



GreenvilleWater

**MINUTES OF REGULAR MEETING
COMMISSIONERS OF PUBLIC WORKS
Greenville Water
407 W. Broad Street, Level 2,
Greenville, South Carolina
October 1, 2024
8:30 a.m.**

Commissioners of Public Works in attendance:

Chairman Phillip A. Kilgore, Vice-Chairman James W. Bannister, Debra M. Sofield, Wil Brasington, 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 Operations and Maintenance Mark Hattendorf, 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, Internal Auditor Jacob Polson, and Attorney Adam Bach.

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

Chairman Kilgore welcomed City Councilman John DeWorken to the Commission meeting and as the Commission's new Ex-Officio Commissioner.

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 September 10, 2024, the Water Resources Report, New Development, and New Annexations. Commissioner Sofield moved, seconded by Mayor White, to approve the items of the consent agenda. The motion passed unanimously.

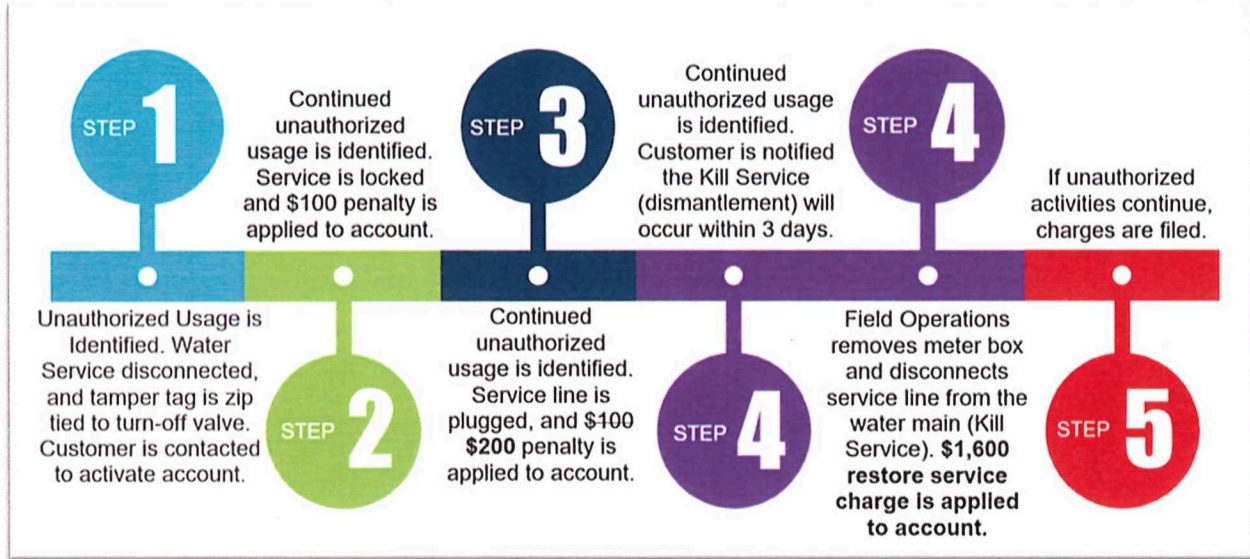
4. LEGISLATIVE UPDATE

Chairman Kilgore called on Legislative Liaison Bob Knight to provide a legislative update. Mr. Knight stated pre-filing would begin in a month or so. He proposed there would be discussion among the legislators regarding the state providing funds for repairs for damages from Hurricane Helene.

5. DELINQUENCY, NON-PAY, AND UNAUTHORIZED USAGE FEES

Chairman Kilgore invited Director of Business Services Steve Miller to update the Commission on the changes proposed for the delinquency, non-pay, and unauthorized usage fees per recommendations from the September meeting. Mr. Miller began by reviewing the delinquency process, providing statistics for the levels of delinquency and a heat map of non-pay account demographics. Pictures of examples of unauthorized usage and theft were also presented.

Mr. Miller provided a current unauthorized usage process overview, then presented the proposed process included below:



*At step 4 a certified letter will be sent notifying the customer before the service is dismantled.

