MetroConnects
Your Wastewater Collection Provider

EMBRACING THE FUTURE

Metropolitan Sewer Subdistrict dba MetroConnects
Fiscal Year 2026 Adopted Budget

2026 Adopted Budget

Metropolitan Sewer Subdistrict

dba MetroConnects

Greenville, South Carolina

For Fiscal Year

January 1 through December 31, 2026

Adopted 2026 Budget by the Board of Commission

Dated: November 17, 2025

TABLE OF CONTENTS

INTRODUCTION

BUDGET MESSAGE

MetroConnects' Board of Commissioners and Customers:

The management and staff of Metropolitan Sewer Subdistrict, dba MetroConnects, are pleased to present the Adopted Budget for the Fiscal Year 2026 (FY 2026) from January 1 to December 31, 2026. More than a financial report, this document serves as our blueprint for embracing the future—as we build and maintain a resilient wastewater collection system that will serve Greenville County for generations to come.

Outlook

Greenville County continues to evolve as an economic hub for the Southeast. As home to Fortune 500 leaders, and the state's largest county population of more than 570,000, our community is not only growing; it is transforming. To support this growth, Greenville County requires infrastructure that is well-planned and reliable. MetroConnects is committed to ensuring its wastewater collection system is ready to meet the challenges of today and tomorrow.

Budget Priorities and Direction

The 2026 Adopted Budget is anchored by our vision of protecting clean water and public health for future generations. While our mission is to provide essential wastewater collection services for our community, our strategy is focused on future-proofing our operations.

MetroConnects' wastewater collection system is arguably the most important infrastructure needed to support the area's growth. So, renewing, replacing, and rehabilitating the existing collection system is a priority. This budget supports our comprehensive maintenance and operation programs, with 93% of hours spent dedicated to preventing issues before they arise. By securing federal, state, and local grants, we are able to keep our rates affordable while ensuring a sustainable financial plan.

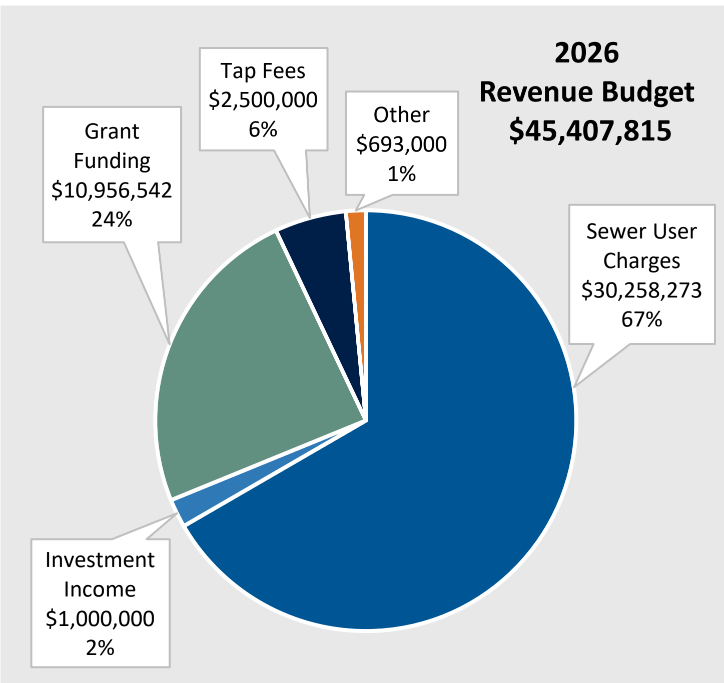
Budget Summary

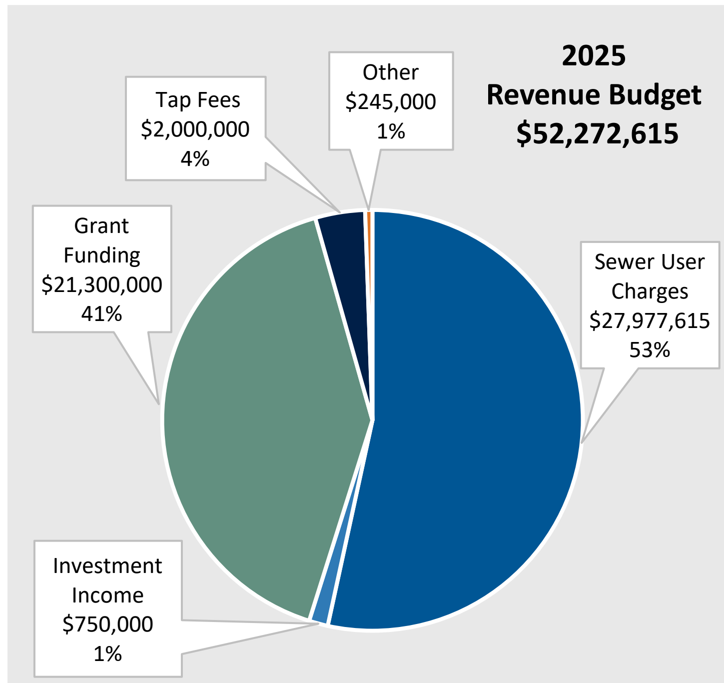
Today, MetroConnects manages, operates, and maintains a wastewater collection system with more than 1,500 miles of wastewater collection pipes. The system transports 20 million gallons of wastewater daily to Renewable Water Resources (ReWa) for treatment and disposal. Serving more than 106,000 customers across the unincorporated areas of Greenville County and the City of Travelers Rest requires more than just steady management; it requires a forward-looking mindset. With a dedicated team of 108 professionals, we are able to utilize this budget to balance the immediate needs of our system with intentional investments to keep it running reliably for the long term. We are not only maintaining pipes, but we are also contributing to a sustainable future for Greenville County. The careful development of the budget considers these factors and plans for $45.4 million in revenue, $22.7 million in operating expenses, $5.6 million in debt service, and $38 million in capital.

