



Chester Metropolitan District
Regular Commission Meeting
November 8, 2017

The Chester Metropolitan District's Regular Commission meeting was held at 6:00 pm on Wednesday, November 8, 2017 at the CMD Office, 155 Wylie Street, Chester, SC. Members attending were: Earl Thrailkill, Chairman; Jean H. Nichols, Secretary; Sharon Peterson; Michael Brunson; Raymond Douglas, and James Simpson. Others in attendance were Fred Castles, Executive Director; Susan Roddey, Executive Assistant; Andy Litten, District Engineer; Becky Moon, Finance Manager; Tiffany Ford, Customer Service Representative; Arthur Gaston, Attorney; and Tommy McMinn of Richburg.

Attendance from the Public: Approximately 30 guests. See attached sign-in sheet.

Chairman Earl Thrailkill called the meeting to order.

Commissioners stood for the Pledge of Allegiance, then Arthur Gaston offered a short invocation for those interested in participating.

Minutes:

Chairman Thrailkill asked for corrections or additions to the minutes. The minutes of the October 11, 2017 meeting were approved. Motion to approve was made by Jean Nichols, Seconded by Raymond Douglas, and unanimously approved.

Public Comment:

At this time, public comment was taken. A transcript of the Public Comment session is attached to the minutes.

Old Business:

In the interest of time, all reports were taken as information. Copies of the reports are attached to the minutes.

District Engineer Andy Litten spoke briefly of the Development Projects and Meter Replacement Project as shown on the report.

New Business:

Director's Update- Mr. Castles reported the following:

- **Filter Plant New Hire** – Matt Blackwell has been hired at the Water Treatment Plant. He began work on October 16th, and is doing well so far. The Water Plant is fully staffed.
- **Holiday Inn Express Groundbreaking** – Mr. Castles attended the groundbreaking ceremony for the new hotel in Richburg.

- **UCMR4** – CMD has received the UCMR4 reporting notice from SCDHEC. We will be required to sample for unregulated constituents to determine whether they are present in quantities high enough to be considered for a Primary Drinking Water Standard. More information will be available as this project progresses.
- **WMG Stakeholder’s Meeting** – the next meeting is November 16th at 1:00 PM in Great Falls. Anyone from the CMD Board of Commissioners who wishes to attend may do so.

Reports:

- Director’s Report-** Mr. Castles read the Director’s Report for September. A copy of this report is attached to the minutes. Mr. Castles also stated that the numbers are lower than anticipated because this report does not include billing for Cycle 24, which is the largest cycle.
- Hydrant Report-** Mr. Castles read the Hydrant Report for September. A copy of this report is attached to the minutes.
- Financial Report-** Becky Moon read the Financial Report for September. A copy of this report is attached to the minutes.

Chairman Thrailkill asked about the \$1,958 in non-operating expenses. It is to cover the purchase of a new saw trailer. This will replace the saw truck, which is being decommissioned and auctioned.

Mr. Simpson asked for the Roseburg status. Mr. Castles stated that since our last meeting, the CDA has agreed to pay the \$100,000 difference in Roseburg’s main installation cost. CMD is not expected to cover the budget shortfall.

Mr. Brunson asked if CMD will move to a single billing cycle once the new meters are in. Mr. Castles stated that it is possible. We will be able to read the entire county in two days.

Mr. Douglas asked how long the project will take. Mr. Castles estimates that the project should be complete in late January or February, and we will begin streamlining soon after.

With there being no further business to discuss, the meeting was adjourned. Motion to adjourn was made by Michael Brunson, Seconded by Sharon Peterson, and unanimously agreed upon.

Approved:

Respectfully Submitted:

Date: December 13, 2017

By: Susan H. Roddey

Public Comment Transcript
November 8, 2017

The following is a transcript from the Public Comment portion of the November 8, 2017 CMD Regular Commission Meeting. Not all attendees have identified themselves, and will be referred to as "Guest #" in the order they speak.

Identified Attendees: Marcus Tolliver, Bridget Trammel, Hattie McLean, Anthony Roberts

Chairman Earl Thrailkill called for the Public Comment portion of the meeting.

[Transcript begins now]

THRAILKILL: Mr. Tolliver met the required time limit to sign up to address the commission. Is he here? [Unintelligible comment] Oh, right there? You may proceed.

TOLLIVER: My name is Marcus Tolliver. I am just a – I'm a former resident of Chester. I do not live in Chester now. And, um, quite a few residents of Chester have come to me with complaints in regards to their water bills. Um, and I have attempted on several occasions to reach out to City personnel as well as personnel here at the Water District, Mr. Castles in particular, and those attempts have not been successful whatsoever, um, and we kinda really want to know what's going on because, um, there are a lot of people with bills that are astronomical, I mean, compared to what they're normally paying, and we understand that there was a change in the meters or something of that nature – the meters were switched out, but from –I've spoken with York County Utilities, I've spoken with Fairfield County utilities, and even when changing the meters, some of these bills shouldn't be what they are. And they are what they are without almost any other explanation other than "you have a leak" or "someone's stealing your water" or something of the sort. And the residents go and they check for leaks and they don't have leaks. Um, nothing's wrong with their toilets or anything like that, and their bills are still high. So they want to know why is that? Another issue that was brought to my attention – they say they don't get bills. I – I have spoken to countless people who say they never get bills. There are people here now who say they never get bills. Um, however, they're expected to pay – which they should be expected to pay their bill, but if they don't know when to pay it, it gets cut off. There's someone sitting here now whose water was cut off. They never received a bill, uh, they don't receive cutoff notices, but then they have no water. And then they're forced to come here and pay a reconnection fee, plus what they're owed. Um, and technically that shouldn't be their fault. They shouldn't be – I-I don't think that should be their fault. They're made to pay it and they don't receive a bill.

Um, also they wanted me to ask what is the way that the water company calculates usage to dollars? Uh-uh, what is the – so what is the – how do you convert gallons of water to dollars? I'm supposed to go back and tell them that.

And after that, I have a personal question, Mr. Castles.

[Unintelligible comment]

Yeah, yeah, yeah, and a lot of people would like – and I think this is something I heard that is in the works – is that people would like an alternative. If there's not gonna be a bill sent out – and I spoke with Mrs. Roddey – I'm not sure if she's here – I spoke with Mrs. Roddey and she stated that it is possibly an issue with the mail courier service, something like that. So if there's not going to be a bill sent out, or if there's going to be a continuous issue, can there be an alternative? Um, and I know that's not gonna work overnight, but, like I live in Rock Hill. I have the ability to pay online. And if I can't see my bill in the mail, I can always go look online. Citizens here in Chester don't have that option. If they don't have that option and you're not sending a bill, I could wake up in the morning and not have any water. That's not helping me, it doesn't help my family.

I-I need some answers to those questions first, then I'm going to address Mr. Castles.

THRAILKILL: These people you're making reference to, some of them are in here?

TOLIVER: Yes, sir. Most of the people in here, probably.

THRAILKILL: Okay. Um –

TOLIVER: And I've literally been contacted – um, this – I didn't know this was an issue until there was a community forum about a month ago. I'd never heard about this. No one had ever said anything. People generally talk amongst themselves, but when they had an opportunity to voice their displeasures openly, um, Mr. Castles took most of the blunt of everyone's criticism because everybody had a problem with their water. And then after that event, I got bombarded with people who was telling me that they had issues with the water company for months, some years. And they just didn't – either they didn't know how or they were too afraid to speak up for themselves. Me, I'm a little – a little different. I don't mind. Especially when we want answers.

THRAILKILL: Well, not getting a bill is new to me.

TOLLIVER: You never heard that?

THRAILKILL: I've been on the water commission a long time, and, um, could you maybe address why they wouldn't be getting a bill?

CASTLES: There's no reason that any customer – current customer – would not receive a bill. We bill everybody. We're required by our bond resolutions to bill and charge

every customer for water. We have had instances with the post office of mail not being delivered. I mentioned this in the public forum – that if your mail receptacle doesn't comply with the US Post office's requirements for a receptacle, they will not deliver. We were also told there were some problems with the mail carrier accurately delivering the mail as well. But we bill every active account every month. There is no reason that anybody should not have received a bill.

TOLLIVER: You – you've never heard about –

CASTLES: Never heard that no one long-term didn't receive a bill. If they didn't, they said the mail carrier didn't bring it. But there's – there's not a collection of customers in our database that we don't send bills to.

