

PUBLIC SERVICE AUTHORITY BOARD OF DIRECTORS MEETING

February 8, 2022

At a meeting of the Public Service Authority Board of Directors held on Tuesday, February 8, 2022, at 9:00 a.m. in the Executive Training Room of the County Administration Building, 143 Third Street, N.W., in the Town of Pulaski, Virginia, the following Board members were present: Mr. Dave Dean, Chair; Mrs. Nancy Burchett, Vice Chair; Mr. Dennis Setliff; Mr. Doug Swanson (Remote Participation) and Mrs. Ashley Coake.

Staff members present included: Jared Linkous, Executive Director; Josh Tolbert, Deputy Director; Jonathan Sweet, County Administrator, Pulaski County; Tracy Belcher, Assistant Finance Director; Debra Boyd, Accounts Payable/Collections Coordinator; and Ashley Edmonds, Clerk to the Board.

Guests present included: Mr. Eddie Hale; Mr. Lane Penn, Town of Pulaski Council; Ms. Darlene Burcham, Town Manager, Town of Pulaski; Mr. Bill Pedigo, Head Engineer, Town of Pulaski.

1. Welcome and Call to Order

Mr. Dean called the meeting to order at 9:00 a.m.

A. Confirmation of A Quorum

4 (four) Board members were present with one Board member participating remotely (Mr. Swanson).

Mr. Swanson declared he was unable to physically attend the meeting as he was in Pensacola, Florida.

On a motion by Mr. Setliff, second by Mrs. Burchett and carried, the Board allowed Mr. Swanson to participate remote via videoconferencing.

Voting Yes: Mr. Setliff, Mrs. Burchett, Mr. Dean, Mrs. Coake.

Voting No: None.

Abstain: Mr. Swanson.

2. Presentations and Citizens Comments

A. Presentations and Citizens Comments

Mrs. Brenda Blackburn read from her mobile phone several questions she stated she received from an unnamed female citizen who was unable to attend the meeting. The request included the following: (1) What was the total of all interest rates and late fees collected due to the no shut off moratorium due to COVID?, (2) What was paid for all customers of the PSA from COVID funds and (3) Did the PSA at any point forgo any charging late fees and interest on unpaid bills? The Board members advised Mrs. Blackburn to reply to the citizen and direct the citizen to submit a Freedom of Information Act request to the County's Designated Freedom of Information Act Officer. Mrs. Blackburn also requested a copy of the letter sent regarding the inability to use the Convenience Centers.

Ms. Darlene Burcham, 922 Carriage Hill Drive, Pulaski, requested the Board look at equality and fairness as she described how renters were not being given the same services as property owners although renters pay the same price.

Ms. Darlene Burcham, Town Manager, Town of Pulaski, Mr. Lane Penn, Town Council Member, Town of Pulaski and Mr. Bill Pedigo, Head Engineer, Town of Pulaski introduced themselves to the Board members and staff present. Mr. David Dean, Chair, introduced himself and his fellow board members. Mr. Linkous provided a brief overview of the 1986 Refuse Collection Contract Between the Town of Pulaski, Pulaski County Public Service Authority and the Pulaski County Board of Supervisors and the 2000 Billing Contract for Refuse Collection between the Town of Pulaski and the Pulaski County Public Service Authority. Ms. Burcham advised that the Town Council, Town of Pulaski, had authorized that notification be sent to the Pulaski County Public Service Authority of its intention to terminate the Billing Contract for Refuse Collection effective June 1, 2022. Ms. Burcham described the inordinate amount of complaints from customers about the Public Service Authority's (PSA) services and the tremendous amount of time spent by Town staff in response to these complaints. Mrs. Burcham described concerns about the timing of large item pick up and how the lack of promptness negatively affects the Town's efforts to eliminate blight and unsightliness. She also spoke of the Town's view of the PSA's request to turn off water services for non-payment of refuse services, which Town Council sees as "illegal". Ms. Burcham stated the Town has offered ways to assist the PSA during the transition period, such as providing the Town's customer lists and assistance with sign -up of the needed PSA service

agreements. She also advised the Board not to put all the emphasis of their collection efforts on renters and to consider how other entities address collection and delinquency issues.

Mr. Linkous spoke to concerns received regarding enforcement and large item pick up.

Mrs. Burchett requested documentation regarding the number of complaints about PSA services had been received and stated the need for the PSA to be notified in a timely manner in order to address complaints quickly. She also advised that she was employed by the County during the drafting and execution of the 2000 Billing Contract for Refuse Collection between the Town of Pulaski and the Pulaski County Public Service Authority and explained how important it was that the PSA have a mechanism for enforcement of payment for refuse collection in the Town of Pulaski. Mr. Setliff advised that the PSA had no leverage to collect payment of refuse service without enforcement measures, such as disconnection of service.

