

MINUTES
JAMES CITY SERVICE AUTHORITY BOARD OF DIRECTORS
REGULAR MEETING
County Government Center Board Room
101 Mounts Bay Road, Williamsburg, VA 23185
September 14, 2021
5:00 PM

A. CALL TO ORDER

B. ROLL CALL

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

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

A motion to Approve Mr. Icenhour to participate electronically was made by John McGlennon, the motion result was Passed.
AYES: 4 NAYS: 0 ABSTAIN: 0 ABSENT: 1
Ayes: Hipple, Larson, McGlennon, Sadler
Absent: Icenhour Jr.

ADOPTED

OCT 12 2021

**Board of Directors
James City County, VA**

C. PRESENTATIONS

None.

D. PUBLIC COMMENT

None.

E. CONSENT CALENDAR

1. Minutes Adoption

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

The minutes Approved for Adoption included the following minutes:

-July 13, 2021, Regular Meeting

F. PUBLIC HEARING(S)

None.

G. BOARD CONSIDERATION(S)

None.

H. BOARD REQUESTS AND DIRECTIVES

None.

I. GENERAL MANAGER'S UPDATE

I. September 2021 Dashboard Report

Mr. Powell discussed the status of the CARES Act funding and usage. Mr. Powell mentioned James City Service Authority (JCSA) received \$316,000 in CARES Act funding to provide assistance to customers who were in arrears with their utility bills. Mr. Powell noted customers must provide evidence validating delinquency due to COVID-19 pandemic hardship. Mr. Powell further noted the funds must be obligated by October 31, 2021, with approximately \$180,000 awarded to date and approximately \$130,000 in remaining available funds. Mr. Powell stated earlier this year delinquent customers received a door tag to inform them of available funding. Mr. Powell added a letter was sent out last month to delinquent customers to notify them of arrears and funding assistance. Mr. Powell noted text messages were also sent out to the delinquent customers earlier this month as a follow-up to the letter. Mr. Powell further noted notifications on the utility bills advising of the available funding assistance. Mr. Powell mentioned starting next week, delinquent customers would receive another door tag, with approximately 1,000 door tags being distributed with information on funding availability and the deadline. Mr. Powell added the funding program was now available to businesses as opposed to just residential customers. Mr. Powell commented that hopefully by implementing these changes it would allow further utilization of the funds.

Mr. McGlennon inquired if the methods being used to notify delinquent customers had been effective.

Mr. Powell confirmed yes, adding there had been an increase since the letters and text messages were sent. Mr. Powell noted in the past month on average approximately \$2,000 in funds were being utilized per day.

Mr. McGlennon expressed his concern of educating delinquent customers to make them aware that this funding was to help assist and was not required to be paid back. Mr. McGlennon added it helped the County as well, so JCSA does not lose the revenue.

Mr. Hipple asked how many delinquent customers there were.

Mr. Powell noted the definition of delinquency varied depending on the subject matter. Mr. Powell further noted with respect to the CARES Act funding, the County currently had approximately 1,000 customers who were delinquent and that figure included the total

receiving the second round of door tags would be distributed next week.

Mr. Hipple asked about the total dollar amount.

Mr. Powell commented he did not have the exact figure at the moment; however, he could obtain the information.

Mr. McGlennon pointed out Mr. Powell had provided the Dashboard for this month which included the number of delinquencies and the total amount of funding available.

Mr. Powell confirmed yes; however, the delinquency in the Dashboard was different from the delinquency defined in the CARES Act.

Mr. McGlennon stated a 90-day delinquency.

Mr. Powell commented he thought it was 60 days for the CARES Act as there were some differences.

J. ADJOURNMENT

- I. Adjourn until 5 p.m. on October 12, 2021 for the Regular Meeting

A motion to Adjourn 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

At approximately 5:04 p.m., Ms. Larson adjourned the Board of Directors.


Deputy Secretary