Revenues

MetroConnects' revenue comes from a variety of sources: sewer user charges, tap fees, grant funding, investment income, and other revenues from equipment sales and development fees. For FY 2026, the total revenue budget is $45.4 million. Projected revenue is expected to decrease 13% from FY 2025 due to the decrease in grant-funded projects being completed or near completion during the year.

Revenues	FY 2026 Budget	FY 2025 Budget	% Change
Operating Revenue	$32,958,273	$30,077,615	10%
Non-Operating Revenue	12,449,542	22,195,000	-44%
Total Revenue	**$45,407,815**	**$52,272,615**	**-13%**





Rates

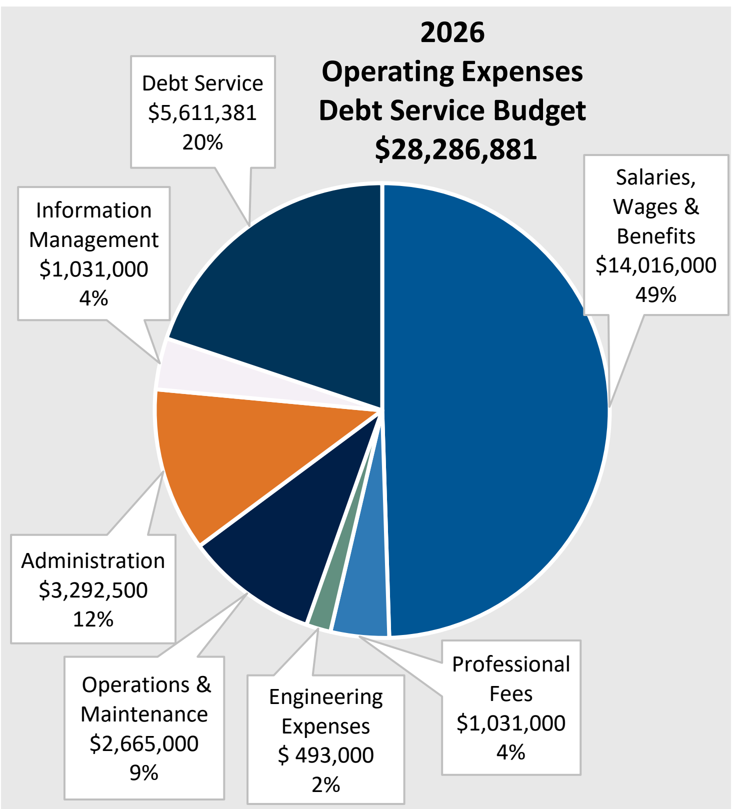
As of January 1, 2026, customers pay a monthly base charge of $11.72 and a volume charge of $2.32 per 1,000 gallons of water. The volume charge is based on actual water usage. MetroConnects collects sewer user charges from customers through seven area water providers' billing services.

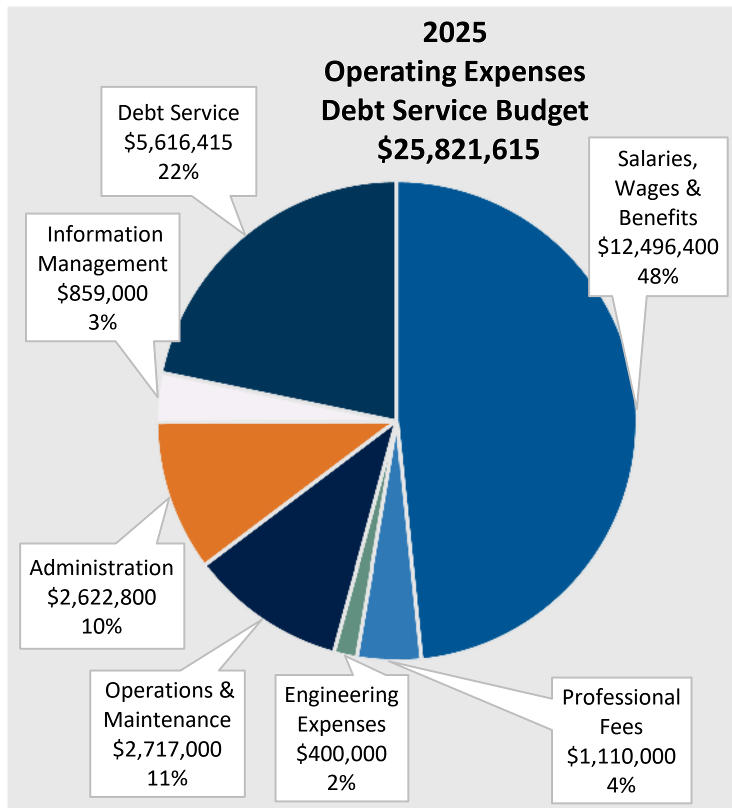
Monthly Sewer Rates	2026 Approved
Base Service Charge	
All Customers	$11.72
Volumetric Charges	
All Customers	$2.32
Typical MetroConnects Residential Customer	
(4 kgal/month)	$21.00

