

Chester Metropolitan District

Agenda

Tuesday, December 10, 2019

6:00 PM

CMD Conference Room, Chester, SC

I. Call Meeting to Order

II. Approval of Last Meeting Minutes

III. Public Comment

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

IV. Old Business

- | | | |
|----|-------------------|----------------|
| A. | Filter Plant | - Fred Castles |
| B. | Engineer's Report | - Andy Litten |
| C. | DMAG Report | - Andy Litten |

V. New Business

- | | | |
|----|-------------------------|---------------|
| A. | Director's Update | -Fred Castles |
| B. | Change Order #10 | -Fred Castles |
| C. | New Utility Bill Design | -Fred Castles |

VI. Reports

- | | | |
|----|-------------------|----------------|
| A. | Director's Report | - Fred Castles |
| B. | Hydrant Report | - Fred Castles |
| C. | Financial Report | - Becky Moon |

VII. Adjourn

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



Solving the water needs of tomorrow, today.

Chester Metropolitan District
Regular Commission Meeting
October 8, 2019

The Chester Metropolitan District's Regular Commission meeting was held at 6:00 pm on Tuesday, October 8, 2019 at the CMD Office, 155 Wylie Street, Chester, SC. Members attending were: Jean H. Nichols, Secretary; Raymond Douglas; James Simpson; George Wilmore; and Danielle Hughes. Others in attendance were Fred Castles, Executive Director; Susan Roddey, Interim Executive Assistant; Andy Litten, District Engineer; Rebecca Moon, Finance Manager; Everett Stubbs, Attorney; Lawrence Flynn, Attorney; and Tommy McMinn of Richburg.

Secretary Nichols called the meeting to order at 6:04 PM.

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

Minutes:

Secretary Nichols asked for corrections or additions to the minutes. Motion to approve the minutes of the September 11, 2019 was made by Raymond Douglas, Seconded by George Wilmore, and unanimously approved.

Public Comment:

There were no members of the public in attendance.

Approval of the Mitford Agreement & Resolution:

At this time, Attorney Lawrence Flynn presented the Settlement Agreement and Settlement Resolution for Mitford Rural Water District. Included with the agreement is a check in the amount of \$35,143.19, representing the amount owed to CMD by Mitford during the settlement process.

Motion to approve the Settlement Agreement and Settlement Resolution as written was made by James Simpson, Seconded by George Wilmore, and unanimously approved.

All documents will be delivered to Chairman Thrailkill for signatures.

Reports:

Financial Report- Mrs. Moon read the report for September. A copy of the report is attached to the minutes.

With there being no further business to discuss, the meeting was adjourned. Motion to adjourn was made by James Simpson, Seconded by Danielle Hughes, and unanimously approved.

The meeting adjourned at 6:25 PM.

This meeting will be followed by a Commissioner Roles and Responsibilities training session, presented by Attorney Lawrence Flynn.

Approved:

Respectfully Submitted:

Date: _____

By: _____

CHESTER METROPOLITAN DISTRICT

FILTRATION PLANT

MONTHLY REPORT

November 2019

- Completed all reports.
- All Emergency generators and diesel engines were exercised by Dell Hughes and were reported as operating fine.
- Collected 22 Distribution Samples and analyzed for the presences of Coliform Bacteria. All samples were within acceptable range.
- SDHEC Laboratory section performed a laboratory inspection. The evaluator was very pleased at the efforts all the employees put forth since the last evaluation.
- During the line break, we increased the Total Chlorine Residual of 2.90 ppm and were maintaining an average level throughout the distribution system this month at 1.05 mg/l.
- After the final repair on the 30" line, we ran chlorine residual test in all areas of the distribution system and flushed hydrants in those areas to maintain clear water and the increased chlorine residual.

On November 16th we performed more testing in predetermined areas throughout the distribution system and collected bacteria analysis. All the bacteria analysis were negative. The following day we retested for bacteria at those same locations and those tests were also negative

- We installed heat trace and are insulating the Lime feed lines and installing covering to reduce weathering.
- Repaired the #2 Ferric transfer pump. Replaced broken bolts in the impeller housing.
- Repaired the leaking drain in the laboratory sample sink.
- The sludge removed and sent to the landfill this month was 53.56 tons.

