

**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**  
**June 13, 2023**  
**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
2. Resolution to Allow the General Manager to Settle Certain Claims

**F. PUBLIC HEARING(S)**

**G. BOARD CONSIDERATION(S)**

1. Contract Award - \$171,870 - Sewer Lift Station Wet Well Cleaning
2. Setting a Public Hearing - Regulations Governing Utility Service Updates

**H. BOARD REQUESTS AND DIRECTIVES**

**I. GENERAL MANAGER'S UPDATE**

1. June 2023 Dashboard Report

**J. ADJOURNMENT**

1. Continuation of the meeting until 1 pm on June 27, 2023 for the General Manager's Evaluation

**ITEM SUMMARY**

DATE: 6/13/2023  
TO: The Board of Directors  
FROM: Teresa Saeed, Deputy Secretary  
SUBJECT: Minutes Adoption

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**ATTACHMENTS:**

	Description	Type
☐	April 28, 2023 Board Retreat	Minutes
☐	May 09, 2023 Regular Meeting	Minutes

**REVIEWERS:**

Department	Reviewer	Action	Date
Board Secretary	Saeed, Teresa	Approved	6/6/2023 - 4:58 PM

**MINUTES**  
**JAMES CITY COUNTY BOARD OF DIRECTORS**  
**RETREAT**  
**JCSA Training Room, 119 Tewning Road, Williamsburg, VA 23188**  
**April 28, 2023**  
**9:00 AM**

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**A. CALL TO ORDER**

**B. ROLL CALL**

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

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

**C. PRESENTATIONS**

None.

**D. BOARD DISCUSSIONS / GUIDANCE**

Mr. Powell gave some introductory comments and thanked the Board for its time at the first ever Board of Directors Retreat. He recognized the busy schedules for everyone and expressed his appreciation. Mr. Powell noted several memorandums would be presented with follow-up statements to seek the Board's input and guidance. He introduced staff members in attendance: Ms. Stephanie Luton, Assistant General Manager, Mr. Mike Youshock, Chief Water Engineer, Mr. James Canning, Chief Wastewater Engineer, and Ms. Shannon Howlett, Finance Specialist. Mr. Powell noted Ms. Howlett was relatively new to the James City Service Authority (JCSA) as she had previously worked in the Treasurer's Office, adding she worked with Ms. Luton. He welcomed Ms. Howlett and stated she was a valuable member of the JCSA team. Mr. Powell thanked Mr. Stevens and Mr. Kinsman for attending the retreat as well as Ms. Teresa Saeed, Deputy Secretary for the Board of Directors. He added Ms. Saeed had been instrumental in her work for the retreat and he extended his appreciation. Mr. Powell noted the retreat's theme focused on changes at JCSA over the past few years. He further noted JCSA was now an independent organization with growth in new customers, revenue, and workload as well as external changes with the economy, the labor market, and other aspects that impacted the organization. Mr. Powell stated the theme focused on reevaluation of some of JCSA's long-standing policies and procedures in relation to modernization and adoption of best practices for consistency with contemporary uses for a medium-size utility.

1. Proposed Sewer Cap

Mr. Powell presented an overview of the sewer cap policy. He noted implementation of this policy would eliminate the need for the submeter program. Mr. Powell added the submeter program had become increasingly difficult to manage and was a major source of customer

complaints. He cited several concerns with the program, adding a report from JCSA's consultant was included in the Board's Agenda Packet. Mr. Powell noted the program would only apply to single-family residential accounts. He further noted the parameters regarding the cap set in relation to maintaining the current rates. Mr. Powell stated the current billing system was labor intensive for staff as well as confusing for customers at times. He added JCSA depended on customers to report usage which sometimes generated late readings and other aspects. Mr. Powell noted the submeter program was difficult to manage for both staff and customers. He further noted 6,500 registered customers had submeters, but only 4,500 of those 6,500 customers submitted readings in 2022. Mr. Powell stated 4,500 represented 16% of JCSA customers. Ms. Larson questioned what had been done about the 2,000 customers. Mr. Powell stated if no submissions were received then the customers were billed for their usage. He noted the 2,000 customers received no credit regardless of irrigation or no irrigation.

Ms. Larson referenced an earlier point on accuracy. She asked if accounts were reviewed for actual usage versus reported usage.

Discussion ensued on timing and credits.

Mr. Powell noted if the Board was not interested in the sewer cap policy, there were other options for consideration. He referenced a policy used by the Hampton Roads Sanitation District (HRSD) which indicated if a reading was not submitted within a year, the customer was removed from the program. Mr. Powell added that provision was not in JCSA's policy. He noted staff's recommendation for the sewer cap policy, but other options were available with the aforementioned item one of those options. Mr. Powell stated if domestic usage was over 8,000 gallons per month, the bill would lower regardless of a submeter or not. He added if the domestic usage exceeded the cap, the customer would only be billed at 8,000 gallons. He explained the criteria for setting 8,000 gallons as the cap, adding the Board's Agenda Packet had reports to identify cost differences, which were marginal for most submeter customers. Mr. Powell noted the sewer cap policy proposal created a simpler approach for JCSA and the customer.

Mr. Icenhour asked about the average monthly household usage estimate. He noted the usage at his home in comparison.

Discussion ensued.

Mr. Powell noted the majority of JCSA customers used less than 8,000 gallons.

Ms. Luton added the single-family residential average was 4,275 gallons.

Discussion ensued on the reduced usage trend and other points.

Mr. Powell summarized the positive aspects of the sewer cap policy. He noted if this policy was implemented then coordination with HRSD would need to take place. Mr. Powell further noted this would allow customers to receive a submeter credit on their wastewater treatment through HRSD. He explained the options for existing and new customers. Mr. Powell noted the decision on the sewer cap policy would impact the decision on the Enterprise Software implementation which would be discussed later. He further noted the Board's immediate feedback on this point was most important regarding vendor programming and software. Mr. Powell stated if the Board chose to move forward then formal action would be required and brought before the Board for approval with proposed implementation slated after the current irrigation season. He asked the Board for feedback on the sewer cap policy, the 8,000-gallon limit, and the timeframe of formal action before the Board in fall or winter.

Mr. Icenhour addressed the pros and cons of the policy.

Mr. Powell noted it was likely there would be some customer complaints.

Ms. Sadler asked if communication would be sent to customers.

Mr. Powell confirmed yes.

Discussion ensued on credits, submeter reading submissions, and revenues.

Mr. Powell addressed the staff member dedicated strictly to submeters and other points.

Mr. McGlennon asked for more details on the HRSD program.

Mr. Powell explained only one reading needed to be submitted and then JCSA and HRSD worked together to determine the credit. He noted he would present the proposed changes to the Board in the fall.

Mr. Icenhour asked if a public hearing would be required at that time.

Mr. Powell noted no public hearing was required for changes to the regulations.

Discussion ensued.

Mr. Powell thanked the Board for its input and moved to the next item on the Agenda.

## 2. Proposed Revision to Grinder Pump Policy

Mr. Powell noted this item addressed proposed revision to the grinder pump policy. He further noted he had met with each Board member individually several months prior to discuss possible changes to the grinder pump policy. Mr. Powell stated there was unanimous consensus to do away with the policy, adding he had proposed a 10-year phase out period. He added Board members had proposed a five-year phase out period. Mr. Powell noted that point in consideration of vendors who were currently contracted for 3-1/2 years but contracts could be extended to the five-year mark. He added additional time beyond that point would require an additional procurement process and a less viable option regarding vendors. Mr. Powell asked the Board its comfort level for ending the program in five versus 10 years.

Discussion ensued on the number and location of the grinder pumps in the County.

Ms. Larson asked the cost to the County.

Ms. Luton responded \$221,000 for the current year.

Mr. Icenhour asked if there were options for grinder pump participants who had no agreement with JCSA.

Ms. Luton replied yes. She noted several area contractors offered services.

Mr. Icenhour noted five years was good as it allowed a transition period. He further noted the staff time to track the program.

Discussion ensued on several points.

Ms. Sadler asked if potential vendors would be provided to customers requesting grinder pump service.

Mr. Powell noted that information could be provided.

Discussion ensued on modifications to the program, customers under grandfather clauses, and compliance issues.

Mr. McGlennon noted Kingsmill used Newport News Waterworks.

Mr. Powell explained the grinder pump program was really a sewer program. He noted the legacy of the grinder pump systems in older neighborhoods and that some of the vendors were contracted to do the grinder pump work for JCSA. Mr. Powell further noted a revision to JCSA's timeline was needed and then he would send that updated information to the Board. He stated staff would no longer accept new applications effective Monday, May 1, 2023.

Ms. Larson noted sending clear communication to customers.

Mr. Powell confirmed yes. He noted Mr. Youshock would address the next few items.

### 3. Proposed Revision to Design Standards

Mr. Youshock addressed proposed changes to the design criteria. He noted JCSA, along with many other Hampton Roads area utilities, followed HRSD standards with some modifications to meet JCSA's needs. Mr. Youshock further noted the standards were reviewed regularly to ensure they were up-to-date regarding technologies. He added the design revisions, by nature, required no Board action but JCSA wanted the Board to be aware of the proposed changes. Mr. Youshock noted these changes would affect both JCSA and development projects. He highlighted one change focused on water main material and the specific requirements of either PVC or ductile iron pipes within particular areas. He noted the recent upgrade to zinc coating and polywrap on the ductile iron pipes in 2021 for better protection. Mr. Youshock addressed the benefits of ductile iron pipe, adding other localities used ductile iron pipe. He noted pipes of different materials eventually fail over time underground, but better materials equated to a lower replacement ratio over longer periods of time. Mr. Youshock further noted this point applied to the water system with similar materials applicable to the sewer system. He stated the importance of maximizing the life of JCSA's assets for tomorrow's use with the materials used in the ground. He added age of the product was one factor of asset life.

Ms. Larson asked if developers would be notified of the pipe material change.

Mr. Powell confirmed yes, adding that was just one component of the presentation. He noted ductile iron pipes were more expensive than PVC and he wanted the Board to be aware of potential comments from developers.

Mr. McGlennon asked if a combination of materials could be used.

Mr. Powell confirmed yes.

Mr. Youshock replied yes that transition couplings could be used. He added the location could also determine the substitute pipe material for some repairs.

Discussion ensued.

Mr. Powell noted one previous concern had been ductile iron pipes had not been available. He

further noted that may have been true at one time, but not so much currently, adding that may be a concern voiced from developers. Mr. Powell stated JCSA had waited for the materials on one of its projects.

Mr. Icenhour noted reviewing the revisions to the design standards. He asked if the Board needed to approve those changes.

Mr. Powell noted he could approve those changes.

Mr. Youshock noted the next change addressed water main grouping. He further noted this change was incorporated in the 2021 revision, but he wanted to clarify several points and get feedback. Mr. Youshock explained the process and logic of looping water mains. He stated JCSA was required monthly to check chlorine levels throughout the County. Mr. Youshock noted other aspects regarding the water mains, adding Fire Code was a major factor.

Discussion ensued.

Mr. Youshock noted one water main in Governor's Land served 808 customers. He further noted failures that occurred on that main and created issues. Mr. Youshock stated James Terrace was another example of a long water main, adding potential difficulties with repairs due to its proximity to Route 199. He cited the oldest section of Stonehouse development as another example. Mr. Youshock noted these examples were the reason these requirements were being put in place, adding evaluation from other projects had been helpful.

Discussion ensued on redundancy and other locations in the County.

Mr. Icenhour noted the developer was responsible for the infrastructure and questioned the supervisory review process. He further noted that was labor intensive for staff.

Mr. Youshock noted JCSA had three dedicated construction inspectors. He further noted they were divided geographically to review development projects.

Mr. Icenhour asked if cameras were required for acceptance.

Mr. Powell confirmed yes for sewer lines.

Mr. Youshock noted water lines were pressure tested.

Discussion ensued.

Mr. Youshock stated a dependence on technology. He noted tracing lines and utility marker balls assisted with locating buried utilities. Mr. Youshock further noted JCSA was required by Virginia 811 (formerly Miss Utility) to mark lines and this revision allowed JCSA more assurance of the proper location for buried lines.

Mr. Icenhour questioned the lifespan on the utility marker balls.

Mr. Youshock responded supposedly it was lifetime as the units did not contain batteries. He added there were different frequencies for water and sewer to assist identifying the utilities.

Discussion ensued.

Mr. Powell noted JCSA had two locators and their workload had increased with utility location for Shenandoah Cable Television, LLC ("Shentel"), as Shentel had begun offering cable television service in the County. He further noted a temporary, part-time locator had

recently been hired, but this change made utility location easier within JCSA's infrastructure.

Discussion ensued on the utility marker balls.

