



1800 Limerick Street
Alexandria, VA 22314
alexrenew.com

Board of Directors
John Hill, Chair
James Beall, Vice Chair
Adriana Caldarelli, Sec'y-Treas
Mark Jinks
Rebecca Hammer

Chief Executive Officer
Justin Carl, PE

General Counsel
McGuireWoods, LLP

MEMORANDUM

TO: AlexRenew Board of Directors

FROM: Secretary-Treasurer

DATE: October 10, 2023

SUBJECT: Regular Board of Directors Meeting

The Regular Meeting of the Board of Directors will be held Tuesday, October 17, 2023, at 6:00 p.m. at Alexandria Renew Enterprises.

The following item of business requires Board Action:

- ◆ Review and Approve Resolution for RiverRenew Construction Stakeholder Advisory Group Reconstitution



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Tuesday, October 17, 2023 – 6:00 p.m.

Regular Board of Directors Meeting Agenda

In-person: AlexRenew Environmental Center (1800 Limerick St)
Ed Semonian Boardroom, Room 600

Virtual: [Microsoft Virtual Events Powered by Teams](#)

Public comments will be received at the meeting. If you wish to speak during public comment, please contact the Board Secretary at (703) 721-3500 ext. 2260 or lorna.huff@alexrenew.com in advance so you can be added to the speakers list. Submission of written statements is encouraged and may be emailed to the Board Secretary.

A recording of the meeting will be posted on alexrenew.com after the meeting.

No.	Item	Presenter	Action
1.	Call to Order (6:00 p.m.)	Chair	
2.	Approval of Agenda (6:02 p.m.)	Chair	Approval
3.	Public Comment Period (6:05 p.m.)	Chair	
4.	Consent Agenda (6:10 p.m.) a. Minutes from September 19, 2023, meeting (Tab 1)	Chair	Approval
5.	Member and Committee Updates (6:15 p.m.) a. Community Meetings (Tab 2) b. Finance & Audit Committee i. Update from October 16, 2023, meeting c. Governance Committee i. Policies: Committees, Financial, Environmental Justice ii. Gallop Clifton Strengths Assessment	Chair	Information
6.	Unfinished Business (6:30 p.m.) a. None	Chair	
7.	New Business (6:30 p.m.) a. Resolution for RiverRenew Construction Stakeholder Advisory Group Reconstitution (Tab 3) b. Customer Service Migration Update (Tab 4)	Chair Mr. Carl	Information
8.	AlexRenew Monthly Report (7:30 p.m.) (Tab 5)	Mr. Carl	Information
9.	Adjourn (7:30 p.m.)	Chair	

Times shown in parentheses () are approximate start times and serve as guidelines

If you need an interpreter, translator, materials in alternate formats or other accommodations to access this service, activity, or program, please call (703) 721-3500 ext. 2260 at least three business days prior to the meeting.

A Finance and Audit Committee meeting is scheduled for Monday, November 13, 2023 @ 5:30 p.m. The next Regular Board of Directors meeting is scheduled for Tuesday, November 21, 2023 @ 6:00 p.m.

Minutes of the 910th Meeting
"Celebrating Over 60 Years of Continuous Environmental Excellence"
Alexandria Renew Enterprises
6:00 p.m., Tuesday, September 19, 2023

On Tuesday, September 19, 2023, the Alexandria Renew Enterprises Board of Directors held its regular Board of Directors meeting in the Edward Semonian Board Room at 1800 Limerick Street, with the following present:

Members: Mr. John Hill, Chairman
Mr. James Beall, Vice Chairman
Ms. Adriana Caldarelli, Secretary-Treasurer
Mr. Mark Jinks, Member
Ms. Rebecca Hammer, Member

Staff: Mr. Justin Carl, General Manager/Chief Executive Officer
Ms. Caitlin Feehan, Chief Administrative Officer
Ms. Allison Deines, Chief Water Quality Officer
Mr. Lake Akinkugbe, Director of Finance
Mr. Matt Robertson, Director of Communications
Ms. Lorna Huff, Secretary to the Board

Counsel: Ms. Amanda Waters, General Counsel,
McGuireWoods, LLP

Consultants: Mr. Kelvin Coles, Owner's Advisor, Brown & Caldwell
Mr. Thierry Boveri, Raftelis
Ms. Diana Ling, Raftelis

Fairfax County Representative: Mr. William Barrack, Chief,
Engineering & Planning Analysis

City Representative: Mr. Lu Zhang,
T&ES/Sanitary Infrastructure Division

Call to Order

The Chairman called the meeting to order at 6:02 p.m.

Approval of Agenda

The Chairman requested that members review and approve the agenda. Ms. Caldarelli moved and Mr. Beall seconded. The Board unanimously approved.

Public Comment Period

There being no members of the public in attendance and wishing to speak, the Chairman closed the public comment period.

Consent Agenda

The Chairman requested that members review the Consent Agenda which contained the Minutes of the July 18 meeting. There being no questions or comments, the Chairman requested a motion to approve the Consent Agenda. Mr. Beall moved and Ms. Caldarelli seconded. The Board unanimously approved.

Member and Committee Updates

Community Meetings

The Chair reported that the Rosemont HOA is holding a meeting on Wednesday, September 20. He encouraged members to reconnect with their HOA's as Fall approaches.

Finance and Audit Committee

Mr. Jinks reported the FY23 audit is in progress.

Governance Committee

Mr. Beall thanked members for attending last night's meeting. Members reviewed the self-assessment survey for the Board Retreat, approved updates to the Board Roles and Responsibilities and Ethics Policies, and the new Board Orientation Policy. The Overview of Board Committees, Financial, and Environmental Justice Policies have been deferred.

Ms. Sally Magee, Board Retreat facilitator, from Magee Leadership gave a presentation and provided next steps for members in advance of the January Board Retreat.

There being no additional comments, the Committee Chair inquired if moving to approve the updates to the Board Roles and Responsibilities, and Ethics Policies and the new Board Orientation Policies was appropriate. The Chair affirmed and inquired if Ms. Caldarelli had comments, there being none, Mr. Jinks seconded. The Board unanimously approved. Mr. Beall thanked staff and counsel for their work.

Unfinished Business

The Chair reported new Board Committee assignments for the record. The Finance and Audit Committee is now comprised of Mr. Jinks and Ms. Caldarelli. The Governance Committee is now comprised of Mr. Beall and Ms. Hammer.

New Business

Affordability Presentation and Discussion

Discussion

The Chair reported the purpose of tonight's presentation is informational. Affordability is an important issue for AlexRenew and across the nation. Discussion participants included, Mr. Lake Akinkugbe, Director of Finance, Ms. Allison Deines, Chief Water Quality Officer, Mr. Matt Robertson, Communications and Outreach Director, from AlexRenew; Mr. Kelvin Coles, Owner's Advisor, from Brown & Caldwell; and, Mr. Thierry Boveri and Ms. Diana Ling from Raftelis, AlexRenew's rate consultants.

Mr. Carl noted this will be the first Board discussion on Affordability. The presentation defined Affordability. It provided an overview of AlexRenew, current rate drivers; the cost of providing clean water in the City vs. nationally, and reviewed AlexRenew and City programs to support the community. Mr. Carl, staff and consultants provided data on, national and local clean water costs, AlexRenew's current and past delinquency trends; past customer assistance programs for clean water costs; and new ideas to help fund affordability in Alexandria and a discussion on other municipalities' programs. Members discussed the local and federal standards used for determining affordability criteria. Data was provided from various entities including U.S. Census, ALICE, and NACWA. Member inquiries were on the

limitations of the Virginia Water and Wastewater Authorities Act (VWWA) for customer assistance programs. Questions included AlexRenew's billing by usage; and whether stormwater was included in the national and local data numbers. The Board also discussed AlexRenew's past customer service assistance programs, including payment plans, Cares, ARPA and LIHWAP funds distribution. Mr. Carl reported on prior customer assistance efforts including Promise, AlexRenew's H2O Fund, waiving of late fees, and 48 month payment plans. AlexRenew financial policies ensure that rates are set equitably. Mr. Roberts discussed how payment plans work and Mr. Boveri reported on how water shutoffs effect delinquency rates.

Mr. Carl then reviewed the different options for assist customers with Clean Water costs that included . opt-in contribution program, donations, and a PILOT (payment in lieu of taxes program. Mr. Boveri explained how the PILOT program would work.

The Chair requested that the Affordability issue be discussed at subsequent meetings and he thanked staff for the presentation and information.

There were no additional questions or comments, the Chairman recognized Mr. Carl for the CEO Monthly Outcomes Report.

CEO Monthly Outcome Reports

A. CEO Board Report

Mr. Carl noted the CEO Report includes an FY2023 year-end summarization that was added as an attachment. AlexRenew received the \$90 million grant and will begin drawing upon. Staff reported on has projects in the procurement phase for the Solids program and for the preliminary plant improvements, a \$60 million construction project.

