

MINUTES

Spartanburg Sanitary Sewer District Commission, Regular Meeting, held at 301 South Avenue, Spartanburg, SC, June 28, 2016, at 2:15 p.m.

Copies of the agenda were forwarded to the following news media: 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.

Commissioners present were Mses. Barnes and Viney and Messrs. Littlejohn, Lynch, and Montgomery. Messrs. Blanton and White were absent.

The meeting was opened with the following statement:

This is a regular meeting of the Spartanburg Sanitary Sewer District Commission. Written notice of the date, time, and place for this meeting, along with the agenda, has been posted on the bulletin board, and copies mailed to local and nearby news media, at least 24 hours prior to this meeting.

1. PRAYER

Mr. Lynch called the meeting to order and Mr. Pressley opened with a prayer.

2. APPROVAL OF MINUTES OF REGULAR MEETING OF MAY 24, 2016

Ms. Barnes moved and Mr. Montgomery seconded the motion to approve the minutes as written. The motion passed unanimously.

3. MONTHLY FINANCIAL REPORT

Newt Pressley presented a financial summary of SSSD expenditures and revenues for the 11-month period ending May 31, 2016. An explanation was provided for the favorable and unfavorable budget variances.

Sue Schneider briefed the Commission on the Lower North Tyger River Facility Upgrade Project treatability studies. Management believes it is much less of an investment to upgrade at this point. Ken Tuck confirmed the upgrades for capacity are complete at the plant after much treatability tests and studies, issues were identified and resolved. There are additional treatment workshops planned in July for investment strategies.

Mr. Pressley identified the time frame of the budget and bonds for this project.

Mr. Lynch stated the Commissioners are available to meet in late July or early August if necessary.

The above was provided as information to the Commission.

4. 2016 CUSTOMER SURVEY

Debbie Liberty of Research, Inc., presented the results of the 2016 Customer Survey.

Ms. Liberty said Research, Inc., has conducted these surveys since 2001 on a bi-annual schedule. The objective of the survey is to learn customers'

Spartanburg Sanitary Sewer District Commission – Regular Meeting, Tuesday, June 28, 2016

satisfaction levels, uncover any problems from a service and water quality standpoint. The methodology has stayed the same.

Research Inc., was given a list of Spartanburg Water customers and 400 were randomly selected and agreed to conduct telephone interviews. Interviews lasted 8-10 minutes and participants were given a \$10 credit on their next bill for the respondent's time.

Due to water quality issues during June-December 2015, customer satisfaction declined from 91% in 2014 to 80% in January 2016. A shorter survey was developed and conducted in May 2016, to follow up on customer satisfaction. Satisfaction had increased to 82% and is expected to continue to improve since water quality issues have been resolved.

Every quarter, Research, Inc., makes 150 calls to customers who have contacted Customer Service to determine their satisfaction levels. Customers were 97% very satisfied. Staff is very knowledgeable, professional, completing the transaction in a timely manner, and prompt in answering the phone.

The above was provided as information to the Commission.

5. RED FLAGS PROGRAM

The Commission was provided a written annual report regarding the status of the Red Flags Program.

Hariette Stinson, Customer Service Manager, said The Spartanburg Water's Red Flag Program was approved by the Commission in April 2009. Legislation requires that businesses and government agencies develop a program for identifying theft. The Red Flags Rule is a federal regulation established to protect consumers against identity theft.

Ms. Stinson reported that of all new applications last year for service, 72% did not need additional verification for identity purposes, 27% were able to be resolved through effective questioning or looking at previous accounts and 1% were flagged as deceased or had non-verifiable social security numbers. Those 1% of customers were required to come into the office and provide additional documentation and were able to open accounts upon verification.

Last fiscal year, customer service received 115,687 inbound calls, 5,299 customers were assisted in person, totaling 120,986 customer contacts. There were 8,050 customers obtaining new service. Out of the 120,986 customer contacts, one customer contacted Customer Service to report Identity Theft. The Federal Trade Commission provides an Affidavit that Customer Service gives the customer to complete and forward to the credit reporting agency for resolution.