Mr. Youshock noted whatever changes were incorporated into JCSA's standards applied to both developers and JCSA for capital projects. He continued his presentation highlighting the policy regarding service connections. Mr. Youshock explained earlier in the 2000s when a new development came in, the entire water and sewer infrastructure had to be built. The developer built the entire system, tests were run on it, and JCSA standards had to be approved. He added after that point, then the developer could start connecting to houses. Mr. Youshock noted at that time the building community disagreed with the policy which stated all utilities had to be in place prior to construction of any homes. He explained the water meter allowance process where developers paid the JCSA a set amount which served as a deposit should the developer stop work or leave the area. Mr. Youshock noted most local developers chose this option to ensure they could quickly build houses. He added most developments were built-out prior to JCSA's acceptance of the facilities though JCSA was still providing service. Mr. Youshock noted some developers go bankrupt and JCSA had not accepted the facilities, but service was still provided years later. He further noted staff's recommendation for removal of this option and use the option that ensured facilities were constructed, tested per JCSA standards, and under JCSA ownership prior to providing service to customers. Mr. Youshock cited the reasons JCSA supported this option.

Discussion ensued on bonds against defaulted developers and other points.

Mr. Powell noted developers would not favor this option as the current system allowed for development to occur. He further noted with the elimination of Option 2, developers would be required to spend more money upfront prior to revenue from any sold houses. He added this would slow development and make developers spend rather than make money first.

Discussion ensued on services provided by other localities, regulatory concerns, design standards, and the revised policy implementation timeline.

Mr. Youshock noted the Board's consensus to move forward on the proposed revisions.

The Board agreed.

#### 4. Proposed Connection of Independent Systems to Central System

Mr. Youshock noted the next point addressed the connection of the independent water systems to a central system. He referenced an area near the Williamsburg Pottery which required significant upgrades and viable options. Mr. Youshock noted the significance of a central system connection would also provide cost savings. He referenced recent County land development Ordinances which limited the potential for future independent water systems.

Discussion ensued on groundwater permits and other points.

Mr. Youshock noted the Liberty Ridge and Westport independent well facilities would be combined the Central System. He further noted the two systems would be combined into the Central System Department of Environmental Quality (DEQ) groundwater withdrawal permit with no anticipated changes. Mr. Youshock stated the addition of the two facilities to the Central System would have no negative impact to the DEQ or the Virginia Department of Health (VDH) permits.

Discussion ensued on costs.



Mr. Youshock noted with the systems combined into the VDH Central System operations permit, it was expected to have an increase in the VDH permitted capacity. He asked the Board for feedback.

Discussion ensued.

Mr. Youshock noted the Board's consensus to move forward on the connection process for the two systems.

The Board agreed.

Mr. Powell noted this action would come before the Board later as a Special Use Permit for approval.

Discussion ensued.

Mr. Powell stated some introductory points on the next item. He noted this project was similar to the Supervisory Control and Data Acquisition (SCADA) project. Mr. Powell further noted the SCADA project had been a multiyear, multimillion-dollar project which required substantial time and effort for implementation. He added Ms. Luton had taken the lead with the SCADA project outside of her job description. Mr. Powell noted Mr. Youshock was taking the lead on the software project in a similar way, adding he was the only JCSA staff member with previous experience on this type of job. Mr. Powell added he wanted the Board to be aware of those points.

Ms. Luton thanked Mr. Powell.

Mr. Powell commended the caliber of staff and commitment in volunteering for projects outside of their normal job descriptions.

## 5. Update – Enterprise Software

Mr. Youshock noted he would give a general update on the project and its timeline. He highlighted the various modules used with the Enterprise software which would replace customer service and billing functions. Mr. Youshock noted JCSA would be independent of HRSD with the new system. He further noted aspects of the updated customer portal and other features of the new system such as the mobile use which would eliminate paper and process online work orders and other aspects. Mr. Youshock stated the entire system would be mobile.

Ms. Larson asked if this product was an all-inclusive one.

Mr. Powell confirmed yes.

Discussion on billing ensued.

Mr. Youshock noted the new software allowed JCSA better data availability and other aspects.

Ms. Larson noted HRSD used Apple Pay, PayPal, and Venmo. She asked if JCSA's system would also use those payment options.

Mr. Powell confirmed yes.

Discussion ensued.

Mr. Youshock noted a communication plan was being planned.

Mr. Icenhour asked the timeline for the software launch.

Mr. Youshock responded the end of 2023 to early 2024.

Ms. Luton noted six months was the probable timeline. She addressed other aspects of JCSA billing and HRSD.

Mr. Youshock presented a sample draft of a bill. He noted the sample was included in the Board's Agenda Packet and he welcomed any input. He added this was not the final draft.

Mr. Powell noted two major improvements with the sample bill. He further noted two aspects were useful with gallons as the unit and the monthly usage profile.

Mr. Icenhour noted Virginia Natural Gas provided the monthly usage profile for 12 months.

Discussion ensued on suggestions to the bill format.

Mr. Youshock presented a five-minute video from the vendor highlighting the customer portal.

Ms. Larson asked if JCSA would then be paperless.

Mr. Youshock confirmed yes.

Discussion ensued on other system features.

At approximately 10:48 a.m., the Board recessed for a break.

At approximately 10:57 a.m., the Board reconvened.

## 6. Compensation

Mr. Powell referenced the compensation discussion at the Board of Supervisors Retreat. He noted exploring a different pay plan for JCSA. Mr. Powell further noted retention and recruitment would allow people to know future salaries. He stated some current challenges, adding he would welcome the opportunity to join with the County on its compensation study. Mr. Powell noted if that opportunity was not available, he would like the Board's support to conduct a separate compensation study. He questioned the feasibility of such a study and at what levels. Mr. Powell noted the recent loss of employees to Dominion Energy and not for current salaries, but for the projected income over the next few years. He further noted it was a concept he wanted to explore, adding retention was a major focus for JCSA.

Discussion ensued.

Mr. Powell noted review of some JCSA policies as they applied to JCSA employees. He cited several examples for the Board's consideration.

Discussion ensued.

## 7. Closed Session: Consultation with legal counsel pertaining to actual or probable litigation,

where such consultation or briefing in open meeting would adversely affect the negotiating or litigating posture of the public body, pursuant to Section 2.2-3711 (A)(7) of the Code of Virginia; and Consultation with legal counsel employed or retained by a public body regarding specific legal matters requiring the provision of legal advice by such counsel, pursuant to Section 2.2-3711 (A)(8) of the Code of Virginia and pertaining to a proposed policy and fee revision for dedicated fire protection lines.

A motion to Enter a Closed Session was made by James Icenhour Jr, the motion result was Passed.

AYES: 4 NAYS: 0 ABSTAIN: 0 ABSENT: 1

Ayes: Icenhour Jr, Larson, McGlennon, Sadler

Absent: Hipple

At approximately 11:11 a.m., the Board of Directors entered a Closed Session.

At approximately 11:27 a.m., the Board re-entered Open Session.

A motion to Certify the Board only spoke about those matters indicated that it would speak about in Closed Session was made by John McGlennon, the motion result was Passed.

AYES: 4 NAYS: 0 ABSTAIN: 0 ABSENT: 1

Ayes: Icenhour Jr, Larson, McGlennon, Sadler

Absent: Hipple

## **E. ADJOURNMENT**

1. Adjourn until 5 pm on May 9, 2023 for the Regular Meeting

A motion to Adjourn was made by Ruth Larson, the motion result was Passed.

AYES: 4 NAYS: 0 ABSTAIN: 0 ABSENT: 1

Ayes: Icenhour Jr, Larson, McGlennon, Sadler

Absent: Hipple

At approximately 11:28 a.m., Ms. Sadler adjourned the Board of Directors.

**MINUTES**  
**JAMES CITY SERVICE AUTHORITY BOARD OF DIRECTORS**  
**REGULAR MEETING**  
**County Government Center Board Room**  
**101 Mounts Bay Road, Williamsburg, VA 23185**  
**May 9, 2023**  
**5:00 PM**

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**A. CALL TO ORDER**

**B. ROLL CALL**

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

-April 11, 2023, Regular Meeting  
-April 25, 2023, Special Meeting

**F. PUBLIC HEARING(S)**

None.

## G. BOARD CONSIDERATION(S)

1. Changes to the Regulations Governing Utility Service and Resolution of Appropriation for Fiscal Year 2024 Budget

A motion to Approve the Resolution of Appropriation for Fiscal Year 2024 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

A motion to Approve Changes to the Regulations Governing Utility Service 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 Proposed Fiscal Year (FY) 2024 Budget was approximately \$24 million, which was a 2.1% increase from the current year's budget. He noted the Proposed FY 2024 Budget included a 3.5% increase in water rates and no changes to sewer rates. Mr. Powell further noted the other proposed fee increase in the Proposed FY 2024 Budget was regarding the Grinder Pump Maintenance Pump fee from \$400 to \$425 annually. He mentioned staff recommended approval of the two resolutions included in the Board's Agenda Packet.

Ms. Sadler asked if any Board member had questions.

2. Contract Award - \$551,308 - Variable Frequency Drives Replacement - Systems East Inc.

A motion to Approve was made by Ruth Larson, the motion result was Passed.

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

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

Mr. Powell gave an overview of the memorandum and resolution included in the Agenda Packet.

Ms. Sadler asked if any Board member had questions.

3. Contract Award - \$158,000 - Water Main Replacement Along Jack L. Massie Bridge at College Creek and Authorization for General Manager to Execute Final Contract

A motion to Approve was made by Ruth Larson, the motion result was Passed.

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

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

Mr. Powell gave an overview of the memorandum and resolution included in the Agenda Packet.

Ms. Sadler asked if any Board member had questions.

4. Contract Award - Fire Hydrant Inspections and Maintenance

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 gave an overview of the memorandum and resolution included in the Agenda Packet.

Ms. Sadler asked if any Board member had questions.

Mr. McGlennon asked about the wide range in costs regarding this contract award.

Mr. Powell replied the current contractor the County utilized for this service had dramatically increased its costs for renewal which resulted in the Invitation for Bids process to allow for alternative vendor opportunities. He expressed his belief that there were some economies of scale factors regarding that point.

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

Ms. Larson mentioned a discussion between the Board and James City Service Authority (JCSA) on various issues. She commended Mr. Powell's leadership and all JCSA staff for their efforts.

Ms. Sadler agreed, adding it was very informative. She expressed her appreciation to Mr. Powell and JCSA staff for the time taken to discuss a wide range of topics with the Board. Ms. Sadler thanked Mr. Powell.

Mr. Powell expressed his appreciation for the Board's feedback.

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

1. May 2023 Dashboard Report

Mr. Powell noted he had no additional updates.

## **J. ADJOURNMENT**

1. Adjourn until 5 pm on June 13, 2023 for the Regular Meeting

A motion to Adjourn was made by James Icenhour Jr, the motion result was Passed.

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

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

At approximately 5:08 p.m., Ms. Sadler adjourned the Board of Directors.

**ITEM SUMMARY**

DATE: 6/13/2023

TO: The Board of Directors

FROM: M. Douglas Powell, General Manager

SUBJECT: Resolution to Allow the General Manager to Settle Certain Claims

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**ATTACHMENTS:**

	Description	Type
☐	Memo	Cover Memo
☐	Resolution	Resolution

**REVIEWERS:**

Department	Reviewer	Action	Date
James City Service Authority	Powell, Doug	Approved	6/5/2023 - 3:14 PM
Publication Management	Daniel, Martha	Approved	6/5/2023 - 3:18 PM
Legal Review	Kinsman, Adam	Approved	6/6/2023 - 10:02 AM
Board Secretary	Saeed, Teresa	Approved	6/6/2023 - 10:03 AM
Board Secretary	Rinehimer, Bradley	Approved	6/6/2023 - 10:11 AM
Board Secretary	Saeed, Teresa	Approved	6/6/2023 - 3:17 PM

## MEMORANDUM

DATE: June 13, 2023  
TO: The Board of Directors  
FROM: M. Douglas Powell, General Manager, James City Service Authority  
SUBJECT: Resolution to Allow the General Manager to Settle Certain Claims

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There are occasionally certain claims made against the James City Service Authority (JCSA) that involve minor amounts of money which, if granted, will result in the settlement of costly litigation or the avoidance of litigation altogether.

The attached resolution specifically grants the General Manager the authority to settle claims against the JCSA that satisfy all the following criteria: 1) the claim is less than \$5,000; 2) does not result in the JCSA admitting liability; and 3) litigating the claim through to completion would likely result in a greater expenditure of money than the proposed settlement amount.

I recommend that the Board approve the attached resolution.

MDP/ap  
AuthJCSAGMCI-mem

Attachment



**RESOLUTION**

**RESOLUTION TO ALLOW THE GENERAL MANAGER TO SETTLE CERTAIN CLAIMS**

WHEREAS, the Board of Directors desires to grant the General Manager the authority to settle small claims against the James City Service Authority (JCSA) under such conditions as the Board may prescribe.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of the James City Service Authority, James City County, Virginia, hereby resolves to grant the General Manager authority to settle small claims against the JCSA that satisfy all the following criteria: 1) the claim is less than \$5,000; 2) does not result in the JCSA admitting liability; and 3) litigating the claim through to completion would likely result in a greater expenditure of money than the proposed settlement amount.

