

## MINUTES

Spartanburg Sanitary Sewer District Commission, Regular Meeting, held at 200 Commerce Street, Spartanburg, SC, June 27, 2017 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. Blanton, Littlejohn, Lynch, Montgomery, and White. No one was 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 in the lobby and on the Spartanburg Water website, 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. Blanton opened with a prayer.

### 2. APPROVAL OF MINUTES OF REGULAR MEETING OF MAY 23, 2017

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

### 3. UNITED WAY AWARDS

Spartanburg Water received the Volunteer Spirit Award and the Circle of Excellence Award at the United Way of the Piedmont Annual Meeting. These awards were for employee campaign contributions and employee volunteerism throughout the year. Ms. Schneider noted the award recognizes volunteer activities and achieving excellent results in all facets of the campaign.

The above was provided as information to the Commission.

### 4. MONTHLY FINANCIAL REPORT

Newt Pressley presented a financial summary of SSSD expenditures and revenues for the 11-month period ending May 31, 2017. An explanation was provided for the favorable and the unfavorable budget variances.

The above was provided as information to the Commission.

### 5. THE WEATHERS GROUP – SUMMARY OF BOARD RETREAT

Mr. Charles Weathers provided a report to the Commission. Ms. Schneider provided a hand-out summary of the Board Retreat. Mr. Weathers stated the vision of the Commission is recommending accessible, clean water for the citizens, visitors, and businesses in our community. The mission is to provide quality water and wastewater services to our region in a reliable manner. The values are safety, excellence, commitment to customer service, diversity, integrity and respect, innovation and creativity, accountability and stability of purpose. Mr. Weathers identified priorities

**AGENDA** – Spartanburg Sanitary Sewer District Commission, Regular Meeting  
Tuesday, June 27, 2017

that should be addressed and are of strategic importance along with critical success factors.

The Chief Executive Officer and staff will take this report and build a strategic plan with objectives and a timeline within the budget to go forward.

Mr. Lynch noted that the Commission agreed that it was a good exercise and asked Mr. Weathers what his recommendation would be for the next step in this process.

Mr. Weathers recommended, as progress is being made, to have a retreat annually or every two years.

Ms. Schneider stated management would report to the Commission as to status of the planning process.

The Commission thanked Mr. Weathers for the presentation.

**6. RED FLAGS PROGRAM**

Management provided a summary report on the status of the Red Flags Program.

Hariette Stinson, Customer Service Manager, discussed the customer portion of the program and Adam Rochelle, Technology Supervisor, presented the technology improvements as a result of the Red Flags Program.

Ms. Stinson stated the Spartanburg Water's Red Flag Program was approved by the Commission in April 2009, in response to federal regulation aimed at protecting consumers from identity theft and is enforced by the Federal Trade Commission.

Customer Service protects information in many ways. Computer monitors have screen filters so that consumer data cannot be seen by the public. The customer information system allows representatives to scan and attach documents to the customer's account. Documents are no longer stored in locked areas and shredded. Representatives are trained annually on Red Flags policy and procedures.

Mr. Rochelle informed the Commission that the Information Technology Department works very closely with Customer Service to assist with the Red Flags Program. Firewalls are in place as well as website filters and antivirus detection software. These systems protect our internal network. A second firewall is in place to protect customer data. Periodic external scanning services are utilized to electronically scan the Internet facing firewall for external threats and vulnerabilities. Another scanning system is in place to scan the internal network for those same threats. Staff is constantly monitoring and checking security on a routine basis. Microsoft Windows servers are also being updated with critical security patches on a routine basis.

Ms. Stinson reported the red flags that are relevant to Customer Service as they are trying to establish service. In the past 12 months, applicants were verified without any additional requirements 72% of the time, 27% were

**AGENDA – Spartanburg Sanitary Sewer District Commission, Regular Meeting  
Tuesday, June 27, 2017**

able to be resolved by looking at previous accounts and 1% were flagged as deceased or had non-verifiable social security numbers. Customer Service requires those customers to come in and provide additional documentation to clear the red flag.

The majority of new service requests are received as inbound calls. The goal is to establish service as promptly and conveniently as possible. In the last fiscal year, customer service representatives received 97,949 calls, 7,078 customers were walk-in customers, totaling 105,027 contacts. There were 9,024 establishing new service. Two customers reported they had been victims of identity theft and were given the Identity Theft Affidavit form provided by the Federal Trade Commission. The customer account is then flagged to alert Customer Service Representatives when handling the account.

No changes are recommended to the program at this time.

Ms. Schneider stated these two customers were victims of identity theft in the public and it was not a result of our actions as a provider.

The above was provided as information to the Commission.

**7. DEWATER SEWAGE SLUDGE CONTAINER, TRANSPORTATION, AND DISPOSAL REQUEST FOR PROPOSAL**

Proposals were received on June 8, 2017, for the container, transportation, and disposal of dewatered sewage sludge, related grit, and screenings removed from the reclaimed water treatment and collection facilities within the sewer operations area. Historical data shows that approximately 14,000 wet tons of this material is removed from SSSD facilities annually.

