



GreenvilleWater

MINUTES OF REGULAR MEETING
COMMISSIONERS OF PUBLIC WORKS
517 West Washington Street
Community Room
Greenville, South Carolina
December 8, 2020
9:15 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 Financial Officer Phil Robey, Chief Operations Officer Jeff Boss, Director of Water Resources Jeff Phillips, Director of Strategic Initiatives Dr. Jane Arrington, Director of Engineering Mark Hattendorf, Director of Human Resources Richard Posey, Director of Business Services Gary VerDouw, Manager of Field Operations Wayne Benson, and Manager of Facilities and Fleet Allen White.

The Regular Meeting of the Commissioners of Public Works was called to order at 9:15 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 November 10, 2020, the Water Resources Report, the Finance Update, and New Development. Vice-Chairman Bannister moved, seconded by Commissioner Sofield, to approve the items of the consent agenda. The motion passed unanimously.

4. LEGISLATIVE UPDATE

Chairman Kilgore welcomed Legislative Liaison Bob Knight to provide a legislative update. Mr. Knight announced Representative Bannister has been working to get Greenville Water's bill pre-filed. Pre-filing takes place on December 9, 2020. Senator Turner will file Greenville Water's bill for pre-filing in the Senate. Representative Chandra Dillard has been appointed to the SC House Ways and Means Committee. Representative Bobby Cox has been appointed to the Labor, Commerce, and Industry Committee. Area Representatives on the Judiciary Committee include Neal Collins, Jason Elliott, and West Cox.

5. 2021 STRATEGIC PLAN GOALS

Chairman Kilgore invited Director of Strategic Initiatives Dr. Jane Arrington to present the 2021 Strategic Plan. Dr. Arrington pointed out that copies of two documents were placed in

front of Commissioners for review. One was the Water Loss Control Memo from November 2020, which was a follow-up to the water loss trending discussion from the previous Commission meeting. The other document was the Overview for the 2020 Strategic Plan Successes. Commissioner Sofield thanked the Communications Team for a job well done on the graphics in the presentation. Dr. Arrington then rolled into presenting highlights of the 2021 Strategic Plan in each Department.

Finance:

The Accounting department has set very high goals for claims submittal, percentage of funds invested, and percentage of early payment discounts taken. In addition, the department is trying to decrease the turnaround times on month end closing and the financial reports and statements resulting from month end. Purchasing is keeping a keen eye on minimizing inventory variances, and in addition will reduce the spend on small tools by ten percent compared to 2020. Billing and Customer Service continue to support attributes of financial viability and customer satisfaction with high 99% goals in terms of accurate and timely billing. In addition, Billing will decrease exceptions with programmatic changes to less than eight percent. Customer Service is continuing high metrics for calls and increasing average time availability by seven percent. Field Services is teaming up with Billing to initiate daily billing in 2021. This will result in a goal of 1500 meters read per day per Field Service Representative (FSR). A very aggressive meter replacement and testing program will also be launched, which will result in 6600 5/8" meters being replaced throughout 2021. This averages out to 5.8 meters per day per FSR. Information Technology will continue to support operational resiliency and optimization throughout the organization through consistent customer ticket resolution and high service levels. A new project scoring metric will be used for all projects which will adhere to budget, schedule and objectives met.

Management:

Human Resources continues their quest for employee engagement, employee leadership and development and promotion of safety. Each department organization wide, will develop an emergency action plan and conduct two drills throughout the year. Ultimate UltiPro software will roll out with enhancements throughout the year. Strategic Initiatives is continuing employee engagement with the Volunteer Time Off program (VTO), also focusing on stakeholder understanding and support with water treatment tours and initiating surveys as a result of community events. In support of the pillar of corporate social responsibility a new Operation Round Up Good Neighbor program will be rolled out.

Operations:

An Asset Management emphasis continues, as Staff strives to balance money, service, and risk. Field Operations has now rolled out the Infor Enterprise Asset Management (EAM) program in order to better manage 51,800 valves, 3,000 miles of water main, 190,000 service lines and 14,000 fire hydrants. In 2021 a new initiative to increase the monthly accuracy rating in EAM work order completion will be rolled out. Engineering joins Field Operations in the commitment to operational resiliency, community sustainability and infrastructure stability. In 2021, Development Services will work on EAM workorder accuracy, and Cross Connection Control will be rolling out EAM. Design and Inspection will continue program

management to replace 60,000 linear feet of galvanized main. G.I.S. will survey and inspect 30,000 meters, continuing the Summer Intern program. Facilities Maintenance has been working with EAM for approximately one year and will be expanding efforts to decrease reactive maintenance, thereby increasing preventative and predictive maintenance, such as thermography analysis. Facilities Maintenance is moving to the project scoring system for budget, schedule and objective met for all Capital Improvement Projects (CIP) and Maintenance Projects. The Fleet department is responsible for the operational resiliency of the fleet and will continue to achieve fast turnaround times on vehicle repairs, which will be augmented with the rollout of EAM in this department. A review of the lifecycle policy on Fleet assets will be completed. Water Resources will continue efforts in the watersheds for water resources adequacy and high product quality by caring for watershed resources through the removal of trees, controlled burns, and right-of-way inspections. The Water Treatment Plants will be striving to perform 100% of the State Labor, Licensing and Regulation (LLR) training/certification in-house. The Laboratory will work to decrease turnaround times and create a webpage for the analysis and dissemination of watershed water quality data collected throughout the past year.

