



GreenvilleWater

**MINUTES OF REGULAR MEETING
COMMISSIONERS OF PUBLIC WORKS
407 West Broad Street
Commission Room, Level Two
Greenville, South Carolina
December 10, 2019
8:15 a.m.**

Commissioners of Public Works in attendance:

Chairman Phillip A. Kilgore, Debra M. Sofield, Mayor Knox H. White, and George Fletcher.

Absent: Vice-Chairman James W. Bannister. A quorum was present.

Greenville Water Senior 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, Director of Strategic Initiatives Jane Arrington, Human Resources Director Richard Posey, Director of Engineering Mark Hattendorf, Director of Business Services Gary VerDouw, Manager of Field Operations Wayne Benson, Business Process Analyst Heather Nix, Public Relations Specialist Emerald Clark and 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. SWEARING IN OF COMMISSIONER SOFIELD

Chairman Kilgore announced the first item on the agenda as being the swearing in of fellow Commissioner Deb Sofield. Chairman Kilgore welcomed Commissioner Sofield's longtime friend, Lisa Stevens, to stand for Commissioner Sofield during the ceremony and introduced Greenville City Clerk Camilla Pitman who conducted the oath of office.

Chairman Kilgore presented a resolution during the meeting to recognize Commissioner George Fletcher on the completion of his distinguished service as Ex-officio member of the Commissioners of Public Works of the City of Greenville, S.C. Following the presentation, a motion was made by Commissioner Sofield, seconded by Mayor White, to adopt the Resolution as presented.

Commissioner Fletcher stated he had worked with a lot of Engineering, Environmental, Governmental and Non-Profit organizations over the last fifty years; Greenville Water is the most professional organization he has ever been involved with. He thanked everyone for the opportunity to serve as Commissioner.

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 November 5, 2019, the Water Resources Report, the Finance Update, New Development, and New Annexation Covenants. The items were deemed approved.

5. LEGISLATIVE UPDATE

Chairman Kilgore invited Legislative Liaison Bob Knight to provide a legislative update. Mr. Knight announced Google is expected to have a hearing before the South Carolina Department of Health and Environmental Control (SCDHEC) Board where the Town of Mount Pleasant is appealing the permit obtained to withdraw from ground water in Charleston, SC. Chief Executive Officer David Bereskin added the State of South Carolina only issues groundwater permits at five year intervals. DHEC does not manage the permits utilizing the conjunctive use methodology. This is one of the issues Mount Pleasant Water Works has with the ground water withdrawal program. Surface water from Charleston costs more and has some specific problems with algae, taste and smell in the summer like a lot of the coastal waters do, but ground water would not have those issues. If the State issues the permit to Google, it will be giving a very large quantity of ground water from an aquifer that is continuing to decrease in size. There has been a lot of talk about combining the State's efforts in surface and ground water planning processes.

Folly Beach is having a City election. The City needs to issue a bond for water infrastructure improvements but the City is unable to find any record where a Commission Board was ever set up. It is believed the records were lost when hurricane Hugo struck the area. Lawyers are requiring another election to authorize the water system to operate in order for a bond to be issued.

Pre-filing has begun. Bills of note are:

- A bill calling for No rate increase outside the City limits by Representative McGinnis from Horry County. This bill has been introduced to prohibit Cities from charging disparate rates going forward.
- Allowable limits of contaminants in water
- Prohibiting charge of a service fee when a third party collects for utility bills

6. WATER RESOURCES EMPLOYEE TRAINING

Chairman Kilgore welcomed Plant Superintendents John Ross and Jeff Couch and Water Treatment Lead Operator John Hall to the meeting to present on Water Resources Employee Training. Chief Operations Officer Jeff Boss explained in 2019 Water Resources had a strategic plan goal of developing Lead Operator training. The two Plant Superintendents were to create Lead Operator Training material to train Operators and staff in-house. The establishment of this training program would allow staff to obtain continuing education credits required annually to maintain licenses, to organize a documented system of training for new employees, to maintain the institutional knowledge with tenured employees, passing on this

knowledge to the newer employees and to understand process reasoning to increase problem solving skills.

Mr. Ross presented on the process of determining microorganism deactivation at the Adkins Plant, providing the Safe Drinking Water Act requirements, as well as how these requirements are achieved through both the treatment process and disinfection.

