

MINUTES

Spartanburg Sanitary Sewer District Commission, Regular Meeting, held at 200 Commerce Street, Spartanburg, SC, October 25, 2022, 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, Horton, Montgomery, and Rice. Mr. Littlejohn 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. Blanton called the meeting to order and opened with a prayer.

2. APPROVAL OF MINUTES OF JOINT EXECUTIVE SESSION MEETING OF SEPTEMBER 27, 2022 AND REGULAR MEETING OF SEPTEMBER 27, 2022

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

3. RECOGNITION OF THE WATER STAFF TEAM DEPLOYED TO JACKSON, MISSISSIPPI

Rick Jolley recognized Scott Duff, Wes Earls, and John Harris for their service and assistance with restoring drinking water services to the City of Jackson, Mississippi. Mr. Jolley stated these employees deployed to Jackson, Mississippi, on September 11 and served there for 17 days. They spent many long hours working to restore service those customers.

Mr. Boyle noted that The Association of Metropolitan Water Agencies (AMWA) published a story recognizing their service. Spartanburg Water and Mt. Pleasant Waterworks were the only teams that responded from South Carolina.

The Commission thanked them for their service and support, not only to Jackson, Mississippi, but also to Spartanburg Water.

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 three-month period ending September 30, 2022. An explanation was provided for the favorable and unfavorable budget variances.

The above was provided as information to the Commission.

5. RED FLAGS

Spartanburg Water adopted the Red Flags Program in 2009 in response to federal legislation aimed at protecting consumers against identity theft. C.J. Armour, Customer Service Manager, provided an annual update on the program status.

Ms. Armour reviewed internal controls used to protect consumer data. Customer Service uses screen filters on computer monitors so that data can't be seen by the public. The customer information system allows Customer Service to scan and attach the Online Utility Exchange Report to the customers account. This eliminates the need to shred or store any of those documents. Customer Service Representatives are trained annually on Red Flags policy and procedures.

Ms. Armour reported on the red flags that are relevant to Customer Service as they are trying to establish service. In Fiscal Year 2022, applicants were verified without any additional requirements 75% of the time, 25% were able to be resolved by effective questioning or by looking at previous accounts and less than 1% required additional documentation presented in person to clear the red flag before opening the account. The majority of new service requests are received as inbound calls. The goal of Customer Service is to establish service as promptly and conveniently as possible. In the last fiscal year, customer service representatives received 126,279 calls, 1,380 walk-in customers, totaling 127,659 customer contacts. There were 9,427, or 7%, contacts to establish new service. No customers reported being victims of identity theft. If a customer reports being a victim of identity theft, they are given an 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 were recommended to the program at this time.

Mr. Boyle commented that the Customer Service Representatives are handling customer issues well. He noted that the average monthly contact is 10,000 customers, and he has not received an escalated customer complaint in the three months that he has been on staff.

The above was provided as information to the Commission.

6. PROFESSIONAL SERVICES FOR A COMPENSATION STUDY

Proposals were received on October 3, 2022, from professional consulting firms to perform a compensation study for Spartanburg Water. The scope includes the review of existing job descriptions; review of current salaries; benchmarking and establishing market value of each position's salary; recommendations for improvements to job descriptions and pay scales; and the development of an implementation strategy.

An evaluation team made up of staff from Finance and Human Resources reviewed and scored the proposals received. The evaluation criteria consisted of the responder's qualifications; approach and strategy; cost information; MWBE utilization; and Community Benefit Program. Each

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proposal was evaluated using a weighted score matrix, with the successful consultant being selected for the highest scoring proposal.

The solicitation drew responses from four consulting firms. A cost tabulation of the responses is listed below.

<u>BIDDER</u>	<u>AMOUNT OF BID</u>
Evergreen Solutions, LLC Tallahassee, FL	\$28,500
CBIZ Compensation Consulting St. Louis, MO	\$39,575
Davidson Group Greensboro, NC	\$44,500
Korn Ferry Los Angeles, CA	\$87,210

Management recommended a contract award for professional services be granted to CBIZ Compensation Consulting in the amount of \$39,575 based on their highest scoring proposal.

The consulting services contract cost will be funded by SSSD and SWS operating funds, and allocated as follows: SSSD (\$13,059.75) and SWS (\$26,515.25).

Newt Pressley stated that the 2022 Strategic Business Plan includes a goal to conduct a company-wide compensation review. This project will support the overall strategic plan of maintaining a sustainable workforce. Over the last 10-15 years, compensation studies have been an in-house task. Management believes a more comprehensive approach is to utilize an independent consultant to conduct this analytical effort.

Proposals received were reviewed and scored by a team made up of staff from Finance and Human Resources. CBIZ received the highest scoring proposal.

Mayor Rice asked if the scores were close. Mr. Pressley stated several were close, and CBIZ received the highest score using the weighted scoring matrix, which is comprised primarily of vendor qualifications, project approach, and cost.

Ms. Viney asked if the difference in scores was enough to select CBIZ over the lowest responsive bidder. Mr. Pressley confirmed that it is, and CBIZ submitted the most comprehensive proposal to provide the scope of services requested.

Ms. Barnes moved and Mayor Rice seconded the motion to award the contract for professional services to CBIZ Compensation Consulting. The motion passed unanimously.

