

PHSC Presentation for the General Board Meeting 2015

Present PHSC Board of Directors

Chairman : Karl Gass Treasurer: Tom Mahan,
Secretary: Tom Hatmaker PHCA Liaison: Maureen Minor
Additional Members: Carolyn O'Neal, 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 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.



<u>Financial Report</u>			
	Year 2014	Year 2015	
		10 Months	Annualized
Income			
Water Usage	\$57,948	\$52,922	\$63,506
Sewer Usage	\$10,734	\$9,434	\$11,321
Water Service Fee	\$35,176	\$29,219	\$35,063
Connection Fees	\$1,980	\$1,200	\$1,440
Other Income	\$3,795	\$3,041	\$3,649
Total Income	\$109,633	\$95,816	\$114,980
Expenses			
Water System Operation	\$12,668	\$17,667	\$21,200
Water System Repair and Maintenance	\$6,508	\$9,233	\$11,079
Water System Miscellaneous	\$0	\$0	\$0
Total Water System Expense	\$19,175	\$26,900	\$32,280

Financial Report Continued

	Year 2014	Year 2015	
		10 Months	Annualized
Expenses Continued			
Sewer System			
Miscellaneous	\$0	\$0	\$0
Total Sewer System Expense	\$1,114	\$10,880	\$13,056
General and Administrative Expense	\$50,642	\$51,554	\$61,865
Depreciation	\$21,173	\$15,719	\$18,862
Banking Service Charges	\$107	\$310	\$372
Taxes and Fees	\$9,916	\$6,445	\$7,734
Uncollectible Account Expense	\$755	\$0	\$0
Total Expenses	\$102,882	\$111,807	\$134,168
Net Income	\$6,751	-\$15,991	-\$19,189



2015 Projects/Tasks/Issues

- Major clean up work on the Big Oak Drain Field.
- Service Big Oak Septic tank and clean out distribution boxes
- New water supply hook up at end of Turkey Ridge Road for home under construction required an upgrade of supply line.
- Initiate process of locating and recording of all water meters, flush/cut off valves, common sewer system components using GPS coordinates
- Repaired and/or upgraded water system whenever system leaks to system have been discovered
- The automatic bill payment plan has been in place since 2014. We now have 37 customers signed up. This is a great way to reduce late payment fees, avoid possible termination of service and worrying about bill payments.
- Note in past 5 years we have:
 - Repaired or rebuilt all well houses
 - Added emergency generators to supply water during power outages
 - Renewed/Restored our community drain fields



Big Oak Drain Field Project

Below is an example of what a drain field should look like.

Just grass; no trees or vegetation with roots that would obstruct the drain lines.



Big Oak Drain Field: Before Tree Removal



Big Oak Drain field: Tree Removal



Peacock Hill Service Company - PHSC

Big Oak Drain field: After Tree Removal



New water connection at Turkey Ridge Cul-de-sac

Issues:

- Original supply line capacity was inadequate to service an additional new home.
- Original install poorly done and existing line was failing.
- It was necessary to work through holidays.

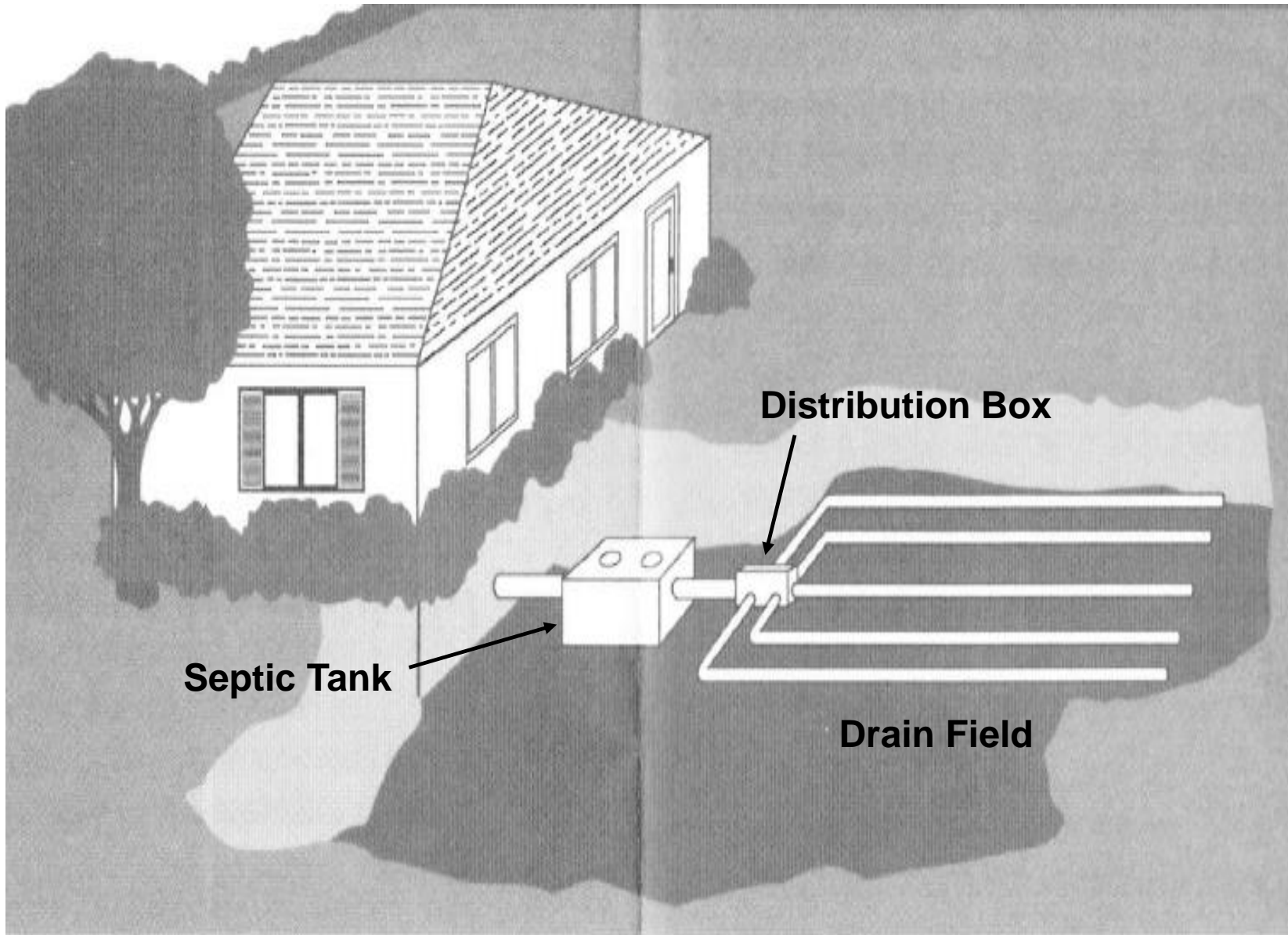


Septic Field System Presentation

**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.



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.



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



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 handouts which contain contact information, septic field maintenance tips, abatement policy, and procedure to initiate automatic bill payment.

Questions ??

