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**Bedford Regional Water Authority – Board of Directors  
Regular Board Meeting – Minutes  
September 19, 2023**

A regular meeting of the Board of Directors of the Bedford Regional Water Authority (“Bedford Water”) was held on Tuesday, September 19, 2023, in the Board Meeting Room in Bedford Water’s Annex building located at 1723 Falling Creek Road in Bedford County.

Members Present:..... Bob Flynn, Chair  
Jay Gray, Vice Chair  
Donald Barger, Jr.  
Rusty Mansel  
Michael Moldenhauer  
Kevin Mele  
John Sharp

Members Absent: ..... none

Staff & Counsel Present: . Brian Key – Executive Director  
Jill Underwood – Director of Finance  
Megan Pittman – Director of Administration (Virtually)  
Thomas Cherro – Director of Operations (Virtually)

**1. Call to Order**

The meeting was called to order by the Chair at approximately 7:00 p.m. The Pledge of Allegiance and a moment of silence were conducted.

**2. Review of Agenda**

The following agenda was reviewed as shown.

1. Call to Order
  - a. Pledge of Allegiance
  - b. Moment of Silence
2. Review of Agenda
3. Public Comments
4. Approval of Minutes: August 15, 2023 – Regular Board Meeting
5. Financial Report: Presented by Jill Underwood
6. Operations Report: Presented by Thomas Cherro
7. Administration Report: Presented by Megan Pittman
8. Executive Report: Presented by Brian Key
  - a. Strategic Plan Status Report by Amanda Stanley
  - b. Projects Report
  - c. Resolution 2023-09.01: Economic Development Funding Assistance – Carpe Diem
9. Other business not covered on the above agenda
10. Motion to Adjourn

**3. Public Comments**

Richard Yates, 1283 Emerald Crest in the Town of Bedford, spoke to the Board about a billing issue. His bill is about \$500, and he does not know why since his plumber has

said there is no leak. Ms. Underwood stated that the meter data has shown periods of higher usage, which sometimes indicates a toilet leak, while data also shows normal usage. The BRWA has changed out Mr. Yates's meter to see if this resolved the issue. After it was changed out, there was still a period of time when intermittent usage was detected on the meter readings. Mr. Yates said the bill and usage do not make sense to him. Mr. Flynn said he should wait to pay leak portion of the bill until the meter test results come back to show if it is faulty. It takes 2-3 months for testing results. Mr. Key stated that the customer should continue to pay the normal average billing amount until the meter test is resolved.

#### **4. Approval of Minutes: August 15, 2023 - Regular Meeting**

The regular Board Meeting Minutes from August 15, 2023, were reviewed. The minutes will be revised to change the Vice Chair title from Mr. Moldenhauer to Mr. Gray.

Member Moldenhauer made a motion to approve the minutes.

Member Mansel seconded the motion.

- Board member votes: 7 Aye; 0 Nay; 0 Abstain. The motion carried.

#### **5. Financial Report: Presented by Jill Underwood**

For August, the budget goal was 16%, with operating revenues at 18% and operating expenses at 11% expenses. Capital Recovery fees received this FY are 24% of the total budgeted amount, with water at 28% and sewer at 15%.

Finance continues to work on the audit, as well as adjusting entries for FY23. The VRS compliance audit has been completed and submitted to the Auditor of Public Accounts. Work is still underway on the financial statement audit and the Single audit for ARPA funding. Most likely, the audit presentation will be at the November board meeting. Mr. Gray asked if there was a way to keep track of the additional time and cost spent on processing the ARPA funds. Ms. Underwood said she would have to refer to the Brown Edwards proposal to see how much extra it costs for the audit. Internally, it is a manageable amount of effort. A few policies will need to be updated due to ARPA requirements.

The vacant Finance Manager position has been filled, and the new Manager will start on October 23<sup>rd</sup>.

#### **6. Operations Report: Presented by Thomas Cherro**

Mr. Cherro reported that in Wastewater, Pump Station 7 is completed. In Water Operations, the Assistant Manager position is still open. In Maintenance, the CIP crew is now working on the Peaks View waterline replacement. The crew is about halfway through; as they continue the project, they will connect the customers in the first half of the lines.

#### **7. Administration Report: Presented by Megan Pittman**

Ms. Pittman reviewed the media articles in the board packet and the BRWA's representation at WaterJAM.

She also showed the board about some negative posts about the Authority on the Open Candidate Forum on Facebook. There is information about all public entities, so it is not against just about the BRWA. Ms. Pittman and Cody Lawhorn, the BRWA's Communications Specialist, have reviewed all the forum posts to determine which ones need responses. The ones that need answers will be contacted individually.

Mr. Mansel said that he knows 50% of the people commenting and has spoken with them to help clear up the matters. He also wants staff to know that the Board supports their work, and he feels that the negative comments come from a very small percentage of people. Mr. Sharp suggested engaging in Facebook less.