The Stovall plant uses chlorine for disinfection. Mr. Hall presented on the process for receiving Chlorine at the Stovall Treatment Plant, reviewing the Operator's routine daily inspections and the step by step process of receiving the chlorine shipments.

7. CUSTOMER SERVICE CONTINUOUS IMPROVEMENT

Chairman Kilgore invited Customer Service Representatives Jessica McLean and Kevin Miller to provide an update on Customer Service's continuous improvements. Director of Business Services Gary VerDouw explained staff has been reviewing processes and procedures in order to find ways to continuously improve the already great Customer Service provided by Greenville Water.

Ms. McLean is Greenville Water's Customer Service Representative (CSR) responsible for training all new CSRs. As part of the 2018 Strategic Goal, scripts were incorporated for use by CSRs to enhance employee engagement with customers and promote exceptional service levels. Ms. McLean reviewed the process for how this was accomplished through teams of CSRs and the organized scripts created were then categorized and placed on Greenville Water's intranet and Dashboard for easy accessibility. As sample of the scripts was provided in the Commission agenda package.

Mr. Miller was responsible for taking the lead on the 2019 strategic goal of standardization of the notation process for entering notes into the Customer Information System (CIS). The standardization would allow CSRs to access shared knowledge at a glance in order to work as a team rather than the knowledge being based off individual familiarity with the account and the customer. The notes will also be compartmentalized in order to be sorted and searchable by reason. Another benefit of the standardization is to promote consistency and avoid miscommunication. Mr. Miller explained the long term results are faster note taking, increased call efficiency, reduction of call duration, up-to-date information, better collaboration between departments and more satisfied customers. The next step is a 2020 strategic goal to work with Billing, Engineering, and Field Services to ensure that all notes entered into the CIS follow a standardized process that ensure all information is entered into CIS and is easy to follow for anyone reading it.

Mayor White left the meeting.

8. EXECUTIVE SESSION

Chairman Kilgore asked for a motion to enter a brief Executive Session for the purpose of discussing personnel matters. A motion was made, seconded and approved unanimously.

(Executive Session)

Commissioners came out of Executive Session with no action having been taken.

9. GENERAL LEAVE POLICY FOR SALARIED EMPLOYEES

Chairman Kilgore invited Director of Human Resources Richard Posey to present on Greenville Water's General Leave Policy. Mr. Posey presented a proposed policy for accruing general leave for salaried employees. Staff recommended creating the policy for Salaried employees as presented.

10. GENERAL LEAVE ACCRUAL POLICY

Mr. Posey presented the current process for accruing general leave and the proposed revision for updating the accrual policy to compute general leave based on a ratio instead of a fixed amount.

Management Staff's recommendation to approve the general leave policy for salaried employees and the revision to the current general leave accrual policy was approved unanimously.

11. YEAR-END BONUS PRESENTATION

Chairman Kilgore welcomed Mr. Bereskin to report on Greenville Water's employee incentive plan. Mr. Bereskin announced that employees had earned \$350 out of the \$500 available in the incentive plan set up for 2019. Mr. Bereskin asked the Commission to consider offering a three times multiplier for an incentive plan bonus to all the employees that do not participate in the 401(k) bonus program.

Commissioners approved the incentive plan bonus as proposed by Greenville Water Senior Staff.

12. CHIEF EXECUTIVE REPORT

Commissioner Sofield and Mr. Bereskin will be meeting with representatives from Camp Marietta concerning a private well that is contaminated with fecal matter. The camp is exploring the opportunity to run a water main to serve the property.

Chairman Kilgore and Mr. Bereskin met with Laurens County Water and Sewer Commission (LCWSC) over a couple of areas that are served by LCWSC in Greenville County. It appears these service areas were given to LCWSC back in 1970. Mr. Bereskin stated he will be working diligently with LCWSC to be able to provide water to the Greenville Area Development Business park that is coming within that territory.

13. COMMISSION COMMENTS

Commissioner Sofield thanked Public Relations Specialist Emerald Clark for calling into the local radio station while she was hosting the morning show, stating Greenville Water was well represented.

14. ADJOURNMENT

There being no further business, the meeting was adjourned 10:20 a.m.



Phillip A. Kilgore, Chairman



Kimberly J. Hauter, Executive Assistant