\_\_\_\_\_  
P. Sue Sadler  
Chairman, Board of Directors

ATTEST:

\_\_\_\_\_  
Teresa J. Saeed  
Deputy Secretary to the Board

HIPPLE  
ICENHOUR  
MCGLENNON  
LARSON  
SADLER

VOTES			
<u>AYE</u>	<u>NAY</u>	<u>ABSTAIN</u>	<u>ABSENT</u>
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Adopted by the Board of Directors of the James City Service Authority, James City County, Virginia, this 13th day of June, 2023.

AuthJCSAGMCI-res

**ITEM SUMMARY**

DATE: 6/13/2023

TO: The Board of Directors

FROM: M. Douglas Powell, General Manager, James City Service Authority

SUBJECT: Contract Award - \$171,870 - Sewer Lift Station Wet Well Cleaning

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Seventy-five of James City Service Authority's (JCSA) 77 sewer lift stations have wet wells that receive and store wastewater flow until it reaches a pre-determined level and is pumped out. These wet wells require annual cleaning to remove grease, grit, and debris.

An Invitation for Bids was publicly advertised.

**ATTACHMENTS:**

	Description	Type
☐	Memo	Cover Memo
☐	Resolution	Resolution

**REVIEWERS:**

Department	Reviewer	Action	Date
James City Service Authority	Luton, Stephanie	Approved	5/24/2023 - 3:12 PM
Publication Management	Daniel, Martha	Approved	5/24/2023 - 3:15 PM
Legal Review	Kinsman, Adam	Approved	5/24/2023 - 3:33 PM
Board Secretary	Saeed, Teresa	Approved	6/2/2023 - 11:00 AM
Board Secretary	Rinehimer, Bradley	Approved	6/2/2023 - 11:24 AM
Board Secretary	Saeed, Teresa	Approved	6/6/2023 - 8:57 AM

**MEMORANDUM**

DATE: June 13, 2023  
TO: The Board of Directors  
FROM: M. Douglas Powell, General Manager, James City Service Authority  
SUBJECT: Contract Award - \$171,870 - Sewer Lift Station Wet Well Cleaning

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Seventy-five of James City Service Authority's (JCSA) 77 sewer lift stations have wet wells that receive and store wastewater flow until it reaches a pre-determined level and is pumped out. These wet wells require annual cleaning to remove grease, grit, and debris.

An Invitation for Bids was publicly advertised. Three bids were submitted and two were considered eligible for award as listed below.

<u>Firm</u>	<u>Amount</u>
East Coast Infrastructure, Inc.	\$171,870
WB&E Construction, Inc.	\$240,000

East Coast Infrastructure, Inc. was determined to be the lowest responsive and responsible bidder and has successfully completed work for the JCSA in the past.

The initial contract term is one year with five possible one-year renewals.

Staff recommends approval of the attached resolution awarding the \$171,870 contract for the Sewer Lift Station Wet Well Cleaning to East Coast Infrastructure, Inc.

MDP/ap  
CA-SewLftWWell-mem

Attachment

**RESOLUTION**

**CONTRACT AWARD - \$171,870 - SEWER LIFT STATION WET WELL CLEANING**

WHEREAS, an Invitation for Bids for the Sewer Lift Station Wet Well Cleaning was publicly advertised and three bids was received and two were considered for award; and

WHEREAS, East Coast Infrastructure, Inc. was determined to be the lowest responsive and responsible bidder.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of the James City Service Authority, James City County, Virginia, hereby awards the contract for the Sewer Lift Station Wet Well Cleaning to East Coast Infrastructure, Inc. in the amount of \$171,870.

\_\_\_\_\_  
P. Sue Sadler  
Chairman, Board of Directors

ATTEST:

\_\_\_\_\_  
Teresa J. Saeed  
Deputy Secretary to the Board

HIPPLE  
ICENHOUR  
MCGLENNON  
LARSON  
SADLER

VOTES			
<u>AYE</u>	<u>NAY</u>	<u>ABSTAIN</u>	<u>ABSENT</u>
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Adopted by the Board of Directors of the James City Service Authority, James City County, Virginia, this 13th day of June, 2023.

CA-SewLftWWell-res

**ITEM SUMMARY**

DATE: 6/13/2023

TO: The Board of Directors

FROM: M. Douglas Powell, General Manager, James City Service Authority

SUBJECT: Setting a Public Hearing - Regulations Governing Utility Service Updates

The proposed changes to the James City Service Authority (JCSA) Regulations Governing Utility Service implement the sewer cap and dedicated fire protection line fee revision discussed at the April 28, 2023, Board Retreat, update fees associated with performing in-house delinquency notifications and service disconnections for implementation of the SpryPoint Enterprise Software customer billing system, and revise hydrant meter rental deposit fees to reflect current costs.

**ATTACHMENTS:**

	Description	Type
☐	Memo	Cover Memo
☐	Resolution	Resolution
☐	Exhibit July 11 2023 Public Hearing Updates to Regulations	Exhibit

**REVIEWERS:**

Department	Reviewer	Action	Date
James City Service Authority	Luton, Stephanie	Approved	5/26/2023 - 2:50 PM
Publication Management	Daniel, Martha	Approved	5/26/2023 - 2:55 PM
Legal Review	Kinsman, Adam	Approved	5/26/2023 - 3:48 PM
Board Secretary	Saeed, Teresa	Approved	6/2/2023 - 11:02 AM
Board Secretary	Rinehimer, Bradley	Approved	6/2/2023 - 11:25 AM
Board Secretary	Saeed, Teresa	Approved	6/6/2023 - 8:58 AM

## MEMORANDUM

DATE: June 13, 2023

TO: The Board of Directors

FROM: M. Douglas Powell, General Manager, James City Service Authority

SUBJECT: Setting a Public Hearing - Regulations Governing Utility Service Updates

---

The proposed changes to the James City Service Authority (JCSA) Regulations Governing Utility Service implement the sewer cap and dedicated fire protection line fee revision discussed at the April 28, 2023, Board Retreat, update fees associated with performing in-house delinquency notifications and service disconnections for implementation of the SpryPoint Enterprise Software customer billing system, and revise hydrant meter rental deposit fees to reflect current costs.

The sewer cap will only apply to single-family residential wastewater collection customers. Wastewater collection usage will be capped at 8,000 gallons per monthly billing period. Usage above 8,000 gallons is assumed to be for irrigation and usage under 8,000 gallons is assumed to be for domestic use. The cap eliminates the need for an irrigation submeter, saving considerable staff time and simplifying the process for customers who will no longer need to read their submeter and submit their data. The effective date would be February 1, 2024, after the current irrigation season and coinciding with implementation of the SpryPoint Enterprise Software system.

When the new billing system is implemented, JCSA customers will receive their water and sewer collection bill directly from JCSA, replacing the current joint bill issued by Hampton Roads Utility Billing Services for JCSA water, JCSA sewer collection, and Hampton Roads Sanitation District (HRSD) sewer treatment. Since JCSA will have different payment deadlines and billing cycles from HRSD, JCSA will resume the in-house delinquency notifications, service disconnections, and service restorations currently performed by HRSD. The proposed changes to the service restoration charge and addition of the delinquency notification and meter damage/accessibility related charges will cover the operational costs associated with this process change and would be effective February 1, 2024.

If the software implementation is delayed, the February 1, 2024 effective date may be extended at the General Manager's discretion.

The dedicated fire protection line fee revision better aligns JCSA's charges with neighboring jurisdictions and accounts for the system capacity investment required to provide water on demand to meet the fire protection needs of customers with designated fire protection connections. The effective date would be July 12, 2023.

The remaining proposed change is an increase to the hydrant meter rental deposit fees to better match the program's current equipment, labor, and administrative costs and would be effective July 12, 2023.

In accordance with Section 15.2-5136 of the Code of Virginia, a public hearing for changes in fees requires a minimum 14-day notice from the time the second public notice of the hearing is printed in a local publication. Staff recommends the Board authorize advertisement of a public hearing on July 11, 2023, for changes in the rates and charges as listed in the attached resolution. The Board can change the advertised charges and rates during its subsequent discussions.

MDP/md  
PH-RegUtilServUpd-mem

Attachment

**RESOLUTION**

**SETTING A PUBLIC HEARING -**

**REGULATIONS GOVERNING UTILITY SERVICE UPDATES**

WHEREAS, the Board of Directors of the James City Service Authority desires to set a Public Hearing for proposed fee changes associated with updates to the Regulations Governing Utility Service.

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the James City Service Authority, James City County, Virginia, that the Board of Directors will hold a Public Hearing on July 11, 2023 and request staff to review the proposed amendments to the Regulations Governing Utility Service and make changes to the fees as summarized in the attachments which will become effective on the respective dates indicated in the attachments, if adopted.

BE IT FURTHER RESOLVED that the proposed amendments be made part of this resolution.

\_\_\_\_\_  
P. Sue Sadler  
Chairman, Board of Directors

ATTEST:

\_\_\_\_\_  
Teresa J. Saeed  
Deputy Secretary to the Board

	VOTES			
	<u>AYE</u>	<u>NAY</u>	<u>ABSTAIN</u>	<u>ABSENT</u>
HIPPLE	_____	_____	_____	_____
ICENHOUR	_____	_____	_____	_____
MCGLENNON	_____	_____	_____	_____
LARSON	_____	_____	_____	_____
SADLER	_____	_____	_____	_____

Adopted by the Board of Directors of the James City Service Authority, James City County, Virginia, this 13th day of June, 2023.

PH-RegUtilServUpd-res

voluntarily terminated. Upon termination, the Authority placard must be returned within 10 business days.

5. User will notify the Authority when the meter is no longer in use in the Authority's water system. Failure to provide notification may preclude future permit approvals.
6. User-furnished meters will only be used at the specific work site identified in the permit. User will not use meters at other work sites unless approved by the Authority.
7. Upon issuance of permit, user will present the meter device to a location designated by the Authority so that an official Authority placard may be placed on the device. This placard may only be removed by an Authority employee. Tampering/removal of the placard by user may result in fees, confiscation of device, and future loss of hydrant meter privileges.
8. Hydrant meters cannot be used in the Authority's independent water systems without written approval from the Authority.

b. Authority-furnished hydrant meters

1. User shall pay a deposit, fifty dollars (\$50) of which is non-refundable, and receive a written permit issued by the Authority prior to receiving a hydrant meter. Meters provided by the Authority will be issued on a first come, first serve basis. The device will have an official Authority placard attached to provide high visibility and proof of user authorization for use. This placard may only be removed by an Authority employee. Tampering/removal of the placard by user may result in confiscation of device, and possible future loss of hydrant meter privileges. Deposit fees are as follows:

3-inch hydrant meter -	\$2,125 <del>\$1,700</del>
5/8 x 3/4 inch hydrant meter -	\$950 <del>\$750</del>

(\$50 of deposit is non-refundable)

2. Permit shall be good for 30 days. If user needs the meter more than 30 days, user shall have the permit renewed in 30-day increments for a maximum of 90 days total. Customers requiring a meter longer than 90 days will be encouraged to purchase their own meter. Customers will not be able to rent another meter until 30 days has elapsed since any prior meter rental. In the event that the meter is not functioning properly, it shall be returned to the Authority for exchange immediately or customer will be assessed a minimum daily charge of 300 gallons per day. Permits will not be renewed beyond 90 days of the original permit date. Any meter retained past the due date may incur a late fee of \$20 a day, which will be deducted from the deposit.



Revised July 12, 2023 ~~July 1, 2022~~

- (2) Volumetric Charge – The wastewater service charge shall be based upon a volumetric consumption (of water) charged as follows:

<u>Volume</u>	<u>Collection</u>
Per 1,000 gallons of water consumed	\$3.11
Per 100 cubic feet of water consumed	\$2.33

Wastewater volumetric charges may be reduced by a sub-metered reading if an irrigation sub-meter is registered with the Authority. Sub-meter reading adjustments will only be allowed up to the consumption in the current billing period and must be submitted by the required due date.

All single family residential wastewater collection bills dated February 1, 2024 and later shall be capped at a maximum consumption of 8,000 gallons per monthly billing period and shall not be subject to reduction by a sub-metered reading. The February 1, 2024 effective date may be extended at the General Manager’s discretion.

- (b) Unmetered water source.

Where no meter exists or where meter readings are not made available by the water supplier to the Authority, then the following estimated charges shall be assessed:

<u>Activity, use</u>	<u>Unit</u>	<u>Collection-Monthly</u>
Single-family residences	Each	\$ 14.00
Single-family mobile homes	Each	\$ 14.00
Mobile homes in parks	Each lot	\$ 12.42
Duplex, apartments and townhouses	Each	\$ 12.42
Manufacturing	1,000 square feet	\$ 3.70
Minimum		\$ 18.62
Warehouses	1,000 square feet	\$ 2.48
Minimum		\$ 15.50
Restaurants	Seat	\$ 1.65
Minimum		\$ 18.62
Commercial	1,000 square feet	\$ 6.18
Minimum		\$ 18.62
Churches	Each	\$ 13.55

Commercial condensate discharged to the sanitary sewer system, when approved by HRSD and the Authority, shall be billed at the current wastewater collection volumetric rate. The bill shall be based on an estimated condensate volume prepared in accordance with HRSD’s criteria and shall be agreed upon by HRSD and the Authority.

