

**A G E N D A**  
**JAMES CITY SERVICE AUTHORITY BOARD OF DIRECTORS**  
**REGULAR MEETING**  
**County Government Center Board Room**  
**101 Mounts Bay Road, Williamsburg, VA 23185**  
**October 11, 2022**  
**5:00 PM**

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**A. CALL TO ORDER**

**B. ROLL CALL**

**C. PRESENTATIONS**

**D. PUBLIC COMMENT**

**E. CONSENT CALENDAR**

1. Minutes Adoption

**F. PUBLIC HEARING(S)**

**G. BOARD CONSIDERATION(S)**

**H. BOARD REQUESTS AND DIRECTIVES**

**I. GENERAL MANAGER'S UPDATE**

1. October 2022 Dashboard Report

**J. ADJOURNMENT**

1. Adjourn until 5 pm on November 8, 2022 for the Regular Meeting

**ITEM SUMMARY**

DATE: 10/11/2022  
TO: The Board of Directors  
FROM: Teresa J. Saeed, Deputy Secretary  
SUBJECT: Minutes Adoption

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**ATTACHMENTS:**

	Description	Type
☐	September 13, 2022 Regular Meeting Minutes	Minutes

**REVIEWERS:**

Department	Reviewer	Action	Date
Board Secretary	Saeed, Teresa	Approved	10/3/2022 - 10:51 AM

**MINUTES**  
**JAMES CITY SERVICE AUTHORITY BOARD OF DIRECTORS**  
**REGULAR MEETING**  
**County Government Center Board Room**  
**101 Mounts Bay Road, Williamsburg, VA 23185**  
**September 13, 2022**  
**5:00 PM**

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**A. CALL TO ORDER**

**B. ROLL CALL**

James O. Icenhour, Jr., Jamestown District  
Michael J. Hipple, Vice Chairman, Powhatan District  
John J. McGlennon, Roberts District  
P. Sue Sadler, Stonehouse District  
Ruth M. Larson, Chairman, Berkeley District

Scott A. Stevens, Secretary to the Board  
Adam R. Kinsman, County Attorney  
M. Douglas Powell, General Manager

**C. PRESENTATIONS**

None.

**D. PUBLIC COMMENT**

None.

**E. CONSENT CALENDAR**

1. Minutes Adoption

A motion to Approve was made by Sue Sadler, the motion result was Passed.  
AYES: 5 NAYS: 0 ABSTAIN: 0 ABSENT: 0  
Ayes: Hipple, Icenhour Jr, Larson, McGlennon, Sadler

The Minutes Approved for Adoption included the following:

-July 12, 2022, Regular Meeting  
-July 26, 2022, Special Meeting

**F. PUBLIC HEARING(S)**

None.

**G. BOARD CONSIDERATION(S)**

1. Contract Award and Budget Amendment - \$774,900 - Enterprise Software System

A motion to Approve was made by John McGlennon, the motion result was Passed.

AYES: 5 NAYS: 0 ABSTAIN: 0 ABSENT: 0  
Ayes: Hipple, Icenhour Jr, Larson, McGlennon, Sadler

Mr. Powell addressed the Board noting the James City Service Authority's (JCSA) Fiscal Year (FY) 2023 Capital Improvements Plan included \$500,000 for the Enterprise software system. He noted the Enterprise system would replace several of JCSA's current computer systems for billing, maintenance management, work orders, and other areas. Mr. Powell stated the new, more modern system would improve the level of customer service in addition to increased efficiency and effectiveness. He added the replacement would integrate the various functions into one central system. Mr. Powell noted once the Enterprise software system was implemented then JCSA customers would receive their bills directly from JCSA and not the Hampton Roads Utility Billing Service (HRUBS). He further noted the billing change from HRUBS would be the most visible difference to customers with the software system replacement. Mr. Powell provided the vendor information from the Request for Proposal, adding the difference in the price was reflected in the resolution in the Board's Agenda Packet. He noted the resolution amended the FY23 budget with a transfer of funds from the canceled Mirror Lakes Dam project and the Consent Order Report Preparation following its completion. Mr. Powell further noted staff recommended the Board approve the contract award and budget amendment.

Ms. Larson noted she had several questions. She referenced HRUBS had recently included the use of Venmo and PayPal as payment options and asked if that option would be available to JCSA customers with the new system.

Mr. Powell stated he thought those options would be available, adding the Enterprise system was very comprehensive. He noted improvements regarding customer billing and payment options.

Ms. Larson questioned if the contract allowed for JCSA staff to be trained on the new system.

Mr. Powell confirmed yes. He added a 14-month implementation schedule was noted as training and data conversion would be incorporated. Mr. Powell noted the project was significant and training would require time so the timeline could be longer.

Ms. Larson thanked Mr. Powell.

Mr. McGlennon referenced JCSA would provide its own billing to customers. He asked if a separate sewer bill from Hampton Roads Sanitation District (HRSD) would go to customers.

Mr. Powell confirmed yes that was the current plan. He noted JCSA would continue to provide meter readings to HRSD. Mr. Powell further noted customers would receive a bill from HRUBS for the HRSD component at the current time.

Ms. Larson referenced educating the public regarding that billing aspect.

Mr. Icenhour encouraged the need for a user-friendly system with the implementation of the new system. He noted confusion regarding bills for himself and constituents in the past.

Mr. Powell confirmed the goal was to make the system and its billing more user friendly for customers.

## **H. BOARD REQUESTS AND DIRECTIVES**

None.

## **I. GENERAL MANAGER'S UPDATE**

### 1. Dashboard Report - September 2022

Mr. Powell noted he had one item to report. He further noted JCSA received the FY23 Government Finance Officers Association (GFOA) Distinguished Budget Award again this year. Mr. Powell extended his appreciation to Ms. Stephanie Luton, Assistant General Manager of JCSA, for all her hard work. He noted the award affirmed her efforts.

Ms. Larson extended congratulations on the award.

## **J. ADJOURNMENT**

### 1. Adjourn until 5 pm on October 11, 2022 for the Regular Meeting

A motion to Adjourn was made by Michael Hipple, the motion result was Passed.

AYES: 5 NAYS: 0 ABSTAIN: 0 ABSENT: 0

Ayes: Hipple, Icenhour Jr, Larson, McGlennon, Sadler

At approximately 5:05 p.m., Ms. Larson adjourned the Board of Directors.

**ITEM SUMMARY**

DATE: 10/11/2022  
TO: The Board of Directors  
FROM: M. Douglas Powell, General Manager  
SUBJECT: October 2022 Dashboard Report

