



## GreenvilleWater

**MINUTES OF REGULAR MEETING  
COMMISSIONERS OF PUBLIC WORKS  
407 West Broad Street  
Commission Room, Level Two  
Greenville, South Carolina  
February 5, 2019  
8:15 a.m.**

Commissioners of Public Works in attendance:

Chairman Phillip A. Kilgore, Debra M. Sofield, and George Fletcher. Absent: Mayor Knox H. White and Vice-Chairman James W. Bannister. 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 I.T. Joe Beineke, Water Resources Director Rick Pfeiderer, Director of Strategic Initiatives Jane Arrington, Human Resources Director Richard Posey, Director of Engineering Mark Hattendorf, Business Services Director Gary VerDouw, Manager of Field Operations Wayne Benson, Facilities Maintenance/Fleet Manager Allen White, Business Process Analyst Heather Nix, 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. COMMISSION RECOGNITION**

Chairman Kilgore introduced Allan Vindas, Mario Irby and Chuck Turner from Greenville Water's Field Operations department who helped a customer whose home was on fire. The three took steps to help the resident and her pets get to safety and then extinguished the fire. Chairman Kilgore asked everyone to stand in recognition of their heroism as Chief Executive Officer David Bereskin presented Mr. Vindas, Mr. Irby, and Mr. Turner with a Certificate of Commendation on behalf of the Commission and Greenville Water.

### **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 January 2, 2019, the Water Resources Report, New Development, and New Annexation Covenants. There being no questions or comments regarding the consent agenda, the items were unanimously approved.

### **5. 2018 PRELIMINARY YEAR END FINANCIAL REPORT**

Chairman Kilgore welcomed Chief Financial Officer Phil Robey to present a yearend financial report for 2018 based on preliminary, unaudited numbers which are subject to change based

on yearend accruals (e.g. accounts payable) and other yearend closing entries and audit adjustments. Mr. Robey reviewed the revenue and expense highlights. Water sales came in at 99.9% of estimate. This is notable due to the historic rainfall amounts experienced in 2018. The estimate was derived using average demand over a 6-year period to take into account the effect of an abnormally dry 2016. The continued, steady growth in customers mitigated the reduction in residential per capita demand. Also, growth in interest rates bolstered revenue from investments.

Commissioners were advised of the carryover encumbrance items and amounts carried over into the 2019 budget as provided in the Commission agenda package.

## **6. FOLLOW-UP TO DELINQUENT ACCOUNT INFORMATION**

Chairman Kilgore invited Mr. Robey to present follow-up information to the delinquent account presentation in the January 2019 Commission meeting. In the January meeting Chairman Kilgore asked if the disconnect date for customers carrying a delinquent balance could be moved to the due date for the subsequent bill. Mr. Robey reported the billing software can accommodate the change with minimum disruption to work schedules. Implementing the change would mean an additional 11 days to pay with two late fees charged before service is disconnected and the non-pay fee is charged. The bill would only have one due date for both the current and the past due amount. Mr. Robey reviewed a timeline of billing dates if the cutoff is moved to match the second bill due date and staff concerns. Staff concerns included advantage being taken of the additional time to pay, an increase in the amount of time that Greenville Water's account receivables are outstanding, the impact to the entities that Greenville Water bills/collects for and rating agency concerns.

Commissioner Sofield asked how many customers criticize the bill due dates. Mr. Robey responded the people who are late with their bills. The vast majority of customers pay the bill on time, so those that complain are very few. After further discussion, Commissioners decided it is best to leave the billing as is. Commissioner Sofield asked if anything is being done to update customer records. Mr. Robey stated Customer Service Representatives verify/update contact information as part of their script when speaking with a customer. Also, a study was done through Experian to verify publicly listed phone numbers with Greenville Water's database. The study proved most of Greenville Water's contact numbers were accurate. There is an opportunity to work with Experian to perform a full query on the entire system to update phone numbers and e-mail addresses if needed. Commissioner Sofield requested a mail stuffer be used to reach out to customers to update their information on file.

Commissioner Fletcher asked if the National practice for water utilities is to have a cutoff date separate from the second bill. Director of Business Services Gary VerDouw explained he had issued a survey and received responses from 22 different utilities across the country. Greenville Water's policies are pretty much in line with the majority, with there being other utilities with tighter policies than Greenville Water's. Commissioner Sofield expressed thanks to Staff for efforts taken to put the information together and how it helped the Commission to know what the options were. It was decided that due dates would remain as they are. Chairman Kilgore added this was a very useful exercise because it affirmed Greenville Water's policy is very good.

## **7. 30-INCH MAIN REPAIR UPDATE**

Chairman Kilgore welcomed Chief Operations Officer Jeff Boss to provide an update on the Dacusville Road 30-inch main break repairs. Mr. Boss reviewed a timeline of the break from the first call received up to the disconnection of the temporary emergency connection to Marietta Water. Roper Brothers Inc. supplied the pipe and fused it together while McConnell Grading & Utilities welded the casing for the temporary fix. Contractor invoice totals for the temporary fix were provided along with the total Greenville Water man-hours to completion.

On January 2, 2019 Greenville Water turned the permanent repair over to Engineering for a solution. Engineering assessed the situation, developed a plan and has begun executing the plan. Mr. Boss reviewed the assessment process, the plan development and the execution steps as provided in the agenda package. A drawing of the proposed repair and a schedule were also provided. Constantine Engineering has been selected for the work. Design services were already underway, pipe delivery was expected in two weeks and construction is expected to take three weeks including demo and bank restoration.