The purpose of the retail service charge is to defray all costs associated with operation and maintenance, and capital improvement for providing wastewater collection for domestic, commercial, and industrial uses including replacement, renewals, and extensions, and the repayment of money borrowed to acquire or construct the wastewater collection and transmission system.

B. Water charges.

1. System facilities charge. A system facilities charge for water service to be furnished through each new separate service connection which is to be made to the Authority’s water system shall be paid by each applicant for service prior to the installation of the water service connection, as follows:

Meter Size	Water System Facilities Fee	Designated Fire Protection Connection Size	Designated Fire Protection Connection Fee
5/8"	\$3,219	5/8"	\$ 837
3/4"	\$4,829	3/4"	\$ 1,256
1"	\$8,048	1"	\$ 2,092
1 ½"	\$16,095	1 ½"	\$ 4,185
2"	\$25,752	2"	\$ 6,696
3"	\$56,333	3"	\$ 14,647
4"	\$96,570	4"	\$ 25,108
6"	\$217,283	6"	\$ 56,494
8"	\$257,520	8"	\$ 66,955
10"	\$370,185	10"	\$ 96,248

- (a) The system facilities charge for compound meters shall be based on the largest meter size.
- (b) The system facilities charge for a designated fire protection connection **as shown above** shall be based on the connection size rather than the meter size.
- (c) A meter installation charge of \$50, plus the meter cost if the meter is provided by the Authority, shall be paid by each applicant for each new service connection and meter installation prior to the connection being made.
- (d) Additional system facility charges shall apply for additions to existing structures requiring an increase in meter size. The additional charge shall consist of the incremental increase from the original meter size to the new meter size. No credit shall be granted for a decrease in meter size.
- (e) System Facilities Charge Exemption. Any lots created after August 10, 2004, which are to be served by an Independent Water System, shall be exempt from the Water System Facilities Charge.

The purpose of the system facilities charge is to defray in part the cost of providing major supply, transmission main, booster pumping, distribution storage tanks, and

1. Account charge. An account charge of \$20.00 shall be paid by each applicant for a new account or for a transfer of account, for water and/or wastewater service.

The purpose of this charge is to defray the cost incurred in clerical and bookkeeping activities, the turning on of services, and meter reading required for each new account or transfer of account.

2. Transaction charge for late payment. A transaction charge for late payment of 1.5% will be assessed on the balance due once the bill is delinquent and then every 30 days thereafter. The late charge will be added to a bill in the event the bill is not paid within twenty-one (21) days following the date thereof.

The purpose of this charge is to defray the cost associated with the rebilling of accounts not paid on a prompt basis.

3. Interest charge for late payments with a lien. An interest charge for late payment of 8 percent simple interest on the principal (delinquent amount) due, shall be added to any account when a lien has been placed upon real estate. Such lien on any real estate may be discharged by the payment to the Authority of the total lien amount, penalty, and the interest which has accrued to the date of the payment.

4. Restoration of service charge. Where service has been terminated due to nonpayment of any bill, a restoration of service charge of \$30.00 shall be paid. **On February 1, 2024 the restoration of service charge shall increase to \$50.00 during regular Authority operating hours or \$100 outside regular Authority operating hours. The February 1, 2024 effective date may be extended at the General Manager's discretion.**

The purpose of this charge is to defray the expenses of terminating and restoring service, including clerical and bookkeeping activities.

5. Meter test fee. A test of a water meter shall be done at the request of a water customer upon payment of a meter test fee. The meter test fee shall be determined by meter size, as follows:

<u>Meter size</u>	<u>Meter test fee</u>
5/8" to 1"	\$75
Greater than 1"	\$100

When the meter is found to have registered three percent or greater increase between the meter reading and calibrated testing device, the customer shall receive a refund of the overcharge as a credit against future charges for the period that the meter was in use, but not to exceed six months. In addition, the fee remitted with the application for test shall be refunded in full.

No refund of the fee shall be made when the meter registration is less than three percent between the meter reading and calibrated testing device.

6. Temporary service charge. An applicant for temporary service shall pay, upon application, for the estimated costs of installing, replacing, and removing the infrastructure which is required to furnish such services plus an allowance of 33 percent

The purpose of the above fees are to defray in part the cost of providing major supply, transmission main, booster pumping, and distribution storage facilities required to meet irrigation demands.

N. Required deposit. At the discretion of the Authority deposits may be required in the following circumstances.

1. The applicant is a tenant and the owner does not execute an application for service and contract.
2. The applicant has previously had service terminated for nonpayment or had been assessed a transaction charge for late payment three times during the last 24-months of prior service.
3. The applicant currently has a utility bill that is past due.
4. The applicant desires temporary service for any purpose other than at a construction site.
5. Service is terminated and the customer requests that the service be reinstated.

If the Authority holds a deposit of a customer who has service terminated as a result of nonpayment, the deposit will not be applied to the outstanding balance if the customer desires service to be reinstated. In addition, a second deposit will be required before service is reinstated under the provisions of these Regulations. The Authority will hold no more than two deposits at any given time for the same customer account.

O. Returned payment charge. A charge of thirty dollars (\$30.00) plus any applicable bank or other charges incurred by the Authority as a result of the returned payment shall be assessed for any payment of a utility bill that is returned for insufficient or uncollected funds, or drawn on a closed or nonexistent account. If such payment was presented in order to avoid termination of service for nonpayment of a utility bill, or to have service restored after such termination, utility service shall be terminated and this charge, as well as all others due and payable, shall be submitted in cash, cashier's check, certified check, or money order before utility service is restored.

P. Disconnection & Delinquency Notification Fees. Effective February 1, 2024, the following fees shall apply. The February 1, 2024 effective date may be extended at the General Manager's discretion.

1. A \$15 fee shall be billed when the Authority provides onsite notification of impending disconnection or disconnects the customer's meter due to delinquent charges.
2. Meter locking or meter removal required to enforce disconnection shall incur a \$50 fee. Deliberately blocking access to the meter shall incur a \$50 fee.
3. Removal of or damage to the meter lock placed for disconnection shall incur a \$100 fee. Damage to the meter or antenna shall incur a \$250 fee plus the cost of the replacement parts.

**ITEM SUMMARY**

DATE: 6/13/2023  
TO: The Board of Directors  
FROM: M. Douglas Powell, General Manager  
SUBJECT: June 2023 Dashboard Report

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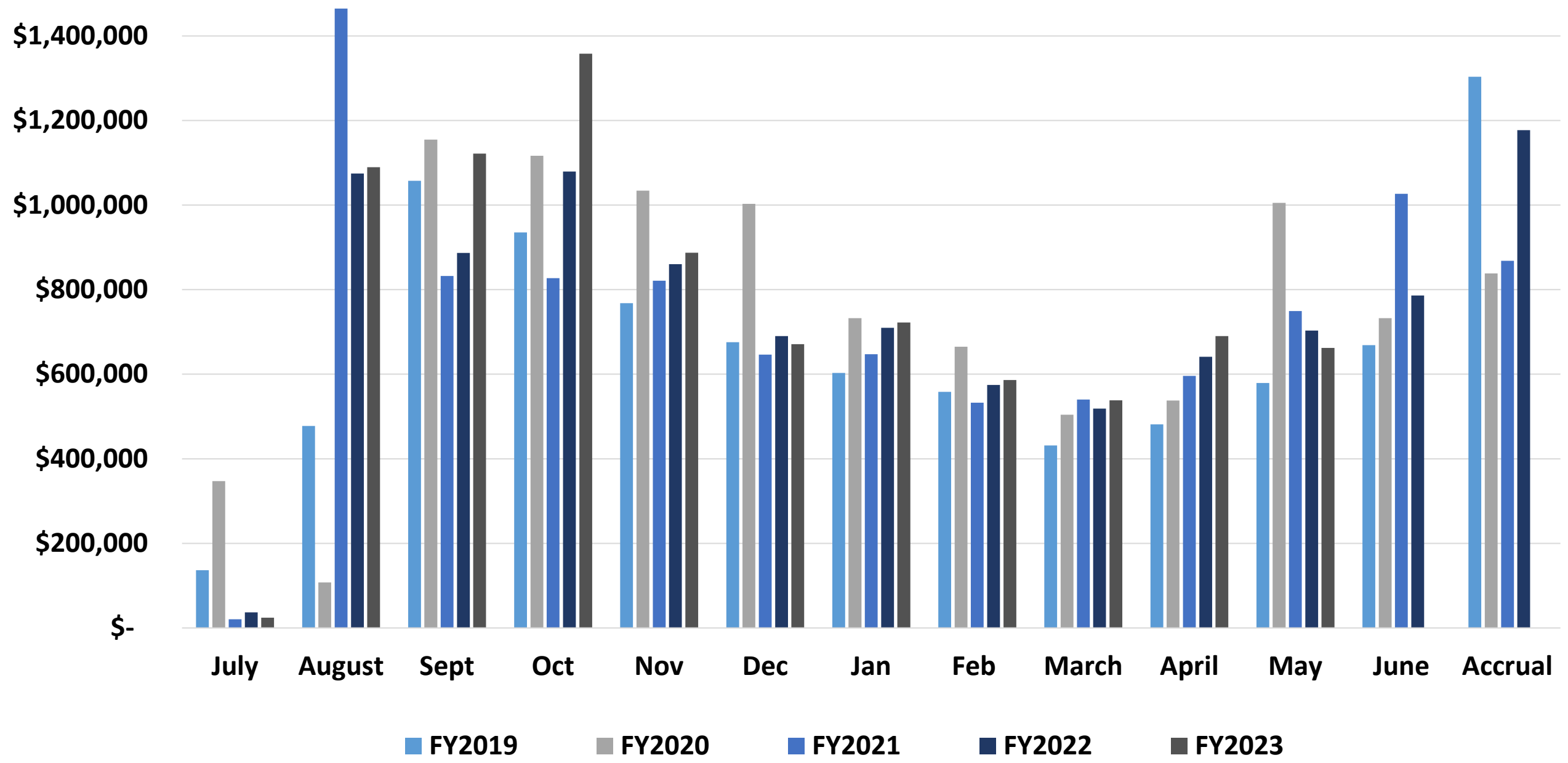
**ATTACHMENTS:**

	Description	Type
📎	June Dashboard Report	Exhibit

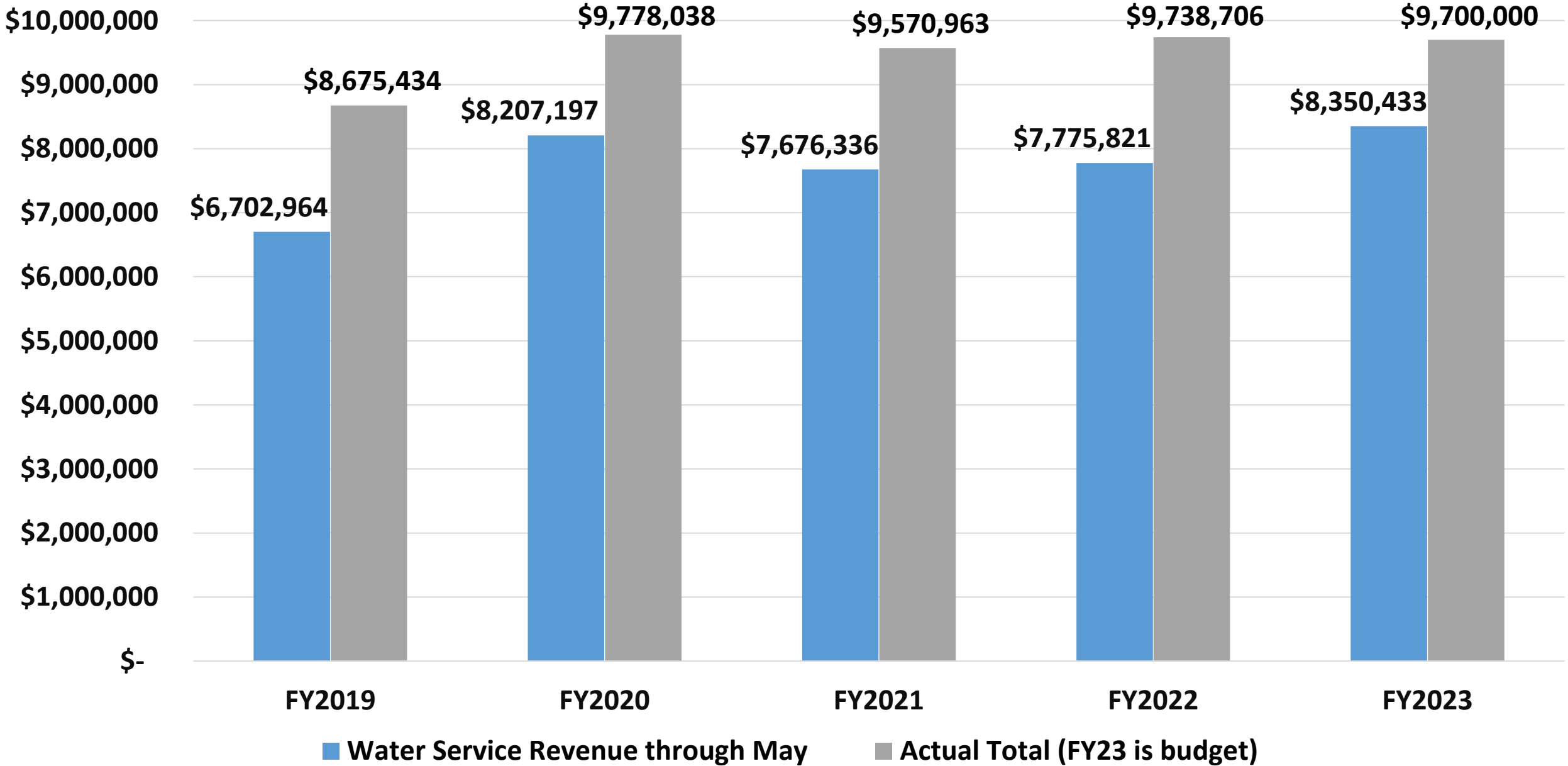
**REVIEWERS:**

Department	Reviewer	Action	Date
Board Secretary	Saeed, Teresa	Approved	6/12/2023 - 3:27 PM

