

Albemarle County Service Authority Board of Directors

1 The Board of Directors of the Albemarle County Service Authority (ACSA)
2 met in a regular session on August 21, 2025, 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; Ms. Lizbeth Palmer; Mr. John
6 Parcels; Mr. Clarence Roberts; Ms. Kimberly Swanson.

7 **Members Absent:** Charles Tolbert.

8 **Staff Present:** Mike Derdeyn, Tanya Johnson, Quin Lunsford, Jeremy Lynn,
9 Alex Morrison, Emily Roach, Sabrina Seay, Danielle Trent, April Walker.

10 **Staff Absent:** None.

11 **Public Present:** David Mitchell, Great Eastern Management Co.

12
13 1. Call to Order and Establish a Quorum – Statement of Board Chair

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

17
18 2. Approve Minutes of July 17, 2025

19 There were no corrections to the minutes.

20 ***Ms. Swanson moved to approve the minutes of July 17, 2025;***
21 ***seconded by Ms. Palmer. All members voted aye.***

22
23 3. Matters from the Public & Response to Public Comment

24 David Mitchell with Great Eastern Management Co. came forward
25 to speak with the Board. He stated that he was back to discuss the meter
26 sizing issue he spoke about last month. He noted that Jeremy Lynn provided
27 him with a very comprehensive report that he prepared, which he
28 appreciated. He stated that he wanted to point out a few things, some of
29 what he has already mentioned.

30 Mr. Mitchell stated that more efficient fixtures were added and there
31 have never been any complaints from the tenants in the 20 years he has

August 21, 2025

Albemarle County Service Authority Board of Directors

1 been involved with this particular property, and he does not believe the
2 ACSA has had anyone complain about water pressure or lack of water
3 supply at the property either. He stated that he would like to see the
4 alternative language that is proposed in Mr. Lynn's report. He mentioned that
5 it essentially says that if you do not add fixtures, and certainly if you add
6 more efficient fixtures, there should not be a review of the meter size.

7 8 4. Response to Public Comment

9 Mr. Armstrong asked if the Board had any response to Mr. Mitchell's
10 comments. The Board concurred that they would wait to hear Mr. Lynn's
11 presentation on the matter before responding.

12 13 5. Consent Agenda

14 ***a. Monthly Financial Reports –***

15 ***b. Monthly Capital Improvement Program (CIP) Report –*** Mr. Parcels
16 stated that he had a question about the Crozet Phase 4 Water Replacement
17 update. He stated that it says VDOT has indicated that there is a small
18 punch list, and there was a note about a community meeting to identify a
19 punch list. He asked if there were two separate punch lists. Mr. Lynn replied
20 yes. He stated that there is one punch list from VDOT to have Valley
21 Contracting address some valve box issues in the roadway before the
22 VDOT permits are released. He mentioned that following a meeting with the
23 community, there were some issues raised with regard to their private
24 roads. He noted that the ACSA is comparing pre-construction video to post-
25 construction video and observations to see what needs to be addressed.

26 Mr. Parcels asked how this affects the project budget and timeline.
27 Mr. Lynn replied that they are still good on the timeline. He stated that they
28 feel that most, if not all, of the items on the punch list are warranty items
29 that are part of the contract.

30 Mr. Parcels stated that his next question was about the Ragged
31 Mountain Phase 1 Water Main Replacement on the next page. He stated

Albemarle County Service Authority Board of Directors

1 that there is still one easement remaining for the ACSA's portion of the
2 project and asked if there was any update. Mr. Lynn replied that Ms. Trent
3 accepted the easement in the office earlier this week. He stated that they
4 are getting the final plat, and it will be sent off for recordation.

5 Mr. Parcels stated that he recalled the ACSA planning to take
6 advantage of VDOT's bridge replacement project. Mr. Lynn stated that they
7 are going to put a casing pipe over the bridge to feed a water line through it
8 once it is time to make the interconnect. Mr. Parcels asked if this meant
9 that the ACSA could perform the work up to the point of the bridge. Mr. Lynn
10 replied that he is not sure of the timing of VDOT's project. He mentioned
11 that there are basically three projects at this point – the ACSA's, RWSA's,
12 and VDOT's, and this easement will help them better plan the sequence of
13 those projects. Mr. Parcels stated that the project update shows 90%
14 complete and asked if that was referring to the design. Mr. Lynn replied yes,
15 that was the design. He added that the project status would change to
16 construction once they are fully ready to begin construction.

17 Mr. Parcels moved to item #5 in the CIP update and asked what
18 the wrapping around the pipe in the picture was about. Mr. Lynn replied that
19 in some areas, the ACSA uses ductile iron pipe and there are areas where
20 the soil is corrosive. He mentioned that when they are aware of those areas,
21 they add poly-wrap to the pipe.