Mr. Miller reviewed the current Billing & Service Fees and Charges along with new additional proposed fees. Below is the chart of current fees and changes proposed for 2025:

Billing and Service Fees and Charges	Current Fee/Charge	2025 Proposed Fee/Charge
Delinquent Charge	\$ 7.50	\$ 7.50
Non-Pay Service Charge	\$ 40.00	\$ 40.00
Returned Payment Charge	\$ 30.00	\$ 30.00
Special Turn On/After Hours Charge	\$ 40.00	\$ 75.00
Unauthorized Water Use Charge (Meter Lock)	\$ 100.00	\$ 100.00
Unauthorized Water Use Charge (Meter Plug)	\$ 100.00	\$ 200.00
Meter Testing Charge	\$ 60.00	\$ 100.00
Tamper Fee	\$ 100.00	\$ 200.00
Unauthorized Device in Box Charge	\$ 100.00	\$ 160.00
Kill Service Restore Charge	\$ 1,500.00	\$ 1,600.00
Service Not Ready for Meter Charge (Turn-down)	\$ 275.00	\$ 275.00
Kill Service Charge	N/A	\$ 865.00
Meter Obstruction Charge	N/A	\$ 30.00
Buried Meter Charge	N/A	\$ 40.00
Meter Running Trip Charge	N/A	\$ 40.00
Tanker/Temp Hyd Meter Fail to Call In Reading Charge	N/A	\$ 65.00
Cellular AMI Installation Charge	N/A	\$ 162.35
Cellular AMI Data Charge	N/A	\$ 6.00

Mr. Miller requested feedback from the Commission and asked for approval to implement the new unauthorized fees and charges immediately. Implementation of the other service fees and charges was proposed to be effective January 1, 2025.

Commissioner Sofield moved, seconded by Commissioner Brasington, to approve the Billing & Service Fees and Charges as presented, with the new unauthorized fees and charges to be implemented immediately. The motion passed unanimously.

6. PROPOSED COMMUNICATION PLAN OF DEVELOPMENT FEES

Chairman Kilgore called on Director of Engineering David Niese to present the new development communication plan and then to move on into the 2025 capital budget presentation. Mr. Niese reiterated the direction of the Commission from the September meeting for staff to put together a communication plan for the proposed new development fees. The objectives of the communication plan was to:

- provide notification of the proposed fees
- educate customers on the fee methodology, that the intent of the commission is that the customer using the services pay for the services and help the customer to understand the fees are industry standard (these fees were established with the help of a rate consultant who studies standards).
- Receive comments on the proposed fees and implementation plan.

Mr. Niese presented a timeline, the communication plan agenda and asked for feedback. Chairman Kilgore asked that a public notice be deployed to inform the community at large of the changes, the rationale behind the changes, how Greenville Water compares to the industry standards, and to provide an opportunity for those with questions or comments to meet with Greenville Water staff.

7. 2025 CAPITAL BUDGET PRESENTATION

Mr. Niese provided the Commission with a capital investment plan handout detailing the proposed 2025 capital budget that could be used as an educational tool for future discussions. The document was created to be aligned with Greenville Water's financial policies that impact debt management, key indices, and the capital program to assist staff in adhering to the policies.

Mr. Niese highlighted the financial policies, the five-year capital investment plan development, details of projects included in the plan, funding, and execution of the projects. Greenville Water's current five-year capital plan includes around one hundred projects. The Commission was provided a listing of the projects. Mr. Niese presented the funding requests for the next five years along with the funding sources. Although the plan is a five-year plan, on an annual basis staff reprices projects, looking at the labor market and material market, updating costs and then determines the projects that can or cannot be done.

Commissioner Sofield asked in the aftermath of the historic storm (Hurricane Helene), should something else be added to the capital plan. Chief Executive Officer Jeff Boss stated there will be a supplemental funding need for the watersheds, but the amount is not known yet. He added that due to work performed in the last three years through the capital program, needed equipment was in place to keep Greenville Water running in the aftermath of the storm. If those projects had not been done, the storm would have created more challenges than were experienced.

Chairman Kilgore asked Mr. Niese to highlight the top four projects included in the 2025 portion of the capital program in terms of dollar amount. Mr. Niese brought to the Commission's attention that the current request includes multi-year projects, but the approval will only include the spend for 2025, rather than overall project dollars. Commissioner Sofield asked why this change was made. Mr. Niese explained that one reason was for easier tracking in the funding model and the other involves debt services. The change shows that money is being spent as it is allocated. Mr. Boss added in prior years if a multi-year project

was approved the money was only showing in the first year's budget. The remaining money to be spent on the project did not show up in the following year's budget. This change makes the accounting and cash flow transparent, easier to track.

Mr. Niese provided the FY25 project list with budgets for 2025, adding the asterisk indicated multi-year projects. Commissioner Kilgore stated the report presented was excellent. The analysis on a project-by-project basis was appreciated. Commissioner Sofield moved, seconded by Commissioner Brasington, to approve the capital budget for fiscal year 2025 as stated. The motion passed unanimously.