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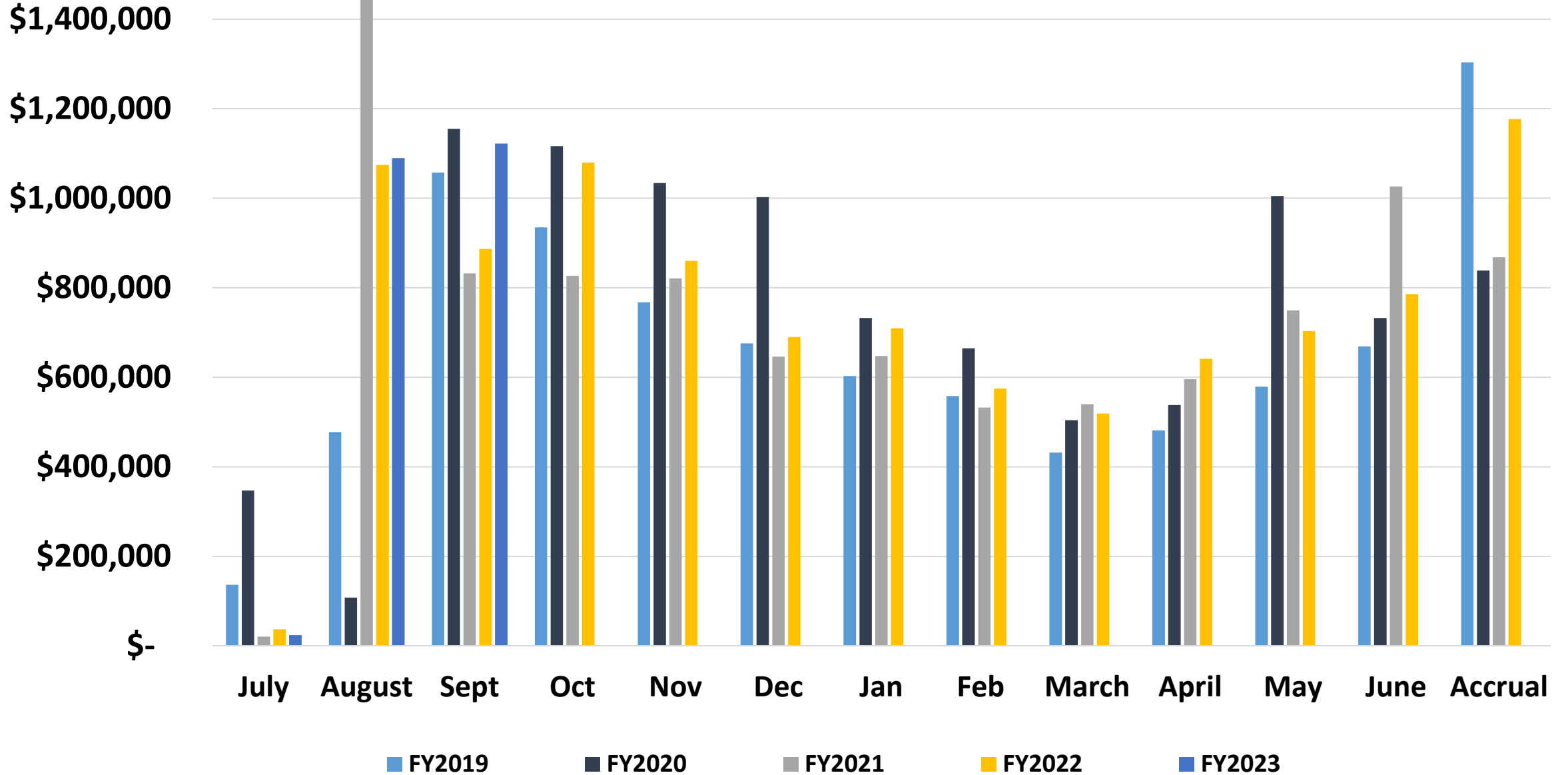
**ATTACHMENTS:**

	Description	Type
☐	October 2022 Dashboard Report	Exhibit

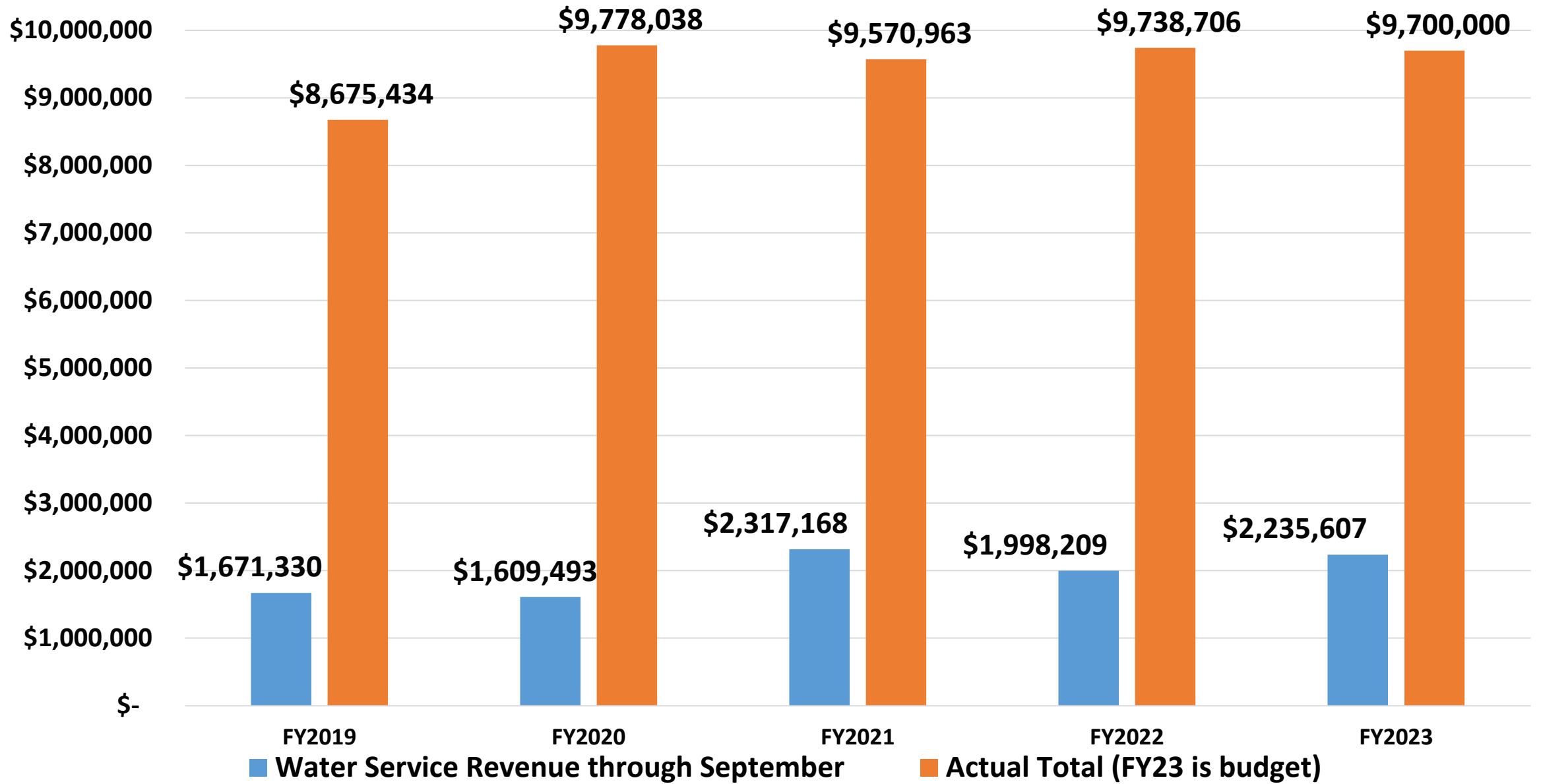
**REVIEWERS:**

Department	Reviewer	Action	Date
Board Secretary	Saeed, Teresa	Approved	10/10/2022 - 12:24 PM