22 Mr. Parcels stated that with regard to the Airport Trunk Sewer
23 project on page 62, there are still four remaining easements to obtain. He
24 asked if the Drs. Weiss that joined the meeting virtually last month were one
25 of the four remaining. Mr. Lynn replied yes. He stated that the ACSA has
26 made good strides with Drs. Weiss, and they have agreed on a landscaping
27 plan with them. He stated that they are now working with their attorney to
28 reach a compensation amount and next steps, but they are one of the five
29 remaining easements. Mr. Parcels stated that they obviously still have a
30 ways to go before the anticipated construction start date. Mr. Lynn
31 concurred.

Albemarle County Service Authority Board of Directors

1 Mr. Parcels stated that his next question was about the FY 2025
2 Miscellaneous Sewer Rehabilitation project. He stated that they had
3 previously talked about putting up piers to support an aerial pipe and asked
4 if that was part of the miscellaneous rehab. Mr. Lynn stated that they do not
5 have an update for that portion, but that it is part of the miscellaneous sewer
6 rehab. Mr. Parcels asked if it would fit within the current budgeted amount.
7 Mr. Lynn replied that they will need to see what the recommendations are
8 and what other projected projects there are. He stated that they may have
9 to ask the Board for a little additional funding.

10 Mr. Parcels stated that his next question was about the ACSA
11 Operations Center Improvements project on page 86. He stated that there
12 was a note about resolution of the settlement issue, which has been an
13 ongoing problem. He asked if there was any progress on that or
14 adjustments being made to get a contractor in. Mr. Lynn replied that Alex
15 Morrison has been working on a memo to satisfy procurement, and they are
16 working with one contractor that is providing a price. He noted that they
17 hope to get it scheduled soon.

18 Ms. Swanson asked if there was any update on the Albemarle High
19 School Center II project and how the water line relocation went. Mr. Lynn
20 replied that the school-funded portion of the project has gone well. He stated
21 that they have connected at Hydraulic, came down the new access road
22 and made the tie-in. He mentioned that the ACSA-funded portion of the
23 project will probably occur later, in 2026. He stated that this is when they
24 will go beside the school towards the back of the gym.

c. Monthly Maintenance Update –

26 ***d. IT Monthly Update –*** Mr. Parcels stated that there is a sentence about
27 uncertainty regarding the implementation of the Utility Network and he was
28 curious about that phrasing. Ms. Walker replied that implementation will
29 depend on what CIS solution the ACSA chooses. She stated that some of
30 the Utility Network functionality may be included in the chosen system. She
31 stated that they are holding off until they see demonstrations of the various

Albemarle County Service Authority Board of Directors

1 CIS solutions before they decide the right approach to moving forward. Mr.
2 Parcels asked what the timeline for that would be. Ms. Walker replied that
3 demonstrations would begin in a few weeks.

4 Mr. Parcels stated that his next question was about the Facilities
5 Condition Assessment on page 101. He stated that the update says the staff
6 has received the results of the assessment and are currently reviewing
7 them. He asked if there was any overview Ms. Walker wanted to comment
8 on. Ms. Walker replied that there was a meeting this week to go over the
9 draft report. She stated that once they have a final report, the plan is to
10 share it with the Board. Mr. Parcels asked if they initially felt good about the
11 report or if there seemed to be any issues. Ms. Walker replied that initially,
12 they feel good about the report. She mentioned that there were some small
13 things like clarification on formatting and other edits they suggested for the
14 final report.

15 Mr. Parcels also asked about the security system upgrades with
16 regard to the pump stations. He noted that according to the update, the
17 demo of the access control system at one of the pump stations was doing
18 well. He asked if access control was different from SCADA. Ms. Walker
19 replied yes. She stated that SCADA monitors the pumps and internal
20 components of the pump station. She noted that access control refers to
21 how the staff enters the pump station. She mentioned that it has to do with
22 the physical security of the station, and it is working well. She added that
23 the goal was to move away from having to use a physical key, towards a
24 more managed solution like there is for the Operations Center.

25 ***e. IT On-Premises/Cloud Server Cost Comparison*** – Mr. Parcels stated
26 that he appreciates the cost comparison on the servers versus the cloud
27 services. He stated that it was well done.

28 ***f. Rivanna Water and Sewer Authority (RWSA) Monthly Update*** – Mr.
29 Parcels stated that in the Emergency Response Coordination Meeting
30 summary, it states that “a tabletop exercise was performed to simulate a
31 disaster that rendered all cell and LAN phones inoperable.” He asked what

Albemarle County Service Authority Board of Directors

1 the alternative would be if all communication is taken away. Mr. Morrison
2 replied that they utilize an 800mhz radio system that is administered by the
3 County. He noted that the ACSA, County of Albemarle, City of
4 Charlottesville, Fire and Rescue, and RWSA all use it. He stated that the
5 radio system would be the backup communication both internally and
6 externally with other entities. He stated that one of the takeaways from the
7 meeting was that they will be going back through their list of radios, who
8 they are deployed to, and the various models which have different channel
9 lineups. He mentioned that some communicate solely internally, while
10 others have additional channels that allow them to talk to other entities. He
11 stated that the goal is to come up with a written procedure, as well as
12 working with community partners regarding specific procedures they want
13 to see. He stated that he does not know the exact number, but he would
14 imagine they have about 35 radios on-hand, either in vehicles or assigned
15 to personnel.