Customer service protects information in many ways. Computer monitors have filters so that consumer data cannot be seen by the public. The business computer system allows representatives to scan the online utility exchange reports and attach it to the customer's account. Very few

Spartanburg Sanitary Sewer District Commission – Regular Meeting, Tuesday, June 28, 2016

documents are created, but any sensitive documents are stored in locked areas and are destroyed by shredding.

The Information Technology Department has added additional crypted fields during the business computer system upgrade. The Customer Service Representatives passwords are changed every 90 days. Firewalls are in place as well as website filters and antivirus detection software.

The policies and procedures established by this program are effective to ensure accounts are opened safely and securely. Management recommended no changes at this time.

The above was provided as information to the Commission.

6. C&D CRANE PURCHASE AND INSTALLATION

Proposals were received on May 12, 2016, for the purchase and installation of a 5-Ton capacity crane for the C&D maintenance building’s welding shop. The overhead crane is being installed to provide a safe means of handling heavy materials and minimize the risk of injury to employees.

Invitations were forwarded to prospective contractors and the project was advertised publicly. A pre-bid meeting was held on the April 28, 2016, with an opportunity for prospective bidders to inspect the installation area and ask questions. The solicitation drew one responsive proposal. The cost information submitted as part of the responsive proposal is listed below.

<u>BIDDER</u>	<u>AMOUNT OF BID</u>
IndSpec Systems Greenville, SC	\$44,734
Engineering Systems, Inc. Duncan, SC	No Bid
Progressive Crane Charlotte, NC	No Bid

Management recommended an award to IndSpec Systems with a cost of \$44,734 based on their proposal. The cost will be shared equally between SSSD and SWS capital funds.

Mr. Montgomery moved and Mr. Littlejohn seconded the motion to approve management’s recommendation to award the contract to IndSpec Systems with a cost of \$44,734. The cost will be shared equally between SSSD and SWS capital funds. The motion passed unanimously.

7. LNTR BASIN SEWER REHAB PHASE 2 – OAK FOREST PROJECT

Proposals were received on May 27, 2016, for the rehabilitation of the 8-inch sewer main located in the Oak Forest area within the Lower North Tyger River Basin. This area experiences significant inflow and infiltration during rain events. This project is the second phase of a multi-phased plan to

Spartanburg Sanitary Sewer District Commission – Regular Meeting, Tuesday, June 28, 2016

reduce the inflow and infiltration within the basin. The project includes the installation of approximately 4,440 linear feet of 8-inch cured in place piping, the lining of approximately 99 vertical feet of manhole interior, and the rehabilitation of 45 service laterals.

The project was publicly advertised and a pre-bid meeting was held on May 5, 2016. Proposals were submitted by four contractors. A tabulation of the cost is listed below.

<u>BIDDER</u>	<u>AMOUNT OF BID</u>
Insituform Technologies, LLC Chesterfield, MO 63005	\$358,863.50
IPR Southeast, LLC Stone Mountain, GA 30083	\$386,054.75
Layne Inliner, LLC Tucker, GA 30084	\$463,971.50
VacVision Environmental, LLC Tampa, FL 33610	\$504,614.50

The proposals were evaluated using a weighted scoring matrix. The matrix rated the suppliers' (1) Work Team, (2) Technical Competency, (3) Cost, (4) Schedule, (5) MWBE Utilization, and (6) Community Benefit Program. The highest scoring proposal was submitted by IPR Southeast, LLC.

Based on the results of their response and matrix score, management recommended approval of an award to IPR Southeast, LLC at a cost of \$386,054.75. The project will be funded by the collection system rehab fund.

Ms. Viney asked why the matrix score was used with this project bid. Ms. Schneider explained there are Procurement Rules and Regulations and certain criteria in place for different projects and situations in which the weighted scoring matrix may be used.