Mr. Sweet and Mr. Dean suggested a review of the 1986 Refuse Collection Contract Between the Town of Pulaski, Pulaski County Public Service Authority and the Pulaski County Board of Supervisors for a better understanding of the responsibilities held by both parties.

Mrs. Coake asked if there was a way to ease the volume of complaints received and expressed a desire to look for additional ways to communicate and resolve issues.

Mr. Swanson asked if complaints could be addressed in real-time and ultimately reduced, would the Town be willing to rethink their decision? He expressed that termination of the Billing Contract would not provide a solution for either the Town or Public Service Authority (PSA) and would most likely only increase confusion and the amount of complaints. Mr. Dean agreed with Mr. Swanson's comments and added that both entities suffer with termination of the Billing Contract.

Mrs. Burchett asked if the amount received by the Town for billing services was increased to 10% (currently 5%). Ms. Burcham stated that the Town was not interested.

Mr. Penn expressed his concern regarding rescheduling of refuse collection during holidays and inclement weather as it causes an increase in calls of to Town offices. Mrs. Burcham stressed the need for more communication from the PSA to its customer base.

Ms. Burcham invited the PSA Board members and staff to attend the next Town Council meeting, which will be held on February 15, 2022. Mr. Dean thanked Ms. Burcham for the invitation and the Town of Pulaski for their presentation.

3. Approval of the Agenda

A. Additions or Changes to the Agenda

On a motion by Mr. Setliff, second by Mrs. Coake and carried, the Board accepted the agenda with the following addition:

#6. Action Items (New Business) B. Updated PSA Application for Service

Voting Yes: Mr. Setliff, Mrs. Burchett, Mr. Dean, Mrs. Coake.

Voting No: None.

Absent: Mr. Swanson.

4. Public Hearing

A. FY 2021-2022 Budget Adjustment

Mrs. Belcher advised of the need for public hearing for a budget adjustment for Fiscal Year 2021-2022 to address carryover for capital projects. She stated the public hearing had been properly advertised and provided staff's recommendation to approve the budget adjustment as presented.

On a motion by Mrs. Coake, second by Mrs. Burchett and carried, the Board opened the public hearing.

Voting Yes: Mr. Setliff, Mrs. Burchett, Mr. Dean, Mrs. Coake.

Voting No: None.

Absent: Mr. Swanson.

There were no comments.

Mr. Dean closed the public hearing.

Mrs. Burchett inquired about the PSA Billing Department Vehicle listing (\$4,150.91). Mr. Linkous advised that this was in reference to the vehicle for the Meter Readers.

On a motion by Mrs. Burchett, second by Mrs. Coake and carried, the Board approved Budget Adjustment PSA Capital Fund #2022-03: \$1,023,933.93.

Voting Yes: Mr. Setliff, Mrs. Burchett, Mr. Dean, Mrs. Coake.

Voting No: None.

Absent: Mr. Swanson.

5. Financial Matters

A. Financial Report

Mrs. Belcher advised there was seven (7) months of data presented in budget analysis. Mrs. Burchett asked if the report included the James Hardie payment and staff advised it did not.

Mrs. Belcher provided a Billing Office Update.

On a motion by Mr. Setliff, second by Mrs. Burchett and carried, the Board accepted the Year to Date Budget Analysis.

Voting Yes: Mr. Setliff, Mrs. Burchett, Mr. Dean, Mrs. Coake.

Voting No: None.

Absent: Mr. Swanson.

B. Collections Update

Mrs. Boyd provided the collections update and reported the total amount collected in 2021 on delinquent accounts (specifically, those issued certified letters) was \$30,466.78 with sixty-four (64) accounts paid in full. She also advised there were two hundred and sixty-two (262) unclaimed certified mailings that have been returned. Mr. Setliff request a list of those that had been returned. Mrs. Boyd advised that the next steps were to advertise in the local papers a listing of those delinquent, take appropriate legal action as the policy indicates and write-offs.

Mr. Setliff notified the Board of the Fairlawn Sewer Authority's recent actions to address delinquent accounts.

6. Action Items (New Business)

A. Budget Calendar

On a motion by Mr. Setliff, second by Mrs. Burchett and carried, the Board approved the Capital Improvement Plan and Budget Schedule.

Voting Yes: Mr. Setliff, Mrs. Burchett, Mr. Dean, Mrs. Coake.

Voting No: None.

Absent: Mr. Swanson.

B. Updated PSA Application for Service

Mr. Linkous described the updates to the PSA Application for service which include: a fillable format, calculation of fees to be collected (update to the deposit fee structure, which will be amount to cover at minimum, three (3) months average bill) and addition of deposit for fees for roll-off rental.