TOLLIVER: So-so my new question is, how is the, uh, communication amongst the office? 'Cause I've talked with some people in there who say they hear that complaint all the time, that customers aren't receiving bills.

CASTLES: I've never heard it, Mr. Tolliver.

TOLLIVER: Never?

CASTLES: Never.

TOLLIVER: Well, that's an issue for one. That it was never communicated to you, if you're the leader. Because I'm telling you, I've spoken with personnel in that office who told me they hear that complaint all the time. And there are people here now who have had that complaint more than once – that they did not receive a bill – and I'm generous. I believe it was a postal error one time, but for it to continuously happen, I can't keep blaming the post office. For it to continuously happen, I have to blame the water company.

CASTLES: If everybody can sign in, or if you can mark on there that you're not receiving a bill, we can check that address against our billing records.

TOLLIVER: Um – water usage – how do you calculate that.

SIMPSON: I have a question, Mr. Tolliver. How many people in – and I understand you're the spokesperson for these people, but I'd like to see by raising of hands – how many of you sitting there now have had a continuous problem with receiving a water bill?

GUEST 1: Three months.

SIMPSON: Three months, no bill?

GUEST 2: I received one, but I never know when it's coming. It's always late. As far as this month, I haven't received one. I looked in the mail today.

TOLLIVER: To add to what I said – either they don't receive one, or they'll received it, and two days later it'll be due.

GUEST 2: It's due.

TRAMMEL: I'll add something to that. I did receive one, and it was two days – I had two days to pay it because y'all's system was updated and you took no accountability for that. You said "here it is. You get two days to pay it." And it was because of you updating your system or something. It was actually in my letter with my mail, and that was it.

TOLLIVER: And if it's not paid within those two days, it's cut off. And if it's cut off, I have to go pay a reconnection fee.

TRAMMEL: Yes.

TOLLIVER: Plus what I owe.

TRAMMEL: And I thought that was kind...nasty.

CASTLES: It was two days from the bill date?

TRAMMEL: Yes

CASTLES: Or from the date you got it?

TRAMMEL: Two days from the bill – [unintelligible] – that I had to pay it. And it said, stated on my bill – I can bring my bill in and show you – that said, "oh, by the way, we had to update our system, but you still gotta pay it this date."

CASTLES: Bring that in.

TRAMMEL: I will.

CASTLES: The only – and I wish you'd brought it tonight – but the only reason I would know that when you got your bill, you had two days to pay it or you had two days to pay it is you were looking at your reminder notice. That is the only time, so that's why I would like to see it.

TRAMMEL: I would be glad to.

CASTLES: Bring it by and talk with Tiffany Ford, our Customer Service Rep.

TRAMMEL: That's one of the reasons I'm here tonight, 'cause like I've said, I've had some issues, but not that these people have had some really bad issues, but I thought that one was pretty nasty. [laughs]

CASTLES: I would agree. If it's like you said.

MCLEAN: I would like to say if we could just stabilize and know when our water bill is coming. We-we just don't know.

THRAILKILL: Now has this been an ongoing problem for you?

MCLEAN: Sir?

THRAILKILL: Has this been a problem you've had repeatedly?

MCLEAN: Yes, sir. If I could just, you know, know exactly when it's coming. You know, I know when my cable bill coming, I know when my phone bill coming, I know when my light bill coming, but with the water bill I never know.

THRAILKILL: Would this have anything to do with the new billing cycle or anything?

CASTLES: Well the – what's creating the problem is the fact that we're replacing the meters is, where it all began. There have been updates to the software we're using for billing. We had some problems with the actual rate codes when we updated them. What that has created is a situation where the billing is about eight days behind where it was eighteen months ago. So you should be receiving your bill about eight days later than you did, say, a year ago. And that should be very consistent.

SIMPSON: Did you make customers aware of that?

CASTLES: We have put it in the paper. WE have put it in our newsletter. We put it on the bill. You know, those are the State-mandated forms of communication, and that's what we abide by.

TOLLIVER: [Unintelligible]

CASTLES: If the community is not using it – it's on our website too – you know, there's only so much that I can do as a leader to ensure that the people are knowledgeable about what's going on.

TOLLIVER: Is that the same way the rate increases were made aware?

CASTLES: The rate increases ran about two weeks or three weeks in a row, Wednesday and Friday, in the News & Reporter. The public hearing was held at the Chester County Library. It was on our website. It was advertised at City Hall, in our library, in our lobby.

RODDEY: We do have a message board in the lobby that holds all of our relevant information.

CASTLES: And I think we have affidavits stating that it was run publicly. All that information is available. That is how we advertise our annual rate increases. The rates, as you alluded to, how it's calculated is on our website.

TOLLIVER: Can you tell me?

CASTLES: If you don't have access to that, we'll give you a copy.

TOLLIVER: Can you tell me? Do you have a copy right there?

GASTON: Yes, sir. I'll give you a copy right now.

MACLEAN: Can you tell us that don't have copies – just a brief summary of that?

CASTLES: Well, there is a minimum bill of \$21.18 that all customers pay. And it is for 2,000 gallons. After that, the next 8,000 gallons that you use – from 3,000 up to 8,000 is computed at \$8.08 per [thousand] gallon, and once you get to 10,000 up to \$100,000, it's \$5.15 per thousand gallons. Then it continues to go down as you, you know, continue to use – it's a declining block. – Yes, ma'am?

GUEST 3: What's his name in the brown jacket? Mr. –

CASTLES: Thrailkill.

THRAILKILL: Thrailkill.

GUEST 3: You [unintelligible] said that we had to sign in order to speak?

THRAILKILL: Yes.

GUEST 3: And I find out about this meeting at the last minute so I have no – I didn't sign in. And I'm one of the ones like Marcus who I can talk for myself. And if I'd have known I needed to sign in, I'd have did that earlier.

THRAILKILL: You needed to get in touch with Mrs. Roddey twenty-four hours prior to the meeting.

GUEST 3: So as of tonight, we can't speak?

THRAILKILL: No ma'am, you cannot. I thought you were to make this – Marcus, weren't you to make the people that you were insisting on come tonight aware that they had to sign up prior to the meeting? You were – I assumed that you were going to – or at least it's been led to believe that you were going to tell the people that were going to address the Commission tonight that you had to sign up twenty-four hours before.

TOLLIVER: You was led to believe that I was going to do that?

THRAILKILL: Yes.

TOLLIVER: What led you to believe that?

THRAILKILL: Just the conversations that have gone on. If you going – [Unintelligible] – you seem to be an astute young man, but if you – you just can't walk into a meeting and raise your hand and say "I want to address the meeting." You have to meet a format by which you do that, because if you didn't, it would be total chaos.

TOLLIVER: I'm still not understanding why this [unintelligible]

THRAILKILL: Well, I-I don't know how I can explain it any clearer than that. If you're going to – for example – if you're going to address town council, and if they were operating by rules of order, then you have to sign up prior to the meeting to address town council.

TOLLIVER: [Unintelligible] but I followed those steps. Why is that directed [unintelligible].

THRAILKILL: Pardon me?

TOLLIVER: If I followed those steps, why are you directing that toward me?

THRAILKILL: Because you said you were speaking for these people tonight.

TOLLIVER: I said I was speaking some of the people tonight.

THRAILKILL: That's right.

TOLLIVER: This young lady, she and I have not spoken. So, I was not able to tell her or make her aware that she was supposed to contact Mrs. Roddey.

THRAILKILL: Well, let's just cut to the chase – you didn't meet the requirements to address the Commission, and if you still have a lingering problem with – and obviously you do – then let's schedule another meeting, and to whom you talk to, you make sure that they follow the procedure to sign up to address the Commission. The bylaws of this Commission says they [unintelligible] they sign up twenty-four hours prior. Is that correct?

CASTLES: That is correct.

THRAILKILL: And that's what we're conducting the meeting by.

TOLLIVER: Mr. Thrailkill, with all due respect – so, this is almost my issue with Chester Water District at this point, and prior to me coming here, it was almost solely my issue with Mr. Castles. But with regards to your current statement just now, you've been dragged into the issue. Because there is a – I voiced this to Mrs. Roddey – I don't know if y'all need a public relations speaker or someone to speak to the public on your behalf, but if I was a citizen of Chester, God knows I would dig a well and I wouldn't use your water.

THRAILKILL: Well that's their prerogative, I guess –

TOLLIVER: [Unintelligible]

THRAILKILL: – depending on how the City of Chester, Great Falls, and Fort Lawn would handle it.

