



GreenvilleWater

**MINUTES OF REGULAR MEETING
COMMISSIONERS OF PUBLIC WORKS**

**407 West Broad Street
Commission Room, Level Two
Greenville, South Carolina**

January 2, 2019

8:15 a.m.

Commissioners of Public Works in attendance:

Chairman Phillip A. Kilgore, Vice-Chairman James W. Bannister, Debra M. Sofield, and George Fletcher. 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 Jeff Boss, Controller Jondia Berry, Director of Engineering Mark Hattendorf, Water Resources Director Rick Pfeleiderer, Director of Strategic Initiatives Jane Arrington, Human Resources Director Richard Posey, Business Services Director Gary VerDouw, Manager of Field Operations Wayne Benson, I.T. Supervisor Ken McClaren, Facilities Maintenance/Fleet Manager Allen White, Business Process Analyst Heather Nix, 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. 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 December 4, 2018, the Water Resources Report, New Development, and New Annexation Covenants. There being no questions or comments regarding the consent agenda, the items were deemed approved.

Mr. Bereskin pointed out Table Rock and North Saluda received record breaking rainfall in 2018. Table Rock received 125.62 inches of rain surpassing the recorded maximum rainfall in 2013 of 111.96 inches. North Saluda received 92.61 inches of rain surpassing the recorded maximum rainfall in 2003 of 84.85 inches.

4. AN ALEXA SKILL FOR GREENVILLE WATER

Chairman Kilgore welcomed Ms. Elizabeth Barr of Bev Labs to present information regarding an Alexa skill for Greenville Water. Bev Labs works for companies to create conversational experiences using Alexa, Amazon's smart home speaker complete with artificial intelligence, which is in almost half of American households. Ms. Barr presented goals for creating an Alexa Skill for Greenville Water to be:

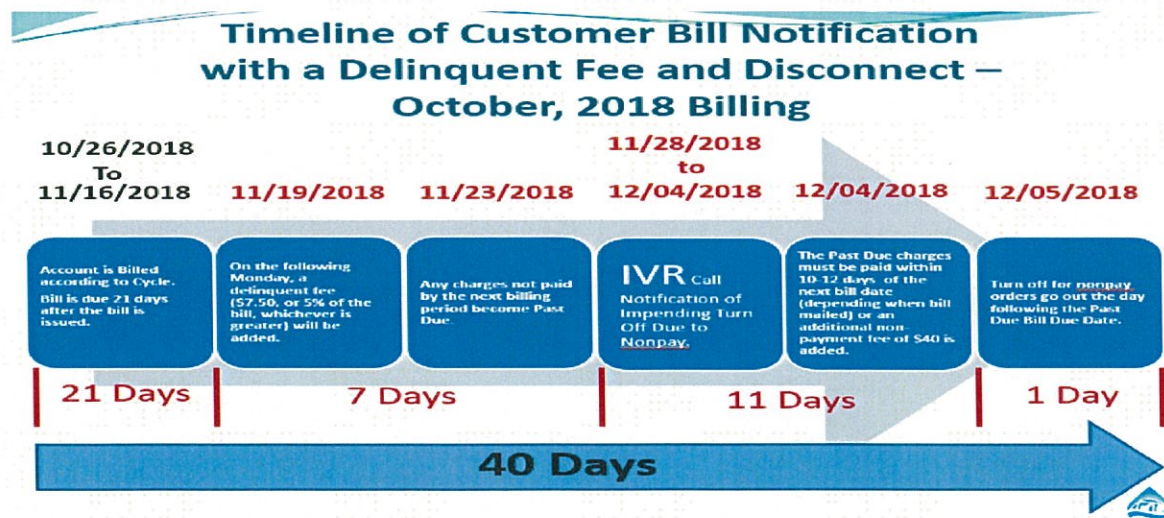
- Position Greenville Water as first and best in class when it comes to customer experience.
- Make accessing account information and paying bills friction-free.
- Improve and streamline outgoing communications during urgent and emergency events.
- Customer service savings.

