

Metropolitan Sewer Subdistrict dba MetroConnects

Fiscal Year 2025 Adopted Budget



MetroConnects
Sustainable Wastewater Solutions

2025 Adopted Budget

Metropolitan Sewer Subdistrict

dba MetroConnects

Greenville, South Carolina

For Fiscal Year

January 1 through December 31, 2025

Adopted 2025 Budget by the Board of Commission

Dated: November 18, 2024

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Introduction

Budget Message

MetroConnects Board of Commissioners and Customers:

The management and staff of Metropolitan Sewer Subdistrict, dba MetroConnects, are pleased to present its Adopted Budget for the Fiscal Year 2025 (FY 2025) from January 1 to December 31, 2025. The budget document is formatted to provide an overview to help readers better understand MetroConnects' FY 2025 Adopted Budget as a financial planning roadmap.

Outlook

Greenville County is considered a significant economic hub for the entire Southeast region. Major industries in the County include manufacturing, healthcare, life sciences, education, and tourism. It is home to Fortune 500 enterprises and hundreds of thriving smaller companies. Because of this solid economic foundation, the County is a highly desirable place to live. Among counties in the state, Greenville ranks first with its population of 558,036 and housing units of 243,904.¹

Budget Priorities and Direction

The 2025 Adopted Budget reflects MetroConnects' mission of "protecting public health and the environment by providing sustainable wastewater collection services" and its vision "to be the innovative leader for wastewater collection services."

Growth and changes in Greenville County have increased the need for renewed, replaced, or rehabilitated wastewater infrastructure in the County. The 2025 Adopted Budget highlights the ways in which MetroConnects is planning to help meet these needs.

MetroConnects strives to keep its wastewater collection system working properly and efficiently through comprehensive maintenance and operation programs, with 95% of man-hours invested in providing proactive wastewater collection system maintenance, planning, and response. MetroConnects seeks federal, state, and local grants to assist in as many projects as possible.

Budget Summary

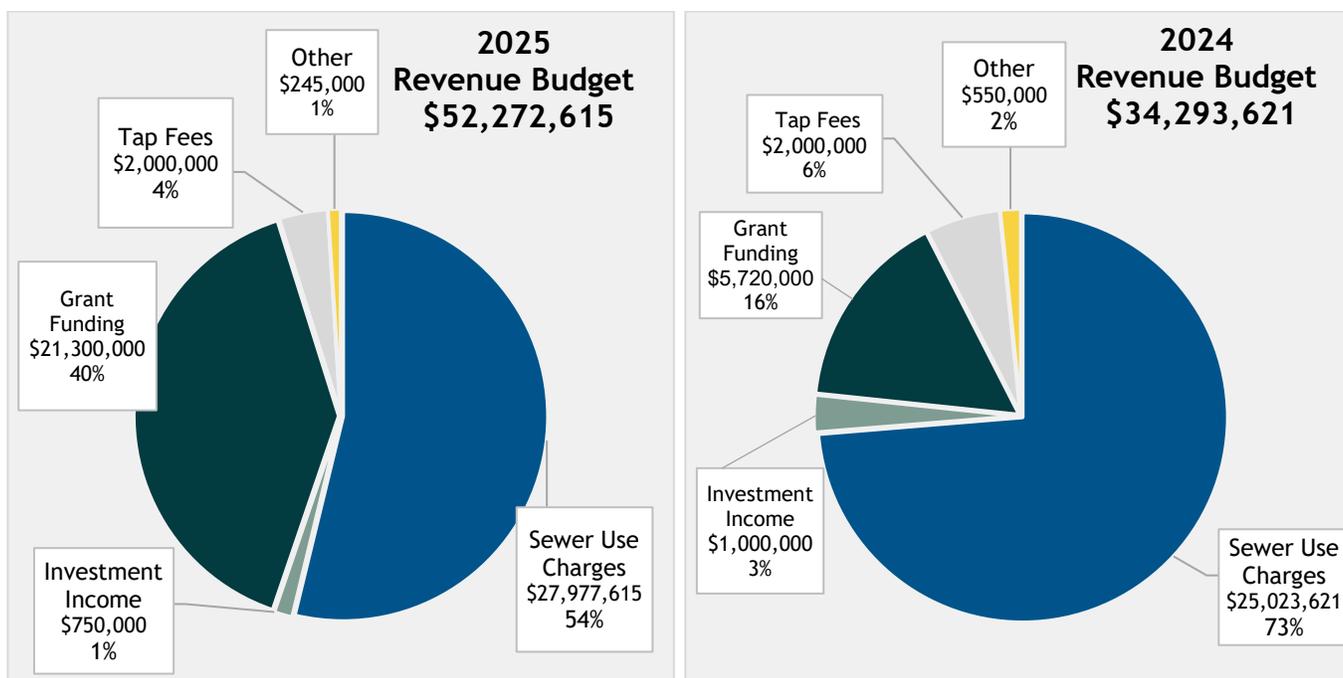
MetroConnects has seen substantial growth in the past five years. By transporting approximately 20 million gallons of wastewater per day to the County's wastewater utility, Renewable Water Resources (ReWa) for treatment and disposal, MetroConnects serves more than 104,000 customers in the unincorporated areas of Greenville County and the City of Travelers Rest. With 103 employees, MetroConnects operates and maintains a wastewater collection system of more than 1,500 miles of wastewater collection lines. The careful planning and development of the budget takes all of these factors into account along with an intentional look at future planning to maintain and improve the system for the long term. The Adopted Budget for FY 2025 includes \$52.3 million in revenue, \$20.2 million in operating expenses, \$5.6 million in debt service and \$91.6 million in capital.

¹ <https://www.census.gov/quickfacts/fact/table/greenvillecountysouthcarolina/BZA210222>

Revenues

MetroConnects' revenue comes from a variety of sources: sewer user charges, tap fees, grant funding, investment income, and other revenues like equipment sales and development fees. For FY 2025 the total revenue budget is \$52.3 million. Projected revenue is expected to increase 52% from FY 2024 due to the increase in grant-funded projects being started and/or completed during the year.

	FY 2025 Budget	FY 2024 Budget	% Change
Revenues			
Operating Revenue	\$ 30,077,615	\$ 27,273,621	10%
Non-Operating Revenue	22,195,000	7,020,000	216%
Total Revenue	\$ 52,272,615	\$ 34,293,621	52%



Rates

Beginning January 1, 2025, customers pay a monthly base charge of \$11.72 and a volume charge of \$2.07 per 1,000 gallons of water. The volume charge is based on actual water usage. MetroConnects collects sewer user charges from customers through seven area water providers' billing services.

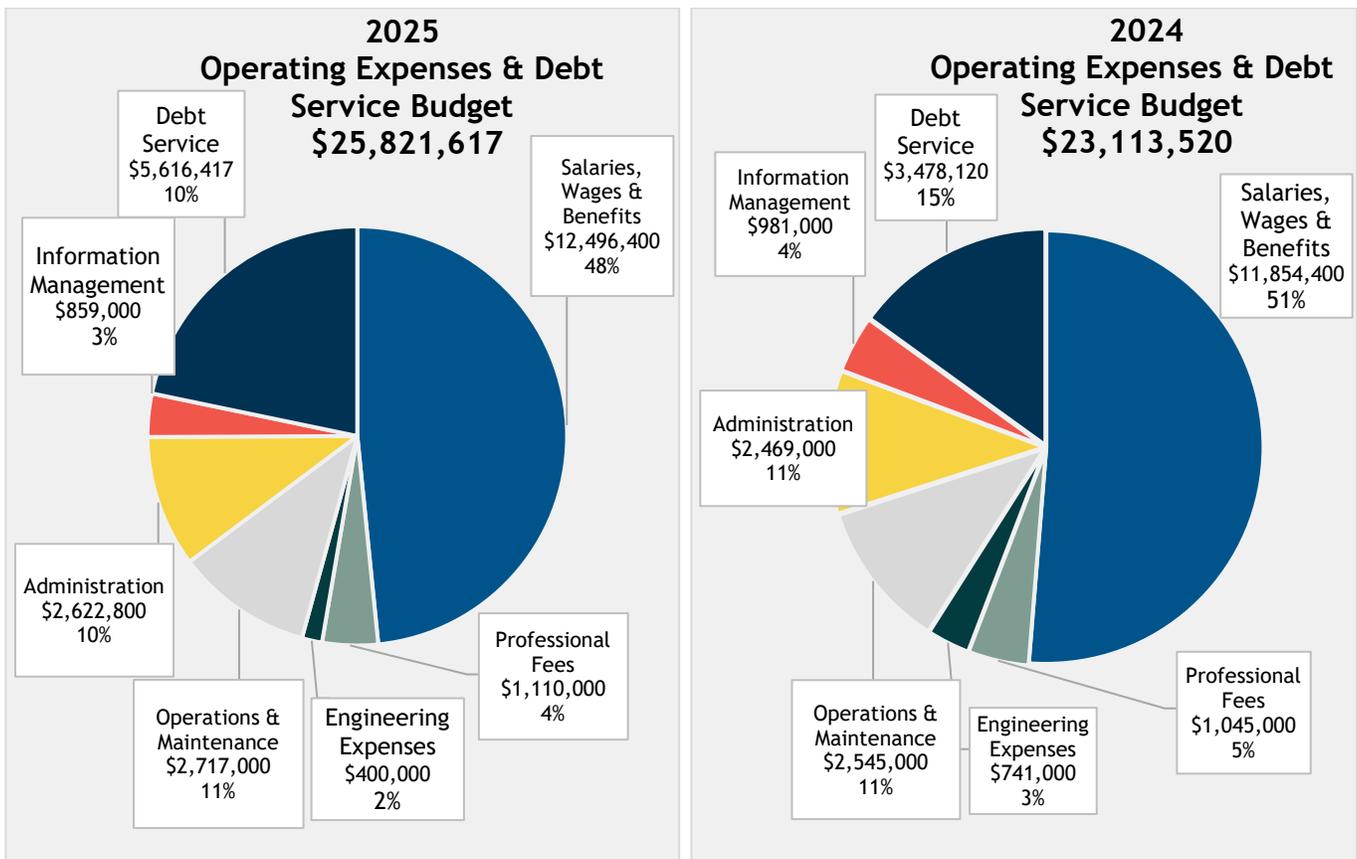
Monthly Sewer Rates	2025 <i>Approved</i>
Base Service Charge	
All Customers	\$ 11.72
Volumetric Charge	
All Customers	\$ 2.07
Typical MetroConnects Sewer Customer	
(4 kgal/month)	\$ 20.00

Expenses

Operating Expenses

Operating expenses, including debt service, for FY 2025 are planned to be \$25.8 million. The operating expenses alone increased only slightly from FY 2024. Projected expenses include various adjustments for inflation for different categorical costs and reflect an annual inflation escalation of 2.9%.

	FY 2025 Budget	FY 2024 Budget	% Change
Expenses			
Operating Expenses	\$ 20,205,200	\$ 19,635,400	3%
Debt Service	5,616,417	3,478,120	61%
Total Expenses	\$ 25,821,617	\$ 23,113,520	12%



Debt Service

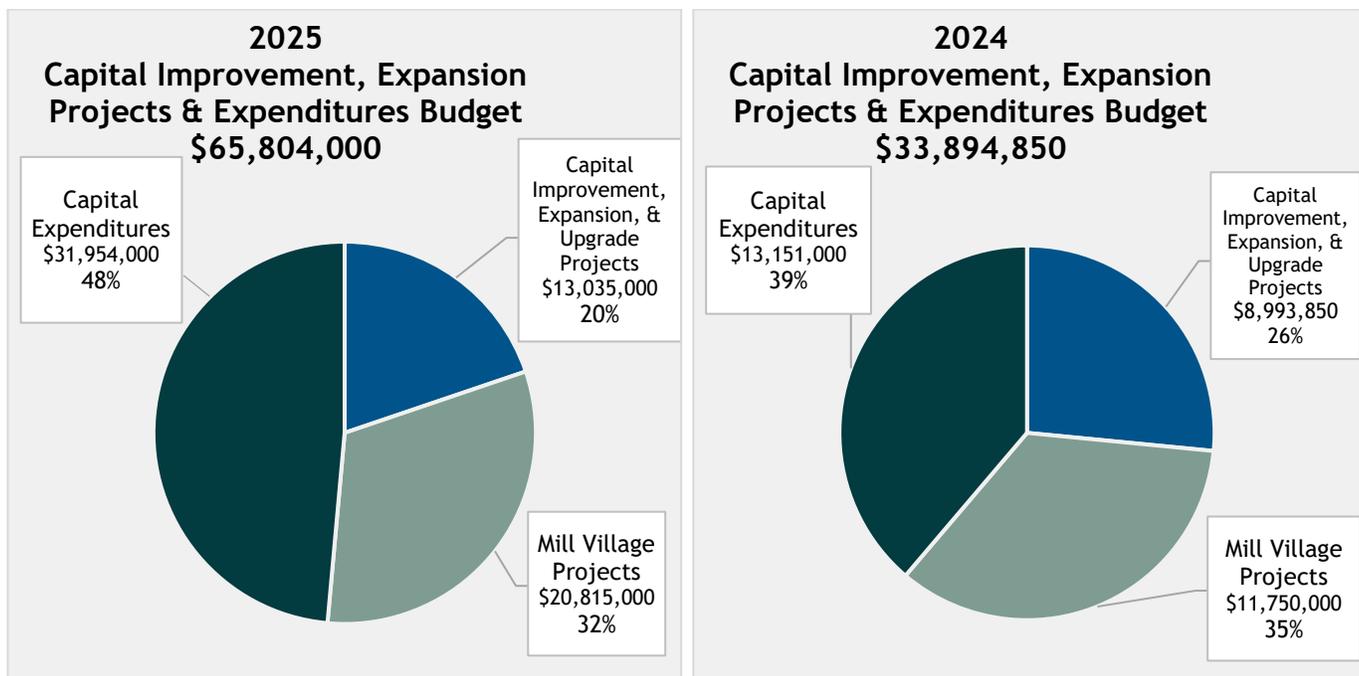
Debt service for FY 2025 is \$5.6 million which increased from FY 2024 by approximately 61% due to the issuance of the Series 2024 Bond specifically for the construction of the new MetroConnects Headquarters - Project Name: Project Green.

List of Bonds	2025
Sewer System Revenue Bond, Series 2019	\$29,205
Sewer System Revenue Bond, Series 2020	737,681
Sewer System Revenue Bond, Series 2022	2,710,664
Sewer System Revenue Bond, Series 2024	2,138,868
Total Bonds	\$5,616,417

Capital Plan

The FY 2025 Capital Plan budget is approximately \$65.8 million. Capital improvement and expansion projects budget is \$33.9 million. About 32% of this budget is allocated for continued wastewater infrastructure improvement and replacement projects in five mill villages located in the service area. The capital expenditures budget total is \$31.9 million and includes items such as vehicles, equipment, pump stations equipment, information management, and Project Green.

	FY 2025 Budget	FY 2024 Budget	% Change
Capital Plan			
Capital Improvements and Expansion Projects	\$33,850,000	\$20,793,850	63%
Capital Expenditures	\$31,954,000	\$13,151,000	143%
Total Capital Plan	\$ 65,804,000	\$ 33,894,850	94%



Financial Stability

Through proactive planning, MetroConnects' managers and staff ensure that MetroConnects has the funding to maintain its wastewater collection system in good operating condition and extend its useful life. The collection of wastewater protects public health, the environment, and our greatest resource – water. A wastewater collection financial plan and rate study process is conducted periodically to evaluate MetroConnects' revenue options with an annual review of its rate model. This process focuses on a sustainable and equitable rate structure and a solvent financial plan, as well as the ability to meet the future wastewater collection needs of Greenville County. The most recent rate study results and findings for the forecast period of Fiscal Years 2024 – 2026 are consistent with industry standards and pricing practices designed to meet the forecast of annual revenue requirements.

Conclusion

MetroConnects' management assumes responsibility for the completeness and reliability of the information contained in this FY 2025 Adopted Budget and all information disclosed is accurate and fairly represents the operations of MetroConnects. This budget will be made available to the public via www.metroconnects.org and may also be viewed in person at its office located at 120 Augusta Arbor Way, Greenville, SC 29605.

We would like to express our appreciation to the management team and staff who worked diligently on developing a budget that reflects the needs of MetroConnects and its customers. We are confident that the budget reflects the priorities and direction of the Board of Commissioners and provides a successful financial plan for FY 2025.

Respectfully submitted,

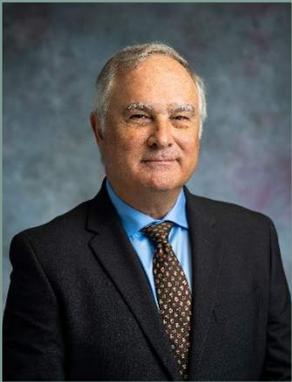


Carol Elliott
General Manager



Christie Whitmire
Chief Financial Officer

Board of Commissioners



Caleb Freeman
Chairman



Jondia Berry
Vice Chairman



Terry Aldrich
Secretary



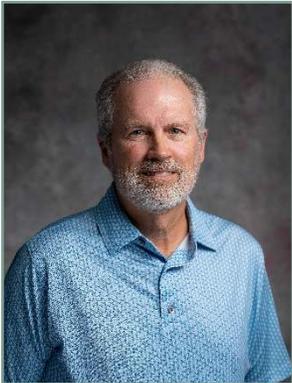
James R. "Jim" Freeland
Commissioner



Randy Drew
Commissioner



Tony Schultz
Commissioner



Gordon Brush
Commissioner

MetroConnects is governed by a seven-member Commission. In 2022, Greenville County Council expanded the Commission from five members to seven members due to the acquisition of two additional sewer districts. The Commissioners serve staggered four-year terms upon appointment by the South Carolina state Governor following recommendation of the Greenville County Council. In addition to determining the operating policies of MetroConnects, the Commission also reviews and approves all budgetary matters of MetroConnects. The current members of the Commission, their respective dates of original appointment and most recent appointment, and their respective dates of expiration of term of office are shown in the following table.

Commissioner Terms

Name	Date of Original Appointment	Date of Expiration of Term of Office
Caleb Freeman, Chairman	November 30, 2012	December 1, 2024 - November 30, 2028
Jondia Berry, Vice Chairman	November 30, 2018	December 1, 2022 - November 30, 2026
Terry Aldrich, Secretary	February 1, 2022	February 1, 2024 - November 30, 2028
James R. "Jim" Freeland	October 4, 2025	December 1, 2022 - November 30, 2026
Randy Drew, Commissioner	July 1, 2022	July 1, 2022 - November 30, 2026
Tony Schultz, Commissioner	July 1, 2022	July 1, 2024 - November 30, 2028
Gordon Brush, Commissioner	November 30, 2022	November 30, 2022 - November 30, 2026
Commissioner Emeritus M. Graham Proffitt, III Charles F. Styles		

About MetroConnects

History

Metropolitan Sewer Subdistrict, dba MetroConnects, was formed on July 14, 1969, with the assistance of the South Carolina Governor's Office and the State Legislature to provide wastewater collection services for areas in unincorporated Greenville County in protection of public health, the environment, and water in Greenville County.

MetroConnects is a subdistrict within the Greenville County Sewer Authority, now known as Renewable Water Resources (ReWa), and is empowered to acquire, construct, operate, maintain, improve, and extend facilities for the collection of wastewater within the subdistrict and transmit the same to the trunk lines or wastewater treatment and disposal facilities of ReWa. MetroConnects cooperates with the U.S. Environmental Protection Agency (USEPA), South Carolina Department of Environmental Services (SCDES), formerly South Carolina Department of Health and Environmental Control (SCDHEC), ReWa, all municipalities, and other special purpose districts in the provision of wastewater facilities throughout Greenville County.



In the mid-1960s, Greenville County was experiencing a surge in growth, new industries were opening, and housing developments and subdivisions were under construction. A commission was needed to direct its efforts toward planning and establishing policy and procedure for the district. In May 1970 Greenville County Council appointed MetroConnects' first three Commissioners. In 1982 Council expanded MetroConnects' Commission to five members. Today the Board of Commissioners consists of seven members, two being added following regionalization in July 2022.

Working closely with SCDES, MetroConnects prioritized areas in Greenville County that needed wastewater collection service. But the biggest problem MetroConnects would face was the money required to support the district's work building the new wastewater collection lines. For MetroConnects to collect monies to operate, connect, and maintain the wastewater collection system throughout the service area, Greenville County Council approved collecting a two-mill tax levy beginning in the 1972 tax year. In 2019, MetroConnects stopped charging a sewer tax and fee on the annual Greenville County Consolidated Tax Notice and adopted a new sewer user charge rate structure. Customers are billed a monthly base charge and a volumetric charge, based on their actual water usage, through their local water provider.

In 1979, with all the work identified and monies being collected for operations, the Board of Commissioners hired its first general manager. MetroConnects experienced high growth over the years from new development, primarily new subdivisions. MetroConnects also invested in the construction of wastewater collection systems in existing subdivisions, where septic tanks were failing, until the late

1990s, when its focus turned to rehabilitation of the older clay pipes in its wastewater collection system. During the early years MetroConnects had a reactive work ethic but started realizing that a proactive work ethic would be more beneficial. In 1999, the EPA evaluated MetroConnects' Capacity, Management, Operation and Maintenance (CMOM) program and determined MetroConnects was in compliance with the program.



