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RWSA BOARD OF DIRECTORS
Minutes of Regular Meeting
September 23, 2025

2 A regular meeting of the Rivanna Water and Sewer Authority (RWSA) Board of Directors
3 was held on Tuesday, September 23, 2025, at 2:24 p.m. at the Albemarle County Service
4 Authority, (1st Floor Conference Room), 168 Spotnap Road, Charlottesville, VA 22911.

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6 **Board Members Present:** Mike Gaffney, Jeff Richardson, Sam Sanders, Ann Mallek, Brian
7 Pinkston, Quin Lunsford, Lauren Hildebrand.

8

Board Members Absent: None.

9

10 **Rivanna Staff Present:** Bill Mawyer, Dave Tungate, Lonnie Wood, Jennifer Whitaker,
11 Daniel Campbell, Michelle Simpson, Austin Marrs, Scott Schiller, Vicki Fort, Annie West,
12 Westley Kern, Jacob Woodson, Leah Beard, Deborah Anama, Jeff Southworth, Tanner
Wright, Katie McIlwee.

13

Attorney(s) Present Valerie Long.

14

CALL TO ORDER

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16 Mr. Gaffney convened the September 23, 2025, regular meeting of the Board of Directors of
the Rivanna Water and Sewer Authority at 2:24 p.m.

17

AGENDA APPROVAL

18

19 **Mr. Pinkston moved that the Board of Directors approve the Agenda as presented. Ms.**
Mallek seconded the motion, which carried unanimously (7-0).

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MINUTES OF PREVIOUS BOARD MEETING ON AUGUST 26, 2025

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22 **Ms. Mallek moved that the Board of Directors approve the minutes of the previous**
23 **Board meeting on August 26, 2025. Mr. Pinkston seconded the motion, which carried**
unanimously (7-0).

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RECOGNITION

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There was none.

26

EXECUTIVE DIRECTOR'S REPORT

27

28 Mr. Mawyer stated that he would like to extend his congratulations to Betsy Nemeth, who
29 announced her retirement in January 2026 after almost 10 years with Rivanna. He stated that
30 they also celebrated National Information Technology Professionals Day in September with
their team of eight IT professionals who managed over 700 devices, computers, and desktops,

plus over 80,000 supervisory control and data acquisition (SCADA) points and alarms. He stated they appreciated the efforts of the IT team.

Mr. Mawyer stated he would also like to express his gratitude to Mr. Lunsford for hosting the Rivanna Water and Sewer Authority at ACSA while they are renovating the Moores Creek Administrative building. He stated they appreciated the hospitality and helpfulness of ACSA staff.

Mr. Mawyer stated they had been successful in their strategic plan priority of communication and collaboration recently. He stated they had five individuals make presentations at the WaterJAM Conference in Virginia Beach. He stated their Director of Engineering and Maintenance, Jennifer Whitaker, presented on their Capital Improvement Program (CIP). He stated Scott Schiller, Engineering Manager, presented on the collaborative approach they took to repair the Rivanna Pump Station with their consultants and contractors. He stated Austin Marrs also presented, discussing the emergency repairs to the pump station, how they maximized and optimized their water supply by switching operationally between the raw water from the Rivanna and Ragged Mtn reservoirs, and how that would be facilitated once they get the new connecting pipeline built. Mr. Mawyer stated Mr. Marrs also talked about how they would optimize and only transfer water when it was clear and not full of mud and nutrients. He stated that Daniel Campbell, Director of Operations and Environmental Services, along with Cary Wingo, Assistant Water Manager, presented on plant renovations and improvements they had made and how they were working towards sustainability and optimizing infrastructure. He stated they appreciated all of them for making presentations at the state conference held at this conference.

Mr. Mawyer stated recently they had community information sessions on the Ragged Mountain Reservoir Pool Raise and at the Carver Recreation Center on the Central Water Line projects with good attendance by the public. He stated they were participating with ACSA and the City for the "Imagine A Day Without Water" art contest.

Mr. Mawyer stated that Bethany Houchens will speak at the Rivanna River Basin Commission meeting tomorrow and talk about Rivanna's role in the area's water supply program. He stated that they were monitoring the streams and reservoirs for drought conditions in the area. He stated the federal map showed our area of Virginia in moderate drought conditions. He stated the state map indicated a drought "watch" condition existed for various localities. He stated that in the Middle James region, they were still within normal limits for all four criteria: precipitation, groundwater levels, reservoir levels, and stream flow. He stated the state used monitoring stations to monitor these conditions. For reservoir supply, the state monitored Lake Moomaw located at the head of the James River. He stated when monitoring groundwater, the state monitored wells in Buckingham County and the Appomattox River near Farmville for stream flow. He stated for precipitation, the state monitored state climatological data. He stated that although these stations were not in their immediate area, they were the ones used by the state. Staff monitor the Charlottesville Albemarle Airport rain gauge for local precipitation information.

Mr. Mawyer stated they were closely monitoring local stream flows and reporting on the various rivers, stream flows, and reservoir levels. He stated that the South Rivanna Reservoir

73 was their key reservoir, and it was still overflowing, indicating the water supply was in good
74 condition. He stated that the urban reservoirs had 96% usable capacity, with Ragged
75 Mountain below full and Sugar Hollow below full, but Beaver Creek, Totier Creek, and South
76 Rivanna were still overflowing.

