



GreenvilleWater

**MINUTES OF REGULAR MEETING  
COMMISSIONERS OF PUBLIC WORKS  
517 West Washington Street  
Community Room  
Greenville, South Carolina  
September 1, 2020  
8:15 a.m.**

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 Operations Officer Jeff Boss, Chief Financial Officer Phil Robey, Director of Water Resources Jeff Phillips, Director of Strategic Initiatives Dr. Jane Arrington, Director of Engineering Mark Hattendorf, Director of Human Resources Richard Posey, Manager of Field Operations Wayne Benson, Manager of Facilities and Fleet Allen White, Public Relations Manager Emerald Clark, and Attorney Adam Bach.

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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. TEAM MEMBER OF THE QUARTER AWARD PRESENTATION**

Chairman Kilgore turned the meeting over to Chief Executive Officer David Bereskin to recognize Greenville Water's Team Member of the Quarter. Mr. Bereskin explained this was a special quarter because two team members were being recognized. Mr. Shane Granger, Damage Prevention Tech, was nominated for helping others and doing a fantastic job locating water lines throughout the service area. Mr. Granger was on vacation and could not attend the meeting. Mr. Bereskin then recognized Ms. Jordan King, GIS Technician I, for doing a great job at her normal duties and taking on the additional task of managing eight college interns in surveying and inspecting water meters in the system. Mr. Bereskin asked GIS Supervisor Ms. Shana Lowe, who nominated Ms. King for the award, to say a few words. Ms. Lowe stated Ms. King started with Greenville Water as an intern with little GIS experience and now a year and a half later she is already performing difficult analysis via programming. The intern program was very successful under Ms. King's leadership and her enthusiastic attitude toward her job is so encouraging to those around her.

Chairman Kilgore welcomed Ms. King to the Greenville Water team, thanked her for her enthusiasm, and congratulated her on a job well done.

**3. PUBLIC COMMENT**

No comments were presented.

#### **4. CONSENT AGENDA**

Chairman Kilgore listed the items of the Consent Agenda which were the meeting minutes of the Regular Commission Meeting August 4, 2020, the Water Resources Report, the Finance Update, New Development, and New Annexations. Vice-Chairman Bannister moved, seconded by Commissioner Sofield, to approve the consent agenda items. The motion passed unanimously.

#### **5. LEGISLATIVE UPDATE**

Chairman Kilgore welcomed Legislative Liaison Bob Knight to provide a legislative update. Mr. Knight stated the Senate Finance Committee will begin the budget debate for the current year. A Continuing Resolution was passed earlier in the year, and the State has been operating under last year's budget numbers. The Committee will hear from the Department of Education, Parks Recreation and Tourism, Department of Corrections and Health and Human Services, et cetera to give an update. Most likely the Continuing Resolution will carry on throughout the rest of this year. The entire General Assembly returns on September 15, 2020. For edifications, there are three sums of money to be distributed. The remainder of the Federal funds from COVID-19 relief from the second bill passed by Congress. \$1.2 billion was spent in June with \$660 million remaining. The bulk of this will be most likely distributed to the Unemployment Trust Fund, with some money also going to testing, and Corrections Department relief. There is the \$775 million surplus from last year that was recently announced. This money will most likely be held in obedience pending the short-term economic situation.

Mr. Knight shared a projection of next year's State budget, stating six months ago there was a projected billion dollars of growth, recently only \$81 million worth growth was certified. This is the contraction that has occurred since March 2020. Every year there are new expenses. Most of the growth can be attributed to Medicaid and education expenses. This projected growth will not be enough to cover the increase in Medicaid and education expenses, which is typically \$500 million just to cover these two items. Budget cuts for other agencies are predicted. Even with this prediction, South Carolina is in a better economic situation than some other States.

Mr. Bereskin asked for an update on the status of the pension relief bill introduced by Greenville Water. Mr. Knight recommended contacting State Legislators to remind them of the bill so momentum can be given to the bill to bring it back to life.