Mr. Carl referenced page 2 showing the Job Order Contracts that are in the pipeline with one issued for repair of gravity thickener 3.

Mr. Jinks summarized the end of year statement, reporting AlexRenew ended up in good shape with \$7 million which will assist ratepayers either from capital investment or future allocation. He noted that customers are using more water and staff is billing for more gallons.

Mr. Carl reported the billing transition is ahead of schedule, and staff will implement on November 1, instead of in February. Mr. Robertson will provide an update on the migration at the next Board meeting

Mr. Carl noted items not listed in the CEO Report: three of AlexRenew operators received the Quarter Century Award at the VWEA Conference last week. Mr. Ron Holmes, Mr. Ron Jackson and Mr. Ken Mattson. It was noted they were the only operators that received the award this year and that wastewater treatment provides a career long term. He also recognized Ms. Felicia Glapion, AlexRenew's Chief Engineering Officer, who received the Enslow Hedgepeth Award for her outstanding contributions to wastewater in the region. Both events have been featured in social media and AlexRenew's web page.

RiverRenew Dashboard

Mr. Carl referenced the RiverRenew Dashboard noting that staff is working on a letter to send to the General Assembly updating the RiverRenew program and requesting support to move legislation forward to extend the RiverRenew deadline. This is supported by the Virginia Department of Environmental Quality (VDEQ). The letter will be sent to the City for feedback before sending out next week. The Board will also receive a copy prior to sending out. Staff has not

requested a specific date at this time. Staff will work with sponsors to establish a time frame. The current deadline is June 30, 2025 and the project is delayed another 30 days since the last letter, which was anticipated.

The project has stopped until mid-October to bring in a booster for the conveyor system. They are also moving the ventilation to the Outfall 002 shaft. Hazel will then be on her way to Outfall 001. We are approximately 6,300 feet in.

Mr. Carl noted a good turnout at the Listening Sessions with over 40 at Outfall 001; fifteen at Outfall 002 and 25 at Hooffs Run. The Mayor announced the Listening Sessions at the Council meeting on Tuesday which improved turnout. Additionally, the Mayor also mentioned the Jamieson Avenue closing for three months to bring the Hooffs Run Interceptor across.

The Chair referenced page 2.1 on the Financials and inquired if the variance on debt proceeds and the Fairfax IRR and Capital contributions is a timing issue. Mr. Akinkugbe reported that it was an issue of timing and is expected to catch up to the budgeted amount.

There being no additional business, the Chairman requested a motion to adjourn. Mr. Jinks moved and Mr. Beall seconded. The Board unanimously approved. The Chairman thanked the team for presentation. The meeting adjourned at 8:24 p.m.

APPROVED:

Secretary-Treasurer

AlexRenew Board of Directors
Alexandria Homeowners and Civic Associations Matrix
 Updated June 26, 2023

HOA	Contact	Meeting Info	Board Contact
Alexandria Federation of Civic Associations	Carter Flemming, Chair carterflemming@gmail.com	<ul style="list-style-type: none"> • Last Wednesday of the month • 7:00 PM • Hybrid 	Rebecca Hammer
Del Ray Citizens Association	Tim Laderach president@delraycitizen.net	<ul style="list-style-type: none"> • Second Wednesday of the month • 7:00 PM • Meeting locations vary 	Jim Beall
North Old Town Independent Citizens Civic Association	Mace Carpenter, President notice.communications@gmail.com	<ul style="list-style-type: none"> • Meet three times a year 	Adrianna Caldarelli
Old Town Civic Association	Steve Milone, President stevemilone@yahoo.com or president@theoldtowncivicassociation.org	<ul style="list-style-type: none"> • Second Wednesday of the month • 7:00 PM • The Lyceum 	Mark Jinks
Rosemont Citizens Association (including PELT)	Jol Silversmith, President info@rosemontcitizensassoc.org or jol@thirdamendment.com	<ul style="list-style-type: none"> • None scheduled 	John Hill



703.721.3500 | 1800 Limerick Street | Alexandria, Virginia 22314

AlexRenew.com f @ in

MEMORANDUM

TO: AlexRenew Board of Directors

FROM: Justin Carl, General Manager and CEO

DATE: October 10, 2023

SUBJECT: RiverRenew Construction Stakeholder Advisory Group Reconstitution

Issue

The RiverRenew Construction Stakeholder Advisory Group (SAG) will cease to exist on February 18, 2024. RiverRenew construction in the community will continue through 2025.

Recommendation

Staff respectfully requests that the Board adopt the attached resolution to reconstitute the RiverRenew Construction SAG as a special temporary advisory group. Reconstitution of the RiverRenew Construction SAG under the Board is recommended to ensure that the existing SAG remains intact and vital community engagement continues through completion of RiverRenew construction in the community.

Discussion

AlexRenew is implementing RiverRenew, a major infrastructure program to prevent millions of gallons of combined sewage from polluting Alexandria's waterways each year. Since RiverRenew's inception, SAGs have served as a valuable outlet for community engagement and feedback. Three iterations of SAGs have supported all phases of the program as summarized below:

- **Ad Hoc Combined Sewer System Plan Stakeholder Group:** Established by Alexandria City Council in June 2017 and ended in April 2018 as part of the joint AlexRenew and City of Alexandria Long Term Control Plan Update completion.
- **RiverRenew SAG:** Established by Alexandria City Council in October 2018 via Resolution No. 2850 and sunsetted in December 2019 following completion of schematic design for the RiverRenew Tunnel Project.
- **RiverRenew Construction SAG:** Established by Alexandria City Council in September 2020 via Resolution No. 2959 and extended for two terms via Resolutions No. 3042 and 3126. The RiverRenew Construction SAG held its first meeting on February 18, 2021.

Alexandria City Code Section 2-4-8 states that temporary committees “shall cease to exist upon (i) the completion of its designated task or assignment, (ii) the date it submits its final oral or written report to council, (iii) the expiration of the term specified in the ordinance or resolution creating the committee or of any extension of its original term, or (iv) three years from the date of its initial meeting, whichever occurs first.” As such, the RiverRenew Construction SAG will cease to exist on February 18, 2024, reaching its limitation of 1,095 days or three (3) 365-day periods from the group’s first meeting.

In light of the SAG’s approaching sunset date, the future of the RiverRenew Construction SAG was discussed during its regularly scheduled public meetings held on July 20, 2023 and September 21, 2023. During the discussions, the SAG acknowledged that the current members shared an intimate knowledge of the RiverRenew program and its members expressed a willingness to remain in their roles moving forward – the SAG believed doing so, will help ensure the effectiveness of the group as the project progresses.

If the attached resolution is adopted by the Board, the RiverRenew SAG will be officially reconstituted on February 18, 2024. The sole function of this group will be to serve as a conduit for the transmission of information about RiverRenew construction activities between staff, SAG members, and the community. Current SAG members will be offered the right of refusal to occupy their equivalent seat on the new group and any vacant seats will be left unfilled. The term of the SAG will be for one (1) year and extended annually as necessary in support of RiverRenew activities.

Meetings will be held quarterly and open to the public. The structure of SAG meetings will operate in accordance with Chapter 4 of City Code for Committees, Boards, and Commissions. Notices will be posted publicly in accordance with Freedom of Information Act (FOIA) regulations. The RiverRenew website will feature a SAG portal to serve as a repository for meeting materials, recordings, and notes.

Congruence with AlexRenew Strategic Plan

This action enables our strategy of Public Engagement and Trust.

ACTION TAKEN

Approved: _____

Disapproved: _____

Approved with Modification: _____

Modification(s): _____

ALEXRENEW BOARD OF DIRECTORS RESOLUTION

RiverRenew Construction Stakeholder Advisory Group Reconstitution

WHEREAS, the City of Alexandria, Virginia Sanitation Authority, d/b/a as AlexRenew, is governed by an appointed five-member citizen board;

WHEREAS, Alexandria City Council established the RiverRenew Construction Stakeholder Advisory Group to monitor the implementation of RiverRenew;

WHEREAS, the RiverRenew Construction Stakeholder Advisory Group held its first meeting on February 18, 2021;

WHEREAS, the RiverRenew Construction Stakeholder Advisory Group will cease to exist on February 18, 2024 per Alexandria City Code Section 2-4-8; and

WHEREAS, the project is still ongoing and staff and the RiverRenew Construction Stakeholder Advisory Group wish to ensure a consistent and continued forum for community input during implementation of RiverRenew.