MetroConnects has been successful in seeking federal, state, and local grant funding to help in the rehabilitation and reconstruction of numerous aging mill systems in Greenville County. In 1995, MetroConnects began work on its first wastewater infrastructure improvement project in the Renfrew Mill Village, located just outside the City of Travelers Rest. MetroConnects installed 1.8 miles of wastewater collection lines, replacing a system that was more than 70 years old. In 2010, MetroConnects absorbed the three-mile Slater Sanitary Sewer Service, replacing the wastewater collection system using \$2.6 million in grant funding for the project. In June 2010, MetroConnects absorbed the 4.5-mile Piedmont Sewer System, which served about 900 properties in Piedmont, SC. MetroConnects secured a \$8.3 million in grant funding for the project. MetroConnects is currently rehabilitating and reconstructing new lines in five mill villages in Greenville County and has secured more than \$32 million in federal, state, and local grant funding.

In 2019, Greenville County started a push for wastewater collection system regionalization throughout the County. An ordinance was approved on

December 14, 2020, to merge six of Greenville's Special Purpose Districts providing wastewater collection services with MetroConnects. Four districts – Marietta Water and Sewer, Berea Public Service District, Wade Hampton Fire and Sewer, and Gantt Police, Fire and Sewer – consented to signing transfer agreements to merge wastewater collection operations with MetroConnects. MetroConnects began operating these systems on July 1, 2021, adding an additional 331 miles of wastewater collection lines to MetroConnects' wastewater collection system. Almost a year later, the remaining two districts, Parker Fire and Sewer Sub-District and Taylors Fire and Sewer District, agreed to transfer a combined 400 miles of wastewater collection lines to MetroConnects. MetroConnects began operating these systems on July 1, 2022. The City of Travelers Rest approved a transfer agreement of its 30-mile wastewater collection system to MetroConnects on March 1, 2023.

Throughout the years, MetroConnects has continually updated technology for efficiency and to assist with managing its workload. Cityworks has changed much of the way that MetroConnects does business. The asset-management work order software allows MetroConnects' employees, as well as some contractors, to manage work, track and score the condition of MetroConnects' wastewater collection lines.

Using the geographic information system (GIS), MetroConnects accurately maps the locations of the infrastructure it operates and maintains (laterals, line segments, and pump stations) within the service area, including details such as pipe material, rehabilitation dates, and repairs.

MetroConnects has seen substantial growth, transporting approximately 20 million gallons of wastewater per day to ReWa for treatment and disposal. MetroConnects serves more than 104,000 customers in the unincorporated areas of Greenville County and the City of Travelers Rest and operates and maintains more than 1,500 miles of wastewater collection lines with 103 employees.

On November 18, 2024, MetroConnects broke ground on Project Green located at 1151 W. Butler Road in Mauldin, SC. Construction is expected to be completed in the first quarter of 2026.

Customers and Ratemaking

MetroConnects' Board of Commissioners has independent rate-making authority in connection with the rates and charges of the wastewater collection system, which are not subject to approval by additional governmental or regulatory bodies. MetroConnects periodically increases rates based on the cost for the provision of service and projected earnings of MetroConnects. Rates are examined annually in connection with MetroConnects' Annual Budget preparation, and periodically throughout the fiscal year, as necessary.



MetroConnects provides wastewater collection services for residential, commercial, and industrial customers in unincorporated Greenville County, as well as areas located within the City of Greenville, the City of Mauldin, the City of Travelers Rest, the City of Simpsonville, and the City of Fountain Inn. MetroConnects collects a monthly base charge and a volume charge from more than 104,000 customer accounts. The following table reflects the growth in MetroConnects' wastewater collection system since 2020. The number of residential, commercial, and industrial customers within MetroConnects' service area more than doubled from FY 2020 through FY 2024.

FY 2020 – 2024 Customer Totals

Fiscal Year	Residential Customers	Commercial Customers	Industrial Customers	Total Customers	Change from Prior Fiscal Year
2020	43,985	2,927	72	46,984	-
2021	44,838	2,947	72	47,857	1.9%
2022*	63,504	4,530	81	68,115	42.3%
2023**	90,896	6,485	81	97,462	43.1%
2024	96,916	7,216	126	104,258	7.0%
<p>* Acquisition of four wastewater collection systems, approximately 331 additional miles of wastewater collection lines and approximately 18,000 new customers from acquired systems and growth.</p> <p>** Acquisition of two wastewater collection systems approximately 400 additional miles of wastewater collection lines and approximately 24,000 new customers from acquired systems and growth.</p>					

The primary source of MetroConnects’ revenue is collected through sewer user charges. The sewer user charge consists of two components: (1) a base charge and (2) a volumetric charge, which is calculated through actual water usage per 1,000 gallons. MetroConnects collects sewer user charges from customers through monthly water bills issued by Greenville Water, Greer Commission of Public Works, Laurens County Water and Sewer Commission, Marietta Water Fire Sanitation and Sewer District, Blue Ridge Rural Water Company, Renewable Water Resources (ReWa), and the City of Greenville. Each agency then remits payment to MetroConnects each month for a fee.

Historical Ratemaking

In February 2019, the Commission adopted a new sewer user charge rate structure. Effective July 1, 2019, customers no longer were charged a sewer tax and fee on the annual consolidated real property tax bills. Following 2019, the Commission annually raised rates to fund operating expenses and capital. The following table shows rates from 2020 to 2023.

FY 2020 – 2023 Rates

	2020	2021	2022	2023
Base Charge	\$ 11.00	\$ 11.25	\$ 11.45	\$ 11.72
Volumetric Charge	\$ 1.54	\$ 1.57	\$ 1.60	\$ 1.65

Current Ratemaking

Based upon the recommendations of the most recent rate study, the Commission approved a three-year rate increase plan for sewer user charges, with planned adjustments effective January 1 of 2024, 2025, and 2026. Beginning January 1, 2025, customers pay a monthly base charge of \$11.72 and a volume charge of \$2.07 per 1,000 gallons of water. The volume charge is based on actual water use.

FY 2024 – 2027 Approved and Projected Sewer Rates

	2024 <i>Approved</i>	2025 <i>Approved</i>	2026 <i>Approved</i>	2027 <i>Projected</i>
Base Service Charge				
All Customers	\$ 11.72	\$ 11.72	\$ 11.72	\$ 12.19
Volumetric Charge				
All Customers	\$ 1.85	\$ 2.07	\$ 2.32	\$ 2.41
Typical Metro Sewer Customer (4 kgal/month)	\$ 19.12	\$ 20.00	\$ 21.00	\$ 21.80

MetroConnects has increased rates in 2021, 2022, 2023, and 2024. This was due to the acquisition of six wastewater collection systems that included more than 700 additional miles of wastewater collection lines and approximately 42,000 additional customers. Sewer user charge revenue is anticipated to be \$28 million in FY 2025.

FY 2020 – 2025 Sewer User Charge Revenue Changes

Fiscal Year	Total	% Change	
2020 Actual	\$ 11,510,041	-	
2021 Actual	\$ 11,775,748	2.3%	
2022 Actual	\$ 16,720,192	42.0%	*
2023 Actual	\$ 22,985,246	37.5%	**
2023S Actual	\$ 12,395,881	-46.1%	***
2024 Budget	\$ 25,023,621	101.9%	****
2025 Budget	\$ 27,977,615	11.8%	

* Acquisition of four wastewater collection systems, approximately 331 additional miles of wastewater collection lines and approximately 18,000 new customers from acquired systems and growth.

** Acquisition of two wastewater collection systems approximately 400 additional miles of wastewater collection lines and approximately 24,000 new customers from acquired systems and growth.

*** Partial-fiscal year period from beginning July 1, 2023 and ending December 31, 2023.

**** Fiscal year change to period beginning January 1 and ending December 31 of each year.

Service Area Maps



Figure 1: Location of MetroConnects' service area within the state of South Carolina.

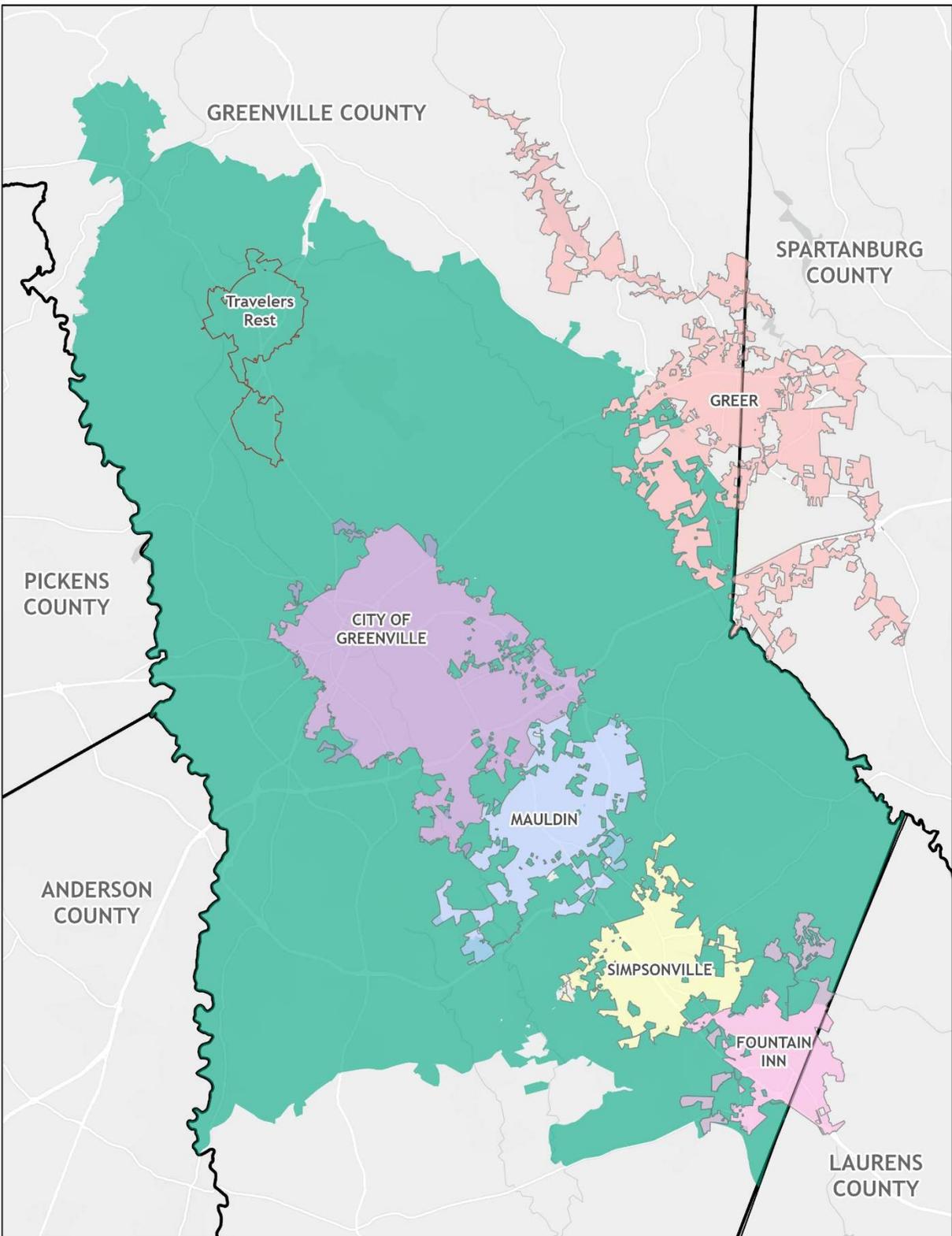
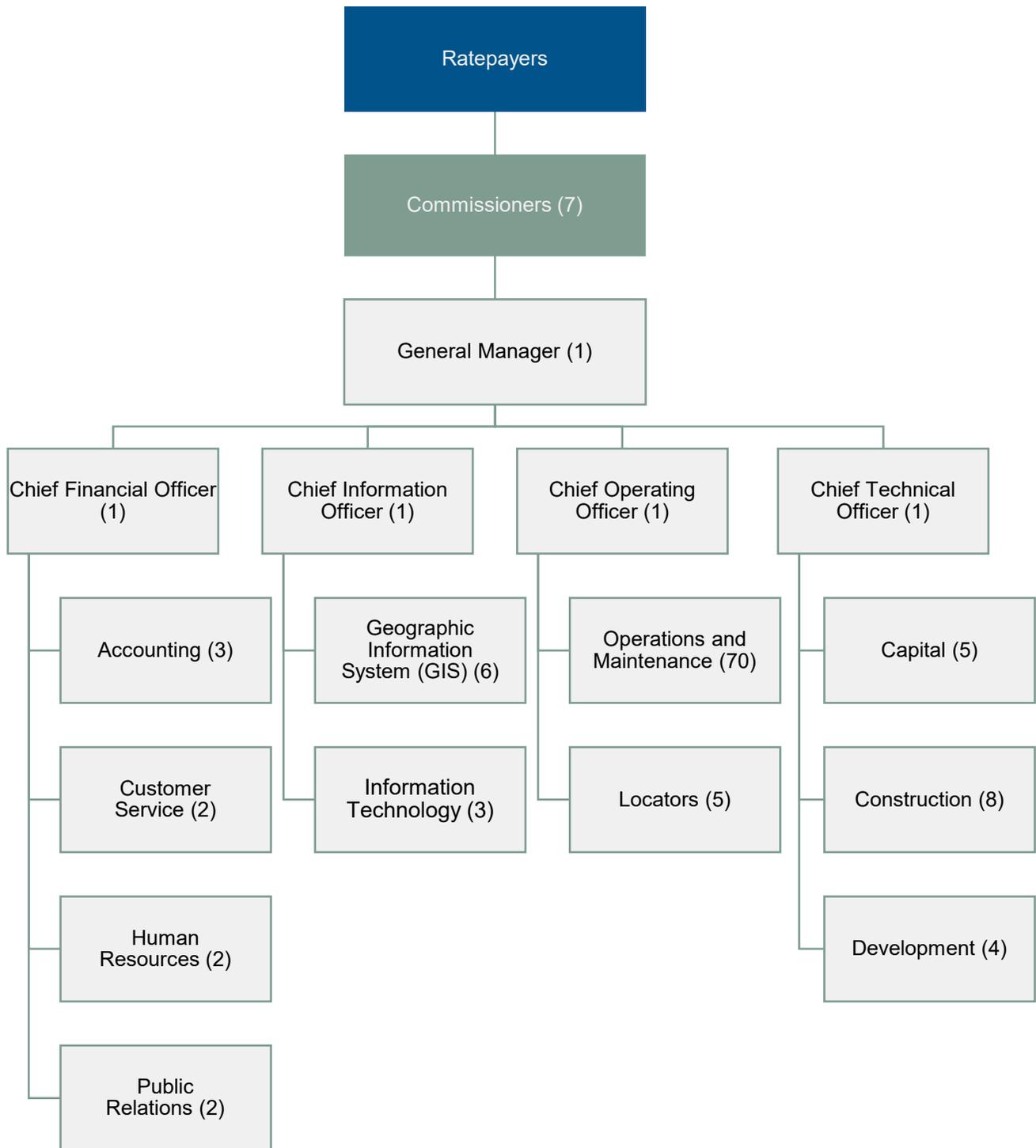


Figure 2: MetroConnects' service area within Greenville County.

Organizational Chart



Reader's Guide to the Budget

This FY 2025 budget report is an explanation of the driving factors that translate to the services MetroConnects provides within its service area. The purpose of presenting this report is to assist its Commission, customers, and community in understanding the impact of current decisions on the future and to plan for expected changes. This enables MetroConnects to maintain positive fiscal health and operate effectively. The report is divided into sections that explain its services and commitments to its community.



In this *Introduction*, section the budget process, the budget calendar and activities, and the budget year's priorities and issues are explained. This section also provides a fund description, financial policies, and long-range operating financial plans.

The *Strategic Plan* section outlines MetroConnects' mission and vision. It also discusses its current state and the FY 2025 goals and objectives of the organization, including performance measures.

In the *Budget Detail* section, revenue, operating, and capital budgets are shown. It explains revenue sources, assumptions for revenue estimates, and trends, as well as current debt obligation information. The capital plan is also shown here and again in more detail in the Capital Plan section. This section also includes a three-year consolidated financial schedule showing the prior year actuals, the current year budget with estimations, and the adopted budget year.

The *Departments* section provides a Position Summary for the organization and detail about its Administration, Engineering, Finance, Information Management, and Operations and Maintenance (O&M) Departments. For each, an organizational chart, position summary, and goals and objectives are shown.

The *Capital Plan* section shows the capital improvement projects budget, including maintenance projects, rehabilitation projects, and roadway relocations. It explains capital expansion and upgrade projects such as the wastewater infrastructure improvement projects in five of Greenville's historic mill villages. This section also provides information on the capital expenditures budget, including Project Green.

The *Grants* section provides a list of the current grants and related projects.

And finally, the *Appendix* includes statistical and supplementary information and a glossary of common budgeting and wastewater terms.

Consolidated Financial Schedule

FY 2025 Adopted Budget

	FY 2025 Adopted Budget
Beginning Balance	\$ 81,794,577
Revenues	
Sewer User Charges	\$ 27,977,615
Investment Income	750,000
Other Revenue	-
Grant Funding	21,300,000
Sale of Equipment	145,000
Tap Fees & Permits	2,000,000
Development Fees	100,000
Total Revenues	\$ 52,272,615

Continued on the next page.

	FY 2025 Adopted Budget
Expenses	
Salaries & Wages	\$ 8,190,000
Payroll Taxes (FICA)	627,000
SC Retirement (PEBA)	1,590,000
Vehicle Allowance Expense	(15,600)
Group Insurance	1,995,000
Workers Comp Insurance	110,000
Professional Fees	500,000
Accounting/HR Expense	250,000
Public Relations Expense	360,000
Office Expense	35,000
Seminars & Training	250,000
Commissioners Per Diem/Expenses	119,000
Miscellaneous	50,000
Billing Charge	1,774,800
Building/Tort Insurance	260,000
Utilities	44,000
Building Maintenance & Repair	65,000
Property Maintenance & Repair	25,000
Information Management Expense	227,000
Software License Maintenance	522,000
Telecommunications	110,000
Uniforms	180,000
Safety Expense	150,000
Equipment Maintenance & Repair	180,000
Vehicle Maintenance & Repair	600,000
Operation & Maintenance Expense	350,000
Locate Expense & Projects	357,000
Contract Services (O&M)	900,000
Pump Station Expenses	280,000
Engineering Expenses	120,000
Sub-Total Operating Expenses	\$ 20,205,200
Debt Service	
Debt Service	\$ 5,616,417
Sub-Total Debt Service	\$ 5,616,417
Total Expenses	\$ 25,821,617

Continued on the next page.

	FY 2025 Adopted Budget
Capital Plan	
Capital Improvement & Expansion Projects	
Maintenance Projects	\$ 3,550,000
Rehabilitation Projects	4,770,000
Roadway Relocation Projects	350,000
Pump Station Projects	750,000
System Expansion Projects	3,615,000
Mill Village Projects	20,815,000
Sub-Total Capital Improvements & Expansion Projects	\$ 33,850,000
Capital Expenditures	
Operations and Maintenance	\$ 1,848,000
Information Management	106,000
Facilities (Project Green)	30,000,000
Sub-Total Capital Expenditures	\$ 31,954,000
Total Capital Plan	\$ 65,804,000
Total Expenses and Capital Plan	\$ 91,625,617
Ending Balance	\$ 42,441,575

Budget Process

Budgetary preparations generally begin in the second quarter of each fiscal year with each department identifying operational and capital needs. The General Manager (GM) and Chief Financial Officer (CFO) meet with each department to discuss these needs. After these preliminary meetings, the GM and CFO prepare the initial draft of the budget.