Expenses

Total expenses for FY 2026, including debt service, are estimated to be $28.3 million. The operating expenses alone increased 12% from FY 2025, and debt service stayed nearly the same. This increase is primarily due to the need to maintain both MetroConnects campuses until the existing site (120 Augusta Arbor Way) is sold.

Expenses	FY 2026 Budget	FY 2025 Budget	% Change
Operating Expenses	$22,675,500	$20,205,200	12%
Debt Service	5,611,381	5,616,415	0%
Total Expenses	**$28,286,881**	**$25,821,615**	**10%**





Debt Service

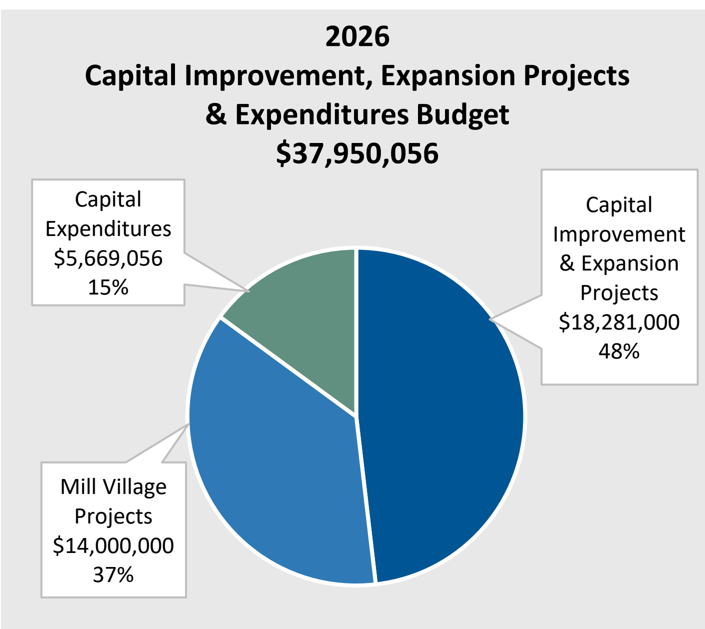
Debt service for FY 2026 is $5.6 million, which is consistent with FY 2025.

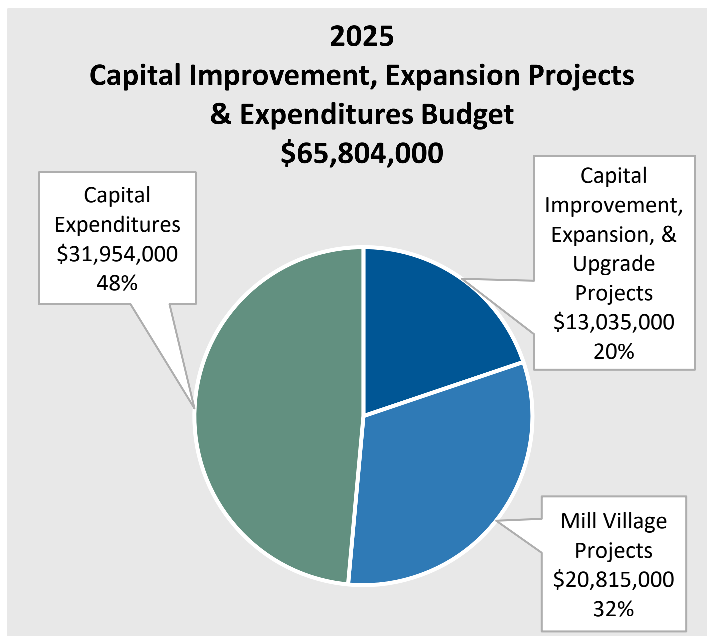
Bonds	2026
Sewer System Revenue Bond, Series 2019	$29,205
Sewer System Revenue Bond, Series 2020	737,844
Sewer System Revenue Bond, Series 2022	2,710,157
Sewer System Revenue Bond, Series 2024	2,134,175
Total Bonds	**$5,611,381**

Capital Plan

The FY 2026 Capital Plan budget is approximately $38 million. The capital improvement and expansion projects budget is $32.3 million. About 37% 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 $5.7 million and includes items such as vehicles, equipment, pump station equipment, information management, and Project Green.

Capital Plan	FY 2026 Budget	FY 2025 Budget	% Change
Capital Improvements and Expansion Projects	$32,281,000	$33,850,000	-5%
Capital Expenditures	5,669,056	31,954,000	-82%
Total Capital Plan	**$37,950,056**	**$65,804,000**	**-42%**





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 is conducted periodically to evaluate MetroConnects' revenue options with an annual review of its rate model. This process ensures 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. MetroConnects will conduct a rate study in 2026 to determine the necessary funding for Fiscal Years 2027-2029.

