



GreenvilleWater

**MINUTES OF REGULAR MEETING
COMMISSIONERS OF PUBLIC WORKS
407 West Broad Street
Commission Room, Level Two
Greenville, South Carolina
January 9, 2018
8:15 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 George Fletcher. 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 Engineering Michael Sharpless, Human Resources Director Richard Posey, Water Resources Director Rick Pfleiderer, Business Process Analyst Jane Arrington, Manager of Field Operations Wayne Benson, Assistant Manager of Field Operations Matt Fleahman, Communications Manager Olivia Vassey, Facilities Maintenance Fleet Manager Allen White, and Commission Attorney David Ward.

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

1. WELCOME

2. ELECTION OF CHAIRMAN AND VICE-CHAIRMAN

Chairman Kilgore proposed amending the agenda, per advisement from legal counsel, to include the election of Chairman and Vice-Chairman per Section 5-31-240 of the South Carolina Code which requires that the Commission organize by the election of one of their members as Chairman following any election of a Commissioner for a full term. Commissioner Kilgore was elected for a full term in the November 2017 general election.

Commissioner Sofield moved, seconded by Mayor White, to amend the agenda to take up the issue of officers of the Commission for the coming year. The motion carried unanimously.

Commissioner Sofield made a motion, seconded by Mayor White, to nominate Commissioner Kilgore for Chair and Commissioner Bannister for Vice-Chair by acclamation. With no further nominations or objections, the motion carried unanimously.

3. PUBLIC COMMENT

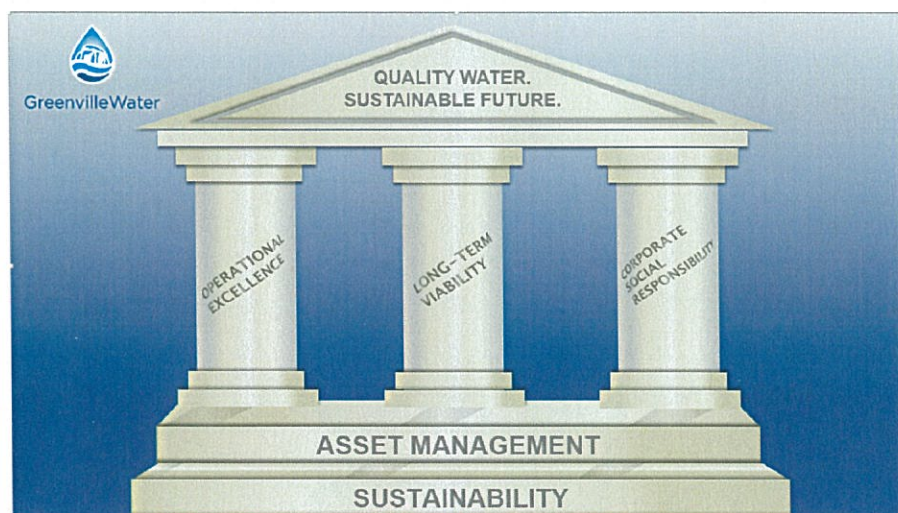
No comments were presented at this time.

4. CONSENT AGENDA

Chairman Kilgore listed the items of the Consent Agenda which were the meeting minutes of the Regular Commission Meeting December 5, 2017, the Water Resources Report, the Financial Update, New Development and New Annexation Covenants. There being no questions or comments regarding the consent agenda, the items were deemed approved.

5. 2018 STRATEGIC GOALS

Chairman Kilgore opened the floor to presentations by Greenville Water Staff regarding the 2018 Strategic Goals. Chief Executive Officer David Bereskin gave an overview of the three focus areas of Operational Excellence, Long-Term Viability and Corporate Social Responsibility presenting a visual of the Strategic Plan recapping the vision of Greenville Water: Quality Water, Sustainable Future.



The two major themes identified in 2018 are Asset Management and Sustainability. Each Department reviewed their focus areas which will make these themes successful. Commissioners were provided a plan outlining the details of everything presented in the presentation, including the goals and milestones throughout the year.

Mr. Bereskin asked the Commission to consider a proposed change to Greenville Water's mission statement. The current mission statement is Serving customers by protecting our water resources and providing affordable, pristine water for our vibrant community. The proposed mission statement is Providing reliable, affordable, quality water in a sustainable manner. The Commission will consider the proposed change at a Strategic Planning Committee Workshop to take place sometime in March 2018.