On a motion by Mr. Setliff, second by Mrs. Burchett and carried, the Board approved the updated PSA Application for Service.

Voting Yes: Mr. Setliff, Mrs. Burchett, Mr. Dean, Mrs. Coake.

Voting No: None.

Absent: Mr. Swanson.

7. Action Items (Old Business)

A. Consent Order - Brookmont Waterworks

On a motion by Mrs. Coake, second by Mrs. Burchett and carried, the Board approved the Consent Order between the State Board of Health and Brookmont Waterworks to resolve certain violations of the Public Water Supplies law and the applicable regulations.

Voting Yes: Mr. Setliff, Mrs. Burchett, Mr. Dean, Mrs. Coake.

Voting No: None.

Absent: Mr. Swanson.

8. Reports from Executive Director and Staff

A. Operational Reports: Convenience Center and County Landfill Tonnage, Inmate Availability and Cut -Off List

The Board reviewed the Operational Reports: Convenience Centers and County Landfill Tonnage, Inmate Availability and Cut-Off list for the month of January.

B. FSA Activity Report

Mr. Linkous presented the Fairlawn Sewer Authority (FSA) Activity Report. The Board review the report and there were no questions.

C. Staff To Do List:

The following updates were provided on the following Staff To Do List items:

A. Drop Site on the South Side of Claytor Lake

No report given.

B. Covered Water Meter Ordinance

No report given.

C. Draper Area Wythe County Sewer/PSA Connection

No report given.

D. Water Meter Replacement

No report given.

E. Water Master Plan

No report given.

F. Facilities for Refuse Employees

No report given.

G. Pulaski Convenience Center Relocation

No report given.

H. Brookmont Water System Disinfection By-Products

No report given.

I. Improvements to Fairlawn Convenience Center

No report given.

At the suggestion of Mr. Setliff, staff will add Riverbend Water Delivery Issues Response to the Staff to Do List.

9. Other Matters from the Directors

A. Updates Requested by Board Members

Mr. Linkous advised of his request to the Virginia Department of Health Office of Drinking Water in Abingdon to hold a meeting for Riverbend community residents regarding water delivery issues.

10. Items of Consent

On a motion by Mr. Setliff, second by Mrs. Burchett and carried, the Board reviewed and approved the following items of consent (A.- F.):

Voting Yes: Mr. Setliff, Mrs. Burchett, Mr. Dean, Mrs. Coake.

Voting No: None.

Absent: Mr. Swanson.

A. Minutes of Previous Meeting

The Minutes of the January 11, 2022, regular meeting were approved by the Board at the February 8, 2022, meeting.

B. Balance Due Report

The Billing Adjustments were not available.

C. Budget Adjustments

There were no budget adjustments.

D. Billing Adjustments

The Billing Adjustments were not available.

E. Accounts Payable

The Board ratified Accounts Payable for checks numbered # 43362-43472 . Mrs. Burchett inquired about a check to National Bank of Blacksburg which was for payment processing .

F. Personnel Changes

Board members reviewed and approved a memo describing Personnel Changes in the month of January 2022, the electronic version of which is filed in the February 8, 2022, BoardDocs agenda.

11. Informational Items

A. None

Mr. Dean provided his resignation as Chair and termination of his appointment effective February 28, 2022. Mr. Dean expressed his pleasure to serve on the Public Service Authority Board of Directors for the past twelve (12) years with the Board and staff members past and present. Mr. Swanson, Mr. Setliff, Mrs. Burchett, Mrs. Coake, Mr. Linkous and Mr. Sweet expressed their appreciation to Mr. Dean for his years of steadfast and conscientious service.

Mr. Linkous introduced Mr. Eddie Hale, who will serve the unexpired term of Mr. Dean on the Public Service Authority Board of Directors, effective March 1, 2022.

Mr. Sweet advised that the Pulaski County Board of Supervisors would continue their special called meeting of February 7, 2022, with an executive session at 5:30 p.m. and opening meeting at 6 p.m. to announce the appointment of the Cloyd District Supervisor.

12. Adjournment

A. Adjournment

On a motion by Mrs. Burchett, second by Mrs. Coake and carried, the Board adjourned their February 8, 2022, regular meeting. The Board voted by consensus in the affirmative to conclude the meeting. (Voting Yes: Mr. Setliff, Mrs. Burchett, Mr. Dean, Mrs. Coake.; Absent: Mr. Swanson)

The monthly meeting of the Public Service Authority Board of Directors will be held on Tuesday, March 8, 2022, at 9 a.m. in the Executive Training Room of the County Administration Building, 143 Third Street, N.W., in the Town of Pulaski, Virginia.



Dave Dean, Chair



Ashley Coake, Secretary