

AGENDA

THE COMMISSIONERS OF PUBLIC WORKS OF THE CITY OF SPARTANBURG, S.C.

**Meeting Place: 297 South Avenue
Spartanburg, SC 29306**

EXECUTIVE SESSION

Tuesday, March 30, 2021, 11:00 a.m.

This is an executive session of The Commissioners of Public Works of the City of Spartanburg, S.C. Written notice of the date, time, and place for this meeting, along with the agenda, has been posted in the lobby and on the Spartanburg Water website, and copies have been forwarded to local and nearby news media (including Spartanburg Herald-Journal, The Spartan Weekly, Greenville News, The Greer Citizen, Hometown News, WSPA-TV 7, WYFF-TV 4, WLOS-TV 13, WHNS Fox Carolina, WORD News Radio, WOLT-FM Radio, Tribune Times, and the Times Examiner) at least 24 hours prior to this meeting.

- 1. CALL THE MEETING TO ORDER**
- 2. EXECUTIVE SESSION**

The Commission will enter into executive session to receive legal advice concerning Municipal Reservoir 1 issues.

AGENDA

THE COMMISSIONERS OF PUBLIC WORKS OF THE CITY OF SPARTANBURG, S.C.

Meeting Place: 301 South Avenue
Spartanburg, SC 29306

REGULAR MEETING

Tuesday, March 23, 2021, 3:00 p.m.
(or immediately following SSSD meeting)

This is a regular meeting of The Commissioners of Public Works of the City of Spartanburg, S.C. Written notice of the date, time, and place for this meeting, along with the agenda, has been posted in the lobby and on the Spartanburg Water website, and copies have been forwarded to local and nearby news media (including Spartanburg Herald-Journal, The Spartan Weekly, Greenville News, The Greer Citizen, Hometown News, WSPA-TV 7, WYFF-TV 4, WLOS-TV 13, WHNS Fox Carolina, WORD News Radio, WOLT-FM Radio, Tribune Times, and the Times Examiner) at least 24 hours prior to this meeting.

1. **APPROVAL OF MINUTES OF REGULAR MEETING OF FEBRUARY 23, 2021
AND WORK SESSION MEETING OF FEBRUARY 25, 2021**

2. **MONTHLY FINANCIAL REPORT**

Newt Pressley will present a financial summary of SWS expenditures and revenues for the eight-month period ending February 28, 2021.

3. **HEALTH AND DENTAL INSURANCE RENEWAL**

Management proposes the following design plan recommendations for the upcoming health insurance plan year that is effective May 1, 2021.

These recommendations include the following:

- **Vision benefit:** increase benefit from \$500 to \$600
- **Chiropractic benefit:** Raise maximum from \$1,000 to \$1,200
- **Tobacco surcharge:** increase from \$25 to \$30 biweekly
- **Dental Plan:** increase dental maximum from \$1,500 to \$2,000

These recommendations will be in effect with no changes to the employee contributions:

AGENDA – Commissioners of Public Works of the City of Spartanburg, SC, Regular Meeting, held at 301 South Avenue, March 23, 2021

2021 - 2022 Per Pay Period Contribution	Consumer Choice Plus Medical Plan	Consumer Choice Medical Plan	Basic Medical Plan	Dental Plan
Employee Only	\$ 47	\$ 36	\$ 15	\$ 7
Employee plus child	\$ 61	\$ 50	\$ 28	\$ 10
Employee plus children (2 or more)	\$ 91	\$ 70	\$ 33	\$ 12
Family	\$ 118	\$ 93	\$ 48	\$ 14

Management recommends that the Commission approve the above mentioned design changes to the Spartanburg Water Health Insurance Plan that will become effective May 1, 2021.

4. WORKERS' COMPENSATION INSURANCE RENEWAL

Spartanburg Water's Workers' Compensation insurance renews annually on April 1. For the 2021 renewal, staff received proposals from McGriff Insurance Services and USI Insurance Services. As agents, these firms are able to obtain quotes from a number of insurance carriers on behalf of Spartanburg Water. USI Insurance Services is the current agent for Spartanburg Water and the Workers' Compensation policy is written through Selective as the carrier. The premium for the 2020 renewal was \$134,159. The results of the proposals received are tabulated below:

Acting Agent: **McGriff Insurance Services**

<i>Insurance Carrier</i>	<i>Annual Premium</i>
Amerisure	\$101,171
Eastern Alliance	\$103,597
Summit	\$133,806

AGENDA – Commissioners of Public Works of the City of Spartanburg, SC, Regular Meeting, held at 301 South Avenue, March 23, 2021

Acting Agent: **USI Insurance Carriers**

<i>Insurance Carrier</i>	<i>Annual Premium</i>
Selective	\$122,612
Encova Insurance	\$116,838

Based on the proposals received, management recommends approval of the proposal submitted by McGriff Insurance Services and binding coverage with Amerisure as the carrier for the Workers’ Compensation insurance.

The Workers’ Compensation premium will be allocated as follows: \$76,889.96 for SWS and \$24,281.04 for SSSD.

5. CUSTOMER TRANSACTIONAL SURVEY SERVICES

In recent years, Spartanburg Water has conducted transactional surveys by phone to measure the performance of the main Customer Service group. A minimum of 50 customers that contacted Spartanburg Water customer service were selected at random each month and surveyed by an outside firm.