77 Mr. Mawyer stated they had been in communication with the Regional Rivanna Drought
78 Committee, which included representatives from the City, County, ACSA, and RWSA to alert
79 the group on the dry conditions in August and September. He stated they were monitoring
80 stream and reservoir levels, and the overflow at South Rivanna Reservoir was currently about
81 two inches. He stated they hoped to receive rain this week. He stated they were also
82 celebrating Source Water Protection as they worked to protect their reservoirs, collaborating
83 with the County.

84 Mr. Mawyer stated that regarding planning and infrastructure, the Moores Creek facility was a
85 major construction area. He stated the concrete stairs, sidewalks, and paving in the front of the
86 Administration building had been removed. He stated that temporary trailers were now in
87 place, and they were being upfitted with electric, communication cabling, and office
88 equipment. He stated they expected to move into these trailers within four weeks.

89 Mr. Mawyer stated that they also had the South Rivanna River Crossing project ongoing,
90 which involved installing HDPE pipe currently staged along Woodburn Road. He stated that
91 once the hole under the river was reamed to the final size, the pipe would be pulled through.
92 He stated the Ragged Mountain Reservoir to Observatory Water Treatment Plant Project had
93 clearing and pipe installation on Observatory Mountain ongoing. He stated they had been
94 successful in meeting the schedules over the summer that UVA requested.

95 Mr. Mawyer stated they had cleared the site on Reservoir Road for the new pump station,
96 which would transfer water from Rivanna Reservoir to Ragged Mountain Reservoir, and has
97 the capability of pumping water from Ragged Mountain Reservoir to South Rivanna WTP,
98 while also pumping water to the Observatory Treatment Plant. He stated this multi-directional
99 facility was being built on the parcel they purchased from the UVA Foundation.

100 Mr. Mawyer stated that renovations to the maintenance storage facility, formerly known as
101 the compost shed, included painting the beams and columns. He stated that once painting
102 renovations were completed, a new roof would be installed. The Central Water Line Phase 1
103 would be starting on Lewis Street, installing the new waterline on Lewis, Price, and Piedmont
104 streets on its way to Observatory Mountain. He stated this work was planned to be completed
105 over Christmas break.

106 Mr. Mawyer stated they would excavate a bore and jack pit at the end of Lewis Street, which
107 would allow them to install the waterline under the railroad track, and then parallel the track
108 up to JPA. He stated this work would be underway soon as soon as pipe was delivered.

109 Ms. Mallek stated that Mr. Mawyer had taken care of her concerns about the drought water
110 reporting, which she had noticed could vary significantly between the airport and her home,
111 just five miles away, often a radical difference. She stated she had asked Mr. Mawyer to
112 consider the possibility of improving the reporting throughout their area by establishing a

113 similar reporting contract with Stream Watch's certified analysis for our streams. She stated
114 she believed this would be beneficial for Rivanna and the community at large, as it would
115 provide a better understanding of the real drought situation. Ms. Mallek stated that the issue
116 was that the data from Goochland was not comparable to their environment, and they were
117 not getting a comprehensive picture. She stated for example, they had only received one-tenth
118 of an inch of rainfall in northwestern Earlysville over the past six weeks, which was not
119 reflected in other reports. She stated it was not that anyone was doing anything wrong; it was
120 just that they needed more detailed information. She stated that Lake Moomaw was a whole
121 different world compared to Albemarle's local water conditions.

122 Mr. Mawyer stated that was why they closely monitored local water supply facilities.

123 Ms. Mallek asked if Mr. Mawyer had any update on the Rio Mills gates.

124 Mr. Mawyer stated that as part of their South Rivanna Crossing project on Old Rio Mills
125 Road, there was a gate at the end of that road and Faulconer, their contractor, had been going
126 through it for work. Faulconer assured them that they were closing it every night, but they
127 were going to make sure that it was secure. He stated they had noted that there was a latch,
128 but not a lock. He stated that they were getting in touch with the County to try to determine
129 who owned the gate and whether they could install a lock without causing any issues.

130 Ms. Mallek stated she was also concerned about this issue, as she had noticed the gate was
131 often left open overnight, and it had become an open invitation for people to dump their
132 unwanted items, such as couches or washing machines, into the area. She stated that
133 previously dumping here resulted in significant costs for residents and backhoe services, as
134 well as wasted Saturday mornings spent cleaning up the site. She stated she did not want it to
135 happen again simply because they were not taking the necessary steps to secure the gate.

136 Mr. Mawyer stated that they were working on solving that issue.

137 Ms. Mallek stated that she greatly appreciated it.

138 Mr. Mawyer added that at their last meeting, Ms. Houchens had discussed their algae
139 treatments, including SeClear which was a copper sulfate based product. He stated they did
140 not conduct tests on the raw water to determine if it contained copper, but they did test the
141 treated water. He stated the test results indicated there were nondetectable copper levels in the
142 finished water. There was also testing for copper from household faucets to assess whether
143 copper was leaching from house plumbing pipes into the water.

144 Mr. Mawyer stated they had several projects planned to install hypolimnetic oxygenation
145 systems at Rivanna, Ragged Mountain, and Beaver Creek reservoirs over the next five years.
146 He stated these systems would reduce nutrient levels, resulting in decreased algae growth and
147 reduced the need for treatment.