CMD Engineering Department Report

December 2019

Development Project Reviews

Walker's Mill: We submitted the second set of review comments. We're waiting for revised plans. The Developer has started clearing and grading the project.

Knights Bridge (Richburg): We're waiting for revised plans to be submitted for review.

Cross-Connection Control Program

We're continuing to go through the paperwork to make sure that all non-residential customers have testable backflow devices.

GIS Mapping

We are now using "live" GIS data in the field.

FlexNet Project (Remote Meter Reading)

An antenna was installed this month at the Richburg tank. We're still waiting for it to be incorporated into our network so that we can begin remotely reading meters in the Richburg area.

In-House Projects

Hollybrook Drive, Great Falls: The tap was completed, and the new water main was extended to the old main where the tie-in will be made. The water mains don't line up exactly so we have to get some fittings together so that we can get the mains connected.

Magnolia Avenue, Great Falls: We're currently switching the residents from an old 2"/3" galvanized main that is located in the backyards between Sunset Ave and Lybrand St to the 6" main that runs along Magnolia Road. This will allow us to abandon the galvanized line. This project is still underway.

Great Falls Hwy, Chester: The 6" water main along Great Falls Hwy between Wilson St and the railroad is severely corroded which reduced the flow and made some of the hydrants along Columbia St non-compliant. We're laying out a new 8" water main to replace the 6" main. We plan to start construction on the new main in the next 2-3 months.

DMAG

SC Drought reports that Chester's status was downgraded to Incipient.

The US Drought Monitor reports southern portion of the county is abnormally dry, the rest of the County is not under drought conditions.

NOAA 3-Month precipitation outlook is equal chance.

NOAA 3-Month temperature outlook is above normal.

BUDGET REALLOCATION REQUEST FORM

Explanation (Must provide reason/purpose):

The Wylie Street Office Renovation change orders will cause the project Contract Sum to exceed the available bond funds. We are requesting to use funds from the Building Renovation budget to finish out the renovation project. We will reallocate funds from the Depot Renovation to the Wylie Street Office Renovation.

CAPTIAL BUDGET ORIGINAL ALLOCATION

Capital Item	Budget (Operating or Capital)	Account Number	Original Budget Amount	Budget Adjustment	Final Budget Amount
Depot Renovation	Capital	100-3000-951001	\$60,000.00	-\$42,768.90	\$17,231.10

CAPITAL BUDGET PROPOSED ALLOCATION

Capital Item	Budget (Operating or Capital)	Account Number	Original Budget Amount	Amount (Change)	Final Budget Amount
Wylie Street Office	Capital	100-3000-951001	\$0.00	+\$42,768.90	\$42,768.90

MUNICIPAL UTILITY BILLING

P.O. Box 550
Chester, SC 29706



Account Number	AMOUNT DUE
12-34567-89	\$70.74
Due Date	After Due Date Pay
03/29/2019	\$73.74
Service Address	
123 Main Street	

There will be a charge on all returned checks.
Please return this portion with your payment.
When paying in person, please bring both portions of this bill.
Please make checks payable to Chester Metropolitan District.

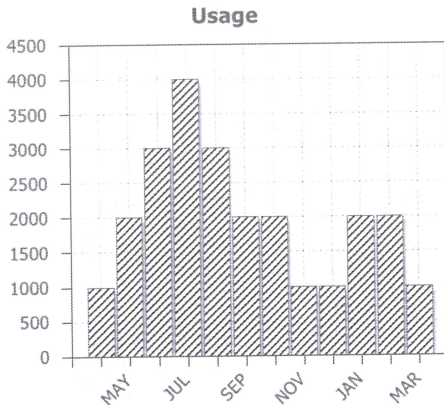
John Doe
P.O. Box 4350
Chester, SC 29714

MUNICIPAL UTILITY BILLING
P.O. Box 550
Chester, SC 29706


CUSTOMER ACCOUNT INFORMATION - RETAIN FOR YOUR RECORDS


Name				Service Address		Account Number
John Doe				123 Main Street		12-34567-89
Status	Service Dates			Bill Date	Penalty Date	Due Date
	From	To	# Days			
Active	2/5/2019	3/7/2019	30	3/14/2019	3/30/2019	3/29/2019


