



GreenvilleWater

**MINUTES OF REGULAR MEETING
COMMISSIONERS OF PUBLIC WORKS
Greenville Water
407 W. Broad Street, Level 2,
Greenville, South Carolina
October 7, 2025
8:30 a.m.**

Commissioners of Public Works in attendance:

Chairman Phillip A. Kilgore, Vice-Chairman James W. Bannister, Debra M. Sofield, Mayor Knox H. White, and John DeWorken. A quorum was present.

Greenville Water Senior Staff in attendance:

Chief Executive Officer Jeff Boss, Chief Operations Officer Jeff Phillips, Chief Administrative Officer Dr. Bob Schmidt, Chief Technology Officer Kenneth Frazier, Director of Operational Technical Services Dr. Jane Arrington, Director of Operations and Maintenance Mark Hattendorf, Director of Water Resources Elizabeth Pierczynski, Director of Business Services Steve Miller, Director of Information Technology Brad Treas, Director of Human Resources Lisa Bryant, Director of Engineering David Niese, Director of Finance Jacob Polson, Director of Procurement and Contracts Will Bettis, Accounting Manager Brandi Cawthorn 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

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 9, 2025, the Water Resources Report, New Development, and New Annexations. Commissioner Sofield moved, seconded by Vice-Chairman Bannister, to approve the items of the consent agenda. The motion passed unanimously.

4. LEGISLATIVE UPDATE

Chairman Kilgore welcomed Legislative Liaison Bob Knight to provide an update on legislative activity. Mr. Knight handed out legislative manuals to anyone in need of one. The Legislature is out of session so there was not anything happening in Columbia. There were a couple of oversight hearings and the matter of tort reform. Mr. Knight and Commissioner Sofield were to discuss details of a legislative event after the meeting.

5. CAPITAL IMPROVEMENT PROGRAM BUDGET

Chairman Kilgore welcomed Chief Operations Officer Jeff Phillips and Director of Finance Jacob Polson to present the 2026 Capital Budget for approval. Mr. Phillips reviewed the capital improvement program (CIP) development timeline, the 5-year CIP budget by project type, and the fiscal year 2026 project requests.

Chairman Kilgore asked for a brief comment on the main replacement program, to provide context and rationale for the program. Chief Executive Officer Jeff Boss explained that the main driver for the program was the 500 miles of galvanized pipe 2-inch and smaller in the system in 2010 having a life cycle of 20 to 30 years. The last 2-inch mains were installed in 1996. There were about 950 leaks, not breaks, in the early to middle 2000s. There is now only 200 miles of galvanized pipe in the system, but there are still about 900 leaks due to reaching the life expectancy of the pipe. The Commission committed to get the galvanized pipe out of the system within 10 years. The program began with a budget for replacement of around \$5-6 million, then it was ramped up to \$10-12 million, in 2026 the program will be up to \$15 million and move to \$20 million in the future.

Mr. Polson presented the spending plan, funding source, the 5-year capital outlay by funding source, and the 5-year capital funding model. The 5-year CIP is plugged into the capital planning model to estimate days' cash on hand, annual debt service requirements, debt service coverage ratio, and rating agency ratings.

Mr. Phillips asked the Commission to consider approving the fiscal year 2026 capital improvement budget in the amount of \$80,213,951. Commissioner Sofield expressed her appreciation for the budget workshop presented by staff to her and Commissioner DeWorken explaining the details of the request. Mr. Boss clarified that the Commission only approves one year at a time, though the planning is for five years. Commissioner DeWorken moved, seconded by Vice-Chairman Bannister, to approve the FY2026 Capital Improvement Budget as presented. The motion passed unanimously.

6. PHONE SYSTEM UPDATE

Chairman Kilgore called on Chief Technology Officer Kenneth Frazier and Director of Business Services Steve Miller to share details regarding the recent phone system upgrade. Mr. Frazier recalled staff's promise to bring back details on the phone system and turned the presentation over to Mr. Miller.