148 ***ITEMS FROM THE PUBLIC***

149 ***Matters Not Listed for Public Hearing on the Agenda***

Ms. Dede Smith, resident of the City of Charlottesville, stated that she wanted to thank everyone for attending the meeting at Carver and Michelle for her excellent presentation. She stated that as she said at the meeting, her one criticism of that presentation was that it seemed to avoid discussing the elephant in the room, which was the rock. She stated that as they had predicted, there would be four of the five miles that would likely encounter solid rock. She stated that someone spoke to that point that night, which was helpful, and explained that they could bore through the rock, and they found 15 to 16 locations where they knew it will happen, but it could be just a foot away from the boring process and still contain solid rock.

Ms. Smith stated what she found interesting was that a City resident who lived off 6th Street, which was on the route, had already experienced the construction of Kindewood and noted that they had found rock during that project. She stated she thought it would be worth discussing that with the folks at Kindewood to learn more about what they experienced. She stated that additionally, a former mayor, whose daughter lived off that route, was shocked by the scope of the project and expressed surprise that the City allowed this to happen. She stated she had no idea this was happening and was particularly concerned about the legacy of this project.

Ms. Smith stated she thought there was a bit of confusion when announcements go out about some of Rivanna's projects like Fontaine, Rivanna Crossing, and Reservoir Road. She stated that Michael Payne, who was present at the meeting, mentioned that people had no idea this was coming. She stated that she thought it was sad that this was the state of things and that it would impact the legacy of the project and the RWSA Board. She stated that however, she appreciated everyone for being at the community meeting. She asked the Board to please continue trying to let people know about the project. She stated that there was a feeling that the news media was not providing all the necessary information. She stated that this was not the fault of Rivanna, as they had great PR, but it may not be reaching as far as necessary for the community.

RESPONSES TO PUBLIC COMMENTS

Mr. Mawyer stated that they were very appreciative of the comments about potential rock and were aware that there could be rock along the alignment of the new pipe. He stated they had a rock clause in the construction contract, and most of their underground piping projects encountered rock, so it was not a new challenge for RWSA staff. He stated there were several techniques that the contractor could use outside of blasting. He stated that in fact, blasting was not allowed in the City without approval from City Council, and they were confident that their contractor would be able to find a technique that worked satisfactorily. He stated that it may not be easy, but they would get the rock removed and the pipes installed.

185 **CONSENT AGENDA**

186 *Staff Report on Finance*

187 *Staff Report on Operations*

188 *Staff Report on CIP Projects*

189 *Staff Report on Administration and Communications*

190 *Staff Report on Wholesale Metering*

191 *Staff Report on Drought Monitoring*

192 **Mr. Pinkston moved that the Board of Directors approve the Consent Agenda. Ms.**
193 **Mallek seconded the motion, which carried unanimously (7-0).**

194 **OTHER BUSINESS**

195 *Presentation and Consider Vote to Approve: An Amendment to the FY 26-30 CIP and Award*
196 *of Construction Contract for the Crozet Water Treatment Plant GAC Expansion – English*
197 *Construction Company*

198 *Victoria Fort, P.E., Senior Civil Engineer*

199 Ms. Fort stated that she was the project manager for the Crozet Water Treatment Plant
200 Granular Activated Carbon (GAC) Expansion Project, and she would like to discuss the
201 proposed CIP project and construction. She stated the picture shown was a view of the Crozet
202 Water Treatment Plant as seen looking south from Three Notch'd Road. She stated she would
203 first give an overview of the site and then she would discuss the project in general.

204 Ms. Fort stated that the site included the existing filter building, backwash storage tank, one
205 storage building that would remain, one storage building that would be demolished, the
206 existing GAC building, the ground storage tank, the finished water pump station, the residual
207 waste tank and lagoon, and the concrete clearwells which would be demolished.

208 Ms. Fort explained that the project entailed the demolition of the storage building to the west
209 and the replacement of that facility with a new granular activated carbon facility. She stated
210 they needed to add two more GAC contactors to increase the treatment capacity for GAC to
211 match the full treatment capacity of the plant, which was currently 2.75 million gallons per
212 day.

213 Ms. Fort stated that they were also going to construct a new concrete clearwell adjacent to the
214 existing one to replace two undersized clearwells next to the filter building. She stated they
215 would also put in a new backwash supply pipeline to augment the storage in the existing
216 Crozet water ball and replace all the tank valves. She stated that additionally, they would
217 perform some site piping and fencing modifications, paving, and other miscellaneous work
218 associated with the project. She stated that with the Board's consent, they planned to award

219 the contract to English Construction Company of Lynchburg, Virginia, in the amount of
220 \$9,920,000.

221 Ms. Fort stated that she would provide more information on the new GAC facility. She stated
222 that looking at the picture on the bottom left, this was from Three Notch'd Road, looking at
223 the existing GAC building. She stated that the new building would sit behind that building,
224 and would be a 3,040 square foot pre-engineered building with the same finishes and red
225 metal exterior. She stated that it would have removable windows, allowing for easy
226 equipment installation and removal.

227 Ms. Fort stated that the new building would be a few feet taller than the existing one, but it
228 should not be noticeable from the road. She stated that inside the building, they would have
229 two new 40,000-pound GAC contactors, increasing their GAC treatment capacity from 1
230 million gallons per day to the full treatment capacity of the plant. She stated that they would
231 also replace the undersized clearwell tanks, demolishing the two small tanks next to the filter
232 building and replacing them with a larger clearwell.