Conclusion

MetroConnects' management assumes responsibility for the completeness and reliability of the information contained in this FY 2026 Adopted Budget, and all information disclosed is accurate and fairly represents the operations of MetroConnects. This budget is available to the public at www.metroconnects.org and may also be viewed in person at MetroConnects' office located at 120 Augusta Arbor Way, Greenville, SC 29605, until April 30, 2026, and thereafter at 1151 West Butler Road, Greenville, SC 29607.

We would like to express our appreciation to the Executive Leadership Team and staff who worked diligently on developing a budget that reflects the needs of MetroConnects and our customers. We are confident that the budget reflects the priorities and direction of the Board of Commissioners and embraces the future of FY 2026 with a successful financial plan.

Respectfully submitted,

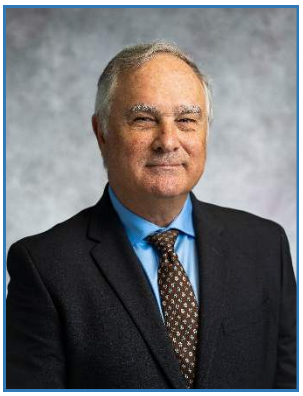
Carol Elliott
General Manager

Christie Whitmire
Chief Financial Officer

BOARD OF COMMISSIONERS

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 wastewater collection 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.

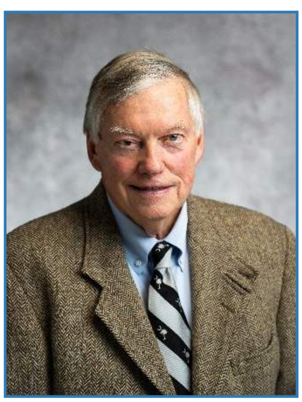
The Commission meets monthly, typically on the third Monday. Meetings are open to the public, and the meeting schedule and agendas are posted on the MetroConnects website.



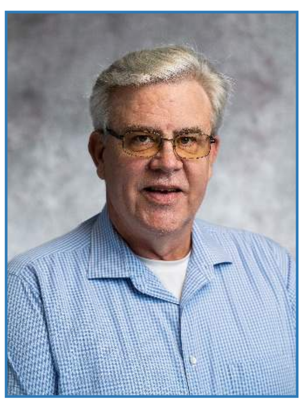
Caleb Freeman
Chairman

Jondia Berry
Vice Chairman

Terry Aldrich
Secretary

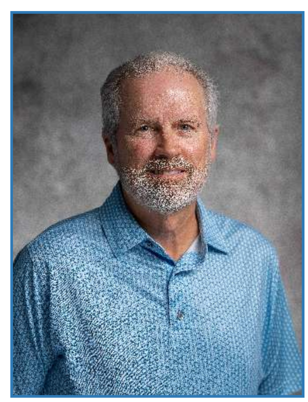


James R. "Jim" Freeland
Commissioner



Randy Drew
Commissioner

Tony Schultz
Commissioner



Gordon Brush
Commissioner

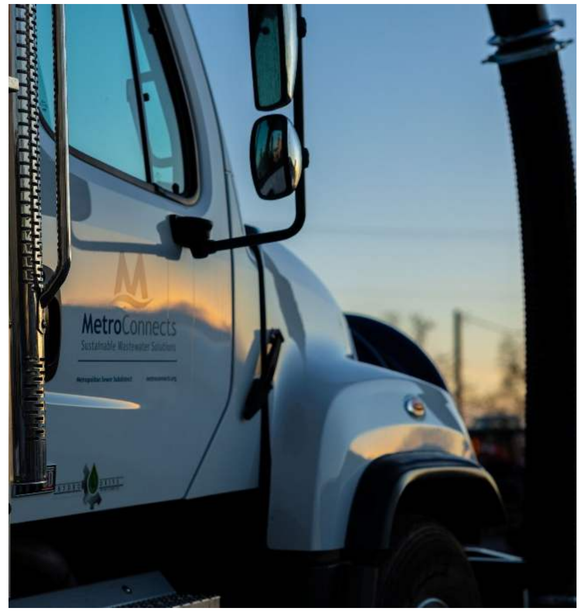
The current members of the Commission, their respective dates of original appointment and most recent appointment, and their respective dates of expiration of term of office are shown in the following table.

Commissioner Terms

Name	Date of Original Appointment	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, Commissioner	October 4, 2015	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, by the South Carolina Governor's Office and the State Legislature to provide wastewater collection services to the unincorporated areas of Greenville County. These critical services protect public health, the environment, and water throughout MetroConnects' service area.

MetroConnects is a subdistrict within the Greenville County Regional 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, wastewater treatment, and disposal facilities of ReWa. MetroConnects cooperates with the U.S. Environmental Protection Agency (USEPA), South Carolina Department of Environmental Services (SCDES), ReWa, and municipalities in the provision of wastewater services 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 MetroConnects' planning efforts after its formation in 1969 and to help establish policies and procedures for the subdistrict. In May 1970, the Greenville County Council appointed MetroConnects' first three Commissioners. In 1982, the Council expanded MetroConnects' Commission to five members. MetroConnects' Commission was further expanded to seven members following the regionalization in 2022.

