



## GreenvilleWater

**MINUTES OF REGULAR MEETING  
COMMISSIONERS OF PUBLIC WORKS  
407 West Broad Street  
Commission Room, Level Two  
Greenville, South Carolina  
October 4, 2016  
8:15 a.m.**

Commissioners of Public Works in attendance:

Chairman Phillip A. Kilgore, Vice-Chairman James W. Bannister, Debra M. Sofield, and Mayor Knox H. White. Absent: 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 Rebecca West, Controller Jondia Berry, Director of Information Technology Joe Beineke, Business Analyst Jane Arrington, Facilities Maintenance Manager Allen White, Interim Field Operations Manager Wayne Benson, Water Resources Director Rick Pfleiderer, Human Resources Director Richard Posey, Field Services Supervisor Matt Massey, Development Services Manager Steve Blakeney, GIS Supervisor Shana Lowe, Hydraulic Modeling Engineer Craig Sollman and Commission Attorney David Ward.

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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 September 6, 2016, the Water Resources Report and the Financial Update Report. There being no questions or comments regarding the consent agenda, the items were deemed approved.

Chief Executive Officer David Bereskin asked Water Resources Director Rick Pfleiderer to expound upon the Water Resources Report due to the lack of rain in the area. Mr. Pfleiderer described Table Rock reservoir being 11.25 feet below full pond and North Saluda reservoir being 3.70 feet below full pond. The current drought conditions are moderate and Lake Keowee has declared Stage 2 drought conditions. The current fire danger is also moderate. Mr. Bereskin shared the Army Corps of Engineers declared a drought level 2 on Lake Hartwell and Lake Thurmond. As part of the Duke Relicensing Agreement, Greenville Water is part of the Keowee Toxaway Drought Committee, which met Friday, September 30, 2016 and issued a press release on Monday, October 3<sup>rd</sup>, declaring drought level 2 on the lakes Greenville Water relies upon as a water resource. This drought level requires customers to only irrigate twice a week. The weather pattern has been missing the watersheds. As part of the Keowee Toxaway Drought Committee, Greenville Water has prepared a press release calling for Customers to be conservative and only irrigate twice a week.



#### **4. 2017 BUDGET ADJUSTMENTS**

Chairman Kilgore welcomed Chief Financial Officer Phil Robey to present adjustments to the 2017 Operating Budget. Mr. Robey recalled that in the approval of the first biennium budget in November 2015 for the 2016 and 2017 budget years, staff anticipated the need to come back to the Commission to make adjustments for the 2017 budget to take into account any changes that might have occurred.

Mr. Robey explained Greenville Water's Operating Budget Policy requires a balanced budget; therefore, adjustments that increase expenses are offset by decreases in other expenses, increased revenues or the use of reserves. Mr. Robey reviewed the sources that will cover the adjustments in the 2017 Operating Budget and advised the Chief Executive Officer has the authority to make administrative adjustments to the budget as long as those changes will not have a significant policy impact nor affect reserve balances. This includes making budget transfers between departments that do not result in an overall increase in the approved budget. A budget summary was provided to show from a bottom line perspective the total budget remained the same, with no net increase, just a reallocation of expenses. No action was required by the Commission for adjustments to the 2017 Operating Budget.

#### **5. AFTER HOURS WATER TURN-ON POLICY**

Chairman Kilgore introduced Field Services Supervisor Matt Massey to present on after hours reconnection of service. Mr. Massey reviewed the afterhours connection/reconnection procedure prior to 2011. Only emergency disconnects (turn offs) were worked after hours, with the exception of a medical emergency validating a reconnection (turn on). Non-emergency turn on requests were typically worked the next business day. At that time, online payments were not an available option. Currently, ten Field Service Representatives (FSR) work an average of 345 non-pay disconnects on a typical Tuesday. On average 23 calls are received from the answering service, with 16 of the calls from 5 to 7 p.m. and 7 calls from 7 p.m. on. This number of calls necessitates a FSR spending an hour or more organizing and validating the work prior to heading out into the field to get the customer's water service restored. The FSR also has to call the customer and confirm that they agree to the minimal after-hours reconnection fee of \$40. This often requires more than two men to work after 5 p.m. FSRs work late hours, after working a regular eight hour shift, to restore service to a non-paying customer. Mr. Massey noted the online payment option has made it very easy for customers to pay after hours, however, this improvement to Greenville Water's payment system has changed the FSR role from an after-hours emergency service to an extended business hours service, with no limit on hours worked daily.

The Field Services Department will continue to accommodate emergency disconnect needs on an around the clock basis as well as emergency reconnects that are due to Greenville Water error or a medical condition. Mr. Massey presented alternatives for the Commission to consider regarding non-pay customers which included:

- A non-pay customer will only be allowed one turn on after regular business hours per calendar year to keep the customer from abusing the after-hours emergency service.
- Increase the reconnect fee after 5 p.m. from \$40 to \$100.
- Only allow non-pay turn on orders from 5 to 7 p.m., otherwise service is restored the next business day.



Mr. Bereskin reported the current non-pay reconnects policy was the number one issue presented by the 25 FSRs during the department's town hall meeting, following the Best Companies Group "Best Places to Work in South Carolina" survey. The FSRs would greatly appreciate an adjustment in the parameters and service levels to allow them to complete non-pay turn-ons at a reasonable hour. Mr. Bereskin added with the ever changing environment it would be wise to limit the after-hours calls.

