



## GreenvilleWater

**MINUTES OF REGULAR MEETING  
COMMISSIONERS OF PUBLIC WORKS  
407 West Broad Street  
Commission Room, Level Two  
Greenville, South Carolina  
January 7, 2020  
8:15 a.m.**

Commissioners of Public Works in attendance:

Chairman Phillip A. Kilgore, Vice-Chairman James W. Bannister, Debra M. Sofield, and Mayor Knox H. White. 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, Public Relations Specialist Emerald Clark and 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. 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 10, 2019, the Water Resources Report, the Finance Update, and New Development. The items were deemed approved.

### **4. ELECTION OF OFFICERS**

Chairman Kilgore called for nominations for election of Officers for the upcoming term. Commissioner Sofield moved, seconded by Mayor White, to nominate Commissioner Kilgore for Chairman, Commissioner Bannister for Vice-Chairman. The motion passed unanimously.

### **5. LEGISLATIVE UPDATE**

Chairman Kilgore invited Legislative Liaison Bob Knight to provide a legislative update. Mr. Knight stated two new bills were introduced during pre-filing dealing with water and sewer utilities. These bills appear to be targeted at Carolina Water Service in Columbia and York. The bills are specific to for-profit utilities regulated by the Public Utilities Commission. Mr. Knight will monitor these bills for how water utilities may be defined.

A date has yet to be determined for a hearing for the State Retirement Bill regarding the ability for an employer to contribute a portion of the employee's retirement. Mr. Knight has asked Senator Ross Turner to procure a date with Senator Leatherman's Committee. The bill is in



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committee now, and needs a sub-committee soon, given the short duration of the calendar, and given the fact that the Senate will take up the budget around March. It needs to be in and out of subcommittee by February.

## **6. GREENVILLE WATER CARES**

Chairman Kilgore welcomed Public Relations Specialist Emerald Clark to present on Greenville Water Cares. Ms. Clark presented a proposal for consideration in Greenville Water's Corporate Social Responsibility initiative. A Volunteer Time Off (VTO) Program is a formal program through which a company commits its efforts to giving back to the community. The idea is to create "Greenville Water Cares" to support formal volunteerism in the community supported by Greenville Water. Full-time employees would be eligible for up to one day (8 hours) of paid time off in addition to, and not charged to, an employee's general leave balances for approved volunteer work. Employees would have the opportunity to volunteer within the community during the workday. This could be taken in a full or half day increment.

This would get Greenville Water's name out in the community more and increase involvement with our employees in the community. Volunteers will be supporting 501(c)(3) nonprofit organizations. Employees would have to coordinate with their supervisors to request time off and would be a formal program that employees and Management support. It will not interfere with work, cause a work schedule conflict, or a need for overtime. VTO will begin at the first of the year, it will not rollover and hours will not accrue.

Ms. Clark reviewed the company and employee benefits, associated costs, key performance indicators, examples of acceptable and unacceptable projects, as well as logo options. Commissioners selected the following logo:



Chief Executive Officer David Bereskin stated Staff would like to roll the VTO program out in 2020. Mayor White asked if Greenville Water is set up to allow non-profits and other 501(c)(3) organizations to present opportunities. Ms. Clark responded that this would be possible once the program is approved and implemented. Chairman Kilgore recommended working as groups of Greenville Water employees for greater impact on projects and the community.

Mr. Bereskin asked the Commission to consider allowing Greenville Water Staff to move forward with the Greenville Water Cares program and roll it out in 2020. Commissioner Sofield thanked Staff for bringing the program forward and moved, seconded by Commissioner Bannister, to approve the program as presented. The motion passed unanimously.

## **7. STRATEGIC PLAN UPDATE FROM WATER RESOURCES**

Chairman Kilgore welcomed Director of Water Resources Jeff Phillips to present on Water Resources 2020 Strategic Initiatives. Chief Operations Officer Jeff Boss explained Staff will be presenting an update on a different group at each Commission Meeting. This month the update was on the Water Resources department.

Mr. Phillips presented on the goals having to do with ensuring high quality, plentiful drinking water that exceeds expectations from source to tap. The first of which is detailed in the departure analysis prepared in 2018 by Furman University. North Saluda is to conduct a burn on 180 acres in the watershed in 2020. Mr. Phillips provided a map showing the area. Staff has already begun clearing the brush away from the fire roads. The next burn scheduled will be two areas in the Table Rock watershed that were not touched in the Pinnacle Mountain Fire. Staff is proposing to submit the 1700 acres for consideration to the Southern Blue Ridge TREX which takes place every two years and will begin in October 2020. The TREX lasts two weeks, bringing firefighters from all over the United States and World for training. It also gives Greenville Water Staff an opportunity to participate. A map of the area in the Table Rock watershed was provided.

Greenville Water has met with South Carolina Department of Natural Resources (SCDNR) regarding development of a fisheries plan for the watersheds. The plan would include a habitat assessment, species assessment, and restoration opportunities. The next step will be working with SCDNR for a proposal to perform the plan.

Mr. Phillips also presented information on the Lake Keowee Watershed Based Plan and updating of the Drought Management Plan as provided in the Commission agenda package. The Drought Management Plan was last updated and resubmitted in 2012 as part of the Surface Water Withdrawal Act. Key elements did not change, only the demographics of Greenville Water's system. One of the big reasons there is a need to update the plan is the Keowee-Toxaway Drought Management Advisory Group implemented specific metrics for low inflow protocol since the plan was developed. These metrics are specific to Lake Keowee and better define drought. Staff would like to incorporate new measurement triggers into the drought management plan and include more precise triggers for Greenville Water's reservoirs. The rainfall in the reservoirs is different than everywhere else in the County. Better triggers need to be developed due to localized weather patterns and rainfall.