## 8. Executive Report: Presented by Brian Key

### a. Strategic Plan Status Report by Amanda Stanley

Mr. Key introduced Amanda Stanley as the facilitator of strategic planning. She gave a short presentation about the process that the BRWA is going through for the plan. The steps include building understanding, building alignment, building direction, building action, building resources, and completing the plan. Building community support is a step that is being integrated into all the steps. Staff are currently at the build action portion of the project.

Mr. Mansel asked about the deliverables that are wanted from the roundtable on October 5<sup>th</sup>. Mr. Key said that it will be educational and focusing on the vision of the future. Attendees will include representatives from the Town, County, and the BRWA. Ms. Stanley said one of her goals is that people leave knowing that their voice has been heard, that they are a part of this process, and to know what improvement each entity wants. Mr. Flynn said that the survey results seem very positive, which may be accurate, but he wants to ensure that unsatisfied customers are addressed and that actions are taken from these results.

The board discussed the percentage of customers surveyed and whether it was the correct amount to survey. Ms. Stanley said that generally, public entity surveys have low participation and tend to draw more negative responses. She believes the significant themes would stay the same even if more customers were surveyed based on her statistical knowledge. She also said that you do not build a plan around a set of people's feedback; instead, you build it around the vision. However, you use the survey responses to help understand what the organization may not see, build it into the plan, and know potential roadblocks. Mr. Key will put the customer survey results into the board's Dropbox folder.

### b. Projects Report

Mr. Key presented in Ms. English's absence. The board did not ask any questions.

### c. Resolution 2023-09.01: Economic Development Funding Assistance – Carpe Diem

Bedford County is requesting financial support for a recently expanded business in Bedford County. The Authority discussed the fire meter project at a committee meeting on October 10, 2022, and the property owner (Todd Winterfeldt with Carpe Diem LLC) attended the Authority's board meeting on February 21<sup>st</sup> to request financial assistance. Passing this resolution would approve providing support for the cost of constructing the fire meter vault located at 110 Vista Center Drive in Forest.

Mr. Gray said that he wanted it documented that the BRWA worked with the business to find a less expensive way to provide fire service to the building. He wants this on record because the BRWA is not unfriendly to businesses that want to come to, or expand in, Bedford. This type of financial assistance is one way the BRWA is helping businesses in Bedford.

At a regular meeting of the Bedford Regional Water Authority ("Authority") Board of Directors, held in the Board Meeting Room at the Authority's Administrative Annex Building on the 19<sup>th</sup> of September 2023, beginning at 7:00 p.m.:

**WHEREAS**, the Bedford Regional Water Authority (the "Authority") is a public service authority formed and existing in accordance with the provisions of Chapter 51 of Title 15.2 of the Code

of Virginia, 1950, as amended, the Virginia Water and Waste Authorities Act §§ 15.2-5100-15.2-5159 (the "Act"); and,

**WHEREAS**, the Authority received a request from the County of Bedford for ten thousand dollars (\$10,000) of financial assistance to the property owner for the development of the fire service meter serving parcel 101-A-6D as owned by Carpe Diem Real Estate LLC and as currently occupied by Source4; and,

**WHEREAS**, the Authority has met with representatives from Carpe Diem several times over the past year, including a presentation to the Board of Directors at their February 21, 2023 board meeting; and,

**WHEREAS**, the Authority is interested in supporting new businesses and the growth of existing businesses, and as such the Authority established setaside funding from cellular colocations to provide financial support for economic development; and,

**WHEREAS**, the funding request complies with the Authority's Economic Development policy 4.60, and the Authority has sufficient funds in the setaside account to provide the requested support; now,

**THEREFORE, BE IT RESOLVED**, that the Board of Directors does hereby authorize the Executive Director to ensure the disbursement of \$10,000.00 to Carpe Diem Real Estate LLC for the reimbursement of the cost related to the construction of the fire meter vault for the above referenced parcel.

Member Sharp made a motion to approve this Resolution.

Member Mele made a Second to approve.

- Board Member Votes:   6   Aye   1   Nay   0   Abstain. The motion carried.

#### **9. Other Business not covered on the above agenda**

Mr. Key attended a Town Council meeting with Mr. Moldenhauer, Mr. Mansel, and Mr. Flynn to review ARPA funds, term limits for the BRWA board, and the social media comments referenced during the Administration report.

There was a request from the Board of Supervisors to know how the BRWA will spend the \$2 million for ARPA projects. Mr. Key asked the Board what direction they wanted to give to the Supervisors. Mr. Flynn said he wanted Mr. Key to submit to the County the list of projects shown in the Authority's existing capital improvement plan. .

#### **10. Motion to Adjourn:**

There being no further business to discuss, Moldenhauer made a motion to adjourn and Gray seconded the motion.

Board Member Votes:   7   Aye,   0   Nay,   0   Abstain. The motion carried.

The meeting adjourned at approximately 9:03 pm.