233 Ms. Fort stated that the new GAC building was shown in blue on the drawing, and the new
234 clearwell was shown in red, serving as the suction side storage for the existing and new
235 pumps. She stated that a significant portion of this project was being funded through the
236 Emerging Contaminants Removal Grant Program, part of the bipartisan infrastructure law.
237 She stated that they were awarded funds in 2022, 2023, and 2025, totaling \$7.24 million. She
238 stated they would apply these funds towards this project.

239 Ms. Fort stated that the CIP budget was \$10.12 million. She stated that they received three
240 bids on August 7, 2025, ranging from \$9,920,000 to \$11,722,000, with the lowest bid from
241 English Construction Company. She stated that those bids were above their engineer's
242 estimate, and they would revise their CIP budget to \$12.165 million. She stated that their
243 intended construction schedule was to start in March and take about two years to complete
244 with a planned completion date of May 2028.

245 Ms. Mallek asked if the FY 2025 grant money was in the bank.

246 Mr. Mawyer stated that this was a reimbursable grant. After the contractor completed work
247 and submitted a bill to Rivanna, they would send a reimbursement request to the state and the
248 state would reimburse Rivanna.

249 **Mr. Pinkston moved that the Board of Directors amend the FY26-30 CIP, increasing the**
250 **budget by \$2,045,000 and authorize the Executive Director to enter into a construction**
251 **contract with English Construction Company for a total of \$9,920,000 and to approve**
252 **change orders to the construction contract necessary for the completion of the work, not**
253 **to exceed 10% of the original construction contract. Ms. Mallek seconded the motion,**
254 **which carried unanimously (7-0).**

255 *Presentation and Consider Vote to Approve: An Amendment to the FY26-30 CIP and Award*
256 *of Construction Contract for the Interceptor Sewer & Manhole Repairs (Phase 2) – Vortex*
257 *Services, LLC*

258 *Austin Marrs, P.E., Senior Civil Engineer*

259 Mr. Marrs stated that he would present to the Board a request for a CIP amendment and
260 construction contract award. He stated that this project pertained to their interceptor sewer and
261 manhole repair program.

262 Mr. Marrs stated that this project was part of their ongoing efforts to maintain their
263 wastewater infrastructure system. He stated that the main effort in this particular contract
264 would be a process called “cured in place” pipelining. He stated that for those unfamiliar with
265 the process, it was essentially installation of a new pipe within the existing pipe. He stated
266 that a felt-like material, often appearing like a “sock,” was blown through an existing host
267 pipe, containing a resin that was either heated via water or steam or exposed to UV light to
268 cure. He stated that this resin formed a self-sufficient plastic pipe inside the existing sewer
269 pipe, sealing off any defects and renewing the infrastructure for approximately 50 years.

270 Mr. Marrs stated that this process was beneficial as it eliminated the need to excavate the
271 sewer, which was a cost savings and minimized disruption to the public. He stated that in
272 addition to pipelining, they would also complete a significant amount of manhole coating,
273 which would seal off more inflow and infiltration of groundwater into the sewer system. He
274 stated that the scope of work for this project had been developed by using a closed circuit TV
275 camera to evaluate the internal condition of the existing pipes along with manhole inspection
276 data from the RWSA Maintenance Department.

277 Mr. Marrs stated that for this project, they recommended awarding the contract to Vortex
278 Services LLC, formerly Tri-State Utilities, in a contract amount of \$1,439,440. He stated that
279 the project would involve lining approximately 7,000 linear feet of sewer piping with sizes
280 ranging from 8 inches to 30 inches in diameter. He stated that they would also be coating 21
281 manholes and cleaning and inspecting 12,000 linear feet of sewer pipe. He stated that the
282 budget for this project was currently \$1,492,000, but they were requesting a total CIP budget
283 of \$2,185,000 to complete the desired quantity of sewer pipe and manhole rehabilitation.

284 Mr. Marrs stated that the work was expected to begin in December of this year and would be
285 completed by June of 2027. He stated that the final slide showed an example of a coated
286 manhole. He stated that a couple of details regarding the budget were worth noting. He stated
287 that they had spent approximately \$350,000 to date through previous rehabilitations and
288 condition assessment work. He stated that the engineering design cost was \$35,000 to scope
289 and prepare the project for bidding. He stated that the construction contract was \$1,439,440,
290 with a 10% normal contingency that they typically included in their contracts.

291 Mr. Marrs stated that additionally, they had budgeted an extra \$216,000 for construction
292 administration and inspection. He stated that when they totaled all these costs, they got to the
293 \$2,185,000 total budget needed. He stated that the existing budget of \$1,492,000 was
294 subtracted from that, leaving an amendment of \$693,000 necessary. He stated that this

amendment was required to complete the project. He stated that staff requested the Board to amend the CIP and to authorize the Executive Director to award the contract for construction.

Mr. Gaffney stated that he wanted to recognize Rivanna leadership in addressing these repairs. He stated that 20 years ago, they were under a consent order due to the state of disrepair, and it required significant investment and effort to bring them to where they were today. He stated that now, they were running ahead of schedule, and it was truly commendable to staff and the Board for their hard work and dedication in achieving these accomplishments.

Ms. Mallek stated that regarding the emerging chemicals work that Rivanna was undertaking, other communities were perplexed by the challenges they were facing, and she thought the different approach this Board took 10 years ago really put them ahead of the curve. She stated that it was striking to note how far ahead they are, and how many of the issues those communities faced, including a \$20 million expenditure and restart, could have been avoided if they had utilized the GAC from the beginning. She stated that it was a hard lesson to learn, but one that highlighted the importance of proactive planning and decision-making.