# Water Service Revenue

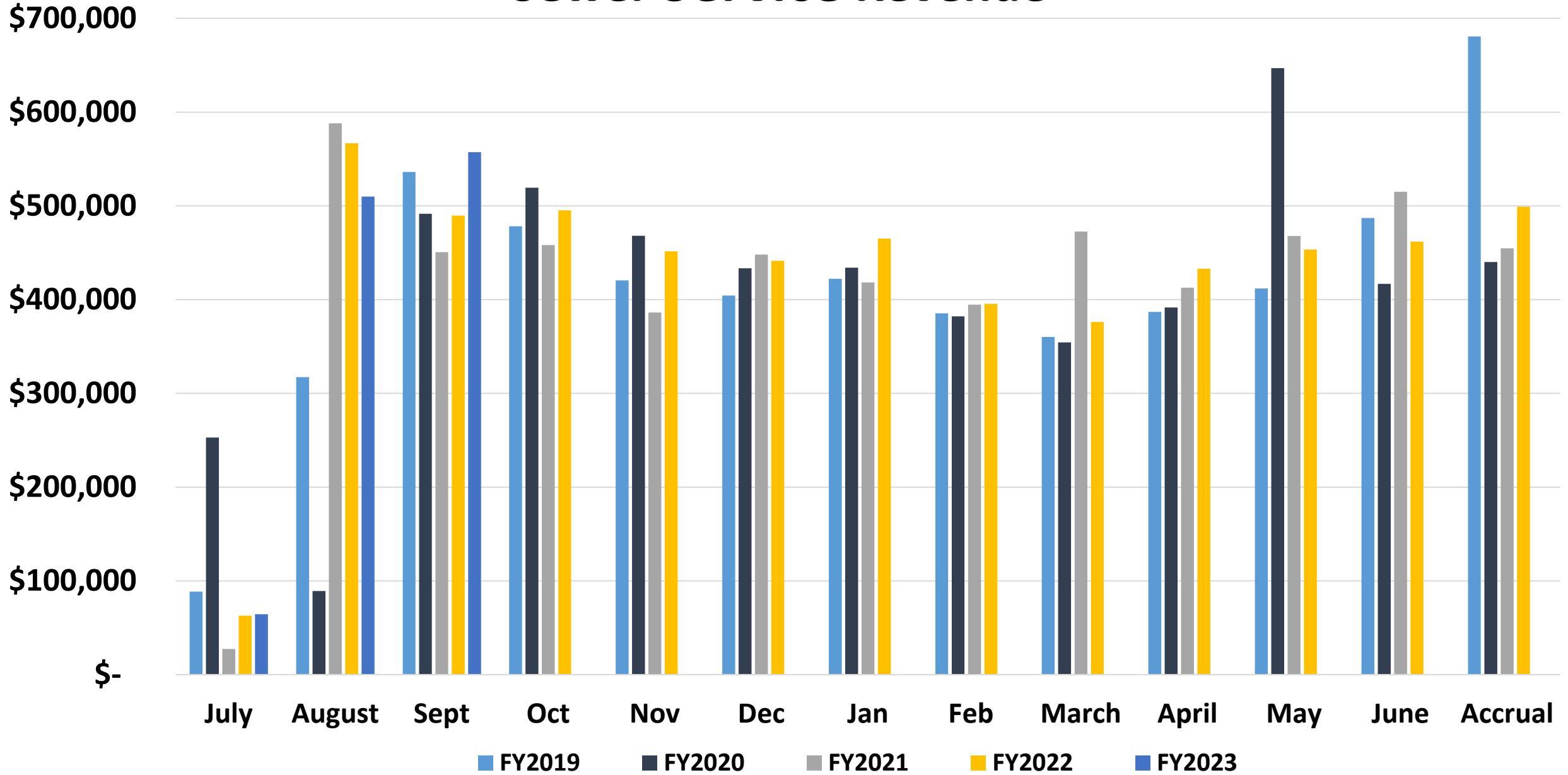


# Water Service Revenue through September

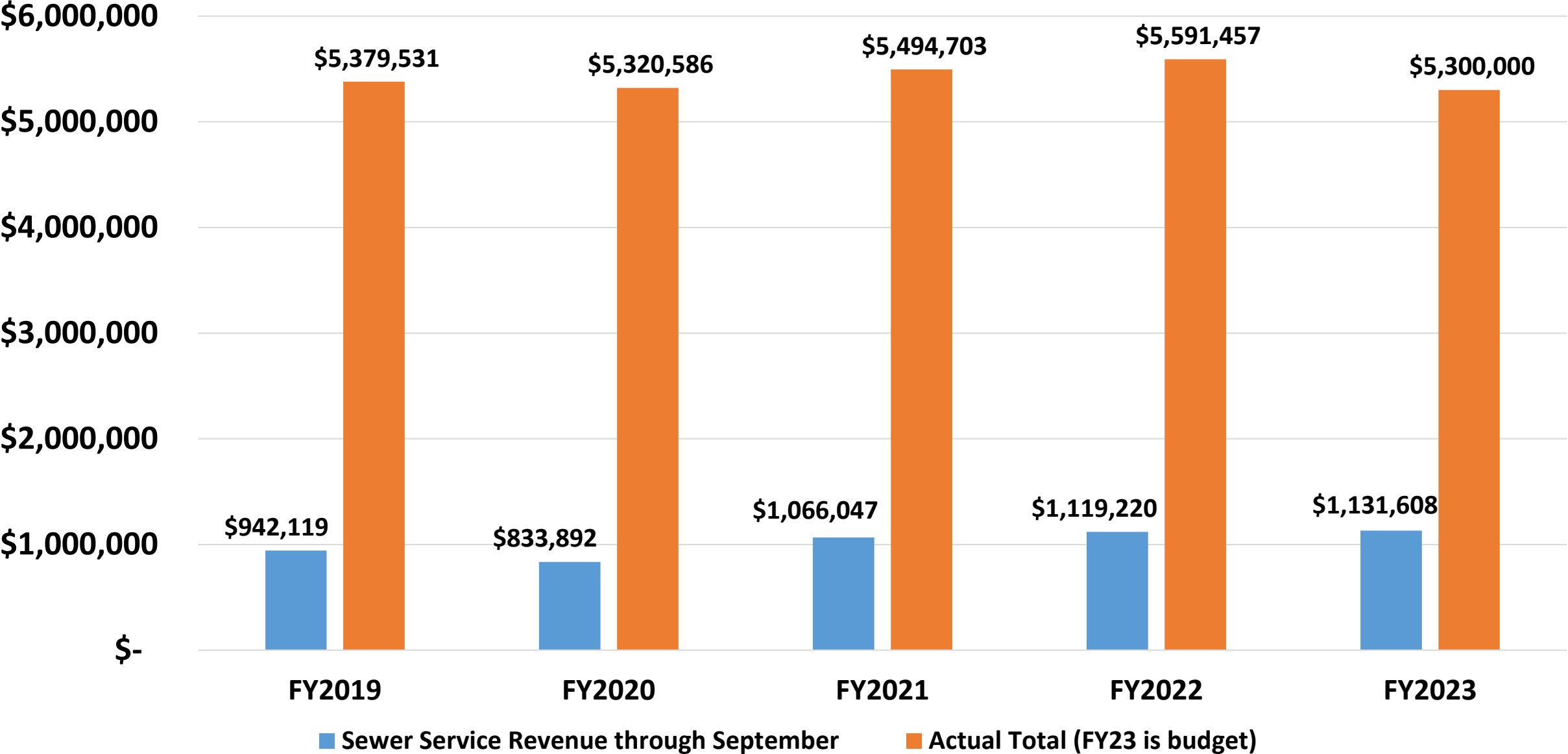