16 Mr. Parcels stated that he is not very familiar with the range of some
17 of those radios, but the ones he used to use were fairly limited in range. Mr.
18 Morrison replied that the radios work in two different ways. He mentioned
19 that on some of the internal channels, it is point-to-point communication. He
20 stated that an example of that would be the flagger channels. He stated that
21 the other channels use repeaters around the County, which is the same
22 system that emergency operations use for the fire department and rescue
23 squads. Mr. Parcels asked if the ACSA would have to purchase many more
24 radios. Mr. Morrison replied that they are considering purchasing two or
25 three additional radios that have an increased number of channels for
26 communication with outside utilities. Mr. Parcels asked if the purchase
27 could be within the budget as it exists. Mr. Morrison replied yes. He noted
28 that they budget for radio purchases, battery replacements, as well as the
29 ACSA's portion of the cost for the 800mhz radio system infrastructure.

30 Ms. Palmer asked if the staff feels comfortable now that the City and
31 County emergency groups are communicating well and if their radios are in

Albemarle County Service Authority Board of Directors

1 good shape. Mr. Morrison replied that he is not able to answer that question,
2 but he can look into it. Ms. Palmer stated that she was just curious as to
3 whether they are doing the same thing. She stated that she knows they
4 have done some work over the years to fix some issues. Mr. Morrison
5 replied that he would say the indication they got from the individuals from
6 the City that were present is that there were no issues with their radios and
7 they utilize them heavily for a number of operations, probably beyond what
8 the ACSA uses them for.

9 Mr. Lunsford stated that Mr. Morrison coordinated a meeting with the
10 fire marshal and some of the ACSA staff a few weeks ago. He stated that
11 everything that he has seen has been positive, from a communication
12 perspective. He added that they are intent on keeping each other informed
13 and working closely together.

g. ACSA Board Policy Future Issues Agenda 2025

14 ***Mr. Parcels moved to approve the consent agenda, seconded***
15 ***by Ms. Palmer. All members voted aye.***
16

6. Commercial Meter Sizing Practices

17
18
19 Jeremy Lynn, Director of Engineering, came forward to address the
20 Board. He stated that he wanted to thank David Mitchell for joining the Board
21 meeting again this month. He stated that the situation with Mr. Mitchell has
22 provided the ACSA with a great opportunity to review its commercial meter
23 sizing practices and compare what the organization does with other utilities.
24 He stated that he wanted to walk the Board through a few sections of the
25 memo that he felt were important, beginning his presentation (Attached as
26 Pages_____) with a timeline of events that tells how they got to where
27 they are today.

28 Mr. Lynn stated that on May 16th, a building permit application was
29 received through the County's permitting process for Jim's Gym in the
30 Pantops Shopping Center. He stated that the ACSA requested fixture
31 counts, which is the normal practice when seeing internal renovations. He

Albemarle County Service Authority Board of Directors

1 stated that the request was made on May 19th. He noted that the applicant
2 submitted fixture counts for all of the spaces that the meter serves in the
3 shopping center on May 29th. He stated that after some internal
4 conversations and based on the information received, the ACSA notified the
5 applicant of the need to pay connection charges and increase the meter size
6 on June 11th. He mentioned that the fees were paid on June 23rd and, as the
7 Board saw from the memo, they were paid by Great Eastern Management
8 under protest. He added that last month at the July 17th Board meeting, Mr.
9 Mitchell came to speak to the Board. He stated that this is what prompted
10 this item being added to the agenda this month.

11 Mr. Lynn stated that in terms of meter sizing, the ACSA follows the
12 American Water Works Association (AWWA) guidelines. He stated that the
13 ACSA looks at all of the fixtures proposed in a commercial space with the
14 assumption that they will all be running at the same time, which would be the
15 maximum flow rate the meter would need to register accurately. He stated
16 that based on the fixture counts provided, it came out to 43 gallons per
17 minute. He noted that $\frac{3}{4}$ inch meters are designed to register flows up to 20
18 gallons per minute, while the 1-inch meter measures up to 50 gallons per
19 minute.