PREVIOUS BALANCE	\$86.14
PAYMENTS	(\$86.14)
ADJUSTMENTS	\$0.00
PENALTIES	\$0.00
PAST DUE AMOUNT	\$0.00



CURRENT READING	PREVIOUS READING	USAGE
26,000	25,000	1,000

	CM Water Base	14.35
	CM Water Consumption	7.19
	Current CMD Charges	21.54

	CWR Sewer Base	19.06
	CWR Sewer Consumption	9.14
	Current CWR Charges	28.20

	Chester City Garbage	21.00
	Current Chester City Charges	21.00

Municipal Utility Bill Total \$70.74

If payment is not received by Monday, April 8, 2019 by 5:00 p.m., a \$45.00 non-payment fee will be applied and service will be subject for disconnection on or after Tuesday, April 9, 2019.

MUNICIPAL UTILITY BILLING

P.O. Box 550
Chester, SC 29706



Account Number	AMOUNT DUE
51-23456-78	\$61.04
Due Date	After Due Date Pay
04/13/2019	\$64.04
Service Address	
123 Main Street	

**There will be a charge on all returned checks.
Please return this portion with your payment.**
Please make checks payable to Chester Metropolitan District.

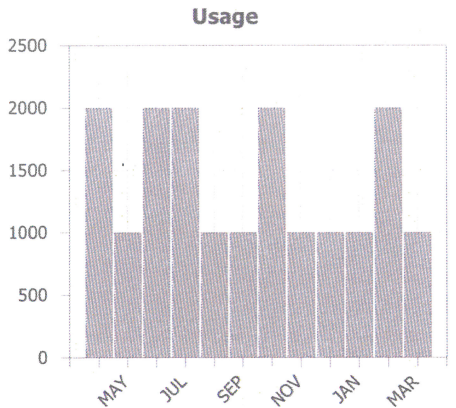
John Doe
P.O. Box 4350
Great Falls, SC 29055

MUNICIPAL UTILITY BILLING
P.O. Box 550
Chester, SC 29706

CUSTOMER ACCOUNT INFORMATION - RETAIN FOR YOUR RECORDS

Name		Service Address			Account Number	
John Doe		123 Dearborn Street			12-34567-89	
Status	Service Dates			Bill Date	Penalty Date	Due Date
	From	To	# Days			
Active	2/14/2019	3/16/2019	30	3/29/2019	4/14/2019	4/13/2019

PREVIOUS BALANCE	\$71.23
PAYMENTS	(\$74.23)
ADJUSTMENTS	\$0.00
PENALTIES	\$3.00



CURRENT READING	PREVIOUS READING	USAGE
48,000	47,000	1,000



CM Water Base	14.35
CM Water Consumption	7.19
Current CMD Charges	21.54



GF Sewer	25.00
GF City Garbage	14.50
Current CWR Charges	28.20

Municipal Utility Bill Total \$61.04

If payment is not received by Tuesday, April 23, 2019 by 5:00 p.m., a \$45.00 non-payment fee will be applied and service will be subject for disconnection on or after Wednesday, April 24, 2019.

MUNICIPAL UTILITY BILLING

P.O. Box 550
Chester, SC 29706



Account Number	AMOUNT DUE
51-23456-78	\$100.30
Due Date	After Due Date Pay
04/09/2019	\$106.30
Service Address	
123 Main Street	

There will be a charge on all returned checks.
Please return this portion with your payment.
Please make checks payable to Chester Metropolitan District.

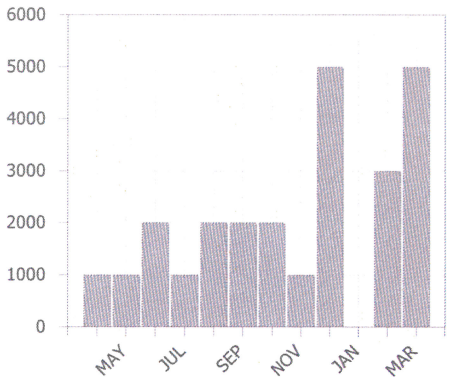
John Doe
P.O. Box 4350
Fort Lawn, SC 29714

