



MINUTES OF STRATEGIC PLANNING WORKSHOP
COMMISSIONERS OF PUBLIC WORKS
1019 Table Rock Road
Cleveland, South Carolina
September 11, 2019
8:15 a.m.

GreenvilleWater

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, Director of Strategic Initiatives Jane Arrington, and Business Analyst Heather Nix.

The Strategic Planning Workshop of the Commissioners of Public Works began at 8:15 a.m.

1. STRATEGIC PLANNING WORKSHOP

The Commission convened for a Strategic Planning Workshop where Greenville Water Staff presented on:

- Watershed Management
 - Business Process Analyst Heather Nix provided an overview of Upstate South Carolina drinking water sources, dams, intakes, current conditions, the formation of The Lake Keowee Source Water Protection Team (LKSAPT), the team's requirements and progress to date.
- Rates
 - Raftelis Vice President Bart Kreps reviewed Greenville Water's rate methodology and announced Greenville Water maintains its triple AAA rating and is not forecasting a rate increase in the next year.
- Finances
 - Chief Financial Officer Phil Robey reviewed the proposed 2020-24 Capital Improvement Program (CIP), declaring Greenville Water is in great shape to move forward with the O & M and CIP budgets for next year.
- 2020 Strategic Planning Goals
 - Director of Strategic Initiatives Dr. Jane Arrington presented the 2020 Strategic Plan goals providing a schedule of monthly updates from departments:
 - **January**
Departments: Water Resources and Strategic Initiatives
Goal: Ensure high quality, plentiful drinking water that exceeds expectations from source to tap.
 - **February**
Departments: Information Technology, Business Services, Purchasing and Facilities
Goal: Utilize asset and document management technology and business processes to promote organizational efficiency.
 - **March**
Departments: Purchasing and Accounting

Goal: Maintain financial stability by efficiently recovering costs due to operating, maintaining, improving and expanding the water system.

▪ **April**

Departments: Strategic Initiatives, Human Resources and Water Resources

Goal: Create a high-performing workforce focused on customer-centered outcomes by promoting professional development and employee engagement.

▪ **May**

Departments: Engineering, Field Operations, Fleet and Water Resources

Goal:

Provide and maintain high quality customer service, resilient infrastructure, and efficient operations in the field.

▪ **June**

Departments: Strategic Initiatives, Facilities, Purchasing and Water Resources

Goal: Embrace a sustainability initiative to reduce costs and environmental impacts.

▪ **August**

Departments: Business Services

Goal: Customers value the high quality, reliable, and accurate service and billing provided by Greenville Water.

▪ **September**

Departments: Field Operations, Engineering, Fleet and Water Resources

Goal: Provide and maintain high quality customer service, resilient infrastructure, and efficient operations in the field.

▪ **October**

Department: Strategic Initiatives

Goal: Ensure long-term sustainability of the work force by engaging and educating youth on water utility concerns and careers.

▪ **November**

Department: Engineering, Facilities, Fleet, and Field Operations

Goal: Utilize asset and document management technology and business processes to promote organizational efficiency.

▪ **July and December**

Mid-Year and End of Year Overview Updates

2. ADJOURNMENT

There being no further discussion, the meeting ended at 12:57 p.m.



Phillip A. Kilgore, Chairman



Kimberly J. Haulter, Executive Assistant