#### **6. STRATEGIC PLAN UPDATE**

Chairman Kilgore welcomed Chief Operations Officer Jeff Boss and Staff to present the Strategic Plan Update. Mr. Boss explained Asset Management has been a five-year journey for Greenville Water. Maintenance and Facilities Enterprise Asset Management (EAM) implementation began in November 2019 and Field Operations implementation began in February 2020. There are now six other departments outside these areas entering work orders and new meter sets in EAM.



Manager of Field Operations Wayne Benson reviewed the goals for Field Operations which include:

- Reduce water loss, customer complaints and property damage. Field Operations investigates all leaks within two hours of notification. If a leak is major, the repair is made immediately. If the leak is minor, the repair will be made after the locate ticket clears.
- Backlog of less than 20 leaks and have no leaks going into the weekend. The current average is less than 10 leaks per day.
- Complete all Palmetto Utility Protection locates within 72 hours. On average 7,000 locates are completed per month, with 99% completed within 72 hours.
- Exercise all valves in the system within five years. The goal is to operate an average of 800 valves a month. Repairs and emergencies dictate the number of valves operated in a month. Some months the goal has been exceeded and some months it has not. The team is aiming to meet the average goal by the end of the year.
- Maintain a production rate of 17,000 LF of water main installation. To date 5,035 feet of water main has been installed with 2,500 scheduled. Also, over 6,000 feet of galvanized mains have been replaced with 3,800 planned or scheduled.
- Respond to all fire hydrant repair requests within 72 hours of notice. Beginning in August, response times for orders are timestamped to help measure the goal in EAM.

Director of Engineering Mark Hattendorf reviewed the goals for the Engineering department:

- The Capital Projects and Modeling team goal is to meet preliminary schedules for 90% of planned projects. Currently, 31 projects are 93% on schedule.
- Development Services has the goal of standardizing scripts for fees, service orders, permits, notices and engineering projects. Fees scripts were completed in the first quarter, services orders completed in the 2<sup>nd</sup> quarter and engineering projects in the 3<sup>rd</sup> quarter.
- Design and Inspections (D & I) are responsible for around \$6 million of system improvements, including 50,000 linear feet of galvanized mains that are being replaced with ductile iron. To date 21,000 feet of ductile iron has been installed and another 34,000 is under contract to be replaced. The department has also been tracking the number of projects, number of notifications per project and the number of customer complaints. There have been 950 project notifications sent out and only 2 complaints.
- Geographical Information Services (GIS) manages over 500,000 assets throughout the system. This group is working to improve the accuracy and data integrity in Greenville Water's maps. The goal is to survey and inspect 20,000 meters per year. To date, with the help of the intern program, 19,255 meters have been surveyed and inspected. This information doubles what has been accomplished in years past.

Director of Water Resources Jeff Phillips reviewed the goals for Water Resources three areas of watersheds, water treatment and the laboratory:

- Progression of Greenville Water's Watershed strategic plan includes reservoir tree removal in Table Rock, North Saluda and Lake Keowee. Also, the Lake Keowee Source Water Protection Team's Watershed Based Plan has been approved by the South Carolina Department of Health and Environmental Control.

- Development of a fisheries plan has begun with the help of an intern from Clemson University.
- The hemlock treatment plan is at the stage of identifying the hemlock habitats within the watershed.
- The North Saluda watershed staff has been actively controlling invasive species, such as kudzu, along the Highway 25 right-of-way, as well as performing laboratory tests during storm events exceeding 1" of rain in order to see if there is any roadway contamination coming into the watershed.
- The goal of 150 acres undergoing prescribed burns has been hampered waiting for wet conditions to improve in order to implement the burn plan.
- The right-of-way team has a goal of inspecting 320 miles of limited access ROW. To date 300 miles have been inspected.
- The goal of performing lake inspections and removing 200 trees a year from the lakes has been very successful with 195 trees removed to date.
- The water treatment team members are required to have 12 hours of continuing education training every two years. This team has a goal of doing all training in house for 35 water treatment operators and 65 distribution operators. To date 29 of 40 presentations have been developed between both groups. Each presentation meets the requirements of the State of South Carolina for certification.
- The water treatment group has been actively looking at chemical optimization. By completing jar tests, staff has been able to reduce the alum dosage by around 30% at both plants. Other chemicals associated with alum have also been reduced.
- The laboratory staff inspects and flow tests one third of the approximately 12,000 hydrants in the distribution system yearly. To date 2,909 hydrants have been flow tested of the 4,000 required.
- Laboratory staff is assisting the watershed in monitoring water quality parameters to develop the parameters into a dashboard for trends. An average of 2,360 parameters have been measured per month to date.