Mr. Mawyer stated that he would like to highlight the two significant benefits of sewer rehabilitation. He stated that firstly, by maintaining these pipes in good condition and keeping stormwater out, they reduced the amount of water that needed to be treated at the Moores Creek, Glenmore, and Scottsville plants. He stated that secondly, this proactive approach allowed them to provide a more reliable response to development inquiries, as they had more available capacity due to the reduced impact of rainwater using the capacity of their wastewater piping and treatment facilities. He stated that this was an impressive two-fold benefit of maintaining a progressive sewer rehabilitation program.

Mr. Pinkston moved that the Board of Directors amend the FY26-30 CIP for the Interceptor Sewer-MH Repair Project (Phase 2) to increase the budget by \$693,000 to a total budget of \$2,185,000, and authorize the Executive Director to award a construction contract to Vortex Services, LLC for a total amount of \$1,439,440 and any change orders to the construction contract necessary for completion of the work not to exceed 10% of the original construction contract amount. Ms. Mallek seconded the motion, which carried unanimously (7-0).

Presentation and Consider Vote to Approve: Financial Update; Year-end Results

Stephanie Deal, CPA, Finance Manager

Ms. Deal stated that she would present the financial update for the year-end of Fiscal Year 2025 (July 1, 2024 – June 30, 2025). She stated that this would include the year-end results, the operating and working capital targets, and the disposition of rates and results. She would ask for the Board's approval of the fund transfers from reserves to balance cost center accounts, as they historically did. She stated that they had a small cash deficit of \$278,169 for the year. She stated that this deficit was comprised of an expense overage of 1.2% in their expense budget, but they were fortunate to have an overage in their revenues, approximately

\$1 million, which helped offset the overage. She stated that their total deficit was only approximately 0.5% of their total revenue budget.

Ms. Deal stated that the next series of data pertained to their working capital results for Fiscal Year 2025. She stated that their policy required that they maintain 60 days of their total annual budget in reserve for monthly cash flow needs. She stated that in FY 2025, their 60-day target was \$9,063,353, and their year-end cash balance was \$8,790,000, resulting in a deficit of \$362,453.

Ms. Deal stated that next, she would outline the operating budget versus actual results. She stated that this section highlighted the notable items with variances. She stated that their primary source of revenue was the \$800,000 for operating rates, which was a plus in their revenue column, in addition to interest income and other line items. She stated that this totaled \$999,000. She stated that this was the operating component. She stated that the expenses as outlined included an engineering overage of \$186,000, legal and financial consultants at \$147,000, pipeline repairs at \$343,000, chemicals at \$296,000, instrumentation at \$140,000, and building and grounds at \$183,000. She stated that they also had a positive line item for expense adjustments, which meant they did not exceed those amounts. However, the total expense deficit was \$1,214,528.

Ms. Deal stated that their target calculation was dealing with their working capital budget. She stated that each year, they calculated how much they needed to have in their operating cash flow based on the 60-day rule. She stated that for FY 2026, the 60-day cash target was \$10,530,265, which resulted in a target change of approximately \$1.467 million. She stated that the operational cash adjustment needed was made up of two pieces: the deficit from their original calculation for FY 2025 and the FY 2026 target change, totaling \$1,829,500.

Ms. Deal stated that they also provided the reserve balances. She stated that after the audit, they reconciled with the rate centers to ensure each center's funds were kept in their proper account. She stated that this was where they were making the adjustment of \$1.8 million from each discretionary reserve fund into the operating fund. She stated that she also provided the historical view of the disposition of rate center results, requesting \$1.8 million for this year and prior years for historical reference. She stated that staff were asking the Board to approve a fund transfer for FY 2025 based on the ending results outlined in the report.

Mr. Mawyer asked how much money would be left in their reserve after the transfer.

Ms. Deal stated that after the fund transfer, they would have approximately \$36,245,000.

Mr. Lunsford asked how that compared to the FY 24 balance.

Ms. Deal stated that she could provide that as a follow-up.

Mr. Gaffney asked if any money came out of the reserves other than what was transferred at the end of each fiscal year.

Ms. Deal stated they did make capital transfers on a monthly basis.

Mr. Gaffney stated that it would be helpful in a future Board meeting if they could review again what the financial markets consider when evaluating their income and balance sheet, including the 60-day reserve requirement. He stated that specifically, he would like to clarify why a 60-day reserve of \$10 million was their current approach.

Mr. Wood stated that when pursuing a bond issue, one of the main things the bond agencies considered was our ability to pay for the debt with our net revenue. He stated that this was called a debt service ratio. He stated that their target was 1.5, which meant for every dollar of expense, they wanted to have \$1.50 of revenue. He stated that this was one of the main factors considered by the bond agencies. He stated that our budget includes debt service as an expense to offset revenue. In the real world, the repayment of principal is not considered an expense. Including debt service as an expense helps to meet the 1.5 debt service ratio.

Mr. Wood stated that they also looked at their liquidity, which was about \$33 million. He stated that their financial advisors targeted 20% of cash to be on hand for working capital purposes, and they were at 16%, so slightly below that target. He stated that another target was to have 145 days of service on hand. He stated that he could not calculate this right now, but that was one of the other targets. He stated that it was about liquidity and their ability to pay with net revenue.