Also, penalties and fines during extreme drought need to be reconsidered for customers who do not follow water restriction. Many changes have taken place during the last 20 years due to population growth, wholesale customers and the development of recreational facilities such as county and municipally owned water parks and pools. Commissioner Sofield asked what the current penalties are and where they are listed. Mr. Phillips responded the penalties are billing penalties in the drought plan. Mr. Bereskin added Staff will investigate the penalties in place under the current drought ordinance and bring updated drafts of the plan to the Commission for review.

## **8. DEPARTMENT KEY PERFORMANCE INDICATORS**

Chairman Kilgore welcomed Director of Strategic Initiatives Dr. Jane Arrington to present Greenville Water's 2020 department objectives. Dr. Arrington presented metrics developed in each department associated with the three pillars of Operational Excellence, Long Term Viability, and Corporate Social Responsibility, further strengthening the building block attributes of an effectively managed water utility.

Dr. Arrington reviewed the strategic initiatives and the measurable metrics developed by departments within Greenville Water. An important part of the metrics for 2020 is that Management is keenly focused on ensuring that individual staff members are aware of the metrics, are watching the metrics from month to month, and helping Management come up with ways to meet these goals. Asset Management and the new Infor EAM Asset Management System will provide new opportunities. In the areas of Facilities Maintenance and Fleet there are new metrics that have never been measured before. Staff is working hard to measure mean time between failure and our completed scheduled vs unscheduled maintenance. The system is being configured to easily track these metrics rather than on a spreadsheet. Information Technology is looking at their ticketing system in order to determine their resolution efficiency, as well as focusing on project completion, and timeliness. Purchasing and Accounting are also focusing on timeliness by looking at how to efficiently maintain the financial stability of the system.

Human Resources and Strategic Initiatives are continuing to work to create a high performing work force focusing on customer-centered outcomes by promoting safety, professional development and employee engagement. Metrics have been identified to measure the effectiveness of the Greenville Cares VTO program, in addition to the safety initiatives, as well as other reward and recognition programs for Staff.

Field Operations and Engineering will continue to team up in 2020 to provide and maintain high quality customer service, resilient infrastructure, and efficient operations in the field by focusing on timely repairs, adherence to CIP structures, continued emphasis on valve and hydrant maintenance, as well as the strategic replacement of galvanized pipe. Business Services in the departments of Billing, Customer Service, and Field Services are continuing to measure timeliness, accuracy and productivity to meet their ultimate goal of ensuring high quality, accurate, and reliable customer service.

Greenville Water Staff will be focusing on metrics prominently displayed throughout the organization on bulletin boards to make sure everyone is aware of the metrics being measured and are reviewing the metrics monthly to see how services can be optimized.

## **9. TABLE ROCK SPILLWAY ASSESSMENT**

Chairman Kilgore invited Mr. Boss to present on the Table Rock Spillway Assessment. Mr. Boss explained the Table Rock Watershed received an extreme amount of rain in 2018. Due to record breaking rainfall there was an almost constant flow over the spillway from January 2018 to July 2019. In August 2019 Table Rock received 1.43 inches of rain in two hours. After



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the event staff noted seepage through the spillway, took pictures and further investigated. The first phase of forensics using ground penetrating radar is complete. Most of the dam appears to be in great shape with two areas where voids were exhibited. Lake levels are being controlled through outlet valves. There have not been any visual signs of leakage since the lake has been lowered two feet below the spillway.

Recommendations have been made by Greenville Water's Consultant BLE and next steps will be to bore holes in the spillway to confirm the existence, exact location and size of the voids in the dam. Four holes less than one inch will be necessary to determine any soil subsidence. The probable remediation will be to pump a grout solution into the voids.

#### **10. CHIEF EXECUTIVE REPORT**

Chairman Kilgore welcomed Mr. Bereskin to report to the Commission. Mr. Bereskin asked Ms. Clark to review upcoming events being supported by Greenville Water. Ms. Clark shared Staff will be participating in Fork Shoals Elementary STEM Family Night on February 7<sup>th</sup>, STEM Feast at Roper Mountain Science Center on February 8<sup>th</sup>, and Greenville County Schools 7<sup>th</sup> Grade Career Expo on February 11<sup>th</sup>. Mr. Bereskin mentioned Staff participated in the Greenville Chamber School System Intern Program and Greenville Water has two interns at the Stovall Plant for the spring semester. Mr. Phillips discussed the success of previous interns brought to Greenville Water through this program.

The Quinquennial Service Awards Breakfast will be held at Larkins Sawmill on Friday, January 24, 2020 at 8:00 a.m. Mr. Bereskin welcomed all Commissioners to attend.

Moody's is updating their triple AAA rating on Greenville Water. A draft report has been received and it is very favorable. The final report should be published any day.

Mr. Bereskin shared the workforce was very appreciative of the bonuses in 2019 and the salary adjustments coming in 2020. Many individuals reached out to express their appreciation by handwritten note, e-mail, and in-person. Chairman Kilgore asked Mr. Bereskin and all Management Staff to express to the employees the Commission's appreciation for all they do for the community and the water system.

#### **11. COMMISSION COMMENTS**

No comments were presented at this time.

#### **12. ADJOURNMENT**

There being no further business, the meeting was adjourned 9:10 a.m.

  
Phillip A. Kilgore, Chairman

  
Kimberly J. Haulter, Executive Assistant