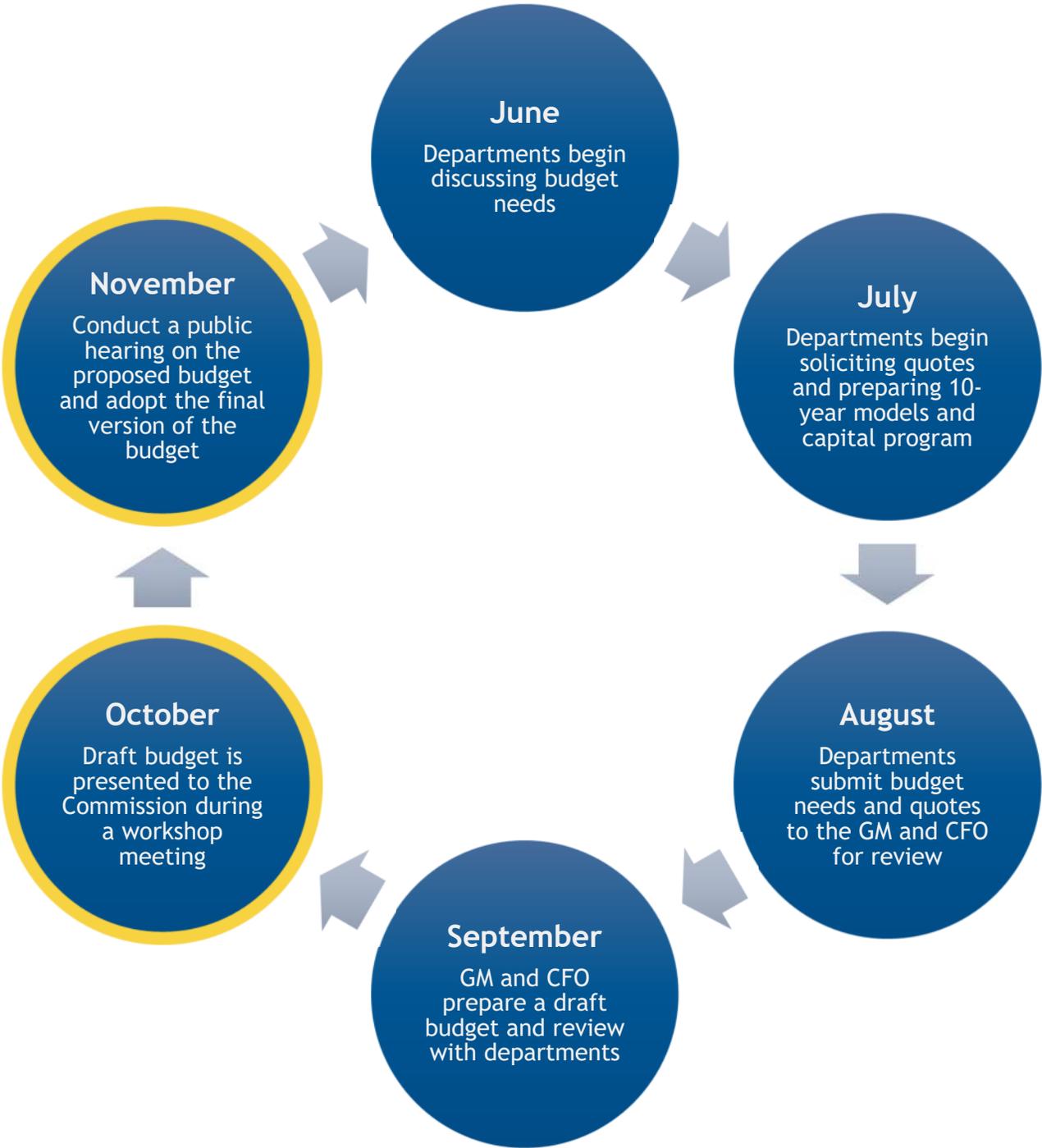
The GM and each department's Chief Officer present a preliminary budget to the Commission during a workshop for review in the beginning of the fourth quarter of each fiscal year and incorporate revisions based upon Commission input. Prior to the end of each fiscal year, the Commission conducts a public hearing on the proposed budget, as required under South Carolina law, and adopts the final version of the budget.

The budget is balanced when the sum of operating revenues equals or exceeds operating expenses. For FY 2025, MetroConnects has forecasted that operating revenues will exceed estimated operating expenses.

The Commission may approve a transfer of funds between general ledger accounts within the operating budgets if the total budget is not affected. In the event an adopted budget needs amending, MetroConnects is required by law to publish and conduct a public hearing prior to the approval of the revised budget. (See yellow circles in the flow chart on the next page.)

Historically, MetroConnects operated on a July 1 to June 30 Fiscal Year. In 2024, MetroConnects began operating on a January 1 to December 31 Fiscal Year. To implement this change in its fiscal year, MetroConnects' Commission adopted a partial-year budget for the period beginning July 1 and ending December 31, 2023.

Budget Calendar



Priorities and Issues

Predicting and planning for future budgets with regulation requirements and growth expectation requires review of both revenues and expenses annually. Through this process, the main priority is to minimize rate payer impact by conducting an annual review of rates and charges to determine the appropriate sewer user charges.

Operation of MetroConnects' wastewater collection system is subject to regulation by certain federal, state, and local authorities. MetroConnects complies with the standards and regulations set forth in the federal Clean Water Act and cooperates with the EPA, SCDES, ReWa and Greenville County. MetroConnects works diligently to protect public health, the environment, and its water. MetroConnects is currently in compliance with all regulatory requirements and is not currently subject to any federal or state consent orders.

With the increased growth projections for Greenville County over the next five years, MetroConnects continuously works with developers, South Carolina Department of Transportation (SCDOT), and Greenville County ensuring sewer availability for projects. MetroConnects enters into agreements to contribute to and receive funds for wastewater collection line extensions and rehabilitation that would benefit future growth in MetroConnects' service area.

The projects identified in MetroConnects' Capital Improvement Plan (CIP) are assessed annually through MetroConnects' Capacity, Management, Operations, and Maintenance (CMOM) program. MetroConnects uses an asset management approach which requires MetroConnects to manage infrastructure capital assets to minimize the total cost of owning and operating the wastewater collection system while extending the useful life of its infrastructure.

Proactive operations and maintenance of MetroConnects' wastewater collection system, as well as CIP projects to rehabilitate, renew, and replace aging wastewater collection infrastructure, are all subject to regulations currently in effect and will always follow future regulations. Furthermore, compliance with such governmental regulations and standards may substantially increase capital and operating costs.

Computer networks and data transmission and collection are vital to the efficient operations of MetroConnects. Despite security measures, information technology and infrastructure may be vulnerable to attacks by hackers or breached due to employee error, malfeasance, or other disruptions. MetroConnects utilizes specialized third parties to maintain the servers and financial software. MetroConnects' information technology staff manages, maintains, and ensures that adequate security measures are in place for the other software and control systems. MetroConnects maintains a cyber insurance policy and works closely with the South Carolina Law Enforcement Division and the Cyber and Infrastructure Security Agency under the United States Department of Homeland Security to monitor and respond to cyber security threats.

Fund Description and Fund Structure

MetroConnects maintains a single enterprise fund to record its activities, which consists of a self-balancing set of accounts. Enterprise funds are used to account for operations (a) that are financed and operated in a manner similar to private business enterprises - where the intent of the governing body is that the cost (expense, including depreciation) of providing services to the general public on a continuing basis be financed or recovered primarily through sewer user charges; or (b) where the governing body has decided that periodic determination of revenues earned, expenses incurred, and/or net income is appropriate for capital maintenance, public policy, management control, accountability, or other purposes.

Financial Policies

MetroConnects' Commission approved the Financial Policies on May 20, 2024. These financial policies are intended to provide and ratify certain decision-making authorization and ensure MetroConnects' ongoing financial stability.

Revenues

Administration of Revenue - MetroConnects will maintain and administer the wastewater collection system to ensure that it generates a sufficient and reliable stream of revenues to support MetroConnects' services and activities.

The majority of the revenues of the wastewater collection system are generated by the rates, fees, and charges for services established by the Commission. It is important that the Commission adopt policies that identify the way rates, fees, and charges are established and the extent to which they cover the cost of the services provided.

All rates, fees, and charges will be adopted in accordance with the applicable provisions of the South Carolina Code.

One-Time Revenues - MetroConnects will not rely on one-time (grant) revenues or similar special revenues to pay ongoing operating expenses. One-time revenues will not recur in future fiscal years.

Annual Budget

Balanced Annual Budget - MetroConnects will adopt a balanced Annual Budget and provide full disclosure when a deviation from a balanced Annual Budget is planned or when it occurs. This balanced Annual Budget will ensure that operating expenses, capital expenditures, and other expenditures will not exceed revenues and other available sources of funds during the applicable fiscal year. The budget process will include the following:

- Budget Preparation
- Commission Input
- Metrics and Budget Information
- Incorporation of Financial Targets and Metrics
- Multi-Year Rate Schedules
- Operating and Non-Operating Revenues
- Operating Expenses
- Capital Improvements
- Capital Expansion
- Capital Expenditures
- Public Notices and Citizen Input

Capital Plan

MetroConnects will prepare a multi-year Capital Plan, which includes all major capital improvement, replacement and expansion projects, and major equipment acquisitions. The anticipated funding sources will be updated during the Annual Budget process.

Debt Administration

Debt Management - In keeping with the Bond Resolution adopted on November 4, 2019, MetroConnects will maintain sustainable debt levels while issuing bonds as required to provide financial support for capital needs. MetroConnects will endeavor to maintain long-term fiscal health through the development of standards and conditions under which bonds may be issued. Below are other areas within Debt Management that will be considered:

- Debt Management Goals
- Ratings and Financial Metrics - Goal for debt service coverage is 130% of annual principal and interest requirements, with a target of 150%.
- Long-Term Planning
- Use of Debt
- Use of Bond Proceeds
- Debt Service Reserve Funds
- Refundings
- Financing Team
- Disclosure

Post-Issuance Tax Compliance - The purpose of these Post-Issuance Tax Compliance Policies (Tax Policies) is to establish policies in connection with the issuance of tax-exempt bonds by MetroConnects.

Cash, Investment Management, and Fund Balance

It is the policy of the Commission that the GM and CFO will maintain an effective program of cash and investment management and follow the legal requirements regarding depositories and collateral requirements to ensure the safety and integrity of MetroConnects' financial assets. The overall financial objective of this policy is to provide the highest possible income support to MetroConnects while presenting a very low risk of loss of principal. Programs within the policy include:

- Cash Management
- Investment Strategy
- Interest Earnings
- Fund Balance
 - Unrestricted Cash on Hand: Maintain at least 250 days of budgeted operating expenses (excluding depreciation) as an operating reserve fund.
 - Reserve Fund Balances: Funds required by bond agreements or other external covenants will be set aside in restricted accounts.

Records and Accounts

MetroConnects will keep and maintain proper books, records, and accounts for the service area, in which complete and correct entries will be made of all transactions relating to the wastewater collection system including the following:

- Annual Audits - MetroConnects will endeavor to have the annual audit completed within 180 days after the end of each fiscal year.
- Financial Statements - MetroConnects will prepare monthly financial statements and will present them to the GM and the Commission for review.
- Reconciliations - All bank statements, credit card statements, and fund reports will be reconciled every month by MetroConnects' accountants, and records will be kept by the Chief Financial Officer.

Procurement Policy

MetroConnects' Commission amended, restated, and adopted the procurement policy on August 21, 2023. It is the intent of this policy to acquire the highest, best value and quality for goods and services based upon the professional judgment of the MetroConnects staff.

Engineering Sanitary Sewer Standards and Procedures

Fee Schedule

The Commission revised the connection fee schedule on November 27, 2023, for anyone wanting to connect to the wastewater collection system. Fees were effective April 1, 2024.

Connection Fee	
Meter Size	April 1, 2024
	New Rates Per Connection
5/8" or 3/4"	\$1,500
1"	\$2,850
1-1/2"	\$5,100
2"	\$7,800
3"	\$15,000
4"	\$23,100
6"	\$45,600
8"	\$72,600
Well Customer Rate (per house)	\$1,500
Well Customer Rate (non-residential)	\$3.00/gal + \$600 Administration Fee

Multi-Family Housing (Apartments and Condominiums)	April 1, 2024
Three Bedrooms (per unit)	\$900
Two Bedrooms (per unit)	\$675
One Bedroom (per unit)	\$450
	\$600 Administration Fee

Plan Review Fee	
Capacity Request (Initial)	No Charge
Capacity Request (Revisions)	\$100 Each
Project Plan Review	\$20/ERU Minimum of \$600 Maximum of \$6,000
Phase Modifications (after Plan Approval)	\$500 per Modification
Pump Station Review	\$800

Inspections Fee	
Project Inspection	\$1,400 Initial and One Follow-up Review
Pump Station Inspection	\$2,000
CCTV Inspection	\$300/Hour

Legal and Administration Fee	
Project Dedication Administrative	\$600
Quitclaim Deed	\$600
Off-Site Right of Way	\$600 Each
Contractor/Developer Agreement	\$1,000 Each

Fines	
Illegal Tap Fines	\$500 + Permit Cost + Repairs + Administration Fee

Long-Range Operating Financial Plans

As part of the Annual Budget process, MetroConnects evaluates variance projections against prior actuals, considers economic forecasts, reviews detailed account activity from the previous year, and incorporates the five-year capital plan to inform new budget assumptions.

Revenue Assumptions - MetroConnects takes a conservative approach to revenue projections. For FY 2026, anticipated revenues are based on projected demand growth, assuming a 1.0% annual increase in customer accounts and usage. The Commission has approved a three-year rate increase plan for sewer user charges, with adjustments scheduled for January 1 of 2024, 2025, and 2026. The revenue forecast for FY 2027 assumes annual increases of 4.0% to both the base charge and volumetric charge. MetroConnects conducts annual reviews of rates and charges to ensure sewer user charges remain appropriate and aligned with system needs. Additionally, fees and other revenue sources are expected to grow in response to the significant population and development growth occurring in Greenville County.

Expenses Assumptions - Projected expenses include various adjustments for inflation for different categorical costs and reflects an annual inflation escalation of 3.38%. Following the completion of Project Green in 2026, MetroConnects anticipates increases in several expense accounts for both FY 2026 and FY 2027. Staff estimates capital needs based on the five-year capital plan forecast, which is reviewed and updated annually to account for unforeseen needs or projects that arise throughout the year.

Goals - Through its annual review of rates and charges, MetroConnects aims to minimize the financial impact on ratepayers while ensuring sewer user charges remain affordable. These rates generate revenue to support all operational requirements, including operating expenses, capital improvements, expansions, expenditures, debt service, and transfers to reserve funds—each vital to accommodating continued growth in Greenville County.

MetroConnects maintains the integrity and efficiency of its system, extending its useful life through comprehensive maintenance and operation programs focused on proactive upkeep, planning, and timely response. Revenue from growth also enables MetroConnects to enter into agreements for sewer line extensions, further supporting the County's future growth. To help reduce the burden of sewer user charges and fees, MetroConnects actively pursues federal, state, and local grants to support rehabilitation and mill village system replacement projects.

FY 2026 and 2027 Projected Budgets

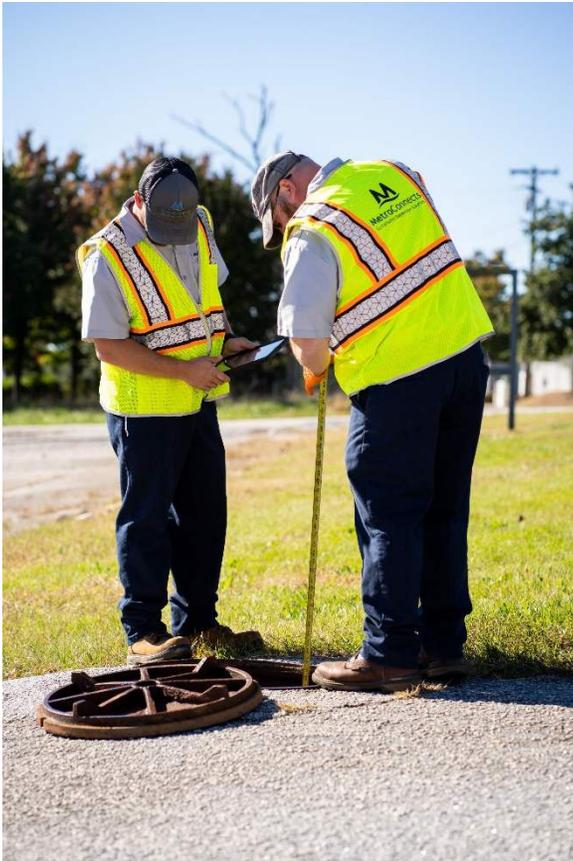
	FY 2026	FY 2027
	Projected Budget	Projected Budget
Ending Balance	\$ 42,441,575	\$ 32,116,283
Revenues		
Sewer User Charges	\$ 29,928,460	\$ 32,117,528
Tap Fees and Permits	2,100,000	2,100,000
Interest Income	500,000	300,000
Other Miscellaneous Revenues	300,000	-
Debt Proceeds/Grant Funding	10,964,000	-
Total Revenues	\$ 43,792,460	\$ 34,517,528
Expenses		
Salaries, Wages and Benefits	\$ 13,118,975	\$ 13,773,437
Professional Fees	1,110,000	1,135,000
Operations and Maintenance	2,681,000	2,642,450
Information Management	953,100	1,020,050
Engineering Projects	545,000	353,000
Administration	2,900,296	2,965,732
Debt Service	5,611,381	6,514,584
Sub-Total Expenses	\$ 26,919,752	\$ 28,404,253
Capital Plan		
Capital Improvements and Expansion Projects	\$ 23,273,000	\$ 12,275,000
Capital Expenditures	3,925,000	1,802,000
Sub-Total Capital Plan	\$ 27,198,000	\$ 14,077,000
Total Expenses and Capital Plan	\$ 54,117,752	\$ 42,481,253
Ending Balance	\$ 32,116,283	\$ 24,152,558

Strategic Plan

Mission and Vision

Mission: To protect public health and the environment by providing sustainable wastewater collection services.

Vision: To be the innovative leader for wastewater collection services.



Goals and Strategies

Through comprehensive maintenance and operations programs, MetroConnects strives to sustain and extend the useful life of its wastewater collection system through proactive system maintenance, planning, and response. On average, 95% of MetroConnects monthly man-hours are dedicated to proactive service.

MetroConnects utilizes industry guidance and follows the principles set forth in the Core Attributes of Effectively Managed Wastewater Collection Systems, developed by four national associations (American Public Works Association, American Society of Civil Engineers, National Association of Clean Water Agencies, and the Water Environment Federation), representing wastewater treatment, public works, and civil engineering sectors in the United States to set its goals and strategies each year.

The 12 Core Attributes of a well-run wastewater collection system are:

1. System Inventory/Information Management	7. Structural Condition Assessment/Evaluation
2. Maintenance Management System	8. System Hydraulic Capacity Assessment, Evaluation, and Assurance
3. Safety and Training	9. Standard Design, Construction, and Inspection
4. Overflow Emergency Response Plan	10. Communication and Outreach
5. Collection System Maintenance	11. Monitoring, Measurement, and Modification
6. Source Control	12. Adequate Funding

These Core Attributes parallel the key USEPA and SCDES requirements for its CMOM program practices to:

- Better manage, operate, and maintain wastewater collection systems.
- Investigate capacity constrained areas of the wastewater collection system.
- Proactively prevent sanitary sewer overflows (SSOs).
- Respond to SSO events.

A critical element of successful CMOM compliance is the implementation of an asset management approach, which requires systems to manage infrastructure capital assets to minimize the total cost of owning and operating its wastewater collection system, while delivering the service levels customers desire.

The table below shows Effective Utility Management (EUM) performance indicators applicable to each Core Attribute of an effectively managed wastewater collection system.

Core Attributes of Effectively Managed Wastewater Collection Systems	Product Quality	Customer Satisfaction	Employee/Leadership Development	Operational Optimization	Financial Viability	Infrastructure Stability	Operational Resiliency	Community Sustainability	Water Resource Adequacy	Stakeholder Understanding/Support
System Inventory/Information Management						✓				
Maintenance Management System		✓		✓			✓	✓		
Safety and Training			✓				✓	✓		
Overflow Emergency Response Plan	✓						✓	✓		
Collection System Maintenance				✓		✓	✓	✓		
Source Control	✓							✓		
Structural Condition Assessment/Evaluation						✓	✓	✓		
System Hydraulic Capacity Assessment, Evaluation, and Assurance		✓				✓	✓	✓	✓	
Standard Design, Construction, and Inspection	✓	✓				✓	✓	✓	✓	
Communication and Outreach		✓								✓
Monitoring, Measurement, and Modification				✓			✓			
Adequate Funding					✓					

Core Attribute 1: System Inventory and Information Management

MetroConnects' information management system is a well-organized, comprehensive, and current database that helps MetroConnects achieve its performance objectives and maintain system requirements.

Core Attribute 2: Maintenance Management System

MetroConnects utilizes Cityworks as its Computerized Maintenance Management System (CMMS). Cityworks is fully integrated with MetroConnects' GIS and provides operational and management solutions, generates monthly metrics and reports for Key Performance Indicators (KPIs), and enables personnel to track preventative and corrective maintenance, in addition to proactively assessing the wastewater collection system.

Core Attribute 3: Safety and Training Program

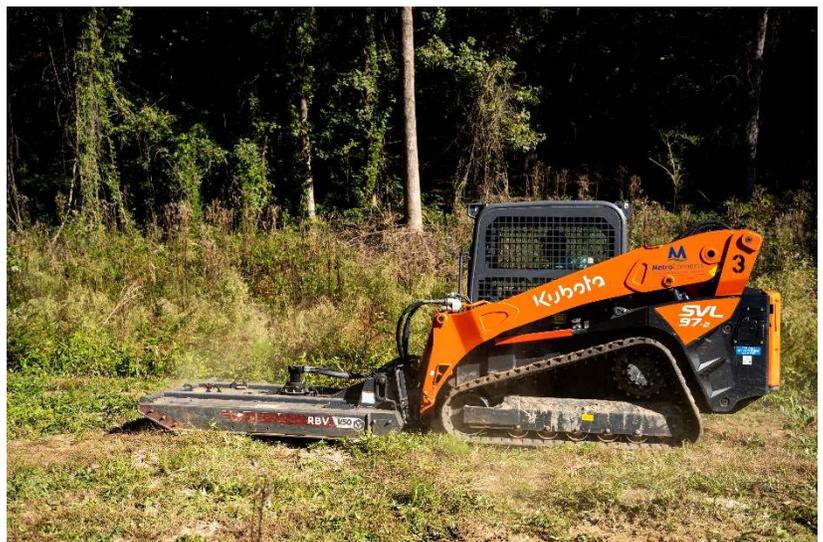
MetroConnects' environmental, health, and safety policy states that the safety and the long-term health of its employees is of extreme and grave importance. To minimize risks and hazards to employees, MetroConnects maintains a safety management program. The general goal of this program is to inform employees about potential hazards that exist in the workplace, methods for protection and prevention, and emergency response procedures.

