

PHSC Presentation for the General Board Meeting 2016

Present PHSC Board of Directors

Chairman : Karl Gass Treasurer: Tom Mahan,
Secretary: Tom Hatmaker PHCA Liaison: Gregory Lohr
IT Support: Edward Volkstorf
Additional Members: John Bryce, Dave Lockledge

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 .



Peacock Hill Service Company - PHSC

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 10 Months	Year 2016 Annualized
Income			
Water Usage	\$60,907	\$52,472	\$62,966
Sewer Usage	\$11,074	\$6,668	\$8,002
Water Service Fee	\$35,093	\$29,444	\$35,333
Connection Fees	\$1,320	\$960	\$1,152
Other Income	\$3,658	\$2,991	\$3,589
Total Income	\$112,052	\$92,534	\$111,041
Expenses Water System			
Water System Operation	\$18,322	\$10,589	\$12,706
Water System Repair and Maintenance	\$14,712	\$20,788	\$24,946
Water System Miscellaneous	\$0	\$0	\$0
Total Water System Expense	\$33,034	\$31,376	\$37,652



PHSC Financial Report Continued

	Year 2015	Year 2016 10 Months	Year 2016 Annualized
Expenses Sewer System			
Sewer System Operation and Maintenance	\$11,134	\$760	\$912
Sewer System Miscellaneous	\$0	\$0	\$0
Total Sewer System Expense	\$11,134	\$760	\$912
General and Administrative Expense	\$63,152	\$56,196	\$67,436
Depreciation	\$18,862	\$15,719	\$18,862
Banking Service Charges	\$375	\$272	\$326
Taxes and Fees	\$6,936	\$7,672	\$9,206
Uncollectible Account Expense	\$0	\$0	\$0
Total Expenses	\$133,494	\$111,995	\$134,394
Net Income	-\$21,441	-\$19,461	-\$23,353



2016 Projects/Tasks/Issues

- Big Oak drain field; the tree stumps as result of tree removal have been ground down and some grass seeding has been administered.
- New water supply hook up for homes under construction on Gilliams Mountain Road & Gray Dove Lane.
- Finish process of locating and recording of all water meters, flush/cut off valves, common sewer system components using GPS coordinates (Meter locations are 90+percent complete)
- Repaired and/or upgraded water system whenever leaks to system have been discovered.
- Upgraded Turkey Ridge Meters/Connections
- Adding/Updating system controls in Lower & Upper water towers
- Cleared the drain system for Well House #1 and Upper tower
- 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



Upper Tower Control Upgrades



Lower Tower Control Upgrades



All components to be integrated into one enclosure



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 SCC (State Corporation Commission) which regulates and monitors Virginia corporations including water/sewer utilities.

The Virginia SCC has issued **NO** violations to the PHSC concerning water safety .

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



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.

