to complete the project. He stated that the challenge
11 is that customers do not want to spend \$10,000 to connect to sewer and
12 have a monthly sewer bill if there is nothing wrong with their septic system.
13 He noted, however, these projects do not happen overnight. He stated that
14 if the project starts today, construction will not happen for multiple years. He
15 stated that if a problem develops with a customer's septic system between
16 now and then, that puts them in a difficult situation, and they could possibly
17 have to purchase a new septic system that would cost much more than
18 \$10,000.

19 Dr. Palmer stated that, to her understanding, the homes in
20 Buckingham circle whose backyards empty into the wetlands area are the
21 ones whose septic systems have failed and there is nowhere else to put
22 them. She asked if there are more there that have failed. Mr. Lynn replied
23 that they do not know at this point, but part of the survey will be to ask if they
24 are having problems currently, have they invested in an alternative septic
25 system, and are they interested in connecting to public sewer given the
26 costs. He mentioned that there could be a way to construct part of the
27 project, but the ACSA has fallen into a bad habit of doing some of the sewer
28 projects piecemeal. He noted that there have been four phases of the
29 Northfields sewer project, and it is still not finished.

30 Dr. Palmer asked if there would be information given to the
31 homeowners on the life of a septic field or the issue of not having anywhere

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1 to put a new septic field if the current one fails. Mr. Lynn replied that he thinks
2 those are very good points to make in support of this type of project. He
3 mentioned that the lot sizes in this neighborhood are small, and they
4 probably do not have reserved drain field locations, and there is a certain life
5 to a drain field that should be conveyed as well. He stated that the staff would
6 probably start off with an introductory letter followed by a survey that would
7 be returned to the ACSA. Mr. Parcels asked if there was any guess as to
8 what the project would ultimately cost. Mr. Lynn replied that the overall
9 budget for the project is currently \$2.2 million.

10 Mr. Parcels asked if there was any chance the VDH would step in.
11 Mr. Lynn replied that the DEQ loves projects that get people off of private
12 drain fields, so the ACSA would most likely have their support, but he does
13 not know in what form. He stated that the ACSA did try, in 2012, to perform
14 a salary survey and it did not meet the threshold for a Community
15 Development Block Grant (CDBG).

16 Dr. Palmer asked if the wetlands property behind Buckingham Circle
17 belonged to UVA and if so, could the ACSA get them to do an investigation
18 of pollution or bacterial count in that area. Mr. Lynn replied that it is their
19 property, but he does not know if they can ask UVA to do that. He stated that
20 it might be something the StreamWatch organization can do as they have
21 sample locations throughout the community, but he does not know if they
22 sample in this area. Dr. Palmer replied that she is a part of StreamWatch,
23 and they do not sample in this area.

24 Ms. Swanson stated that when the City did the gas line installation in
25 her neighborhood, they decided to stub out the gas service for every property
26 even though there was only a handful of people that signed up for gas
27 service. She asked if this is how the ACSA is thinking about doing the sewer
28 installation. Mr. Lynn replied yes. He stated that they would put a stub out
29 on every lot and those that want to connect can do so at the time of
30 construction. He stated that it would then be there, almost as a lifeline, if
31 someone needs it in the future. Ms. Swanson added that the community

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1 needs affordable housing, and having the public sewer is a way to ensure a
2 home has another selling point.

3 Mr. Roberts stated that he recently had to go through the whole
4 process of connecting to public sewer and, in his opinion, it is cheaper to pay
5 the sewer connection fee than it is to install a new septic system. He added
6 that the same applies to water as well.

7 Mr. Lynn stated that the second new project is the Woodbrook
8 Drainage Basin Sanitary Sewer Evaluation Survey (SSES). He stated that
9 components of the survey include manhole inspections, flow metering,
10 smoke testing, and CCTV inspections, which are typically done by a
11 consultant. He stated that the goal is to identify any defects in the sewer
12 system, but also to identify sources of Inflow & Infiltration (I/I) that can be
13 corrected. He noted that I&I is problematic because it consumes capacity in
14 the sanitary sewer system, which could potentially prevent future
15 development. He stated that the Woodbrook drainage basin is comprised of
16 450 manholes and 75,000 linear feet of sewer. He added that the FY 2025
17 proposed budget for the project is \$400,000.

18 Mr. Parcels asked how it was determined that this area is ripe for
19 I&I. Mr. Lynn replied that part of this area is served by the Woodbrook sewer
20 pump station and there have been increased flows during rain events over
21 the last year or so. He stated that they know water is getting into this system
22 and they want to figure out where it is coming from and how to prevent it. He
23 stated that once the report is done and the ACSA has recommendations,
24 they would be given to the sewer contractor under a work order to complete
25 the necessary repairs.

26 Mr. Parcels asked if the inspections would go up the sewer laterals.
27 Mr. Lynn replied no and stated that this is the challenge with the ACSA's
28 system. He noted that the ACSA does not own any portion of the lateral. He
29 mentioned that the defects they find with the laterals are found when they do
30 smoke testing. He stated that sections of the sewer system are blocked off

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1 and a smoke machine is placed on the manhole, and they then try to identify
2 where the smoke is exiting the system.

