

At a meeting of the Public Service Authority Board of Directors held on Tuesday, July 11, 2023, at 9:00 a.m. in the Board Room of the County Administration Building, 143 Third Street, N.W., in the Town of Pulaski, Virginia, the following Board members were present: Mr. Dennis Setliff; Mr. Eddie Hale; Mrs. Nancy Burchett, Chair and Mrs. Ashley Coake, Vice Chair and Mr. Douglas Swanson.

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

1. Welcome and Call to Order

Mrs. Burchett called the meeting to order at 9:02 a.m.

A. Confirmation of A Quorum

Five (5) Board members were present.

2. Presentations and Citizens Comments

A. Presentations and Citizens Comments

There were no presentations or citizen comments.

3. Approval of the Agenda

A. Additions or Changes to the Agenda

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

- #7. Reports From Executive Director and Staff B. FSA Activity Report, Attachments (May and June Reports)

Voting Yes: Mr. Setliff, Mr. Hale, Mrs. Burchett, Mrs. Coake, Mr. Swanson.
Voting No: None.

4. Financial Matters

A. Financial Report

Mrs. Belcher reviewed the final Fiscal Year 2023 report and informed the Board of the following items:

- Notification had been sent to National Bank, 900 Memorial Drive, Pulaski, to advise of the cessation of PSA payment collection effective August 31, 2023. Affected customers who use National Bank as a payment location will be alerted by the bank's personnel and PSA billing staff and an announcement will be placed on all PSA bills.
- Upcoming training days for the Billing Office staff on implementation of additional software modules.

On a motion by Mrs. Coake, second by Mr. Hale and carried, the Board accepted the Financial Report.

Voting Yes: Mr. Setliff, Mr. Hale, Mrs. Burchett, Mrs. Coake, Mr. Swanson.
Voting No: None.

B. Collections Update

Staff advised there were approximately nine hundred eighty four (984) delinquent account holders on the list for advertisement in local newspapers. Mrs. Burchett asked for staff to carefully review the list to remove any duplicates and Mr. Hale requested the list be sorted alphabetically.

On a motion by Mr. Swanson, second by Mr. Setliff and carried, the Board authorized staff to publish the listing of the names (alphabetically) of account holders in arrears of \$300.00 or more and the amounts delinquent in The Patriot and The Southwest Times with necessary explanations/disclaimers.

Voting Yes: Mr. Setliff, Mr. Hale, Mrs. Burchett, Mrs. Coake, Mr. Swanson.
Voting No: None.

Board members and staff further discussed delinquencies and how to approach write offs of uncollectable accounts. Mr. Swanson asked for staff to place Write off Standard Operating Procedures on the Staff to Do List.

5. Action Items (New Business)

A. Resolution in Recognition and Appreciation of the Pulaski County Public Service Authority Billing Staff

Mrs. Burchett read the Resolution in Recognition and Appreciation of the Pulaski County Public Service Authority Billing Staff into the record.

Resolution of the Pulaski County Public Service Authority Board of Directors in Recognition and Appreciation of the Pulaski County Public Service Authority Billing Staff

WHEREAS, the Pulaski County Public Service Authority Billing Office underwent major changes starting in October of 2021; and,

WHEREAS, the staff of the billing office has performed their duties in an exemplary and professional manner during the past year and half; and,

WHEREAS, the billing staff has made numerous improvements to better serve the citizens of Pulaski County to include a significant software upgrade, continued customer service trainings and adding additional staff members to accommodate our customers; and,

WHEREAS, all of the above is a tribute to the entire Billing Office staff to include the following individuals: Kimberly Allen, Amy Beecher, Debra Boyd, Sandra Boyd, Esther Hudson and Angela Miller.

NOW, THEREFORE BE IT RESOLVED, the Pulaski County Public Service Authority Board of Directors does hereby wish to express its sincere appreciation to the Billing Staff for their dedicated, professional and exceptional service to the citizens of Pulaski County.