## **8. CRITICAL TRANSMISSION CROSSINGS & VULNERABILITY ASSESSMENT**

Chairman Kilgore invited Director of Engineering Mark Hattendorf to present information on critical transmission crossings. The critical crossings are locations where pipes cross interstates, rivers and railroads. The criticality of the crossings is determined by the consequence of failure. Mr. Hattendorf reviewed the number and location of critical crossings as provided in the agenda package. In reviewing the critical crossings of 12-inch mains and above there are 47 interstate crossings and 112 river crossings. The average age of the pipe at the interstate crossings is 37 years and 50 years at the river crossings. Staff will be taking a targeted approach to addressing these critical crossings. Condition assessments will be done on the large mains to identify the correct amount of funds for either replacement or inspection. Staff will be implementing a valve addition program to shorten the average isolation length on these mains. Pipe will be replaced based on risk factors determined in the condition assessments.

## **9. AUTOMATIC OUTLET CONTROL VALVES PROJECT UPDATE**

Chairman Kilgore welcomed Mr. Hattendorf to provide an update on the automatic outlet control valve project. Control valves will be installed at Table Rock and North Saluda reservoirs, as well as some flow monitoring equipment. The project is currently in the design phase. The scope of the project is to automate existing valves and provide flow meters to quantify river releases. The project should take approximately four months to construct.

The North Saluda work will consist of adding powered actuators to existing valves on the raw water line and the reservoir outlet/drain line, and an ultrasonic level indicator at the channel weir. Supervisory Control and Data Acquisition software/hardware will be added to connect with the Stovall Water Treatment Plant. Mr. Hattendorf provided pictures of the weir structure, the primary valve feeding raw water to the Stovall Plant, and the hand wheel control assembly for the sleeve valve that discharges water into the canal upstream of the weir.

The Table Rock work will have the same scope but will be a little more involved. The project will add a powered actuator to the existing valve on the new intake line and meter flow to the South Saluda River. Three options were presented to meter the flow. Mr. Hattendorf presented a drawing describing the three options. Option three was selected which includes tapping the 42" raw water line to provide flow to the river via a new line and construction of an energy dissipation outlet structure. The primary reason for choosing this option is it presents less operational risk, even though it will be more costly to construct. Mr. Bereskin wanted to make the Commission aware of a possible increase in the budget for this item.

## **10. LEGISLATIVE UPDATE**

Chairman Kilgore invited Legislative Liaison Bob Knight to provide a legislative update. Mr. Knight announced the pension proviso, to allow Greenville Water to contribute part of the employee's portion of their contribution to the State pension, has been given to both subcommittee Chairmen. There is expectation the proviso will be up for discussion soon. There is a conversation on the issue of the pension system regarding shutting off the pension system to new hires. This may be up for House and Senate discussion within the next month or so.

The relocation bill requiring the SCDOT to reimburse a portion of utilities required to relocate for road work has been introduced in the House of Representatives and the Senate. Quick movement through both bodies is expected.

The Tort Claims Act protects all public entities from a tort claim against them and to a limit of \$300,000 per incident or \$600,000 total. There is a movement to raise the caps, as they have not been raised in a long time. There is general consensus to raise the limits. This bill has already been introduced in the Senate and has cleared the subcommittee and the full committee and is on the Senate calendar. All Counties and Cities are actively engaged in the bill to mitigate any damage that might occur.

The Backflow Tests bill has just been introduced. The bill limits a backflow test be charged to a customer no more than every five years. Currently backflow tests are required annually. Mr. Bereskin added that utilities and SC DHEC are opposing this bill.

Mr. Knight reminded Commissioners the Water Utility Council's Annual Legislative Breakfast will be held Wednesday, February 6, 2019.

## **11. CHIEF EXECUTIVE REPORT**

Mr. Bereskin announced Business Process Analyst Heather Nix will also be attending the Water Utility Council's Annual Legislative Breakfast and will present all the work and efforts of the Lake Keowee Source Water Protection Team. The team was just recently awarded a grant from SC DHEC to develop a comprehensive watershed based plan. Upstate Forever will be the consultant on the project. They will be looking at best management practices on the entire watershed and develop a report on different levels of technologies and programs to put in place to protect the water quality. Clemson University has also been hired to study the Cane, Little Cane Creeks and a septic system replacement program with the seed money from the Keowee Relicensing Agreement with Duke Energy.

Greenville Water is a sponsor for The Upstate Forever - Forever Green Luncheon on February 19<sup>th</sup>. The luncheon begins at 11:30 a.m. The Greenville Chamber 130th Annual Meeting will be held February 21<sup>st</sup> at the Greenville Convention Center. Southernside Neighborhood in Action will hold their annual dinner on February 14<sup>th</sup> in the Greenville Water Community Room.

Mr. Bereskin and Ms. Nix will be attending the State Water Planning meeting in Columbia on February 7<sup>th</sup>. Also, Mr. Bereskin will be a guest of the City of Simpsonville's Hometown Legislative Action Day dinner in Columbia.

Greenville Water will be participating in the Roper Mountain Science Center Technology Day and STEMFest. Assistant Director of Water Resources Jeff Phillips will be on television with FOX News talking about STEMFest and our water.

## **12. COMMISSION COMMENTS**

Commissioner Sofield announced the Greenville Garden Club had reached out to the Commission regarding their Arboretum. Commissioner Sofield asked that a Staff representative accompany her to meet with the Garden Club to see how Greenville Water could assist. This will be the first club in the area with a level one Arboretum.

## **13. ADJOURNMENT**

There being no further business, the meeting was adjourned at 9:41 a.m.

  
Phillip A. Kilgore, Chairman

  
Kimberly J. Haulter, Executive Assistant