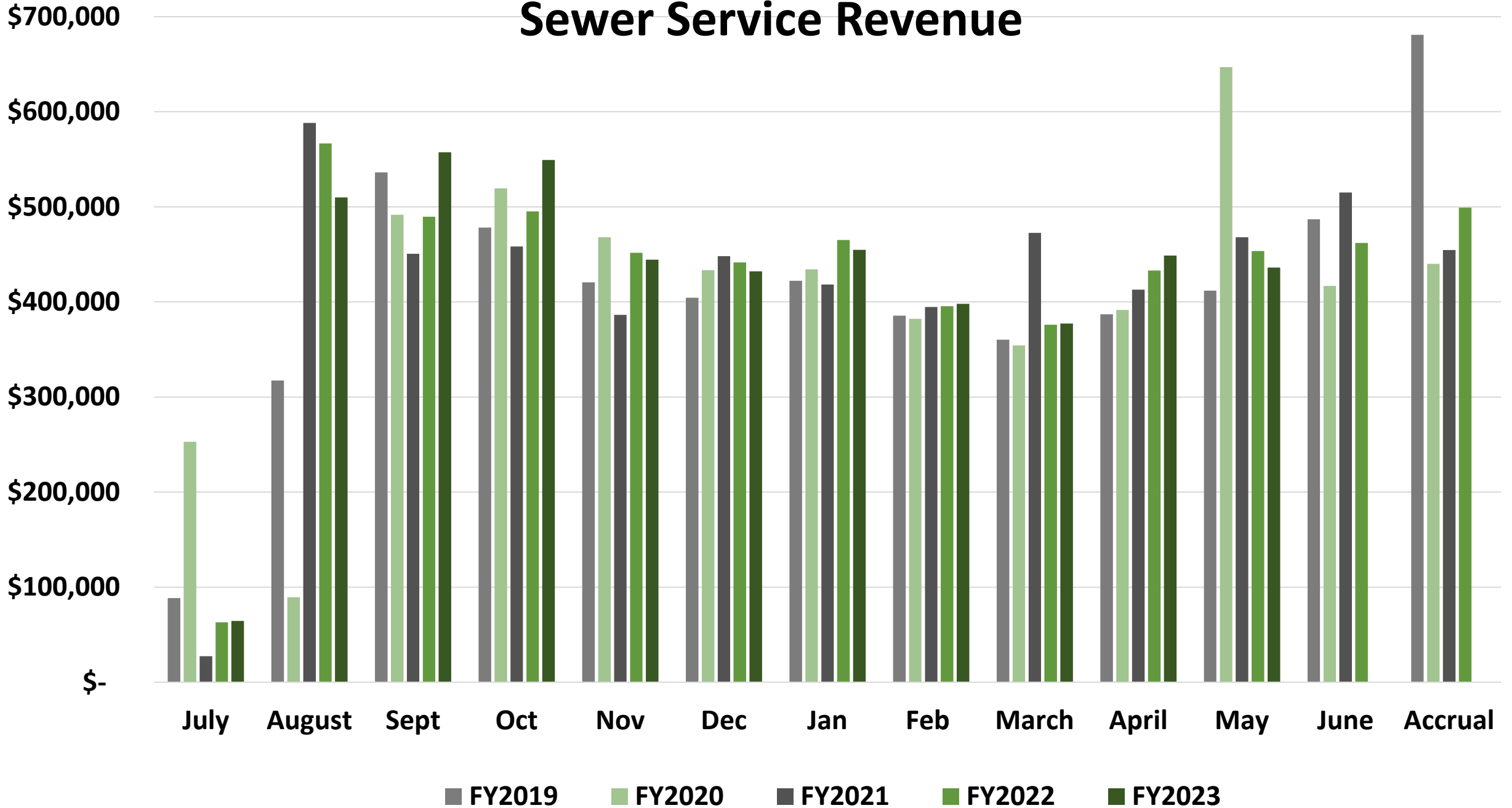
# Water Service Revenue



# Water Service Revenue through May

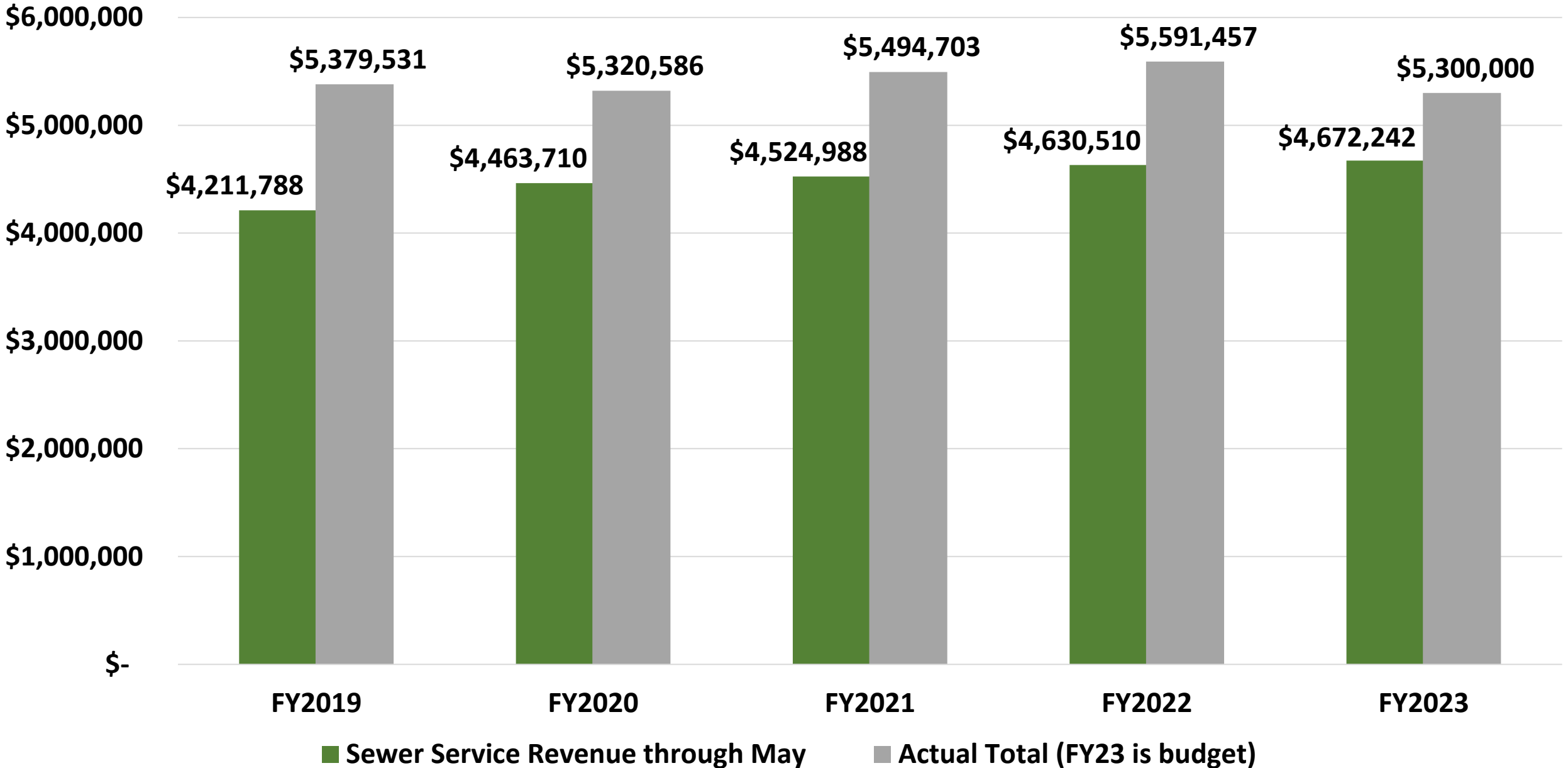


# Sewer Service Revenue

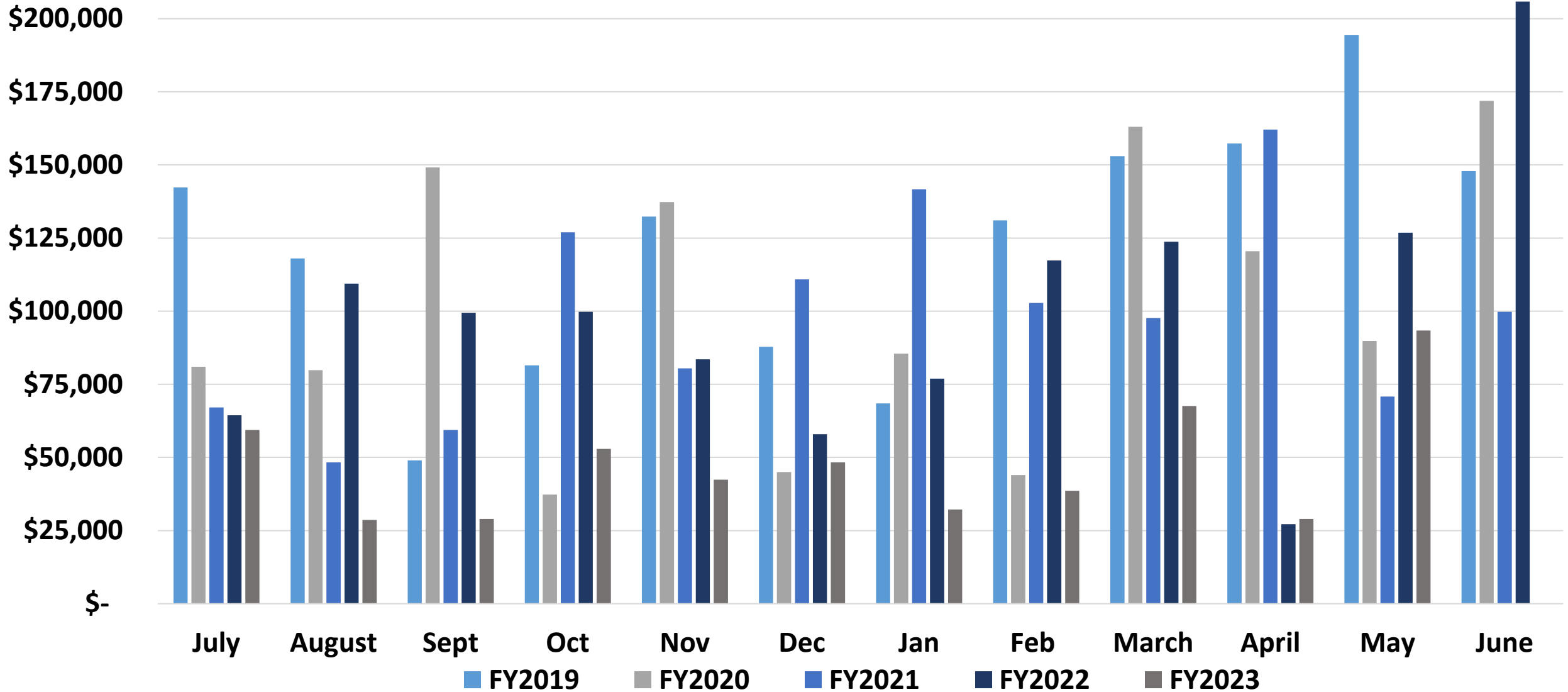




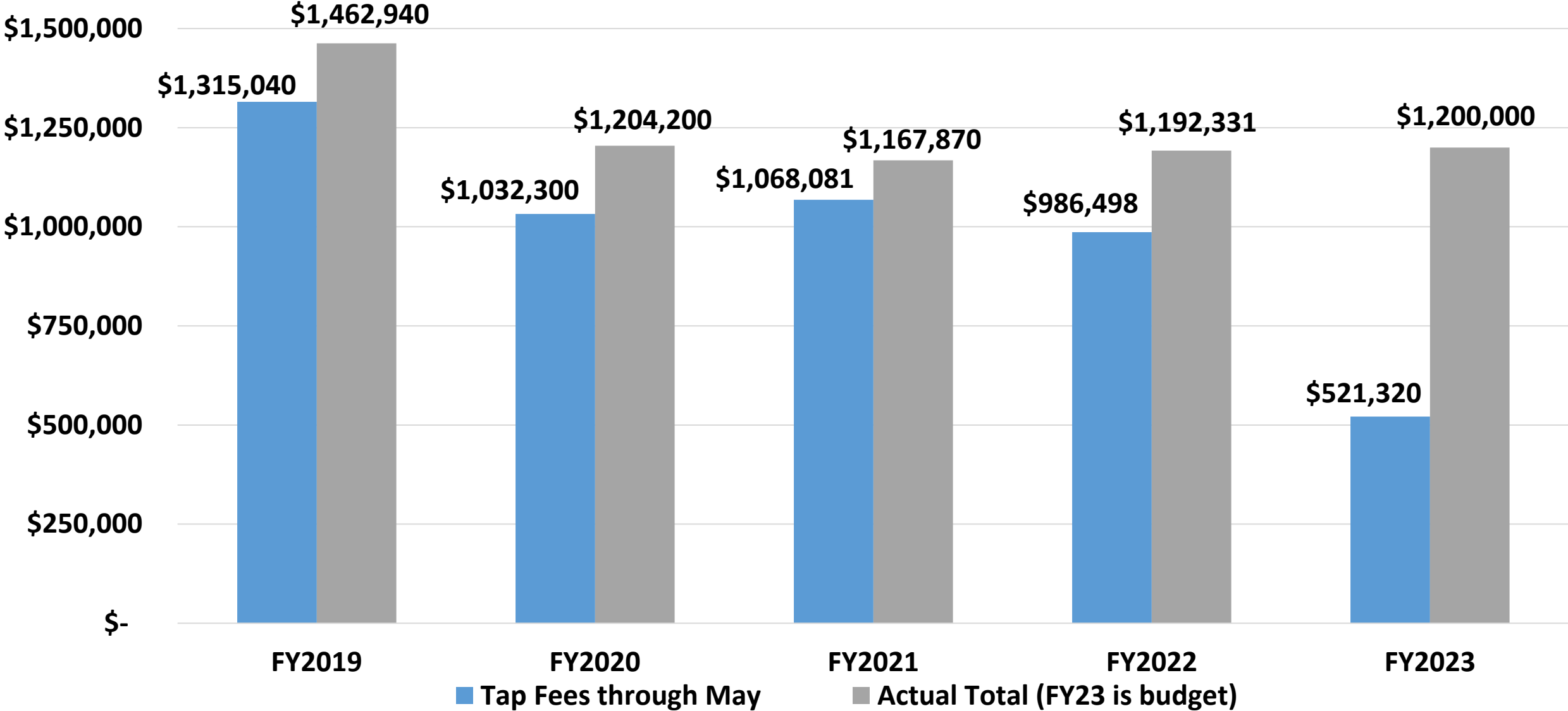
# Sewer Service Revenue through May



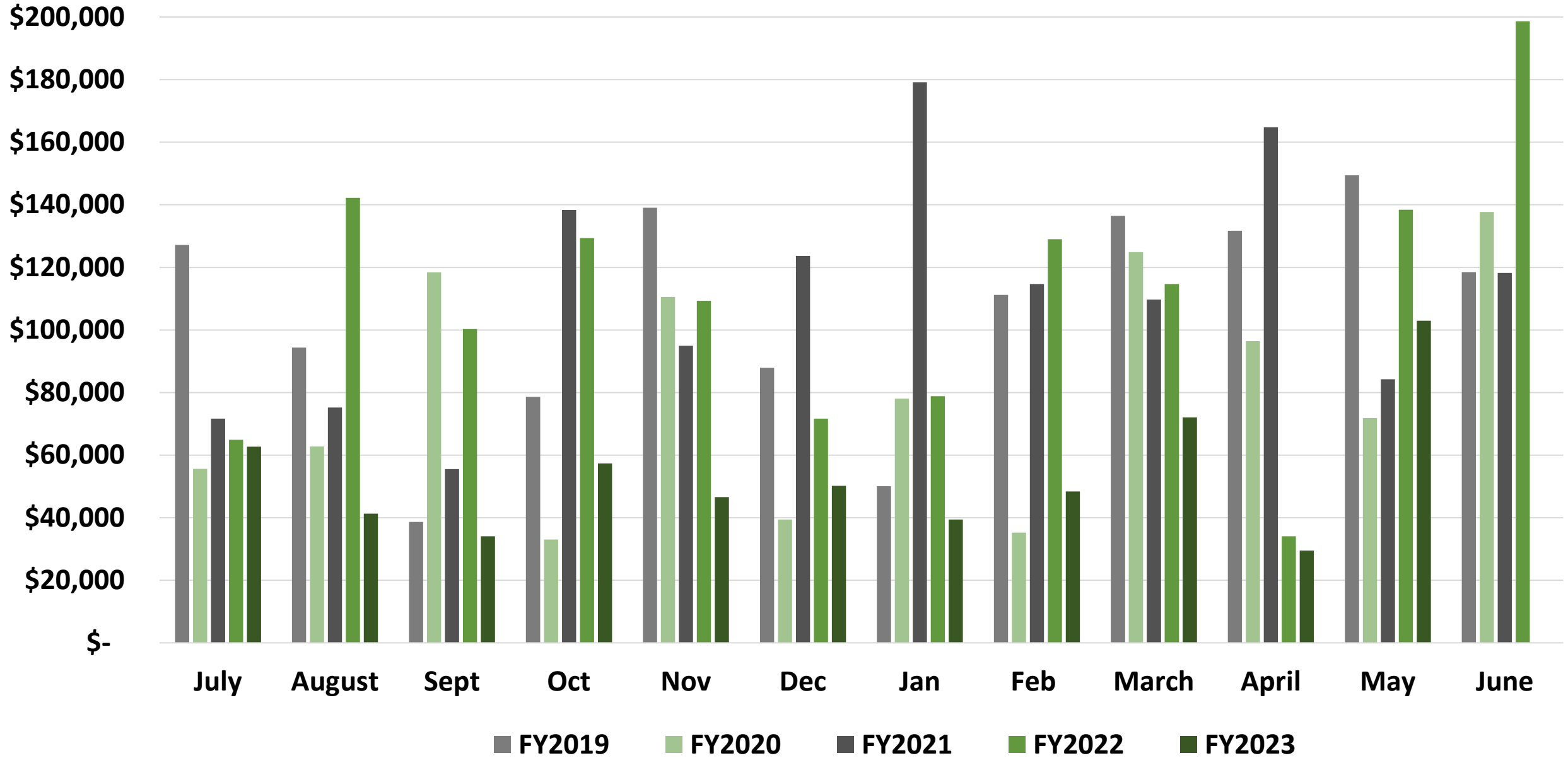
# Water Tap Fees



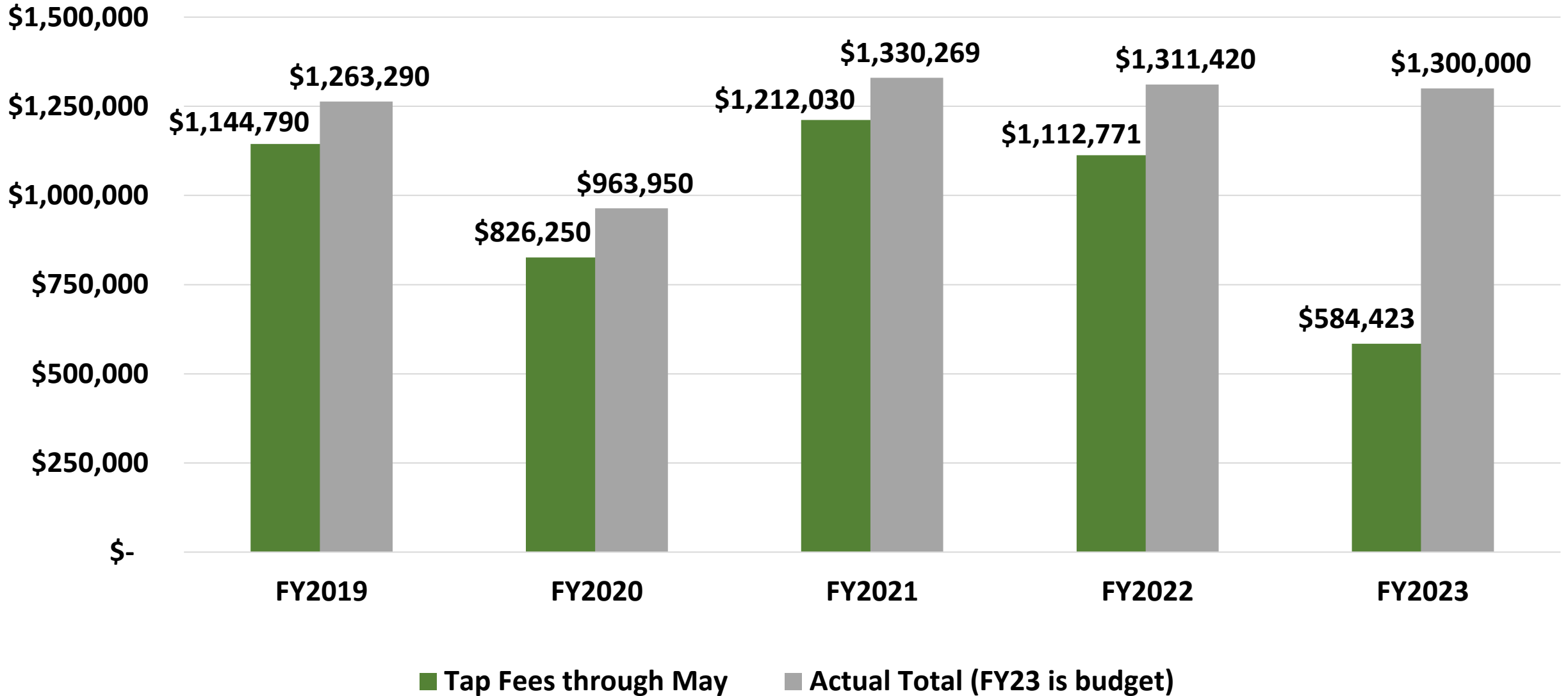
