



Grayson County Public Service Authority

P.O. Box 217, Independence, VA 24348

June 10, 2021

MEETING MINUTES Of the Public Service Authority

Members Present

Kenneth R. Belton
Michael S. Hash (arrived at 5:38pm)
Hoyle
John S. Fant
Brenda R. Sutherland
Thomas R. Revels

Staff Present

Mitch Smith
Paul
Keith Anderson

Member(s) Absent

Staff Absent

CALL TO ORDER

- Mr. Fant, Chair, called the meeting to order.

APPROVAL OF AGENDA/CONSENT AGENDA

- Mr. Revels made the motion to approve the agenda/consent agenda; duly seconded by Mr. Belton. Motion carried 4-0.

OLD BUSINESS

- Bill Notification Process – Mr. Hoyle addressed the board and updated the board on the meeting with staff and Mr. Hall, Grayson County Treasurer, to take an in-depth look at billing cycles, how long a bill goes delinquent until the time it's cut off and the procedure of the cutoffs. In the meeting it was determined there's been only one (1) complaint in the last several years which was the person that addressed the board at the last meeting on June 10, 2021. The opinion of the group is with only one (1) complaint doesn't constitute a reason to change the procedures of billing and cutoffs. Mr. Hoyle noted that Grayson County is consistent with what the surrounding jurisdictions are doing plus the

one (1) complaint that was made was less than accurate. They do not feel any change is necessary with the notification process right now. Mr. Hoyle has offered to do some calling on the delinquent accounts before the customers water is shut off as long as the numbers stay reasonable – 25 or less. Mr. Hall noted that they plan to add an additional text message to send out – 1 will go out before the due date and 1 will go out before the cut off. Mr. Hall also expanded on what Mr. Hoyle spoke on regarding the jurisdictions – he was able to acquire information from 6 other localities and their average billing from bill date to cut off is 43 days. In looking at our May/June billing from the time of the billing to the scheduled cut off time is 43 days so Grayson County is pretty much in line with the surrounding jurisdictions. Mr. Hall noted that 3 of the jurisdictions send a second notice out for a delinquent account and 3 jurisdictions do not – their original bill shows due date and cut off date and 1 bill/notice is all they send. Mr. Hall checked with the Town of Independence, the Town of Fries, City of Galax, Wythe County, Carroll County and Montgomery County. Mr. Hall noted that in the billing that was just sent out, an information sheet was included so the customer could give them their updated information, especially cell phone numbers. Mr. Hoyle suggested with the additional text messages to look at the bill notification process again in 6 months to see if there's any reason to follow further. Mr. Fant inquired about the ability for customers to sign up online and update their information and Mr. Hall noted that the customer must come into the office to sign the contract and pay their deposit. Mr. Fant suggested staff consider the possibility for the customer to be able to sign up and pay the deposit/bill online – we need to think about automation for the County residents, especially with broadband coming. Mr. Fant also spoke about the delinquent real estate taxes – if not paid they get a 2-year grace period plus 1 year; with water customers, their water is shut off after a certain number of days – Mr. Smith noted that if you allow too many to go forward without paying you go past the amount of the deposit they paid and the thinking was if you keep it within the billing cycle and they get cut off it should be covered by the deposit they paid and the County wouldn't lose anything. Mr. Hall stated that some customers will drag their feet when they get behind. Mr. Hoyle then noted that if a customer can't pay or are having a hardship, the County has ways to help pay (helpline and emergency relief fund) and if an intervention like that needs to be done, it's easier to do it sooner rather than later because there would be less money owed. Mr. Belton noted that sometimes the longer they go without paying it's harder to collect the amount due. Discussion took place regarding collecting the money in the field – Mr. Anderson stated that he's helped several customers contact the Treasurer's office so the customer could pay their bill before he cuts the water off, but he will not take the money. Mr. Revels made the motion to accept the recommendation from staff; duly seconded by Mrs. Sutherland. Motion carried 5-0.

NEW BUSINESS

- None

INFORMATION AND UPDATES

- Fairview Water Analysis Report – as presented

CLOSED SESSION

- None

ADJOURN

- Mr. Revels made the motion to approve; duly seconded by Mr. Belton. Motion carried 5-0.