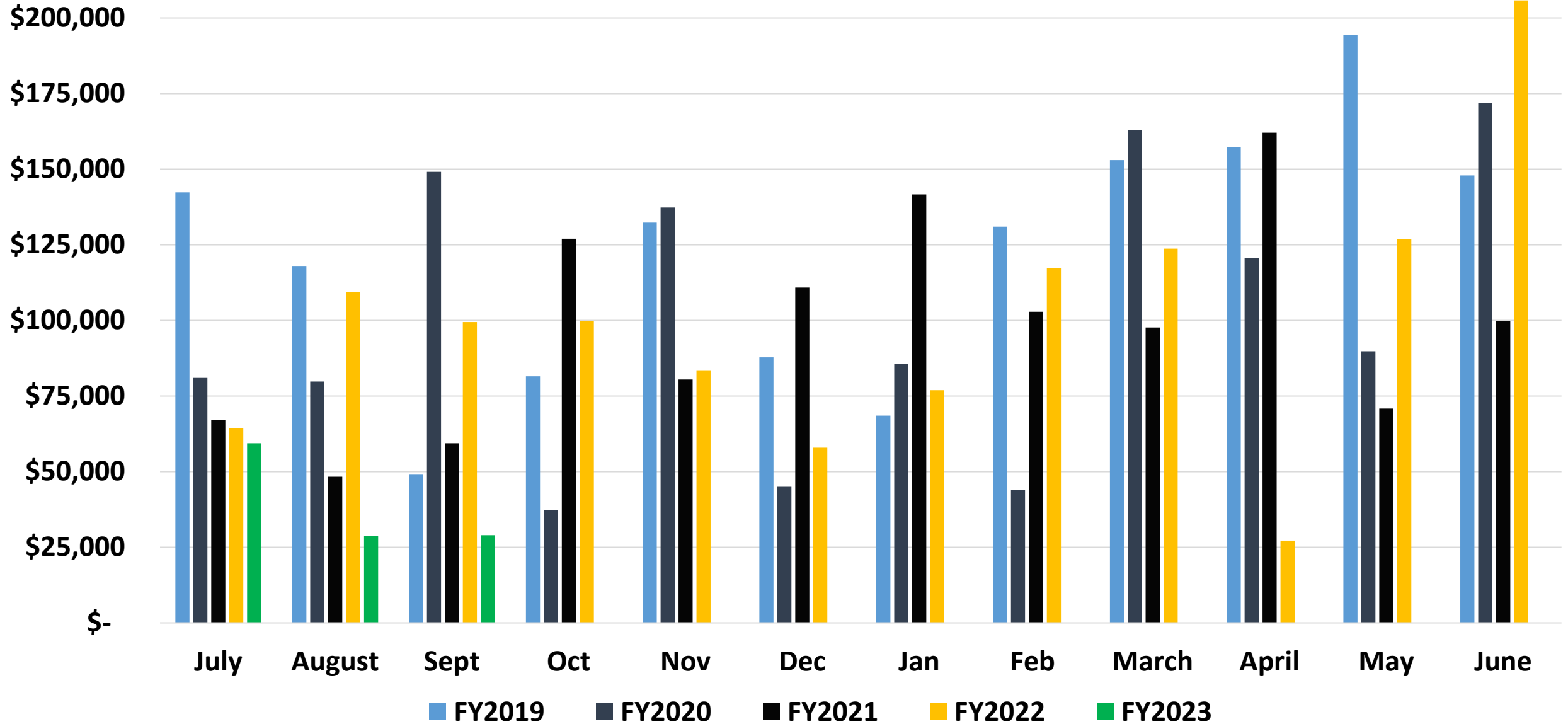
# Sewer Service Revenue



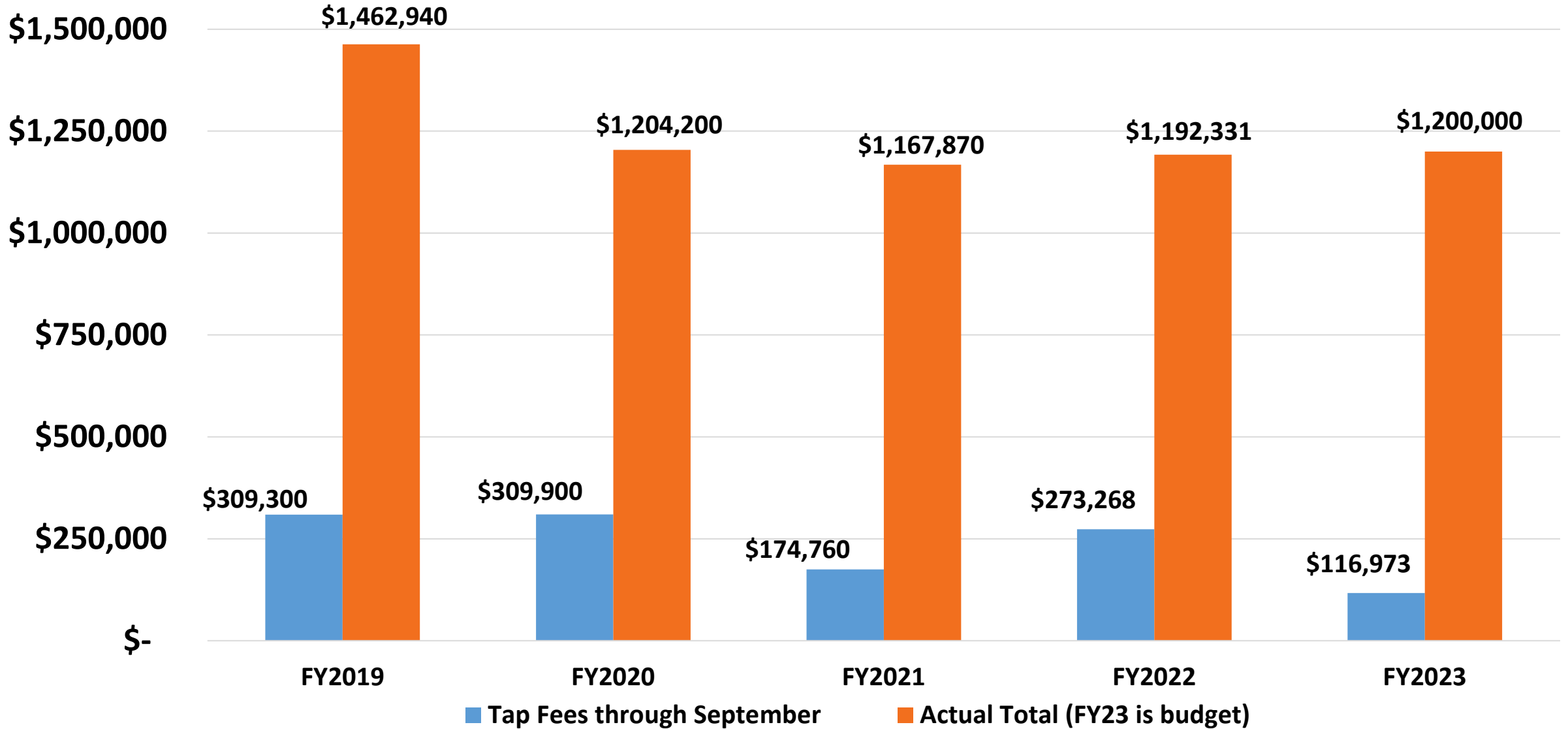
# Sewer Service Revenue through September