Ms. Mallek stated that she was wondering if there was a formula or a specific method used to categorize and display the different buckets and accounts. She asked if it was based on gallons provided or some other approach used amongst the different categories.

Mr. Wood stated that they were allocated based on adopted budgets for the six rate centers. He stated they took the total budget and allocated it to each of those rate centers individually, determining a new target for each one.

Mr. Richardson stated that Mr. Mawyer had earlier acknowledged their staff who presented at the WaterJAM Conference. He asked if that was a state-wide conference.

Mr. Mawyer stated that was correct. He stated this conference was the joint annual meeting held by the Virginia Section of the American Water Works Association and of the Virginia Water Environment Association.

Mr. Richardson stated that he was very impressed with Rivanna's staff for doing good work locally and explaining that work to regional and statewide groups. He stated that he really wanted to applaud staff for being invited to present and share with other organizations, because this was hard work, and he was glad they were being recognized.

Mr. Gaffney stated that a number of years ago, Rivanna set a goal of being a good example to the rest of the country in what we do and staff has made it happen.

Ms. Mallek moved that the Board of Directors authorize the transfer of funds from the respective service reserves, specifically for Fiscal Year 2025, from the operations account as included in the staff report, for a total of \$1,829,500. Mr. Pinkston seconded the motion, which carried unanimously (7-0).

(Reconvene RSWA in a Combined Session with RWSA)

Presentation: Education Center Progress Report

Jennifer Whitaker, P.E., Director of Engineering and Maintenance

Ms. Whitaker stated she would discuss the status of the new Education Center component to be constructed and created as part of the Administrative building renovation and addition project. She stated the Education Center process began in late 2023, as they were working on the new Administration Building design. She stated that there were several points at which they paused the building design and reconfigured it to better accommodate the Education Center.

Ms. Whitaker stated that they transitioned from a planning process, which involved capturing the mission, scope and big ideas for the Education Center. She stated they wanted to convey to their community and visitors who the Rivanna Authorities were and how they interacted with the greater Charlottesville area. She stated that to achieve this, they formed a committee and worked with a company called PRD, which specialized in museum curation and education center design.

Ms. Whitaker explained that PRD guided them through the process, helping staff move from conceptual ideas to concrete design development, and into the final design phase, where they will refine the physical layout of the facility. She stated that as she walked the Board through the information today, she would ask that they please keep in mind that some of the work had already progressed beyond what she was showing today.

Ms. Whitaker stated that they had the building layout for the new administrative building. She stated that the Educational Center would be a two-story component within the building, and as they moved to the schematic view, the Board could see the entrance to the building at the top of the cutaway. She stated that visitors would enter the building through the lobby and then turn right into the educational center.

Ms. Whitaker stated that they could make a counterclockwise rotation through the center of the education area, potentially visiting the classroom space, which could be used as a wet lab for demonstration projects and educational events. She stated that the space was also equipped with public bathrooms, making it suitable for holding events and educational programs. She stated they had to come up with a concept plan early on, identifying the key elements that were important to their organization.

Ms. Whitaker stated that first and foremost, they wanted to create a welcoming space that would make visitors feel at ease. She stated that the lobby space served as a welcome area, not only for the Educational Center but also for the building and its functions. She stated that upon entering the education center, the second space was the “past and present” space, which would tell the story of how the RWSA and RSWA came to be and some of the historically significant events.

Ms. Whitaker stated that the third space was about water science, represented by the green area that flowed through the center and along the edges. She stated that much of their work

focused on drinking water and its impact on their community, including how it moved through their community and was treated for the betterment of the community. She stated that they wanted to highlight this aspect. She stated that they also had a visual representation of the organizations and their offerings as visitors left the educational center. She stated that as she mentioned, they had the instructional space, a wet lab/classroom which would provide hands-on learning experiences.

Ms. Whitaker stated that as they progressed through the design process, they brought in experts to discuss typography, color, and overall aesthetics. She stated that they explored whether they wanted the center to be playful, serious, or educational, and targeted specific grade levels and audiences. She stated that a graphic specialist helped articulate their vision through simple design, incorporating water and piping systems into the iconography. She stated that they also discussed exhibit materials, considering touch, smell, and visual representation, particularly for school-aged children.

Ms. Whitaker stated that while the designs were conceptual at this stage, they generally had designed the layout so that when someone entered the lobby, one would see their reception desk to the left and the welcome sign immediately in front, with a wave-like water action design. She stated on the right-hand side, there was a graphic explaining why water mattered, including its uses. She stated that through the glass doors was the Educational Center. She stated that there was the past and present section, which featured Holsinger photographs and information about the dams built in the 1880s, as well as pertinent local historical information.

Ms. Whitaker stated this space offered opportunities to discuss the significance of water in their community and its relevance to their current work. She stated that as one continued through the facility, one would notice a large map on the wall in front, which displayed the location of their facilities, their interconnections, and how they tied into their community.

Ms. Whitaker stated the next section was their water science section. She stated this space was made up of three separate kiosks with hands-on activities, and the ceiling featured clouds, lighting, and colors. She stated that also, because it was two stories tall, visitors on the second floor could look down into the Education Center through windows, adding interest to the space. She stated the three kiosks focused on the water cycle, watersheds, topography, and water testing. She stated that the water cycle was tied to the current sixth-grade science educational standards, and students would be able to learn through hands-on activities.

