



GreenvilleWater

MINUTES OF REGULAR MEETING
 COMMISSIONERS OF PUBLIC WORKS
 Greenville Water
 407 W. Broad Street, Level 2,
 Greenville, South Carolina
 November 4, 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 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 Finance Jacob Polson, Director of Procurement and Contracts Will Bettis, Accounting Manager Brandi Cawthorn, Engineer III Jeff Case, 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 congratulated Commissioner Sofield on another successful election as Commissioner of Greenville Water. Commissioner Sofield began serving as Ex-Officio Commissioner in 1999 being appointed the first female Commissioner by Mayor Knox White. She was then elected by the citizens of the City of Greenville for her first term as Commissioner in 2008. The Commission and staff applauded Commissioner Sofield for her 26 years of service.

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 October 7, 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. STRATEGIC PLAN APPROVAL

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Chairman Kilgore welcomed Chief Technology Officer Kenneth Frazier to give a strategic plan update. Chief Executive Officer Jeff Boss spoke up to point out the plan had been in progress for a year and this presentation was being made to obtain final approval. Mr. Frazier reviewed the five phases of the plan structure, the branding with the tagline, the vision statement, mission statement, core values and the goal areas.

Chairman Kilgore asked for discussion, comments or questions regarding the strategic plan. Commissioner Sofield thanked the staff for all the work that went into developing the plan. Mr. Boss thanked the Commission for their input into the plan as well. Chairman Kilgore recognized and applauded the staff thought and input and expressed the Commission's appreciation for being able to collaborate with staff.

Vice-Chairman Bannister moved, seconded by Commissioner Sofield, to approve the strategic plan. The motion passed unanimously.

Mr. Frazier said the next steps will be to formalize an implementation and rollout plan called the business plan and the communication plan to communicate expectations.

5. 2026 FEE UPDATES

Chairman Kilgore invited Director of Finance Jacob Polson and Engineer III Jeff Case to provide a fee update for 2026. Mr. Polson reviewed the capacity fee background reminding everyone the capacity fees are one-time charges assessed to new customers for their use of system capacity. By law the fees must meet a rational nexus test which says the fees are for new customers, there is an equitable and reasonable method of calculation, and they are designed to benefit new customers who pay the fee. Mr. Boss added, "growth pays for growth."

Capacity fees were last updated January 1, 2024. Recently Greenville Water rate consultants Raftelis Financial Consultants carried out performance calculations. Mr. Polson walked through the calculation method used to determine the fee schedule proposed for 2026. The capacity fee is used to support building up the water system to meet future economic and population demands.

Meter Size	Current Fee	Proposed Fee	Change
5/8"	\$2,100	\$2,780	\$680
1"	\$5,250	\$9,267	\$4,017
1 1/2"	\$10,500	\$14,827	\$4,327
2"	\$16,800	\$18,533	\$1,733
3"	GW Quote		
4"	GW Quote		
6"	GW Quote		
8"	GW Quote		
10"	GW Quote		

*GW Quote 2026:
 Fees calculated based on **estimated maximum daily flow for full project / site build out**. Minimum Fees apply.

Greenville Water instituted capacity fees supporting affordable housing in June of 2019. These fees are based on the different dwelling sizes. As part of this update, this fee schedule will be updated accordingly as well.

Unit Description	Existing Capacity Fee	Proposed Capacity Fee	Change
1-bedroom unit < 1,000 square feet	\$1,000.00	\$1,390.00	\$390.00
1-bedroom unit > 1,000 square feet but < 1,200 square feet	\$1,500.00	\$2,085.00	\$585.00
2-bedroom unit with < 1,200 square feet	\$1,500.00	\$2,085.00	\$585.00
2-bedroom unit with > 1,200 square feet	\$2,100.00	\$2,780.00	\$680.00
Not listed above (standard fee)	\$2,100.00	\$2,780.00	\$680.00

Meetings will be held with the Home Builders Association, Apartment Association, and local developers to explain the fee update. Greenville Water has been communicating with these groups that a fee increase was expected in 2026. A construction meeting will also be held in the Greenville Water Community Room.

Mr. Polson asked Mr. Case to talk about the Miscellaneous Engineering fees. Most of these fees were created or modified in 2024 as a result of the Raftelis Financial Consultant’s study completed two years ago. Greenville Water did not want to implement the fees all at once but chose to ease them in over a three-year period. This communication had already been shared with the development community in 2024 and will be again in the upcoming construction meeting. This will not be a new concept for them.

MISC FEE / PLAN REVIEW AND INSPECTION FEE

Fee and Charge Type	2025 Fee/Charge	2026 Proposed Fee/Charge
Extension Plan Review and Inspection Fee (\$/ft)	\$2.00	\$4.00
5/8" Meter Service Installation Fee (includes meter set fee)	\$1,250.00	\$1,500.00

Next Mr. Case reviewed the current connections fees associated when a new main from a developer is coming into an existing Greenville Water main in the system. There are two types of fees to assess, either a tap to the main or installation of a tee. A tap can be installed with the work being done while the main is still under pressure. No one has to

be out of service. This is also a quicker process. When a tap will not work, a tee is installed which involves more work. The water main has to be shut down, the main is drained, et cetera. The tee is more expensive due to the work required. Greenville Water’s costs to recover materials and labor for both the tap and the tee 2-inches or smaller are reflective of the cost assessed to the developer. However, the cost associated with the larger taps and tees, anything 4-inch in size or larger, Greenville Water is currently operating at a loss. Mr. Case presented a real-world example of an 8-inch tee installation completed by Field Operations and the costs associated versus the cost assessed to the developer.