An Alexa skill has the potential ability to assist existing registered Greenville Water customers to pay bills, inquire about balance and water usage, pay partial bill/balance all by a voice and/or touch-screen Alexa-enabled device or mobile phone. Customers could also report a leak, main break, or loss of service and receive notifications about area service interruptions, weather advisories, or other emergency information affecting the customer. This skill would be an integration to Greenville Water's current system. Commissioner Fletcher asked what the cost would be to create this skill. Ms. Barr stated a rough estimate would be less than \$10,000 to build the skill and around \$200 per month for maintenance.

Commissioner Sofield requested the information be presented to consider the option of developing an Alexa Skill for Greenville Water. Chairman Kilgore instructed Staff to further research the option and bring back to the Commission.

5. DELINQUENT FEE PRESENTATION

Chairman Kilgore welcomed Director of Business Services Gary VerDouw to provide delinquent account information. Mr. VerDouw walked through the lifecycle of a billing account that becomes delinquent. An account has 21 days from bill date until the bill is due (due date). If the account has not been paid on or before the due date, a delinquent fee is added. The delinquent fee will show on the next bill as a "delinquent fee" and will be printed in red ink on the bill. The delinquent fee is based only on the water portion of the bill and is only added if the water service portion of the bill is \$4.00 or greater. Per Policy 4.110.2 the delinquent fee is \$7.50 or five percent of the water balance, whichever is greater. Mr. VerDouw provided a sample bill showing past due balance and delinquent fee and reviewed a timeline of bill notification with a delinquent fee and disconnection.



Commissioner Fletcher shared his concern regarding the length of time between the bill date, delinquent fee, and disconnection. Commissioner Sofield explained delinquent accounts were a huge issue for Greenville Water a few years ago where revenue was being immensely impacted. Strict changes were made to resolve the issue. If those strict changes need to be re-evaluated no one would be against it. Staff has worked very hard, calling and trying to reach out to customers to prevent disconnections. Chairman Kilgore requested Staff study the consequences of synchronizing the past due turnoff date with the payment due date of the second bill.

6. DESIGN CONSIDERATIONS FOR PARALLEL 72-INCH

Chairman Kilgore invited Chief Operations Officer Jeff Boss to present information on design considerations for the 72-inch transmission main from the Adkins Water Treatment Plant to Welborn Road. Mr. Boss explained that questions had been raised regarding the need for the 72-inch redundant line from the Adkins Plant to the Cedar Rock reservoir. The 72-inch line has burst in the past. Greenville Water's 2016 Master Plan recommends beginning of the design of 12 miles of 72-inch line in 2020 to 2023 with construction complete in 2028. The project will be a phased-multi contract construction effort. Mr. Boss reviewed the master plan cost estimate as provided in the Commission agenda package. The Adkins plant is currently DHEC rated at 60 million gallons per day (MGD) using the current filter capacity guidelines. The plant is capable of producing 90 MGD. The raw water pumps are a limiting factor currently and the parallel 72-inch main will be required for resiliency. The current water demand projection indicated the need between year 2038 and 2075.

Mr. Boss provided maps detailing the impact of a break or loss of the 72-inch main feed from Adkins and/or Stovall during max day demand. Staff's recommendation is to review this project after the next Master Plan update in 2021. Construction prices currently make the project cost prohibitive.

7. CHIEF EXECUTIVE REPORT

Mr. Bereskin reminded Commissioners of the upcoming Quinquennial Service Awards Breakfast on January 23rd, 8:00 a.m. at Larkins Sawmill. There will be 30 service award recipients this year, to include one 30-year employee, Brian Gilstrap.

The Tickets at Work program will be rolled out to the employee workforce. The program allows Greenville Water employees to buy tickets to social events throughout the Country at discounted rates.