Ms. Whitaker stated that they would also discuss water testing, both theoretically and through physical tests at the kiosk. She stated that the next portion of the exhibit was the stewardship wall, which explored how community members could be part of preserving water resources. She stated that big-picture concepts would be visible from across the room. She stated that however there were hands-on activities that discussed topics such as trash and recycling how to save water, as well as fighting pollution.

Ms. Whitaker stated an inset would highlight some of their key working partners. She stated that it would be a pipe wall with different cross-sections of pipes that would stand out from

the wall, allowing visitors to see who some of their key partners were. She stated that these displays were three-dimensional, making them approachable by both adults and children.

Ms. Whitaker stated on the back wall was the entrance to the educational space, and the pipes on the wall would feature their largest and smallest diameter pipelines in the system. She stated that these pipes were designed to be impressive, with some being half or three-quarters of a person's height, making them a striking feature of the space. She stated in addition to the water and wastewater treatment processes, they would also have a visual representation of the water flowing from the reservoirs to their homes and back into the river.

Ms. Whitaker stated that the exhibit in the middle of the room would be sliding screens, where the graphics would change as you slid the monitor from left to right, highlighting individual processes involved in both the water treatment and wastewater sides. She stated this interactive display would allow visitors to see staff performing activities such as flocculation and sedimentation, and learn more about water sources, conservation, and other related topics.

Ms. Whitaker stated the next section was about how water was used, which explored how water fits into their community, including its use for recreation, water and sewer services, and supporting various industries such as hospitals, manufacturing, and agriculture. She stated this section would also provide context for activities like fishing, agriculture, and livestock, helping visitors understand the broader impact of water uses in their community. She stated the final section was their "Future" section, which aimed to leave a lasting impression on visitors and provide an overview of their organization's work and goals. Ms. Whitaker stated they had decided to make the latter section larger and the adjoining section smaller, allowing them to highlight some of the exciting work being done.

Mr. Gaffney stated that he wanted to suggest that it would be particularly impactful to include the whole 50 years of Rivanna history, including Jim Carpenter's photo of Sugar Hollow Reservoir when it was mud. He stated that image would help to contextualize their work over the past 30 years, highlighting the construction of reservoirs and pipes, and providing a visual representation of their progress.

Mr. Lunsford stated that the way this was coming together looked phenomenal. He stated he thought the potential for Rivanna and others to use this space to inspire the next generation of water and wastewater, solid waste management professionals was there. He stated he was not sure if there was a way to build enthusiasm around the available careers in this field, but he thought that should be a consideration.

Mr. Gaffney stated that maybe that could be part of the "future" section.

Ms. Whitaker stated and she thought their intention was to convey that through photography. She stated for example, in the water treatment section, they wanted to show how the different roles and tasks were performed, so that as one looked at the images, they could see a mechanic, an operator, and others doing their respective jobs, and that helped to highlight the various aspects of the process.

527 Mr. Richardson asked if there was any private sector funding involved in this education
528 center, or if it was all public funding.

529 Mr. Mawyer stated the public water and wastewater customers in the community were
530 currently funding it, but they were exploring opportunities with private funding. He stated for
531 instance, organizations like Dominion Energy sponsored exhibits at the Science Museum of
532 Virginia. He stated they planned to pursue those types of partnerships.

533 Mr. Richardson stated that he would love for the staff to feel empowered to explore public-
534 private partnerships, even potentially a naming opportunity for the education center. He stated
535 that he would encourage staff to look for things like that. Mr. Mawyer stated that Mr.
536 Gaffney had suggested several months ago that they should explore sponsorship
537 opportunities.

538 He stated that they visited the Loudoun Water education center recently and got a lot of good
539 ideas. He stated that the Loudoun education center had been in place for about 15 years and
540 was busy all the time providing tours.

541 Ms. Whitaker stated that additionally, frequently when school groups visited, including
542 college-age students, staff took them on a guided tour around the wastewater plant. She stated
543 they were also creating signage that would be placed around the plant, forming a guided tour
544 of the site.

545 *Presentation: Rivanna Websites*

546 *Westley Kern, Communications and Outreach Coordinator*

547 Mr. Kern stated that his presentation was not nearly as serious or hard-hitting as some of the
548 others presented to the Board today, but that the Authorities' website and communication
549 efforts held a lot of weight in how the public viewed the organization. He stated that he would
550 talk about what they have completed over the last year and a half. He explained that the
551 website project started with their Strategic Plan in 2023. He stated that they refreshed the
552 plan, and in it, they identified five key priorities.

553 Mr. Kern stated that this project really hit on two of those priorities, the first being
554 Communication and Collaboration, which places the Authority in the forefront of people's
555 minds. He stated that the website was one of the first areas that interested parties look to when
556 learning about each authority. He stated that the other priority focused on Optimization and
557 Resiliency, aiming to improve efficiencies while modernizing how individuals interacted in
558 the digital realm.

559 Mr. Kern stated that the website was at the forefront of this ambition. He stated that however,
560 before they dove into the story, they needed to see where they were. He noted that their
561 website had really evolved over the years, and he had put together some screenshots of what it
562 had looked like in the past, including the most recent version. He stated that he thought it was
563 essential to look at the dates on the screen. He stated that it had been about a decade since
564 they last updated the website, and one must consider how technology has evolved since then.

Mr. Kern stated that the peak of the Blackberry period was around 2011, and that marked the start of people using touchscreen smartphones to access the internet. He stated that at that point in time, they had just updated their website, which was mobile-friendly, but not to the point where the market was going. He stated that looking at the Strategic Plan of 2023, they took the time to think about how to make the website better for mobile users.

