



GreenvilleWater

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

Commissioners of Public Works in attendance:

Vice-Chairman James W. Bannister and John DeWorken. Absent: Chairman Phillip Kilgore, Debra M. Sofield, and Mayor Knox H. White. A quorum was not present.

Greenville Water Senior Staff in attendance:

Chief Executive Officer Jeff Boss, 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 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, Conservation Tech Supervisor Austin Williams, and attorney Adam Bach.

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

1. WELCOME

2. PUBLIC COMMENT

No comments were presented.

3. CONSENT AGENDA

This item was deferred to a subsequent meeting due to lack of a quorum.

4. LEGISLATIVE UPDATE

Vice-Chairman Bannister recognized Legislative Liaison Bob Knight for a legislative update. Mr. Knight expressed appreciation to Commissioner Sofield and staff for their efforts in hosting a successful Legislative Luncheon, noting strong participation. He reported that legislative pre-filing is scheduled for December 10 and December 16. Additionally, Mr. Knight summarized a November meeting of the Surface Water Study Committee focused on interbasin transfers. South Carolina Department of Environmental Services (SC DES) Director Myra Reece served as the guest speaker, and the discussion was primarily informational. SC DES Deputy Director Rob Devlin also addressed the concept of reasonable use, which could potentially lead to changes in water withdrawal permits.

5. WATERSHED/FEMA UPDATE

Vice-Chairman Bannister welcomed Conservation Technician Supervisor Austin Williams to provide an update on post Hurricane Helene and Table Rock fire recovery. Mr. Williams stated he was happy to be able to share some good news this time, as the last time he presented there was mostly unwelcome news.

Water quality wise there were no issues after the hurricane and fire, but baselines have been established for more routine monitoring for post disturbance analysis. Mr. Williams introduced a fun new word to the group: fluvial geomorphology which examines the interactions between flowing waters, sediment, and the surrounding environment, focusing on how these elements create and modify landforms over time. This is something that has not been done in house very much. The United States Geological Survey (USGS) has done some of this work since 2017-2018. The team is trying to expand this in-house in 2026. Conservation Tech Mara Chamlee has put a lot of effort into this.

Wildlife baseline studies currently in place are:

- eDNA technology
 - 2 years of sampling completed end of summer 2025
- Bear population study
 - Study completed at North Saluda summer of 2025
- Currently, 30 trail cameras are deployed to capture wildlife presence

Table Rock reforestation has been focused on the areas that were the hottest during the fire where staff have been live staking. The response has been really good in the understory. Commissioner DeWorken asked if Greenville Water is intentionally planting trees or is this nature taking hold. Mr. Williams answered it is impossible to actively manage everywhere; however, there are spots along the roads and creeks where there is access that strategic reforestation is taking place. Staff is working on invasive species as it resprouts to kill them all the way back to the root.

Other items Mr. Williams discussed were:

- Fire Management
 - Purpose: Safeguard drinking water by managing the watershed to prevent wildfires and support forest health
 - Primary Goal: Reduce hazardous fuels and support prescribed fire to meet conservation objectives
 - Focus on defensible space and resilient forest management
- Brook Trout Restoration
 - Source Populations
 - South Saluda Rainbow removal
 - Slicking Creek reintroduction

- Hatchery
 - Production of genetically appropriate juvenile brook trout for reintroduction into the watersheds
 - Raising native SBT in captivity is still in the pioneering stage nationally
 - Rainbow trout pilot update
- Table Rock Reservoir Fishery Improvement
 - Build on recommendations from the Solitude report
 - Remove a portion of the predator fish population
 - Add forage-fish structure at strategic depths and locations
- Goat Farm
 - Fence
 - Barn
 - Virtual fencing
- Facility Improvements
 - Quench Buggy
 - Top floor of plant
 - Office expansion (bathrooms)
 - Greenhouse

Mr. Williams turned the presentation over to Director of Finance Jacob Polson for the Federal Emergency Management Agency (FEMA) update. Mr. Polson pointed out that over a year had passed since Hurricane Helene in September 2024. The initial FEMA meeting occurred in January 2025. FEMA meetings have been occurring on a regular basis about every two to three weeks throughout the year. The watershed recovery has been very unique as their usual recovery takes place in cities.

Mr. Polson reviewed the initial FEMA and FMAG projects and their statuses. Currently the focus is on three projects:

- The site inspections which are preparation for the road work.
- Debris clearing is ongoing by contractor Diamond D Industries and Greenville Water roads crew.
- The bathymetric survey was recently completed which will allow comparison of sediment levels to the survey completed before the hurricane.

Planned future projects include:

- Debris clearing is estimated to be completed in the second quarter of 2026.
- Permanent repairs to roads will begin in 2026.
- Applications for mitigation projects will be submitted to FEMA in the next couple of months
- Reforestation efforts in Table Rock.

This is a unique recovery, a complicated recovery that will take the next couple of years before the end is in site and even longer to be reimbursed. Obviously, a worthwhile effort as the watersheds are the greatest of assets.