Core Attribute 4: Overflow Emergency Response Plan

MetroConnects' Sewer Overflow Response Plan (SORP) outlines the procedures and documentation in place for addressing potential and confirmed SSOs, while also minimizing the impact of SSOs and related activities on the environment, public health, local waterways, and Greenville County's stormwater system.

Core Attribute 5: Collection System Maintenance

MetroConnects' maintenance program aims to improve public health and environmental protection by minimizing sanitary sewer backups and overflows (SSOs). It also seeks to extend the lifespan of its assets and optimize resource deployment to reduce operational and maintenance costs. Field operations are organized into four key functions: (1) inspections (including closed circuit television (CCTV) inspections and routine line cleaning), (2) maintenance repairs, (3) right-of-way clearing, and (4) emergency operations and repairs.





Core Attribute 6: Source Control

Blockages and overflows can be caused or worsened by substances discharged into the wastewater collection system. By bringing awareness to its customers as to what not to release into the wastewater collection system, MetroConnects staff hopes to eliminate the introduction of pollutants that could disrupt operations, avoid sewer backups caused by Fats, Oils, and Greases (FOG), which could potentially damage wastewater collection and treatment lines and equipment.

Core Attribute 7: Structural Condition Assessment/Evaluation

MetroConnects maintains an asset management approach that allows staff to determine which assets will benefit most from investment opportunities and when those investments may be best timed by the following:

- Using a risk methodology to prioritize assets that need rehabilitation.
- Implementation of an information management system to track assets that are most critical (highest risk) and have the potential to incur the highest costs or become a future liability.
- Focus its efforts to better understand the risk of failure of its assets by maintaining a risk score derived from the multiplication of two factors 1) probability of failure (PoF) or 2) consequence of failure (CoF).

Core Attribute 8: System Hydraulic Capacity Assessment, Evaluation, and Assurance

MetroConnects assesses the current capacity of its gravity sewer mains and pump stations to meet regulatory requirements while minimizing inflow and infiltration (I/I) in alignment with regional treatment providers' goals. A model is used to measure peak flow routing and simulate uniform flow conditions, enabling continuous improvements in system performance assessment. This approach enhances efficiency, supports development reviews, and provides additional tools for proactive evaluations of system performance.

Core Attribute 9: Standard Design, Construction, and Inspection

The engineering staff follows a robust set of regulations, policies, manuals, and processes that establishes three types of budgeted wastewater collection system improvements and expansion projects:

- **Rehabilitation Projects** which plan, design, and manage outside contractors to rehabilitate the existing wastewater collection infrastructure.
- **Capital Projects** which plan, design, and manage outside contractors to construct new and/or replacement of the wastewater collection system infrastructure.
- **Developer Projects** which are constructed by developers, subject to its review, inspection, and approval processes, to extend new sewer lines and then dedicate to MetroConnects.

Core Attribute 10: Communication and Outreach

MetroConnects' goal is to create an identity with its customers by establishing a branding campaign utilizing its website and social media to educate customers about the essential services provided. This messaging is included in the following:

- Presentations to County and city officials, civic groups, local and state lawmakers, and other organizations.
- Direct media press release notifications of customers impacted by service disruptions or other operational issues.
- Discussion with community leaders regarding planning for new or expanded service areas, installation of new wastewater collection lines, infrastructure improvement or replacement of existing wastewater collection lines, and changes in sewer user charges.

Core Attribute 11: Monitoring, Measurement, and Modification

MetroConnects' asset management approach allows the organization to focus on investing in sustaining and expanding the useful life of its wastewater collection system. By establishing a plan to monitor and measure its performance annually, MetroConnects has a clear picture for investing in its assets now and in the future.

Core Attribute 12: Adequate Funding

MetroConnects budgets its revenues, expenses, debt payments, and capital program annually. Each department monitors its operational and Capital Plan monthly by reviewing reports provided to the Commission. The Commission is kept informed of any budget variances on a month-to-month basis. If transfers are required, they must be approved by the Commission through a vote. However, if additional funds are needed, the original budget process must be followed.



Budget Detail

Basis of Accounting

MetroConnects functions as one enterprise fund and reports using the accrual accounting method. Revenues are recognized when earned and expenses are recognized when incurred. MetroConnects adheres to all relevant Government Accounting Standards Board (GASB) guidelines in its accounting and reporting for proprietary operations. Operating revenues, such as sewer user charges, are generated from exchange transactions related to the fund's primary activities. Exchange transactions involve the exchange of equal values between parties. Non-operating revenues, including the sale of equipment, other income, and investment earnings, arise from non-exchange transactions or secondary activities.

Basis of Budgeting

MetroConnects' Annual Budget and five-year forecast are based on the accrual method of accounting and are structured to reflect the same format as its audited financial statements. The five-year financial forecast is updated annually and used in the development of the Annual Budget. Revenues are recognized when earned and expenses are recognized when incurred. While the budget generally follows the same basis as financial reporting, one key difference exists: capital expenditures are budgeted in full in the year of acquisition or construction, whereas for financial reporting purposes, these costs are capitalized and depreciated over the useful life of the asset. When both restricted and unrestricted resources are available for use, it is MetroConnects' policy to use unrestricted resources first, then restricted resources as needed.

MetroConnects may at any time adopt an amended Annual Budget for the remainder of a fiscal year upon approval by the Commission.

Financial Summary

Budget Overview

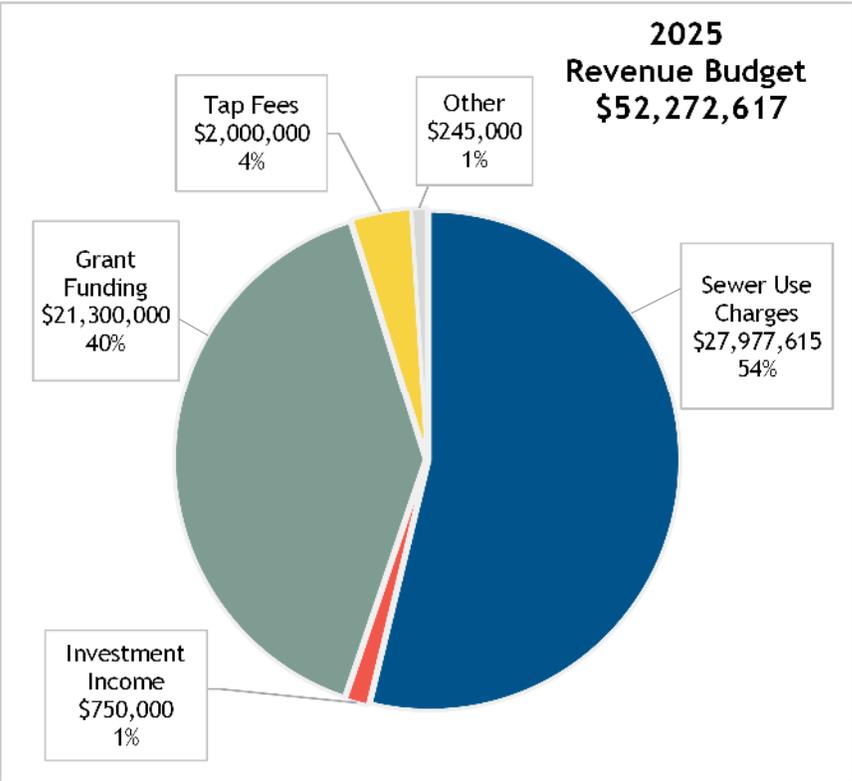
The 2025 annual operating budget for MetroConnects is a balanced budget with operating revenues exceeding operating expenses and was developed in accordance with all financial policies. Prior to 2024, MetroConnects operated on a July 1 to June 30 Fiscal Year. Beginning in 2024, MetroConnects operated on a January 1 to December 31 Fiscal Year. To implement this change in the fiscal year, MetroConnects’ Commission approved a partial-year budget for the period beginning July 1 and ending December 31, 2023.

FY 2025 and FY 2024 Budget Summary Comparison

	FY 2025 Budget	FY 2024 Budget	Budget % Change
Revenues			
Operating Revenue	\$30,077,615	\$27,273,621	10%
Non-Operating Revenue	\$22,195,000	\$7,020,000	216%
Total Revenue	\$52,272,615	\$34,293,621	52%
Expenses			
Operating Expenses & Debt Service	\$25,821,617	\$23,113,520	12%
Capital Plan	\$65,804,000	\$33,894,850	94%
Total Expenses	\$91,625,617	\$57,008,370	61%

Total Revenue for Fiscal Year 2025

For FY 2025, the operating revenue and non-operating revenue budgets amounted to \$30,077,615 and \$22,195,000 respectively, for a total revenue budget of \$52,272,615.



Summary of Revenue by Year

MetroConnects receives funding from a variety of sources: sewer user charges, investment income, grants, tap fees, and charges for miscellaneous services.

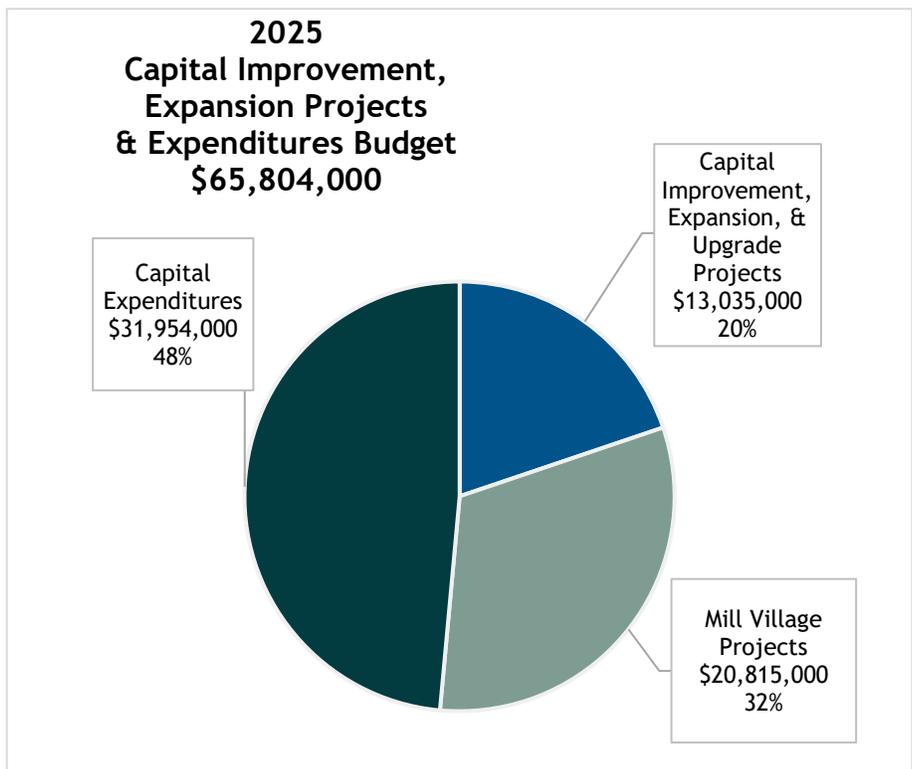
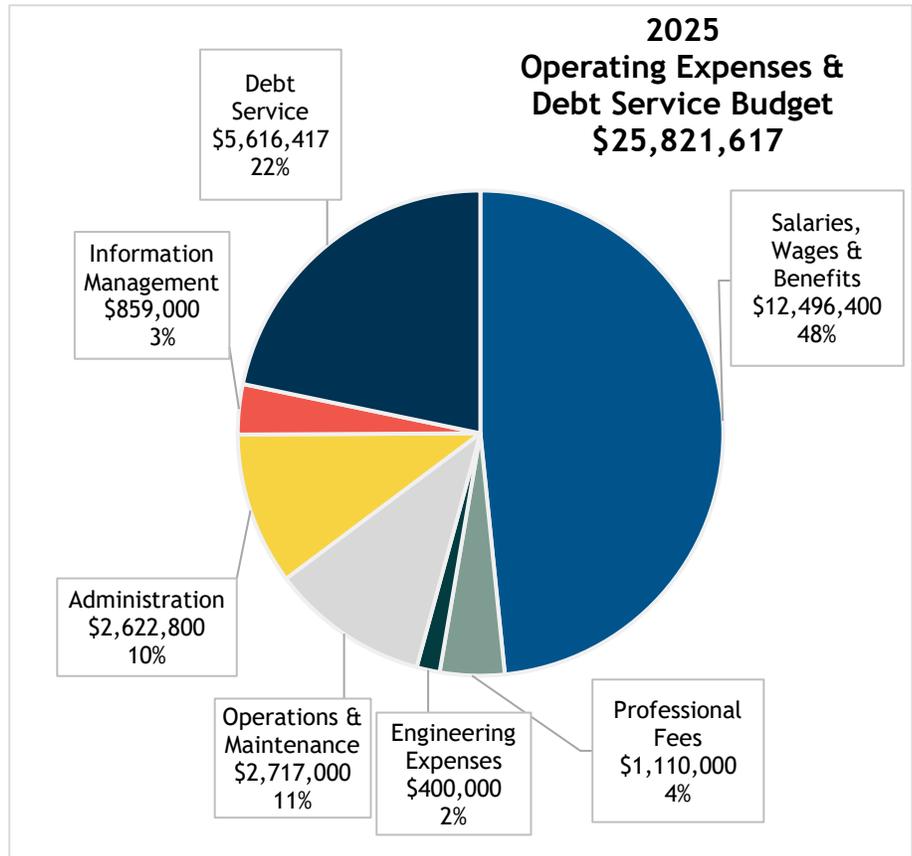
For FY 2025, the operating revenue budget equals \$30,077,615 and non-operating revenue budget equals \$22,195,000, for a total revenue of \$52,252,615. A significant increase compared to FY 2024 funding is in the use of additional awarded grants for capital improvement projects, which have been obtained from federal, state, and local agencies and have allowed the Commission to adopt a budget that includes lower rate increases for funding needs.

FY 2025 and FY 2024 Revenue Summary Comparison

Revenue Sources	FY 2025 Budget	FY 2024 Budget	Budget % Change
Operating Revenue			
Sewer User charge rate	\$27,977,615	\$25,023,621	12%
Tap fees and permits	2,000,000	2,000,000	0%
Development fees	100,000	250,000	-60%
Sub-Total Operating Revenue	\$30,077,615	\$27,273,621	10%
Non-Operating Revenue			
Investment income	\$750,000	\$1,000,000	-25%
Grant funding	21,300,000	5,720,000	272%
Sale of equipment	145,000	50,000	190%
Other revenue	-	250,000	-
Sub-Total Non-Operating Revenue	\$22,195,000	\$7,020,000	216%
Total Revenue	\$52,272,615	\$34,293,621	52%

Total Expenses for Fiscal Year 2025

For FY 2025, the operating expenses of \$20,205,200, debt service of \$5,616,417, and the capital plan budgets of \$65,804,000 respectively, for a total expense budget of \$91,625,617.



Summary of Expenses by Year

The following table provides a breakdown of operating expenses by year. The table shows an increase in operating expenses in FY 2025 compared to FY 2024. The operating expense budget for FY 2025 is \$20,205,200 with a 3% increase over FY 2024 of \$19,585,400.

FY 2025 and FY 2024 Expenses Summary Comparison

	FY 2025 Budget	FY 2024 Budget	Budget % Change
Operating Expenses			
<u>Salaries & Wages</u>			
Salaries & Wages	\$8,190,000	\$7,800,000	5%
Payroll Taxes (FICA)	627,000	600,000	5%
SC Retirement (PEBA)	1,590,000	1,470,000	8%
Vehicle Allowance Expense	(15,600)	(15,600)	0%
Group Insurance	1,995,000	1,900,000	5%
Workers Comp Insurance	110,000	100,000	10%
Sub-Total	\$12,496,400	\$11,854,400	6%
<u>Professional Services</u>			
Professional Fees	\$500,000	\$550,000	-9%
Accounting/HR Expense	250,000	145,000	72%
Public Relations Expense	360,000	350,000	3%
Sub-Total	\$1,110,000	\$1,045,000	6%
<u>Administration</u>			
Office Expense	\$35,000	\$35,000	0%
Seminars & Training	250,000	200,000	25%
Commissioners Per Diem/Expenses	119,000	84,000	42%
Miscellaneous	50,000	50,000	0%
Billing Charge	1,774,800	1,700,000	4%
Building/Tort Insurance	260,000	255,000	2%
Utilities	44,000	40,000	10%
Building Maintenance & Repair	65,000	80,000	-19%
Property Maintenance & Repair	25,000	25,000	0%
Sub-Total	\$2,622,800	\$2,469,000	6%

Continued on next page.

	FY 2025 Budget	FY 2024 Budget	Budget % Change
<u>Information Management</u>			
Information Management Expense	\$227,000	\$366,000	-38%
Software License Maintenance	522,000	505,000	3%
Telecommunications	110,000	110,000	0%
Sub-Total	\$859,000	\$981,000	-12%
<u>Operation & Maintenance</u>			
Uniforms	\$180,000	\$130,000	38%
Safety Expense	150,000	150,000	0%
Equipment Maintenance & Repair	180,000	180,000	0%
Vehicle Maintenance & Repair	600,000	600,000	0%
Operation & Maintenance Expense	350,000	300,000	17%
Locate Expense & Projects	357,000	335,000	7%
Contract Services (O&M)	900,000	850,000	6%
Sub-Total	\$2,717,000	\$2,545,000	7%
<u>Engineering Expenses</u>			
Pump Station Expenses	\$280,000	\$691,000	-59%
Engineering Expenses	120,000	-	-
Sub-Total	\$400,000	\$691,000	-42%
Total Operating Expenses	\$20,205,200	\$19,585,400	3%

Summary of Debt Service by Year

The following table provides a breakdown of debt service by year. The table shows an increase of 61% in bond interest and principal payments in FY 2025 compared to FY 2024 due to the issuance of the Series 2024 Bond.

FY 2025 and FY 2024 Debt Service Summary Comparison

Debt Service	FY 2025 Budget	FY 2024 Budget	Budget % Change
Debt Service	\$5,616,417	\$3,478,120	61%
Total Debt Service	\$5,616,417	\$3,478,120	61%

Summary of the Capital Plan by Year

The following table provides a breakdown of the Capital Plan by year. The table shows an increase in operating expenses in FY 2025 compared to FY 2024 due to grant funded projects and the construction of Project Green.

FY 2025 and FY 2024 Capital Plan Summary Comparison

	FY 2025 Budget	FY 2024 Budget	Budget % Change
Capital Plan			
<u>Capital Improvement & Expansion Projects</u>			
Maintenance Projects	\$3,550,000	\$3,000,000	18%
Rehabilitation Projects	4,770,000	1,140,000	318%
Roadway Relocation Projects	350,000	500,000	-30%
Pump Station Projects	750,000	465,000	61%
System Expansion Projects	3,615,000	3,938,850	-8%
Mill Village Projects	20,815,000	11,750,000	77%
Sub-Total	\$33,850,000	\$20,793,850	63%
<u>Capital Expenditures</u>			
Operations and Maintenance	\$1,848,000	\$966,000	91%
Information Management	106,000	185,000	-43%
Facilities (Project Green)	30,000,000	12,000,000	150%
Sub-Total	\$31,954,000	\$13,151,000	143%
Total Capital Plan	\$65,804,000	\$33,944,850	91%

Budget Detail Explanation

Revenues

Sewer User Charges = \$27,977,615

Customers connected to MetroConnects' wastewater collection system are billed sewer user charges monthly through their water provider. The sewer user charge consists of two components: (1) a base charge and (2) a volumetric charge per 1,000 gallons, which is calculated based on actual water usage. This rate structure is uniform for all customer types: residential, commercial, and industrial. The budgeted sewer user charge revenue assumes a growth rate in customer accounts and usage of 1.0% annually, along with the approved rate increase for 2025.

Tap Fees and Permits = \$2,000,000

For Single Family Residential, Industrial, and Commercial Uses: A connection fee is charged for each service connection to the wastewater collection system based on water meter size or Well Customer Rate. For Multi-Family Housing, a connection fee is charged for each service connection to the wastewater collection system based on the number of units and bedrooms per unit connection. An administration and cleanout fee is charged per connection. Tap fees and permits are expected to remain the same for FY 2025.

Development Fees = \$100,000

Includes the following charges: Project Plan Review Fees, Off-Site Easement Administrative Fee, Inspection Fees, Pump Station Review and Testing, and Project Dedication Administrative Fee will apply for any privately developed wastewater system constructed and installed in accordance with the Sanitary Sewer Standards and Procedures that will be dedicated to MetroConnects for operation, maintenance, and public use. Any tap or connection made to MetroConnects' wastewater collection lines or manholes without a permit will be charged an illegal tap fee. The FY 2025 budget projected a decrease in development fees from FY 2024, due to the high number of development projects in FY 2024 being expected to build out and finalize in FY 2025.

Investment Income = \$750,000

Interest earned from bank accounts and certificates of deposits budgeted in FY 2025 to gradually decrease throughout the forecast period to reflect the use of reserve funds for capital improvements.

Grant Revenue = \$21,300,000

Awards by federal, state, or local agency for the capital improvement of the wastewater collection system. MetroConnects has secured approximately \$32 million for infrastructure improvement projects in four of the five historic mill villages to be completed by 2026.