Mr. Miller explained the phone system upgrade was necessary due to the previous system being at its end of life. During the annual I.T. risk assessment on Greenville Water's technology systems, the phone system came up as a top issue year after year. The old system also lacked many modern features.

The Go-Live in August was very successful. An ample amount of planning by I.T., Engineering, Customer Service, and others went into it being a success. The Customer Service Representatives (CSR) practiced and prepared for the transition. A successful factor Mr. Miller shared was that he was not aware of a single customer's complaint during Go-Live or to date about the new phone system. There was an immediate improvement in call performance. Mr. Miller shared the most important performance statistics tracked. Team Members are very pleased with the new system. Comments were presented from Supervisors and CSRs.

Next steps include:

1. PCI Pal
 - Introduces security measures for phone-based credit card payments (Agent assisted)
 - Call Recording & Screen Capture
 - Transcribing Call Into Text
 - Notes Summarization
2. Intelligent Customer Assistant (ICA)
 - Voice Commands
 - Self-service

7. 2026 COMMISSION MEETING AND HOLIDAY CALENDAR

Chairman Kilgore asked Mr. Boss for any comments regarding the 2026 Commission meeting and holiday calendar. Mr. Boss detailed the items to be covered in the next meetings ending 2025 and explained that a January meeting would not be necessary. Chairman Kilgore suggested dispensing with the January meeting and if the need arises for a January meeting one could be added to the calendar. The Commission agreed. The calendar was approved as presented with the January meeting being removed from the schedule.

8. CHIEF EXECUTIVE REPORT

Mr. Boss wished Commissioner Sofield a very happy birthday and the Commission learned that Commissioner DeWorken's birthday is also in October.

Greenville Water has a \$10 million grant in appropriations with the federal government for the downtown pumpstation project. The grant is still in appropriations due to the government shutdown. The property for the downtown pumpstation has been purchased.

There is a possibility that the Environmental Protection Agency (EPA) funds will be sent directly to the states, instead of funds having to go through the federal government. Greenville Water has several grant applications submitted for strengthening water infrastructure through the EPA Solid Waste Infrastructure for Recycling (SWIFR) grant program.

The watersheds are still a mess from Hurricane Helene and the Table Rock Complex Fire. The roads are in terrible shape. Contractors are working to repair these. There are still impacts from the hurricane due to raw earth slides. This is estimated to be a 5–10-year process to return to normal.

Greenville Water billing partners have received updated agreements due to an increase of around 20% in costs related to billing for water, sewer, and trash.

The second batch of rainbow trout are in the hatchery at the small North Saluda filter plant hatchery. The ultimate purpose of the hatchery is to grow and repopulate the watersheds with brook trout. The hatchery is still being fine-tuned as staff learn how to run a hatchery. This hatchery is in partnership with the Department of Natural Resources. Greenville Water is one of the only places left where the original genetic strain of brook trout can be found. The ultimate goal is to repopulate the watersheds with these brook trout.

9. COMMISSION COMMENTS

Commissioner Sofield asked for details regarding the Greenville Water Gives Thanks event being held on November 20th from 1:30 to 3:30 pm. Director of Human Resources Lisa Bryant announced the event will take place in the Field Operations yard behind the Admin Building. There will be live music, snacks and ham/turkey give away.

A Veterans breakfast presented by MetroConnects, Re-Wa, and Greenville Water will take place in the Greenville Water Community Room on Thursday, November 6th. ReWa has planned the event, Greenville Water is assisting.

Chairman Kilgore thanked Renewable Water Resources (Re-Wa) for being a good partner, as they donated proceeds from their annual golf tournament to the family of Cesar Humberto Pena Franco, Greenville Water's team member who passed away recently.

10. ADJOURNMENT

There being no further business, the meeting was adjourned 9:11 a.m.



Phillip A. Kilgore, Chairman



Kimberly Haulter, Executive Assistant