# Water Tap Fees through May



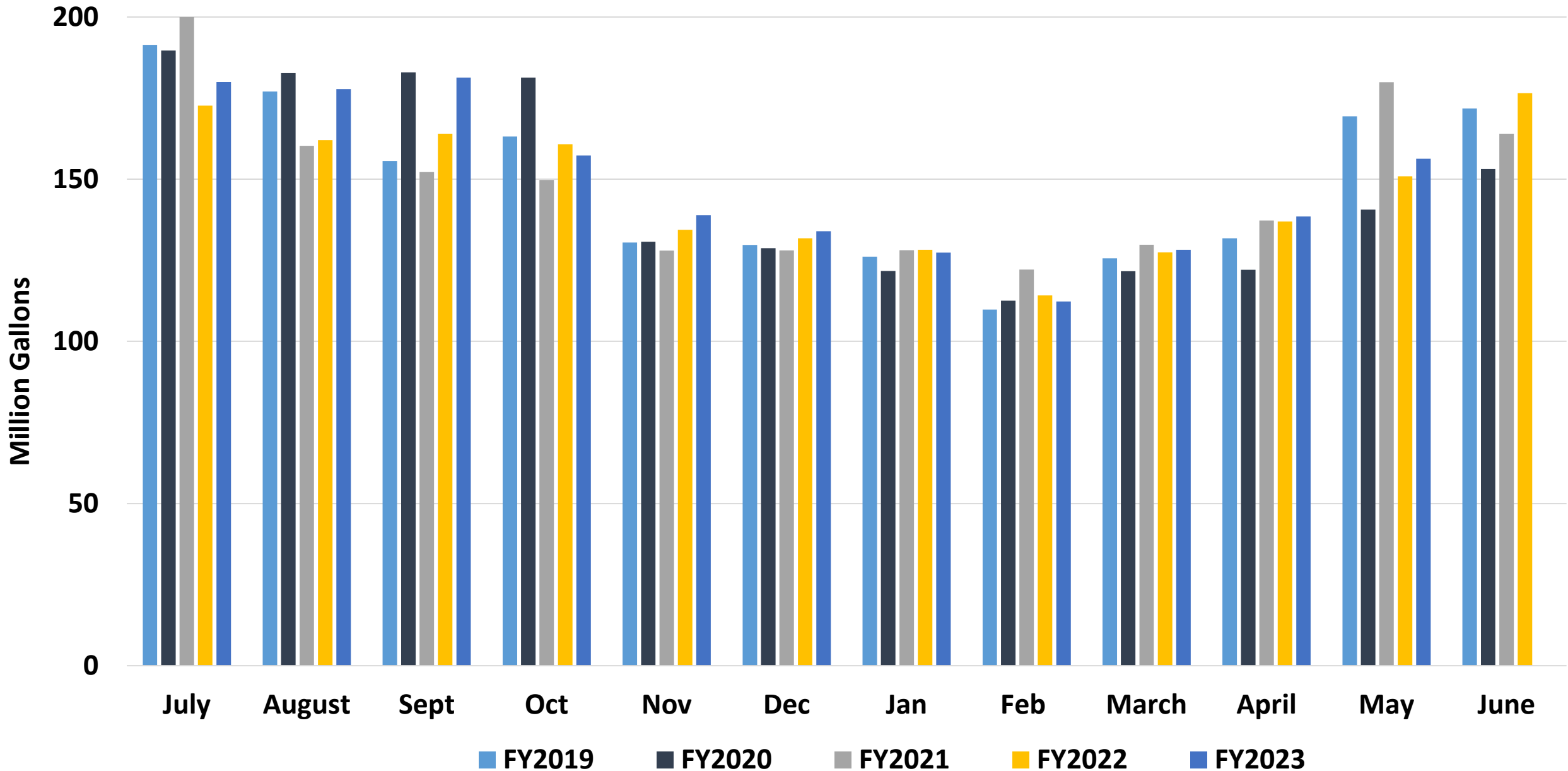
# Sewer Tap Fees



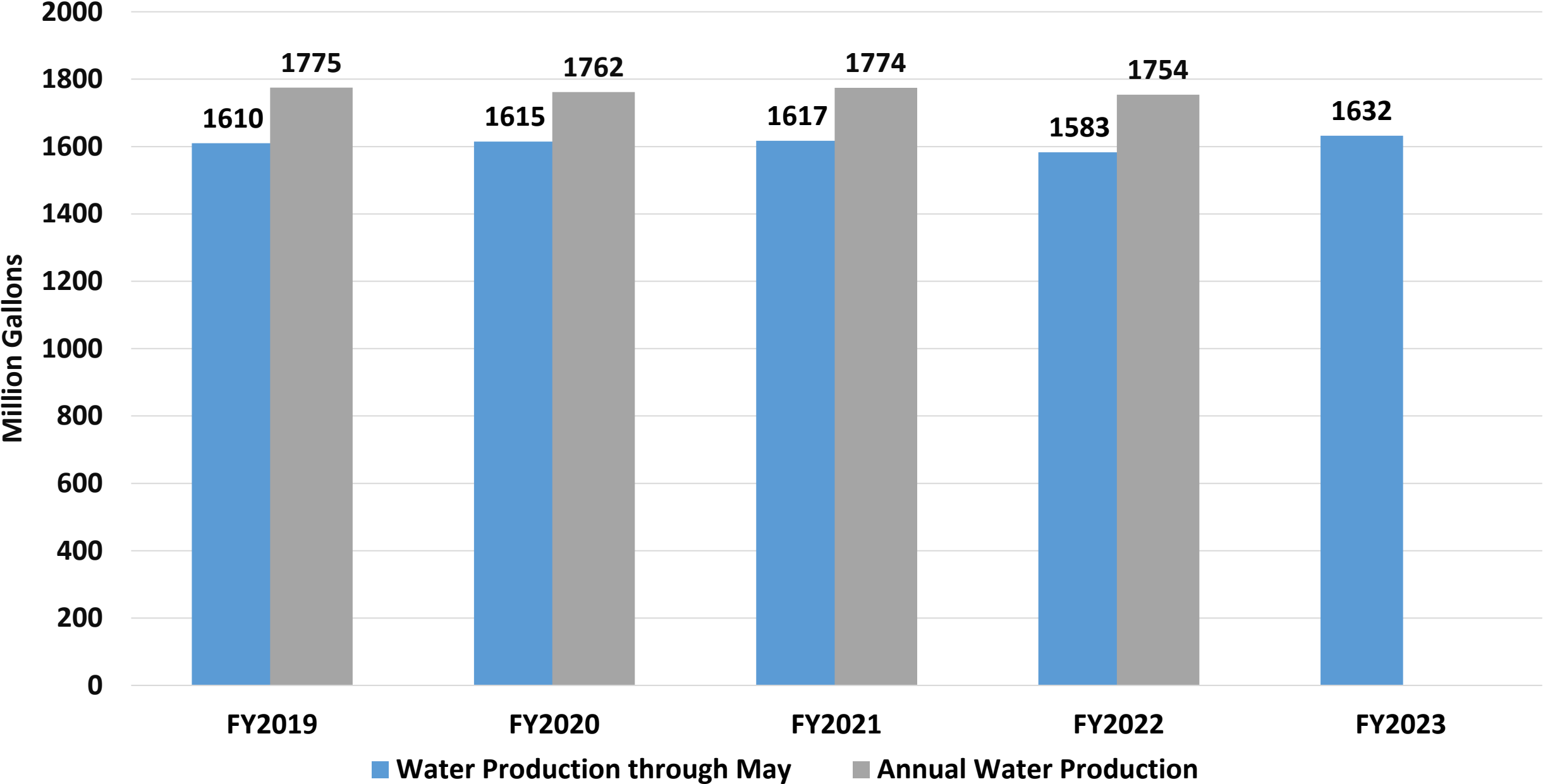
# Sewer Tap Fees through May



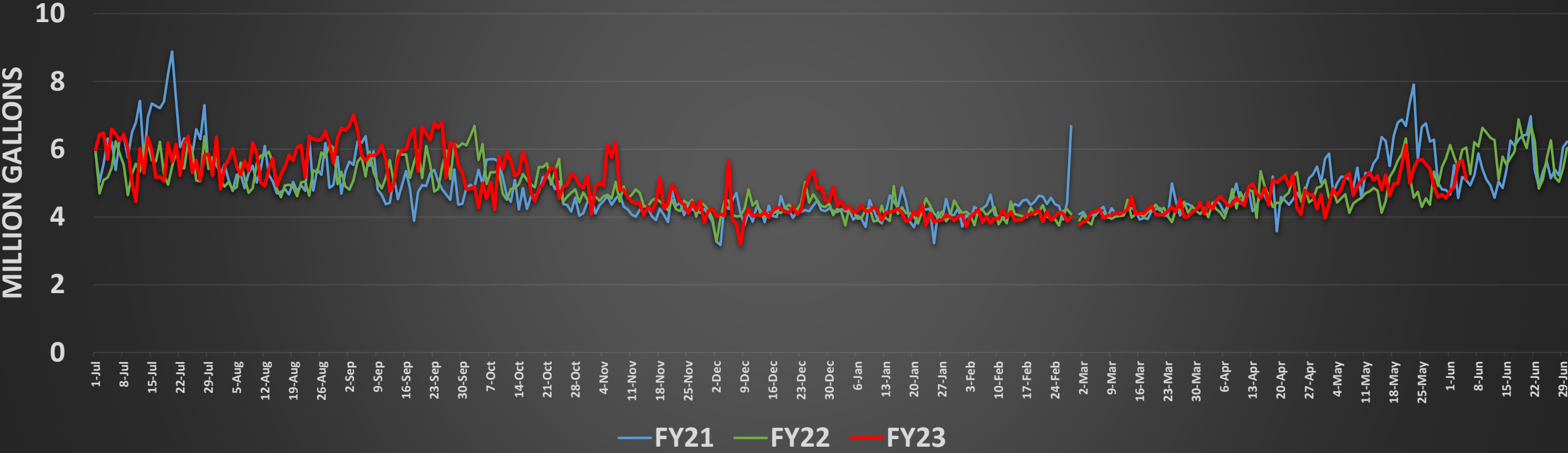
# Monthly Water Production



# Water Production through May

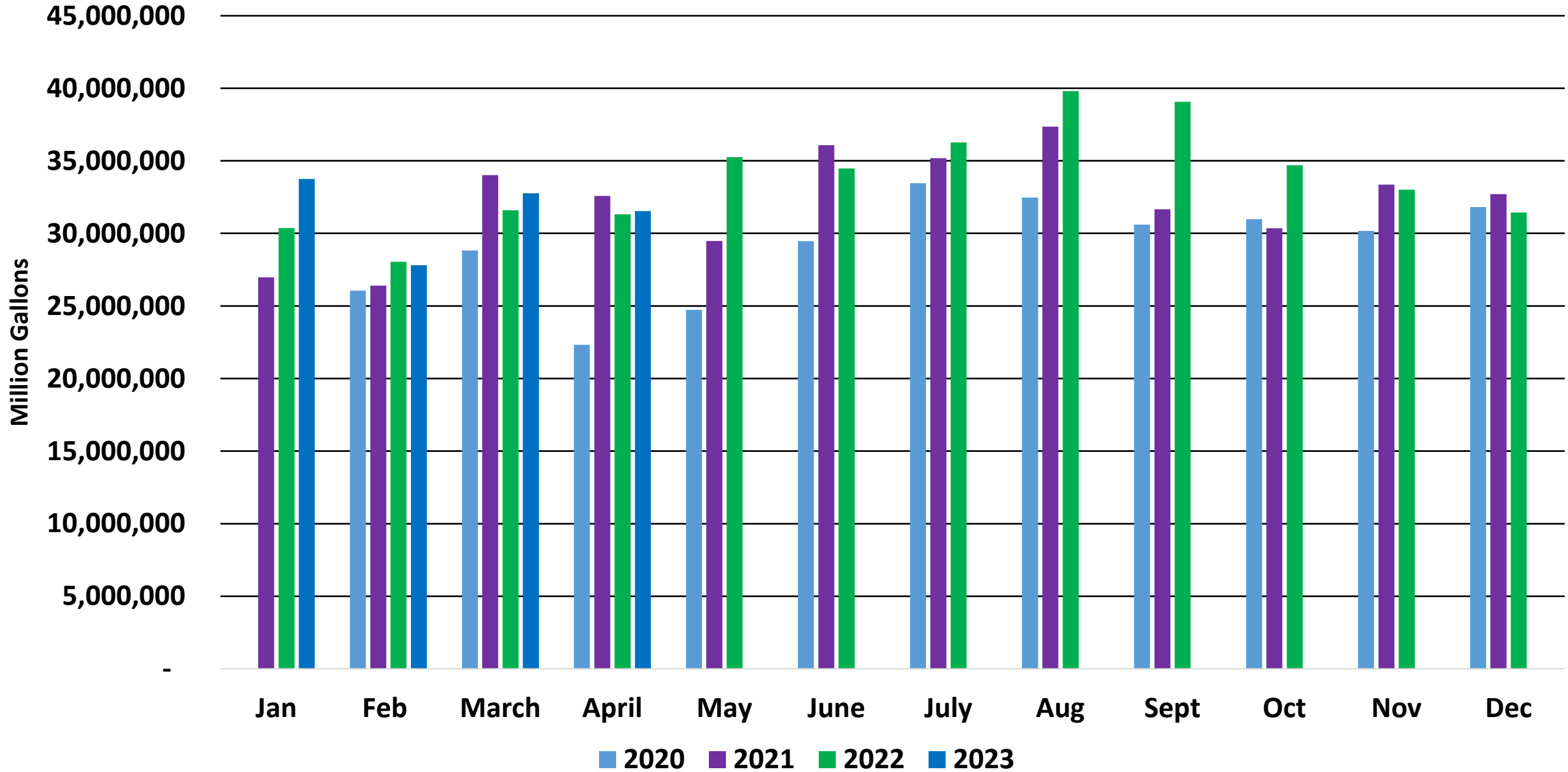