20 Mr. Lynn stated that the ACSA was curious as to what other utilities
21 were doing, so they researched Augusta Water, Chesterfield Utilities, City of
22 Charlottesville, Fairfax Water, Henrico Utilities, and Prince William Water.
23 He stated that the first three all do exactly what the ACSA does. He stated
24 that they base their meter size on fixture counts and utilize the building permit
25 process to review existing meters and make changes if warranted. He
26 mentioned that Henrico does something similar in that they use fixture
27 counts to determine meter size, however they have a grandfathering
28 component to their assessment. He stated that, for example, if a building
29 goes up in 1990 and changes are made in 2025, Henrico will allow the meter
30 size from 1990 to take precedent. He noted that the two entities that had
31 interesting practices were Fairfax Water and Prince William Water. He stated

Albemarle County Service Authority Board of Directors

1 that Fairfax allows the design engineer to choose the meter size. He stated
2 that they do have limitations on the size of the meter in relation to the pipe
3 running to the building. He stated that they also perform an annual review of
4 the customer's consumption to ensure it is aligned with the meter size.

5 Ms. Palmer asked how they conduct those annual reviews. Mr. Lynn
6 replied that they probably utilize data that comes through the billing system,
7 with dedicated staff performing annual assessments. He stated that it is a
8 big undertaking to do something like that.

9 Mr. Lynn stated that Prince William Water has a type of budget
10 system where they allocate a certain amount of water per month based on
11 equivalent residential units. He stated that they also perform an annual
12 review and if the customer cannot bring their consumption down to their
13 budgeted amount, they have to pay additional connection charges and make
14 changes to their meter size.

15 Ms. Palmer asked why a utility would take on that extra work. Mr.
16 Lynn replied that it may just be the way they have always done it. He stated
17 that perhaps it could be a way to squeeze capacity out of customers and get
18 excess capacity for future customers. He stated that it seemed to ACSA staff
19 to be a huge lift to perform those annual assessments, follow up with the
20 customer, make adjustments, and monitor if they are implementing
21 conservation measures.

22 Mr. Parcels asked when AWWA last reviewed their guidelines with
23 respect to fixtures and flow rates. Mr. Lynn replied that AWWA references
24 the International Plumbing Code, so he would have to look at when that code
25 was last updated. Ms. Palmer asked when did the ACSA adopt those
26 guidelines. Mr. Lynn stated that this change happened a couple of years ago.
27 He stated that the ACSA's practice has always been to review permits and
28 make modifications but the language in the Rules and Regulations was not
29 clear enough. Ms. Palmer asked how long the ACSA has followed the current
30 process. Mr. Lynn replied that it has been the same for at least his 20+ years
31 of being at the ACSA.

Albemarle County Service Authority Board of Directors

1 Mr. Parcels stated that, to Mr. Mitchell's point, conservation fixtures
2 and toilets are mandated to be a certain amount of gallons per flush. He
3 stated that the chart in the Board packet seems to be pretty high in terms of
4 how demand is assessed. He stated that he would think the International
5 Plumbing Code would be revised to reflect those conservation fixtures. Mr.
6 Lynn stated that he believes there are routine adjustments to the code, but
7 he does not know how often. He concurred that the method is very
8 conservative because it assumes that all fixtures are running simultaneously,
9 although this is probably more likely in a residential space than a commercial
10 one.

11 Mr. Parcels asked if fire protection is on a separate meter. Mr. Lynn
12 replied that the ACSA does not meter fire protection. He stated that fire
13 protection is a service that the ACSA provides free of charge.

14 Mr. Lynn stated that the last slide in his presentation outlines the
15 current language, as well as alternative language. He stated that the staff is
16 open to the alternative language. He stated that the staff feels the alternative
17 language, which includes the phrase "that increases overall water demand,"
18 would address Mr. Mitchell's concern in this situation and not have an effect
19 backwards or forwards. He noted that the situation that Mr. Mitchell is facing
20 is very unique in that this is the first time he has seen like being replaced
21 with like. He stated that in all other cases, it was clear that there were
22 additional fixtures.

23 Ms. Palmer asked if this would create an issue in the future with more
24 people falling in that grey area of adding a fixture, but it is more efficient. Mr.
25 Lynn replied that the way the alternative language is written, if there is any
26 increase in the water demand, they will have to pay additional connection
27 charges. Ms. Palmer asked what happens if the fixtures are more efficient.
28 Mr. Lynn replied that they have to go by the fixture counts and the units listed
29 in the International Plumbing Code. He stated that they are not
30 grandfathering anyone in. They look at the counts before and after
31 renovations, plug them into a spreadsheet and if there is an overall increase

Albemarle County Service Authority Board of Directors

1 in demand, they would pay additional connection charges. He noted that
2 they did this with Mr. Mitchell's case and found the number to be the same
3 before and after. He mentioned, however, that they found the flow to be at
4 43 gallons per minute which is why he had to pay additional connection
5 charges.