TOLLIVER: Simply –

THRAILKILL: But you have to meet DHEC regulations.

TOLLIVER: [Unintelligible] handle people. Like, the way that you speak to people – the way that you interact with people – I don't know if you care or not, but just based upon perception, it seems as though you don't –

THRAILKILL: I cannot address your conception, nor can you address mine.

TOLLIVER: I'm just telling you how I perceive it.

THRAILKILL: Well, I'm sorry you perceive it that way.

TOLLIVER: And the people here, I guarantee you they perceive it the same way because they are struggling sometimes to pay their bills. They are struggling to know when to pay their bills, and the way it's perceived right now – you don't care.

THRAILKILL: No, we care very much, because if we don't have the customers, we can't have the commission, and you can't have water.

TOLLIVER: And this is why – That is exactly what I'm saying now. And I don't think it's intentional – God knows I hope it's not intentional. Just the way you're coming across. You just came across to me like I was supposed to sit this young lady down and make her aware that she was supposed to do this, this, this, this, and this before she comes to address you. You don't know if I know her or not.

THRAILKILL: Well you obviously know these people because the word of mouth has gotten out.

TOLLIVER: That does not mean I have the ability to speak with her before I got here.

THRAILKILL: Did you ask him to address for you.

GUEST 3: No, sir. I did not.

THRAILKILL: How did you find out about the meeting?

GUEST 3: Facebook.

THRAILKILL: Pardon me...Face-Facebook? Okay.

TOLLIVER: Was it supposed to be a secret?

THRAILKILL: No.

TOLLIVER: Right! So that's a question that should have never been brought up. It doesn't matter how she found out. She's here!

THRAILKILL: Well, I'm just wondering how she found out. You said you didn't talk to her.

TOLLIVER: It's not a secret, so I-I didn't have to be the one to tell her.

THRAILKILL: I understand that.

TOLLIVER: The message that Chester Water gives – and Mr. Castles, God knows outside of Chester Metropolitan, I hope and pray you're a great person, but the message that you give the community from your position is that you do not care. I sat there and I listened to you at the forum, and you continuously blamed other people and other things for why the water bills were high. I'm sitting here listening to you now, and your tone, your actions, is very condescending. Extremely. I'm not a resident of Chester, but God knows if I had enough money, I'd tell all of them to

stop paying, and I'd find another way to get y'all's water. 'Cause it's just – don't just take my money. I work hard for my money. So don't just take my money and act like you don't care, 'cause I got to give it to you. I understand it's a business. I understand –

THRAILKILL: How would you suggest that we handle it?

TOLLIVER: I would suggest that you show a little more empathy. Because these – I know Ms. Mclean is on a fixed income, so I know if her water gets cut off, I know that's gonna cause her to struggle with something else, 'cause she's gonna have to pay a reconnect and something else, so for you to sit there and act like you don't care – that makes me mad for her. Because I know Miss Hattie ain't gonna say nothing to you, so I'll say it for her.

THRAILKILL: Has – has she had an ongoing problem that you're aware of?

CASTLES: Not that I'm aware of.

THRAILKILL: Have you come to the office and addressed people in the office? And can you tell me who you addressed and the kind of response that you got?

MCLEAN: [Unintelligible] the water bills been coming late, and [unintelligible]

THRAILKILL: Yes.

MCLEAN: I haven't come in the office per se, but I usually come through the drive through and I talk to the ladies there. I asked her, "why my bill late?" I said, "my bill haven't come," and I say, "I never know when to expect it." And a lot of time – and you can check the records – they have to pull it up, and I'll go on and pay it, because if I forget, something happen and you know – I-I can't get it paid if it get cutoff, it's a struggle – it's a hardship. 'Cause I never know when it's coming. I know when my light bill coming. I know when to pay it. I know when it's coming. I know when my phone bill coming. I know how much time I got. All my bills, but my water bill. I never know when it's coming. Now, I expected my water bill to be here two days ago, but it has not come. I looked in the mailbox today. It's not in there. And I just – I was just – and like I said, most of us – a lot of us get paid the third or the first – the third of the month. And a lot of us have health challenges. And we can't get our bills – you know – at the same time. And we forget. And I'm just asking – you know – for us to work together on this. Work together on it. I know this young man is having to pay two hundred dollars just to get a fifty-dollar water bill paid because he got his water cut off. That wasn't fair. I mean, he's already struggling on disability.

THRAILKILL: My question is – and I understand exactly what you're saying because I'm on Social Security, too.

MCLEAN: Yes, sir.

THRAILKILL: You never came inside the office and addressed someone in here that you were having a problem with your bill?

MCLEAN: No, sir. I just talked to them through the drive-through and asked them – I have called a couple of times and they told me they could not discuss my bill at all over the phone. That's what they told me.

THRAILKILL: Did you get that individual's name?

MCLEAN: No, sir, I didn't. But they won't discuss my bill over the phone.

GASTON: That's a privacy act there. [Unintelligible]

MCLEAN: On two or three difference occasions.

CASTLES: I don't know that to be our policy, ma'am.

MCLEAN: Well, they made their own policy because they wouldn't discuss the bill with me at all. I don't have no reason to lie. But they would not discuss the bill with me at all, and we are here to work together, to see what we can get things done to work together for the betterment of the citizens of Chester.

THRAILKILL: Absolutely.

MCLEAN: Yes, sir.

TOLLIVER: Mr. Castles and Mr. Thrailkill – so, Ms. Mclean told y'all that she spoke with someone and they told her they couldn't speak with her with regards to her bill over the phone. Mr. Castles, the very first thing you said was "that's not our policy." In a way, that's telling her that she's lying. You may not have meant that, but in a way, that's saying that she's lying.

THRAILKILL: No.

TOLLIVER: You don't think so.

THRAILKILL: No, sir.

BRUNSON: No. No, sir, that's not lying, because you cannot talk to somebody on the telephone about a bill because of a privacy act. Th

TOLLIVER: No, n-n-n-no, I understand that –

BRUNSON: The federal government has a privacy act.

TOLLIVER: I understand that, but listen to me. She said that she was told that she couldn't talk to someone over the phone in regards to her bill.

GASTON: That's the law.

TOLLIVER: I understand that. So, Mr. Castles came back and said that it wasn't in your policy. I misunderstood that – you're saying it's not in your policy –

GASTON: It's not in the policy to talk to people on the phone about the bills. Isn't that what he was saying?

THRAILKILL: That's what he was saying

GASTON: Your interpretation was incorrect.

TOLLIVER: Mr. Gaston – I just said that I misunderstood.

GASTON: Good. Good.

TOLLIVER: But I don't think y'all get it. I don't think y'all get it. I really don't. Because you're looking for a reason to –

THRAILKILL: We're looking for a reason to resolve the problem. But now we don't need this hype about it. We need to know what needs to be addressed.

TOLLIVER: – but that's not the message you're sending across. The message that you're sending across – you look real comfortable with the way things are.

THRAILKILL: I'm not.

TOLLIVER: But that's not the message you're sending across. You can ask anybody in this room and what they're getting from your body language, what they're getting from your facial expressions, is that you do not care. And that right there, that don't cut I with me.

THRAILKILL: I think that's purely your interpretation.

TOLLIVER: Ask anybody in this room.

THRAILKILL: And when –

TOLLIVER: I'll be quiet.

THRAILKILL: When –

TOLLIVER: If there's anybody in this room who disagrees with me other than the people at this table, then I will walk out there and you've never got to worry about me coming back. Because I know what they see. I'm looking at you.

THRAILKILL: Well, I'm sincere in what I'm telling you, and I don't have to explain it any further.

TOLLIVER: You may be sincere here, but when you're dealing with the public – I worked in customer service a long time – when you're dealing with the public, I don't feel it here if I can't see it here. What I see – I don't know you – so all I see is what you give me.

THRAILKILL: I don't know you either, but I'm afraid that maybe both of us might have misconceptions [Unintelligible]

TOLLIVER: What you see about me here is correct. I'm pissed off for them.

GASTON: Can you talk in a normal voice instead of screaming and preaching? I'm talking to you in a normal voice, I'm not talking to you [unintelligible]

TOLLIVER: Let me make you aware of something. So, this is a issue that they've been dealing with for months.

GASTON: And we're trying to [unintelligible]. I'm gonna get her address, and I'm gonna see if her address is correct on her water bill. That's the first thing.

