



## GreenvilleWater

**MINUTES OF REGULAR MEETING  
COMMISSIONERS OF PUBLIC WORKS  
407 West Broad Street  
Commission Room, Level Two  
Greenville, South Carolina  
May 3, 2016  
8:15 a.m.**

Commissioners of Public Works in attendance:

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

Greenville Water Staff in attendance:

Chief Executive Officer David H. Bereskin, Chief Financial Officer Phil Robey, Chief Operations Officer Rebecca West, Director of Engineering Mike Sharpless, Interim Director of Water Resources Rick Pfleiderer, 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, and Commission Attorney David Ward.

Other Guests Present:

Bunnell-Lammons Engineering, Inc.: Bill Matthews; Flourish Integrated Communications: Liz Morris, Katie Sanders and Kristan Gillespie

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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 at this time.

### **3. CONSENT AGENDA**

Chairman Kilgore listed the items of the Consent Agenda which were the meeting minutes of the Regular Commission Meeting April 5, 2016, and the Financial Update Report. There being no questions or comments, the items were deemed approved.

### **4. NORTH SALUDA AND TABLE ROCK DAM INSPECTION UPDATE**

Chairman Kilgore welcomed Bunnell-Lammons Engineering, Inc.'s (BLE) Chief Engineer Bill Matthews to provide an update from safety inspections performed on the dams at North Saluda and Table Rock. The South Carolina Department of Health and Environmental Control (SCDHEC) inspection dated April 2014 identified seepage on the lower bench of the North Saluda dam. The apparent seepage is in the same area identified in 1978 Corps of Engineer report. Subsequent exploration confirms it is ponded water rather than seepage through the dam. BLE prepared a design plan to install a new drain to address the maintenance issue. The integrity of the dam is not threatened. BLE conducted additional site exploration, laboratory testing, seepage modeling, slope stability modeling and engineering evaluation. The results of the additional evaluation indicated the dam was not susceptible to liquefaction during a seismic event and had acceptable factor of safety with respect to seismic stability. SCDHEC's re-



inspection report dated November 2015 indicated the dam was given a satisfactory general condition assessment, which is the highest rating.

Table Rock Reservoir dam inspection was delayed due to access issues with crossing the bridge. The access issues were resolved and BLE began field exploration the last week of April 2016. The analysis, laboratory testing, and modeling will take about three months.

## **5. WATER RESOURCES UPDATE**

Interim Director of Water Resources Rick Pfeiderer presented the Water Resources Update for April 2016. Mr. Pfeiderer described the current conditions stating Table Rock is 0.3 feet below full pond, North Saluda is at full pond, the area is abnormally dry and the current fire danger is moderate. The average 30 day flow is 16 MGD at the Adkins Plant and 40 MGD at the Stovall Plant.

Current projects at the Stovall Plant include repair of the on-site baffle curtains and replacement of flooring. Projects at the Adkins Plant include repair of concrete safety hazards and chemical pump replacements. Mr. Pfeiderer provided details of a major upcoming project at the Adkins plant which is repair of the clear well beam. A consultant has been hired to provide a preliminary plan for repair. The difficulty with the repair is it will require shut down of the plant. The length of time the plant will need to be shut down is still being determined. The engineers report the repair is not an immediate necessity, therefore plans are for the repair to be made in November or December. Commissioner Sofield thanked staff for being proactive with plant maintenance. Mr. Pfeiderer shared a picture and details of road repairs being made in the watersheds.

Mr. Pfeiderer gave an update on the Keowee Cliffs development progress being made near Greenville Water's intake on Lake Keowee. A picture of Greenville Water's causeway was provided showing a saleable lot at the causeway. Mr. Pfeiderer pointed out the proximity of residences to the causeway and noted there may be an impact from the development due to septic tank use. Chief Operations Officer Rebecca West added staff is already discussing the initial monitoring needed. Ms. West further explained education for homeowners regarding maintenance will encourage proper upkeep to maintain the lake's cleanliness.

## **6. BILL PRESENTATION**

Director of Business Services David Hughey presented issues encountered with the current pre-printed forms used for mailing bills to customers. The pre-printed forms currently include color print which comes off the form onto the printer when bills are printed. This causes issues with maintenance for the printer and downtime for staff due to the printer issues. Mr. Hughey provided an image of a black and white printed bill which will produce a cleaner image, reduce maintenance calls for the printer and streamline the business process to a single bill print type. The cost savings will add up to \$2,000 per year on paper and potentially lengthen the life of the printer. The black and white print bills will begin in mid-May based on inventory of the remaining pre-colored forms.

Mr. Hughey presented a proposed bill re-design. After a brief discussion, Commissioners decided to proceed with the temporary black and white bill, and have the committee of Commissioners Bannister and Sofield work with staff to redesign the water bill.



## **7. MARKETING PRESENTATION**

Communications Manager Olivia Vassey began the marketing presentation by stressing the Greenville Water brand is an expression of the values of the organization. In years past, the old Greenville Water was closed up and off limits. Today Greenville Water wants to be more open and friendly; building a brand in the community, and across the state for innovative sponsorships such as Euphoria, Greenville Drive and Bon Secours Arena. These sponsorships are spurring other water utilities to explore those avenues locally.