Manager of Facilities Maintenance & Fleet Allen White reviewed the goals of his teams:

- Scheduled maintenance has been increased to 99% with the rollout of EAM and unscheduled maintenance has decreased to 1%.
- Mean-time between failure for each class/type of asset has been established in Maintenance and Fleet.
- Mean-time to repair metrics for each class/type of asset has been established in Maintenance and Fleet.
- Monthly cycle counts and inventory variances of less than 5% have been maintained.
- All new vehicles and equipment orders are placed before the end of February
- New vehicles and equipment are deployed within five business days after delivery.
- The equipment replacement policy is being improved based on mileage, age, and maintenance costs.

## **7. CAPITAL IMPROVEMENT PROGRAM BUDGET ADJUSTMENT**

Vice-Chairman Bannister moved, seconded by Commissioner Sofield, to go into Executive Session for the purpose of discussing a contractual matter. The motion passed unanimously.



(Executive Session)

Vice-Chairman Bannister moved, seconded by Commissioner Sofield, to go out of Executive Session. The motion carried unanimously.

Commissioner Sofield moved, seconded by Vice-Chairman Bannister, to approve a contingency in the budget to cover unreimbursed costs due to the cyberattack in the amount of \$500,000. The motion carried unanimously.

Vice-Chairman Bannister moved, seconded by Commissioner Sofield, to approve an aggressive litigation strategy to seek recovery from AIG for all unreimbursed claims related to the cyberattack, directing Staff to meet with Mr. Adam Bach of Eller Tonnson Bach to obtain a letter relevant to the bad faith statute. The motion carried unanimously.

Chairman Kilgore invited Chief Financial Officer Phil Robey to present information on operating and CIP budget adjustments for 2020. Based on authority granted the CEO by the Commission in Greenville Water's financial policy, Mr. Robey explained the 2020 capital budget adjustments were made to cover the Table Rock outlet control valve structure project to add an electrical control valve, and additional work needed on the Adkins water treatment plant gallery rehab and paint project. The additional work needed at the Adkins plant includes coating for filter and sedimentation basin, walls, deck coating and filter media replacement.

#### **8. OPERATIONS AND MAINTENANCE PROGRAM BUDGET ADJUSTMENT**

Mr. Robey moved on to the Operating budget, explaining adjustments were made in the Facilities-Maintenance, Facilities-Fleet and Information Technology areas to cover joint repairs in the Table Rock reservoir spillway, repair of exterior lighting at the Adkins Plant, replace stolen equipment; and cover unreimbursed cyberattack expenses.

#### **9. CHIEF EXECUTIVE REPORT**

Chairman Kilgore welcomed Mr. Bereskin to provide the Chief Executive Report. Mr. Bereskin provided an update on the Greenville Water Main Campus renovation. The project will hopefully be complete by the end of the year.

The past two months have been very wet which has brought revenue down 3.5% and possibly down to 5% by the end of the current month. Disconnects started two weeks ago with 1800 disconnects and only two complaints. The following week there were 1300 disconnects with one complaint. The current week only had 600 disconnects, which is an all-time low. Mr. Bereskin complimented Customer Service, Billing and Field Services for doing a great job through all of this. As well as Field Operations, who helped augment the first week, providing 10 additional people to help with disconnects/reconnects.

#### **10. COMMISSION COMMENTS**

Commissioner Sofield asked what plans have been made for the holiday meal for employees. Due to COVID-19, no plans have been formulated. A recommendation was made to explore the option of having food trucks to allow for social distancing rather than the traditional catered meal inside.

#### **11. ADJOURNMENT**

There being no further business, the meeting was adjourned 10:25 a.m.

  
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Phillip A. Kilgore, Chairman

  
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Kimberly Haulter, Executive Assistant