Conducting surveys by telephone has become more challenging in recent years. There are less landline connections and an increasing tendency for customers to not answer a call from an unknown telephone number. In a strategic effort to move to a digital survey platform and to reduce the timeframe between customer interaction and survey results, management requested proposals and pricing from three feedback management platforms. Each platform provides the ability to distribute surveys via text and/or email in real-time. They each provide different levels of reporting, user interfaces, and alerts regarding possible customer service issues. Below is a tabulation of the annual costs proposed:

<u>BIDDER</u>	<u>AMOUNT OF BID</u>
Qualtrics XM Provo, UT	\$6,000
Medallia San Francisco, CA	\$10,000

AGENDA – Commissioners of Public Works of the City of Spartanburg, SC, Regular Meeting, held at 301 South Avenue, March 23, 2021

SurveyMonkey San Mateo, CA	\$10,000
-------------------------------	----------

Based on the pricing submitted, reference checks, and evaluation of the services provided, management recommends an award to Qualtrics in the amount of \$6,000 per year. The contract will be for an initial 12-month term with the option to renew for two additional 12-month terms. Funding will be provided by the operating budget and split equally between the Spartanburg Water System and Spartanburg Sanitary Sewer District.

6. WATER QUALITY REPORT

Management will provide an update on water quality.

7. REPORT ON DRINKING WATER RESERVOIRS

Management will provide an update on activities with the drinking water reservoirs.

8. AGREEMENTS EXECUTED BY THE CHIEF EXECUTIVE OFFICER ON BEHALF OF THE COMMISSION

The following agreements have been executed on behalf of the Commission by the Chief Executive Officer in accordance with the resolution adopted by the Commission on March 28, 1989.

A. Lake Agreements

Applications have been submitted and all fees have been paid on the following Lake Agreements, associated with new construction and replacement.

- (1) **Michael O. Belue and Betty Ann Moore Belue**, desire to construct a boat lift on Lake Bowen.
- (2) **Margaret S. Blanton**, desires to replace a dock on Lake Bowen.

AGENDA – Commissioners of Public Works of the City of Spartanburg, SC, Regular Meeting, held at 301 South Avenue, March 23, 2021

- (3) **Thomas F. Eberhard and Marcy Marie Eberhard**, desire to replace a dock and construct a boat lift on Lake Bowen.
- (4) **Raymond Leroy France and Tammi Michelle France**, desire to replace a dock on Lake Blalock.
- (5) **Kikolay Garbar**, desires to construct a dock on Lake Blalock.
- (6) **Kerri Pratt**, desires to stabilize the shoreline on Lake Bowen.
- (7) **George Reginald Pryor and Rene R. Pryor**, desire to replace a dock on Lake Bowen.
- (8) **Alice W. and James W. Smith**, desire to replace a dock and stabilize the shoreline on Lake Bowen.
- (9) **Jeffery H. Smith and Elizabeth E. Smith**, desire to construct a dock on Lake Bowen.
- (10) **Barric Thompson, Evelyn Otero-Thompson**, desire to construct a dock on Lake Blalock.

Applications have been submitted and all fees have been paid on the following Lake Agreements, associated with acknowledgement of ownership.

- (1) **Cleve Artrip and Deborah Weber**, boat lift on Lake Bowen.
- (2) **Karen R. Bingham**, boat lift, dock replacement, hard pathway, personal watercraft lift, and shoreline stabilization on Lake Bowen.
- (3) **Gina Chapman**, dock replacement, hard pathway, and shoreline stabilization on Lake Bowen.
- (4) **Edward Charbonneau**, dock replacement, hard pathway, and shoreline stabilization on Lake Bowen.

AGENDA – Commissioners of Public Works of the City of Spartanburg, SC, Regular Meeting, held at 301 South Avenue, March 23, 2021

- (5) **Thomas F. Eberhard and Marcy Marie Eberhard**, shoreline stabilization on Lake Bowen.
- (6) **Jesse R. Freeman and Perryn M. Freeman**, dock replacement on Lake Blalock.
- (7) **Nikolay Garbar**, hard pathway on Lake Blalock.
- (8) **Garret L. Heidenreich and Angela Marie Heidenreich**, boat lift, dock replacement, hard pathway, and shoreline stabilization on Lake Bowen.
- (9) **Paragon Investment Properties, Inc.**, dock replacement on Lake Bowen.
- (10) **Clary Holdings, LLC**, dock replacement and hard pathway on Lake Bowen.
- (11) **Robert W. Reeves**, dock replacement, hard cart path, and hard pathway on Lake Blalock.
- (12) **Jeffery H. Smith and Elizabeth E. Smith**, shoreline stabilization on Lake Bowen.
- (13) **Barric Thompson, Evelyn Otero-Thompson**, hard pathway on Lake Blalock.
- (14) **Joseph B. Zuber**, boat lift and dock replacement on Lake Bowen.

B. Encroachment Agreements

All paperwork, surveys, etc., have been completed and the encroachment agreement has been recorded.

- (1) **Brice Cook Realty, LLC**, dwelling encroachment on Lake Bowen.
- (2) **Carole Hyslop**, dwelling encroachment on Lake Bowen.

AGENDA – Commissioners of Public Works of the City of Spartanburg, SC, Regular Meeting, held at 301 South Avenue, March 23, 2021

- (3) **Ann Mullins**, dwelling encroachment on Lake Bowen.
- (4) **NM Properties**, dwelling encroachment on Lake Bowen.
- (5) **Loretta W. Conner**, dwelling encroachment on Lake Bowen.
- (6) **Michael and Krystal Lancaster**, non-dwelling encroachment on Lake Bowen.

The above is provided as information to the Commission.

9. NEGOTIATIONS AND MISCELLANEOUS ADMINISTRATIVE MATTERS