3 Mr. Parcels stated that there also has to be proper timing of the
4 inspections during a rain event. Mr. Lynn stated that the flow metering stays
5 in place for an extended period of time, so there will be dry weather, but the
6 hope is to get a rain event to see an increase in flow levels. He stated that it
7 is important to perform manhole inspections in wet conditions so that the
8 ground water is at some level around the manhole to identify cracks or holes
9 in the manhole. He noted that the manhole inspections are done from the
10 surface using a pole camera.

11 Mr. Parcels asked if Mr. Lynn thinks all of the work can be done in
12 one year. Mr. Lynn replied that the staff believes it can. He mentioned that
13 they will not get to the rehabilitation part of the project in one year, but all of
14 the evaluations should be completed.

15 Dr. Palmer asked if there are still residential downspouts connected
16 and if they have seen any smoke coming out of them during smoke testing.
17 Mr. Lynn replied that he has not seen too many of them. He stated that what
18 they mostly see are cleanout caps that are broken off by lawnmowers leaving
19 an open hole, which the smoke will come out of. Dr. Palmer stated that they
20 would not be able to see anything if roots are intruding into the lateral. Mr.
21 Lynn stated that there was defective lateral under a deck in Camelot, which
22 was a challenging issue to resolve. He noted that there was a lot of smoke
23 coming out of that area, making it clear that there was an issue with the
24 lateral. Dr. Palmer asked if they could see homeowner's backyards and
25 under their decks. Mr. Lynn stated that the contractor walks along the
26 segment of pipe that they are smoke testing, looking along the surface to
27 identify any areas where they see smoke. He added that they only test a few
28 segments of sewer at a time.

29 Ms. Swanson asked if the ACSA is working with the County's
30 stormwater program to identify any issues they can rectify. She stated that
31 they have completed their pilot of identifying all their stormwater

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1 infrastructure within the Urban area and also identified some problems
2 during the Woodbrook Elementary School expansion. She stated that there
3 have been stormwater issues in that neighborhood for many years. Mr. Lynn
4 stated that they have not spoken with them, but it may be a good resource.

5 Mr. O'Connell asked Mr. Lynn to talk a bit about the comprehensive
6 sewer study that will take place next year. Mr. Lynn stated that RWSA has
7 permanent flow meters on their trunk systems, but they also have temporary
8 flow meters on branches. He stated that they perform an evaluation about
9 every five years and provide information to the City and ACSA on where the
10 heavier flows are coming from. He stated that it also lets the ACSA know of
11 areas they may need to target.

12 Mr. Lynn stated that the third new project is essentially two projects
13 combined. He stated that the facilities staff has identified two issues that they
14 would like resolved during FY 2025. He stated that the first is some
15 settlement in the front porch of the ACSA Operations Center building. He
16 stated that the ACSA has worked with a Geotech firm that has submitted a
17 proposal to install some helical piers to support the impacted area. He stated
18 that in addition to this, there is a desire to install some hard decking under
19 the truss system to create a more comfortable climate, particularly in the
20 winter. He noted that the FY 2025 budget for this project is \$50,000, which
21 would be split between water and sewer.

22 Mr. Lynn stated that he would now discuss the four big projects that
23 make up 77% of the proposed FY 2025 budget. He stated that the first is the
24 Crozet Phase 4 Water Main Replacement, which encompasses Crozet
25 Avenue, a lot of Route 250, and Hillsboro Lane. He stated that notice to
26 proceed was issued to the contractor today, and construction is anticipated
27 to begin next week. He stated that the FY 2025 budget for this project is
28 \$3,200,000, which brings the total budget to a little over \$7.3 million. Mr.
29 Parcels asked if there would be a lot of work at night to minimize traffic
30 disruption, similar to the project along Georgetown Road. Mr. Lynn replied
31 that they are still working through those logistics. He mentioned that VDOT

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1 has given daytime hours which are very short, especially because of the
2 school traffic. He stated that there is not a lot of production time, given the
3 time they need to set up for the work and break down after. He stated that
4 the contractor is contemplating whether it would be more advantageous to
5 do some of the work at night. He added that they are planning to begin on
6 Hillsboro Lane and work their way east, which will occur during the day. He
7 noted that nighttime work can be more productive, but it is very disruptive to
8 the homes nearby. He stated that even though there is a little more
9 separation between the homes and the road in this area than Georgetown
10 Road, but the sound of backup alarms could travel.

11 Dr. Palmer stated that she has been told backup alarms are
12 adjustable to the situation. Mr. Lynn stated that he did not realize this and
13 would talk to the contractors about it.

14 Mr. Lynn stated that the second water main replacement project they
15 hope to get underway is the Barracks West Water Main Replacement
16 project. He stated this project will replace cast iron and galvanized lines in
17 the apartment complex that date back to the original development in the
18 1960s. He stated that they are also looking to add some fire hydrants and
19 improve fire protection capabilities. He mentioned that there is just one
20 easement to obtain, which the ACSA is currently negotiating. He added that
21 the FY 2025 budget includes \$2.5 million for this project, with a total project
22 budget of \$3.4 million.