Working closely with SCDES, MetroConnects prioritized areas in Greenville County that needed wastewater collection service. The biggest challenge MetroConnects would face was securing the money required to support the subdistrict's work to build the new wastewater collection lines, primarily to relieve failing septic tanks. To enable MetroConnects to construct, operate, and maintain the wastewater collection system throughout the service area, the Greenville County Council approved a two-mill tax levy beginning in the 1972 tax year to fund its operations. 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 now billed a monthly base charge and a volumetric charge, based on their actual water usage, assessed by their local water provider.

In 1979, with all the work identified and monies being collected for operations, the Commission hired its first general manager. MetroConnects experienced high growth over the years from new infrastructure constructed by 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 system. In 1999, the USEPA 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 fund the rehabilitation and replacement of numerous aging mill village systems in Greenville County. In 1995, MetroConnects began work on its first wastewater infrastructure replacement 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 Mill Village Sewer System, replacing its 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 $8.3 million in grant funding for that project. MetroConnects is currently rehabilitating and reconstructing new lines in five mill villages in Greenville County (Mills Mill, Dunean Mill, Union Bleachery, Judson Mill, and Woodside Mill) and has secured more than $34 million in federal, state, and local grant funding to complete them.

In December 2020, the Greenville County Council approved an ordinance to merge six of Greenville's special purpose districts providing wastewater collection services with MetroConnects. From 2021 to 2022, transfer agreements were approved for Marietta Water and Sewer, Berea Public Service District, Wade Hampton Fire and Sewer, Gantt Police, Fire and Sewer, Parker Fire and Sewer Sub-District, and Taylors Fire and Sewer District. In March 2023, the City of Travelers Rest approved a transfer agreement to MetroConnects. These transfers added more than 750 miles of wastewater collection lines to MetroConnects' wastewater collection system, of which the majority of pipes were aged clay pipes.

Throughout the years, MetroConnects has continually updated its technology to improve efficiency and to assist with managing workload. The Cityworks software has changed much of the way MetroConnects does business. The workorder asset management system (WOAMS) allows MetroConnects' employees, as well as some contractors, to manage work, track, and score the condition of the wastewater collection lines. Using the geographic information system (GIS), MetroConnects accurately maps the locations of the infrastructure it operates and maintains (size, age, line segments, laterals, and pump stations) within the service area, including details such as pipe material, rehabilitation dates, and repairs. MetroConnects owns the lateral lines connecting to gravity mains within public rights of way and easements.

Today, MetroConnects serves more than 106,000 customers in the unincorporated areas of Greenville County and the City of Travelers Rest and operates and maintains more than 1,500 miles of

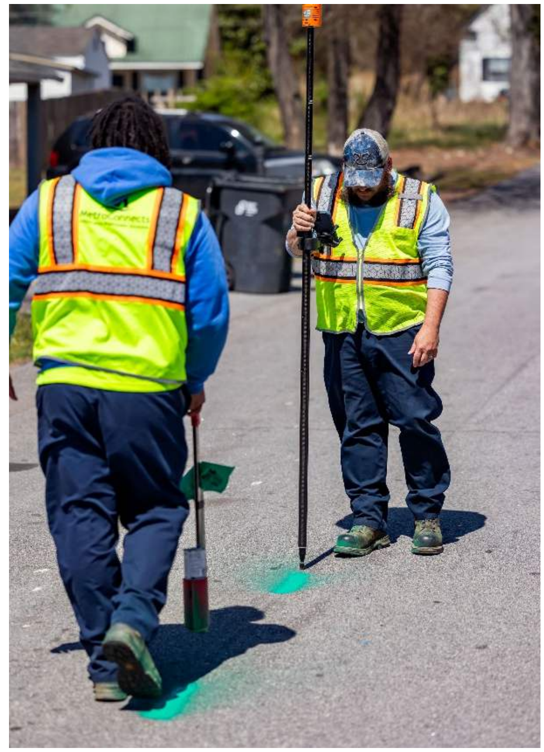
Link to Table of Contents

wastewater collection lines with 108 employees. MetroConnects transports approximately 20 million gallons of wastewater per day to ReWa for treatment and disposal.

In November 2024, MetroConnects broke ground on its new headquarters campus, Project Green, located at 1151 West Butler Road in Mauldin, SC. The new facility will ensure all services, operations, and equipment are in one place, enabling faster, more efficient service for the future, with plans to move in April of 2026.

Customers and Ratemaking

MetroConnects provides wastewater collection services for residential, commercial, and industrial customers in the unincorporated areas of Greenville County, as well as areas located within the cities of Greenville, Mauldin, Travelers Rest, Simpsonville, and Fountain Inn. MetroConnects collects a monthly base charge and a volume charge from more than 106,000 customer accounts.



MetroConnects' Commission has independent rate-making authority for the rates and charges of the wastewater collection system. The rate changes must comply with state statutes and are not subject to approval by additional governmental or regulatory bodies. MetroConnects periodically increases rates based on the cost of providing service and projected earnings. Rates are examined annually in connection with the annual budget preparation, utilizing our rate model. MetroConnects will be performing a rate study in FY 2026.

The following table reflects the growth in MetroConnects' wastewater collection system accounts over the past five years.