NOW, THEREFORE BE IT FURTHER RESOLVED, the text of this Resolution be forever captured in the meeting minutes of the Pulaski County Public Service Authority Board of Directors in permanent testimony of the Board's sincere appreciation to the Billing Staff.

Adopted this, the 11th day of July 2023, in the County of Pulaski, Virginia.

On a motion by Mr. Setliff, second by Mrs. Coake and carried, the Board adopted the Resolution in Recognition and Appreciation of the Pulaski County Public Service Authority Billing Staff.

Voting Yes: Mr. Setliff, Mr. Hale, Mrs. Burchett, Mrs. Coake, Mr. Swanson.
Voting No: None.

6. Action Items (Old Business)

A. None

There were no Action Items (Old Business).

7. Reports from Executive Director and Staff

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

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

B. FSA Activity Report

The May and June Fairlawn Sewer Authority (FSA) Activity Reports were reviewed by the Board.

C. Staff To Do List:

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

A. Covered Water Meter Ordinance

No report given.

B. Draper Area Wythe County Sewer/PSA Connection

Telemetry at new Draper tank; fire hydrants to be installed upon delivery (Draper Valley Golf Course)

C. Water Meter Replacement

No report given.

D. Water Master Plan

No report.

E. Facilities for Refuse Employees

No report given.

F. Draper/Claytor Lake Convenience Center

Individual was questioning contractors on site, was removed and served with a cease and desist letter.

G. Brookmont Water System Disinfection By-Products

No report given.

H. Improvements to Fairlawn Convenience Center

Received needed materials, moving brush to new pad for grinding. Project completion by end of fiscal year.

I. Community Water Projects

No report given.

J. Certification of Fire Hydrant Flow and Corresponding Paint Color Array

No report given.

K. Site for Snowville Convenience Center

No report given.

Mr. Linkous gave an update on Convenience Center access (use of QR codes) beginning July 15, 2023. Mr. Linkous reminded the Board that access to the Convenience Centers was for full volume service customers only.

8. Other Matters from the Directors

A. Updates Requested by Board Members

There were no updates from the Board members.

9. Items of Consent

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

Voting Yes: Mr. Setliff, Mr. Hale, Mrs. Burchett, Mrs. Coake, Mr. Swanson.
Voting No: None.

A. Minutes of June 13, 2023, Public Service Authority Board of Directors Meeting

The Board approved the minutes of the June 13, 2023, Public Service Authority Board of Directors Meeting.

B. Balance Due Report

The Balance Due Report is not available.

C. Budget Adjustment

There was no Budget Adjustment.

D. Billing Adjustments

The Billing Adjustments were not available.

E. Accounts Payable

The Board Accounts Payable for checks numbered #45304-45398.

Mrs. Burchett inquired about the \$3,800.00 check to Gregory Seeding for work at the old landfill. Staff advised the County is responsible for the charge and would reimburse the PSA. She also asked about the check to National Auto Fleet for \$186,323.00; staff stated this is for the new dump truck. Mr. Setliff asked about the status of the old dump truck; staff stated the County Construction department would like to use the truck.

F. Personnel Changes

Board members reviewed and approved a memo describing Personnel Changes in the month of June 2023, the electronic version of which is filed in the July 11, 2023, BoardDocs agenda.

10. Informational Items

A. None

There were no Informational Items presented.

11. Adjournment

A. Adjournment

On a motion by Mr. Swanson, second by Mrs. Coake and carried, the Board adjourned their July 11, 2023, regular meeting. The Board voted by consensus in the affirmative to conclude the meeting. (Voting Yes: Mr. Setliff, Mr. Hale, Mrs. Burchett, Mrs. Coake, Mr. Swanson. Voting No: None.)

The monthly meeting of the Public Service Authority Board of Directors will be held on Tuesday, August 8, 2023, at 9 a.m. in the Board Room of the County Administration Building, 143 Third Street, N.W., in the Town of Pulaski, Virginia.



Nancy M. Burchett, Chair



Dennis L. Setliff, Secretary

