



GreenvilleWater

**MINUTES OF REGULAR MEETING
COMMISSIONERS OF PUBLIC WORKS
407 West Broad Street
Commission Room, Level Two
Greenville, South Carolina
January 5, 2016
8:15 a.m.**

Commissioners of Public Works in attendance:

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

Greenville Water Staff in attendance:

Chief Executive Officer David H. Bereskin, Chief Financial Officer Phil Robey, Chief Operations Officer Dennis Porter, Director of Engineering Mike Sharpless, Director of Water Resources K.C. Price, Director of Business Services David Hughey, Controller Jondia Berry, Director of Information Technology Joe Beineke, Director of Human Resources Richard Posey, Communications Specialist Olivia Vassey, Business Analyst Jane Arrington, Facilities Maintenance Manager Allen White, Purchasing Manager Valerie Arnold and Commission Attorney David Ward.

Other Guests Present:

Strategic Planning Consultant John Meindl

The Regular Meeting of the Commissioners of Public Works was called to order at 8:15 a.m. by Chairman Kilgore.

1. WELCOME

2. PUBLIC COMMENT

No comments were presented.

3. CONSENT AGENDA

Chairman Kilgore listed the items of the Consent Agenda which were the meeting minutes of the Regular Commission Meeting December 1, 2015, the Water Resources Report and the Financial Update Report. There being no questions or comments, the items were deemed approved.

4. APPROVAL OF POWDERSVILLE WATER WHOLESALE WATER SUPPLY AGREEMENT

Chief Operations Officer Dennis Porter summarized the process of preparing the Powdersville Water Wholesale Water Supply Agreement and the Six Mile Rural Water Wholesale Water Supply Agreement to the point of bringing before the Commission for approval. The Powdersville agreement sets for a maximum withdrawal rate 3,472 gallons per minute (gpm) which is about five million gallons per day. The Six Mile Rural Water Wholesale Water Supply Agreement sets for a maximum withdrawal rate 2,800 gpm. Both contracts are similar in nature. The basis for the meter charge and the rate is to be established annually. Both agreements have five year terms with two potential five year renewals.

Commissioner Bannister moved, seconded by Commissioner Sofield, to approve the Powdersville Water and Six Mile Rural Water Wholesale Water Supply Agreements.

5. APPROVAL OF SIX MILE RURAL WATER WHOLESALE WATER SUPPLY AGREEMENT

The Six Mile Rural Water Wholesale Water Supply Agreement was presented along with the Powdersville Water Wholesale Water Supply Agreement. Commissioner Bannister moved, seconded by Commissioner Sofield, to approve the Powdersville Water and Six Mile Rural Water Wholesale Water Supply Agreements.

6. STRATEGIC PLANNING 2015 ACCOMPLISHMENTS

Chief Executive Officer David Bereskin presented a recap of the accomplishments that matched the strategic plan for 2015, as provided in the Commission agenda package. The three focus areas were Stakeholder Relations, Operational Excellence and Human Capital.

Stakeholder Relations accomplishments were:

- Revision of Greenville Water Rules and Regulations was completed.
- Increased e-bill customers by 20%
- Continue to educate customers via editorials and advertising.
- Promoted sustainable practices to residents and business customers by installing water bottle refill stations and distributing reusable drink ware. Bottle filling stations have been installed across the county including Fluor Field. There were 2,500 water bottles distributed to camp attendees at Roper Mountain Science Center.
- A team of around 30 employees staffed Greenville Water's booth at the Euphoria event in Downtown Greenville. They engaged the public in a taste test of drinking water from other local utilities and bottled water in an effort to promote tap water to the community. Employees also distributed 1000 reusable water bottles.
- Three bill stuffers were distributed highlighting the Greenville Water Irrigation Meter Program, Water Waste Prevention and Greenville Water's Fire Hydrant Program. Greenville Water also partnered with Renewable Water Resources on three inserts.
- As an element of the sustainability program, Greenville Water encourages communities to utilize the water buffalo to refill water bottles at events. The water buffalo and hand wash stations were delivered to 11 events in 2015.
- A partnership with Trees Greenville resulted in the planting of 50 trees in the City.
- A partnership with Upstate Forever supported the Reconnecting People to Rivers Initiative which highlights the importance of clean rivers to our environment.
- Staff continues to stay involved with the legislative process and remain knowledgeable about federal regulatory processes.
- Water Resources staff continue to participate in the State water planning process. Through the South Carolina Manufacturer's Alliance, K.C. Price was named to the Technical Advisory Committee.
- Steps have been taken to implement an education outreach program with the school district for the 2016-2017 school year.
- The Watershed Management Plan implementation and watershed security improvement continues. Sondes have been installed at both watersheds. Road repair and BMPs have been completed to manage run-off. Staff is working with South Carolina Department of Natural Resources to re-establish Deputized Law Enforcement Officers. Developed and implemented a Watershed Access Policy and formal request form for outside parties to access watersheds.