FY 2021 – 2025 Account Totals

Fiscal Year	Residential Accounts	Commercial Accounts	Industrial Accounts	Total Accounts	Change from Prior Fiscal Year
2021	44,838	2,947	72	47,857	-
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%
2025	98,681	7,231	128	106,040	1.7%

** Acquisition of four wastewater collection systems, approximately 331 additional miles of wastewater collection lines, and approximately 18,000 new accounts from acquired systems and growth.*
*** Acquisition of two wastewater collection systems, approximately 400 additional miles of wastewater collection lines, and approximately 24,000 new accounts and transfer of one municipality with approximately 28 miles of wastewater collection lines and approximately 2,200 new accounts from acquired systems and growth.*

The primary source of MetroConnects' revenue is its sewer user charges. The sewer user charge consists of two components: (1) a base charge and (2) a volumetric charge, which is applied to the customer's 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, ReWa, and the City of Greenville. Each agency then remits a monthly payment to MetroConnects for a fee, with the exception of the City of Greenville.

Historical Ratemaking

In February 2019, the Commission adopted a new rate structure. Effective July 1, 2019, customers were no longer 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

*per 1,000 gallons

Current Ratemaking

Based on the recommendations of the 2024 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, 2026, customers pay a monthly base charge of $11.72 and a volume charge of $2.32 per 1,000 gallons of water. The volume charge is based on actual water usage.

The 2027 – 2029 projected rates have been used as part of the five-year forecast that is presented during the budget process. The 2026 Rate Study will finalize the recommended 2027 – 2029 rates for approval by the Commission.

FY 2024 – 2029 Approved and Projected Sewer Rates

	2024 *Approved*	2025 *Approved*	2026 *Approved*	2027 *Projected*	2028 *Projected*	2029 *Projected*
Base Service Charge						
All Customers	$ 11.72	$ 11.72	$ 11.72	$ 12.19	$ 12.68	$ 13.18
Volumetric Charge						
All Customers	$ 1.85	$ 2.07	$ 2.32	$ 2.41	$ 2.51	$ 2.61
Typical Residential Customer						
(4 kgal/month)	$ 19.12	$ 20.00	$ 21.00	$ 21.80	$ 22.72	$ 23.62

MetroConnects increased rates in 2021, 2022, 2023, and 2024. This was due to the acquisition of seven wastewater collection systems that included more than 750 additional miles of wastewater collection lines and approximately 42,000 additional customers. Sewer user charge revenue is anticipated to be $30 million in FY 2026.

FY 2021 – 2026 Sewer User Charge Revenue Changes

Fiscal Year	Total	% Change	Notes
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 Actual	$27,082,107	118.5%	****
2025 Budget	$27,977,615	3.3%	
2026 Budget	$30,258,273	8.2%	

** Acquisition of four wastewater collection systems, approximately 331 additional miles of wastewater collection lines, and approximately 18,000 new accounts from acquired systems and growth.*
*** Acquisition of two wastewater collection systems, approximately 400 additional miles of wastewater collection lines, and approximately 24,000 new accounts and transfer of one municipality with approximately 28 miles of wastewater collection lines and approximately 2,200 new accounts 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, shaded in green, within the state of South Carolina.