NOW, THEREFORE, BE IT RESOLVED BY THE ALEXRENEW BOARD OF DIRECTORS THAT:

1. The RiverRenew Construction Stakeholder Advisory Group will hereby be reconstituted under the AlexRenew Board of Directors for a period of 365 days starting on February 18, 2024.
2. All current members will continue to serve on the RiverRenew Stakeholder Advisory Group and any future vacancies within the group will be left unfilled.
3. The RiverRenew Construction Stakeholder Advisory Group shall meet quarterly, at a minimum.
4. The functions of the RiverRenew Construction Stakeholder Advisory Group shall be to:
 - a. Review and monitor the progress of RiverRenew through construction;
 - b. Communicate the progress of RiverRenew to the community by leveraging existing networks and serve as spokespeople for RiverRenew;
 - c. Serve as a central body for receipt and dissemination of information for RiverRenew; and
 - d. Review and provide recommendations to minimize community impacts.
5. Staff will support the RiverRenew Stakeholder Advisory Group.
6. The Group will operate its meetings in accordance with Chapter 4 of City Code.
7. The RiverRenew Construction SAG shall cease to exist upon (i) the completion of its enumerated functions or (ii) substantial completion of RiverRenew construction within the community, whichever occurs first.

Adopted: October 17, 2023

John B. Hill, Chair

On behalf of the AlexRenew Board and staff

AlexRenew's Customer Care System Upgrade

Briefing for the AlexRenew Board of Directors

October 17, 2023

AlexRenew's current customer service solutions

Greater Cincinnati Water Works (GCWW)

- Billing
- Payment processing
- Online portal
- Call center services

AlexRenew

- Customer Service Policies & Procedures
- Reporting
- Quality Control

Promise

- Payment Plans

Virginia American Water (VAW)

- Metering services
- Start/stop water service
- Disconnections for nonpayment
- Customer data transmission

On November 1, AlexRenew's billing, payment processing, call center services, and online customer portal are transitioning from Greater Cincinnati Water Works (GCWW) to Enterprise Solutions Consulting (ESC).



Greater Cincinnati Water Works

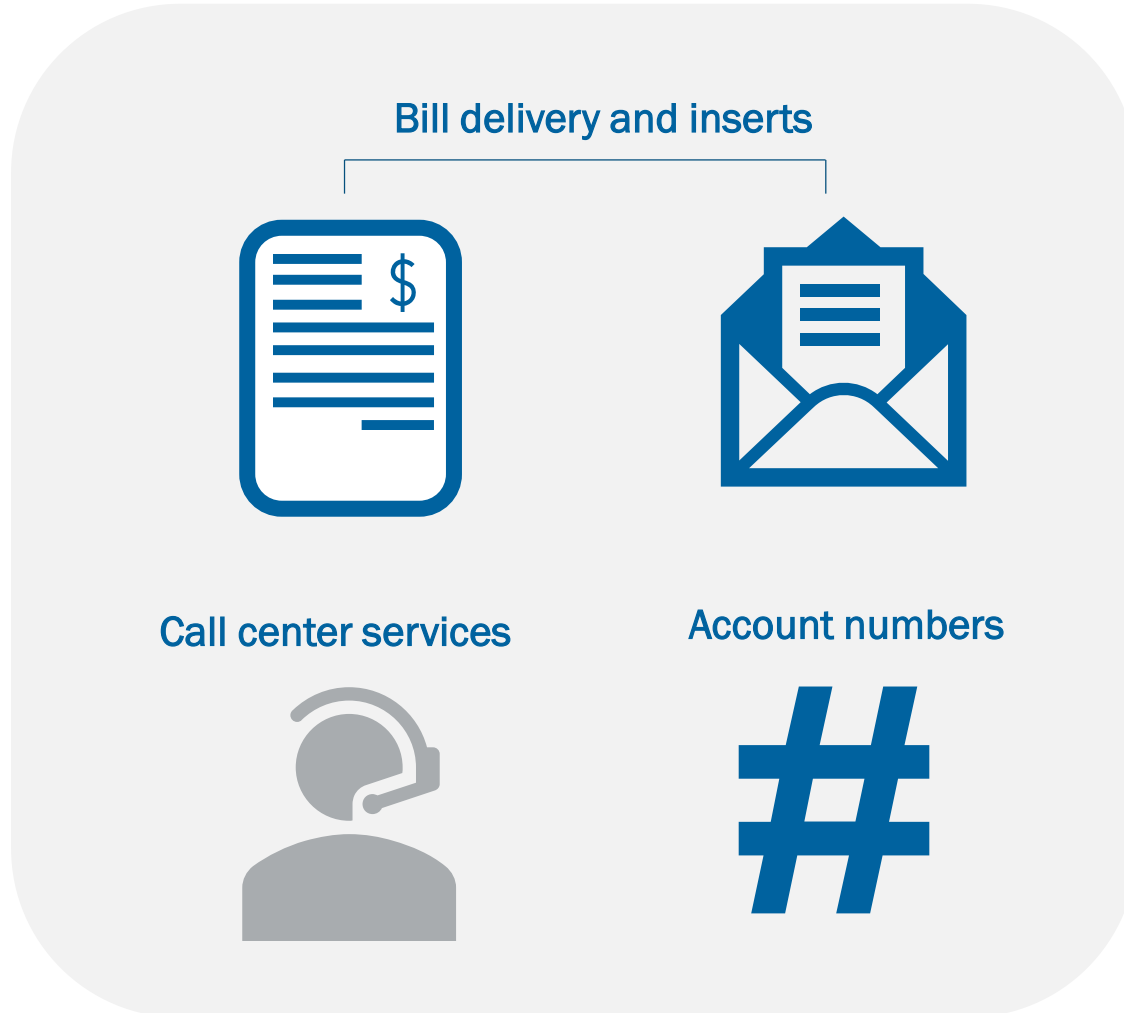


About ESC:

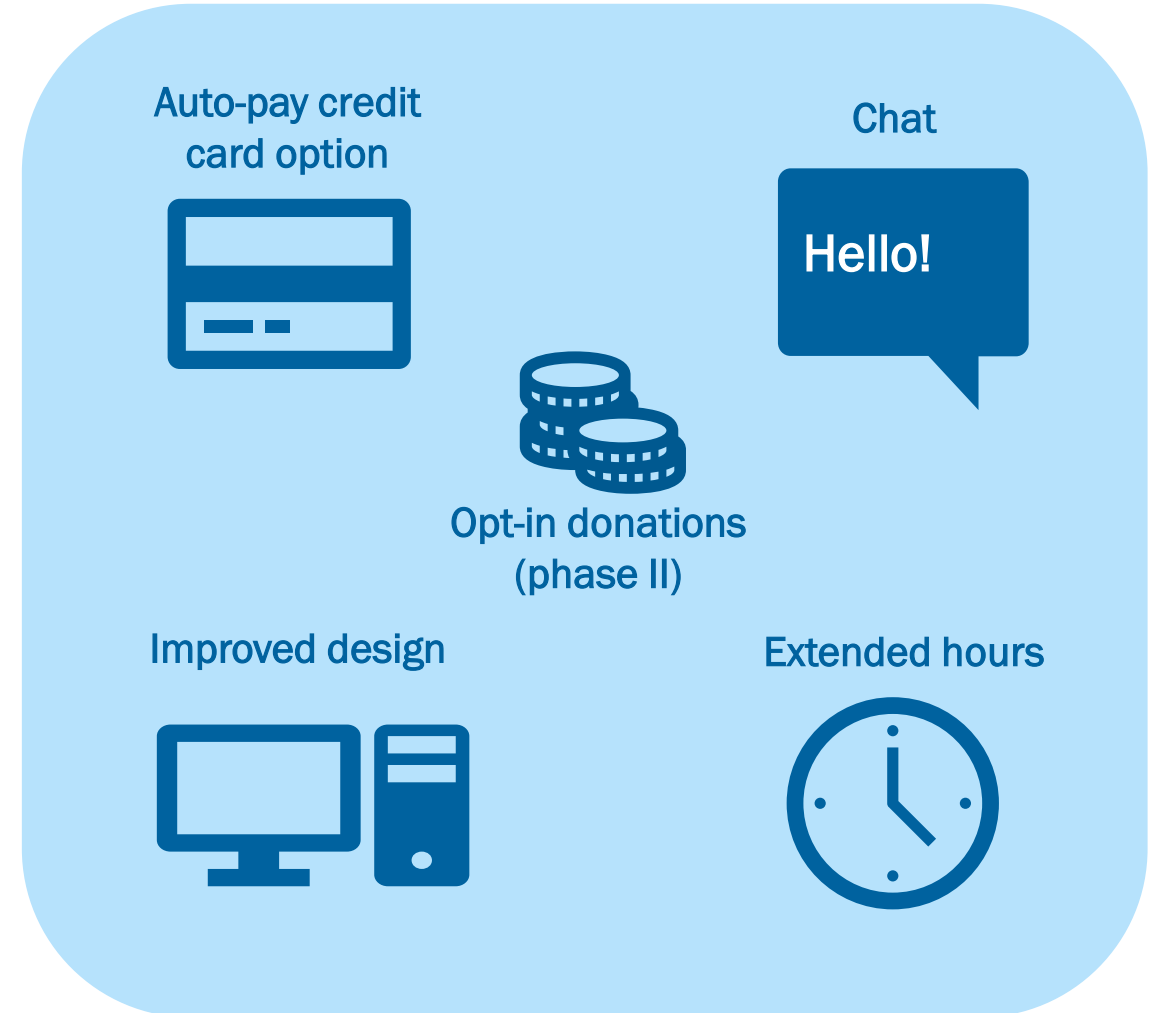
- Provides integrated software and customer care solutions for utilities.
- Oracle-based customer care system
- Customizable products
- Offers a variety of payment options