The proposal presented would be to have a quotable service for all taps and tees 4-inches and larger. These jobs are not all one size fits all. Sometimes there are traffic controls, draining the line more or less depending on valve locations, et cetera. The quotable service would truly recover the costs associated with completing the work.

Meter Size	Tap Size	Connection Fee (Tap)	Connection Fee (Tee)
5/8 inch	3/4 inch	\$900	\$900
5/8 inch	1 inch	\$910	\$910
1 inch	1 inch	\$910	\$910
1-1/2 inch	2 inch	\$1,250	\$2,800
2 inch	2 inch	\$1,250	\$2,800
3 inch	4 inch	GW Quote	GW Quote
4 inch	4 inch	GW Quote	GW Quote
6 inch	6 inch	GW Quote	GW Quote
8 inch	8 inch	GW Quote	GW Quote

*Adjust fee schedule to reflect actual cost of connection fees for greater than 2” meters

Chairman Kilgore recalled the first order of business to be considered for approval was the capacity fee update. Mr. Boss added that Greenville Water’s fees are less than 2 percent of the cost of the construction process. When a developer considers labor, lumber, and land expenses, Greenville Water’s fees are a minimal percentage toward the development. The fee updates would allow Greenville Water to recover full costs rather than subsidizing development in the future. Mr. Case added that in conversations with developers last year and again this year, there was zero pushback on the rate increases. One reason being that Greenville is still less expensive than most other, even smaller areas.

Vice-Chairman Bannister pointed out that these fee updates help to relieve pressure on general rate increases. There have been a number of presentations and a lot of work put into how to catch up on capital improvement projects without increasing rates yet

insuring days cash on hand and bond ratings stay where they are. These fees/rates have been kept as low as possible.

Commissioner Sofield moved, seconded by Vice-Chairman Bannister, to approve the capacity fee update at presented. The motion passed unanimously.

Commissioner Sofield moved, seconded by Vice-Chairman Bannister, to approve the miscellaneous fee/plan review/inspection/connection fee update as presented. The motion passed unanimously.

Mayor White left the meeting at 9:22 am.

Chairman Kilgore requested staff work closely with the City and the development community to ensure this information is dispersed and no one is caught unaware.

6. TECHNOLOGY UPDATE

Chairman Kilgore called on Mr. Frazier to provide a technology update. Mr. Frazier reviewed the strategic technology plan objectives, the four Ps of platforms, policies, processes, and people. The people drive the processes, the processes require policing, and the policies govern the use of platforms. These four Ps power Greenville Water.

The new phone system installation has been completed. The datacenter infrastructure modernization is complete. New tools were purchased and implemented for the I.T. team as well. The enterprise resource planning kick-off meeting is scheduled for December 9, 2025. This project will consolidate five or six of the current business systems.

Chairman Kilgore thanked Mr. Frazier for the update, recognizing staff for these accomplishments.

7. WORKER'S COMPENSATION AND TEAM MEMBER EVENTS

Chairman Kilgore invited Human Resources Director Lisa Bryant to present an update on worker's compensation and team member events. Mrs. Bryant shared good news as she presented highlights of the 2026 benefits enrollment that would start on November 11th. Open Enrollment will take place November 11th – 25th.

In 2023, Mr. Boss stressed his intent to focus on safety. Not only to make safety a priority in terms of Greenville Water team members but also to decrease the cost of workers' compensation insurance. Mrs. Bryant provided a chart showing a decrease in claims and shared new policies implemented to stress safety.

Upcoming team member events include:

Greenville Water Gives Thanks – Thanksgiving Ham and Turkey giveaway will be held November 20, 2025 at 1:30 pm in the Field Operations Yard.

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Greenville Water Annual Holiday Breakfast will be held Thursday, December 11, 2025, 8:00 am to 10:00 am in the Community Room.

8. CHIEF EXECUTIVE REPORT

WaterSC Water Resources Working Group is a team looking at the state water plan, of which Mr. Boss is an advisor. There has been no recommendation presented at this time. There is discussion of grandfathering water permits. Greenville Water's permits are good until 2053.


North Saluda FEMA inspections are taking place again. The debris removal team has been moved to Table Rock, on the north side. The Greenville Water team is working on the south side of Lake Rd. Progress is being made but there is still a lot of cleanup left to be done. South Carolina Emergency Management Division is still looking for a budget location for a cell tower and implementation of a drone program.

9. COMMISSION COMMENTS

Commissioner Sofield recognized staff for resolution of a situation in Fountain Inn. The Greenville Water team was scheduled to install a tee at 9 pm. However, the Mayor and Council members of Fountain Inn requested the installation be delayed because of an event that ended at 10 pm. The team waited until 10 pm to begin the installation to accommodate the request. Representative Mark Willis delivered cupcakes to the team to thank them for the cooperation.

10. ADJOURNMENT

There being no further business, the meeting was adjourned 9:45 a.m.



 Phillip A. Kitgore, Chairman
 James W. Bannister, V-Chairman



 Kimberly Haulter, Executive Assistant