THRAILKILL: That – yes, I think that would be a great thing, for each of you to sign in with your address, and then we could address your individual problems.

MCLEAN: Mr. Gaston and the whole panel – you have my address. I-I wasn't aware that I had to be on the agenda to say anything, but you have a letter that this young lady ran off of the letter [unintelligible] some problems with my name and my address on it. Every last one of you have it. So if you need tow rite me, you have my phone number – it's in the book, this year's phone book. You can call me Thank you.

THRAILKILL: Yes, ma'am.

TOLLIVER: Mr. Thrailkill, Mr. Gaston, Mr. Castles, I'm gonna say this and I'm gonna let y'all go on with y'all's meeting – my biggest issue is the same issue I had with you, Mr. Castles, at the forum. Despite the complaints, despite what everybody says, the first thing y'all look for is to say "his is what you're doing wrong." Instead of saying, "maybe it's us," it's all they want. You said it – you said that because of a system error, the bills came out eight days late. But I guarantee you didn't give nobody a break that walked through the door because that bill came back eight days late. All we're asking is that you look and say "maybe there is an issue with the water company. And if there is an issue with the water company, we're willing to fix it." Because the only thing I've heard since I've been dealing with is "this is what you're doing wrong, sir. This is what you're doing wrong, ma'am. Maybe it's the mail, maybe it's the wrong address Maybe it's this, maybe it's – it's the water company. That's all they're asking – for you to check yourself and see what better could you do. They do their part. You do your part. There should be no complaining at that point.

THRAILKILL: I think you're right. I tend to agree with some of what you said.

GASTON: I think you start off with checking the names and addresses. That's where you start.

THRAILKILL: If you could just leave your name then if you don't want to leave your address – or if you supposedly have it. And for the gentleman back there who hasn't had a water bill in – what was it, three months? Four months?

ROBERTS: Still waiting on it.

THRAILKILL: Pardon?

ROBERTS: The only reason I know when to pay my bill this month was because it was on the end of the receipt when I paid my bill last month.

TOLLIVER: And he still got cut off. And he had to pay a reconnection fee. And he never got a bill.

THRAILKILL: Hey, when did you get a bill prior to that?

ROBERTS: I haven't had a bill in about four months.

THRAILKILL: But you got a bill before then?

ROBERTS: Yeah, I get my other bills so it can't be the courier. I just got a check in the –

THRAILKILL: No, no. Listen to what I'm asking. You said you hadn't had a bill in four months. Okay. Five months back, you got a bill from the water commission?

ROBERTS: From the water company, yeah.

THRAILKILL: Okay.

ROBERTS: What-what you asking? How I know how to pay my bill?

THRAILKILL: No, let me finish my comment. Now you got a bill five months ago from the water commission? Okay. For that month. And then you hadn't had a bill in four months with the same address. You haven't moved, you've been right there?

ROBERTS: I've been in the same place three years. And this – I understand that they don't send cutoff notices. But I don't get a bill. And I, uh, a lady that worked there – I inboxed her and gave her my issue because they cut me off. I inboxed her on Facebook – Tiffany Ford. I inboxed her on messenger – I didn't expect her to reply. I just wanted her to see. The thing of the matter is, if I'm not gonna get a bill, if I'm not gonna get a cutoff notice, anything, there should be an alternative route for me to take in my own time to check my bill – either online or if I can call down here and they said they can't – they won't even tell me what the bill is. But if I come in and I'm ready to give my money away, then it's all good. But if I'm calling on the phone trying to check my bill before I get cutoff, that makes me think y'all just chasing a reconnection fee. The reconnection fee is \$40, and you're thinking if you've got – between Great Falls and Chester and Fort Lawn, and partially some of Blackstock is getting water cut off because they ain't getting no bill, how much money is that producing? You see what I'm saying.

THRAILKILL: Yeah, I see exactly what you're saying.

ROBERTS: Water is essential. I got six kids that I take care of. I'm not on child support. I work hard and I hustle on the side, and I'm starting a little, small business. I do

everything and I got a non-profit called Project Peace that me and my cousin started. We're doing a coat drive now. Anybody wants to donate coats, [unintelligible]. But the thing of the matter is that there's no consideration for the community that's here. And w the ones got this building here by paying these bills. And there's no communication. There's nothing there. No bridge. We're living in a time of technology now. So newspapers... me, I'm thirty years old. My granddaddy used to read the newspaper. He on a fixed income. But me, I'm thirty years old. It's mostly social now. If you gonna update your system, you shoulda updated that online system so when I go in there, I could put my routing number and my bank information in there. Why can't I check my account? But the bill comes with that account number on it, but I can put my bank number and my routing number on there. See, that's – that's the issues that we got. We ain't getting no bill, we can't check them. All we can do is come down here and call down here. And we can't come down here because we're at work. We work 8-5, you work 8-5, so we can't get off in time to check our bill 'cause they can't tell us over the phone. How we gonna know?

THRAILKILL: Oh, I can understand that. I can understand your concern and I think it's a valid concern.

ROBERTS: Yeah, you know, how we gonna check it if they close at five o'clock? My mama get off after five. My mama work way in Newberry. She have to be to work at 6:30, she get home by 7:00. How she gonna check her bill if it don't come in the mail and she can't get here? How she gonna check on it, cause she can't get here because she has to get to work.

THRAILKILL: You gotta go to work to pay that bill when she gets is.

ROBERTS: Exactly. So how we gonna do it? I can understand if you don't want to send out the cutoff notice because you want to save money for your customers, but on the flipside, you gotta come out with an alternative. There's gotta be some kind of communication and some kind of alternative set for us, the community, to have so we can feel like we ain't being extorted. 'Cause that's what it sounds like to me. This my brother. He – he a real emotional guy. He just talk like that. He argue all the time. But he don't mean nothing but good. That's all we mean but good coming here Mr. Castles, Mr. Thrailkill, and Mr. Gaston. All we just want is some communication and some updates about what's going on that we can see. People at the library closed. We –

THRAILKILL: You have made some valid points. And you made them in a very fashionable way.

TRAMMEL: You guys are the only system that doesn't offer convenience as far as payments. You don't offer the debit card. A lot of people in Chester don't drive and they can't come to your payment centers. Like he's talking about – when they do work, they can't get here. You guys don't offer online options.

CASTLES: We do have online options.

TRAMMEL: You can use a check. A lot of people don't have checking accounts. They have a debit card. You guys don't offer that. So when is it going to be able to do an update to your system to show bill payments and be able to do a debit card online. That's what your community is about. You need to understand what's going on in your community. You need to have that.

CASTLES: We're hoping to have – in about ten months – our new billing system and payment system will be online.

TRAMMEL: Everybody has a smart phone.

CASTLES: And we discussed this in the Chester Talkback. There will be many forms of payment that will be afforded online to our customers. You will be able to pull up your full bill and your account online at that time. Our existing system will not support that.

TRAMMEL: And you're saying ten months' time frame?

CASTLES: Yes.

ROBERTS: I want to say one more thing, and I know I'm not on the agenda.

THRAILKILL: Go ahead.

RAMERT: I want to know why – what's going to happen about the bills being so high. My bill used to be – I'd say probably about 8-9 months ago, my bill used to be \$80 a month. It done jumped up \$60.

THRAILKILL: Your total bill, or your water bill?

ROBERTS: My water bill – like whatever come on the paper. I pay whatever come on that paper. It used to be \$80 a month on that bill when it used to come. Now it don't jumped up – since the bills stopped coming, it done jumped up \$60 a month.

THRAILKILL: Let me – let me sort of –

GUEST4: That's our problem, too.

THRAILKILL: Who?

GUEST 4: All of us got high water bills. No leaks.

THRAILKILL: Okay, whenever you get a bill like this – I can't see it that far and I hope you all can. But it's a regular bill with the names marked out on it. And you're paying the amount marked on the bottom that's in grey, right? Alright, that consists of the water, that consists of your sewer, that consists of a DHEC fee, your water residual fee, your sewer residual fee, your garbage pickup.

ROBERTS: I'm in the county.

GUEST 4: Me too.

THRAILKILL: And water – your water Capital Project fee, and the Sewer Capital Project fee, and a penalty if you are late. So, whenever you talk about your “bill”, “water bill”, you need to go back to the first line item. That’s what your water bill is. All this other stuff is an addition to the water bill.

ROBERTS: Everything at the bottom – so is that everything in addition at the bottom of it?

THRAILKILL: Everything is the total of that column – yes.