Customers will continue to enjoy quality service with improved features

Features appearing the same to customers



New customer features



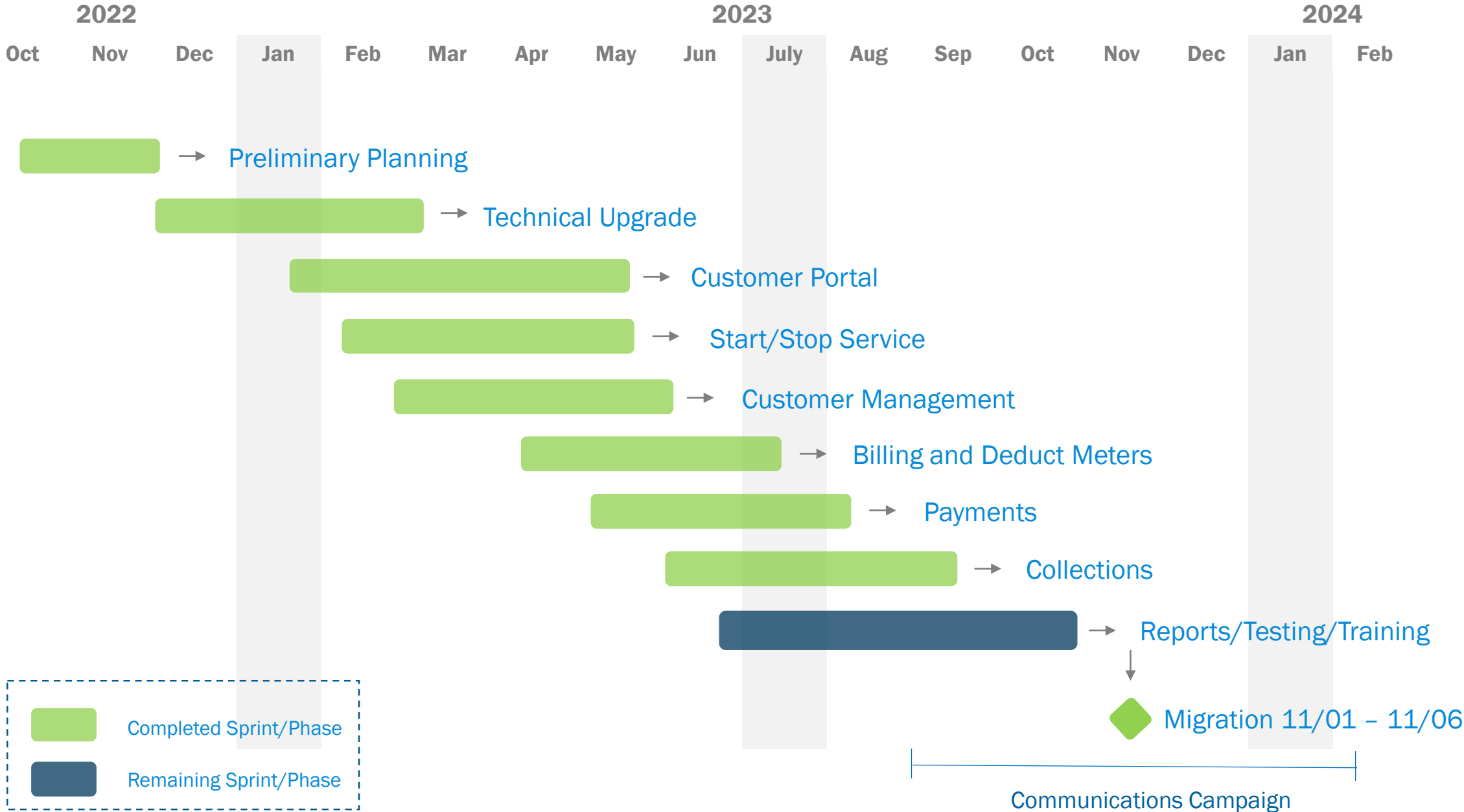
New MyAlexRenew Customer Care Portal

The screenshot displays the MyAlexRenew Customer Care Portal interface. A dark blue sidebar on the left contains the AlexRenew logo and a navigation menu with items: Dashboard, Usage, Billing, Start or Stop Service, Savings, Contact Us, My Account, Account Preferences, FAQs, and Log Out. The main content area features a 'Welcome back' message, a 'Log out' link, and a 'Quick Links' section with buttons for Autopay, Paperless Billing, Pay Bill, Payment Plan, View Bill, and Wallet. The 'Wastewater bill' section shows account details and a 'Balance Due' of \$49.26. A 'Usage History' bar chart shows monthly usage in TGAL. A 'Savings' section includes links for 'Winter Averaging Explained' and 'Deduct Meter Program'. A chat icon is located in the bottom right corner.

Annotations with blue arrows point to specific features:

- Highlighted Balance:** Points to the 'Balance Due \$49.26' section.
- Water Usage History:** Points to the 'Usage History' bar chart.
- This Month's TGAL Usage:** Points to the '1 TGAL USAGE THIS MONTH' card.
- Chat Feature:** Points to the chat icon in the bottom right corner.

Customer care system upgrade schedule



Outreach initiatives to support migration

Bill Inserts

New Customer Service

AlexRenew improved customer service in November with a new customer care system. Customers will need to update their passwords and confirm their account numbers (found in the upper right-hand corner of their bills) the first time they log in to the new portal.

AlexRenew Lanza un Nueva Sistema de Atención al Cliente

AlexRenew lanzará su nuevo portal de atención al cliente en myalexrenew.com este Noviembre. Los clientes deberán actualizar su contraseña y confirmar número de cuentas (Encontrado en la esquina superior derecha de su factura) la primera vez que accesan al nuevo portal de pagos.

New Customer Service

Nuevas características de portal de pagos:

- Live customer chat assistance
- Additional payment options for Apple Pay, Google Pay, and PayPal
- Autopay options for credit/debit cards
- Customizable billing notifications and payment reminders
- Expanded call center hours (6 a.m. – 6 p.m.)

Please note, phone, and digital payments will not be available for three to six days during the first week of November. Customers will still be able to pay in person, Monday through Friday, 9:00 a.m. to 4:00 p.m. at 1800 Limerick Street Alexandria, VA.

1800 Limerick Street Alexandria, VA

Visite alexrenew.com para obtener más información!

Social Media

AlexRenew
September 27 at 8:43 PM · 🌐

AlexRenew will launch its new customer care system this November. The system includes an upgraded payment portal that will offer customers live chat assistance, additional payment and autopay options, and customizable billing notifications. <https://bit.ly/46pKK56>

AlexRenew @AlexandriaRenew · Oct 10

AlexRenew is launching its new customer care system next month! The system includes a new and improved payment portal that will offer customers live chat assistance, additional payment and autopay options, and customizable billing notifications. bit.ly/46pKK56

Bulk Customer Email

AlexRenew

AlexRenew's New Customer Care Portal Launches this November

AlexRenew will launch its new customer care portal on myalexrenew.com this November. Customers will need to update their passwords and confirm their account numbers (found in the upper right-hand corner of their bills) the first time they log in to the new portal.

New portal features include:

- Live customer chat assistance
- Additional payment options for Apple Pay, Google Pay, and PayPal
- Autopay options for credit/debit cards
- Customizable billing notifications and payment reminders
- Expanded call center hours (6 a.m. – 6 p.m.)

Please note, phone, and digital payments will not be available for three to six days during the first week of November. Customers will still be able to pay in person, Monday through Friday, 9:00 a.m. to 4:00 p.m. at 1800 Limerick Street Alexandria, VA.

