



**MINUTES OF REGULAR MEETING
COMMISSIONERS OF PUBLIC WORKS
517 West Washington Street
Community Room
Greenville, South Carolina
April 7, 2020
8:15 a.m.**

GreenvilleWater

Commissioners of Public Works in attendance:

Chairman Phillip A. Kilgore, Vice-Chairman James W. Bannister, Debra M. Sofield, and Will Brasington. Absent: 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 Strategic Initiatives Jane Arrington, Human Resources Director Richard Posey, Director of Business Services Gary VerDouw, Director of Water Resources Jeff Phillips, 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. PUBLIC COMMENT

No comments were presented.

3. CONSENT AGENDA

Chairman Kilgore listed the items of the Consent Agenda which were the meeting minutes of the Regular Commission Meeting March 3, 2020, the Water Resources Report, the Finance Update, New Development and New Annexations. Commissioner Sofield moved, seconded by Commissioner Bannister, to approve the consent agenda items. The motion passed unanimously.

4. LEGISLATIVE UPDATE

Chairman Kilgore welcomed Legislative Liaison Bob Knight to provide a legislative update. Mr. Knight stated the Legislative agenda was moving along well until the COVID-19 Pandemic halted progress. The retirement bill was expected to come up in the Senate Finance Committee by the end of April, but it is anticipated that a continuing resolution will be passed to basically adopt last year's approved budget for next year. The Legislators' return has not been determined yet, and everything is on hold until they meet again.

Mr. Knight, through contact with Prisma Health, was able to get assistance for Greenville Water's essential workers who fall ill to participate in First Responder Testing for the COVID-19 virus. One employee, who tested negative for the COVID-19 virus, was benefited by this assistance.

5. 2019 YEAR-END AUDIT

Chairman Kilgore welcomed Larry Finney of Greene Finney, LLP to provide an overview of Greenville Water's Audited Financial Statements for 2019. Mr. Finney reviewed Greenville Water's responsibility and Greene Finney, LLP's responsibility in an annual financial audit. The result of the audit is the opinion provided by Greene Finney, LLP. The opinion is to provide reasonable assurance that the financial statements are materially correct. The audit resulted in an unmodified opinion, the best opinion to be received. Mr. Finney congratulated Controller Jondia Berry and all the Accounting staff on a job well done during very challenging circumstances this year, due to the cyberattack. Chief Executive Officer David Bereskin thanked Mr. Finney and his staff for all their work during the difficult time, through the cyberattack and then the COVID-19 pandemic, adding Greene Finney, LLP really juggled issues to perform the audit and work with Greenville Water staff to get this accomplished. Chairman Kilgore joined in thanking Mr. Finney.

6. STRATEGIC PLAN UPDATE – HUMAN RESOURCES

Chairman Kilgore welcomed Director of Human Resources Richard Posey and Public Relations Specialist Emerald Clark to present on metrics supporting Greenville Water's strategic excellence. Mr. Posey stated the 2020 strategic initiative to be detailed was to create a high-performing workforce focused on customer-centered outcomes by promoting safety, professional development and employee engagement.

The 2020 safety goal builds on training of job safety analysis. Training has been provided for six of seven departmental safety committees. The safety committees are to help all the department employees to understand the goals of recognizing hazards and identifying the best controls to help reduce injuries, and vehicle/equipment mishaps. The outcome is to hardwire safe work practices. Mr. Posey presented an example of a Job Safety Analysis form created to promote this goal.

Another goal is to enhance internal stakeholder customer satisfaction with the rollout of new software automation. In the fourth quarter, staff hopes to automate performance evaluations, and in the third quarter to automate benefits so that insurance open enrollment may be handled via a software program rather than paper.

Greenville Water's goal in enhancing company-wide morale and improving the retention of high performers will be achieved through the new reward and recognition program: Team Member of the Quarter. Nominations are made by Supervisors and fellow team members. The Team Member of the Quarter will receive a \$250 cash prize, a parking space, as well as a photo and article in the *Waterline*, Greenville Water's quarterly company newsletter. There will also be a quarterly random drawing for team members who received a customer compliment, received a commendation form or were nominated for Team Member of the Quarter but did not win. The winner of the quarterly random drawing will receive a \$100 cash prize.

Mr. Posey introduced Director of Water Resources Jeff Phillips to articulate how the strategic initiative speaks to professional development and employee engagement. Water Resources is expanding on the 2019 training development goal by creating 40 presentations in both

water treatment and distribution operations that can be used by certified operators to fulfill continuing education requirements. There have been 15 presentations developed, with 11 of those being reviewed by South Carolina Labor and Licensing Review (SCLLR) Board. All 11 have met the continuing education requirements. These presentations have been posted on Microsoft Teams and made available to Engineering and Field Operations. More formal training has been scheduled to begin in April with the Operators at the water treatment plants. Also, cross training has been expanded with the maintenance department to include the entire operating staff. This training will be repeated every two years.

Ms. Clark presented information on supporting social sustainability and fostering employee engagement through the new Greenville Water Cares volunteer time off policy which provides each employee with 8 hours per year to allocate toward volunteer time off. One way Greenville Water is going to explore opportunities is through the Be Hands On - Volunteer program with United Way. This program allows the identification of interests to match with group volunteer opportunities. Ms. Clark presented two color options for the Greenville Water Cares employee volunteer shirts. Commissioner Sofield thanked Ms. Clark for the options and requested both colors be purchased so the team can be recognized while supporting the community.

7. CHIEF EXECUTIVE REPORT

Chairman Kilgore invited Mr. Bereskin to present the CEO report. Mr. Bereskin stated it has been an interesting start to the year. 2020 started with a cyberattack, then a pandemic. Mr. Bereskin reviewed the cyberattack, and the advances made through the Information Technology Department and the Fractional CIO, Jim Holman, that has been working under Chief Financial Officer Phil Robey's direction.

New technologies implemented as a result of the cyberattack have been beneficial in allowing remote work for employees during the pandemic. Mr. Bereskin reviewed the number of employees by department who are working remotely, as well as the employees who remain working in Greenville Water facilities, and steps taken to promote social distancing and other precautionary measures. Mr. Bereskin invited Mr. Phillips to review the quarantine plan for the water treatment plants should the pandemic worsen.

Mr. Bereskin also pointed out to the Commission that since the third work week of January Greenville Water has stopped assessing late fees and disconnect fees due to the cyberattack and now due to the pandemic. All water agencies that Greenville Water is a member of have been discussing the pandemic via virtual meetings and conference calls. Some sister utilities throughout the state are experiencing 10-20% revenue drops. Greenville Water will continue to monitor the situation daily, weekly, monthly, and will keep the Commission informed.

8. COMMISSION COMMENTS

Chairman Kilgore took a moment to thank the Staff for doing a great job, not only setting up the very first virtual Commission meeting, but also day-in and day-out over the last several weeks. The public looks to Greenville Water to be a rock of stability and reliability amidst what is going on around them. Satisfaction has been conveyed in what we have been able to control.

9. ADJOURNMENT

There being no further business, the meeting was adjourned 9:18 a.m.



Phillip A. Kilgore, Chairman



Kimberly Haufer, Executive Assistant