Mr. Bereskin asked Mr. Boss and Director of Strategic Initiatives Dr. Jane Arrington to provide details on the 30-inch main break on December 27, 2018 in the northwest portion of Greenville Water's coverage area. Mr. Bereskin explained this break was similar to a previous 72-inch main break in the aspect that the pipes were original pipes from 1926 and 1939 installed with leadite joints on the sand-cast 1926 pipe and lead and okum joints on the 1939 pipe. Mr. Boss provided details and pictures of the breaks as provided in the Commission agenda package. Greenville Water's hypothesis is the underground 30-inch main broke undermining the pier for the aerial 30-inch main causing it to collapse. These

breaks completely separated any water supply to the northwest side of Greenville County. Chairman Kilgore stated these are legacy transmission lines delivering water from Table Rock but are currently used to deliver treated water to customers North of the Stovall Water Treatment Plant. Mr. Bereskin added this switch was made in 2000 with the opening of the Stovall plant.

Mr. Boss explained the rainy weather and flood plain location made repairs very difficult. A 10-inch by-pass was installed to get most of the customers back in service. One pleasing detail was the pipe was found to be in great shape, if it just had not fallen off the pier. Commissioner Sofield asked if the 10-inch by-pass is the ultimate answer or will further repairs be made. Mr. Boss answered further repairs will need to be made and reviewed three options being considered. Due diligence will be done to pick the best option. Dr. Arrington reviewed communications to customers through the use of radio, news stations, social media and Interactive Voice Response (IVR) calls. During the boil water advisory the water buffalo was placed at the Slater-Marietta Fire Department for customer use. Customer Service and Field Services departments were very helpful in communicating with Customers regarding outages, boil water advisory and the repeal of the boil water advisory. Commissioners thanked Greenville Water Staff for all their efforts during this time.

In concert with moving forward with Roper Mountain Science Center sponsorship and strengthening the relationship with Greenville County School District, Greenville Water will be presenting all sixth grade classes in the school district with water cycle puzzles.

Mr. Bereskin recognized Greenville Water Controller Jondia Berry and Staff for receiving the Government Finance Officers Association (GFOA) Certificate of Achievement for Excellence in Financial Reporting for its comprehensive annual financial report (CAFR). The Certificate of Achievement is the highest form of recognition in the area of governmental accounting and financial reporting.

8. LEGISLATIVE UPDATE

Chairman Kilgore welcomed Legislative Liaison Bob Knight to provide a legislative update. Mr. Knight shared the Legislature will back in session in a week. There are two bills pre-filed that pertain to water, one of which has been presented previously by Representative Clyburn in Aiken. This bill requires additional publications on the water bill regarding water quality. Representatives Norrell and Rose proposed a bill that will allow local government to place more restrictive requirements to conserve and protect the environment than the State government does.

Greenville Water Commissioners met with Governor McMaster to discuss the possibility of closing the retirement system to new hires in the future. There are two bills introduced to accomplish closing the retirement system for new hires after 2019 and 2020.

Wednesday, February 6, 2019 is the date for the Water Utility Council's Legislative Breakfast in Columbia. Greenville Water Staff will be meeting with all the Legislators during the

breakfast and there will be a table display presenting activities of the Lake Keowee Source Water Protection Team.

9. COMMISSION COMMENTS

Commissioner Sofield ran into a Greenville Water employee, while out shopping, who shared how much they appreciated Mr. Bereskin personally presenting the gift of the bonus in December. This meant a great deal to all employees. Chairman Kilgore and Commissioner Sofield acknowledged holding stacks of thank you cards from all Greenville Water employees expressing gratitude for the 2018 bonus. The Commission expressed gratitude to all employees for all the hard work and acknowledged the bonuses were well deserved for the dedicated service provided to the Greenville Water system and to the Greenville community.

10. ADJOURNMENT

There being no further business, the meeting was adjourned at 9:49 a.m.



Phillip A. Kilgore, Chairman

Kimberly J. Haulter, Executive Assistant