[Learn More](#)

MyAlexRenew Go-Live Important Points

- Call center will be available November 1
- Customers will need their account number and email when logging in
- Digital/phone payments will not be available for 3-6 days for data migration
- AutoPay, Paperless, and Payment plan information will transfer automatically

Frequently Asked Questions

- **Will my account information automatically be transferred to the new portal?**
 - Most of your account information will automatically roll over, but you will need to create a new password and update any one-time payment options
- **Does my account number change?**
 - Your account number will remain the same
- **Where do I find my account number?**
 - In the top right corner of your paper or digital bill – your account number will also be emailed to you when the new portal launches
- **Will I have to update my credit card or AutoPay information?**
 - If you have previously enrolled in AutoPay through the old portal you will not need to update your payment information
- **Will I be able to talk to customer support?**
 - Yes - Customer Support is available via phone or chat from 6 a.m. to 6 p.m., Monday through Friday
- **What will happen with my current payment plan?**
 - Any existing payment plans will transfer to the MyAlexRenew portal
- **Will I receive a paper bill?**
 - If you have previously received a paper bill, you will continue to get one in the mail. Paperless customers will continue to receive a bill via email.
- **How do I log in/register a MyAlexRenew account?**
 - To register, you will need your account number and the email address associated with your AlexRenew account. To view step-by-step instructions, visit alexrenew.com/news/customer-care.



AlexRenew

To learn more, visit www.alexrenew.com



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September 2023
Monthly Report

This report represents a summary of AlexRenew’s operational excellence, financial resilience, and public engagement and trust for September 2023.

1 Operational Excellence

1.1 Water Resource Recovery Facility (WRRF) Performance

Performance of AlexRenew’s operations is reviewed and evaluated monthly to oversee operational excellence.

Precipitation for the month was 3.60 inches, which is slightly below the historical average precipitation of 3.93 inches for the month.

Biosolids production was 1,974 wet tons. Biosolids were beneficially used through land application in the Virginia counties of Essex, Goochland, Hanover, King George, Louisa, Richmond, and Frederick. AlexRenew met all Virginia Pollutant Discharge Elimination System (VPDES) effluent parameters for September 2023 as outlined in Table 1.1.

Table 1.1. Summary of VPDES Permit VA0025160 Effluent Parameters

	Average Flow	Carbonaceous Biochemical Oxygen Demand	Total Suspended Solids	Ammonia (as N)	Total Phosphorus	Dissolved Oxygen	Total Nitrogen	Total Nitrogen Load	Total Phosphorus Load
	MGD	Monthly Average (mg/L)	Monthly Average (mg/L)	Monthly Average (mg/L)	Monthly Average (mg/L)	Minimum (mg/L)	Annual Average (mg/L)	Year-to-Date (lb)	Year-to-Date (lb)
Permit	54.0	5.0	6.0	Seasonal (1)	0.18	6.0	3.0	493,381	29,603
Reported	35.9	ND	0.7	0.09	0.04	7.3	2.7	215,163	8,445

Notes: (1) Ammonia has seasonal limits – April - October: 1.0 mg/L

1.2 Capital Improvement Program

Specific projects within AlexRenew’s Capital Improvement Program (CIP) are highlighted monthly to support operational excellence.

AlexRenew continues to coordinate with the City of Alexandria, JBG, and Clark Construction on the commissioning and turnover of the Innovation District Pumping Station. Turnover is anticipated in October 2023.

On September 11, AlexRenew issued a Request for Qualifications for Construction Manager At-Risk in

support of the Solids Upgrade Program. A pre-proposal meeting was held on September 20 and Statements of Qualifications are due on October 17. In support of the Preliminary and Primary System Upgrades, AlexRenew will be issuing a Request for Qualifications for Construction Manager At-Risk on October 10.

In July 2023, the Board approved three Job Order Contracts (JOC) to support AlexRenew's ongoing construction and maintenance needs. Table 1.2 summarizes task orders issued or pending to the JOC contractors.

Table 1.2. Summary of JOC Task Orders

Task Order	Estimate
Gravity Thickener No. 3 Assessment and Cleaning	\$90,000
Gravity Thickener No. 3 Repair	\$200,000
Gravity Thickener 2 and 4 Repair	\$150,000
Four Mile Run Pumping Station Valve Modifications	\$480,000
Tertiary Settling Tank Valve Replacement	TBD
WRRF General Housekeeping	TBD
BRB Mixing System Improvements	TBD
Flare System Repairs (Building A and Building 55)	TBD
Centrate Tank Cleaning	TBD
Environmental Center Improvements	TBD
Innovation District Pumping Station On-call Services	TBD

1.3 RiverRenew

On September 26, AlexRenew distributed a letter to members of the Virginia General Assembly seeking legislation to extend the RiverRenew statutory deadline of July 1, 2025. Additional updates on RiverRenew are outlined in the RiverRenew Dashboard, provided as Attachment A.

1.4 Safety

Since August 3, 2023, AlexRenew has logged 30,473 hours without a lost time accident.

2 Financial Resilience

Performance of AlexRenew's annual approved budget is reviewed and evaluated monthly to ensure overall organizational financial stability.

2.1 Revenues and Expenditures

Table 2.1 summarizes AlexRenew revenues and expenditures for this period. Major takeaways for this period include:

- Wastewater Treatment Charge revenues (\$15.5 million) are trending slightly higher than

projections due to usage;

- Operating and Maintenance expenditures are trending slightly below projections; and
- Total Expenditures (\$34.5 million) are currently trending lower than projections due to the timing of capital expenditures. This also impacts Debt Proceed revenues (\$12.4 million), since most current capital expenditures are funded through debt, which is also affected by the timing of requisitions.

Table 2.1. Revenues and Expenditures for this Period

Revenues and Expenditures	Total FY2024 Budget	FY2024 To-Date	% of Budget To-Date	% of FY2024 Complete
Revenues				
Wastewater Treatment Charge	53,672,299	15,476,544	29	25
Fairfax Operating Expense Charge	12,796,021	3,199,005	25	25
Fairfax IRR and Capital Contributions	36,419,800	3,490,156	10	25
Debt Proceeds and Other Sources	159,923,187	12,362,626	8	25
Total Revenues	262,811,307	34,528,331	13	25
Expenditures				
Operating and Maintenance	33,023,593	7,264,981	22	25
Parity Debt Service	16,448,494	935,310	6	25
IRR	10,818,748	3,036,162	28	25
Capital	202,520,472	23,291,878	12	25
Total Expenditures	262,811,307	34,528,331	13	25

IRR: Improvement, Renewal, and Replacement

2.2. Delinquencies

Figure 2.2 illustrates active AlexRenew accounts 60 or more days delinquent and total delinquent dollar amount owed over the last three (3) years. Major takeaways for this period include:

- The number of accounts delinquent by more than 60 days increased slightly from the previous period to 1,257 with a total dollar amount owed of \$1,176,931.
- Approximately 61 percent of the delinquency value is from residential accounts.
- Currently, 90 residential and 10 commercial accounts are on active payment plans.

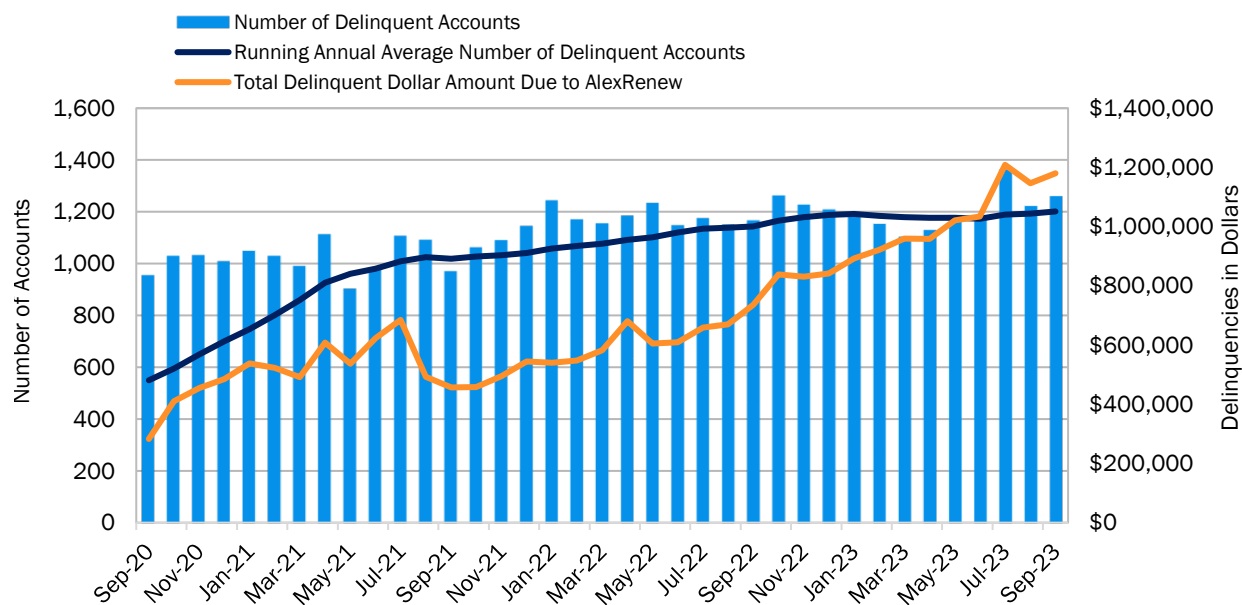


Figure 2.2. Active Accounts 60 or more days Delinquent

2.3 Board Financial Policy Status

The Master Indenture of Trust (Indenture) and Board Financial Policy require AlexRenew to maintain at least 120 days cash on hand. Additionally, the Indenture requires AlexRenew to maintain minimum debt service coverage of 1.1 times the parity debt service due in any fiscal year. The Board Financial Policy requires AlexRenew to maintain a higher minimum debt service coverage of at least 1.5 times. In both cases, AlexRenew currently exceeds its compliance standards as indicated in Tables 2.3a and 2.3b.