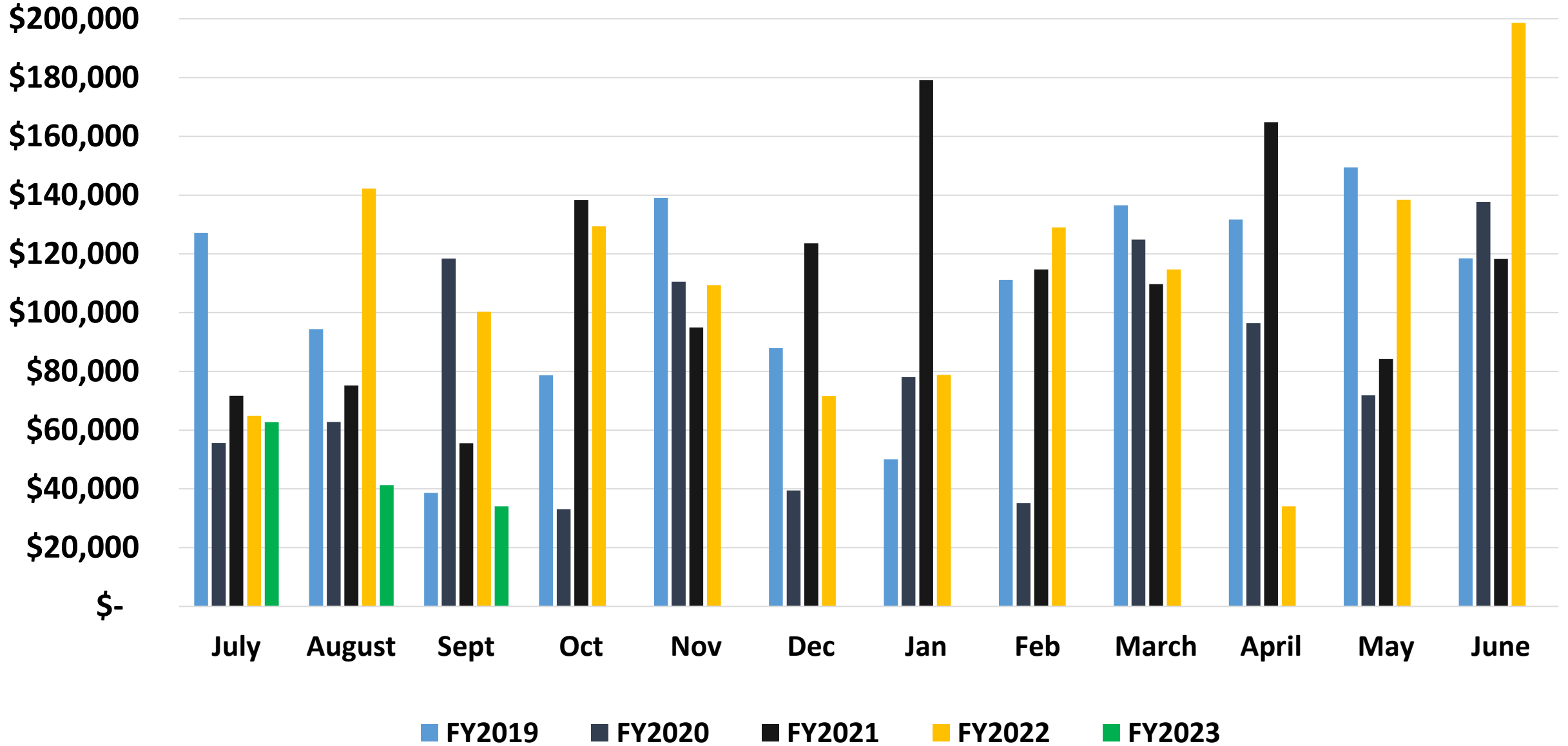
# Water Tap Fees



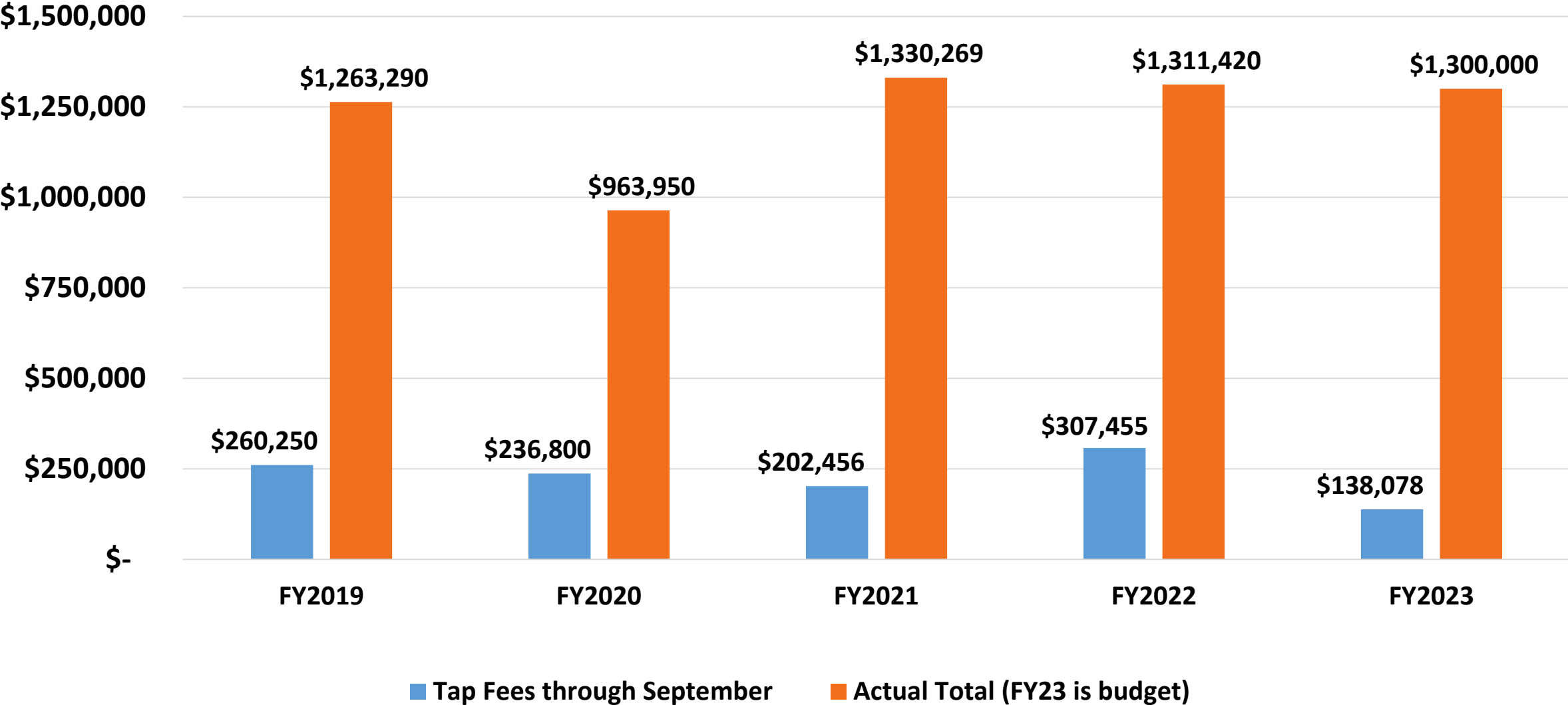
# Water Tap Fees through September



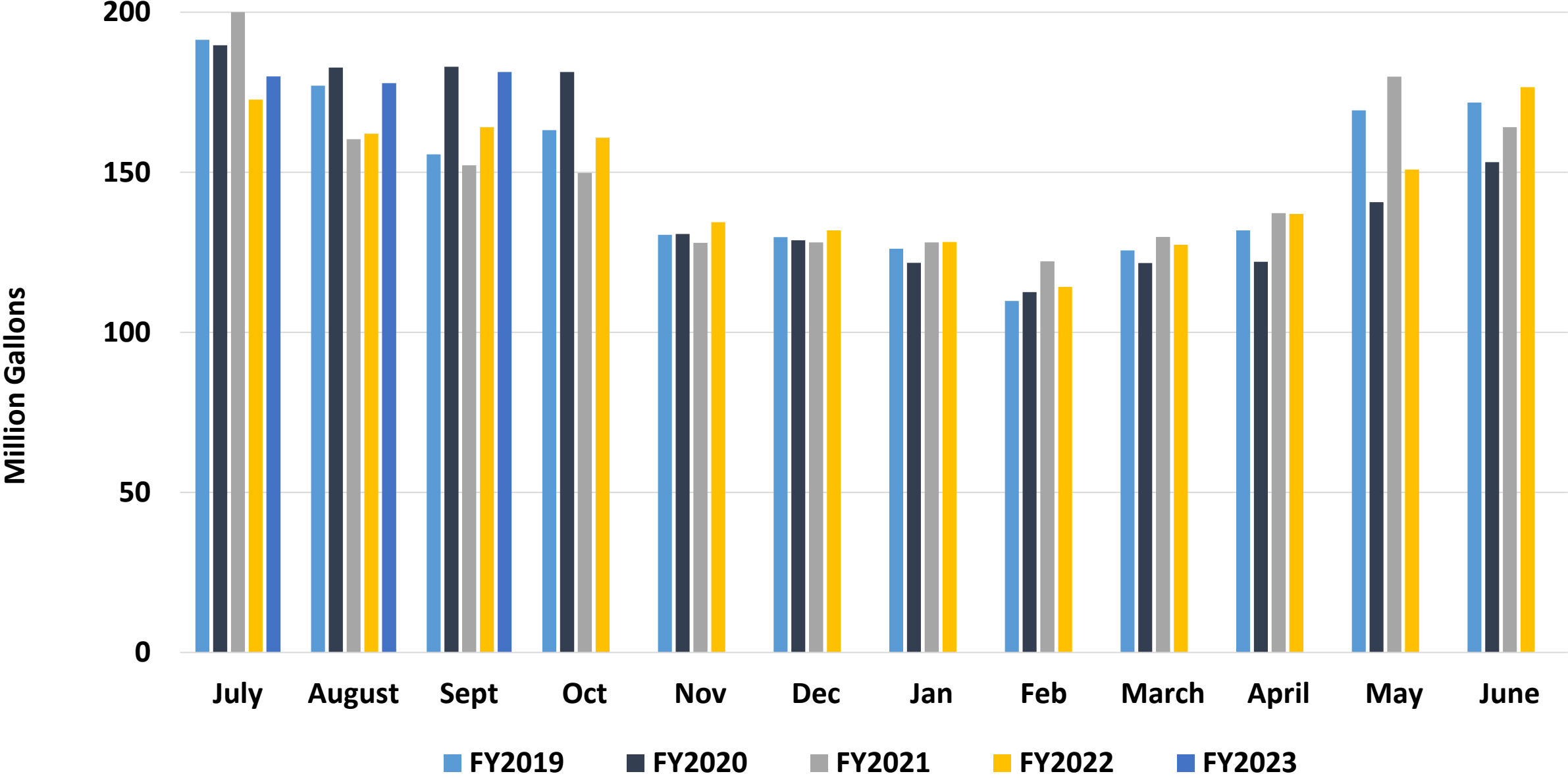
# Sewer Tap Fees



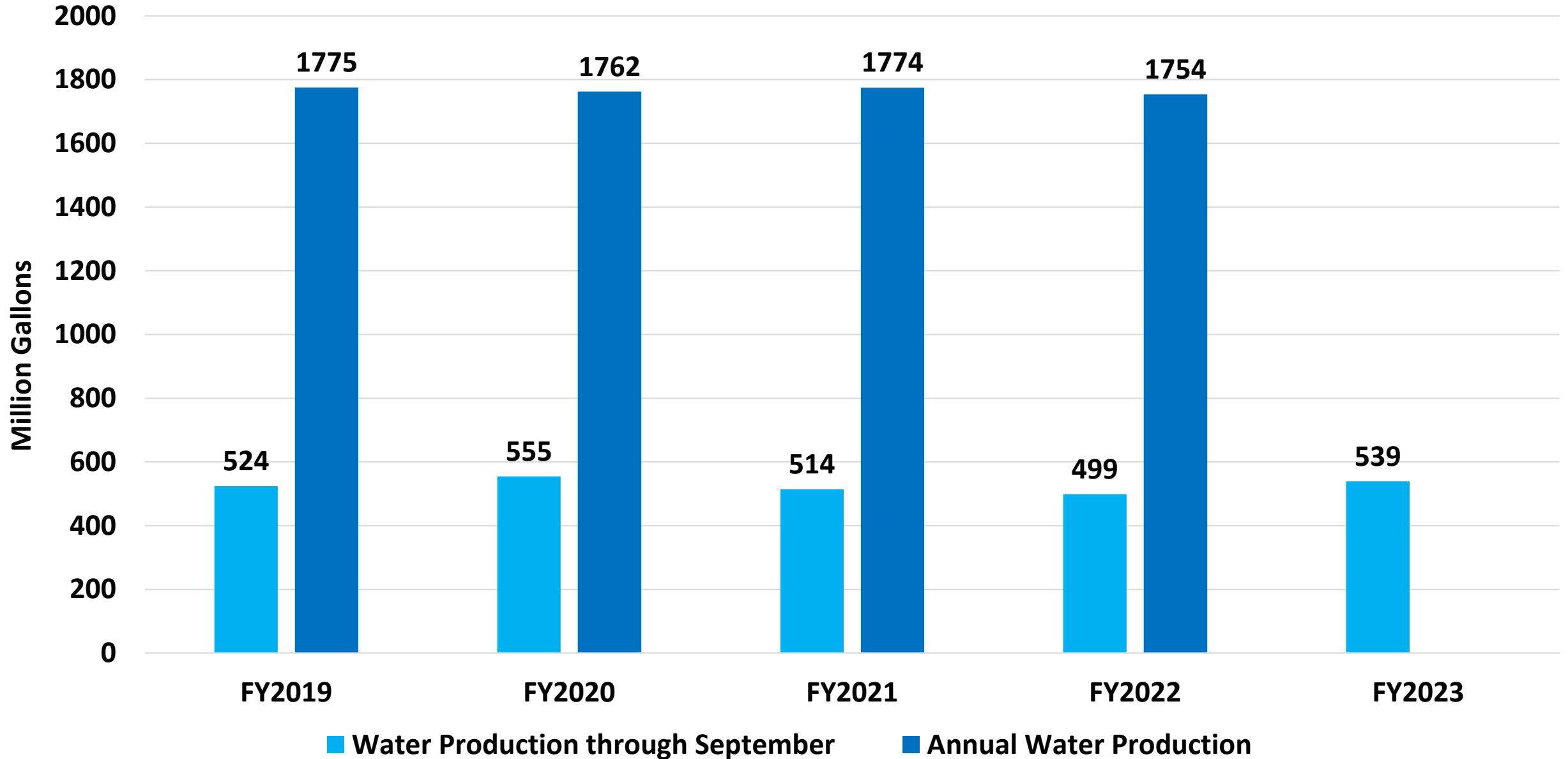
# Sewer Tap Fees through September



# Monthly Water