# Daily Water Production

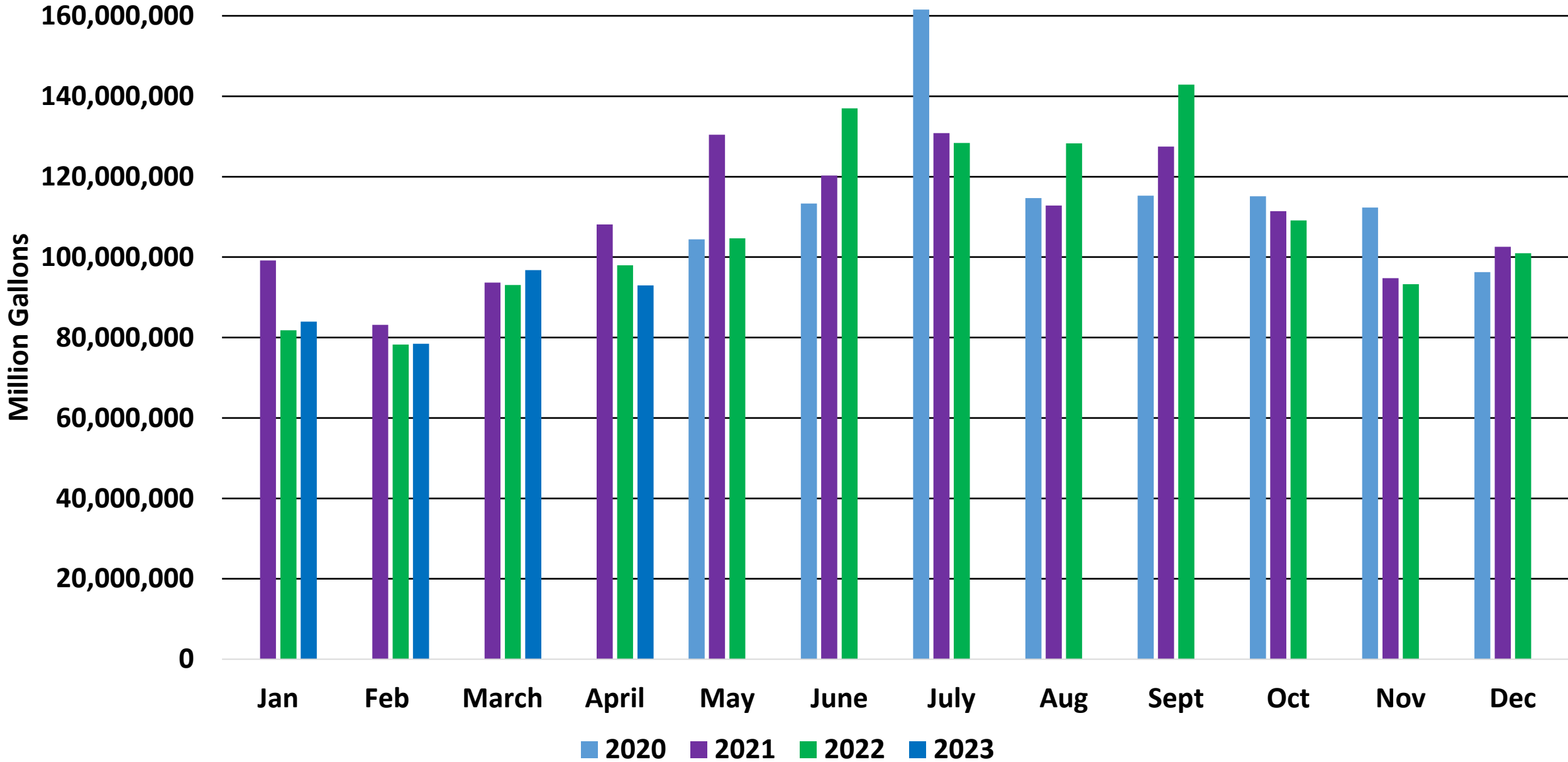




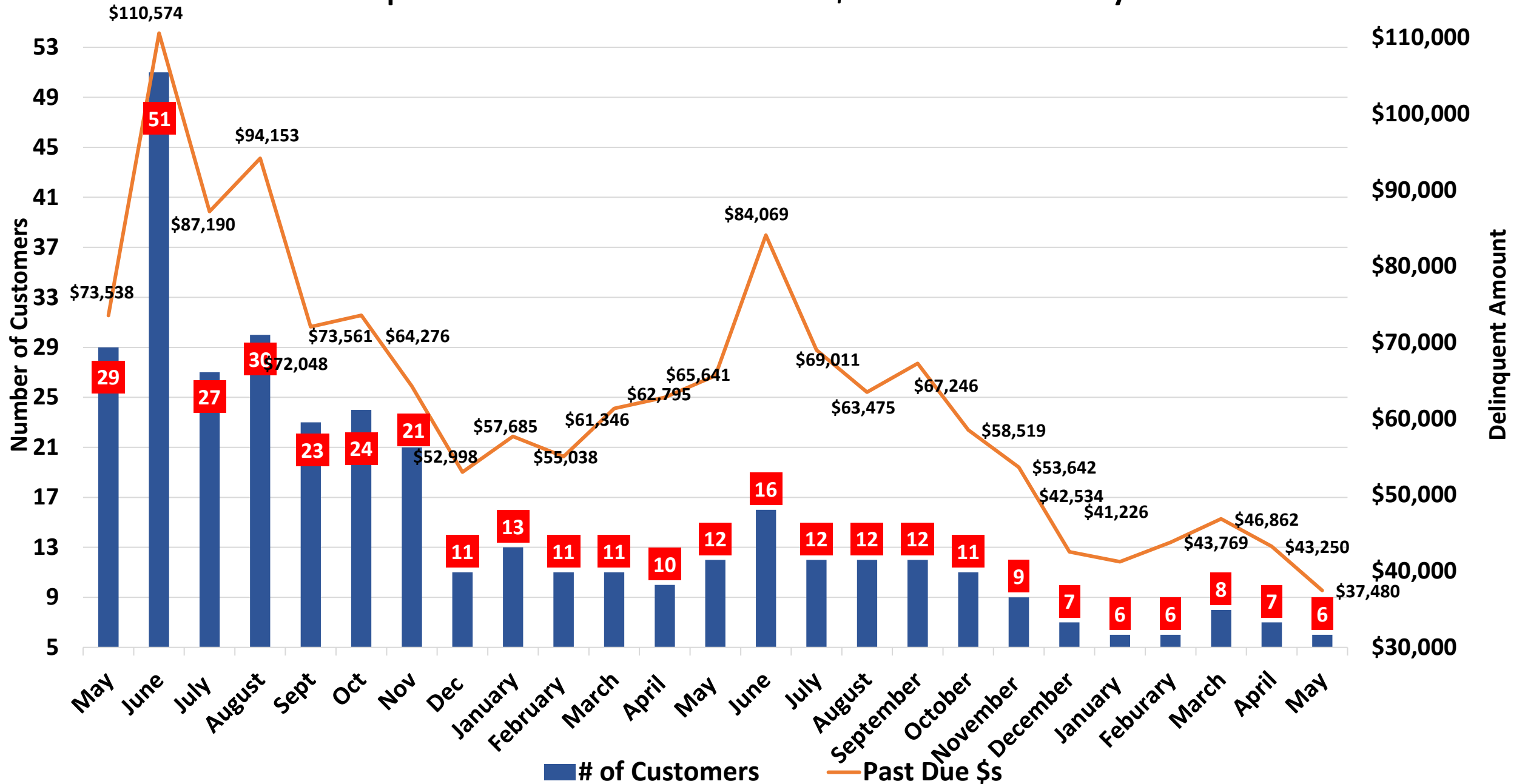
# Commercial Consumption



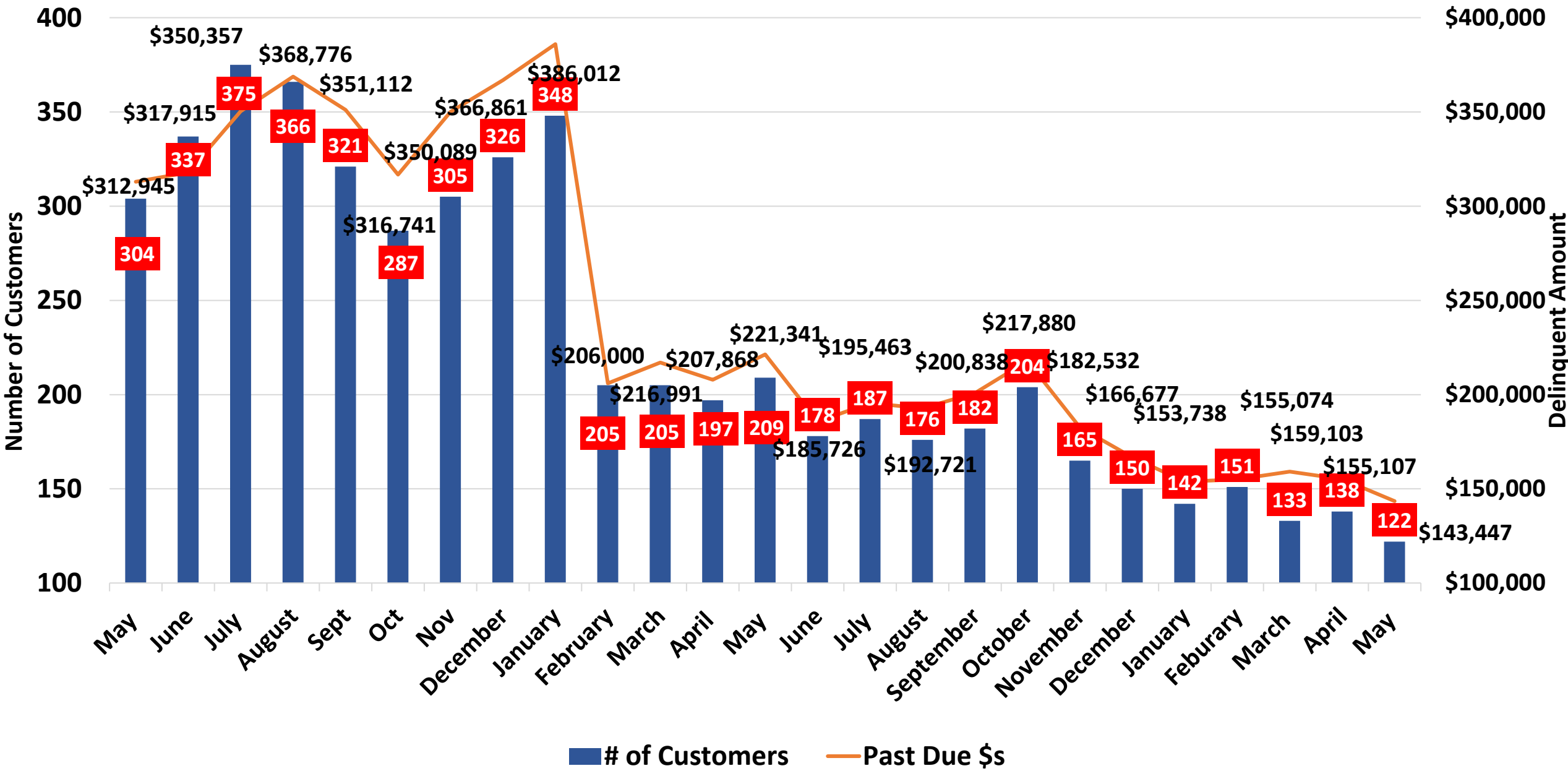
# Residential Consumption



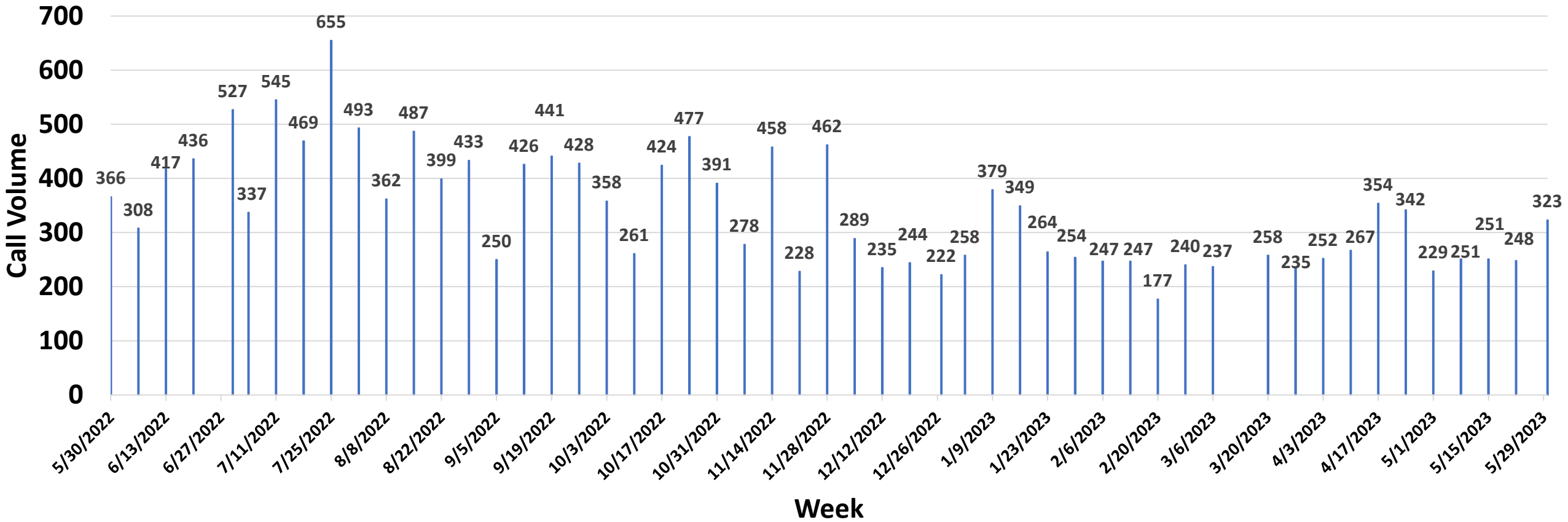
# Delinquent Commercial Accounts Over \$500 and Over 90 Days



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



# Customer Service Call Volume



**ITEM SUMMARY**

DATE: 6/13/2023

TO: The Board of Directors

FROM: Teresa Saeed, Deputy Secretary

SUBJECT: Continuation of the meeting until 1 pm on June 27, 2023 for the General Manager's Evaluation

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**REVIEWERS:**

Department	Reviewer	Action	Date
Board Secretary	Saeed, Teresa	Approved	6/1/2023 - 10:58 AM