Table 2.3a. Cash Reserves

Item	FY2024 Budget	Actual (Oct 2022 - Sep 2023)	Percentage of Goal
Total Operating Cash	\$5,428,536	\$7,033,769	130%
Total General Reserve Sub-Fund Cash	\$5,428,536	\$5,428,536	100%
Total	\$10,857,072	\$12,462,304	115% (137 days)

Table 2.3b. Debt Service Coverage

Item	FY2024 Budget	Actual (Oct 2022 - Sep 2023)
Total Revenues	\$66,583,320	\$69,708,630
Less Operating Expenses	(\$33,023,593)	(\$32,429,168)
Net Revenue	\$33,559,727	\$37,279,462
Annual Debt Service	\$16,448,494	\$16,448,494
Calculated Coverage	2.04 times	2.27 times

2.4 Investments

PFM Investment Advisors manages approximately \$21 million of AlexRenew's \$25 million investment portfolio. The average yield to maturity as of September 30, 2023, is 2.13%, up eight (8) basis points from the previous month.

3 Public Engagement and Trust

AlexRenew shares a monthly summary of its community engagement and customer service statistics to highlight its contributions to public engagement and trust.

AlexRenew welcomed a total of 255 visitors from the following organizations that hosted meetings on the 6th floor of the Environmental Center in September: Hopkins House (60), Arlington Public Schools (65), Potomac Riverkeeper Network (30), Carlyle Council (10), City of Alexandria (30), Kids' First Years (20), and Virginia Tech Innovation Campus (40).

Customer service received a total of 1,345 calls with 64 percent opting for self-service. The average answer time was 31 seconds. Call center staff answered 130 emails.

On September 12, three of AlexRenew's Senior Operator Technicians were recognized by the Virginia Water Environment Federation as Quarter Century Operators for their service and dedication in a difficult and dangerous profession.



AlexRenew Quarter Century Operators, (from left to right) Robert Holmes, Ronald Jackson, and Kenneth Mattson

On October 4, AlexRenew will be discussing the Commonwealth Interceptor Infiltration and Inflow Study in support of the City of Alexandria's King & Commonwealth Infrastructure Investments Open House at Alexandria VRE Union Station from 5:00 p.m. to 7:00 p.m.

On October 20, AlexRenew staff will be supporting the Alexandria Forum, a renewed City effort, launching with the theme “The Waterfront Revisited - Birth and Rebirth, 1730-2023.” AlexRenew has been collaborating with the City to install wayfinding signage as part of restoration efforts associated with the Hooffs Run Interceptor (part of RiverRenew) and a portion of the forum will focus on this signage.

RiverRenew Board of Directors Dashboard



MONTH ENDING: SEPTEMBER 30, 2023

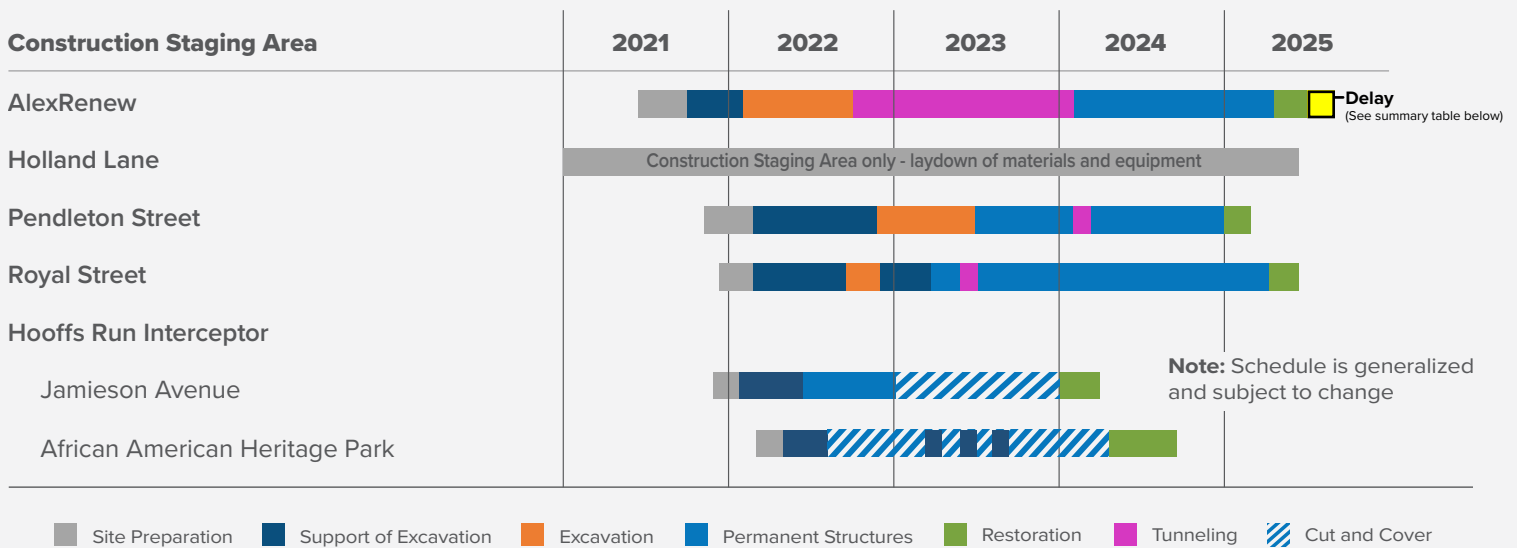
RiverRenew is a program owned and implemented by AlexRenew, Alexandria's public regional wastewater treatment provider.

RiverRenew Overview

To improve the waterways that connect us, AlexRenew is implementing RiverRenew to prevent millions of gallons of combined sewage from polluting Alexandria's local rivers and streams each year. Three RiverRenew projects at AlexRenew's wastewater treatment plant are complete. The remaining project includes the construction of a new tunnel to connect AlexRenew's wastewater treatment plant to the four existing combined sewer outfalls in Alexandria.

The Tunnel Project is illustrated on Page 4 of this dashboard. Construction associated with the Tunnel Project started in early 2021 and will continue through 2025 at five primary locations in Alexandria. The phases of construction at each location are illustrated in the schedule below.

RiverRenew Tunnel Project Schedule



Summary of Major Tunnel Project Delays

Date:	Activity:
12/2021	Monitoring potential supply chain issues due to ongoing pandemic.
12/2021	COVID outbreak at tunnel segment mold plant in Slovenia. Manufacturing for tunnel segment molds relocated to Turkey. Anticipated one-month delay on tunnel segment molds.
1/2022	Concrete for shaft slurry walls delayed due to weather, COVID impacts, shortage of CDL drivers due to Omicron spike, and lack of concrete materials in the Greater Metro D.C. area. Monitoring schedule impacts to critical path.
2/2022	TBM fabrication and delivery delayed by three weeks. Monitoring schedule impacts to critical path.
4/2023	Due to the events in January and February 2022 (noted above), the Tunnel Project is currently 60 days behind schedule. The delay will primarily impact scheduled work at the AlexRenew site.
9/2023	Due to the delays noted above, the Tunnel Project is currently 90 days behind schedule. The delay will primarily impact scheduled work at the AlexRenew site.