Production

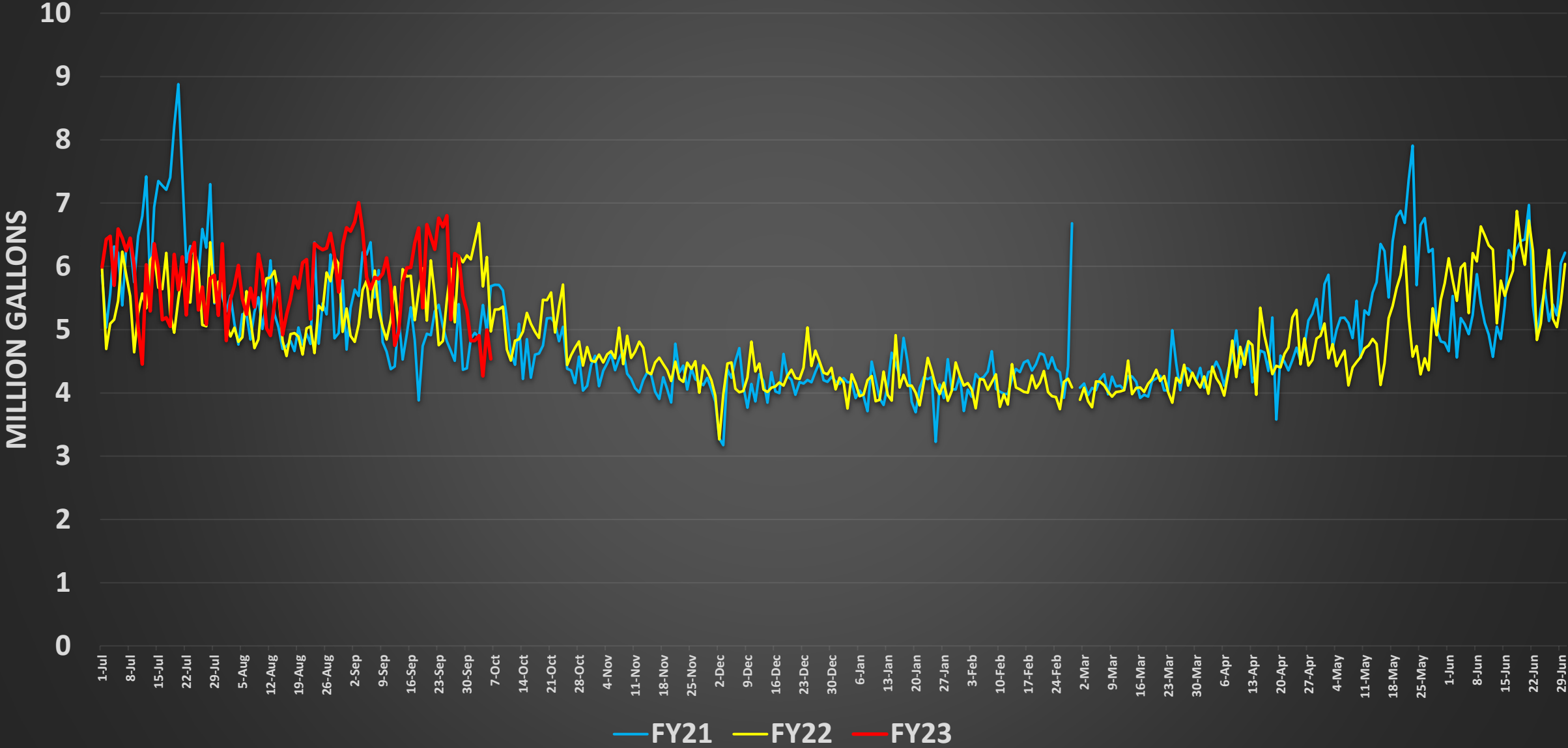


# Water Production through September

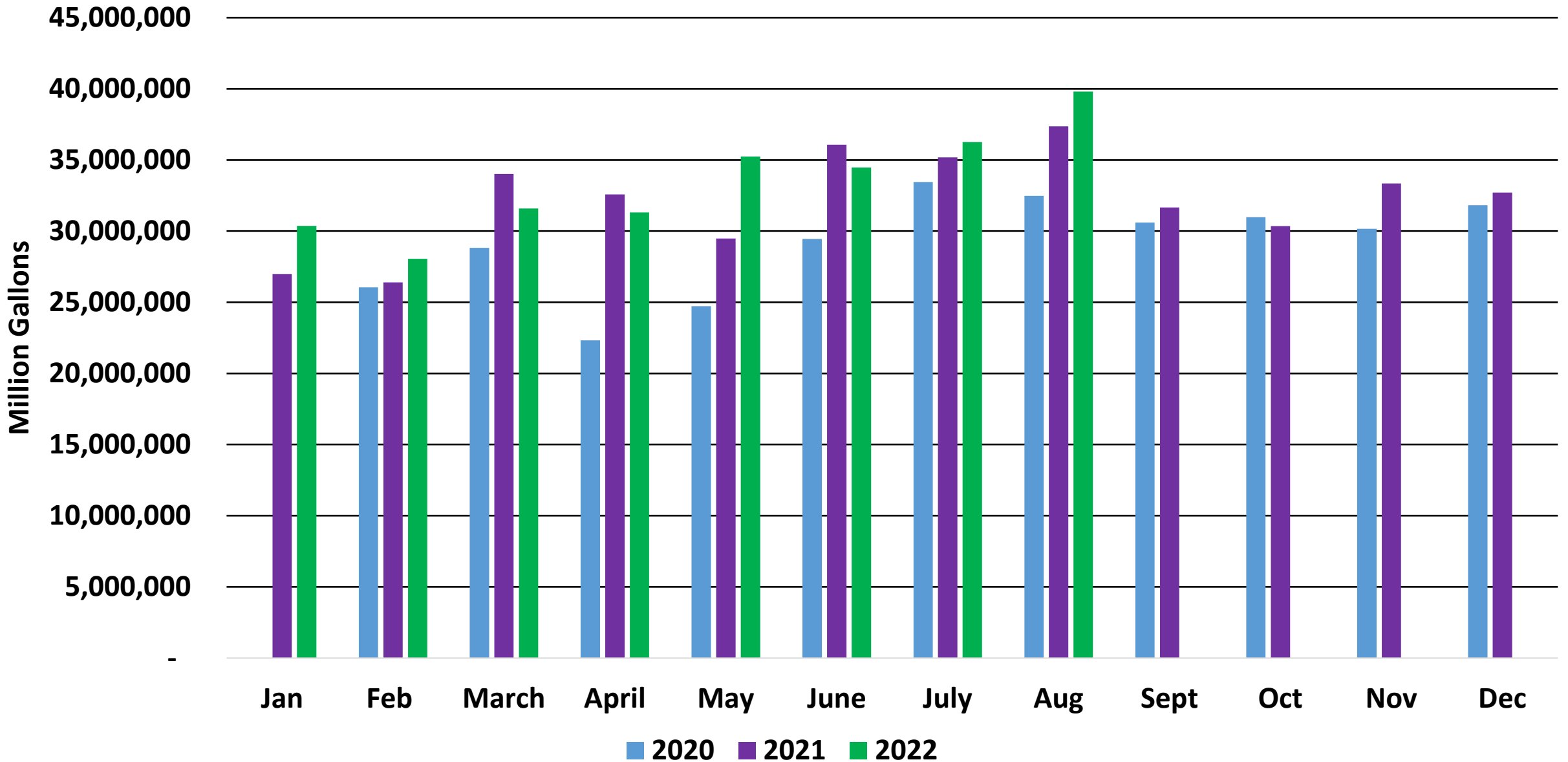




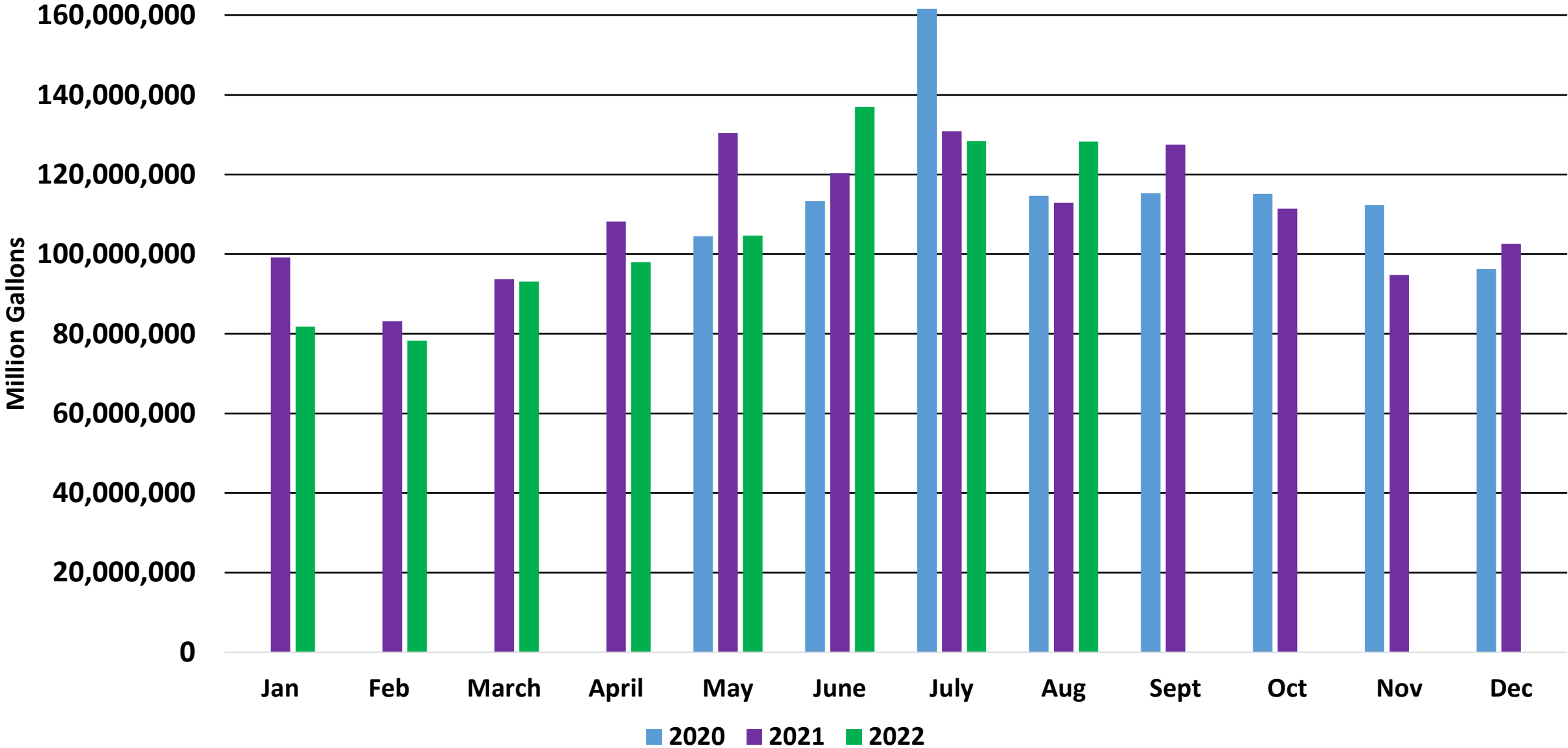
# Daily Water Production



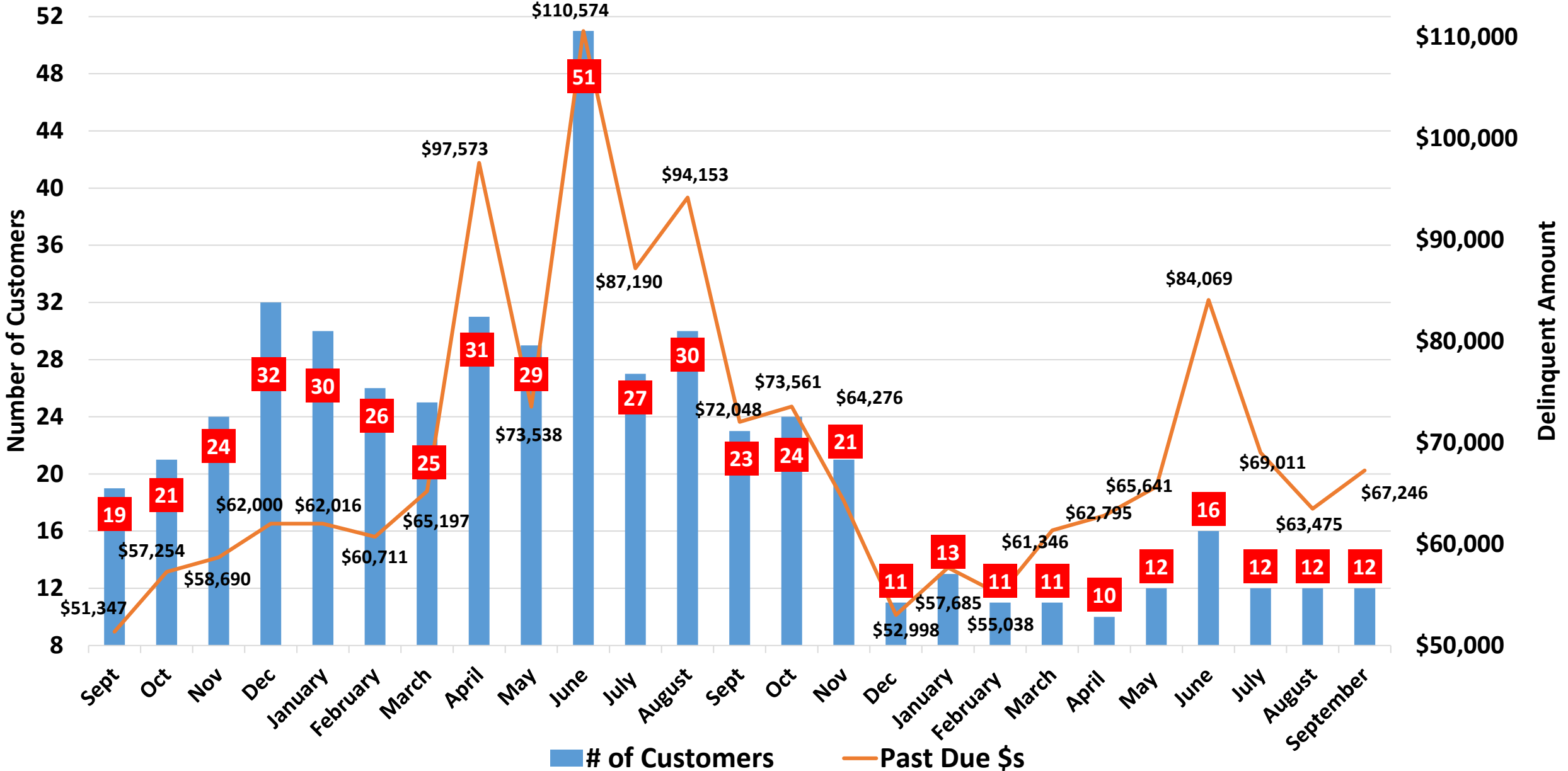
# Commercial Consumption



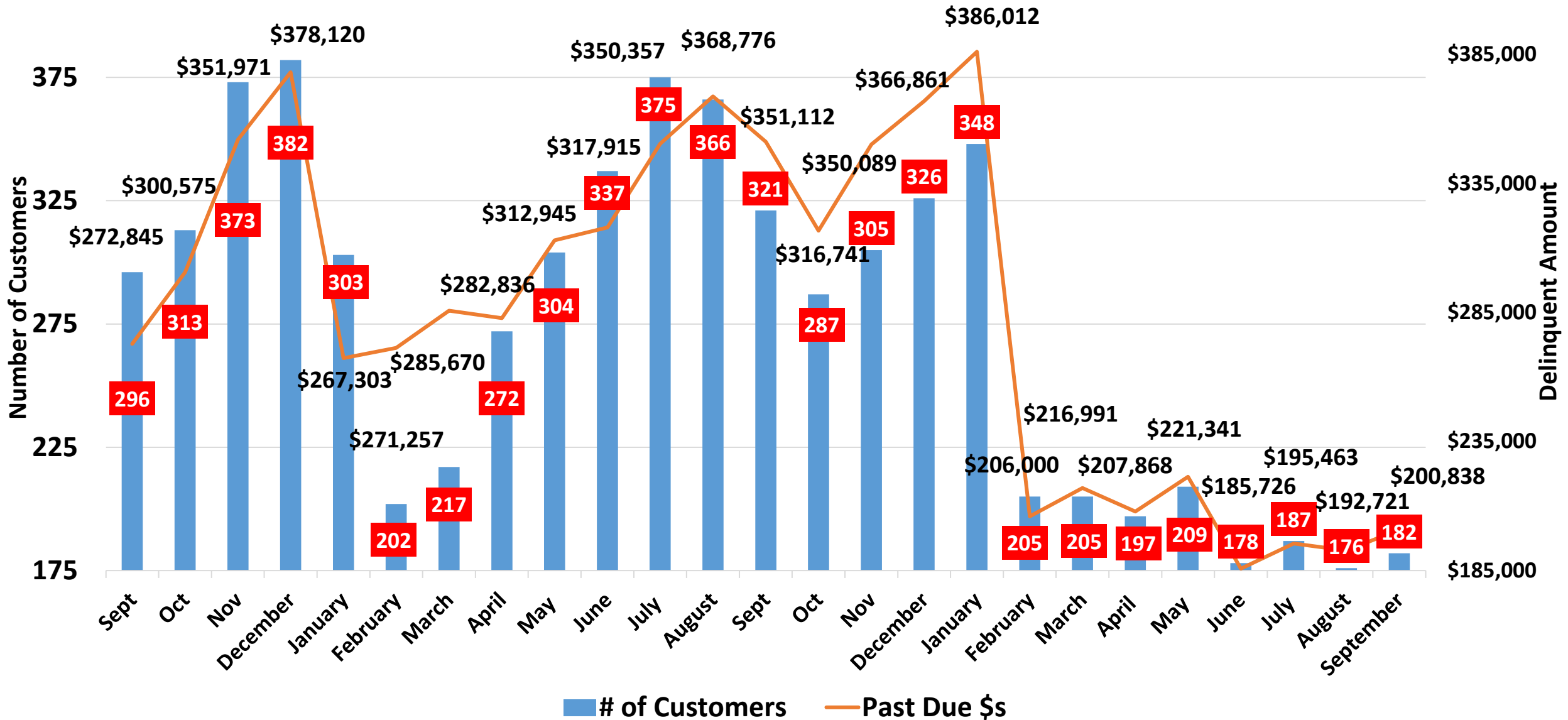