6. UPDATE ON CAPITAL IMPROVEMENT PROJECTS

Chairman Kilgore called on Director of Engineering Mark Hattendorf to present the Capital Improvement Program (CIP) update. Mr. Hattendorf reviewed the 2020 successes achieved in the CIP providing details and pictures of the following 18 projects:

- Administrative Building Renovations
- Adkins Water Treatment Plant – MCC 1 & 2 Replacement
- Remote PRV Monitoring
- Hillandale – New Storage Tank
- Adkins Water Treatment Plant Filter Basin Rehab, Painting Filter Gallery
- Automatic Outlet Valves
- Green Avenue Valve Replacement
- Crestwood Pump Station
- Table Rock Bridge
- North Saluda Bulkhead Project
- Table Rock Paving
- Adkins Shoreline Erosion Control
- America's Water Infrastructure Act (AWIA) Risk Management Plan (RMP) & Emergency Response Plan (ERP)
- Monroe Road Replacement Water Main
- Augusta Road Replacement Water Main
- Adkins Water Treatment Plant Washwater Tank Dome Replacement
- Downtown Transfer Pump Station

Mr. Hattendorf introduced Manager of Field Operations Wayne Benson to aid in presenting the 2020 Normal System Improvements update. Mr. Hattendorf explained Normal System Improvements is a five-to-six-million-dollar annual budget for reinvestment into the system. This budget is broken down into four categories: City CIP, Main Replacements, Additions/Extensions and Highway Projects. Mr. Benson shared that by adding a Field

Operations Team dedicated to Construction in 2020 the Field Operations department has been able to mobilize quicker when unexpected projects arise which decreases the need to bring in contractors at a higher cost. In the past, Field Operations has only been able to take on short projects that are 1,000 feet or less. However, with the addition of the dedicated construction team, Field Operations has been able to help with some larger projects such as in the Sterling Community. This was a last-minute project with the Greenville Redevelopment Authority where Greenville Water was able to replace some galvanized mains. Also, Field Operations was able to take on a 16-inch main project which had never been done before. Mr. Benson provided pictures and reviewed details of installation agreements and highway projects completed in 2020.

7. INSURANCE UPDATE

Chairman Kilgore called on Chief Financial Officer Phil Robey to provide an insurance coverage update. Mr. Robey explained Greenville Water is shopping all lines of insurance coverage and wanted to provide an update on the process. The Commission was not asked to take any action at the time of the meeting. The information was to provide an update on the process and alternatives being considered.

The cost of coverage through the State of South Carolina Budget and Control Board of the Division of Insurance Services has increased over four to five years. The price advantage used to be a compelling reason to stay with the State programs, but over the last few years there have been double-digit increases on almost all lines of coverage, thus leading to the decision to review carriers and coverage options. There have also been some claims management and service issues regarding claims reporting of information. Mr. Robey reviewed coverage broken down into three categories: Property & Casualty Coverages, Specialty Coverages, and Workers Comp, listing the insurance provider for each coverage area. Property & Casualty Coverage, as well as Workers Comp, is all currently covered by the State. The South Carolina Insurance Reserve Fund requires participation in all property and casualty lines. There is not an a la carte option.

Greenville Water worked with broker assistance in marketing, review, and formulation of coverage selection recommendations. Proposals were requested from some of A.M. Best Company's A rated providers only. Mr. Robey reviewed the summary of coverage recommendations.

8. CHIEF EXECUTIVE REPORT

Chairman Kilgore invited Mr. Bereskin to provide the Chief Executive Report. Mr. Bereskin thanked Commissioners on behalf of all employees for allowing Management to reward Greenville Water Employees for the very arduous year with the cyberattack and then the COVID-19 pandemic. Commissioners were asked to help distribute the awards during the Greenville Water Employee Holiday Luncheon following this meeting.

Proposals have been received for rehabbing the Keowee intake. Two engineering firm proposals are being reviewed for the electrical work due to the damage from the fire that occurred on November 13, 2020. In addition, Chief Operations Officer Jeff Boss, Director of Water Resources Jeff Phillips, and Manager of Facilities and Fleet Allen White have looked

at all the high voltage equipment at Adkins Treatment plant. Seven of the twenty transformers for the high voltage pumps appear to be failing. An emergency rush has been ordered for one replacement. One transformer has been sent to see if it could be rebuilt. This electrical work will be an unscheduled capital improvement project. Chairman Kilgore said he was confident Staff is treating the situation with the appropriate urgency and the Commission supports Staff efforts to remedy the problem as prudently appropriate.

Mr. Bereskin announced he and Chairman Kilgore would be executing the Laurens County Water and Sewer Commission (LCWSC) agreements for the Asset Transfer and the Intergovernmental Agreement which lays out LCWSC's service area. The asset transfer should be final on January 7, 2021. A letter is being drafted to be sent to the 200-300 customers that will be transferred to Greenville Water. Commissioner Sofield asked that a list of frequently asked questions be included with the letter. Chairman Kilgore recommended the first or second paragraph explain to the customers that their water rates will be decreasing.

Mr. Bereskin pointed out the Water Resources Report in the Consent Agenda included the annual daily reservoir releases. The 2020 flows averaged no less than 6-8 million gallons a day from Table Rock and 10 million gallons a day from North Saluda. The only periods to fine tune management of the lakes are June and September which are sensitive times for fish. Improvements have begun by using the water model.

9. COMMISSION COMMENTS

Commissioners received several good reports from residents near a water main break over the weekend. Customers were very complimentary of how quickly the repair crew arrived on scene, provided information, and made the repair especially for a Sunday.


Vice-Chairman Bannister moved, seconded by Commissioner Sofield, to enter Executive Session for the purposes of considering a personnel matter. The motion passed unanimously.

(Executive Session)

Commissioner Sofield moved, seconded by Vice-Chairman Bannister, to go out of Executive Session. The motion carried unanimously. No action was taken.

10. ADJOURNMENT

There being no further business, the meeting was adjourned 10:45 a.m.


Phillip A. Kilgore, Chairman


Kimberly Haueter, Executive Assistant