6 Ms. Palmer stated that the property has been rented without the
7 proper meter size for some time. Mr. Lynn replied that it is not the meter size
8 that the ACSA would require. Ms. Swanson asked how many meters does
9 the ACSA think may be out there that are not correctly sized. Mr. Lynn replied
10 that he does not want to speculate on a number, but he thinks there may be
11 a lot on the commercial side. He stated that based on the fixtures that are
12 currently behind the meter, there may be meters that are not properly sized.
13 He mentioned, however, the ACSA does not want to actively pursue those.
14 He stated that they are using the building permit process to review and make
15 changes if necessary.

16 Mr. Lynn stated that in this case, if the alternative language was
17 adopted, it would not trigger an upgrade because the overall water demand
18 was not increased. He stated that another situation could have been that he
19 was at 43 gallons per minute but reduced it to 40. He stated that, according
20 to the current language, he would have still been charged an increase
21 because he is outside of the current $\frac{3}{4}$ inch meter parameters.

22 Mr. Armstrong stated that it seems the current language serves a
23 purpose in that instead of going and seeking customers out, the ACSA
24 reviews those meter sizes when upgrades are made. He stated that for 20
25 years, the meter may have been undersized but now the ACSA has a chance
26 to review and require upgrades. He stated that it seems the alternative
27 language would encourage some gaming of the system. He stated that if a
28 customer knows they are undersized and have been for a while, they could
29 just keep the same number of fixtures as before when renovating and they
30 would not have to increase the meter size. Mr. Lynn replied that this could
31 be done, but it may or may not meet the needs of the proposed tenant.

Albemarle County Service Authority Board of Directors

1 Mr. Armstrong stated that they also have to look at when it is
2 determined that renovations increase the overall water demand. He stated
3 that the ACSA is only looking at what the standard is for the fixtures being
4 installed, not at the actual consumption down the road. Mr. Lynn concurred.
5 He stated that the ACSA is not looking at what they end up using versus
6 what they thought they would use.

7 Mr. Armstrong cited a gym shower, for example. He stated that
8 people may utilize the showers for longer periods of time than they normally
9 would because they are not paying for the water. He stated that it could
10 increase the water demand even though the fixtures do not increase the
11 demand by the standards the ACSA follows.

12 Ms. Palmer asked if the goal is to get everyone over time, to get in
13 line with the guidelines. Mr. Lynn replied that it would make things easier for
14 everyone. Mr. Roberts asked about the impact the language change would
15 have on future operations and how the ACSA does things. Mr. Lynn replied
16 that the language will affect how they do things, one way or the other. He
17 stated that in their reviews, they would be paying more attention to whether
18 they are increasing the overall demand as opposed to just looking at the
19 number of fixtures.

20 Mr. Parcels confirmed that up until now, the ACSA has not had
21 anyone make renovations that did not involve adding fixtures. Mr. Lynn
22 replied yes. Mr. Parcels asked if any fixture addition or modification that
23 increases demand would be subject to the rule. Mr. Lynn replied that is
24 correct.

25 Mr. Lynn stated that the decision before the Board today is whether
26 the staff should continue with the current language or adopt the alternative
27 language. He stated that if the alternative language is desired, the ACSA
28 staff will have to come back before the Board with a resolution to amend the
29 Rules and Regulations. He noted that he would also ask, if the alternative
30 language is adopted, that the ACSA issue a refund to Mr. Mitchell. Mr.
31 Parcels asked if this meant they would also change the meter back to the

Albemarle County Service Authority Board of Directors

1 smaller size. Mr. Lynn replied that they have done the work and yes, they
2 would change the meter back which can be done within the meter box.

3 Mr. Parcels stated that given the way the alternative language is
4 worded, he feels it would be the appropriate choice. He stated that if
5 something happens with the usage and they bump up against the 20 gallons
6 per minute, they will have to go back and pay the additional costs. Ms.
7 Palmer stated that the ACSA would not know that because they do not
8 perform annual reviews of consumption. Mr. Lynn replied that Ms. Palmer is
9 correct. He stated that if they go back to the ¾ inch meter, it will probably be
10 fine because it has served them well for over 30 years. He stated that if they
11 add fixtures in another year, they will increase the meter size.

12 Ms. Palmer stated that she is sympathetic to Mr. Mitchell's situation,
13 but she likes the cut and dry way of handling this issue. She stated that her
14 tendency would be to keep the language the way it is.

15 Mr. Parcels stated that he feels the alternative language is
16 reasonable because as long as fixtures are added, it will trigger the change.

17 Mr. Armstrong stated that from a policy standpoint, he believes they
18 should stay with the current language. He stated that it allows for
19 improvement of the system as they go along, as opposed to requiring the
20 ACSA to go back and review meter sizes.

21 Mr. Roberts stated that cut and dry is what regulations are all about.
22 He stated that he would also be inclined to leave the language as it is
23 currently.

24 Ms. Swanson stated that she would leave the language as it is also.
25 She stated that the ACSA has made a correction to a situation that probably
26 should not have been but that is the way it is, and they should move on and
27 leave things as they are.