# Residential Consumption



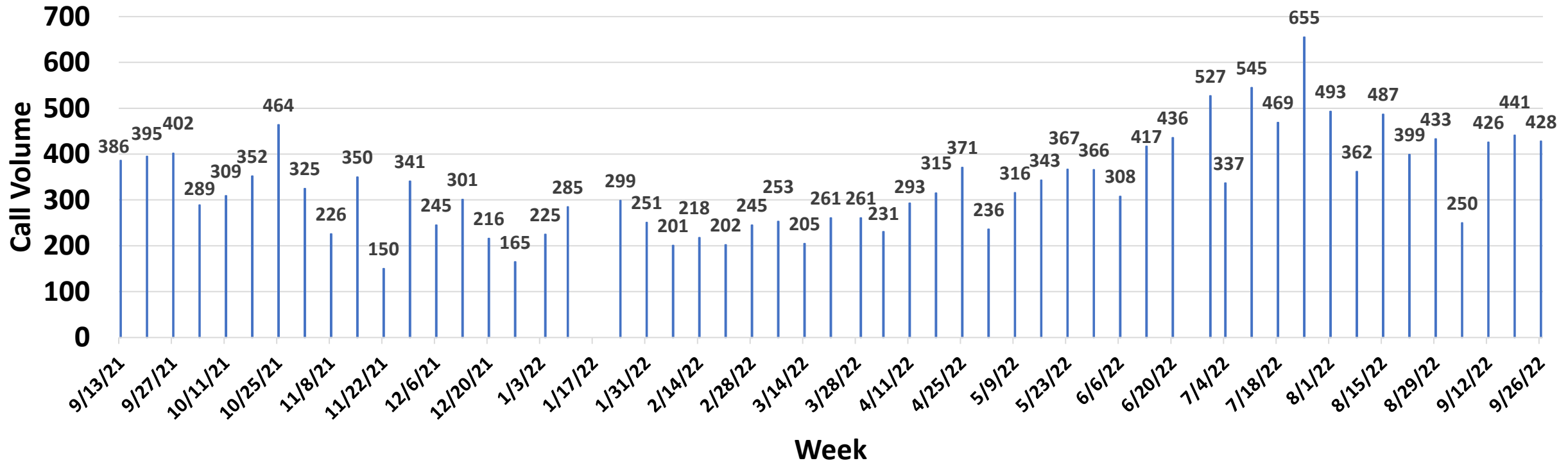
# Delinquent Commercial Accounts Over \$500 and Over 90 Days



# Delinquent Residential Accounts Over \$300 and Over 90 Days



# Customer Service Call Volume



**ITEM SUMMARY**

DATE: 10/11/2022  
TO: The Board of Directors  
FROM: Teresa J. Saeed, Deputy Secretary  
SUBJECT: Adjourn until 5 pm on November 8, 2022 for the Regular Meeting

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**REVIEWERS:**

Department	Reviewer	Action	Date
Board Secretary	Saeed, Teresa	Approved	10/3/2022 - 10:52 AM