



GreenvilleWater

**MINUTES OF REGULAR MEETING  
COMMISSIONERS OF PUBLIC WORKS  
Greenville Water  
407 W. Broad Street, Level 2,  
Greenville, South Carolina  
June 4, 2024  
8:30 a.m.**

Commissioners of Public Works in attendance:

Chairman Phillip A. Kilgore, Debra M. Sofield, and Wil Brasington. Absent: Vice-Chairman James W. Bannister and Mayor Knox H. White. A quorum was present.

Greenville Water Senior Staff in attendance:

Chief Executive Officer Jeff Boss, Chief Administrative Officer Dr. Bob Schmidt, Chief Operations Officer Jeff Phillips, Chief Technology Officer Kenneth Frazier, Director of Operational Technical Services Dr. Jane Arrington, Director of Water Resources Elizabeth Pierczynski, Director of Business Services Steve Miller, Director of Human Resources Lisa Bryant, Director of Communications Pam Flasch, Director of Engineering David Niese, Assistant Director of Facilities Maintenance Allen White, and Internal Auditor Jacob Polson.

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The Regular Meeting of the Commissioners of Public Works of the City of Greenville, SC was called to order at 8:30 a.m. by Chairman Kilgore.

**1. WELCOME**

**2. PUBLIC COMMENT**

No comments were presented.

**3. CONSENT AGENDA**

Chairman Kilgore asked for questions pertaining to the consent agenda items. There being none, he called for approval of the items of the Consent Agenda which were the meeting minutes of the Regular Commission Meeting May 7, 2024, the Water Resources Report, New Development, and New Annexations. Commissioner Brasington moved, seconded by Commissioner Sofield, to approve the items of the consent agenda. The motion passed unanimously.

**4. LEGISLATIVE UPDATE**

Chairman Kilgore introduced Legislative Liaison Bob Knight to present his legislative update. Mr. Knight mentioned two things in legislature at the time. Bill H3734, relating to Municipal Elections, was killed at the last second. The bill proposed to change dates for municipal elections. It moved through the Senate and the House of Representatives, but an amendment added was objected to at the last second. Chairman Kilgore asked what problem the bill was proposed to solve. Mr. Knight explained that when someone vacates a position, the Governor calls a special election which happens all the time. The elections officials have asked to put all elections together. If a resignation occurred at an inopportune time, the position would remain vacant until election time.

The legislative schedule showed the budget will be taken up again in Columbia on June 18<sup>th</sup> or 19<sup>th</sup>.

**5. ANNUAL INDEPENDENT FINANCIAL AUDIT**

Chairman Kilgore welcomed Mauldin & Jenkins, LLC Director Mr. Grant Davis to present the results of Greenville Water’s 2023 financial statement audit. Mr. Davis explained the audit was performed in accordance with Generally Accepted Auditing Standards (GAAS) and Government Auditing Standards (GAS). The audit resulted in an unmodified (“clean”) opinion on financial statements in accordance with generally accepted accounting principles (GAAP). There were no instances of non-compliance or internal control deficiencies. Mr. Davis reviewed the required communications and financial highlights.

Chairman Kilgore congratulated Greenville Water’s leadership team and finance team. Adding the Commission is pleased with the strong financial performance.

**6. DROUGHT MANAGEMENT POLICY**

Chairman Kilgore called on Chief Operations Officer Jeff Phillips to present the drought response plan update. Mr. Phillips reviewed the changes to the drought triggers, wording changes, fines and penalties. The wording changes included the following:

<u>Drought Level</u>	<u>Reductions</u>
Moderate	Voluntary Reductions, press releases
Severe	Requested Reductions, more robust appeals and informational press releases
Extreme	Strict Reductions through possible rate adjustments with a media campaign

In the case of an extreme drought, proposed rate adjustments would be brought to the Commission for approval prior to implementation. The Commission has final say in any and all drought restrictions. The policy has a mechanism in place to allow for individuals and businesses to seek a variance to the restrictions. There are mandatory press releases associated with the Low Inflow Protocol for the Keowee-Toxaway River Basin drought level tiers. Greenville Water will also have its own press releases. All pertinent information will be shared with customers at every drought level. The Drought Management Plan would be a last resort in order to ensure that our customers have drinking water available to them during extreme droughts.

Chairman Kilgore shared the drought management plan had been brought before the Commission at two meetings. Commissioner Brasington moved, seconded by Commissioner Sofield, to approve the Drought Management Response plan. The motion passed unanimously.

**7. CYBER SECURITY INITIATIVES UPDATE**

Chairman Kilgore invited Chief Technology Officer Kenneth Frazier to update the Commission on Greenville Water’s Technology Division. Mr. Frazier explained with the

uptick in cyber activity that had been happening, Staff felt it was important to give the Commission a quick briefing on some current initiatives, as well as programs Greenville Water is actively participating in. Mr. Frazier reviewed the initiatives and programs, then welcomed GIS Technology Supervisor, Justin Kirtz, to provide a demonstration of technology improvements recently implemented.

## **8. GIS TECHNOLOGY PRESENTATION**

Mr. Kirtz highlighted how Greenville Water has used technology to streamline the interactive voice response (IVR) call process when the Field Operations crews or Engineering department puts out water off notifications. Prior to the new technology, the process required the use of three different systems, taking between 7 to 10 minutes per call and could not be done in the field. Mr. Kirtz provided a demonstration showing the new simplified process that can now be completed in the field in 2 to 3 minutes.

Chairman Kilgore asked by what percentage has Greenville Water captured the customer's cellphone numbers and email addresses in order to communicate these outages effectively. Mr. Boss explained that every time a call comes into Customer Service, customer service representatives are updating cellphone numbers and email addresses. Director of Business Services added that upcoming billing changes will list the customer's phone number and email address so customers can see the information connected to their account. The new bill format will encourage customers to contact Customer Service to correct their information for important messaging.

## **9. CHIEF EXECUTIVE REPORT**

North State Contracting will begin working on the second part of the US EPA 319 grant in June. This portion of the project is in the upper reaches of North Saluda, above the confluence. This will help eliminate some of the sediment that is coming down into the river by North Saluda. New grant opportunities include a bear study and a fish passage study.

There has been a lot of movement on the Phase 2 portion of the Adkins 60-inch Water Transmission Main project. Phase 1 from the Adkins Water Treatment Plant towards Cedar Rock is currently in progress. Grant applications have been submitted to speed up phase 2 in hopes of working on the project concurrently with phase 1.

The results from the e-DNA species study have shown that there are no big foot or panthers in the watersheds.

Mr. Boss introduced Will Bettis as Greenville Water's new Purchasing, Procurement, and Contracts Manager.

The 2024 American Water Works Association Annual Conference will be held in Anaheim, California. Greenville Water will be receiving the 2024 Exemplary Source Water Protection Award for Very Large Source Water Systems (100,000 or more service connections). Staff will be sending 6 liters of water for the national best tasting water contest. Greenville Water will also be receiving the Partnership for Safe Water 10- and 15-year awards for the Stovall Plant and the Adkins Plant.

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**10. COMMISSION COMMENTS**

No comments were presented.

**11. ADJOURNMENT**

There being no further business, the meeting was adjourned 9:15 a.m.

  
James W. Bannister, Vice-Chairman

  
Kimberly Hauter, Executive Assistant