Mr. Kern stated that last year, the team at Rivanna put together an RFP to solicit proposals from outside agencies. He stated that they ultimately selected Red Orange Studio, who had a good track record. He stated that they were looking for three things in the proposals: they wanted to easily share information on their new website; they aimed to provide favorable user experience; and they wanted to collect backend data, seeing how people used their website helped them develop it as needs changed in the organization.

Mr. Kern stated that in June 2024, their team, led by Ms. Nemeth and Mr. Southworth, started laying the groundwork and working with the contractor. He stated that they provided basic graphics and formulated how they wanted the new website to look. He stated that he had provided a few screenshots from the chats during this process. He stated that they could see in the center of the screen that they were focusing on the layout and how visitors would navigate the new website. He stated that they wanted to make it easier for the end-user to find what they needed and to make it a seamless and positive experience.

Mr. Kern stated that on July 8, 2025, they launched the new website. He stated that he had provided three screenshots of what it looked like. He stated that the most notable difference from their old website to the new one was the separation of Authorities. He explained that the old website had both Authorities combined, making it difficult to navigate. He stated that by separating them out, it would make it easier to find information. He stated that they also made the website more mobile-friendly, with cascading tile sheets. This helps it display more nicely over a variety of platforms.

Mr. Kern stated that the new website also came with some new features, including search engine optimization. He stated this helped the website populate better in Google search results. He stated that they could add metadata, which allowed them to include descriptive keywords and information, so that when someone searched for something, it would populate more prominently in the search results. He stated that another key advantage was that they could see data on the back end. He stated that for rivannawater.org, they had just over 1,400 unique visits to the website, and that many of their visitors had come multiple times.

Mr. Kern stated that they also had information about desktop versus mobile access. He stated that on the water and sewer side, it was evident that about two-thirds of users accessed it from a desktop computer or laptop, while a third accessed it from a mobile device. He stated that mobile access was a significant portion, and it was interesting to note that when they brought in solid waste numbers, total mobile users jumped substantially. He stated that this helped justify the importance of having the Authorities on separate domains.

Mr. Kern stated that 4,000 people had no interest in water and sewer; they were instead looking for solid waste information. He stated that with this breakdown of information, they could begin to understand what was different about these two groups of clientele. He stated

that a lot of people who were bringing trash, construction debris, or waste out to Ivy, were most likely not sitting in front of a computer; but instead working out in the field.

Mr. Kern stated that having that mobile aspect really helped those individuals access information remotely. The ease of obtaining information quickly allows end-users to make informed decisions that can translate to an increased use of our facilities. He stated that next, he would briefly review the most popular pages on the websites, which helped them develop an understanding of where people were going.

Mr. Kern stated that they had a couple of traffic peaks in August. When looking at these numbers he could begin to correlate other potential communication channels that were driving traffic back to the website. He stated that if they looked at the bottom chart, they could see how external forces really drove interest and they were able to measure that on the back end. He stated that with the upper chart, they could see the same effect. He stated that when they did a press release and the news outlets covered it, they could see views jump on the website.

Mr. Kern stated that something interesting about the timing was that if they had a press release on a Friday, the news outlets would not cover it until the following week. He stated that they could see those delays in the web traffic. He stated that moving forward, this data could help with studying alternative communication efforts. He stated that they had started using a service called Email Octopus, which was a customer relationship management (CRM) tool that allowed them to compile email addresses into neat databases.

Mr. Kern stated that a convenience associated with the service was the ability for third parties, mainly the public, to sign up for newsletters which served their interests. The new CRM automatically manages subscription services, enabling Rivanna to segment the subscriptions when sending topic specific messages. He stated that while the website was great for providing general information, the public could receive the information directly into their inbox. He stated that this was a huge plus for Rivanna because prior to this, they were keeping email addresses in Excel databases, which had become time-consuming and difficult to manage.

Mr. Kern stated that with this platform, they could have multiple logins and send emails to multiple people, making it a nice central location to work from. He stated that members of the board had already received press releases and other materials via this platform. He stated that in addition to these conveniences, they also had metrics on the back end that they could measure, such as how many people opened the email, which items were clicked, and how many people unsubscribed. He stated that with this information it was providing insights into whether the messaging was engaging, relevant, and/or if there was room for improvement.

Mr. Kern stated that in summary, they had made some significant leaps over the last year and a half, and they had really stepped up their mobile interfacing, trying to bridge the gap where folks in the field could access information quickly and easily. He stated that they had a ton of new data metrics on the back end, which would help them improve future developments. He stated that he was really excited to see what else they could tie into the site.

645 Mr. Gaffney stated that Mr. Kern and his team had done a great job of creating a great new
646 face for the Rivanna Authorities. He stated that they greatly appreciated it.

647 ***OTHER ITEMS FROM BOARD/STAFF NOT ON THE AGENDA***

648 There were none.

649 ***CLOSED MEETING***

650 There was no reason for a closed meeting.

651 ***ADJOURNMENT***

652 **Mr. Pinkston moved that the Board of Directors adjourn the meeting. Mr. Sanders**
653 **seconded the motion, which carried unanimously (6-0). (Ms. Mallek was absent.)**

654
655 Respectfully submitted,

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Mr. Samuel Sanders
Secretary-Treasurer