ROBERTS: So that’s what I’m saying. The total, it used to be \$80 with all that included. Now it’s up \$60.

THRAILKILL: Well, I don’t know –

BRUNSON: Sixty additional dollars?

ROBERTS: Yeah.

BRUNSON: So it’s \$140?

ROBERTS: Mm-hmm. Yes. And then with the reconnect fee, then you’re looking at \$200. You’re breaking \$200.

BRUNSON: Well over on the other side, it shows what you used, over here. Has that went up?

ROBERTS: That’s another question – if y’all will allow me to speak.

THRAILKILL: Go ahead.

ROBERTS: How can we be able to monitor our bills by the meter – y’all can see the meter. The meter don’t show what we using. If we can go out there and see what we’re using on a daily basis, then we might can be in control of our own water. You see what I’m saying? ‘Cause if the water bill’s based on how much we use, my lifestyle hasn’t changed for the last three years. It’s the same routine every day.

THRAILKILL: Has your meter been changed lately?

ROBERTS: I don’t know if it’s been changed or not. I be at work.

THRAILKILL: You live in the City of Chester?

ROBERTS: Yes, sir. I live in the County, over here on Pine Ridge Road.

THRAILKILL: You’re in the County?

ROBERTS: Yes, sir.

THRAILKILL: But he would be in Chester?

DOUGLAS: What street you live on?

ROBERTS: Pineridge.

DOUGLAS: He live on Pineridge Road. He's in the county.

[Unintelligible]

BRUNSON: Do you receive garbage pickup? Do you receive sewer service?

[Unintelligible]

ROBERTS: I don't receive no garbage pickup. I'm in the county. I have to take my own trash off.

BRUNSON: Okay, what about sewer? Are you hooked onto the sewer?

ROBERTS: I – don't –

BRUNSON: Do you have a septic tank?

ROBERTS: I got one of them things in my front yard that has the little casing on top of it. When I was little we used to take the tops off of 'em and hide stuff in 'em like Easter Eggs.

[laughter]

BRUNSON: He's on sewer. But being outside of the city limits, isn't the sewer higher than it is inside the city limits?

RODDEY: No.

CASTLES: No.

BRUNSON: Well, I'm from Great Falls, and that's the way it is in Great Falls. If you're hooked onto Great Falls sewer, it's a couple dollars higher because you're not –

THRAILKILL: You don't happen to have your bill tonight?

ROBERTS: No –

THRAILKILL: No, I mean – you haven't got a bill! Okay.

ROBERTS: Another thing – what's the average amount of gallons that a household would use in a month?

TRAMMEL: Someone from the front office told me that – how many gallons an average family uses – I don't know how it was but someone from the front office –

ROBERTS: I'm gonna be honest with you. I'm more of a natural, holistic type person. I don't even use the tap water for nothing when it comes to cooking. The only time I use tap water is to shower and brush my teeth and to wash hands. And to feed my dog. That's it. I do not use tap water for cooking purposes. Period. We buy gallons of water. And we buy bottles of water for me to take to work.

THRAILKILL: Would he have new meter?

ROBERTS: From when I was coming up and what we used to drink coming from the water district. I don't. Ain't none of my kids – I got twins that are two years old. They never had tap water ot drink. They wash their hands in it and they bathe with it. That's it. They've never had – [unintelligible].

THRAILKILL: How about doing me a favor – because I'm hearing stuff that I had absolutely no idea that anybody was having problems with. Could you come back to our December meeting?

ROBERTS: Yes, sir.

THRAILKILL: Can you give us a calendar date?

RODDEY: It is –

CASTLES: You can bring your bill by here and we can take a look at your account.

ROBERTS: I don't get one. But if I get one, I can bring it to you.

CASTLES: Well, come on by.

ROBERTS: I can bring you some receipts.

THRAILKILL: Is the bill in your name or somebody else's name?

ROBERTS: Anthony Roberts.

GASTON: Anthony Roberts?

ROBERTS: Anthony Roberts. 1040 Pine Ridge.

CASTLES: 1040?

ROBERTS: Yes, sir. I gotta pay it now.

RODDEY: December thirteenth.

THRAILKILL: December the thirteenth is the next Commission meeting.

BRUNSON: Mr. Castles – Fred – question: the new meters we're putting in. Why are we putting those in?

CASTLES: The new meters are going in because we have – well, one they're thirty-plus years old and worn out. And we have about thirty percent of them that are reading zero. If that meter has been reading zero, the billing system picks it up and assesses it a minimum bill charge. A lot of it – if you're on city sewer and garbage is going to be \$81. If you got a new meter and you're actually really using 4 or 5 thousand gallons a month, you'll see an increase in your bill.

BRUNSON: How many – I'd like to see a show of hands – how many people are on gas? Natural gas? Do you know that the meter reader – he's on two streets over reading your meter. It's called radio read. That's what our meters – our new meters are now. Your electrical bill – you can be cutoff from Charlotte if you're on Duke Power. You can be cut back on from Charlotte by Duke Power.

TRAMMEL: So I don't have a new one if he's coming and doing that little thing in your yard?

BRUNSON: If he's doing that, that's an older meter.

TRAMMEL: That's an old meter.

BRUNSON: See, we're replacing them. So you're coming – we're coming out with technology – you mentioned a smart phone? We've got smart meters. There's a lot of people that has paid the minimum for years. Now with the meter comes out that's smarter than we are, it's gonna keep up and it's gonna tell that your commode might be running and you don't know it's running. That happens.

ROBERTS: How do we access that ourselves? 'Cause we're gonna pay on the meter. Can we be able to access how much water are we using ourselves, so if the issue is happening, we can handle it ourselves versus the commode running all month, we could done stopped it. You know, if we can access that ourselves.

BRUNSON: Alright, well, you've seen an increase.

ROBERTS: Yes, sir.

BRUNSON: IT's picking up all th water that's going through that meter and through that line. The old meters that's 30+ years old, they're going to have some problems with them. So we – and all of a sudden you get a new car and it drives better than an old car. Think about it.

ROBERTS: All my stuff old.

GUEST 5: The next meeting is December 13th?

THRAILKILL: How high's your water bill?

GUEST 5: Mine?

THRAILKILL: Yes.

GUEST 5: I –

THRAILKILL: No, I'm sorry. The lady in front of you – but hang on, 'cause you look like you got a bill in your hand.

GUEST 5: Yes.

GUEST 3: [Unintelligible] about \$65.

THRAILKILL: \$62? From one month to the other month?

GUEST 3: Gradually. It just kept gaining and gaining and gaining. When it got to a hundred, I'm thinking "this is water." And it just kept going up and up. And I'm still thinking "Oh, God, this is still water." It just kept moving. Then I found out that everybody got the same complaint. She stay by herself. My daughter stay by herself. They got \$80 water bills. Ain't nobody in the house but them. And if they go down the street, there's 3 of them, and theirs is \$80. It ain't making no sense.

CASTLES: That's a minimum bill.

GUEST 3: My bill used to be \$60 like this guy. IT just kept climbing. I just needed a answer. You know, what was going on.

THRAILKILL: Do you have your water bill?

GUEST 5: Yes. My water bill used to be – it started off at \$60. Then it went to \$90. I was fine with that. All this year, my water bill been \$280 or more. And I

THRAILKILL: Do you have it in your hand?

GUEST 5: Yeah.

THRAILKILL: May I see it?

GUEST 5: Yeah. I recently moved – this for two weeks, and it's \$218. I done called and I asked the ladies up front to let me speak to a manager and they won't let me speak to nobody.

GUEST 6: I've had that problem.

GUEST 5: And you get mad – I ask them "can I speak to a manager" [unintelligible] Every time they check my meter my water bill go up.

GUEST 6: Mr. Thrailkill, you got a water bill, right?

[Unintelligible]

THRAILKILL: No, no. No, ma'am.

GUEST 6: There's some horror stories about the water company.

GUEST 5: Yeah, they customer service is awful.

GUEST 6: It was really sad.

GUEST 5: I said, 'can I speak to your manager'. They just kept giving – "you gotta do something in writing, you gotta do –" and it's just –

THRAILKILL: Let me ask you a question. You said that your water bill is \$218.29?

GUEST 5: And that's for two weeks, 'cause I had moved.

THRAILKILL: Okay, let me just inject something here: Your water bill is \$101.27.

GUEST 5: And what's the rest going for?

THRAILKILL: Sewer. DHEC, Water Residual...

GUEST 5: Well, why my sewer so high?