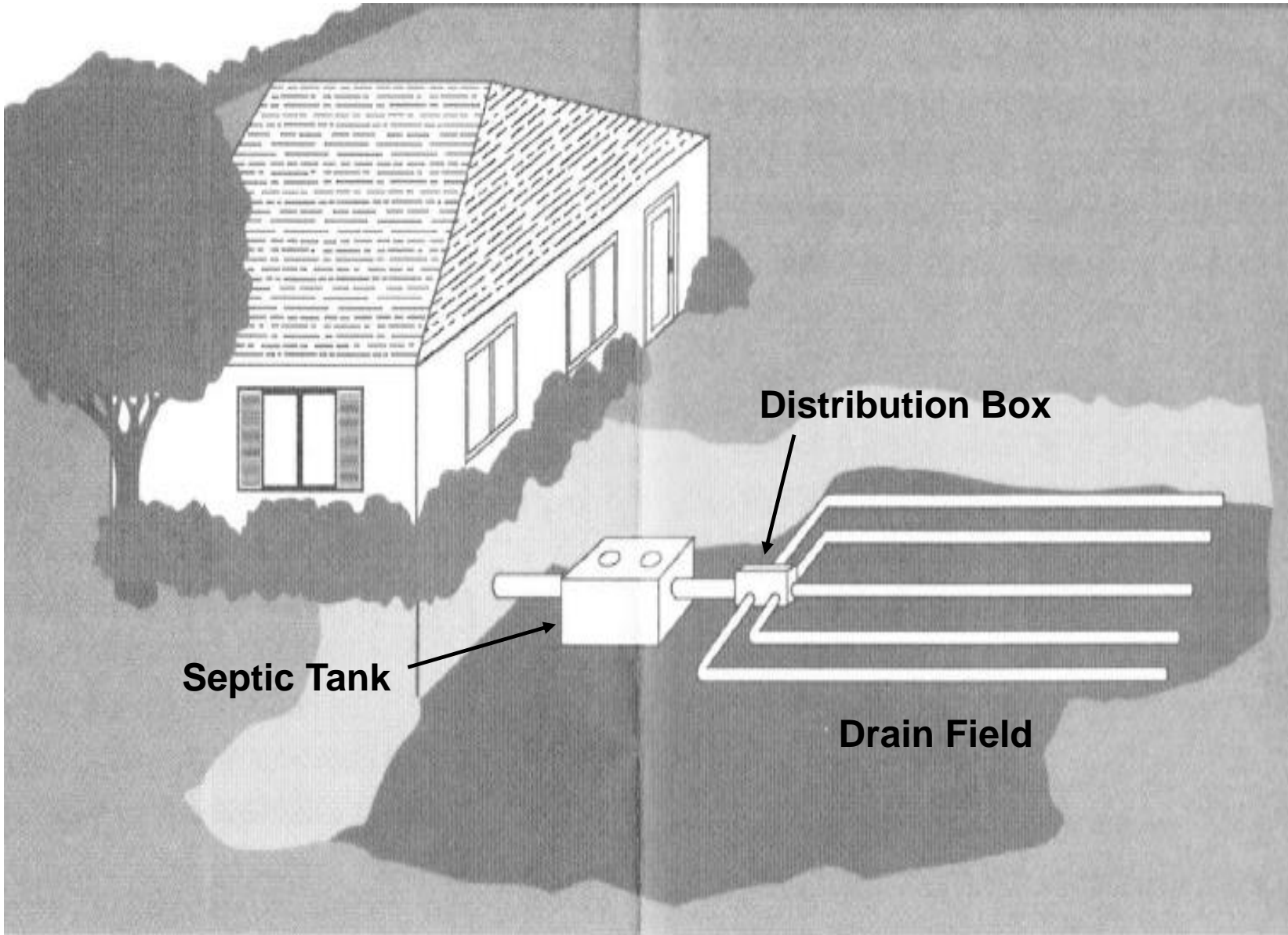


Septic Field System Presentation

**All Residents in Peacock Hill are
on a Septic Field System for their
sewage disposal**



Septic Field System Basics



Septic Field System Configurations

There are 4 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



Septic Field System responsibilities & tips for maintenance

- The PHSC regularly inspects our community septic systems and performs maintenance and repairs as needed and has the tanks pumped every two or 3 years .
- In General, home owners should have their septic tank pumped every 3-5 years depending on the size tank and number of people living in the home. Failure to pump the septic tank on a regular basis can result in a septic field “failure”.
- Kitchen sink disposals are largely used in most homes But use them judiciously as they easily increase the load with solids in a septic tank by as much as 50%.
- As little as a teaspoon of chemical drain cleaner can destroy the beneficial bacteria in a septic tank.
- Personal wipes have also been identified as a problem in all sewage systems, but especially so in a septic system
- If you do not have information on the layout of your septic field system, the health department of Charlottesville has the information on file. A form for requesting this information is included in our handouts.



Long Range Planning: 2016 and Beyond

- Identify residences that still have galvanized pipes leading to and from the water meters. Coordinate work with customers to replace/ repair pipes on an accelerated program
- Install additional flush/cut off valves
- Identify water system and sewer system components in need of upgrade/replacement
- Plan and initiate replacement/upgrade of water system components based upon need, urgency, and budget constraints.
- Review service rates vs. 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).

Contact Information, Handouts, Questions

Contact Info

- PHSC email address : peacockhillsc@gmail.com
- Billing and regular inquires: 434 245-7099
- Leaks and Emergencies: 434 422-0979
- PHSC Web site : 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 ??