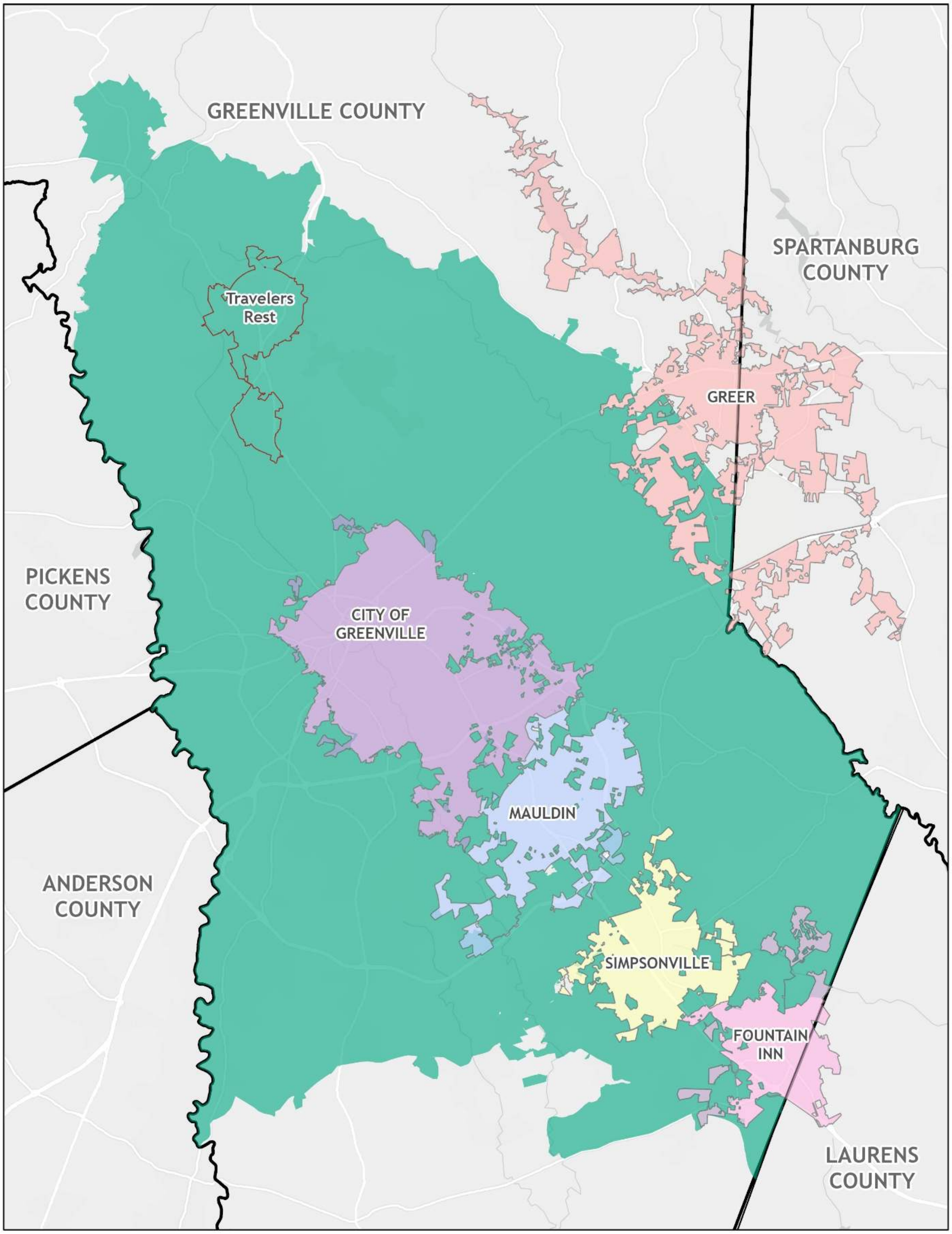


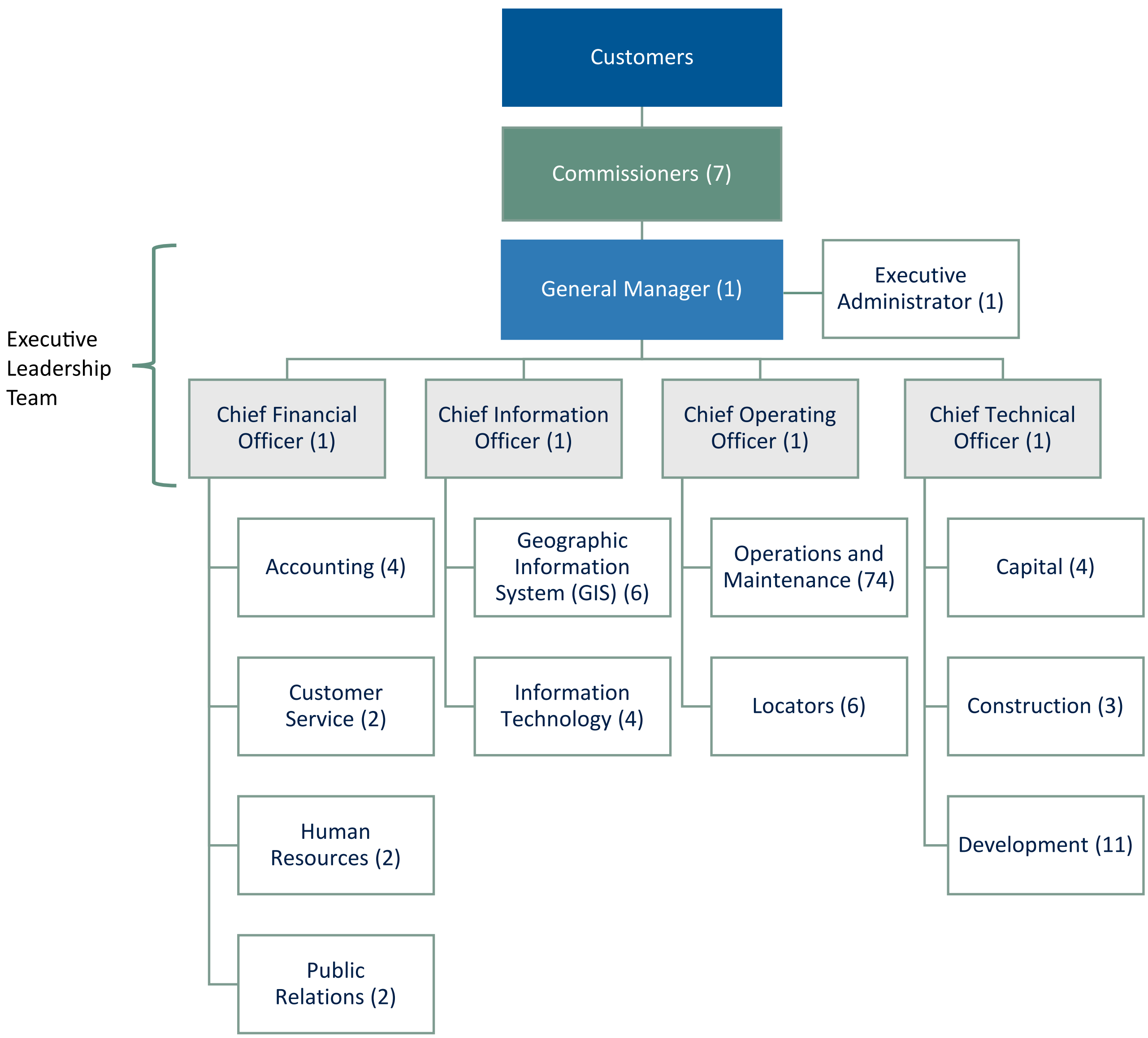
Figure 2: MetroConnects' service area, shaded in green, within Greenville County.