28 Mr. Armstrong stated that with that, the issue is settled.
29
30
31

Albemarle County Service Authority Board of Directors

7. Annual Year-End Appropriations

Tanya Johnson, Director of Finance, came forward to address the Board. She stated that she wanted to ask the Board to consider the request for re-appropriation, transferring funds from FY 2025 to FY 2026. She stated that this is an annual item, and there are seven requests for the reappropriation of funds totaling \$213,963.

Ms. Palmer moved to approve the reappropriation of \$213,963 from FY 2025 to FY 2026; seconded by Mr. Parcels. All members voted aye.

8. ACSA Strategic Plan Update

Emily Roach, Director of Human Resources and Administration, came forward to address the Board. She stated that the Strategic Plan includes four foundational pillars, which are data optimization, business resilience, customer experience, and employee experience. She stated that these pillars reflect the ACSA's commitment to operational excellence, service quality, and long-term sustainability. She stated that since the last update, the organization has made meaningful progress in each of the four areas. She stated that the staff is excited to share some of those accomplishments, and each member of the leadership team will provide an update and highlights of each pillar. She added that they will showcase how the ACSA is leveraging technology, improving infrastructure, enhancing community engagement, and investing in its workforce while maintaining best in class service.

April Walker, Director of Information Technology stated that she would be highlighting the data optimization pillar. She stated that since the last update, the ACSA has continued to build out its Computerized Maintenance Management System (CMMS), which is City Works. She stated that they are creating new work order and inspection templates regularly, and new reporting structures for each month. She stated that this has improved efficiency and information sharing. She stated that they have also developed and deployed three new GIS dashboards, which were

Albemarle County Service Authority Board of Directors

1 presented to the Board a couple of months ago. She noted that those
2 dashboards are now used by various ACSA groups and support timely and
3 informed decision making. She stated that a redundant fiber internet line
4 has been installed at the Spotnap Road Operations Center, to strengthen
5 network reliability and allow for growth opportunities in the future. She
6 mentioned that they have hired a Utility Data Analyst to help leverage the
7 information collected across all platforms, which will improve data
8 monitoring and analysis, as well as decision-making. She noted that the
9 ACSA SharePoint intranet site has been upgraded to enhance accessibility
10 and usability. Mr. Parcels asked if that was done internally. Ms. Walker
11 replied yes. She added that the staff continues to review and refine ACSA
12 databases, eliminating duplicate data and improving systems resiliency.

13 Mr. Parcels asked what the feedback was like with regard to the
14 SharePoint upgrades. Ms. Walker replied that each department head was
15 responsible for helping to build their department's pages. She stated that so
16 far, they have heard positive feedback about the modernization of the look
17 and the updated forms.

18 Ms. Walker stated that the ACSA has an automated daily alerting
19 system for high- or low-pressure alarms strategically placed on various AMI
20 meters throughout the system. She stated that they have also upgraded the
21 fleet GPS system to provide improved alerts, and they have expanded
22 reporting capabilities which helps for integrations in the future.

23 Mr. Morrison came forward to present the next pillar, which was
24 business resilience. He stated that the ACSA staff continues to work on the
25 EV charging infrastructure. He stated that they currently have two EVs in
26 the fleet, and a third one that is one order and awaiting delivery. He
27 mentioned that some of that work is occurring in-house and the remaining
28 work will be handled by an outside contractor. He stated that they have
29 added additional hardware to the ArcGIS Enterprise Network to help with
30 resiliency of that platform. He stated that they have had reorganization in
31 the IT offices based on some of the staffing changes they have had. He

Albemarle County Service Authority Board of Directors

1 stated that construction is underway for the Avon Operations Center and
2 there were some updated drone photos included in this month's CIP report.
3 He noted that a majority of the lower-level walls have been poured, and they
4 will begin working on the spread footers that come down the center of the
5 footprint, followed by installing the pad. He stated that they are also working
6 on the Founders Place entrance, as well as building up the main road that
7 comes through that site.

8 Mr. Parcels asked if they had completed the necessary rock blasting
9 and how it went. Mr. Morrison replied that the rock blasting for the building
10 itself is complete. He stated that they may still impact some with a few of
11 the trenches. He stated that they are currently working on final quantities
12 with the contractor, and he hopes to be able to share some information on
13 that next month.

14 Mr. Morrison stated that work is continuing on the Risk and
15 Resiliency Assessment that is required by the AWIA through the EPA. He
16 stated that there have been a number of workshops on that, and they
17 anticipate the draft report to be delivered in September. He mentioned that
18 there will be a workshop in October to finalize that, with the final report ready
19 in November. He noted that Mr. Lunsford will certify with the EPA that the
20 ACSA has met the requirements. He stated that they will also begin moving
21 into the Emergency Response Plan updates in November, which is also an
22 AWIA requirement. He added that they plan to have that done early 2026,
23 ahead of the June 30, 2026 deadline.