Operational Excellence accomplishments were:

- Financial strength remains with a AAA Rating
- Financial Policy completed

- Upgraded the financial management system through purchasing portal and time-off requests and Great Plains 2015 upgrade.
- Water Resources established an emergency response plan addressing chlorine safety.
- Completed a chlorine leak table top exercise at the Stovall Plant with first responders.
- Phase 1 of the Water Resources Master Plan completed.
- Water Facility Master Plan completed a condition assessment of facilities and a successful implementation of 2015 Capital Improvement Program.
- The completion of a water loss study has resulted in the initiation of a Water Loss Control Team.
- Published three major IT documents.
- The IT Strategic Plan has been approved by the IT Steering Committee.
- One element of four total elements has been completed for the IT Disaster Recovery Plan.
- The Internet bandwidth has been expanded tenfold with a savings of \$600+ per month.
- Upgrade completed for the Customer Information System Infinity software Version 4. Greenville Water is a showcase entity for this upgrade by helping to develop and being the first to implement this version.

Human Capital accomplishments were:

- Greenville Water hired 21 new employees and promoted 25 current employees.
- A formal orientation program for new employees has been implemented.
- Employee engagement opportunities in 2015 were Ice Skating, a Baseball Game, Holiday Luncheons, and Employee Satisfaction Survey.
- Four company newsletters were published.
- Regular company-wide e-mails were sent.
- A partnership with Life Safety provided excellent safety training in 2015.
- A more formal safety training program has been completed and will be implemented in 2016.
- An ad hoc safety committee ensures all departments are aware of the program.
- Enhanced operator training program to include onsite classes for distribution, treatment and CDL.
- Supervisor skills development training took place in November.
- Customer Service training was provided for team leaders in Field Operations.
- Audited job interviews and provided interviewing tips for Watershed, Water Resources and Field Operations.
- Held Best Places to Work training sessions.
- Awards received by Greenville Water in 2015 were: Government Finance Officers Association Distinguished Budget Presentation, Government Finance Officers Association Certificate of Achievement for Excellence in Financial Reporting, President's Award from the Partnership for Safe Water for Adkins Plant and the Stovall Plant was recognized for receiving the Director's Award for Five Years.

Chairman Kilgore stated the review of all the accomplishments was very impressive. The accomplishments were the result of efforts on the part of a lot of people doing a lot of really fine work. On behalf of the Commission, Chairman Kilgore congratulated Staff for an outstanding 2015 and said looking forward to 2016 is exciting.

7. STRATEGIC PLANNING FOR 2016

Mr. Bereskin introduced Strategic Planning Consultant John Meindl. Chairman Kilgore welcomed Mr. Meindl to the Commission Meeting.

Mr. Meindl stated he had met with Greenville Water's management team to determine what the strategic plan should be. There was a consensus among the team that Greenville Water has a strong market position therefore the strategic plan should be one that builds upon and strengthens the position. In order to build upon and strengthen the position, the current position was determined to be somewhat above average, from a customer perspective, regarding quality of service, quality of product, infrastructure in place and resilience. The number of customers continues to grow, therefore the quality of the organization must continue to increase. In order to continue to increase the quality of the organization, Greenville Water needs to do a number of things, currently done, better and take on some things never done before. The three strategic focus areas for 2016 are Operational Excellence, Long Term Viability and Corporate Citizenship. Mr. Meindl presented a Strategic Score-Card system developed to help Greenville Water manage the strategic plan. Each department went through each area of the strategic plan and defined, in detail, the priorities for the area vertically and horizontally across the corporation. The priorities defined were all brought together and a series of initiatives the Management Team agreed to, were laid out for Commission review.

Mr. Bereskin reviewed each of the initiatives as provided in the Commission Agenda package and received questions and comments from Commissioners. Commissioners requested progress updates to be included in the Agenda packages monthly for information and fielding of questions from Commissioners.

8. LEGISLATIVE UPDATE

Government Liaison Bob Knight provided a brief update regarding pre-filing in both the State House and Senate. Maintaining flexibility, particularly on the Surface Water Withdrawal Permit, and any other legislation that might impact ability to keep rates low will be monitored closely. Mr. Knight emphasized there is nothing on the horizon at this time.

9. CHIEF EXECUTIVE REPORT


Mr. Bereskin and Bob Knight will be in Columbia, South Carolina on January 28th hosting the Legislative Breakfast with the Water Utility Council.

10. COMMISSION COMMENTS

Commissioner Sofield thanked Greenville Water staff for their hard work, especially over the holidays, conveying the hard work is noticed and appreciated.

11. ADJOURNMENT

There being no further business, the meeting was adjourned at 9:35 a.m.



Phillip A. Kilgore, Chairman

Kimberly J. Haulter, Executive Assistant