THRAILKILL: I can't answer that because –

GUEST 5: I can't answer that either.

THRAILKILL: We can't – you'll have to take that to the sewer commission. We don't have anything to do with the sewer.

GUEST 5: That's what I'm saying – I don't use – it's just me and my two kids.

[Unintelligible]

THRAILKILL: You used 13,000 gallons of water.

GUEST 5: I didn't use that much, sir. That's what I'm saying. The lady –

TOLLIVER: Mr. Castles, do you believe a household can use 13,000 gallons of water?

CASTLES: It can, indeed. It's possible to use that much water.

TOLLIVER: 13,000 gallons of water?

BRUNSON: There's a minimum – here's the minimum showing 2,000.

GUEST 7: My situation is that I had water cut on just to clean a rental property for two days. Now she's talking two weeks and I'm talking two days. And the bill currently right now is eighty-something dollars. I came up here as well to ask – for two days. So, when I came at first I signed up that any time in between the tenant that money I put a deposit down that the money can stay, right. Well, when they told me that my bill was eighty-something dollars for two days –

THRAILKILL: Two days?

GUEST 7: Two days. 'Cause I had to cut it on for housing authority to come out and flush the toilet and check for leaks. And we cleaned that same day and cut it off at the street. And when I got that bill, I told them to take the deposit that I originally gave them. And when they told me I couldn't speak to nobody, I told them –

THRAILKILL: Excuse me for interrupting you, but do you remember – you came in the front door? And did you talk to the ladies at the front desk?

GUEST 7: At the window.

THRAILKILL: At the window. [unintelligible]

CASTLES: No. On rental – floating deposits and rental properties – is that automatically a minimum bill?

FORD: It is. If you have service on five days or longer and no water goes through, there's a minimum bill. But if you just had service on for two days and a thousand gallons went through – do you remember how many gallons went through?

GUEST 7: No, ma'am. I don't.

FORD: Because –

GUEST 7: This has been probably about seven or eight months. I hadn't been back up here. But when I started getting wind that you know – that's why I'm here now. 'Cause I figured I could hear something to help my situation.

FORD: If gallons were registered even though it had been five days or less, then you would still get charged for the usage.

GUEST 7: That I wasn't using. 'Cause I went out to the street, and I cut it off that night, and then that next day with housing, I met and I went with them and I cut it on. And we all left together, and before I left, I cut it back off. The next thing you know, I got that bill. And I just was floored.

FORD: In order for you to get a bill – did you come up here and have your services turned off?

GUEST 7: Yes, ma'am.

FORD: So you turned it off after two days of having it on?

GUEST 7: Yes, ma'am.

FORD: Okay, so that means if you got a bill, usage went through then. Somehow or another you had gallons go through that meter.

GUEST 7: Yeah, two days. Wasn't nobody in the house taking a bath or nothing.

BRUNSON: IT really doesn't matter if someone took a bath or not. For the thirty-day, the minimum is 2,000 gallons.

GUEST 5: I understand that, because my bill used to be \$90. [unintelligible] That \$200. [unintelligible] on the other side, and there weren't no leaks or nothing. Every time someone send someone out there, they claim there's no leaks. My landlord sent nobody, my toilet wasn't running or nothing.

BRUNSON: Now, y'all want cheaper water, come to Great Falls. I live by myself and I pay the minimum every month. One month it's \$64.

TOLLIVER: Why's it cheaper?

BRUNSON: Why's it cheaper? Well, you've got a different sewer rate in Great Falls.

CASTLES: Garbage rate as well.

BRUNSON: You have a lower garbage rate as well.

CASTLES: It's the same water rate district wide.

TOLLIVER: Quick comment, Mr. Thrailkill and Mr. Castles – so this young lady says she moved out of her previous residence. She had already paid a bill. This is only two weeks –

GASTON: No it's not. It's for a month.

GUEST 5: That's for two weeks. I moved. They cut it off on the 20th. That should have been from –

GASTON: Previous was 9/19. To date is 10/20. That's a month.

TRAMMEL: Yeah, their billing cycle is behind.

GASTON: You got to look at it –

GUEST 5: It still shouldn't be \$218.

TOLLIVER: It's normal to have a 13,000 gallon bill in a month?

[Unintelligible]

GUEST 5: And then also – I know y'all can't control this – my water bill one time was \$384. I asked the lady, I said, 'cause I get paid bi-weekly. I'm a single mother. I can't pay this right now. It was gonna be my cutoff date. She said the only way you can get an extension is if somebody die. Somebody gotta die to get an extension. She wouldn't even let me pay on it. It had to be paid in full.

[Unintelligible]

PETERSON: You need to get people's names.

GUEST 5: Well I can tell you they face. Several of them told me – it was the manager – whoever y'all manager is – a young lady. She told me somebody had to die in order for me to get an extension.

TOLLIVER: I may be adamant in my speech, but this is –

THRAILKILL: No, we feel like we're hearing the real stuff now, not hype.

GUEST 6: He told me, this rental property from one of these young ladies. She had got a water bill for \$3,000. She brought it to him and he came down here with it 'cause it's his rental property, and they reduced it to 9.

[Unintelligible]

THRAILKILL: Yeah, obviously so. How long ago has that been?

GUEST 6: I don't know. I just got this story like I'm getting everyone else's story. She took it to her landlord.

FORD: That – I actually dealt with that customer.

GUEST 6: So you know I'm not lying, right?

FORD: This is something that happened recently. They've been given an adjustment. He was aware there was a leak. The bill has gone back down. After the meeting I can give you more explanation if you want.

GUEST 6: He told me there wasn't a leak.

FORD: He told me that as well but he gave us a plumber's statement. He did make a repair. And that repair that was made – I showed him that the date the repair was made and the reading date – that had to have fixed his leak because his bill went down. He wouldn't have seen no difference.

GUEST 6: The \$900?

FORD: That was an adjustment.

GUEST 8: That's still too high.

GUEST 6: How can you – rest giving somebody a \$900 adjustment?

BRUNSON: That was a \$2100 adjustment.

[Unintelligible]

GUEST 6: But this young lady got children. My heart went out to 'em. I mean, it's gotta be some [unintelligible]

FORD: I can promise you, when the bills are affected that much, we don't just turn these customers off.

[Unintelligible]

THRAILKILL: They did cut you off?

GUEST 5: No, I came up with the money but they told me they couldn't give me no extension.

THRAILKILL: Thank you very much for coming, because it has been very enlightening. When you come in here with a problem, and like your case where they tell you that you can't talk to somebody, you say "do you mind giving me your name?" And if they refuse to give you their name – do your employees have nametags?

CASTLES: Not currently.

GUEST 5: She gave me her name, but I just can't remember. I think her name was Jessica. I can't think of her name. It's been a minute when my bill was \$300 – that was two months ago. She was the manager – she presented to me like she was the manager, or assistant manager or something. And she may not be – she's short, got blonde hair.

THRAILKILL: Please do that, and then we can make some efforts to help these bills that – this lady right here's got a ridiculous bill. It's what? Thirteen thousand dollars, Mr. Gaston?

GASTON: 13,000 gallons.

THRAILKILL: I mean gallons. What? She can pay it!

[laughter]

THRAILKILL: No, I'm sorry. 13,000 gallons. That needs to be looked into. And you said that's two weeks – fourteen days.

TOLLIVER: When there was an anomaly like this they took a twelve month average, and he allowed the customer to pay the twelve-month average while the anomaly was being investigated. Can you at least do that?

CASTLES: That is a Chester Metropolitan District policy that Chester Sewer District also approved. Over the last three months, we have had a series of very high, unexplained bills. And we are implementing that policy currently.

TOLLIVER: I publicized that. You take a twelve-month average, and based on what that twelve-month average is, you can take and pay that while the anomaly is being investigated.

CASTLES: That's correct.

TRAMMEL: 'Cause when I came in here with a discrepancy, I brought a plumber's certificate or whatever – a receipt for repair. And what they did was give me like a 10% discount, or like \$9.

CASTLES: This is a –

TRAMMEL: My bill was \$149 and it's typically \$89, and I got \$9 off. And I was told that I only get two adjustments a year.

CASTLES: That's because the billing cycle overlaps two months usually. Because you don't know you have a leak until you get your bill. So that's the reason for that. You must provide a plumber's receipt or a receipt that you repaired it yourself, and we can adjust the water. If the leak is in your house and it went down city sewer, we don't adjust city sewer. So one customer may get a \$9 deduction in your bill. If you're not on city sewer, you might get a \$20 reduction in your water bill. But if it goes in the sewer, Chester Sewer is not going to reduce your bill.