MUNICIPAL UTILITY BILLING
P.O. Box 550
Chester, SC 29706

CUSTOMER ACCOUNT INFORMATION - RETAIN FOR YOUR RECORDS

Name		Service Address			Account Number	
John Doe		123 Main Street			47-89012-34	
Status	Service Dates			Bill Date	Penalty Date	Due Date
	From	To	# Days			
Active	2/14/2019	3/16/2019	30	3/25/2019	4/10/2019	4/9/2019

Usage



CURRENT READING	PREVIOUS READING	USAGE
36,000	31,000	5,000

PREVIOUS BALANCE	\$72.12
PAYMENTS	(\$72.12)
ADJUSTMENTS	\$0.00
PENALTIES	\$0.00



CM Water Base	14.35
CM Water Consumption	35.95
Current CMD Charges	50.30



FL Sewer	46.00
FL Sewer	4.00
Current CWR Charges	50.00

Municipal Utility Bill Total \$100.30

If payment is not received by Monday, April 22, 2019 by 5:00 p.m., a \$45.00 non-payment fee will be applied and service will be subject for disconnection on or after Tuesday, April 23, 2019.

Chester Metropolitan District

Director's Report

FY 2019-2020

	November 2019	TOTAL L 12 MOS	AVERAGE L 12 MOS
DISTRIBUTION NUMBER:			
Taps	0	21	1.8
Leaks	0	179	14.9
DISTRIBUTION MANHOURS:			
Taps	0.0	627	52.2
Leaks	0.0	1,258	104.8
Equipment	0.0	-	-
Shop	0.0	3,465	288.7
Dist. System	0.0	8,507	708.9
Asphalt	0.0	535	44.6
Meters	0.0	2,801	233.4
Filter Plant	0.0	39	3.3
Hydrants	0.0	255	21.2
Construction Projects	0.0	242	20.1
Main Break	0.0	1,407	117.3
Total Manhours	0.0	19,134	1,594.5
Overtime Hours	352.8	1,558	129.8
METER CALLS:			
Ons	0	2,116	211.6
Offs	0	682	68.2
Checks	0	1,422	142.2
Total Calls	0	4,220	351.7
Overtime Hours	58.5	633.3	52.8
BILLING INFORMATION:			
Non-Leak Adjustments:	6	94	8.5
Leak Adjustments	49	560	50.9
\$\$\$ Adjusted	\$ 2,771.54	\$ 49,714.55	\$ 4,519.50
Bills Mailed	6,238	69,258.0	6,296.2
Thousand Gallons Billed	64,180.0	732,901.7	66,627.4
Thousand Gallons Pumped	82,740.0	1,082,144.0	90,178.7
% Accounted For	77.6%		67.9%
Other Gallons Accounted For	-	59,832.5	4,986.0
Estimated System Leakage (20%)	16,548.0	216,428.8	18,035.7
Adjusted % Accounted For	77.6%		74.9%

Chester Metropolitan District

Hydrant Report

December 10, 2019

<u>1</u>	New Placement
<u>0</u>	Hydrants Replaced
<u>3</u>	Hydrants Repaired
<u>0</u>	Hydrants Removed

<u>\$10,000</u>	\$ Spent on Hydrant Work
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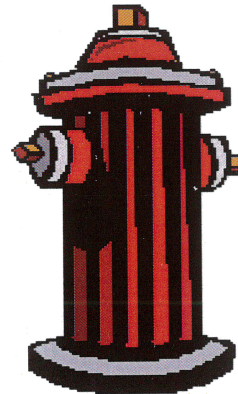
<u>5534</u>	Total Hydrants Worked to Date
<u>\$ 1,233,897</u>	Total Cost to Date
<u>- 0 -</u>	Local Match
<u>- 0 -</u>	Contract Services
<u>\$ 1,233,897</u>	Total Cost

Beltline and Lancaster

Loomis and Lancaster

Hwy 9 Fort Lawn

Willowbrook



TOWN OF RICHBURG
201 North Main Street
Post Office Box 191
Richburg, South Carolina 29729-0191
(803) 789-5484

November 11, 2019

Chester Metropolitan District
ATTN: Fred W. Castles, III, Executive Director
155 Wylie Street
PO Box 550
Chester, SC 29706

Dear Mr. Castles:

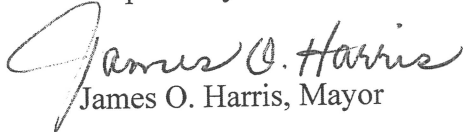
The Mayor and Councilmembers of the Town of Richburg would like to thank you for keeping Mayor Harris informed each day about what was taking place when the backflow device at Footprint failed on Wednesday, September 25th and caused the water within the town to possibly become contaminated.