Sale of Equipment = \$145,000

Received from sale of equipment, vehicle, office furniture, etc. Planned sale of six vehicles and three pieces of equipment projected in FY 2025. These will be replaced with new vehicles and equipment reflected in the Capital Plan.

Other Revenue = \$0.00

Received from any miscellaneous revenue sources ranging from recycling material, project contributions, insurance claim reimbursements and any utility wastewater collection line damage claim reimbursements. No other revenue is projected for FY 2025.

Expenses

Salaries, Wage, and Benefits Expenses = \$12,496,400

Salaries and Wages: Reflects additional six full-time employees, four of which were carryovers from FY 2024, performance-based increases, and market adjustments will have a 5% increase overall.

Payroll Taxes: State and federal taxes deducted from employee wages and taxes paid by the employer based on the salary and wages projection.

SC Retirement: The South Carolina Retirement System (SCRS) pension rate paid by employers is 18.41% through June 30, 2025 and is expected to remain the same for the remainder of FY 2025.

Vehicle Allowance: A fringe benefit offered to employees who drive company vehicles will remain unchanged for FY 2025. No additional expenses were projected for FY 2025.

Group Insurance: Payments for health insurance and basic life insurance coverage provided by MetroConnects to all full-time employees budgeted to increase 5% for FY 2025 due to additional new hires and increases in the health insurance premiums. MetroConnects is in contract with Greenville County to be members of its self-funded health insurance plan. Greenville County approved an increase in overall rates by 13% in which MetroConnects restructured the employer/employee contribution allocation table to cover the cost of the rate increase while remaining within projected budget.

Workers Compensation Insurance: Projected a FY 2025 increase of 10% due to additional employees. This insurance protects employees under state law, and provides medical care, death, disability, and rehabilitation benefits for employees who are injured or killed while on the job.

Professional Service Expenses = \$1,110,000

Professional Fees: Charges for legal service expected to decrease by 9% in FY 2025 due to the completed Greenville County Regionalization. Attorney fees, lobbyist services, and professional project studies will remain consistent.

Accounting/HR: These expenses include financial audit services from a public accounting firm, third-party payroll services, and banking and credit card processing fees. Due to the increase in employees, processing fees from third-party payroll services will rise by 12% in FY 2025 compared to FY 2024. Professional Human Resources consulting services, covering a wide range of employment-related needs such as recruitment, job advertising, and onboarding testing, will increase by 95%. MetroConnects faced challenges in filling certain positions in FY 2024, prompting the decision to consult with recruiters. Contracted services for banking and credit card processing will see a 31% increase from the FY 2024 budget, driven by the implementation of the Cityworks Permitting Licensing and Land Management Portal (PLL Portal). However, financial audit services for FY 2025 will offset this increase with a 1% decrease compared to FY 2024.

Public Relations: Costs incurred in education and public relations, community sponsorships, along with the implementation of a Strategic Communications Plan and website redesign are expected to increase 3% in FY 2025.

Administration Expenses = \$2,622,800

Office Supplies: Represents the cost of all supplies and materials consumed or used in office operations along with office equipment rental. No additional expense was projected for FY 2025.

Seminars and Training: Used for dues, professional organization membership fees, professional licensing, and certification fees, attending training programs, conferences (registration fees), seminars, college courses or other continuing education classes, overnight stay, transportation, lodging, and meals. Each department submitted their budget requests reflecting a 25% increase over FY 2024.

Commission Per Diem: The seven Commissioners are authorized to be compensated for the performance of their duties and responsibilities as member of the governing body of MetroConnects. The FY 2025 budget also includes funds for the opportunity to attend training, seminars, and conferences, should they choose to do so. This addition increased the FY 2025 budget 42% over FY 2024.

Miscellaneous: Used to record the cost of minor expenses including lunch meetings, employee luncheons, Commission meeting supplies, general office furnishings, etc. No additional expense was projected for FY 2025.

Billing Charges: MetroConnects relies upon several water providers to collect the sewer user charge from more than the 104,000 customer accounts. The providers are Greenville Water, Greer Commission of Public Works, Laurens County Water and Sewer Commission, Marietta Water Fire Sanitation and Sewer District, Blue Ridge Rural Water Company, ReWa, and the City of Greenville. Greenville Water bills for approximately 97% of the customer accounts. For FY 2025 the budget will increase 4% to reflect customer growth and an increase in billing charges.

Building/Tort Insurance: Liability insurance purchased for property, operations, and activities that provides protection against most risks to structures, equipment, vehicles, and legal assistance is expected to increase 2% from FY 2024 due to the purchase of new vehicles and equipment. All insurance claim deductibles are also paid from this account.

Utilities: Projected to increase 10% in FY 2025 due to anticipated increases from local utility providers for electricity, water, and gas on the MetroConnects campus.

Building Repair/Maintenance: This category addresses facility needs and annual maintenance on the MetroConnects campus. Costs for FY 2025 are budgeted to decrease 19% compared to FY 2024 due to no scheduled repairs to the buildings.

Property Repair/Maintenance: Expenses for landscaping, upkeep of property, and dumpster rental, all of which remained relatively flat between the FY 2025 and FY 2024 budgets.

Information Management Expenses = \$859,000

Information Management: Includes the cost of general repairs, maintenance of computers, and support contracts. This account is projected to decrease 38% in FY 2025 due to the completion of major enterprise systems being completed in FY 2024.

Software License Maintenance: Projected for FY 2025, the charges for annual license and maintenance fees for software and cost of data processing services provided by external computing sources will increase 3% from FY 2024.

Telecommunications: The 2025 budget includes charges for the usage, maintenance, repair services required on the landline telephone system, after-hours call center costs, cell phones, internet, wireless flow meter monitoring, alarm monitoring, and vehicle tracking. No additional expense was projected for FY 2025.

Operations and Maintenance Expenses = \$2,717,000

Uniforms: Cost of uniforms and any other logo type clothing furnished to employees by MetroConnects is budgeted to increase 38% due to the anticipation of three new hires in O&M and increased uniform costs in FY 2025.

Safety: Includes cost for a third-party safety training company, personal protective equipment (PPE) and clothing, and drug testing which remained relatively flat between the FY 2025 and FY 2024 budgets.

Equipment Maintenance and Repair: No additional expense was projected for FY 2025 for cost of supplies, materials, and repairs used in routine equipment maintenance.

Vehicle Maintenance and Repair: Represents expenses for fuel, supplies, materials, and repairs used in routine automotive maintenance. No additional expense was projected for FY 2025.

Operation and Maintenance Expense: Miscellaneous cost of small tools, materials, and supplies used in general maintenance and equipment will increase 17% in FY 2025. This is mainly due to the rising cost of manhole rings, risers, and covers and the need for repairs resulting in nightly roadway lane closures with traffic control and enforcement measures.

Locate Expense and Projects: Cost of small tools, materials, and supplies used in managing the Utility Locate Program mandated by state law (SC8-1-1) which provides tickets to O&M staff to mark the location of MetroConnects' underground assets. SC811 charges \$1.07 per ticket received and bills on a quarterly basis. Also included in this budget is an annual contract to survey manhole locations and elevations within the MetroConnects wastewater collection system. As of FY 2024, 85% of manholes within the wastewater collection system have been surveyed. This nine-year project is projected to be completed in FY 2026.

Contract Services (O&M)

These contracts consist of the following:

- *Right of Way Clearing*: Annual contract for tree, brush, debris removal to remain constant in FY 2025.
- *Root Treatment*: Project a 17% increase in the annual chemical treatment root control contract in FY 2025.
- *CCTV/Line Cleaning*: Anticipate annual contract for CCTV inspection and line cleaning for sewer lines to remain constant in FY 2025.

Engineering Expenses = \$400,000

Pump Station Expenses: Expenses for the maintenance, general repairs and required utilities for all pump stations are projected to decrease by 59% due to less repairs, retrofitting, and replacement pumps scheduled for FY 2025.

Engineering Expenses: Miscellaneous expenses for encroachment projects, studies, and permitting fees are expected to increase in FY 2025.

Debt Service

Debt Service = \$5,616,417

Debt Service: Account holds restricted amounts for the principal and interest payments on MetroConnects' 2019, 2020, 2022, and 2024 Series Bonds. The amounts are based on each bond debt service schedule.

Capital Plan

Capital Improvement Projects = \$33,850,000

Maintenance Projects = \$3,550,000: Costs projected to increase 18% for repairs to the wastewater collection system utilizing the annual maintenance contract. In addition to wastewater collection system repairs, the contract is also used to cover pavement repairs for settled-out areas located over the wastewater collection system lines, stream bank stabilization, and other small miscellaneous repairs.

Rehabilitation Projects = \$4,770,000: Cost of repairs to the wastewater collection system utilizing various rehabilitation projects are projected to increase significantly by 318% due to more projects being identified in the regionalized areas. In addition to construction cost, project costs may include attorney's fees, surveying fees, engineering fees, right of way cost, or permit fees.

Roadway Relocation Projects = \$350,000: These funds are for future SCDOT projects where the sewer lines may need to be relocated. There are currently no projects in design where funds may be needed reflecting the 30% decrease in FY 2025.

Pump Station Projects = \$750,000: The increase of 61% is the contracted renovation of the Riverview Pump Station for FY 2025.

System Expansion Projects = \$3,615,000: Projects identified in areas for the construction of new wastewater collection systems to expand wastewater service. These costs are projected to decrease by 8% in FY 2025.

Mill Village Projects = \$20,815,000: MetroConnects currently has five mill village infrastructure improvement and replacement projects planned and/or under construction, four of which are utilizing awarded grant funds. The budget increased from FY 2024 to FY 2025 by 77%.

Capital Expenditures = \$31,954,000

Operation and Maintenance = \$1,700,000: Cost of newly acquired vehicles and equipment needed to perform day-to-day tasks. Projected to increase 91% due to the replacement of a CCTV van and the purchase of a new jet truck. After the unexpected hurricane event (Hurricane Helene), MetroConnects identified a need for two fuel tank trailers for emergencies. A Utility Task Vehicle (UTV) replacement and a new camera also have been budgeted for in this increase.

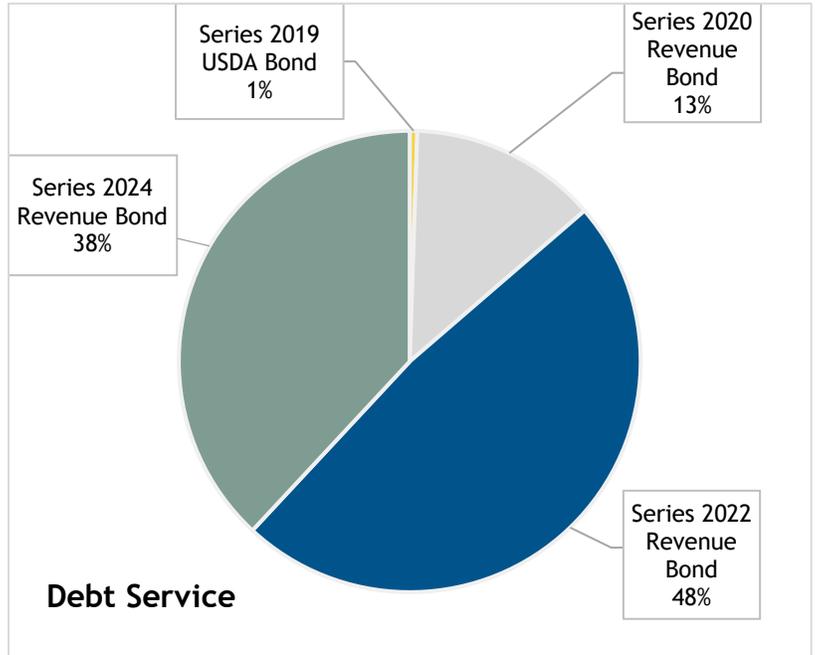
Information Management = \$106,000: Projected to decrease 43% due to the implementation of the PLL Portal in FY 2024.

Facilities = \$30,000,000: Costs for Project Green utilizing proceeds from the Series 2024 Bond. The project is scheduled for completion in the first quarter of FY 2026.

Debt Service

MetroConnects has issued revenue bonds to finance portions of its CIP and to assume outstanding debt associated with the regionalized wastewater collection systems and the construction of Project Green. The 2025 debt service budget is \$5.6 million or approximately 22% of the overall operating expenses.

In September 2024, MetroConnects received its first bond rating. Both the Moody’s Investors Service (Moody’s) and Standard & Poor’s Global Ratings (S&P) conducted an interview with staff and was furnished with certain information and materials relating to the Series 2024 Bonds and the wastewater collection system for their rating consideration. Moody’s assigned a rating of “Aa2” and S&P assigned a rating of “AA.” MetroConnects’ bond rating can warrant a revision at any time or with any given circumstance at the discretion of Moody’s and/or S&P.



MetroConnects currently has four series bonds outstanding at the end of 2024:

- Sewer System Revenue Bond, Series 2019** - MetroConnects issued a \$451,000 Sewer System Revenue Bond Series 2019 on December 17, 2019. The Series 2019 Bond is payable in annual installments of principal and interest of \$29,205, beginning January 5, 2021, through its maturity date of December 17, 2059, and has an interest rate of 5.69%. The bond is a United States Department of Agriculture (USDA) bond and provides protection for the service area. The proceeds of the Series 2019 Bond were used for a CIP project.
- Sewer System Revenue Bond, Series 2020** - MetroConnects issued a \$8,847,000 Sewer System Revenue Bond Series 2020 on August 6, 2020. The Series 2020 Bond is payable in annual principal installments ranging from \$507,000 to \$683,000, beginning January 5, 2021, through its maturity date of January 5, 2036, plus semi-annual payments of interest at a rate of 1.18%. The proceeds of the Series 2020 Bond were used for CIP projects and other capital expenditures.

- **Sewer System Revenue Bond, Series 2022** - MetroConnects issued a \$38,000,000 Sewer System Revenue Bond Series 2022 on June 9, 2022. The Series 2022 Bond is payable in annual principal installments ranging from \$1,463,000 to \$2,646,000, beginning December 1, 2022, through its maturity date of June 1, 2042, plus semi-annual payments of interest at a rate of 3.35%. The proceeds of the Series 2022 Bond were used to redeem the outstanding sewer-related debt of wastewater collection special purpose district systems that were regionalized with MetroConnects in July 2022 and to redeem MetroConnects' Sewer System Revenue Bond Series 2021.
- **Sewer System Revenue Bond, Series 2024** - MetroConnects issued a \$37,374,224 Sewer System Revenue Bonds Series 2024 on September 25, 2024. The Series 2024 Bonds are payable in annual principal amounts ranging from \$290,000 to \$2,095,000, beginning June 1, 2025, through their final maturity date of June 1, 2054, plus semi-annual payments of interest at rates ranging from 3.50% to 5.00%. The proceeds of the Series 2024 Bonds will be used for the construction of Project Green and other CIP projects.

Over the next five fiscal years MetroConnects plans to complete multiple capital projects to upgrade and rehabilitate the wastewater collection system. MetroConnects plans to pay the costs of these projects from a variety of sources, including available cash and grants. MetroConnects does not presently plan to issue additional bonds to fund projects included in its CIP, however, MetroConnects' plan to issue additional bonds may change at the discretion of the Commission in response to changing factors and circumstances, including the availability of grants and other funding sources.

Debt Service Coverage Requirements

Pursuant to its approved Bond Resolution on November 4, 2019, MetroConnects has covenanted to maintain rates and charges that are reasonably expected to yield net earnings equal to at least 120% of MetroConnects' annual principal and interest requirements and 100% of other debt-related costs for a fiscal year. Net earnings is MetroConnects' gross annual revenues, less operating and maintenance expenses, subject to certain adjustments for non-cash expenses. MetroConnects has further established a policy to maintain net earnings equal to at least 130% of annual principal and interest requirements and has an internal target to maintain net earnings of at least 150% of annual principal and interest requirements.

The following table shows the forecasted gross revenues, operation and maintenance expenses, net earnings, and debt service coverage of MetroConnects for each of the Fiscal Years 2025 through 2027.

Debt Service Coverage Summary

	FY 2025 Adopted	FY 2026 Projected	FY 2027 Projected
Operating Revenues	\$30,077,615	\$32,028,460	\$ 34,217,528
Less: (Operation Expenses)	(20,205,200)	(21,308,371)	(21,889,669)
Plus/Less: Non-Operating Revenues (Expenses)	22,050,000	11,764,000	300,000
Plus: Total Adjustments to Revenues and Expenditures	(21,300,000)	(11,264,000)	-
Net Earnings	\$ 10,622,415	\$ 11,220,089	\$12,627,859

Annual Principal and Interest Requirements			
Sewer System Revenue Bond, Series 2019	\$29,205	\$29,205	\$29,205
Sewer System Revenue Bond, Series 2020	737,681	737,844	736,921
Sewer System Revenue Bond, Series 2022	2,710,664	2,710,157	2,709,909
Sewer System Revenue Bond, Series 2024	2,138,868	2,134,175	2,138,550
Total Bonds	\$5,616,417	\$5,611,381	\$5,614,584

Debt Service Coverage - Bonds			
Calculated Using Net Revenues	1.89	2.00	2.25

Debt Service Requirement Schedule

Fiscal Year	Annual Principal & Interest Requirement	Fiscal Year	Annual Principal & Interest Requirement	Fiscal Year	Annual Principal & Interest Requirement
2024	\$3,478,120	2037	4,861,354	2050	2,165,705
2025	5,616,417	2038	4,863,316	2051	2,162,905
2026	5,611,381	2039	4,860,902	2052	2,167,105
2027	5,614,584	2040	4,856,370	2053	2,163,205
2028	5,614,548	2041	4,855,251	2054	2,166,105
2029	5,426,428	2042	4,856,175	2055	29,205
2030	5,426,151	2043	2,166,605	2056	29,205
2031	5,422,951	2044	2,166,505	2057	29,205
2032	5,421,780	2045	2,164,205	2058	29,205
2033	5,424,318	2046	2,164,605	2059	29,205
2034	5,419,494	2047	2,167,505	2060	29,205
2035	5,418,224	2048	2,162,905		
2036	5,419,163	2049	2,165,705	Total	\$124,625,217

Three-Year Consolidated Financial Schedules

This table shows a three-year consolidated financial schedule that include figures for actual SY 2023*, the FY 2024 adopted budget, the FY 2024 estimated actual budget, and the FY 2025 adopted budget.

	SY 2023*	FY 2024	FY 2024	FY 2025
	Actuals	Adopted Budget	Estimated	Adopted Budget
Beginning Balance	\$ 45,140,979	\$ 51,227,986	\$ 51,227,986	\$ 81,794,577**
Revenues				
Sewer User Charges	\$ 12,395,881	\$ 25,023,621	\$ 25,902,107	\$ 27,977,615
Tap Fees and Permits	1,775,231	2,250,000	4,395,379	2,100,000
Interest Income	1,100,360	1,000,000	2,529,738	750,000
Other Miscellaneous Revenues	146,820	300,000	922,715	145,000
Debt Proceeds/Grant Funding	4,578,083	45,548,140	43,749,923	21,300,000
Sub-Total Revenues	\$ 19,996,375	\$ 74,121,761	\$ 77,499,862	\$ 52,272,615
Expenses				
Salaries, Wages, and Benefits	\$ 5,131,597	\$ 11,854,400	\$ 11,016,777	\$ 12,496,400
Professional Fees	371,207	1,110,000	771,053	1,110,000
Operations and Maintenance	977,177	2,717,000	2,240,930	2,717,000
Information Management	351,715	859,000	801,466	859,000
Engineering Projects	88,774	120,000	447,764	400,000
Administration	1,226,440	2,622,800	2,925,861	2,622,800
Debt Service	-	3,478,120	3,478,120	5,616,417
CIP and Expenditures	5,762,458	20,793,850	20,442,331	65,804,000
Sub-Total Expenses	\$ 13,909,368	\$ 43,555,170	\$ 42,124,302	\$ 91,625,617
Ending Balance	\$ 51,227,986	\$ 81,794,577	\$ 86,603,546	\$ 42,441,575

* Partial-fiscal year period from beginning July 1, 2023 and ending December 31, 2023.

** Beginning balance 2024 Adopted Budget used.

Fund Balance

MetroConnects measures its financial position with an extensive annual review along with a five-year review of cash and investment management to ensure the safety and integrity of MetroConnects’ financial assets.

In accordance with best practices recommended by the Government Finance Officers Association (GFOA), at a minimum, general-purpose governments maintain unrestricted budgetary fund balance in the general fund of no less than two months of regular general fund operating revenues or regular general fund operating expenditures. MetroConnects, however, has established a more conservative benchmark. Its financial policies set a minimum of 250 days of unrestricted cash on hand, with an internal target of maintaining at least 365 days of operating expenses.

Looking ahead, MetroConnects plans to fund a portion of its capital projects scheduled for FY 2025 through 2027 using a combination of annual revenues and capital reserves. This reflects MetroConnects’ planned reduction of its unrestricted cash on hand over a period of several years.

