

# PHSC Presentation for the General Board Meeting 2017

## Present PHSC Board of Directors

Chairman : David Lockledge      Treasurer: Tom Mahan,  
Secretary: Tom Hatmaker   PHCA   Liaison: Debbie Ross  
IT Support: Edward Volkstorf  
Additional Members: John Bryce

## PHSC Staff

Administrative Manager:      Cynthia Schnaitman  
Water Operator/ field Manager:   Bert Toulette  
Bookkeeper / Customer service:   Sonnia Kesser

The PHSC's Mission is to supply reliable potable water to the community that meets all regulatory requirements.

The PHSC's Responsibilities include maintaining 8 wells, a sewer system and associated equipment for the members of the residents of Peacock Hill Subdivision .



## **PHSC Board of Directors Operations**

The PHSC Board of Directors nominally meet every two months to address issues dealing with the proper operation of the water supply and sewer systems and customer issues.

Between meetings, communications are maintained via email amongst Board members and Staff.

Additional meetings are held whenever circumstances dictate immediate action by the Board.

Subcommittees of the PHSC Board of Directors perform Research and Planning projects with meetings scheduled as needed.



**PHSC Financial Report**

	Year 2015	Year 2016	Year 2017	
			10 Months	Annualized
<b>Income</b>				
Water Usage	\$60,907	\$61,856	\$54,224	\$65,068
Sewer Usage	\$11,074	\$8,393	\$8,948	\$10,737
Water Service Fee	\$35,093	\$35,324	\$32,480	\$38,977
Connection Fees	\$1,320	\$960	\$840	\$1,008
	\$3,658	\$3,623	\$2,781	\$3,337
<b>Total Income</b>	<b>\$112,052</b>	<b>\$110,157</b>	<b>\$99,273</b>	<b>\$119,127</b>



**PHSC Financial Report Continued**

Expenses	Year 2015	Year 2016	Year 2017	Year 2017
			10 Month	Annualized
Water System Operation		\$12,697	\$10,975	\$13,170
Water System Repair and Maintenance	\$14,712	\$19,663	\$34,022	\$40,827
Sewer System Operation and Maintenance	\$11,134	\$3,910	\$0	\$0
Total Sewer System Expense	\$11,134	\$3,910	\$0	\$0
General and Administrative Expense	\$63,152	\$65,011	\$54,492	\$65,391
Depreciation	\$18,852	\$21,629	\$14,147	\$16,976
Banking Service Charges	\$375	\$325	\$280	\$336
Taxes and Fees	\$6,936	\$8,156	\$4,684	\$5,621
Uncollectible Account Expense		\$0	\$0	\$0
Total Expenses	\$133,494	\$135,300	\$118,599	\$142,319
Net Income	-\$21,441	-\$25,144	-\$19,327	-\$23,192



## 2017 Projects/Tasks/Issues

- Recoated interior of Upper Tank Tower
- New water services for homes under construction.
- Scanned and archived drawings. Developed GIS Map to access data.
- Repaired and/or upgraded water system whenever leaks to system have been discovered.
- Replaced Lids on Sewer Manholes.
- Modified the Upper tower to allow it to be taken off line.
- Note in past 5 years we have:
  - Moved operations from paper to electronic media
    - PHSC Web page, Google Drive for data archiving, automatic bill payment plan, iPad data entry for (recording water usage, water testing water reports to governing agencies)
  - Added Emergency Generators to supply water during power outages
  - Renewed/Restored our community drain fields
  - Replaced telemetry system



## Water Testing/Reporting

Water at each active well is tested a minimum of twice weekly by our operations personnel.

During testing; water quality, composition, and usage are recorded.

Adjustments such as addition of chlorine are made as needed.

Each month the data gathered is sent to the Virginia Department of Health.

The Virginia Department of Health has issued **NO** violations to the PHSC concerning water safety .

The annual water quality report is posted on our web page.



# Water Rate Review

- Our water rates compare reasonably well to surrounding area.
- Our punitive rate for too much water may need adjustment. Some large families get caught by it. Always requires board action when there is a leak.
- Tap fees do not cover the cost of a new service.
- Circuit Rider from state water board said do a capital study. We are compiling data for that study.
- We are doing capital replacement at a rate of \$20,000 per year.
- Distant future will require the replacement of waterlines. They are 30+ years old. No problems yet.
- Obtain a line of credit and spend down some of our reserves.



## Tips to reduce excess water usage and billing issues

- Check your water filtration and/or water softener for proper operation
- Replace leaky faucets, toilets

Example : Typical Leaking Toilet @ 1/2 GPM = 720/day

- When going on vacation or away from your house for a significant time, make sure that verifying all water is turned off is a “must do item”.

Leaving a hose running while on vacation can be a disaster.

Example : 5/8 in. hose @ 50 psi = 12.5 gpm

one 24 hr. day = 18,000 gallons

for 30 days = 540,000 gallons !!