6. DEVELOPMENT COMMUNICATION PLAN UPDATE

Vice-Chairman Bannister moved onto the next item welcoming Engineer III Mr. Jeff Case to provide an update on the development fees and charges update communication to the public.

In the November meeting, proposed increases in development fees and capacity fees moving into 2026 were brought to the Commission for consideration. Those increases were approved and will become effective January 1, 2026. One request in the November meeting was for staff to immediately engage with the community to share these updates and give them the opportunity to ask questions and voice any concerns. Any questions and concerns would then be reported back to the Commission in this meeting.

Mr. Case presented the information shared on Greenville Water's website by the end of the first week of November. Email notifications were also sent out to all main users that submit development requests. Invitations were sent out to the community to attend a Development Breakfast on November 19th. These invitations were sent to the main users that submit development requests as well as the Home Builders Association who also distributed the information. The Breakfast was very successful. There were about 25 participants that attended. There was a healthy mix of engineers, developers, contractors, and builders. Most of the attendees were from the larger groups that staff work with every day. By and large this represented about 70% of all development requests received in any given year. The key themes discussed were a broad concern over rising utility fees across all public agencies in the state and even the nation and the impact that might have on housing affordability. Home prices are going up, and everyone is concerned about keeping charges fair and equitable. Another concern was the challenge of getting development approved through any given City/County planning commission because of the opposition to growth now and the requirement for sustainable development. Lots are having to be reduced to make more open space which cuts into profits which is ultimately passed on to the end user when the homes are purchased.

The capacity fee increase was discussed but there were not a whole lot of comments or concerns on this. It made sense to everyone why this was increased and what the dollars are used for, which is ultimately providing additional growth and expansion for the system in the future for those additional users. The growth pays for growth methodology. The bulk of the conversation was fixed on the planning review and inspection fee. One request presented was to look into breaking up this fee into two individual components. These are distinct components in that the work done for these components is done at separate times. The planning review portion is done many months before the development moves into the construction phase. Also, this phase is with the developer where the inspection portion is with the builder in the construction phase. Another request

was before moving into the full \$6/LF recommendation, to reassess the cost and what other utilities are charging to be fair and equitable. The meeting ended with the next steps being to reconvene with the development community in the spring, alongside the incoming Director of Engineering, continuing discussions.

7. BILLING CYCLE REALIGNMENT

Vice-Chairman Bannister called on Director of Business Services Steve Miller to present the proposed billing cycle realignment. Mr. Miller reviewed the billing cycle background providing a map showing the 20 current billing cycles. The billing cycle was largely realigned in 2012 as billing went from quarterly to monthly. The most recent realignment was done in 2021 where billing went from 4 cycles to the current 20 cycles.

Recent growth has caused these cycles to become misaligned and has brought about the need for cycle optimization. Currently the smallest cycle has 8,300 accounts and the largest has 13,600 accounts. Delinquent and Non-payments drive the most work, which was not taken into consideration when the current billing cycle was designed. One cycle could have 350 non-pays where another cycle could have 25. Realignment will help create stability in workflow.

Mr. Miller presented a map of the existing cycles and a proposed cycle concept that is still being perfected and hopefully implemented later in 2026. July/August is the lowest season of non-pays which would make it an optimal time to implement this change. By equalizing the delinquent/non-pays, the call volume in the call center will be stabilized.

The change will impact most customers because moving from one billing cycle to another will change the bill date and due date. Communication will be critical and a strong plan will be implemented. The outcome will provide better service, quicker times in the call center and work will be stabilized for Field Services.

The next steps will be:

- Finalize Scope of Work
- Deeper Dive Into Data and Finalize New Billing Cycles
- Determine Transition Month(s)
- Communication to Impacted Customers
- Transition Billing Cycles

Vice-Chairman Bannister asked how long it will take for customers to transition into the new billing cycle. Mr. Miller explained the transition typically happens over 2 months.

8. CHIEF EXECUTIVE REPORT

Vice-Chairman Bannister recognized Chief Executive Officer Jeff Boss to present his update. Mr. Boss reminded the Commission of the Greenville Water Holiday Breakfast on Thursday, December 11, 2025 at 8 am. The City of Greenville Poinsettia Christmas

Minutes – Commissioners of Public Works
December 2, 2025
Page 6

Parade was to be held Saturday, December 6th. Greenville Water will have 77 people walking with the North Pole Water Co. float.

The Commission will have a recess in January. The next meeting will be February 3, 2026.

The top floor of the Administrative Building will be closed from December 17–21 while contractors install insulation to address ongoing humidity issues.

9. COMMISSION COMMENTS


Vice-Chairman Bannister thanked staff for a great Greenville Water Gives Thanks event.

10. ADJOURNMENT

There being no further business, the meeting was adjourned 9:22 a.m.



James W. Bannister, Vice-Chairman



Kimberly Haulter, Executive Assistant