FY 2025 – 2027 Projected Fund Balance

	FY 2025 Projected	FY 2026 Projected	FY 2027 Projected
Beginning Fund Balance	\$ 81,794,577	\$ 42,441,575	\$ 32,116,283
Rate Funded	(4,255,998)	(5,108,708)	(5,813,275)
Reimbursements (Bonds)	(30,000,000)	(2,236,000)	-
Reserve Funded Capital	(5,097,004)	(2,980,584)	(2,150,450)
	\$42,441,575	\$ 32,116,283	\$24,152,558

Departments

Position Summary

Prior to the regionalization in July 2021, MetroConnects employed 37 individuals. MetroConnects was able to retain many sewer-related staff from the other special purpose districts. Following the completion of the regionalization and the addition of other necessary positions, the total number of employees at the end of FY 2024 was 103. Due to highly competitive salaries in the utility industry, MetroConnects faced challenges in retaining employees from FY 2023 to FY 2024. In response, MetroConnects conducted a comprehensive salary survey to stay competitive with salaries, wages, and benefits. Looking ahead to FY 2025, the staff has identified additional staffing requirements.

FY 2023 – 2025 Position Summary Table

	FY 2023 Actual	FY 2024 Actual	FY 2025 Budget
Administration	5	5	5
Engineering	15	14	17
Finance	8	8	9
Information Management	8	9	9
Operations and Maintenance	69	67	75
Total	105	103	115

Administration

Staffing

The Administration Department is authorized to staff five skilled, full-time employees. The FY 2025 Budget does not include any changes to the authorized position count for the Administration Department.

FY 2023 – 2025 Administration Department Position Summary

Position	FY 2023 Actual	FY 2024 Actual	FY 2025 Budget
General Manager	1	1	1
Chief Financial Officer	1	1	1
Chief Information Officer	1	1	1
Chief Operating Officer	1	1	1
Chief Technical Officer	1	1	1
Total	5	5	5



Carol Elliott
General Manager



Christie Whitmire
Chief Financial Officer



Jake Tittle
Chief Information Officer

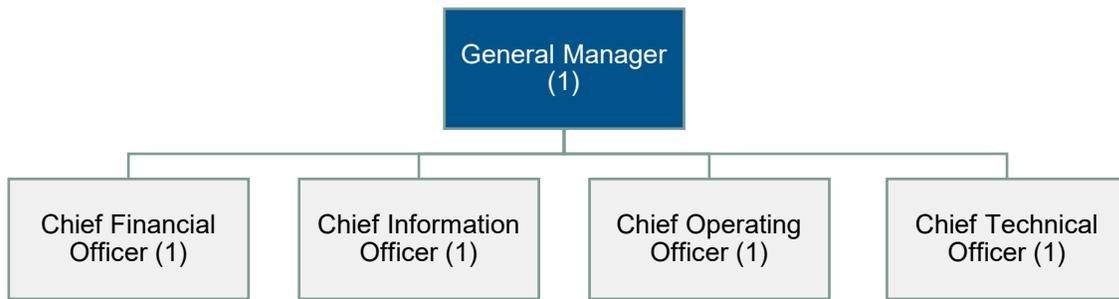


Jason Bagwell
Chief Operating Officer



Josh Hawkins
Chief Technical Officer

Department Organizational Chart



Activities

- Administer and maintain oversight of intergovernmental coordination with partner agencies and politicians
- Continuous communication with the Commission through reporting and updates as necessary
- Manage each department, which are vital to all services and activities at MetroConnects
- Provide public involvement and outreach activities with development and implementation of key documents, presentations, and initiatives

Goals and Objectives

2024

- Implementation of the FY 2024 Budget
- Annual Audit
- Conducted Rate Study
- Preparation of the FY 2025 Adopted Budget
- Received two Bond Ratings from Moody's: Aa2 and S&P: AA
- Planned and issued the Series 2024 Bond
- Established career development for succession planning
- Solicited federal, state, and local funding for future projects
- Updated key policies and procedures
- Continued planning for Project Green
- Began construction on Project Green
- Department oversight

2025

- Implementation of the FY 2025 Adopted Budget
- Continue managing Project Green
- Annual Audit
- Establish career development for succession planning
- Solicit federal, state, and local funding for future projects
- Update key policies and procedures
- Revisit rate model during budget process
- Preparation and approval of the FY 2026 Budget
- Department oversight

Engineering

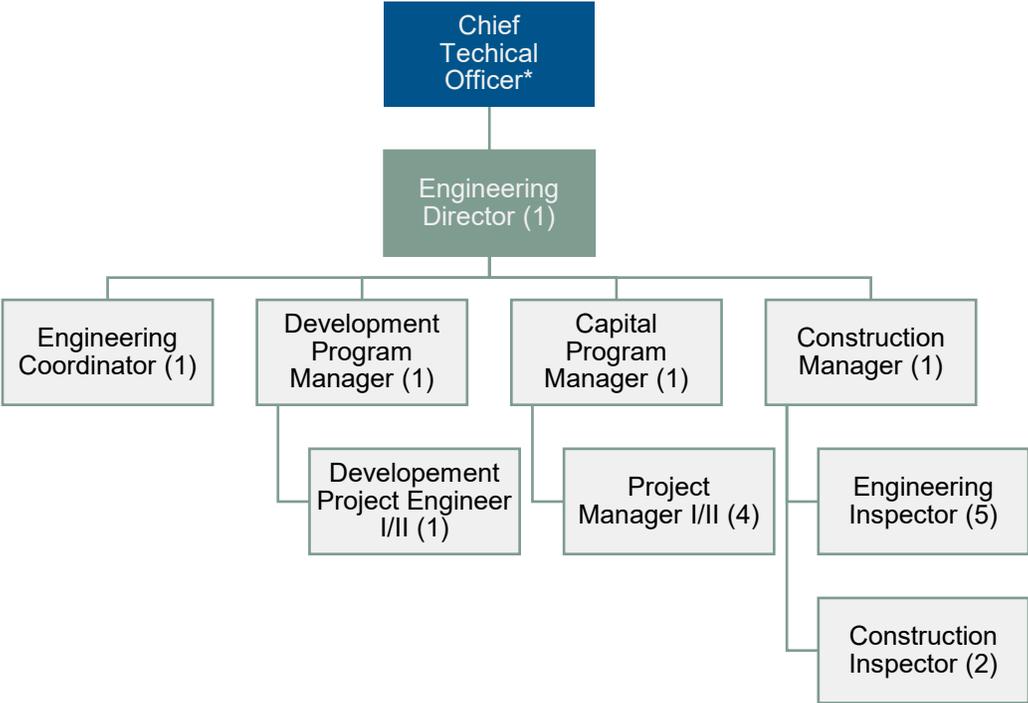
Staffing

The Engineering Department provides a range of services, including the Development Program, Capital Program, and the Construction Program. The Engineering Department is authorized to staff 17 skilled full-time employees.

FY 2023 – 2025 Engineering Department Position Summary

Position	FY 2023 Actual	FY 2024 Actual	FY 2025 Budget
Engineering Director	1	1	1
Engineering Coordinator	1	1	1
Development Program Manager	1	1	1
Development Project Engineer I/II	1	1	1
Capital Program Manager	1	1	1
Project Manager I/II	3	3	4
Construction Manager	1	-	1
Engineering Inspector	5	4	5
Connection Inspector	1	2	2
Total	15	14	17

Department Organizational Chart



*Position counted in the Administration Department.

Development Program

Activities

- Ensure new development and connections comply with MetroConnects' Sanitary Sewer Standards and Procedures
- Facilitate new development projects, current customers, and homeowners in need of wastewater collection service
- Services include engineering design reviews, permitting, new service connections, commercial and industrial connections, and capacity request

Goals and Objectives

2024

- Designed and implemented the Cityworks Development Portal for development projects
- Implemented a Summer Internship Program - one candidate completed the program
- Worked with developer community on the implemented Cityworks Development Portal

2025

- Continue to improve processes and workflows

Capital Program

Activities

- Administer the Capital Improvement and Expansion Plan
- Maintain and expand the wastewater collection system within Greenville County
- Manage outside professional engineering and construction consultants for bid and construction process
- Manage the planning, budgeting, and prioritizing projects of the CIP
- Support Restoration and Replacement projects to develop and deliver new capacity and infrastructure
- Track and manage projects funded with grants
- Update a detailed 10-year capital plan

Goals and Objectives

2024

- Started or completed all scheduled projects
- Obtained more than \$8.8 million in federal and state grant awards

2025

- Start and complete projects as scheduled on capital plan
- Submit for 2025 Federal Emergency Management Agency (FEMA) Building Resilient Infrastructure and Community (BRIC) grant funding
- Submit for 2025 South Carolina Rural Infrastructure Association (SCRIA) grant funding

Construction Program

Activities

- Coordinate inspection of new development construction
- Make recommendations for point repairs, replacements, cured-in-place-pipe (CIPP), or manhole lining
- Manage and administer the annual maintenance contracts (\$3M+ annually) when wastewater collection system defects are identified by the O&M Department
- Monitor, inspect, and test new residential and commercial service connection
- Prioritize repairs identified



Goals and Objectives

2024

- Completed record breaking year of \$2.4 million, completing over 200 repairs and responding to more than 70 emergencies

2025

- Continue to improve processes and workflows
- Successfully complete projects on schedule

2024 Engineering Performance Indicators

MetroConnects Annual CMOM Submittal

PI #	PI Name	PI Description	PI Goal	CY21	CY22	CY23	CY24
9	New Capacity Requests	Number and flow new capacity requests annually	MGD	2.16	3.34	3.62	2.93
10	Sewer Rehabilitation	Length of sewer rehabbed annually	Linear Feet	30,471	122,886	62,886	7,256
11	Point Repairs	Number of Point Repairs annually	Count	38	164	226	141
12	Manholes (MH) (added PI)	MH Repair/Replacements	Count	15	184	1,254	464
13	I/I Resolution	Number of resolved severe I/I defects	Count	1	2	29	7
14	Lateral Repairs/Replacements	Number of laterals point repair, replaced, CIPP'd annually	Count	209	574	545	206

NOTES:

July 1, 2021 MetroConnects regionalized with four sewer districts

July 1, 2022 MetroConnects regionalized with two sewer districts

March 1, 2023 MetroConnects regionalized with one municipality

Three active rehabilitation projects in construction (2024) that will close out in 2025 to 2026

PI is Performance Indicator

CY is calendar year

Finance

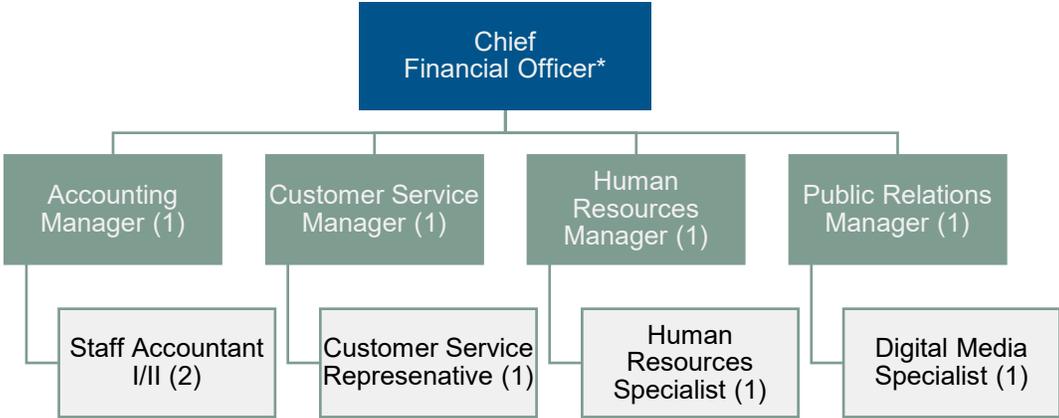
Staffing

The Finance Department includes Accounting, Customer Service, Human Resources and Public Relations. The Finance Department is authorized to staff nine skilled, full-time employees.

FY 2023 – 2025 Finance Department Position Summary

Position	FY 2023 Actual	FY 2024 Actual	FY 2025 Budget
Accounting Manager	-	1	1
Staff Accountant I/II	2	1	2
Customer Service Manager	1	1	1
Customer Service Representative	1	1	1
Human Resources Manager	1	1	1
Human Resources Specialist	1	1	1
Public Relations Manager	1	1	1
Digital Media Specialist	1	1	1
Total	8	8	9

Department Organizational Chart



*Position counted in the Administration Department.

Accounting

Activities

- Accounts payable and receivables
- Administration of all insurance policies and claims
- Monthly budget monitoring
- General ledger maintenance
- Procurement
- Project tracking
- Reporting to management and administration

Goals and Objectives

2024

- Improved accounts payable process for accuracy and security measures
- Improved the accuracy of preparing and analyzing financial statements in accordance with GAAP
- Provided transparent, informative, and relevant financial information

2025

- Maintaining financial records to insure compliant with federal and state regulations
- Provide transparent, informative, and relevant financial information
- Submit for the GFOA Distinguished Budget Award
- Submit for the GFOA Certificate of Achievement of Excellence in Financial Reporting Award

Customer Service

Activities

- Accept payments
- Assist customers, developers, plumbers, etc.
- Issue connection permits
- Office management

Goals and Objectives

2024

- Assisted customers with the new permitting system utilizing PLL Portal
- Implemented online payment process through the new PLL Portal
- Learned new the new PLL Portal

2025

- Establish SMART Goals - S (specific) M (measurable) A (achievable) R (relevant) T (time-bound)
- Participate in customer service training and development opportunities
- Strive to provide a high level of service to all customers
- Track customer feedback in dashboard

Human Resources

Activities

- Administer benefit plans
- Internal consulting for management and employees
- Legal compliance
- Monitor compensation
- Payroll and payroll changes
- Personnel policies and procedures
- Personnel record management
- Recruitment, onboarding, and terminations
- Training and employee development

Goals and Objectives

2024

- Completed an Employee Manual update
- Conducted a salary survey project
- Conducted an employee survey with focus groups
- Established a more streamline performance review process
- Implemented a monthly employee training schedule
- Increased employee communication with digital signage and intranet updates
- Transitioned from specific employee pay brackets to pay bands

2025

- Create more internship opportunities within each department
- Execute employee survey feedback
- Fill vacant positions with recruitment
- Revise the performance review forms
- Update employee training schedule

Public Relations

Activities

- Assist and promote community outreach opportunities
- Create compelling narratives and content for MetroConnects' website and social media platforms
- Generate positive media attention
- Produce external and internal information for employees, the Commission, and the general public
- Represent MetroConnects at various public and community meetings and events
- Update weekly digital signage on campus

Goals and Objectives

2024

- Broadened its marketing reach by sponsorship and participation in the Greenville Christmas Parade, Imagine A Day Without Water, and Walk for Water
- Built consistent and targeted materials to educate its customers and the public about its Clean Water Forward Initiative to include social media posts, blogs, brochures, and billing inserts
- Continued to enhance current public awareness of MetroConnects through marketing and educational materials
- Planned and organized two ribbon-cutting ceremonies, as well as a groundbreaking ceremony
- Projected a positive, responsive, and proactive public image to the media, customers, businesses, communities, and public officials
- Provided targeted educational materials to secure grant funding at the federal, state, and local levels
- Worked with a third-party vendor who conducted an audit of marketing materials and held focus groups to help MetroConnects develop a Strategic Communications Plan

2025

- Build and maintain a favorable public image
- Implement the Strategic Communication Plan
- Maintain relationships with customers, employees, community leaders, local, state, and federal officials
- Assist with GFOA Popular Annual Financial Report Award

Information Management

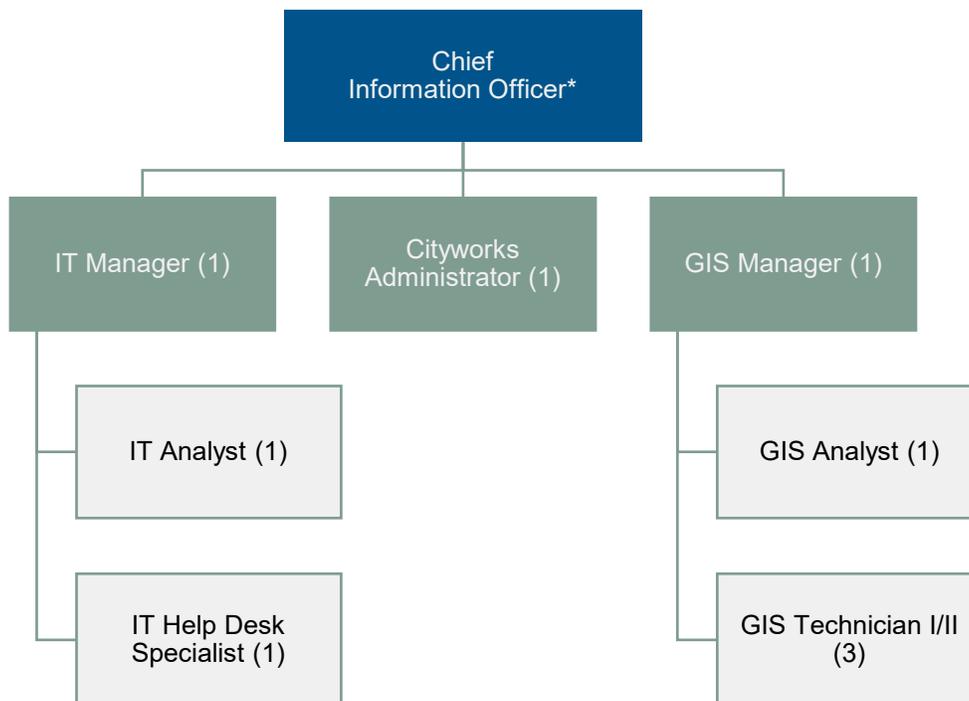
Staffing

The Information Management Department includes a Geographic Information Systems (GIS) group and an Information Technology (IT) group. The FY 2025 Budget does not include any changes to the authorized position count for the Information Department.

FY 2023 – 2025 Information Management Department Position Summary

Position	FY 2023 Actual	FY 2024 Actual	FY 2025 Budget
IT Manager	1	1	1
IT Analyst	1	1	1
IT HelpDesk Specialist	-	1	1
Cityworks Administrator	1	1	1
GIS Manager	1	1	1
GIS Analyst	1	1	1
GIS Technician I/II	3	3	3
Total	8	9	9

Department Organizational Chart



**Position counted in the Administration Department.*

Geographic Information Systems (GIS)

Activities

- Continuous management of the wastewater collection system assets
- Maintain up-to-date asset management databases to meet performance goals and system maintenance requirements
- Manage/maintain customer connections to the wastewater collection system and ensure billing data accuracy
- Provide an asset management work order system (Cityworks and GIS) to effectively identify and locate system assets, their attributes, performance, and reporting documents
- Provide up-to-date reporting for organizational productivity



Goals and Objectives

2024

- Began implementation of Environmental Systems Research Institute (ESRI) Utility Network (UN)
- Continuation of year eight of the wastewater collection system Manhole Survey project
- Developed an off-network, cloud-based backup map for field/office production during outages
- Developed and refined the Risk/Consequence Asset Management Model
- Implemented the PLL Portal to enable connection permits and payments online
- Launched the PLL Development Portal for the Developer/Builder Community to submit development projects and process payments electronically
- Updated and maintained CMOM reporting
- Upgraded various software

2025

- Automate recurring tasks involving Asset Management
- Complete the ESRI UN implementation
- Complete year nine of the wastewater collection system Manhole Survey project
- Conduct drone flights to capture aerial imagery
- Work with O&M to license drone operators and create a Drone Program to perform aerial inspections on right of ways, manholes, and aerial crossings
- Develop and refine KPI reporting dashboards
- Establish links from GIS assets to related documents in the document management system
- Maintain the Risk/Consequence Asset Management Model
- Update and maintain CMOM reporting
- Upgrade various software

Information Technology (IT)

Activities

- Ensure technology systems comply with industry standards and regulations
- Oversee the overall health and security of MetroConnects' IT infrastructure
- Provide expertise and guidance for all projects and work that include IT or could benefit from an IT component
- Provide technology support in person or over the phone
- Provide training to end users

Goals and Objectives

2024

- Built additional IT infrastructure for the ESRI UN implementation
- Conducted third-party External Penetration Test and Remediation
- Implemented a mass notification system for employee emergency communications
- Implemented a new password management solution for IT
- Implemented an AI Email Security Solution
- Implemented IT Asset Management Automation
- Improved Edge Device Hardening

2025

- Conduct third-party full Penetration Testing and Remediation
- Conduct user awareness training and testing
- Continue and improve Patch Management
- Disaster recovery documentation and testing
- Enhance conditional access policies
- Ensure Center for Internet Security Level 1 Compliance for all servers
- Establish first Responder Net through Verizon
- Implement account segregation for privileged accounts
- Implement centralized login management
- Implement stricter authentication controls for sensitive accounts
- Improve password management for the Finance Department
- Provide a fail-over for MetroConnects' internet service provider (ISP)
- Support the ESRI UN upgrade completion

Operations and Maintenance

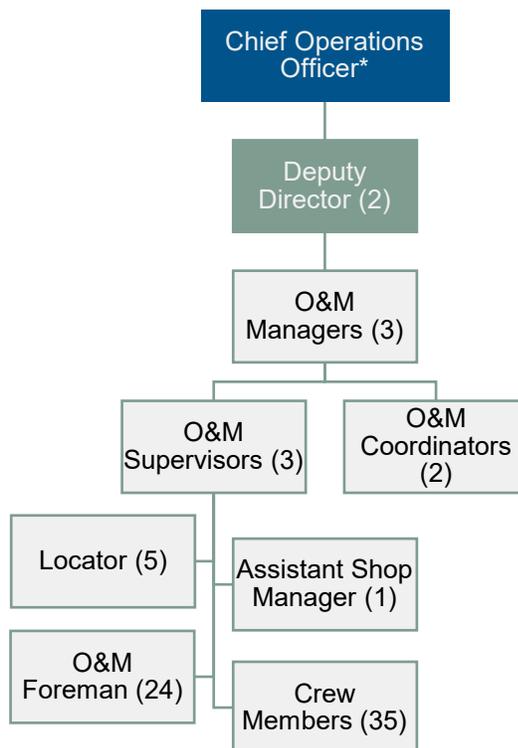
Staffing

The Operations and Maintenance (O&M) Department provides a wide range of proactive, on call and emergency services for MetroConnects, including CCTV Inspection, Line Cleaning, Maintenance and Repairs of Lines and Manholes, Pump Station Operation and Maintenance, Right of Way Clearing, System Locating for SC811 Tickets, Safety Training and Management, and Mechanic/Fleet/Facility Maintenance. The O&M Department is authorized to staff 75 skilled full-time employees.