RiverRenew Tunnel Project Design-Build Progress

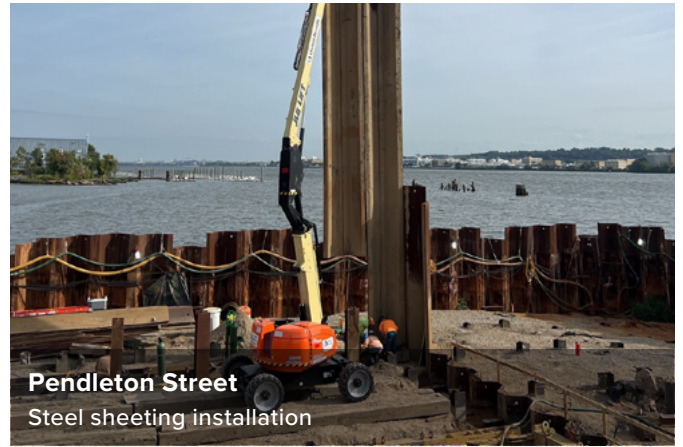
Overall Project Progress

(Design and Construction)



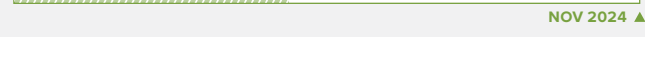
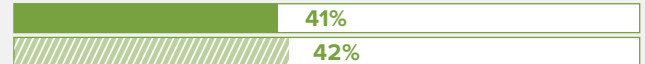
▲ DEC 2020

JUL 2025 ▲



Pendleton Street
Steel sheeting installation

Construction Progress*

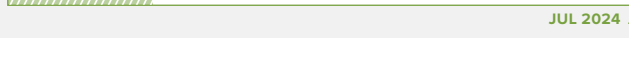
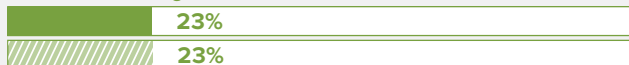


NOV 2024 ▲



Royal Street
Conveyor booster installation

Construction Progress*

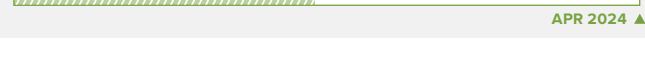
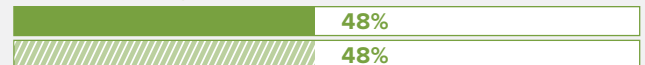


JUL 2024 ▲

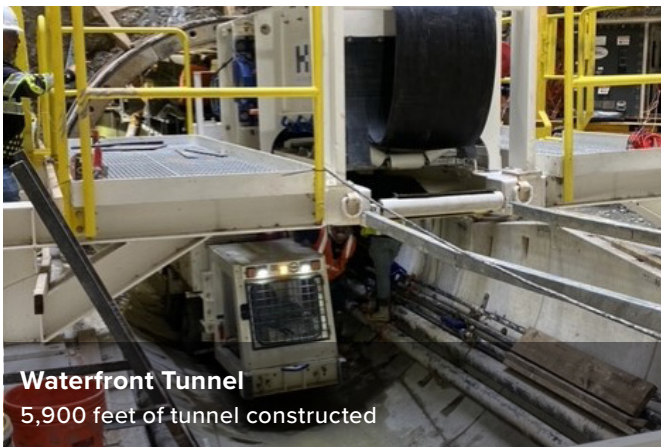


Hooffs Run
Single lane closure at Jamieson Ave for pipe installation

Construction Progress*

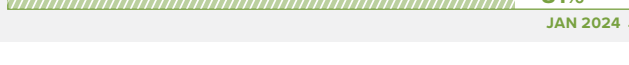


APR 2024 ▲

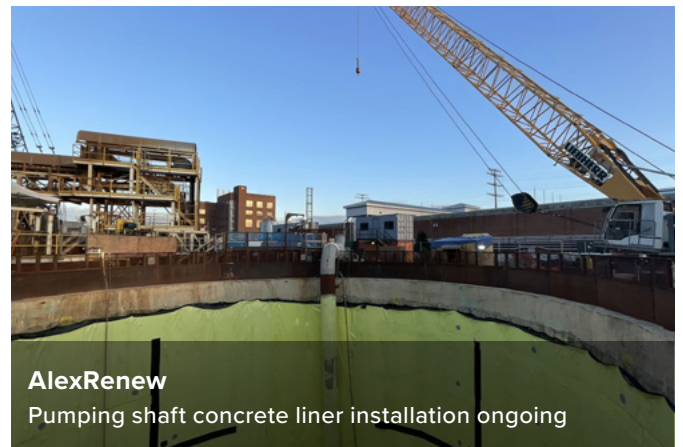


Waterfront Tunnel
5,900 feet of tunnel constructed

Construction Progress*

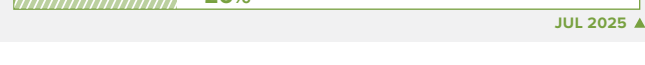
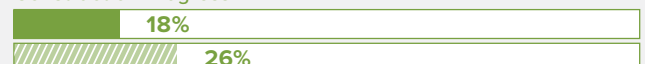


JAN 2024 ▲



AlexRenew
Pumping shaft concrete liner installation ongoing

Construction Progress*



JUL 2025 ▲

LEGEND: ■ Actual Progress ■ Planned Progress ▲ Planned Completion Date

Actual Progress as of September 30, 2023. *The planned progress for each construction staging area reflects the Design-Builder's schedule as of September 2023.

RiverRenew Tunnel Project Six-Month Look-Ahead

Work Hours

NORMAL WORK HOURS

Pendleton Street	6 a.m. – 6 p.m.
Royal Street	7 a.m. – 6 p.m.
Hooffs Run	7 a.m. – 6 p.m.
AlexRenew	24/7

Community Outreach

Event	Date
2023-2024 RiverRenew SAG Meetings	Third Thursday of every other month
Council-Board Workgroup	Oct 25, 2023

Pendleton Street

MAJOR WORK ACTIVITIES

Activity	Date
Permanent concrete structures deep foundations (pile driving)	Ongoing through Summer 2023
Shaft liner construction	Ongoing through Fall 2023
Permanent concrete structures construction	Fall 2023

PERMITS

Permit	Date
Building Permit - Permanent Concrete Structures Support of Excavation	Fall 2023
Building Permit - Shaft Mechanical, Electrical, and Plumbing	Fall 2023

Hooffs Run

MAJOR WORK ACTIVITIES

Activity	Date
North of Jamieson Ave	
Junction chamber construction	Ongoing through Winter 2023
Open-cut construction	Ongoing through Winter 2023
African American Heritage Park	
Open-cut construction	Ongoing through Winter 2023
Sheeting installation	Ongoing intermittently through Winter 2023
Jamieson Avenue full closure	Oct – Jan 2024

Royal Street

MAJOR WORK ACTIVITIES

Activity	Date
Permanent concrete structures deep foundations	Fall/Winter 2023
Permanent concrete structures construction	Winter 2023

PERMITS

Permit	Date
Building Permit - Shaft Liner and Base Slab	Fall 2023
Building Permit - Mechanical, Electrical, and Plumbing	Fall 2023

AlexRenew

MAJOR WORK ACTIVITIES

Activity	Date
Pumping shaft liner construction	Ongoing through Fall 2023
Permanent concrete structures support of excavation	Ongoing intermittently through Winter 2023
Permanent concrete structures construction	Ongoing intermittently through 2024

PERMITS

Permit	Date
Building Permit - Superstructure Architectural	Dec 2023

Waterfront Tunnel

MAJOR WORK ACTIVITIES

Activity	Date
Mining	Ongoing through Feb 2024

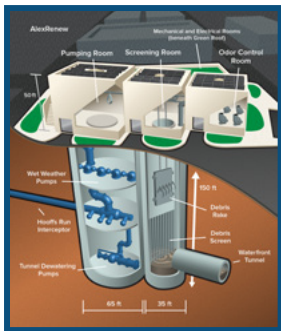
RiverRenew Tunnel Project Snapshot

The Tunnel Project includes the following major components: a two-mile-long, 12-foot-wide, 100-foot-deep tunnel; a six-foot-wide sanitary sewer interceptor; diversion facilities to capture combined sewer discharges; and two pumping stations.



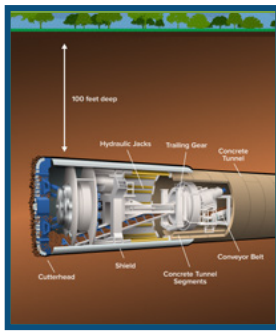
Hooffs Run Interceptor

Click [here](#) to learn more about upcoming activity at our Hooffs Run site.



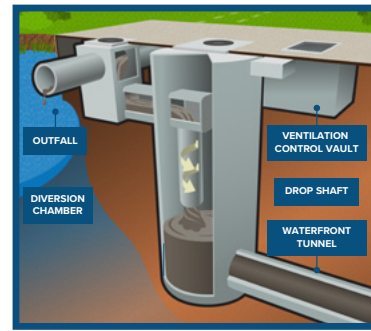
Pumping Station

Click [here](#) to take a 3D tour of RiverRenew's future pumping station.



Waterfront Tunnel

Click [here](#) to watch an animated video about RiverRenew and learn how the Waterfront Tunnel will be constructed.