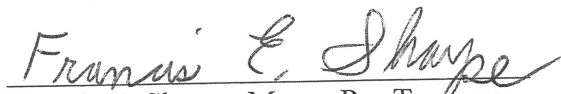
We would also like to thank you for placing a "Do Not Drink" notice on each resident's front door and for having your CMD crews distribute one case of bottled water to all Town of Richburg water customers affected by the water restrictions. The flatbed trailer containing pallets of bottled water for the residents that you parked at the Richburg Fire Department was also greatly appreciated.

It was welcome news to learn on Monday, September 30th, that the CMD would be lifting the drinking water restrictions and distributing notices to the residents of the town. This was completed by 12 noon.

Again, we would like to thank you for resolving this situation in a timely manner and for keeping everyone informed.

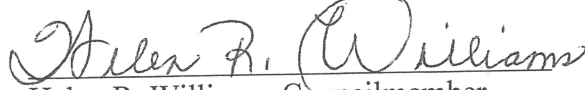
Respectfully submitted,


James O. Harris, Mayor


Francis E. Sharpe, Mayor Pro Tempore


Flora B. Barber, Councilmember


Albert Jr. Stewart, Councilmember


Helen R. Williams, Councilmember

EXECUTIVE DIRECTOR PERFORMANCE EVALUATION FORM

BOARD GOVERNANCE POLICY

Employee Name: Fred Castles

Evaluation Date: December 10, 2019

This evaluation is for the period beginning October 2018 and ending October 2019

Each Commissioner is to give some thought to the Executive Director's performance. For each of the evaluation categories, bullet points have been provided to assist you with the evaluation. Optional: Please review the self-assessment prepared by the Executive Director that addresses each of the categories below.

Prior to the December 10th meeting, please make note of your observations using this form and bring it with you to the meeting. You do not need to give ratings prior to the meeting. At the meeting, the Board will reach a consensus on the ratings and comments for each category in order to "speak in one voice." The facilitator will lead the meeting and take notes. The Chair and Vice Chair will communicate the results to the Executive Director promptly after the closed session.

Leadership: Rating _____

5 - Outstanding, 4 - Above Average, 3 - Satisfactory, 2 - Needs Improvement, 1 - Unacceptable

- Inspires confidence, establishes credibility with Board, staff, active members, retirees, and others
- Maintains a "big picture" outlook and is aware of industry issues
- Exhibits diligence in leading the organization
- Forecasts trends, responds to change, and invites innovation
- Solicits and acts upon ideas of others when appropriate
- Provides direction and support to the Board regarding its fiduciary obligations and governance role
- Demonstrates excellence in carrying out job responsibilities and accomplishing goals
- Engages in learning and growth activities to improve job performance
- Participates in relevant and worthwhile professional organizations

General Comments or Examples:

Policy Matters: Rating _____

5 - Outstanding, 4 - Above Average, 3 - Satisfactory, 2 - Needs Improvement, 1 - Unacceptable

Understands and respects the Board's policy role

Assists the Board on policy matters including the overall direction of the District and use of proper investment strategies

Recommends policies or changes to policies to comply with laws, and best management practices in the water utility industry

Effectively interprets Board policies and concerns, and develops a consistent direction for the staff to follow

Initiates changes in day-to-day operations to conform to established Board policies

Provides well-balanced information and clear recommendations to the Board as it establishes new policies

General Comments or Examples:

Staff Development: Rating _____

5 - Outstanding, 4 - Above Average, 3 - Satisfactory, 2 - Needs Improvement, 1 - Unacceptable

Creates an atmosphere that fosters teamwork, creativity, and participation

Assures all employees are well informed regarding CMD policies, procedures, and strategic direction

Sets clear standards of performance for the staff

Encourages professional development and appropriate training of staff

Addresses cross training and, if appropriate, succession planning, for key positions within the District

Assists supervisors in problem solving with employees

General Comments or Examples:

Significant Accomplishments:

Areas Needing Improvement/Development Goals:

CMD Management's Accomplishments from October 2018 to October 2019

Leading

- Worked with Pope-Flynn, Gaston, Marion, & Stubbs, and Raftelis to reach a water rate agreement with Mitford Rural Water District.
- Performed in-house cost-of-service study to set a new billing collections fee for municipal sewer and garbage collections.
- CMD staff worked with architect to design building renovations of our existing facility on Wylie Street. The building contract with Southern Builders of York County was signed in December 2018 and construction began in January 2019.
- CMD issued a request for qualifications for engineering services to prepare a Preliminary Engineering Report for the expansion of the water plant in Fort Lawn.
- CMD's Senior Management Staff and employees worked with Bill Tomes to update the CMD Strategic Plan. Mr. Tomes met with Sr. Management and employees separately to survey the internal culture of our water operations, employee policies, and management practices.
- CMD hosted Lawrence Flynn of Pope-Flynn to conduct a workshop for the CMD Commission on Board Member's Roles and Responsibilities at our Commission Meeting on October 8, 2019.
- Implemented CMD's Crisis Management Plan and Emergency Response Plan in September 2019 in the town of Richburg. CMD issued a "Do Not Drink the Water" order to the customers in the immediate area of the town of Richburg to protect customers from potential contamination, which was the result of a failed backflow preventer at a local industry. CMD staff delivered bottled water to each resident in the town of Richburg and provided additional bottled water at the Richburg Fire Department for residents who needed it.
- Civic Participation
 - Chester County Public Education Foundation, Sub-committee Chair
 - Chester County Solid Waste Advisory Committee
 - Chester County Chamber of Commerce
 - Rotary Club
 - Lions Club
 - Progressive Association of Chester County Communities
 - Chester Development Association
 - Gateway District Master Plan Steering Committee, Infrastructure Subcommittee Member
- Professional Participation
 - Catawba-Wateree Water Management Group – Member
 - Board of Directors, South Carolina At-Large Board Member
 - South Carolina Department of Natural Resources – SC River Basin Surface Water Project
 - Preliminary Planning Advisory Committee Member
 - Water Environment Association of South Carolina (WEASC)
 - Scholarship Committee Member
 - Long-Range Planning Committee
 - South Carolina American Water Works Association
 - South Carolina Rural Water Association

- Water Environment Federation
- American Water Works Association
- South Carolina Society of Professional Engineers
- Water Utility Council (Congressional District 5 water utility representative)
- Establishing a Chester County IT Professional Organization

Management

- Assisted with the preparation of the 2020 Budget; Facilitated CMD Commission's Finance Committee meetings; Conducted three (3) public hearings for the 2020 budget. Recommended approval of the 2020 Budget.
- Assisted with 2017 and 2018 Audit and Audit Report. Assisting with the 2019 Audit which began in mid-October 2019.
- Continuing Implementation of the Tyler utility billing/finance software; Went live with the new finance software on November 16, 2018. Went live with the utility billing software on December 10, 2018.
- Continuing to use test meter apparatus to perform residential meter verifications on new iPEARL meters to gain customer confidence in new AMI meter technology.
- CMD Engineering Department and Water Plant personnel implemented a liquid lime feed system at the water plant for pH control. \$80K in savings per year converting to lime for pH control.
- Provided notice to terminate water tank maintenance contract, effective December 31, 2018. (Could save up to 80K per year). CMD has contracted with AECOM to do annual tank inspections. CMD signed contract with AECOM on July 17, 2019.
- Updated Emergency Response Manual for 2019.
- CMD billing staff transitioned the big meter billing from hand-keyed entry to being processed within the billing software system. A portion of our big meters are being read with our Flexnet software.
- CMD billing staff inventoried past-due balances for industrial and large-meter customers and collected those balances.
- CMD will implement credit checks for new customers to determine if an account deposit is required and if it is, then how much the deposit should be. Credit checks will begin once staff gets settled in our newly renovated building.
- CMD updated the Industrial Customer contact list during our annual update of the Emergency Response Manual.
- CMD has implemented its new FlexNet meter reading platform to read water meters remotely from the office. The current coverage area includes Chester and Great Falls. Water meters in Richburg and Fort Lawn will be added to the Flexnet network over the next six (6) months as we add three (3) new fixed-based antennas.
- **"Mobile Service Orders"**--Work orders and service requests are being sent to distribution crews and meter department staff using iPads. This allows service requests and work orders to be completed in a more-timely manner and cuts down on mileage and travel time.