Ms. Vassey introduced representatives from Flourish Integrated Communications to present ideas discussed to promote programs to the community. As a utility, Greenville Water promotes its programs rather than marketing sales. Ideas presented were:

- Promotion of the e-bill system to encourage customers to enroll in this service
- Irrigation meter program to drive awareness by capitalizing on seasonal activities and routine pipe upgrades
- Meter location program to inform and educate customers on their meter location to decrease service issues and increase learning opportunities
- Customer Service Satisfaction Survey to create and implement an impactful survey to help shape future initiatives
- Conservation & Sustainability Education to promote awareness of Greenville Water's current education opportunities in a way that targets those who would use the information
- Recruitment and Retention to refine the recruitment process in order to target employees who best represent the company's culture and ideals, and who will become long-term, fruitful team members
- Renewable Water Resources (ReWa) Education to better define ReWa's relationship with Greenville Water and educate various parties about the relationship, therefore reducing customer and billing confusion.

Chairman Kilgore observed that the plans are not geared toward marketing in the normal sense, but to raise awareness. The objectives are to bring greater value to Greenville Water customers so they know how to take advantage of offerings and to raise awareness of things important to the community, such as conservation and wise use of water. This is not about selling the product but about being a better organization for the community.

## **8. UPDATE ON WATER RESOURCES MASTER PLAN PHASE II**

Chief Executive Officer David Bereskin advised Phase I of the Water Resources Master Plan (WRMP) is complete and is now a matter of fine tuning the model which will enable Greenville Water to have a better predictive capability with watersheds and depth of reservoirs. The National Oceanic and Atmospheric Administration (NOAA) forecast is the leading indicator on rainfall and climate predictions. The NOAA data will go into the weather model and input into the Soil and Water Assessment Tool (SWAT) model which was designed for Greenville Water. This landfall model takes the precipitation from the weather model and will predict the inflows into the reservoirs and gives the depths of the lakes in the HEC-ResSim model.

Commissioner Bannister asked if all the numbers are hypothetical and can be adjusted up and down based on what is seen coming in, going out and customer demands. Mr. Bereskin answered yes, the numbers are input to manage depths of the reservoir. Commissioner



Bannister further questioned if the numbers are all tied together to give Greenville Water the ability to best manage the three reservoirs withdrawal and release rates. Mr. Bereskin agreed.

Mr. Bereskin explained the models would be managed by Greenville Water's hydraulic modeler and Water Resources' operations staff at the plants. The hydraulic modeler would use the model for more long range planning. Everything being done this year and next year is to provide better science into the model to support the decisions the Commission makes to give staff operating procedures going forward. Information will also be available in the case Greenville Water could help improve the State model.

Phase II of the WRMP will include more robust rain gauges throughout the watersheds and stream flow gauges on all the major streams that lead into the reservoirs. All these measures will help Greenville Water better manage and defend its permits relating to water quantity of water. The water model will give GW the means to regulate stream flows and the demands of customers.

#### **9. CHIEF EXECUTIVE REPORT**

Dennis Chastain has been approved to access Table Rock watershed to study petroglyphs. Mr. Chastain has written papers on petroglyphs and believes there will be significance if none are found at Table Rock. Petroglyphs were found about twenty years ago in the Upstate area.

May 16, 2016 there will be a meeting of the Finance Committee to discuss the South Carolina Retirement System and issues going on at the state level.

Due to understaffing, permits at SCDHEC are running anywhere from three to nine months behind. In order to address the maintenance issue of drainage at the North Saluda dam, Greenville Water is required to obtain a permit. Due to the backlog, the maintenance repairs will be delayed. Government Liaison Bob Knight added the State budget does include six new dam inspectors. The legislative bill dealing with dam safety has died because of the complicated issues and adverse impacts of fixing the problems.

Mr. Knight provided an update on an Engineering Bill that dealt with a re-write of the Engineering laws, adding a provision dealing with not using price as part of the procurement process for engineering services. The provision was struck out.


The Plastic Pipe Bill, a fight between the ductile iron and plastic pipe vendors, required that businesses could not specify in a Request for Pricing (RFP) which pipe material was preferred. The bill did pass the House of Representatives.

#### **10. COMMISSION COMMENTS**

Commissioner Sofield recognized Customer Dale Smith who arrived after the meeting was underway. Mr. Smith voiced his desire to buy water without fluoride, adding he has reviewed the information on fluoride located on Greenville Water's website and understands the pros and cons of fluoride use. Mr. Smith stated he would sign up for e-billing if there was a discount offered to do so and as he is unable to purchase water or sewer services from anyone else, therefore he does not care about Greenville Water's marketing. Chairman Kilgore thanked Mr. Smith for coming to the meeting.

**11. ADJOURNMENT**

There being no further business, the meeting was adjourned at 9:30 a.m.

  
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Phillip A. Kilgore, Chairman  
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Kimberly J. Haulter, Executive Assistant