MCLEAN: Can you tell us also – the next meeting s December 13th. What time?

THRAILKILL: Six.

CUSTOMER 7: AM I able to go to the front office and get a print out of what I'm talking about? It's no minimum of if it was just seven months ago or if it was just three months ago. I can get a print out of last year, year before last, of my address.

CASTLES: Yes, we have history.

CUSTOMER 7: Okay.

CASTLES: Talk to Tiffany.

ROBERTS: I've got one other thing, real quick. This right here said 9,000 is \$77 a month. Now if she had 13,000 gallons and 22,000 is \$147, where'd the two hundred and something come from?

THRAILKILL: Let me see that.

[Unintelligible]

TRAMMEL: He was asking about if the extra money is sewer – is it the fees?

RODDEY: What he's talking about is down here. These were originally to show the minimum – this is just the water usage for this amount and was originally done for the industries.

GUEST 8: Is Chester Metropolitan District building a new building?

THRAILKILL: Do what?

GUEST 8: Are you building a new building?

THRAILKILL: No.

RAMBERT: [Unintelligible]

THRAILKILL: And I agree with you. I think you're exactly right. Is that a bill there? What is that?

[Unintelligible]

TRAMMEL: Is the Sewer Commission going to meet like this as well?

CASTLES: They meet next Tuesday.

TRAMMEL: Next Tuesday?

CASTLES: They meet in Richburg.

TRAMMEL: Richburg?

CASTLES: Across from Dollar General.

TRAMMEL: Tuesday.

[Unintelligible]

CASTLES: But I would call in advance of going if you want to talk.

TRAMMEL: How do we find out about their meeting?

THRAILKILL: In the newspaper.

CASTLES: It's on the website.

[Unintelligible]

THRAILKILL: Let's have one person talking at a time, because we're having a problem hearing what's been said. Thank you for coming.

TOLLIVER: Phillip talked to me. And Susan will tell you, I told her I know I talked her head off at least an hour one day. I've reached out to you over thirty times. I know this. I've spoken with everyone in there except Tiffany. I've spoken to everyone else and they would get me to your voicemail, or they told me I couldn't talk to you. I told them to leave a sticky on your computer for when you come back. I put my number and my name on it. And you were elusive. And throughout the community, there is a perception of you that either you won't talk, or when you do talk, you might as well have not been talking cause you're just rude or impolite or something. I don't know if that's true, but that's the perception of the community. And my job now is to just relay the message from the community to y'all. I know Mr. Gaston thinks I come off a little brash. I can't help it. Because when they are – I've known Miss Hattie's about sixty-something year sold.

MCLEAN: Sixty-seven.

TOLLIVER: Sixty-seven. When people like that – Miss Hattie raised me when I was a little boy. She babysat me. When people like that tell me they have a history with their bill and they can't get help nowhere, from nobody, I take that personally. When I spoke with this young lady up here, she told me the same thing, I take that personally. So when I appear before you and I'm loud, please don't take it as rude or disrespect. It's passion in my voice that you hear because some people – like this young lady here – she'll tell you exactly how she feels. But some people are just too timid, and they'll just continue to pay a \$200 water bill because they're too timid to say something for themselves. I'm not the type to sit back and watch them do that. I will apologize to each and every one of you if I have come across as rude. That was not my intention. My intentions is for you to hear the hurt and anguish they feel through my voice.

THRAILKILL: If you are going to – and we welcome you to do so – if you're going to be here for the December meeting and you'd like to address the commission – Susan, where did you put the sign-up sheets to address –

RODDEY: They're actually on this desk right outside the door. There is a sign-up sheet – it's a sign-in sheet. It's got a space for name and telephone number. If anyone wants to put an address, we can use that to look up your account and see what's going on.

TOLLIVER: The last thing I want to say before y'all close [unintelligible] I just want to know what kind of solutions or revisions will be implicated before the next meeting. Will there be any kind of progress, or will we be talking about the same issues?

THRAILKILL: We've got a meeting that will go into session immediately in a few minutes and we're going to talk about some of this stuff. And then we'll try to find out a solution. I personally want to thank you.

ROBERTS: Me?

THRAILKILL: Yes. Because I felt like that you were really telling me something that I didn't know. And this lady right in front of you, likewise, that has the rental property. And this lady here that's got and has had problems with a \$218 bill. And there's some reasoning for that. I don't know what it is. I don't know if it's some mistake. I don't know if it's someone stealing water. We can't come right out and tell you what the solution's gonna be. But we're gonna talk about it and we're going to discuss it and we're going to see why it can't be addressed. And I'll tell you something else: I like to respect everyone, but I like to be respected also. And if I came in here and somebody told me that you couldn't talk to somebody in this office about a bill that you're having, I'd be mad. I wouldn't be upset. I'd be mad. And it's unfortunate that you've had to put up with that. Now, I don't know the circumstances any more than what I just said, but I feel like the conversations we have heard tonight have merit to them.

ROBERTS: Well I deeply appreciate your concern.

THRAILKILL: I thank each of you for coming and I think you've given us a lot of things to think about and address and see why changes can't be made, if they can be made. And thank you for coming. And you are welcome to stay and hear the other part of the Commission.

END TRANSCRIPT

Chester Metropolitan District

Proposed Agenda

November 8, 2017

6:00 PM

- I. Call Meeting to Order
- II. Approval of Last Meeting Minutes
- III. Public Comment
 - A. Marcus Tolliver – Utility Billing Issues & Public Perception
- IV. Old Business
 - A. Filter Plant - Fred Castles
 - B. Engineer's Report - Andy Litten
 - C. DMAG Report - Andy Litten
 - D. Capital Recovery - Fred Castles
 - E. Burnett Lime Contract - Fred Castles
 - F. Tyler Software Agreement - Fred Castles
- V. New Business
 - A. Director's Update - Fred Castles
- VI. Reports
 - A. Director's Report - Fred Castles
 - B. Hydrant Report - Fred Castles
 - C. Financial Report - Becky Moon
- VII. Adjourn

Public Comment will only be received from those who have submitted in writing a request to speak. This request must be received by CMD Staff no less than 24 hours prior to the start of the meeting.

Public Comment is limited to three (3) minutes per person.

This agenda is subject to change up to 24 hours in advance of the meeting.

CHESTER METROPOLITAN DISTRICT FILTRATION PLANT

MONTHLY REPORT October 2017

- Completed all reports.
- All Emergency generators were ran by Dell Hughes. The emergency diesel engines were also ran and were reported as operating fine.
- Collected 28 Distribution Samples and analyzed for the presences of Coliform Bacteria. All samples were within acceptable range.
- We are currently discharging a Total Chlorine Residual of 2.70 ppm and maintaining an average level throughout the distribution system this month at .57 mg/l.
- The repairs to the emergency generator was found to be a broken Bridge Rectifier. This was replaced and the generator was started under a load to ensure proper operations.
- Examined all the rollers on the Plate & Frame Press replaced the damaged rollers.
- Repaired the Raw Water Venturi pressure line. Fabricated a bushing/insert for the threaded portion for the pressure line connection.
- Replaced the cloths on the Plate & Frame Press.
- While going through the cloths on the press, an electrical junction box was found rusted and holding water. We fabricated a new door and sheet metal to cover the deteriorated portions. All repairs were sealed.