Commissioner Sofield asked Mr. Massey to review the process from the time the customer calls the answering service to the point the water is turned back on. Mr. Massey reviewed the process explaining the detailed Customer Information System (CIS) account involvement that is in addition to locating the address, drive time and locating the meter to restore service. Chairman Kilgore asked if staff had looked at the option of requiring the reconnect fee to be collected before the service call is worked. Mr. Massey replied that would be a great idea if the answering service could collect the fee prior to calling the FSRs.

Mr. Bereskin reminded everyone that if the customer waits until the next business day, then the reconnection will not have the additional fee and added it is a level of service question for the Commission. Should Greenville Water limit the hours when a customer can call and have service turned back on? Chairman Kilgore affirmed the currently policy is too much of a burden on Field Services staff. Commissioner Bannister recommended the process be altered to the point that FSRs only receive a list of customers that need to be restored. Chairman Kilgore requested staff research the cost to Greenville Water to have FSRs work a service call, to determine if the current reconnect fee is adequate. Commissioner Sofield requested a map of the areas where the disconnections occur, how many are repeat offenders and the process followed by Greenville Water to notify a customer they are delinquent before the water is disconnected.

After discussing the recommendations presented, Commissioner Sofield motioned, seconded by Commissioner Bannister, to approve allowing Non-Pay Turn On orders from 5 p.m. to 7 p.m. only, otherwise service is restored the next business day and to look into requiring the Reconnect Fee to be paid prior to service being reconnected. The motion carried unanimously.

## **6. PROPOSED GROWTH WITHIN GREENVILLE WATER'S SYSTEM**

Chairman Kilgore welcomed Hydraulic Modeling Engineer Craig Sollman to present information on proposed growth within Greenville Water's system as Chief Operations Officer Rebecca West gave a brief introduction. The information described growth being seen throughout Greenville and the tools used by Greenville Water to track and manage how the growth may impact the system and trigger when new capital improvements are needed.

Mr. Sollman walked through the development process for the Engineering Department, detailing how project information is first received through a water availability request via the Subdivision Advisory Committee or direct contact with Greenville Water. This request is used to determine if water is currently available for a development or if an extension is required. Once availability is determined the process continues to the development of the waterline layout prepared by Greenville Water using computer-aided drafting (CAD) drawings provided by the Developer. After the layout is prepared it is sent to the developer and the project either moves forward or the development does not progress past the beginning stage. This presentation included development that progressed to breaking ground and the walk through stage all the way to the as-built stage. A map index was provided, showing development in the entire Greenville Water



coverage area, along with maps of the north, mid and south portions of the system for better detail of growth.

The Water Resources Master Plan (WRMP) established water uses through the study. When boiling down the WRMP, staff looks at each area of the system to decide how much growth and demand is allowable until a system improvement is needed. The planning periods established in the WRMP are used as benchmarks for water allocation. If an area in the master plan is growing at a quicker rate than predicted by the WRMP, then the capital improvement projects are evaluated to see if something needs to be expedited. The goal is to monitor the pace of development to ensure Greenville Water stays ahead of development. GIS and the hydraulic model are being used as tools to accomplish this.

Ms. West introduced GIS Supervisor Shana Lowe to briefly discuss how GIS supports the Engineering Department and development. Ms. Lowe shared the web-based GIS site is used when prospective customers call to find if water is available and GIS proposed subdivision/development data will be used to help track water allocation. The GIS staff tracks the location of all proposed new development as it comes into the Engineering Department. Ms. Lowe added not all projects come to fruition but the projects are tracked. Staff needs information on what happens to the projects that dissolve. Communication has opened up with the City of Greenville and Greenville County to better discover this information. These various GIS datasets, like new meters, Engineering projects and proposed development help Greenville Water visualize growth in the system. At one time GIS was just collecting data, but opportunities available now help to make better decisions and adds a spatial component to the decisions being made.

## **7. CHIEF EXECUTIVE REPORT**

Mr. Bereskin shared that requests from environmental agencies, such as Save Our Saluda and Upstate Forever, had been coming in. Save Our Saluda met with staff to present a plan regarding the North Saluda River Watershed and to ask for Greenville Water's partnership. Upstate Forever is beginning a similar process regarding Lake Keowee. Ms. West provided detail for the proposal made by Save Our Saluda, as provided in the Commission agenda package.

The Upcountry History Museum submitted a contract for Greenville Water's history project. Mr. Bereskin conveyed the details of the agreement are still being worked out. The principal writer has started researching and is working toward gathering data. Communications Manager Olivia Vassey met with Assistant Professor of History at Furman University, Dr. Courtney Tollison, to discuss her proposal for a story board around the water fountain feature of the campus open space.

Ms. West and Legislative Liaison Bob Knight appeared before the Greenville Legislative Delegation Transportation Committee (GLDTC), also known as the C-Fund Committee, to request funding for Greenville Water's Carolina Avenue main replacement project. The request was approved.

Mr. Knight mentioned that Senator Alexander, future Senator Rex Rice and Chairman Danny Hiott visited the Adkins Plant. Mr. Bereskin provided a presentation on the State of Greenville Water. On October 27, 2016 future Senator Timmons and Representative Jason Elliott will be visiting the Greenville Campus. Commissioner Sofield thanked Water Resources Director Rick

Pfleiderer and his staff for a great visit to the Adkins Plant. The plant looked good and everything was explained well.

**8. COMMISSION COMMENTS**

No comments were presented.

**9. 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