Invitations were forwarded to prospective contractors and advertised in the local media. Proposals were scored based on (1) approach and strategy, (2) service, (3) cost, (4) MWBE utilization, and (5) Community Benefit Program.

Only one responsive proposal was received. Republic Services owns the closest landfill that is capable of disposing of this volume and type of material.

The cost shown below is an average annual total for the prescribed work using estimated tonnage for material based on historical data. Cost shown includes container rental, transportation costs, landfill disposal, and tipping fees.

<b><u>BIDDER</u></b>	<b><u>AMOUNT OF BID</u></b>
Republic Services Enoree, SC	\$584,595
Waste Management Welford, SC	NO BID
Waste Connections Duncan, SC	NO BID

**AGENDA – Spartanburg Sanitary Sewer District Commission, Regular Meeting  
Tuesday, June 27, 2017**

Management recommended the contract be granted to Republic Services. Funding will be provided through the SSSD operating budget.

Mr. Tuck discussed the bid process and cost.

Mr. Montgomery moved and Ms. Barnes seconded management's recommendation to award the contract to Republic Services. The motion passed unanimously.

**8. GREENVILLE BRANCH CREEK SEWER INTERCEPTOR REHABILITATION PROJECT UPDATE**

Ronnie Champion, Director of Water Distribution and Collection, informed the Commission of the project areas and progress of the downtown area that is part of the Downtown Underground Campaign where water lines are being replaced. This project consists of approximately 11,000 LF from St. John Street and Crescent Avenue. The contractor has completed the process of cleaning, CCTV the lines, and started utilizing the lining process on the northside development area. Staff will be working on West Main Street and setting up by-pass operations to continue the lining process for approximately four months.

The above was provided as information to the Commission.

**9. EXECUTIVE SESSION**

Ms. Barnes moved and Mr. Blanton seconded the motion to enter into executive session to receive legal counsel regarding the insurance claim for the 2013 PCB damage at 2:44 p.m. The motion passed unanimously.

Mr. Blanton moved and Ms. Barnes seconded the motion to come out of executive session at 3:17 p.m. The motion passed unanimously.

Mr. Lynch said the Commission received legal counsel regarding the insurance claim for the 2013 PCB damage.

**10. NEGOTIATIONS AND MISCELLANEOUS ADMINISTRATIVE MATTERS**

**A.** Mr. Blanton stated the Sewer Audit Committee, which included Ms. Barnes, Ms. Viney, and Mr. Blanton, met with the auditors and had a quality meeting and the audit is currently in process.

**B.** Ken Tuck displayed slides and discussed the landscaping and new entrance sign of the Fairforest Wastewater Treatment Facility entrance.

**C.** Chad Lawson stated applications will be accepted for the third annual class of Water Matters begins Monday, July 3. The class is scheduled to begin on Tuesday, September 19, and will be held each successive Tuesday evening from 5:30pm to 8:30pm in the Barrett Room at the Spartanburg County Library.

Ms. Schneider noted that recommendations are welcome and this class will include water and sewer.

**AGENDA** – Spartanburg Sanitary Sewer District Commission, Regular Meeting  
Tuesday, June 27, 2017

- D.** Ms. Schneider reminded the Commission of the Name the Penguin contest. The newly named penguin will be featured in social media posts and in the promotion of ice business.
- E.** Ms. Schneider stated that a bottle refill station will be unveiled at The Rail Yard, 353 Forest Avenue, on the Mary Black Rail Trail, Friday, June 30 at 11:00 a.m.
- F.** The Computer Purchase Program begins July 1. Contact Jan Dominick, Human Resources Manager, at 580-5689 if you are interested in participating.
- G.** WEFTEC will be held from September 30 to October 4, 2017, at McCormick Place, Chicago, Illinois. This is the world's largest annual water quality exhibition. Early registration is by July 14.
- H.** Health Fair is scheduled for August 1 – Human Resources Building from 8:00 a.m. - 11:00 a.m., August 2 and August 9 – Lab Services training room from 7:00 a.m. - 10:00 a.m.
- I.** The next Spartanburg Sanitary Sewer District Commission meeting is scheduled for August 22 at 2:15pm.
- J.** Ms. Schneider explained work activities could be affected by the eclipse on August 21. Management will keep the Commission advised of any changes.
- K.** The United Way Campaign will kick off on August 23.
- L.** Mr. Lynch stated the AWWA Joint Manager's Conference is scheduled for February 20-23, 2018, San Antonio, Texas.
- M.** Mr. Lynch discussed Ms. Schneider's upcoming review on August 22. A survey was distributed for completion to be returned by July 15, 2017.

Meeting Adjourned 3:28 p.m.

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G. Newton Pressley  
Secretary-Treasurer

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## MINUTES

Spartanburg Sanitary Sewer District Commission, Work Session Meeting, held at 200 Commerce Street, Spartanburg, SC, June 27, 2017 at 10:00 a.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. Blanton, Littlejohn, Lynch, Montgomery, and White. No one was absent.

The meeting was opened with the following statement:

This is a work session 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 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.

This work session was held to discuss the Capital Improvement Plan for SSSD.

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G. Newton Pressley  
Secretary-Treasurer

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