23 Mr. Lynn stated that the third project is the Briarwood Water Main
24 Replacement project. He stated that this project was originally scheduled for
25 the FY 2027 timeframe but has been expedited due to a few water main
26 breaks in the last six to nine months. He stated that the ACSA will need to
27 acquire four easements, and they are starting on that effort now. He
28 mentioned that the hope is to have construction underway before the end of
29 FY 2025. He added that there is a little over \$1.5 million in the FY 2025
30 budget for this project.

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1 Mr. Lynn stated that last, but not least, is the Avon Operations
2 Center. He stated that this is a strategic plan item for business resilience,
3 which also includes some additional storage space. He noted that there is
4 limited space at the Spotnap Road location, and the ACSA is also losing its
5 storage buildings at the Crozet filter plant in the next two years. He
6 mentioned that a training area for equipment operators is also incorporated
7 into the design. He noted that this will most likely be an 18–24-month project,
8 spanning across FY 2025 and FY 2026. He stated that the FY 2025 budget
9 includes \$2.1 million split between water and sewer. He added that bids open
10 next week, so they will have a better idea at the next Board meeting, of
11 whether that total budget number is good or not.

12 Mr. Parcels asked when the bid goes out for the project, is it
13 envisioned as only for FY 2025-26 and not the total \$12.9 million. Mr. Lynn
14 replied that the \$12.9 million is for design and construction. He stated that
15 the bid has gone out, and there was two month bid period because of the
16 size and complexity of the project. He noted that they would have a better
17 idea next Wednesday of how good that estimate is. Mr. Parcels asked if the
18 budget for FY 2025 is \$2.1 million, does that mean the budget for FY 2026
19 will be \$10 million. Mr. Lynn replied no and stated that a lot of that total
20 budget has been incorporated into previous CIP budgets. He noted that
21 almost \$9 million has been built into the budget, and \$2 million has been
22 forecasted for FY 2026.

23 Mr. Lynn stated that in terms of next steps, the staff is asking the
24 Board today to authorize advertisement for a public hearing of the FY 2025
25 CIP budget. He stated that at the next Board meeting in April, he will go
26 through all of the CIP projects, followed by the budget workshop in May and
27 public hearing for the overall budget and rates in June.

28 ***Dr. Palmer moved to authorize the advertisement for a Public***
29 ***Hearing to address the FY 2025 CIP at 9:00 am on Thursday, April 18,***
30 ***2024; seconded by Mr. Parcels. All members voted aye.***

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1 8. Items Not on the Agenda

2 Mr. O’Connell stated that next month, the ACSA would be presenting
3 the operating budget and rates. He noted that RWSA will be presenting their
4 operating budget to the RWSA Board next week, and the ACSA is looking at
5 nearly a 14% increase. He stated that the plan is to use rate stabilization
6 reserves to try and cushion the increase to ACSA customers.

7 Mr. O’Connell stated that the four-story backflow project has one
8 property left. He noted that this is a big deal, as this was a difficult project to
9 complete, and they hope to have it done next month. He stated that another
10 one to celebrate is the AMI project, which is rapidly moving along. He stated
11 that the thought is the meter and radio installation will be done by May, which
12 is a huge deal for the ACSA.

13 Mr. O’Connell stated that April 2nd is the ACSA’s 60th anniversary, so
14 there will probably be a small event next month. He stated that there will
15 probably be a soft celebration spread out over the year to keep reinforcing
16 that the organization is 60 years old.

17 Mr. O’Connell stated that the last item he wanted to mention is that
18 the water supply is still at 100%, with more rain coming. He stated that with
19 warm weather the demand starts to increase, but they are in a really good
20 place right now.

21

22 9. Executive Session – Personnel Matter

23 Ms. Trent read a Resolution to enter Executive Session
24 pursuant to Virginia Code §2.2-3711 A (1) to discuss a personnel matter
25 (Attached as Page_____).

26 ***Mr. Parcels moved to approve the Resolution as presented***
27 ***to the Board; seconded by Dr. Palmer. The Chair asked for a roll-call***
28 ***vote: Mr. Parcels, aye; Dr. Palmer, aye; Mr. Tolbert, aye; Mr. Armstrong,***
29 ***aye; Mr. Roberts, aye; Ms. Swanson, aye.***

30 The Board of Directors came back into regular session. Ms. Trent
31 read into record a Resolution stating that only matters so previously stated

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1 and exempted from open discussion in regular session were discussed in
2 Executive Session (Attached as Page _____).

3 ***Dr. Palmer moved to approve the Resolution as presented***
4 ***to the Board, seconded by Mr. Parcels. The Chair asked for a roll-***
5 ***call vote: Mr. Parcels, aye; Dr. Palmer, aye; Mr. Tolbert, aye; Mr.***
6 ***Roberts, aye; Mr. Armstrong, aye; Ms. Swanson, aye.***

7

8 10. Adjourn

9 ***There being no further business, Mr. Armstrong moved that the***
10 ***meeting be adjourned. All members voted aye.***

11

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Gary B. O'Connell, Secretary-Treasurer