7. FAIRFOREST BASIN LARGE LINE CLEANING AND CCTV PROJECT – PHASE VI

Proposals were received October 10, 2022, for the contract cleaning and CCTV/Sonar inspection of approximately 8,550 LF of large diameter sewer pipelines along Fairforest Creek from the terminus of the Phase V cleaning project near S. Liberty Street to SC 295 at the A. Manning Lynch Wastewater Treatment Plant. The contractor will provide cleaning (removal of 100% of loose debris and 95% of hardened debris), transportation of debris for disposal, and pipeline inspection services.

The most recent sewer system evaluation indicated approximately 200 tons of debris remained in this section of pipeline to be cleaned and removed. Interested contractors were requested to provide proposals that included information on company history, project team, project approach, previous experience, current workload, financial and insurance information, MWBE Utilization, and community benefit program. The proposals were reviewed by an internal review team, who used a weighted scoring system in their evaluation.

The Request for Proposal (RFP) was forwarded to prospective contractors, advertised in the Spartanburg Herald-Journal and posted on the Spartanburg Water website Current Opportunities page. Two proposals were received:

<u>BIDDER</u>	<u>AMOUNT OF BID</u>
Hydrostructures, Inc. Cayce, SC	\$849,300.00
Bio-Nomic Services, Inc. Belmont, NC	\$858,312.50

Hydrostructures, Inc., received the highest score among the proposal review team and had the lowest bid. Management recommended the award of the contract for Phase VI of the Fairforest Basin Large Line Cleaning and CCTV project to Hydrostructures, Inc., of Cayce, SC, in the amount of \$849,300.00.

The project will be funded by the collection system rehabilitation fund. SSSD will be responsible for the landfill disposal fees.

Bobby Walden provided the Commission with an overview of the Fairforest Basin Large Line Cleaning and CCTV Project – Phase VI. The recent Phase V cleaning revealed that an additional phase would be needed due to the unusually high volume to be removed from this section. This will be the last phase of the large line cleaning and CCTV project.

Mr. Montgomery moved and Ms. Barnes seconded the motion to approve management’s recommendation and award the contract for Phase VI of the Fairforest Basin Large Line Cleaning and CCTV project to Hydrostructures, Inc. The motion passed unanimously.

8. COLLECTION SYSTEM REHABILITATION UPDATE

Spartanburg Sanitary Sewer District has made a commitment to address the needs of its aging collection system infrastructure.

Janet Cann provided an overview of the progress made by the Collection and Distribution Department to address these needs in the past fiscal year.

In FY 22, approximately \$983,278 was invested in the rehabilitation of the collection system. Janet Cann, Asset Engineering Manager, provided an overview of the progress made by the Collection and Distribution Department to address infrastructure needs over this past fiscal year. There were four sewer projects funded from the Collection System Rehabilitation Fund during the last fiscal year. This included line cleaning, right-of-way clearing, restoration and repairs, and conventional type work. These projects are an investment to the community. Ms. Cann noted that management uses a systematic and strategic approach in the planning process.

The above was provided as information to the Commission.

9. OWNERSHIP AGREEMENT – RICHMOND HILL

Holly Drive Properties, Inc., proposes to construct approximately 2,793 linear feet of 8-inch gravity sewer line to provide service to 93 residential lots in Richmond Hill located off of Asheville Highway. The sewer line will connect to the existing SSSD infrastructure. The domestic waste will be treated at the A. Manning Lynch Wastewater Treatment Facility. The developer will bear all costs.

The line will be constructed according to District-approved plans and specifications, with District inspection provided. The owner will provide all necessary right-of-way and easement agreements for this project.

The form of the agreement transferring ownership of the gravity sewer to the District has been reviewed by the District's attorney and executed by Holly Drive Properties, Inc. Under the terms of the resolution adopted by the Commission on May 29, 1990, this agreement has been executed on behalf of the Commission by the Chief Executive Officer.

The above was provided as information to the Commission.

10. NEGOTIATIONS AND MISCELLANEOUS ADMINISTRATIVE MATTERS

- A.** Mr. Boyle thanked the Commission for approval of the Compensation Study agenda item, noting that it is necessary.
- B.** Mr. Boyle informed the Commission that there is no update on ARPA funding, although the County has an upcoming work session meeting.
- C.** Mr. Boyle recognized Mr. Woody Willard in attendance at the meeting. Mr. Willard is a candidate in the upcoming election of the Spartanburg Sanitary Sewer District Commission.

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- D.** Mr. Boyle reminded the Commission that there will be no meeting in November, and the next meeting will be held on December 6.
- E.** Mr. Boyle let the Commission know that the business computer system upgrade has been rescheduled for January. This upgrade will effect customer access, and staff is being very proactive to ensure it is a smooth transition.
- F.** Mr. Boyle noted the TATT Celebrating Upstate Successes event will be held on November 16 at the Greenville Convention Center.
- G.** Mr. Boyle stated the Choose Tap will provide coolers for Girls on the Run event scheduled for November 19 at USC Upstate.
- H.** Mr. Boyle reminded the Commission that the office will be closed on November 24-25 for the Thanksgiving holiday.
- I.** Mr. Boyle presented Commissioner Horton with an appreciation gift on behalf of the Commission and staff for his service as a Spartanburg Sanitary Sewer District Commissioner. Mr. Horton thanked the Commission and staff, and stated that he enjoyed his time serving as Commissioner.

Meeting adjourned at 2:49 p.m.

G. Newton Pressley
Secretary-Treasurer

tbh