

PSA Update:

The PSA has approximately 200 miles of water lines, 50 miles of gravity sewer lines, 25 miles of force main sewer line, 795 fire hydrants, 12 sewer pump stations, 12 water storage tanks, several wells and several water booster pump stations. The PSA's Water systems are as follows: Cana, Exit 1, Fancy Gap, Regional, Tower Road and Hillcrest Estates. The PSA's Sewer systems are as follows: Fancy Gap, Woodlawn, Gladeville/Cranberry, Hillsville and Loves. All of this is operated and maintained with a staff of 5 full time and 3 part time in field and 3 office staff employees.

- Total of 88 work orders in May 2022 (check pressure, check for leak, turn-off, turn-on, etc)
- Construction, Maintenance and Operations items completed
- Miss Utility Markings (0 emergency, 149 water and 40 sewer tickets)
- Office items completed-
 - Daily-customer service, deposits, review of payments, bills, invoices, scan checks, balance bank statements, close-out, etc.
 - Monthly-meter reading (office staff and field staff), print bills, print late-bills, prepare cut-off list, close-out, balance bank statements, etc.
 - Rate study-continue
 - Researching new cloud-based billing software