- Transitioned away from a hosted firewall solution to a locally managed solution providing increased control to make timely modifications. This change also makes a way for additional connectivity between our remote sites via a VPN (Filter Plant, remote users)
- Upgrading or replacing aging computer equipment running MS Windows 7 with MS Windows 10.
- Performed initial investigation of filter plant drinking water compliance data and report generating software solutions.
- Began reviewing telephone call service quality using the VoIP integrated platform
- CMD has provided additional payment options for customers(IVR-phone and web based)
- Assisted CWR with transitioning to a standalone IT provider(CyberSolutions)

Communications

- CMD ramped up communication with customers on Facebook. We are now posting customer and public information, meeting notices, disconnection notices, boil water notices, etc. on CMD's Facebook page. CMD is now using targeted messaging on Facebook to inform customers of important information.
- CMD contracted with START Group to develop a Brand Guide and assist CMD in finalizing our new logo. CMD rolled out its new branding campaign with a new CMD logo in July 2019.
- CMD rolled out its new website as part of the branding process which incorporates additional on-line payment options for improved customer service. New customers can also apply for water service on-line.
- Migration of the historic (cmdcsd.com) email domain to the new CMD specific (chestermetrosc.com) domain.
- Implemented call center controls to both allow for better management of incoming calls and to provide increased reporting capabilities for incoming calls.
- CMD participated in a discovery meeting with AT&T representatives concerning the "FirstNet" cellular service. This service is designed to provide users with cellular priority during emergency situations to first responders.
- CMD now provides an Online Service Application
- CMD is using KnowBe4 to provide ongoing IT security training for staff.

Policy Matters

- Implemented new software for backflow testing tracking which also has a web portal that backflow testers can send in their results by electronic submission. CMD hired a new employee who will manage the Back-flow Program.
- New Policies and Policy Revisions
 - September 2018 – Rules & Regulations Document Update (Customer Contract)
 - November 2018 – Procurement Policy (formal approval)
 - May 2018 - Water Service Responsibility Policy (Updated)
 - May 2019 – Agency Contracts for Services
 - August 2019 – Exceptions Policy

Staff Development

- CMD provided Customer Service Training and Effective Communication Training for all office staff, all maintenance staff and all water plant staff in February 2018.
- Nearly all CMD employees completed CPR Training in June 2019.
- CMD conducts Safety Training on a monthly basis.
- GIS Mapping of CMD's water system is now being used on tablets by maintenance staff. Meter Department staff received training to receive work orders and service requests on their iPads and complete and email service requests back to the office.
- CMD provides for staff to attend conferences, workshops, classes, and professional association meetings to get continuing education hours for maintaining professional licenses and certifications.
- Two CMD employees are currently completing college coursework for the benefit of CMD. One employee is completing coursework in accounting at York Technical College in Rock Hill and the other is completing coursework in water treatment at Central Carolina Technical College in Sumter.
- CMD provided a new career path in the IT department for an existing employee. This employee now has an opportunity to both grow professionally and to provide additional support across the organization.

TOWN OF RICHBURG
201 North Main Street
Post Office Box 191
Richburg, South Carolina 29729-0191
(803) 789-5484

November 11, 2019

Chester Metropolitan District
ATTN: Fred W. Castles, III, Executive Director
155 Wylie Street
PO Box 550
Chester, SC 29706

Dear Mr. Castles:

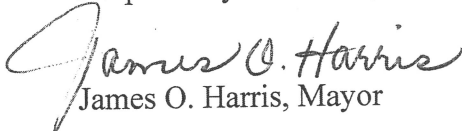
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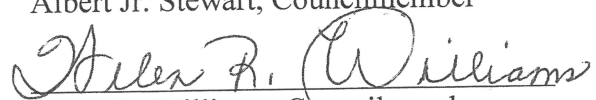
Respectfully submitted,


James O. Harris, Mayor


Francis E. Sharpe, Mayor Pro Tempore


Flora B. Barber, Councilmember


Albert Jr. Stewart, Councilmember


Helen R. Williams, Councilmember