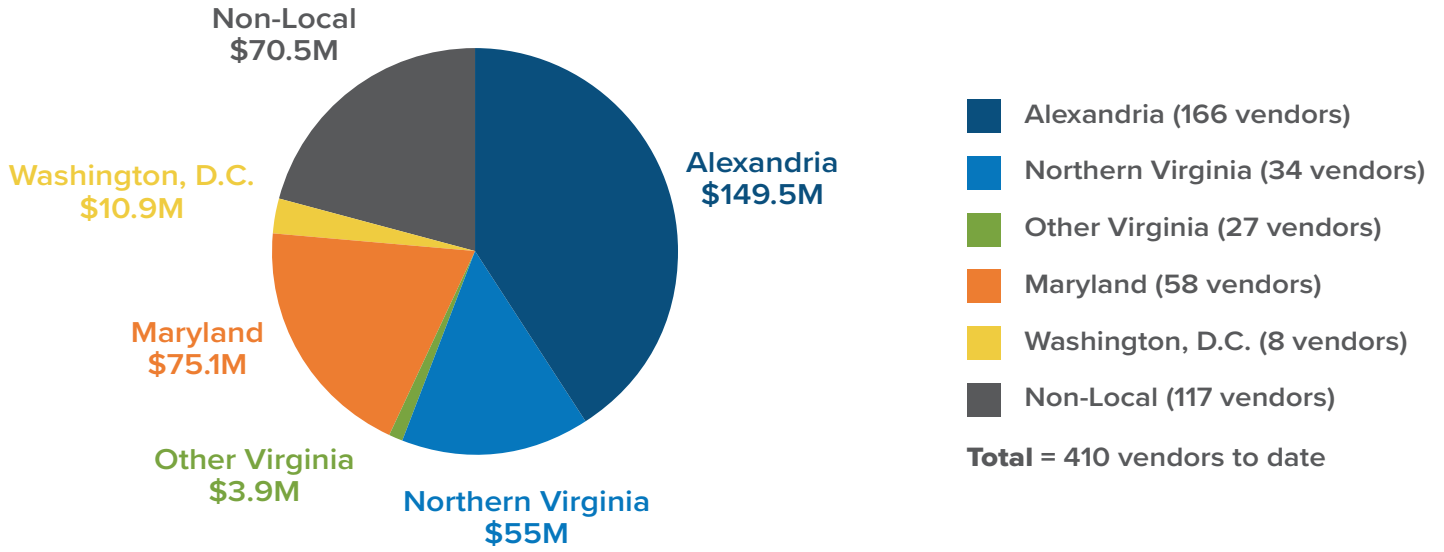


Diversion Facility

Click [here](#) for an introduction to diversion facilities from two RiverRenew engineers.

RiverRenew Program Costs to Date

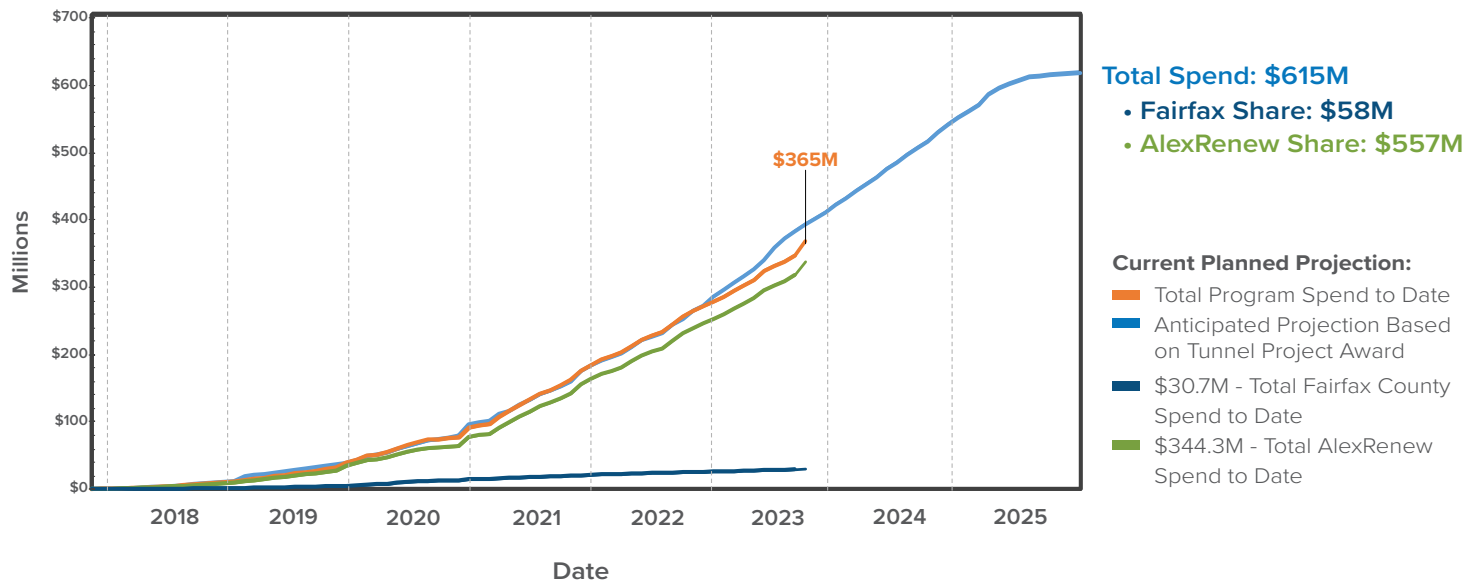
RiverRenew Spend to Date by Locality



RiverRenew Tunnel Project Contracts

Vendor	Role	Contract Type	Contract No.	Contract Date	Spent to Date (\$ millions)
Traylor-Shea Joint Venture	Design-Builder Tunnel System Project	Design-Build	19-079	Dec 2020	\$224.2
Brown and Caldwell	Owner's Advisor	Professional Services	17-022	Nov 2017	\$72.6
EPC	Resident Engineering & Inspection Tunnel System Project	Professional Services	20-013	Apr 2020	\$15.8
Completed RiverRenew Wastewater Projects to Pave the Way for the Tunnel Project					\$52.4

RiverRenew Cash Flow Analysis



Note: As of September 30, 2023.

RiverRenew Community Outreach



Community Meetings

Community meetings are presentations given to various stakeholder groups, including the SAG. These presentations can be delivered in person or virtually.

Highlights:

- 2023-2024 RiverRenew SAG Meeting No. 4: **September 21, 2023**

Looking Ahead:

- 2023-2024 RiverRenew SAG Meeting No. 5: **November 16, 2023**
- 2023-2024 RiverRenew SAG Meeting No. 6: **January 18, 2024**



Digital Programming

Digital programming keeps the community connected to RiverRenew with regular program updates on RiverRenew.com, content on AlexRenew's social media pages, and distribution of *The River Renewer*, a quarterly newsletter promoting updates and milestones to more than 600 contacts.

Highlights:

- Behind-the-scenes **photos** from construction activity at the AlexRenew and Royal Street sites
- **Social posts** announcing this month's Community Listening Sessions



Community Events

Participating in or co-sponsoring **community events** strengthens AlexRenew's relationship with its water and community partners.

Looking Ahead:

- Sip 'n See event at Hooffs Run: Tuesdays between 11 a.m. and 1 p.m.
- Sip 'n See event at Royal Street: Wednesdays from 11 a.m. to 1 p.m.
- Sip 'n See event at Pendleton Street: Thursdays between 11 a.m. and 1 p.m.
- Community Listening Sessions: **Spring 2024**



Council-Board Workgroup

The **Council-Board Workgroup** comprises two members from AlexRenew's Board of Directors and two members from the Alexandria City Council.

Looking Ahead:

- Council-Board Workgroup Meeting No. 20: **October 25, 2023**



Community Days

Community days feature project-specific events to celebrate construction progress on the Tunnel Project and engage the community along the way.

Looking Ahead:

- Tunnel Completion Celebration: Winter 2024
- Hooffs Run Planting Day: Spring 2024



Education

Education initiatives are intended to engage audiences of all ages and help them learn more about RiverRenew and its technical components.

Highlights:

- Hosted a tunnel project overview and tour of the AlexRenew site for visiting engineering students from Bucknell University



Monthly Construction Spotlight



Giving Hazel a “boost” to complete her Waterfront Tunnel journey

RiverRenew crews have been working hard at the Royal Street site to prepare Hazel for the next exciting phase of her journey.

This month, RiverRenew crews removed the top half of the Waterfront Tunnel through the Royal Street shaft and installed a conveyor belt booster and ventilation system to support the remaining mile of tunnel construction.

The conveyor booster system will provide the additional “oomph” necessary to convey muck back to AlexRenew, and the ventilation system will bring in fresh air from the surface at the Royal Street site, improving the efficiency of mining operations while ensuring fresh air is circulated for workers.

Keep an eye on our [Waterfront Tunnel Construction Page](#) for updates as we complete this critical phase of work and continue building toward healthier waterways for our community.

Building for the Future of Alexandria’s Waterways

To learn more, visit www.RiverRenew.com