8. LEAD SERVICE LINE INVENTORY PROJECT UPDATE

Chairman Kilgore welcomed Chief Operations Officer Jeff Phillips to provide an update on the lead service line inventory project. Mr. Phillips reviewed the regulatory requirement updated by the EPA in January 2021 which requires Greenville Water to send a list of lead service lines to South Carolina Department of Environmental Services (SCDES formerly SCDHEC) by October 2024. Through record reviews and help from the GIS department, Greenville Water has found no lead services lines in the system.; however, there are around 2,900 locations where the service line material has been determined "unknown". These will need to be field verified.

The EPA's Lead and Copper rule requires a press release to be issued pointing customers to Greenville Water's website for information and a letter to be sent to those 2,900 customers. The letter includes information for how to test for a lead service line if the customers want to test their line themselves. The information on the website will go live on October 14, 2024. The letter to customers will be sent out on October 28, 2024. The Field Operations department will continue to physically evaluate the remaining "unknown" service lines with the goal to get to 0 within two years.

9. 2025 COMMISSION MEETING AND HOLIDAY CALENDAR

Mr. Boss presented the proposed 2025 Commission meeting and holiday calendar for approval. Commissioner Sofield moved, seconded by Commissioner Brasington, to approve the calendar as presented. The motion passed unanimously.

10. CHIEF EXECUTIVE REPORT

Chairman Kilgore called on Mr. Boss to provide his report. Mr. Boss asked Mr. Phillips to give a brief chronological report covering the Hurricane Helene Response. A step by step write up was provided to the Commission, including results of water flow within the watersheds. Mr. Boss stated that most importantly there were no service disruptions and no transmission line disruptions. Mayor White asked if Greenville Water had any contact with counterparts in Western North Carolina. Mr. Boss shared that FEMA had asked for water for Western North Carolina. Tanker truck deliveries of water began on September 30th. A permanent filling station for additional tanker trucks was established until the situation in Western North Carolina improves. Greenville Water's water buffalo and quench buggy were also stationed in areas of Greenville County where residents were on well water to provide for their needs until their power was restored. Commissioner Brasington thanked staff for the hard work and careful planning which led to the uninterrupted service during this time.

Mr. Boss stated an area of concern for Greenville Water has been Old Highway 25 through the North Saluda reservoir. There were landslides, areas of the road that washed away,

huge trees across the road and new river paths where the creeks shifted significantly which is contributing to increased sediment loading and turbidity in the lake. There were thousands of trees downed in both watersheds. Director of Procurement and Contracts Will Bettis will be working with the Federal Emergency Management Agency (FEMA) as the watersheds will take a significant amount of resources to get back to the pristine state before the hurricane. A video was shown of some of the damage on Old Highway 25. Only 1/3 of Old Highway 25 was accessible at the time of the video.

The City of Pickens went online with Greenville Water on Wednesday, September 25, 2024 before the storm because they were expecting heavy rainfall, and their lake would have been difficult to treat. City officials were very pleased with the results and the ease with which they were able to weather the storm due to switching to Greenville Water.

Mr. Boss asked Director of Human Resources Lisa Bryant to share some good news. Before Hurricane Helene hit Greenville Water was able to hold the annual Family Picnic. Ms. Bryant shared highlights and pictures from the event. Commissioner Sofield added that the event was great. Everyone had a wonderful time.

11. COMMISSION COMMENTS

Commissioner Sofield joined Director of Communications Pam Flasch at the Travelers Rest Farmers Market where Greenville Water was a sponsor and had a tent all summer long. Commissioner Sofield enjoyed the event and thanked the team for their hard work each week. Everyone that stopped by the tent were very happy with their water.

Chairman Kilgore thanked Commissioner Brasington for his years of service to the Commission, adding he looks forward to seeing him as he continues to serve the community going forward. Commissioner Brasington reiterated his statement from the previous meeting about the privilege it had been for him over a period of years to serve as a commissioner of the great agency, Greenville Water. He added his admiration for the hard and important work done on a daily basis. He learned to have a new and profound appreciation for the importance of the work and the responsibility that falls upon Greenville Water to meet the needs of the surrounding community.

12. ADJOURNMENT

There being no further business, the meeting was adjourned 10:16 a.m.



 Phillip A. Kilgore, Chairman



 Kimberly Haulter, Executive Assistant