- If you are going away for an extended time, let our office know and arrange for your service and bill payment in advance ( another “must do item”).
- If you have questions or problems paying your bill call us so we can work with you.
- Note: Chlorinated bleach is not recommended for use in well water supply. It binds with the iron and can leave yellow stains in your appliances, on fixtures and your clothes. Try non chlorinated bleach, or Oxiclean.





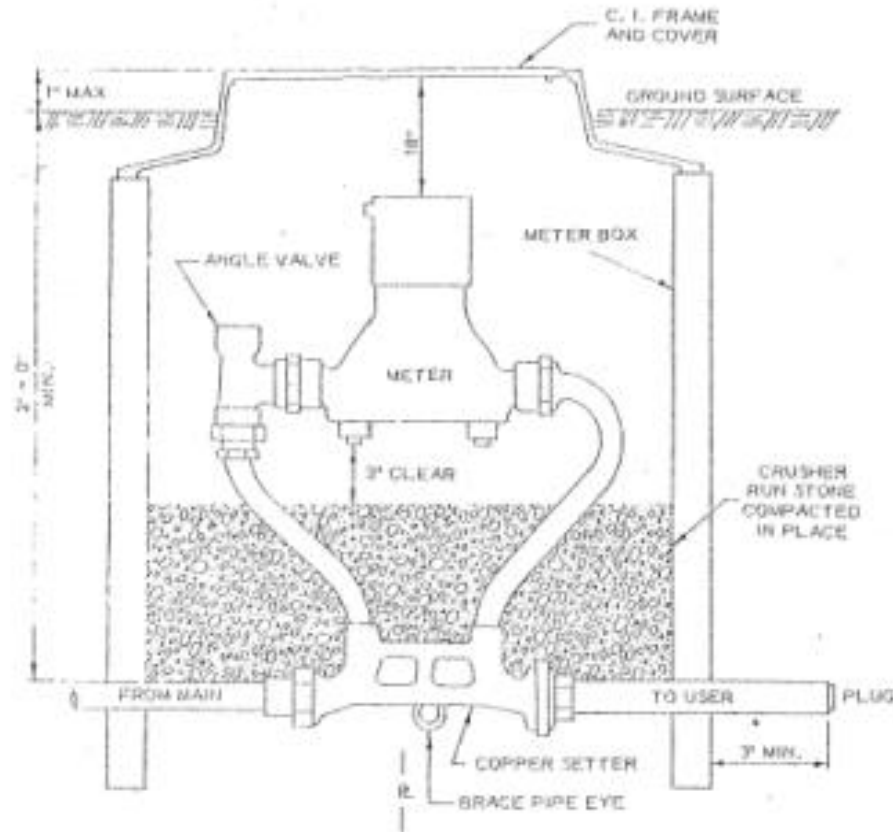
## Septic Field System Configurations

There are 5 septic field system configurations within our community.

- Most homes have their septic tank, distribution box and drain field on their property; the homeowner has the sole responsibility.
- Some homes have their septic tank on their lot, and the drain field on common land. These drain fields are dedicated to one home, and the homeowner has the responsibility for maintaining the entire system.
- Some homes have a septic tank on their property but are connected to a “community” drain field and are classified as “sewer customers”. The home owner is responsible for components on their property. The PHSC is responsible for the drain field
- Homes/Townhouse with no septic system components are connected to a “community” tank and drain field and are classified as “sewer customers”. PHSC is responsible for all components
- **New Configuration—homeowner had permission from developer to locate their drainfield on common land. Homeowner is responsible.**



# Rusty Nipples



WATER METER  
INSTALLATION  
NO SCALE



## Long Range Planning: 2017 and Beyond

- Install additional flush/cut off valves
- Price and evaluate a new internet based telemetry system. Control the wells better, more reliable, self recording, clearer water?
- Plan and initiate replacement/upgrade of water system components based upon need, urgency, and budget constraints.
- Continue capital study. Plan for future required expenditures and emergency reserves.
- Transfer available ( outdated) Peacock Hill plan drawings to electronic media and modify/edit with up-to-date data (meter locations, shut off valves, water lines, common drainage field layout). Implement it on Q-GIS System.



We Subscribe



## Contact Information, Handouts, Questions

### Contact Info

- PHSC email address : [peacockhillsc@gmail.com](mailto:peacockhillsc@gmail.com)
- Billing and regular inquires: 434 245-7099
- Leaks and Emergencies: 434 422-0979
- PHSC Web site : [peacockhillsc.com](http://peacockhillsc.com)
  - ✓ Planned projects that may affect water services will be posted in advance on this site.
  - ✓ Unplanned emergencies will be communicated via email to customers.

### Handouts

- Please take a copy of handout which contains contact information, septic field maintenance tips, and abatement polices.

### Questions ??