FY 2023 – 2025 Operations and Maintenance Department Position Summary

Position	FY 2023 Actual	FY 2024 Actual	FY 2025 Budget
Deputy Director	2	2	2
O&M Shop Manager	3	3	3
O&M Locate Supervisor	3	3	3
O&M Safety Coordinator	1	2	2
Assistant Shop Manager	1	1	1
Locator	4	5	5
O&M Foreman	23	21	24
Crew Member	32	30	35
Total	69	67	75

Department Organizational Chart



**Position counted in the Administration Department.*

Closed Circuit Television (CCTV Inspection)

Activities

- Respond to emergency calls and SSOs
- Inspect interior of sewer pipe using National Association of Sewer Service Companies' Pipeline Assessment Certification Program (NAASCO PACP) standards
- Maintain the Gravity Main Line CCTV Priority Model process, performing CCTV of gravity sewer pipes on an annual proactive basis
- Maintain work orders for the asset management system
- Perform final CCTV inspection on Metro repairs by contractors and new construction
- Perform final CCTV inspections for new systems installed in subdivisions once contractors work is complete prior to acceptance
- Record the condition of existing pipes
- Contract CCTV inspection for outfall or interceptor lines



Goals and Objectives

2024

- Identified necessary repairs of the wastewater collection system
- Maintained the frequency of CCTV inspection, approximately 10% of the wastewater collection system
- Reviewed historical data to plan and schedule proactive inspections
- Updated scoring of line segments for the asset management model
- Manage contract CCTV inspections
- Respond to emergency calls and SSOs

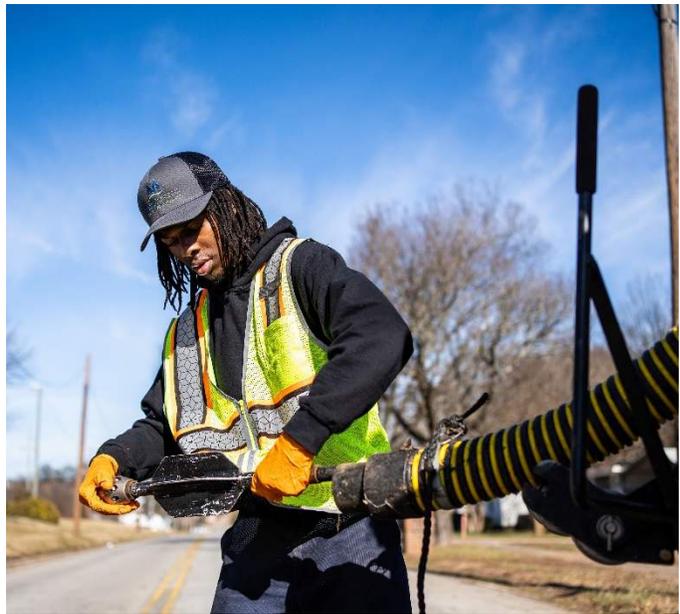
2025

- Identify necessary repairs of the wastewater collection system
- Maintain the frequency of proactive CCTV inspection
- Review historical data to plan and schedule proactive inspections
- Update scoring of line segments for the asset management model

Line Cleaning

Activities

- Respond to emergency calls and SSOs
- Contract line cleaning for interceptor lines
- Maintain the Gravity Main Line Cleaning Priority Model process, performing cleaning of sewer pipes on an annual proactive basis
- Maintain work orders for the asset management system
- Record the condition of existing pipes
- Scheduling system hotspots for frequent line cleaning and monitoring
- Manager root treatment contract



Goals and Objectives

2024

- Responded to emergency calls and SSOs
- Identified necessary repairs of the wastewater collection system
- Maintained the frequency of proactive line cleaning and inspection, approximately 10% of the wastewater collection system
- Reviewed historical data to plan and schedule proactive line cleaning
- Updated scoring of line segments for the asset management model
- Managed contract line cleaning services
- Managed root treatment contract

2025

- Respond to emergency calls and SSOs
- Identify necessary repairs of the wastewater collection system
- Maintain the frequency of proactive line cleaning and inspection
- Review historical data to plan and schedule proactive line cleaning
- Update scoring of line segments for the asset management model
- Manage contract line cleaning services
- Manage root treatment contract

Maintenance and Repairs of Lines and Manholes

Activities

- Adjust manhole frames and covers for road paving and construction
- Identify connections to the wastewater collection system by dye testing and smoke testing
- Maintain work orders for the asset management system for all work completed
- Perform proactive maintenance and inspections of manholes
- Proactively perform wastewater collection system maintenance to provide the safe conveyance of wastewater to ReWa
- Respond immediately to all SSOs, determine root cause, and make necessary repairs as needed
- Respond to emergency calls
- Visually inspecting and observing surface conditions of wastewater collection lines and inspecting manholes for I/I and smoke testing

Goals and Objectives

2024

- Continued projects to reduce I/I
- Maintained the frequency of manhole inspections, approximately 20% of the wastewater collection system manholes
- Performed identified repairs of the wastewater collection system
- Provided proactive maintenance
- Responded immediately to all SSOs, determined root cause, and made necessary repairs
- Responded to 100% of emergency calls within a timely manner

2025

- Continue projects to reduce I/I
- Maintain the frequency of manhole inspections
- Perform identified repairs of wastewater collection system
- Provide proactive maintenance
- Respond immediately to all SSOs, determine root cause, and make necessary repairs

Pump Station Operation and Maintenance

Activities

- Maintain onsite generators for redundant power supply
- Proactively operate and maintain 24 pump stations
- Use inspection data to determine future rehabilitation projects for each pump station
- Utilize a contractor to perform complex maintenance and inspections
- Utilize Hightide Supervisory Control and Data Acquisition (SCADA) system for monitoring and remote operation
- Utilize MetroConnects' work order asset management system to track maintenance and inspections daily

Goals and Objectives

2024

- Inspected and maintained air release valves bi-annually
- Inspected all pump stations bi-weekly
- Ensured pump stations are operational 24/7/365
- Evaluated and monitored run times
- Managed pump station contract work
- Upgraded monitoring software on stations
- Visually inspected above ground of all force mains annually

2025

- Addition of a second pump station crew
- Complete upgrade of the monitoring software on all stations
- Create pump station dashboards
- Ensure pump stations are operational 24/7/365
- Evaluate and monitor run times
- Inspect and maintain air release valves bi-annually
- Manage pump station contract work
- Modify the bi-weekly inspection program
- Visually inspect above ground of all force mains annually

Right of Way

Activities

- Clear all right of ways for daily and emergency access to inspect, operate, and maintain the wastewater collection system
- Maintain work orders for the asset management system
- Proactively inspect all gravity sewer lines and manholes within rights of ways
- Utilize tree cutting contract to clear trees from rights of ways



Goals and Objectives

2024

- Maintained 100% of rights of ways for the year
- Utilized tree cutting contract to clear trees from right of ways

2025

- Maintain 100% of the wastewater collection system rights of ways annually
- Utilize tree cutting contract to clear trees from right of ways

System Locating for SC811 Tickets

Activities

- Responsible for responding to and marking system location tickets provided by SC811 in accordance with state law

Goals and Objectives

2024

- Achieved low response time
- Implemented new locate ticket software
- Responded to 100% of SC811 tickets received

2025

- Ensure quick response time
- Respond to 100% of SC811 tickets received

Safety Training and Management

Activities

- Communicate methods for protection, prevention, and emergency response procedures through a safety management program in accordance with South Carolina Occupational Safety and Health Administration (OSHA) standards
- Conduct monthly Safety Committee meetings
- Conduct monthly safety training sessions for O&M employees
- Ensure proper personal protective equipment (PPE), training on equipment prior to its use, good housekeeping at facilities, and adhering to and enforcing emergency procedures
- Maintain health and safety policies in the Environmental, Health, and Safety Manual

Goals and Objectives

2024

- Continued an all-employees general training program that requires all employees to know and understand tasks
- Reviewed the Safety Program to ensure that the standard operating procedures stay current
- Verified general safety procedures were in place and followed according to safety practices

2025

- Continue all-employee general training program
- Update and review Safety Program

Mechanic/Fleet/Facility Maintenance

Activities

- Ensure all vehicles are well maintained and cleaned weekly
- Manage all grounds and building contracts (e.g., HVAC, generator, landscaping, utilities, etc.)
- Perform routine/proactive maintenance and schedule major maintenance on all vehicles
- Responsible for the purchase and sale of fleet vehicles and equipment
- Review all inspection requests through the document management system
- Utilize work order asset management system to manage vehicle and equipment maintenance

Goals and Objectives

2024

- Guaranteed the mobility, compliance, and cost-efficiency of fleet and equipment assets
- Improved driver safety and vehicle safety
- Maintained long-range fleet and equipment planning for capital expenditures

2025

- Ensure mobility, compliance, and cost effectiveness of fleet and equipment assets
- Improve driver safety and vehicle safety
- Update the long-range fleet and equipment planning for capital expenditures



2024 O&M Performance Indicators

MetroConnects Annual CMOM Submittal

PI #	PI Name	PI Description	PI Goal	CY21	CY22	CY23	CY24
1	SSO Response Time	Time from notification to arrival on site	2 hrs	0.61	1.57	0.87	0.48
2	SSO Reporting	Reporting SSO per SCDES requirements	100%	100%	100%	100%	100%
3	SSO Analysis	Annual tracking of SSOs by cause	-	7	19	25	50
4	Sewer Cleaning	Percent of system cleaned annually	10%	13.36%	14.83%	17.38%	12.41%
5	System Inspection	Percent of system inspected per PACP annually	10%	8.29%	10.77%	10.18%	9.34%
		Percent of system manholes inspected annually	20%	23.66%	25.91%	36.27%	28.76%
6	Pump Station Inspection	Frequency of pump station inspections (monitored by SCADA)	2/week	2.43	1.64	1.80	2.00
7	Easement Maintenance	Percent of off-road easements maintained per year	100%	20.01%	41.11%	53.26%	71.13%
8	FOG Notifications	Number of FOG incidents reported to ReWa per year	Count	0	1	7	20

NOTES:

July 1, 2021 MetroConnects regionalized with four sewer districts

July 1, 2022 MetroConnects regionalized with two sewer districts

March 1, 2023 MetroConnects regionalized with on municipality

Three active rehabilitation projects in construction (2024) that will close out in 2025 to 2026

PI is Performance Indicator

CY is calendar year

**SSO causes are tracked individually by the following categories: Blockage, Equipment Failure, Electrical Failure, Structural Failure, Storm, Other*

Capital Plan

Capital Plan Process

An asset management condition assessment approach is used to determine which assets will benefit most from investment opportunities and when those investments may be best timed. This approach identifies and prioritizes the renewal and replacement of the wastewater collection system assets. MetroConnects has established and uses a risk methodology to prioritize the rehabilitation of its assets. The asset management condition assessment approach has eased these risks by proactively completing the necessary analysis and deciding the most cost-effective way to reduce these future liabilities through either a 10-year capital investment program or enhanced operations and maintenance. Other capital expenditures including vehicles and equipment also use a 10-year capital plan.

MetroConnects collects adequate revenue to cover costs, primarily through a water consumption-based fee structure in order to equitably allocate costs to customers. In addition to the fixed base plus volumetric billing, many capital funding sources have been explored. A list of those includes the following:

- Private equity borrowing - low interest loans from a bank
- Revenue bond issuance - recently received bond rating to be able to secure low interest, long term debt to fund capital projects and expenditures
- Federal, state, and local grant funding

	FY 2025 Budget	FY 2026 Budget	FY 2027 Budget
Capital Improvement & Expansion Projects			
Maintenance Projects	\$ 3,550,000	\$ 3,550,000	\$ 3,550,000
Rehabilitation Projects	4,770,000	6,003,000	3,600,000
Roadway Relocation Projects	350,000	500,000	500,000
Pump Station Projects	750,000	400,000	
System Expansion Projects	3,615,000	3,400,000	2,000,000
Mill Village Projects	20,815,000	9,420,000	2,625,000
Sub-Total CIP & Expansion	\$ 33,850,000	\$ 23,273,000	\$ 12,275,000
Expenditures			
Operations and Maintenance	1,848,000	1,669,000	1,782,000
Information Management	\$ 106,000	\$ 20,000	\$ 20,000
Facilities (Project Green)	30,000,000	2,236,000	-
Sub-Total Expenditures	\$ 31,954,000	\$ 3,925,000	\$ 1,802,000
Total Capital Plan	\$ 65,804,000	\$ 27,198,000	\$ 14,077,000

Total Capital Improvement Projects Budget = \$33,850,000

Total Maintenance Projects = FY 2025 \$3,550,000

Annual Maintenance Contract

Budget: \$2,300,000

Grant: N/A

Scope: Perform preventative, maintenance, and emergency repairs and rehabilitation of the existing wastewater collection system.

Annual Cured-In-Place-Pipe (CIPP) Contract

Budget: \$1,000,000

Grant: N/A

Scope: Perform trenchless sewer mains and lateral repairs, including but not limited to CIPP, removal of protruding services, short liners, and root removal.

Annual Manhole Lining Contract

Budget: \$200,000

Grant: N/A

Scope: Perform repair and rehabilitation of the existing manholes, including but not limited to grouting, injections, cementitious coating, and epoxy coating.

In-House Maintenance Repair

Budget: \$50,000

Grant: N/A

Scope: Perform repair and rehabilitation of the existing wastewater collection systems in-house.



Total Rehabilitation Projects = FY2025 \$4,770,000

2024 BRIC Application

Total Budget: \$100,000

FY25 Budget: \$100,000

Grant: N/A

Scope: The scope of services includes activities necessary to identify mitigation actions and the development of comprehensive BRIC grant application for submittal to the South Carolina Emergency Management Division (SCEMD) and FEMA for review.

Heritage Court SRF Principal Forgiveness (FM110-99)

Total Budget: \$1,131,542

FY25 Budget: \$132,000

Grant: SRF Principal Forgiveness = \$1,131,542

Scope: The project consists of design and construction of an existing privately-owned wastewater collection system. This system will be brought to MetroConnects' standards and MetroConnects will accept ownership upon completion.

RMB 850-80 Engineer Lead Find and Fix

Total Budget: \$3,633,000

FY25 Budget: \$3,263,000

Grant: RIA = \$1,000,000

Scope: This project includes design, cleaning, and televising approximately 32,000 linear feet (LF) of existing 8-inch to 10-inch wastewater collection line, lining approximately 32,000 LF of existing 8-inch to 10-inch wastewater collection line with CIPP and performing all associated work including removing protruding service laterals, performing point repairs prior to CIPP, and reconnecting active service laterals to the lining. This will include rehabilitation of approximately 150 service laterals and 40 manholes.



Total Rehabilitation Projects, cont.

RMB 700A-278 Engineer Lead Find and Fix

Total Budget: \$2,400,000

FY25 Budget: \$1,000,000

Grant: N/A

Scope: This project includes design, cleaning, and televising approximately 35,000 LF of existing 8-inch wastewater collection line, lining approximately 35,000 LF of existing 8-inch wastewater collection line with CIPP and performing all associated work including removing protruding service laterals, performing point repairs prior to CIPP, and reconnecting active service laterals to the lining.

RMB4 Engineer Led Find and Fix Phase 1

Total Budget: \$2,625,000

FY25 Budget: \$25,000

Grant: N/A

Scope: RIA grant application for the rehabilitation of Basin RMB4.

Future Rehabilitation Projects

Total Budget: \$250,000

FY25 Budget: \$250,000

Grant: N/A

Scope: Unforeseen rehabilitation work within the wastewater collection system.

Total Roadway Relocation Projects = FY 2025 \$350,000

Woodruff Road Congestion Relief Project

Total Budget: \$300,000

FY25 Budget: \$50,000

Grant: N/A

Scope: This project consists of major relocation efforts for SCDOT. MetroConnects has many wastewater infrastructure conflicts inside of this corridor, which will have to be relocated as part of the roadway project. We have consulted with an engineering firm to design and manage construction for the relocation of its sanitary sewer mains and service laterals. The cost of construction will be covered by SCDOT through prior rights.

Future SCDOT Projects

Total Budget: \$300,000

FY25 Budget: \$300,000

Grant: N/A

Scope: Unforeseen SCDOT sewer relocation work within the wastewater collection system.

Total Pump Station Projects = FY 2025 \$750,000

Riverview Pump Station Renovation

Total Budget: \$870,000

FY25 Budget: \$750,000

Grant: N/A

Scope: The project will rebuild an existing failing pump station. It consists of the following: 1) Clearing the site of trees, brush, fences, buildings, and obstructions occupying space needed for construction; 2) Demolition of existing pumps, piping, valves, electrical equipment, and pump house; Installation of two new submersible pumps and associated valves and piping, including underground valve vault; 3) Lining of existing wet well; 4) New site fencing, asphalt, and entry gate improvements; 5) New emergency generator and electrical equipment; 6) Upgrades to existing Hightide SCADA.

Total System Expansion Projects = FY 2025 \$3,615,000

Enoree Heights Pump Station Sewer Extension

Total Budget: \$525,000

FY25 Budget: \$400,000

Grant: N/A

Scope: The project includes design and construction to install approximately 1,000 LF of 8-inch gravity sewer main to eliminate the Enoree Heights pump station.

Payne Branch West Sewer Extension (Basin Specific Capital Contribution BSCC)

Total Budget: \$5,000,000

FY25 Budget: \$2,750,000

Grant: N/A

Scope: The project is intended to open a sewer basin via gravity main extension. It consists of design and construction of approximately 10,500 LF of new 16-inch gravity main and 44 new manholes.

Kemet Sewer Line Extension

Total Budget: \$950,000

FY25 Budget: \$100,000

Grant: RIA \$825,000

Scope: The project will allow for expansion of an existing industry. It will consist of design and construction of approximately 1,500 LF of 8-inch gravity main and 5 new manholes.

Roberts Farm

Total Budget: \$45,000

FY25 Budget: \$45,000

Grant: N/A

Scope: Contribution to the developer project to upgrade the sewer pipe size. The contribution represents the material cost difference between the 8-inch gravity main required for Roberts Farm and the 12-inch gravity main required for the basin.

Montgomery Chase

Total Budget: \$70,000

FY25 Budget: \$70,000

Grant: N/A

Scope: Contribution to the developer project to replace a portion of the existing wastewater collection system downstream from the development.

Future Capital Expansion Projects

Total Budget: \$250,000

FY25 Budget: \$250,000

Grant: N/A

Scope: Unforeseen sewer expansion work within the wastewater collection system.

Total Mill Village Projects = FY2025 \$20,815,000

Mills Mill Village Sewer Replacement Project

Total Budget: \$13,900,000

FY25 Budget: \$6,550,000

Grant: SCIP \$10,000,000 and ARPA \$1,500,000

Scope: The project consists of design, replacement, relocation, and rehabilitation of the existing gravity sewer lines and manholes in the Mills Mill Village area to correct the existing structural defects and to provide more efficient maintenance of the wastewater collection system. This project will replace approximately 1,150 LF of 15-inch, 1,161 LF of 10-inch, 10,777 LF of 8-inch sewer lines, and 80 new manholes. This project will also rehabilitate approximately 1,506 LF of existing 8-inch sewer lines and 7 manholes. There will be approximately 12,844 LF of 6-inch through 18-inch sewer lines and 60 manholes abandoned/removed through this project.

Dunean Mill Village Sewer Replacement Phase 1

Total Budget: \$14,375,000

FY25 Budget: \$6,355,000

Grant: SCIP \$10,000,000 and ARPA \$1,500,000

Scope: The project consists of design, replacement, relocation, and rehabilitation of the existing gravity sewer lines and manhole in the Dunean Mill Village area to correct the existing structural defects and to provide more efficient maintenance of the wastewater collection system.

This project will install approximately 11,750 LF of new gravity sewer line, 91 new manholes, 175 new sewer

laterals, and CIPP of approximately 215 LF of 8-inch and 420 LF of 10-inch gravity sewer lines, and abandonment of approximately 10,920 LF of 6-inch, 8-inch, and 10-inch gravity sewer lines, and 70 manholes.



Woodside Mill Village Sewer Replacement Project Phase 1

Total Budget: \$3,725,000

FY25 Budget: \$830,000

Grant: submitting RIA application FY26

Scope: This project is currently in design. It will design, replace/relocate, and rehabilitate the Woodside Mill Village sewer system to correct the existing structural defects and to provide more efficient maintenance of the wastewater collection system.

Total Mill Village Projects, cont.