Ms. Barnes moved and Mr. Littlejohn seconded the motion to approve management's recommendation to approve an award to IPR Southeast, LLC at a cost of \$386,054.75. The motion passed unanimously.

8. RECEIPT OF BIDS – WINDSOR FOREST PUMP STATION REHABILITATION PROJECT

Bids were received on June 14, 2016, for the Windsor Forest Pump Station Rehabilitation Project. This pump station serves the Windsor Forest Subdivision and was initially placed in service in 1981. The existing pumps and related hardware have exceeded their useful life, and the brick wet well is in poor condition. This project will include the replacement of the wet well, pumps, piping and related hardware, and the addition of several safety and security-related improvements, which will bring the station into compliance with current Sewer District standards.

Spartanburg Sanitary Sewer District Commission – Regular Meeting, Tuesday, June 28, 2016

Four contractors obtained the bid documents for the project and three contractors submitted a bid. The bids were as follows:

<u>BIDDER</u>	<u>AMOUNT OF BID</u>
C.J. Compton Plumbing Spartanburg, SC	\$216,033
Greenstone Construction Seneca, SC	\$236,321
J.L. Construction Piedmont, SC	\$244,050
Larry Green Grading Lyman, SC	No Bid

Management recommended awarding the contract to the lowest responsive bidder, C.J. Compton Plumbing of Spartanburg, SC, for the amount of \$216,033. This project will be funded by depreciation funds.

Gene Jackson explained the criteria of using the lowest responsive bid on a standard pump station upgrade.

Mr. Littlejohn asked, over time how many pump stations have been replaced. Mr. Jackson stated there have been about three replacements a year.

Mr. Montgomery moved and Ms. Barnes seconded the motion to approve management's recommendation to award the contract to the lowest responsive bidder, C.J. Compton Plumbing of Spartanburg, SC, for the amount of \$216,033. The motion passed unanimously.

9. NEGOTIATIONS AND MISCELLANEOUS ADMINISTRATIVE MATTERS

- A.** Mr. Pressley briefed the Commissioners on the renovation and relocation of staff during the renovation process. Harper Construction was selected for the project. The drive-thru window and night deposit box were closed the first week of renovations, but are now reopened. The first phase of the project will be the upper level of the building and exterior area. This phase should be completed by the end of September. The second phase will be the lower level of the building and is expected to be completed late November. Ms. Schneider suggested to the Commission if they plan to visit someone, they may want to call to confirm their location.
- B.** Ms. Schneider showed the Commissioners before and after pictures of the completed asphalt resurfacing project at the Lawson Fork Reclaimed Water Treatment Facility.
- C.** Ms. Schneider informed the Commissioners of the United Way Annual meeting. Spartanburg Water received the Volunteer Spirit Award and Circle of Excellence Award. Ms. Schneider stated staff has done a great job and noted David Crosby as the Volunteer Chair this year.

Spartanburg Sanitary Sewer District Commission – Regular Meeting, Tuesday,
June 28, 2016

- D.** Ms. Schneider stated the next Commission Meeting will be August 23, 2016.
- E.** Ms. Schneider advised the Commissioners that Spartanburg Water is seeking nominations for participants in the upcoming Water Matters Class to be held September 27 through November 15 from 6:00 p.m. - 8:00 p.m. on Tuesday nights, excluding elections. This year the class is integrated with water and sewer. Due to the renovations, most of the classes will be held at the Spartanburg County Library in the Barrett Room. Management is seeking 25 people who are water and/or sewer customers to submit an application form.
- F.** Ms. Schneider thanked everyone for their support while she was out. She stated staff did a phenomenal job in her absence.
- G.** Ms. Schneider reminded the Commissioners that the Annual Review will be discussed at the August Commission Meeting.

Meeting adjourned at 3:15 p.m.

G. Newton Pressley
Secretary-Treasurer

tbh