24 Mr. Morrison stated that in terms of the Facilities Condition
25 Assessment, which Mr. Parcels asked about earlier, they have seen the
26 draft report and provided the consultant with comments. He stated that the
27 consultant is working on finalizing that report and he anticipates to have a
28 more in-depth update on that next month. He stated that there have been
29 security upgrades at the ACSA facilities, including testing new access
30 controls which Ms. Walker spoke about earlier. He stated that they have
31 also replaced some of the alarm panels at the Woodbrook pump station to

Albemarle County Service Authority Board of Directors

1 eliminate the glass break sensors that have historically been nuisance
2 alarms. He stated that they replaced them with motion sensors that still
3 provide security without the additional alarms. He stated that the final item
4 is the migration of servers to the cloud. He stated that currently, testing is
5 underway for migration of a file server to the cloud.

6 Ms. Palmer asked Mr. Morrison to talk about some of the things the
7 ACSA is doing to reduce its carbon footprint. Mr. Morrison replied that the
8 biggest initiative the ACSA has with relation to environmental sustainability
9 would be the deployment of solar panels at the Avon Operations Center.
10 Ms. Palmer asked about lighting. Mr. Morrison stated that the Avon property
11 will have LED lighting. Ms. Palmer asked if they are using the warmer yellow
12 colors. Mr. Morrison stated that Dewberry was aware of the request for the
13 warm yellow lights when they worked on the design. He stated that he would
14 need to look at the construction documents to get more details. Ms. Palmer
15 stated that she would like to know what they decided on and asked if there
16 would be motion sensors for the lights. Mr. Morrison stated that they would
17 have the photovoltaic sensors on them, but he will have to check and see if
18 they will have motion sensors. Mr. Lunsford added that from an
19 environmental sustainability perspective, AMI allows the ACSA to identify
20 leaks incredibly quickly.

21 Mr. Parcels stated that the status of environmental sustainability
22 initiatives is shown as 35% complete. He stated that he assumes that as
23 the Avon Street Operations Center gets nearer to completion, that number
24 will ramp up quickly. Mr. Morrison replied yes. Mr. Lunsford stated that, in
25 full transparency, the percentages are pretty conceptual.

26 Ms. Johnson stated that she would be presenting the third pillar,
27 which was the customer experience. She stated that the ACSA has had an
28 in-depth review, reorganization, and adoption of the ACSA's General
29 Construction Specifications and collaboration with multiple stakeholders,
30 community representatives, and County staff. She stated that the
31 organization has designed and deployed a modernized telephony solution,

Albemarle County Service Authority Board of Directors

1 as well as a newly designed and enhanced ACSA website. She mentioned
2 that the ACSA has advertised an RFP for a modern CIS system and staff
3 are currently reviewing proposals with contract negotiations to follow this
4 fall. She stated that the ACSA has had various community engagement
5 opportunities such as rain barrel workshops, the Fix-A-Leak event, and the
6 Imagine a Day Without Water art contest this past fall. She noted that there
7 have been updates to the toilet rebate program, as well as new customer
8 packet mailers for those new to the area. She stated that a planned outage
9 map was added to the ACSA website, and the ACSA has utilized its
10 communications consultant to share information through newsletters,
11 websites, blogs, and social media.

12 Mr. Parcels asked if there had been any customer feedback on the
13 new website. Ms. Johnson replied that she has not personally heard
14 anything. Mr. Lunsford stated that Letterpress, the ACSA's communications
15 consultant, tracks and provides metrics related to interactions on the
16 organizations various social media sites and web-based platforms. He
17 stated that it may be worth giving a presentation on that subject later on
18 down the road. He added that more often than not, customers are accessing
19 the website to make payment on their water bill. He stated that it is
20 overwhelming. Mr. Parcels asked what he meant by overwhelming. Mr.
21 Lunsford replied in terms of the total hits on the website, they are almost all
22 for bill payment. Mr. Parcels stated that those hits should have gone up,
23 assuming that it is easier to pay your bill online now. Mr. Lunsford stated
24 that it is tough to evaluate that in an isolated way. He noted that a lot of
25 customers take advantage of the automatic payment option, so they only
26 need to interact with the site once to set that up. He stated that, unless there
27 is an issue, they usually are not revisiting the site.

28 Ms. Palmer asked if auto-pay customers still have to pay the service
29 charge. Mr. Lunsford replied yes. He stated that there are about 14,000
30 transactions per month. Mr. Parcels stated that a labor-intensive way to

Albemarle County Service Authority Board of Directors

1 evaluate it is to look at the number of checks coming in versus automatic
2 payments to better predict how people are reliably paying.

3 Ms. Swanson stated that she would like to see more information
4 about how people are accessing the water quality reports and if it is easy to
5 access them. She stated that the ACSA used to send them out but did away
6 with that to cut back on mailing costs. She stated that staff also attempted
7 to hand them out at apartment complexes, but people were not getting
8 them. She stated that she would like to know how easy it is for people to
9 access them on the website because it is not helpful if they are buried or
10 hard to find.