6. COMMUNITY ROOM RENTAL POLICY

Chairman Kilgore welcomed Communications Manager Olivia Sloan to present a proposed Community Room Rental Policy. Ms. Sloan explained when Greenville Water's Field Operations Facility was built it included a nice room with lots of great technology. The intent was to allow community groups to use the room and to present Greenville Water as open, accessible, welcoming and friendly.

The Information Technology Department created a page on Greenville Water's website providing information about the Community Room including a reservation request option (<https://www.greenvillewater.com/community-room/>). The room has been well-received in the community.

As experience has been gained with the room rental, Staff has realized events held after business hours are presenting challenges, such as staffing for clean-up and security. Ms. Sloan researched comparable room rental agreements and security options, compiling information to develop the presented draft of a standard agreement for Greenville Water.

After thorough discussion, Vice-Chairman Bannister moved, seconded by Commissioner Sofield, to approve a rental policy requiring security and a fully refundable \$90 cleaning fee be provided for after hour events. The renter may provide security or have Greenville Water charge a fee to provide security. The security requirement will be a sworn law enforcement official. If the room is left in a clean state, the \$90 cleaning fee will be refunded. The motion passed unanimously.

7. ANNEXATION AND METER ACCOUNTS UPDATE

Chairman Kilgore invited Chief Operations Officer Rebecca West to provide an update on Annexation and Meter Accounts. Mr. Bereskin opened the presentation by explaining the presentation is focusing on vacant buildings and the ability to charge capacity fees and render the properties into the annexation policy. Ms. West explained the Engineering Staff will be focused this year on truly addressing inactive accounts, the ability to collect capacity fees if the fees have never been paid and to support the Annexation policy for the City of Greenville. Current practices and policy are being reviewed with a goal of bringing a new revised policy to the Commission for approval.

In the current situation an account can become inactive and remain inactive for an undefined period of time. As this occurs, the meter providing service to the parcel remains in place. Ms. West reviewed two scenarios of the current situation and presented ideas Staff has considered as they work to recommend a policy. Commissioners provided feedback to be contemplated as a recommendation for revision of the Inactive Account Policy. Revisions will be developed and presented to the Commission for approval in the February meeting.

8. CUSTOMER SERVICE DASHBOARD

Chairman Kilgore welcomed Customer Service Supervisor Kathy Reeder to present the Customer Service Dashboard. Ms. Reeder explained the Dashboard was created in an effort to minimize the number of calls the Customer Service Representatives (CSR) have to make to the different departments to understand what is happening in the field. The CSRs were polled to understand their needs. Staff then approached the GIS Supervisor Shana Lowe to determine data points needed, worked with Manager of Field Operations Wayne Benson who's staff inputs/updates the data on a daily basis and then asked Information Technology staff to help design the dashboard to be quick, easy and user friendly.

Ms. Reeder presented the final product of the dashboard and reviewed the information found under each tab. Mr. Bereskin added through use of this tool and training of CSRs, Greenville Water will be better able to respond and educate customers immediately.

9. CHIEF EXECUTIVE REPORT

Mr. Bereskin introduced Greenville Water's new Field Operations Assistant Manager Matthew Fleahman. Mr. Fleahman has a Master's Degree in Engineering from Clemson University and was previously the Director of Public Works for the Town of Pendleton.

Mr. Bereskin provided Commissioners a copy of the Jocassee Journal, Fall/Winter 2017 Volume 18 Number 2, where Greenville Water was recognized for helping to fund the research of the circle type petroglyphs on Long Ridge and adjacent outcroppings. The article is titled *Expert Determines Site is Eligible for the Prestigious National Register of Historic Places* by Dennis Chastain.

Many leaks have occurred due to weather changes and more are expected with the drastic changes forecasted. Manager of Field Operations Wayne Benson has put an emergency response plan in place to have more staff on call and available to enable a quick response to reports of leaks.

Mr. Bereskin asked Chairman Kilgore to appoint a member of the Commission to the Finance Committee to fill Commissioner Sudduth's vacated position. Commissioner Fletcher agreed to serve on the Finance Committee.

10. COMMISSION COMMENTS

Chairman Kilgore welcomed Commissioner George Fletcher to the Commission and presented him with a Greenville Water pin.

11. ADJOURNMENT

There being no further business, the meeting was adjourned at 9:48 a.m.



Phillip A. Kilgore, Chairman



Kimberly J. Haulter, Executive Assistant