Union Bleachery Mill Village Sewer Improvements Phase 1

Total Budget: \$5,000,000

FY25 Budget: \$4,355,000

Grant: STAG \$4,000,000 and GCRA \$500,000

Scope: The project consists of design, replacement, relocation, and rehabilitation of the existing gravity sewer lines and manholes in the Union Bleachery Mill Village area to correct the existing structural defects and to provide more efficient maintenance of the wastewater collection system. This project will install approximately 6,500 LF of new gravity sewer line, 30 new manholes, and abandonment of approximately 8,500 LF of 6-inch, 8-inch, and 10-inch gravity sewer lines, and 120 manholes.

Judson Mill Village Sewer Replacement Projects

Total Budget: \$34,000,000

FY25 Budget: \$2,725,000

Grant: RIA = \$2,500,000

Scope: This project is currently in design. It will design, replace/relocate, and rehabilitate the Judson Mill Village sewer system to correct the existing structural defects and to provide more efficient maintenance of the wastewater collection system.

Capital Expenditures Budget FY 2025 31,854,000

Operations and Maintenance = FY 2025 \$1,848,000

Fleet Vehicles

Quantity: 6

FY25 Budget: \$1,260,000

Scope: To purchase and/or replace vehicles as needed based on current 10-year fleet program and business needs.

Operating and Maintenance Equipment

Quantity: 16

FY25 Budget: \$419,000

Scope: To purchase and/or replace equipment as needed based on business needs.

Safety Equipment

Quantity: 3

FY25 Budget: \$21,000

Scope: To purchase and/or replace safety equipment as needed based on OSHA requirements and business needs.

Pump Station Equipment

Quantity: 27

FY25 Budget: \$148,000

Scope: To purchase and/or upgrade pump station communication equipment as needed.



Information Management = FY 2025 \$106,000

GIS/IT Equipment

Quantity: 3

FY25 Budget: \$106,000

Scope: To purchase, upgrade, and/or replace system, servers, computers, services, and infrastructure as needed based on business needs.

Facilities = FY 2025 \$30,000,000

Project Green

Total Budget: \$38,000,000

FY25 Budget: \$30,000,000

Scope: Design and construction of a new MetroConnects Headquarters.



Architectural rendering of new MetroConnects Headquarters

Grants

Grants

The table shows information on grants and associated projects.

Grant Award Year	Grant	Project	Project Type	Grant Amount
2023	RIA (SCIIP)	Mills Mill Village Sewer Replacement Project	Rehabilitation Mill Villages	\$10,000,000
2023	RIA (SCIIP)	Dunean Mill Village Sewer Replacement Project	Rehabilitation Mill Villages	\$10,000,000
2023	County ARPA	Mill Village Projects	Rehabilitation Mill Villages	\$3,000,000
2023	STAG (Federal)	Union Bleachery Mill Village Sewer Replacement Project	Rehabilitation Mill Villages	\$4,000,000
2024	SRF Principal Forgiveness	Heritage Court - Private Satellite System Consolidation Rehabilitation	Rehabilitation Projects	\$1,131,542
2024	RIA	FM850-80 Basin Find & Fix CIPP Project	Rehabilitation Projects	\$1,000,000
2024	FEMA BRIC	Project Application	Rehabilitation Projects	\$2,702,381
2024	FEMA BRIC	Project Scoping	Planning Rehabilitation Projects	\$160,000
2024	State Appropriation Bill for FY2024-2025	Judson Mill Village Sewer Replacement Project	Rehabilitation Mill Villages	\$2,500,000
2024	GCRA	Union Bleachery Mill Village Sewer Replacement Project	Rehabilitation Mill Villages	\$500,000
2024	RIA	Kemet Sewer Extension	Capital Expansion	\$825,000

Associated Projects in FY 2025

This is a list of associated projects and grants awarded with open projects in FY 2025. For details on each project budget and scope, see the Capital Plan Section.

Dunegan Mill Village Sewer Replacement Phase 1

Grant: SCIP = \$10,000,000 and ARPA = \$1,500,000

Heritage Court SRF Principal Forgiveness (FM110-99)

Grant: SRF Principal Forgiveness = \$1,131,542

Kemet Sewer Line Extension

Grant: RIA = \$825,000

Mills Mill Village Sewer Replacement Project

Grant: SCIP = \$10,000,000 and ARPA = \$1,500,000

RMB 850-80 Engineer Lead Find and Fix

Grant: RIA = \$1,000,000

Union Bleachery Mill Village Sewer Improvements Phase 1

Grant: STAG = \$4,000,000 and GCRA = \$500,000

Woodside Mill Village Sewer Replacement Project Phase 1

Grant: submitting RIA application FY 2026

Appendix

Statistical/Supplementary Information

MetroConnects is located in Greenville, South Carolina (SC) and its entire service area is within the boundaries of Greenville County, SC. Below is data describing the community in which MetroConnects provides wastewater collection service.

Population

The following table shows population information for Greenville County, SC from the U.S. Bureau of the Census as of April 1 for the years listed below:

<u>Year</u>	<u>County Population</u>	<u>Percent Increase</u>
1990	320,167	11.2%
2000	379,616	18.6
2010	451,225	18.9
2020	525,534	16.4

Source: U.S. Census Bureau; U.S. Bureau of Economic Analysis.

Per Capita Personal Income

Greenville County, SC ranks second among the 46 counties of the State in per capita income. The per capita income in Greenville County, SC, the State, and the United States for each of the last five years for which information is available is shown below:

<u>Year</u>	<u>County</u>	<u>State</u>	<u>United States</u>
2018	\$48,084	\$43,804	\$53,309
2019	50,186	46,149	55,547
2020	52,076	48,772	59,153
2021	55,755	52,828	64,430
2022	56,653	53,618	65,470

Source: U.S. Department of Commerce, Bureau of Economic Analysis.

Retail Sales

The State imposes a 6% sales tax on all retail sales. The following table shows the level of gross retail sales over the last five calendar years for businesses located in Greenville County, SC and the increase or decrease over the previous year:

<u>Year</u>	<u>Total Retail Sales</u>	<u>Increase (Decrease) Over Previous Year</u>
2019	\$19,257,759,682	3.3%
2020	18,710,502,874	(2.8)
2021	21,428,499,419	14.5
2022	24,821,884,189	15.8
2023	26,319,073,969	6.0

Source: South Carolina Department of Revenue.

Major Employers

The 10 largest manufacturing employers located within the Greenville County, SC as of August 2024 and the approximate number of employees of each is listed below:

<u>Name</u>	<u>Product / Service</u>	<u>Employees</u>
Michelin North America	Tires	4,250
GE Power	Gas Turbines	2,650
Lockheed Martin Aircraft	Aircraft Maintenance and Modification	1,400
Sealed Air Corp.-Cryovac Division	Plastic Bags and Plastic Film	1,300
Robert Bosch Rexroth Corporation	Fluid Power Pumps and Motors	900
Magna International	Motor Vehicle Parts	850
House of Raeford (Columbia Farms)	Poultry Processing	650
International Vitamin Corp./Nutra	Nutraceuticals	650
Current Lighting (fka Hubbell)	Manufacturing/R&D	600
Mitsubishi Polyester Film Co.	Unsupported Plastic Film and Sheets	500

Source: Greenville Area Development Corp.

The 10 largest non-manufacturing employers located within Greenville County, SC as of August 2024 and the approximate number of employees of each is listed below:

<u>Name</u>	<u>Product / Service</u>	<u>Employees</u>
Greenville County School District	Public Education	11,000
Bon Secours St. Francis Health System	Health Services	4,500
Prisma Health System	Health Services	3,500
Greenville County	County Government	2,140
TD Bank	Financial Services	2,100
Warehouse Services Inc.	Supply Chain Solutions	1,650
Fluor Corp.	Engineering/Construction Services	1,600
USC School of Medicine	Medical School	1,450
Greenville Technical College	Technical College	1,150
SYNNEX Corporation	Technology Solutions	1,000

Source: Greenville Area Development Corp.

Labor Force

The composition of the civilian labor force in Greenville County, SC for the last five years is as follows:

	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>
Civilian Labor Force	255,903	255,984	255,544	259,853	268,424
Employment	249,678	241,371	246,829	252,567	261,018
Unemployment	6,225	14,613	8,715	7,286	7,406
Percent of Labor Force Unemployed	2.4%	5.7%	3.4%	2.8%	2.8%

Note: Workers involved in labor disputes are included among the employed. Total employment also includes agricultural workers, proprietors, self-employed persons, workers in private households, and unpaid family workers.

Source: U.S. Department of Labor, Bureau of Labor Statistics

Unemployment

The average unemployment rates in Greenville County, SC, the State, and the United States, for the latest 12 months available are shown below:

	<u>County</u>	<u>State</u>	<u>United States</u>
July 2023	3.1%	3.0%	3.8%
August 2023	2.1	2.7	3.9
September 2023	2.4	2.7	3.6
October 2023	2.7	3.1	3.6
November 2023	2.7	2.9	3.5
December 2023	2.8	3.0	3.5
January 2024	3.0	3.4	4.1
February 2024	3.3	3.6	4.2
March 2024	3.1	3.3	3.9
April 2024	2.6	2.9	3.5
May 2024	3.3	3.6	3.7
June 2024	4.2 ^P	4.6 ^P	4.3

^P Preliminary.

Source: United States Department of Labor, Bureau of Labor Statistics.

Note: Rates shown are not seasonally adjusted.

Building Permits

The following table shows the approximate number of building permits issued for new construction in Greenville County, SC and the valuations assigned to those permits by the permitting offices, in each of the last five years:

<u>Year</u>	<u>Residential</u>		<u>Commercial</u>	
	<u>Number of Permits</u>	<u>Value</u>	<u>Number of Permits</u>	<u>Estimated Construction Costs</u>
2019	1,927	\$611,249,107	234	\$273,939,135
2020	2,021	703,355,738	188	203,615,367
2021	2,235	789,625,127	183	199,068,197
2022	1,625	567,822,756	202	556,868,326
2023	2,121	1,532,279,095	271	715,591,227

Source: Greenville County; Code Compliance Division

Note: Material prices went up approximately 25% in 2023.

Education

The School District of Greenville County (*School District*) is the major provider of primary and secondary education in Greenville County, SC. However, in Greenville County, SC, there are approximately 50 private schools also providing primary and secondary education, along with one charter school that is sponsored by the School District, and nine charter schools that are not sponsored by the School District. Several colleges are located in Greenville County, SC, the largest of which are Greenville Technical College and Bob Jones University. Also located in Greenville County, SC is Furman University and North Greenville University. Southern Wesleyan University, Strayer University and the Greenville Metropolitan Campus of Webster University are also located in Greenville County, SC. The University Center of Greenville, a partnership of 10 colleges and universities, was founded in 1987 to provide a wider range of four-year and graduate degree programs for Greenville County area residents. The University Center of Greenville offers more than 600 courses in 76 graduate and undergraduate degree programs. The participating colleges and universities are Anderson University, Clemson University, Furman University, Greenville Technical College, Lander University, South Carolina State University, University of South Carolina, University of South Carolina Upstate, Bob Jones University and Converse University.

Glossary

A

Accounts - An allocation of liquid resources that is segregated for the purpose of carrying out a specific purpose or activity.

Accrual Basis of Accounting - A basis of accounting in which transactions are recognized when they occur, as opposed to being recognized when the actual cash changes hands.

Adopted Budget - The final budget adopted by the Board of Commissioners.

American Rescue Plan Act (ARPA) - Grant funding.

Assets - Owned items of value.

B

Balanced Budget - A budget in which revenues equals or exceeds expenditures.

Base Charge - A fixed, recurring fee charged for sewer service, regardless of how much it is used or consumed.

Basin Specific Capital Contribution (BSCC) - Fees charged to join or to extend an existing sewer system. These fees are revenue used to pay for future capital improvements in that specific wastewater basin.

Beginning Account Balance - The residual account balance representing unused funds brought forward from the previous financial year.

Board of Commissioners - The seven-member, non-salaried governing board, appointed by the State Governor and subject to the approval of Greenville County Council. Commissioners serve for a four-year term.

Bond - A promise to repay borrowed money by a specific date in the future including specific interest on the amount borrowed at predetermined intervals during the life of the bond.

Bond Rating - A type of credit rating, which are evaluations of a bond issuer's ability and willingness to repay its debt.

Bond Resolution - A document that contains terms and conditions relating to the issuance and sale of Bonds and sets forth the Commission's legal obligations to bondholders.

Budget - An estimate of revenues and expenditures for a period of time into the future.

Building Resilient Infrastructure and Communities (BRIC) - Grant funding through the Federal Emergency Management Agency (FEMA).

C

Capacity Management Operation and Maintenance (CMOM) - A program that helps wastewater collection systems effectively manage the systems, investigate capacity issues, and respond to and prevent overflows.

Capital Expenditure - An expenditure of \$5,000 or more that is used to purchase or improve an asset with a useful life of three years or more.

Capital Improvement Projects (CIP) - An account that is used to fund future infrastructure needs for areas within MetroConnects' service area that are not currently served.

Capital Plan - A plan that includes all capital improvements and expansion projects and expenditures including vehicle, land, and equipment.

Cityworks - A GIS asset management system.

Closed Circuit Television (CCTV) - Using a camera to visually inspect the inside of sewer pipes, allowing technicians to locate and assess various issues like blockages, cracks, or other damage.

Computerized Maintenance Management System (CMMS) - Acts as a central database for trading assets streamlining processes and enhancing efficiency.

Connection Fees - Fees charged to join or to extend an existing sewer system. Often referred to as tap fees.

Consequence of Failure (CoF) - Used in MetroConnects asset management.

Cured-In-Place Pipe (CIPP) - A trenchless pipe repair method where a resin-impregnated tube is inserted into an existing damaged pipe, and then cured (hardened) in place.

D

Debt Coverage Requirement - MetroConnects is required to set rates and charges at sufficient levels so that total net revenues equal at least 120% of the bond debt service requirement during a fiscal year with respect to all bonds outstanding as of the first day of a fiscal year.

Debt Service - The principal and interest due and payable on outstanding revenue bonds and loans.

Depreciation - The allocation of the cost of a capital asset over its useful life.

Dye Testing - A process where a non-toxic, brightly colored dye is introduced into the sewer system to identify and locate leaks or cross-connections.

E

Edge Device Hardening - The process of defending devices that act as entry points to a network, like firewalls, to protect them from unauthorized access and cyberattacks.

Effective Utility Management (EUM) - Using essential resources like wastewater to ensure long-term reliability, sustainability, and cost-effectiveness.

Enterprise Fund - Proprietary fund type used to report an activity for which a fee is charged to external users for goods or services.

Environmental Systems Research Institute (ESRI) - Geographic information system (GIS) software.

Equivalent Residential Unit (ERU) - A unit 9,200 gallons per day (per single family) of flow that represents the average volume of wastewater discharged by a family in a day. It is a term commonly used to compare or relate wastewater demand or flow from various uses (e.g., residential, commercial).

Expenses - Actual payment for goods and services received.

F

Fats, Oils, and Greases (FOG) - Substances that solidify and can cause blockages in the wastewater collection system.

Federal Emergency Management Agency (FEMA) - Emergency funding.

Financial Policies - Rules, guidelines, and procedures that MetroConnects uses to manage its finances.

Fiscal Year (FY) - Means the fiscal year ending December 31 of the year referenced (i.e., FY 2025 is the fiscal year ending December 31, 2025).

Full Time Equivalent (FTEs) - The hours worked by one employee on a full-time basis. On an annual basis, an FTE is considered to be 2,080 hours.

Fund - Allocation of money that is segregated for carrying out a specific purpose or activity.

G

Generally Accepted Accounting Principles (GAAP) - Standards formulated by the Governmental Accounting Standards Board that set the guidelines used for accounting and reporting for government entities.

Geographic Information System (GIS) - MetroConnects department.

Greenville County Redevelopment Authority (GCRA) - Grant funding.

Government Finance Officers Association (GFOA) - An association of public finance officials through the United States and Canada.

Governmental Accounting Standards Board (GASB) - Organization that sets accounting and financial reporting standards for U.S. state and local governments.

H

Hightide Supervisory Control and Data Acquisition (SCADA) - A software that allows MetroConnects to monitor its wastewater collection systems pump stations activity.

I

Infiltration and inflow (I/I) - A term used to describe the ways groundwater and stormwater enter into the wastewater system. Inflow is stormwater that enters into sewer systems. Infiltration is groundwater that enters sanitary sewer systems through cracks and/or leaks in the sanitary sewer pipes.

K

Key Performance Indicator (KPI) - A quantifiable measures of performance over time for a specific objective established by MetroConnects.

Kilogallon (Kgal) - Unit of volume used to calculate a customer's water consumption.

L

Laterals - Pipe that connects individual homes or businesses to the wastewater collection system.

Liabilities - Something owed; debts.

M

Manholes (MH) - An access point for underground utilities.

Moody's Investors Service (Moody's) - The company ranks the creditworthiness of borrowers using a standardized ratings scale which measures expected investor loss in the event of default.

N

National Association of Sewer Service Companies Pipeline Assessment Certification Program (NAASCO PACP) - A standardized system for coding and assessing the condition of sewer pipes.

Non-Operating Revenue - Revenue earned from sources outside its core business operations (i.e., investment income, other revenue, sale of equipment).

O

Occupational Safety and Health Administration (OSHA) - Federal agency enforcing workplace safety regulation and sets standards to prevent accidents, injuries, and illnesses.

Operating Budget - MetroConnects plan for operating and maintenance expenses during a one-year period.

Operating Income - Is equal to operating revenue less operating expenses and a key indicator of MetroConnects ability to cover its debt service and maintain capital assets.

Operating Revenue - Specifically the main revenue generated from selling goods or services.

Operations and Maintenance (O&M) - MetroConnects department

P

Permits, Licenses, and Land Records Portal (PLL Portal) - A software that provided an online portal to apply and pay for and connection permits and for inspections.

Probability of Failure (PoF) - Used in MetroConnects asset management.

Procurement Policy - Guidelines that MetroConnects uses to define how it will acquire goods and services from external sources.

Project Green - New MetroConnects Headquarters located at 1151 W. Butler Road in Mauldin, SC. Project started 2023 and expected to be completed in early 2026.

Pump Station - A structure used to move wastewater uphill, against gravity.

R

Renewable Water Resources (ReWa) - A government agency that provides wastewater treatment and collection services within Greenville County.

Reserve - Assets that are segregated for future use or for a specific purpose.

Revenue - Rates and charges received by MetroConnects used to fund general operations, debt service, and capital projects and expenditures.

Rural Infrastructure Authority (RIA) - Grant funding.

S

Sanitary Sewer Overflows (SSO) - The release of untreated or partially treated sewage from a sanitary sewer system.

Sanitary Sewer Standard and Procedures - MetroConnects' guidelines for the proper construction of wastewater collection lines and/or newly permitted connection to the wastewater collection system.

Service Area - Consists of more than 1,500 miles of wastewater collection lines that provides service to more than 104,000 customers in unincorporated Greenville County.

Sewer Overflow Response Plan (SORP) - Document providing guidance in responding to and correcting sanitary sewer overflows.

Sewer User Charge - The rate charged to residential, commercial, and industrial customers for the use of the wastewater collection system. This rate is reviewed and approved by the Commission yearly.

Smoke Testing - A method introducing non-toxic smoke into the wastewater collection system that can show any cracks, leaks, or improper connections.

South Carolina Department of Environmental Services (SCDES) - State agency responsible for public health and environmental protection formerly known as SCDHEC.

South Carolina Department of Health and Environmental Control (SCDHEC) - See SCDES.

South Carolina Department of Transportation (SCDOT) - State agency responsible for building and maintaining roads.

South Carolina Emergency Management Division (SCEMD) - State agency responsible for the statewide emergency management program.

South Carolina Infrastructure Investment Program (SCIIP) - Grant funding.

South Carolina Retirement System (SCRS) - MetroConnects is a member of the State Pension Plan.

South Carolina Rural Infrastructure Authority (SCRIA) - Grant funding.

Special Purpose District - An independent governmental unit that exists separately from a general-purpose government.

Standard & Poor's Global Ratings (S&P) - The company ranks the creditworthiness of borrowers using a standardized ratings scale which measures expected investor loss in the event of default.

State and Tribal Assistance Grants (STAG) - Grant funding.

State Revolving Fund (SRF) - A fund administered by the state of South Carolina that provides low-interest loans for investment in water and sewer sanitation infrastructure.

U

United States Department of Agriculture (USDA) - MetroConnects' Series 2019 Bond

United States Environmental Protection Agency (USEPA or EPA) - Federal governmental agency responsible for protecting human health and the environment.

Utility Locate Program (SC811) - A service that allows homeowners and excavators to notify utility companies of planned excavation work.

V

Volumetric Charge - A fee based on the amount of water that is used and released into the wastewater collection system.

Wastewater - Water that has declined in quality due to human activities. It includes liquid waste released from homes, businesses, and industries, often containing various pollutants in differing concentrations. Most commonly, the term refers to municipal wastewater, which consists of a mixture of waste streams from multiple sources and contains a wide range of contaminants.

Wastewater Collection System - A network of pipes, pumps, and other infrastructure designed to transport wastewater from its sources—such as homes, businesses, and industrial facilities—to a treatment plant.

Work Order Asset Management System - A software used to streamline and track requests for maintenance, repairs, emergencies, and other tasks related to MetroConnects' assets.