11 Mr. Parcels stated that this reminds him of the water issue that
12 Glenmore was having and asked if there had been any more complaints.
13 Mr. Lynn replied that it has been a really quiet summer. He stated that they
14 had one site visit a couple of weeks ago to a customer home where there
15 was a small issue. He stated that there was also one customer in
16 Farmington that had a small issue as well. Mr. Parcels asked about the
17 West Leigh customer. Mr. Lynn stated that they have not heard anything
18 from West Leigh. He stated that every interaction Tim Brown, Environmental
19 Compliance Specialist, has with a customer, he finds an opportunity to
20 connect the customer with the water quality report. He stated that there is a
21 lot of effort that goes into preparing the report but sadly, the interaction
22 numbers are probably in the dozens and not hundreds or thousands.

23 Mr. Lynn came forward next to discuss the last pillar of the Strategic
24 Plan- employee experience. He stated that over the last 3-6 months, the
25 ACSA has implemented recommendations from the Classification and
26 Compensation Study that was performed by The Archer Company. He
27 stated that there were some changes made to the Personnel Management
28 Plan (PM), which were adopted at the June Board meeting. He mentioned
29 that one of the larger changes to the PMP included shifting the field staff's
30 hours of work to a 7am-3:30 pm schedule. Mr. Parcels stated that where
31 he came from, it was a big deal to start work earlier but it shifted back in the

Albemarle County Service Authority Board of Directors

1 winter. He asked if they were going to shift back as well or keep it at 7am-
2 3:30 pm. Mr. Lynn replied that the old plan did shift the hours back in the
3 winter, but it created some issues. He stated that they piloted an entire
4 winter of the 7am-3:30 pm schedule, and it stuck with the staff. He stated
5 that a travel policy committee made up of representatives from each
6 department, performed an in-depth review of the ACSA's travel policy and
7 made changes in June. He noted that there was also a slight adjustment to
8 the annual leave accrual policy. He mentioned that anyone who leaves the
9 ACSA and then comes back to work at the organization, they can pick up
10 where they left off in terms of annual leave accrual. He stated that the ACSA
11 continues to utilize Applicant Pro for job postings and advertisements. He
12 stated that it allows everyone on the interview team to receive and review
13 resumes. He stated that the quarterly supervisor training continues, and
14 yesterday they held a training that focused on managing change from a
15 people perspective. He noted that there are several more scheduled
16 through the end of the year. He added that they have also continued efforts
17 in safety training to include CPR/First Aid, fire extinguisher training,
18 asbestos and confined space training, as well as chainsaw and pipe saw
19 training scheduled for September.

20 Mr. Roberts asked if an employee uses their personal vehicle, how
21 much do they get reimbursed for mileage. Ms. Johnson replied that the
22 mileage reimbursement rate, set by the IRS, is currently 65 cents per mile.
23

24 9. Items Not on the Agenda

25 Mr. Lunsford stated they will be having a luncheon next Friday at
26 Darden Towe Park. He stated that they would love to have the Board if they
27 are able to join.

28 He stated that the financial auditors are onsite this week conducting
29 their audit of the fiscal year 2025.

Albemarle County Service Authority Board of Directors

1 Mr. Parcels stated that he will need to participate remotely in
2 September and October's Board meetings. Mr. Derdeyn reminded him to
3 follow the remote participation requirements regarding notification.
4

5 10. Executive Session

6 The Chair read a Resolution to enter into Executive Session
7 pursuant to Virginia Code §2.2-3711 A (1) to discuss a personnel matter
8 (Attached as Page _____).

9 ***Ms. Palmer moved to approve the Resolution as presented***
10 ***to the Board; seconded by Ms. Swanson. The Chair asked for a roll-***
11 ***call vote: Mr. Parcels, aye; Ms. Palmer, aye; Mr. Armstrong, aye; Mr.***
12 ***Roberts, aye; Ms. Swanson, aye.***

13 The Board of Directors came back into regular session. The Chair
14 read into record a Resolution stating that only matters so previously stated
15 and exempted from open discussion in regular session were discussed in
16 Executive Session (Attached as Page _____).

17 ***Mr. Parcels moved to approve the Resolution as presented***
18 ***to the Board, seconded by Ms. Swanson. The Chair asked for a roll-***
19 ***call vote: Mr. Parcels, aye; Mr. Armstrong aye; Mr. Roberts, aye; Ms.***
20 ***Swanson, aye.***

21
22 11. Adjourn

23 ***There being no further business, Ms. Palmer moved that the***
24 ***meeting be adjourned, seconded by Mr. Parcels. All members voted***
25 ***aye.***

26
27 _____
Quin Lunsford, Secretary-Treasurer