CHESTER METROPOLITAN DISTRICT FILTRATION PLANT

MONTHLY REPORT

MONTH: October 2017

| QUANTITIES (million gallons) | | PREVIOUS YEAR | | PRESENT YEAR | |
|------------------------------|-----------------------|---------------|--|--------------|--|
| Raw Water | | 95.639 | | 111.014 | |
| Finished Water | | 90.978 | | 103.446 | |
| Peak Day | Raw | 3.774 | | 4.570 | |
| | Finished | 3.331 | | 4.020 | |
| Minimum Day | Raw | 2.558 | | 1.890 | |
| | Finished | 2.409 | | 2.810 | |
| Average Day | Raw | 3.085 | | 3.581 | |
| | Finished | 2.935 | | 3.337 | |
| Total Hours Operated | | 739.500 | | 738.000 | |
| Monthly Load Factor (%) | (Avg. day Plant cap.) | 0.990 | | 99% | |

| CHEMICAL COSTS | QTY USED (lb) | @COST PER lb. | TOTAL COST | UNIT COST | (Per mil. gal.) |
|----------------------------|------------------|---------------|--------------------|----------------|-----------------|
| | *** | *** | | | |
| Ferric Chloride | 116643.05 | 0.30 | \$34,992.92 | 315.212 | |
| Chlorine | 5348.00 | 0.30 | \$1,604.40 | 14.452 | |
| Flouride | 675.00 | 0.48 | \$324.00 | 2.919 | |
| Corrosion Inhibitor | 4360.00 | 0.62 | \$2,703.20 | 24.350 | |
| Caustic Soda | 71085.52 | 0.28 | \$19,903.95 | 179.292 | |
| NACLO2 | 8221.20 | 0.57 | \$4,686.08 | 42.212 | |
| Polymer (press) | 0.00 | 2.20 | \$0.00 | 0.000 | |
| Polymer (plant) | 0.00 | 2.00 | \$0.00 | 0.000 | |
| AMMONIA | 765.00 | 0.80 | \$612.00 | 5.513 | |
| SUB-TOTAL CHEMICALS | 207097.77 | 7.55 | \$64,826.55 | 583.949 | |

CMD Engineering Department's Engineering Project Progress Report November 2017

Development Project Reviews

Chester County Natural Gas – Construction: We're waiting on the test results for the backflow preventers.

Sleep Inn – Richburg: We're still waiting on a complete set of plans in order to complete our review.

Christ Central Ministries – Fire Service: The Contractor is installing the fire service now.

Holiday Inn Express – Richburg: There was a question concerning the fire water storage for the hotel. We answered that question and we're now waiting on plans.

Sam Donald Mobile Home Park: Construction on the water lines is scheduled to start this week.

Hwy 901 Development: We met with Developers concerning an 850-lot subdivision on 901 and have discussed design requirements and phasing.

Cross-Connection Control Program

We're actively notifying customers, as we find them, of the need to make repairs to get into compliance with the DHEC State Drinking Water Regulations. We purchased new software and IT is in the process of installing it so that we can continue making progress with the program.

Caustic Feed Day Tank and Ferric Chloride Tank Replacement

The tank replacement project is temporarily on hold so that we can evaluate what we need since we are changing over to lime as part of the treatment process.

We have a Consultant working on the new slab for the lime injection system. The plans are scheduled to be complete in one month and then we can get the slab constructed.

In-House Projects

The Lawndale Watermain Replacement Project is in design. The preliminary plans are complete and the maintenance department is currently reviewing them. Once the review is done, we'll finalize the plans, complete the calculations, and submit to SCDOT for an encroachment permit to being the project.

We are in the process of operating and replacing the air release valves in the system.

Three leaks were repaired along Willowbrook in Fort Lawn and there have been no further issues.

GIS Mapping

We're going through old maps and encroachment permits to find things that were installed but haven't been located yet.

Hydraulic Modeling Update

We have reviewed and provided a few minor comments on the final report.

Water Meter Replacement Project

The Contractor is working on the routes in the City of Chester. Approximately 1500 meters have been replaced to date.

New Administration Building

We are currently working with the Architect on a preliminary floor plan for the current office building. The conceptual floor plan indicates there is enough space in the current building for our operations, with a complete building renovation.

Catawba – Wateree Drought Management Advisory Group (DMAG) Report

The Catawba-Wateree River Basin is in Stage 0 as of November 1, 2017.

Chester Metropolitan District

Hydrant Report

November 8, 2017

| | |
|------------|--------------------------|
| <u>0</u> | New Placement |
| <u>0</u> | Hydrants Replaced |
| <u>0</u> | Hydrants Repaired |
| <u>0</u> | Hydrants Removed |
| | |
| <u>\$0</u> | \$ Spent on Hydrant Work |

| | |
|---------------------|-------------------------------|
| <u>5498</u> | Total Hydrants Worked to Date |
| <u>\$ 1,190,127</u> | Total Cost to Date |
| <u>- 0 -</u> | Local Match |
| <u>- 0 -</u> | Contract Services |
| <u>\$ 1,190,127</u> | Total Cost |



Chester Metropolitan District
Cash Balances
Per Month End Bank Statements

October 31, 2017

| | |
|-------------------------------|------------------------------|
| CMD Merchant Account | \$737,985 |
| CMD Gross Revenue GF | 537,499 |
| CMD Gross Revenue Chester | 705,216 |
| CMD Debit Card | 3,196 |
| CMD CPF | 793,259 |
| CMD Bond Funds | 1,482,111 |
| | <u>\$4,259,266</u> |
| SC Local Govt Investment Pool | \$1,320,471 |
| Wells Fargo Drafts | 1,356,160 |
| MBS Securities | 204,500 |
| | <u>\$2,881,131</u> |
| US Bank (for debt payment) | <u>\$231,338</u> |
| Grand Total | <u><u>\$7,371,735.35</u></u> |

Chester Metropolitan District

Budget to Actual Comparison

October 31, 2017

unaudited

| | Month Ended October 31, 2017 | Year-to-Date Income Statement | Annual Budget for Fiscal Year Ended June 30, 2018 | Budget to Actual Variance Fav/(Unf) |
|---------------------------------------|---------------------------------|----------------------------------|---|--|
| OPERATING REVENUE | | | | |
| Res. & Com. Water Service | \$171,298 | \$727,324 | \$2,854,024 | (\$2,126,700) |
| Industrial Meter Water Service | 184,738 | 582,535 | 2,277,051 | (1,694,516) |
| Residual Management Fees | 50,780 | 227,197 | 714,666 | (487,469) |
| Penalties | 4,770 | 20,564 | 48,000 | (27,436) |
| Taps/Exts./Inst. Fees | 4,083 | 13,409 | 23,000 | (9,591) |
| Billing/Collection/Admin Fees | 18,874 | 72,729 | 320,296 | (247,567) |
| Miscellaneous | 24,975 | 59,645 | 200,526 | (140,881) |
| TOTAL OPERATING REVENUE | \$459,518 | \$1,703,403 | \$6,437,563 | \$ (4,734,160) |
| OPERATING EXPENSES | | | | |
| Admin & General Exp | \$90,862 | \$308,226 | \$1,324,237 | \$1,016,011 |
| Filter Plant | 115,462 | 398,756 | 1,399,474 | 1,000,718 |
| Sludge Operations | 20,282 | 55,428 | 218,289 | 162,861 |
| Distribution - Chester | 65,636 | 278,757 | 902,666 | 623,909 |
| Distribution - Great Falls | 11,031 | 44,079 | 224,571 | 180,492 |
| Distribution - Hydrant | - | - | 15,200 | 15,200 |
| Meter Dept. | 20,491 | 74,606 | 295,088 | 220,482 |
| Engineering | 16,400 | 66,561 | 266,183 | 199,622 |
| MIS | 8,654 | 96,452 | 156,085 | 59,633 |
| Human Resources | 8,593 | 66,229 | 283,941 | 217,712 |
| TOTAL OPERATING EXPENSES | \$357,411 | \$1,389,094 | \$5,085,734 | \$3,696,640 |
| OPERATING INCOME | \$102,107 | \$314,309 | | |
| NON-OPERATING EXPENSES | | | | |
| Admin & General Exp | \$0 | \$47 | \$0 | (\$47) |
| Filter Plant | - | - | 141,870 | 141,870 |
| Sludge Operations | - | - | - | - |
| Distribution | 1,958 | 5,926 | 108,700 | 102,774 |
| Meter Dept. | - | - | - | - |
| Engineering | - | - | 400 | 400 |
| MIS | 12,960 | 29,693 | 106,271 | 76,578 |
| Depreciation | - | - | 327,072 | 327,072 |
| Capital Projects Fee | - | 117 | 147,063 | 146,946 |
| Debt Service | - | - | 578,225 | 578,225 |
| TOTAL NON-OPERATING EXPENSES | \$14,918 | \$35,783 | \$1,409,601 | \$1,373,818 |
| NON-OPERATING REVENUE | | | | |
| Interest Income | 1,423 | \$5,473 | \$0 | \$ 5,473 |
| Unrealized Gain / (Loss) | 196 | 3,374 | - | 3,374 |
| Appropriation of Debt Service Reserve | - | - | 57,772 | (57,772) |
| TOTAL NON-OPERATING REVENUE | \$1,619 | \$8,847 | \$57,772 | \$ (48,925) |
| INCREASE IN NET POSITION | \$88,808 | \$287,373 | \$0 | |