Organizational Chart

MetroConnects' organizational structure is designed to provide high-quality, reliable wastewater collection services while maintaining trust and fiscal accountability to our customers. Our structure reflects a commitment to operational excellence, long-term infrastructure health, and transparent governance.

Our customers are at the pinnacle of our organization. This placement is intentional as the Commission and the Executive Leadership Team make every decision with our customers and the MetroConnects mission in mind: to provide essential wastewater collection services for our community.

Under the direction of the General Manager (GM), MetroConnects is organized into four core functional areas, each led by an executive officer. This structure ensures clear lines of accountability and professional oversight of the annual budget. More detailed information about each of the departments can be found in the Departments section of the report beginning on page 55.



READER'S GUIDE TO THE BUDGET

This FY 2026 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 future impact of current decisions 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 the 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, long-range operating financial plans, and the GFOA Distinguished Budget Presentation Award for MetroConnects' FY 2025 Adopted Budget.

The *Strategic Plan* section outlines the approved MetroConnects 2025 Strategic Plan through 2030. The organization performed a strategic planning process in 2025, and the plan will help guide the organization through continued growth and evolving service demands over the next five years.

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 details about its Executive Leadership Team, Engineering, Finance, Information Management, and Operations and Maintenance (O&M) Departments. For each, an organizational chart, position summary, and goals and objectives are explained.

The *Capital Plan* section explains the Capital Plan process and shows the capital improvement projects budget, including maintenance projects, rehabilitation projects, and roadway relocation projects. It explains capital expansion and upgrade projects, which provide service to new areas within MetroConnects' boundaries. Information also includes explanations of 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 current grants and related projects.

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

CONSOLIDATED FINANCIAL SCHEDULE

FY 2026 Adopted Budget

	FY 26 Adopted Budget
Beginning Balance	**$58,426,925**
Revenues	
Sewer User Charge	$30,258,273
Investment Income	1,000,000
Other Revenue	350,000
Grant Funding	10,956,542
Sale of Equipment	143,000
Tap Fees and Permits	2,500,000
Development Fees	200,000
Total Revenue	**$45,407,815**

Continued on the next page.

FY 2026 Adopted Budget

Expenses	FY 26 Adopted Budget
Salaries and Wages	$9,200,000
Payroll Taxes (FICA)	704,000
SC Retirement (PEBA)	1,700,000
Vehicle Allowance Expense	(18,000)
Group Insurance	2,320,000
Workers Comp Insurance	110,000
Professional Fees	550,000
Accounting/HR Expense	250,000
Public Relations Expense	378,000
Office Expense	50,000
Seminars and Training	250,000
Commissioners Per Diem/Expenses	119,000
Miscellaneous	50,000
Customer Claims	40,000
Billing Charge	2,173,500
Building/Tort Insurance	320,000
Utilities	140,000
Building Maintenance and Repair	60,000
Property Maintenance and Repair	90,000
Information Management Expense	295,000
Software License Maintenance	600,000
Telecommunications	136,000
Uniforms	150,000
Safety Expense	150,000
Equipment Maintenance and Repair	300,000
Vehicle Maintenance and Repair	600,000
Operation and Maintenance Expense	350,000
Locate Expense and Projects	265,000
Contract Services (O&M)	850,000
Pump Station Expense	393,000
Engineering Expense	100,000
Sub-Total Operating Expenses	**$22,675,500**
Debt Service	
Debt Service	$5,611,381
Sub-Total Debt Service	**$5,611,381**
Total Expenses	**$28,286,881**

Continued on the next page.

FY 2026 Adopted Budget

	FY 26 Adopted Budget
Capital Plan	
Capital Improvement and Expansion Projects	
Maintenance Projects	$3,750,000
Rehabilitation Projects	6,575,000
Roadway Relocations Projects	500,000
Pump Station Upgrades and Projects	475,000
System Expansion and Upgrade Projects	6,981,000
Mill Villages Projects	14,000,000
Sub-Total Capital Improvement and Expansion Projects	**$32,281,000**
Capital Expenditures	
Operations and Maintenance	2,222,000
Information Management	44,000
Facilities (Project Green)	3,403,056
Sub-Total Capital Expenditures	**$5,669,056**
Total Capital Plan	**$37,950,056**
Total Expenses and Capital Plan	**$66,236,937**
Ending Balance	**$44,500,859**

BUDGET PROCESS

Budgetary preparations generally begin in June 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. In July, departments begin soliciting quotes, preparing 10-year models, and working on the capital plan. Each department submits budget needs and quotes to the GM and CFO for review in August. Then, in September, the GM and CFO prepare the initial draft of the budget and review it with the departments.

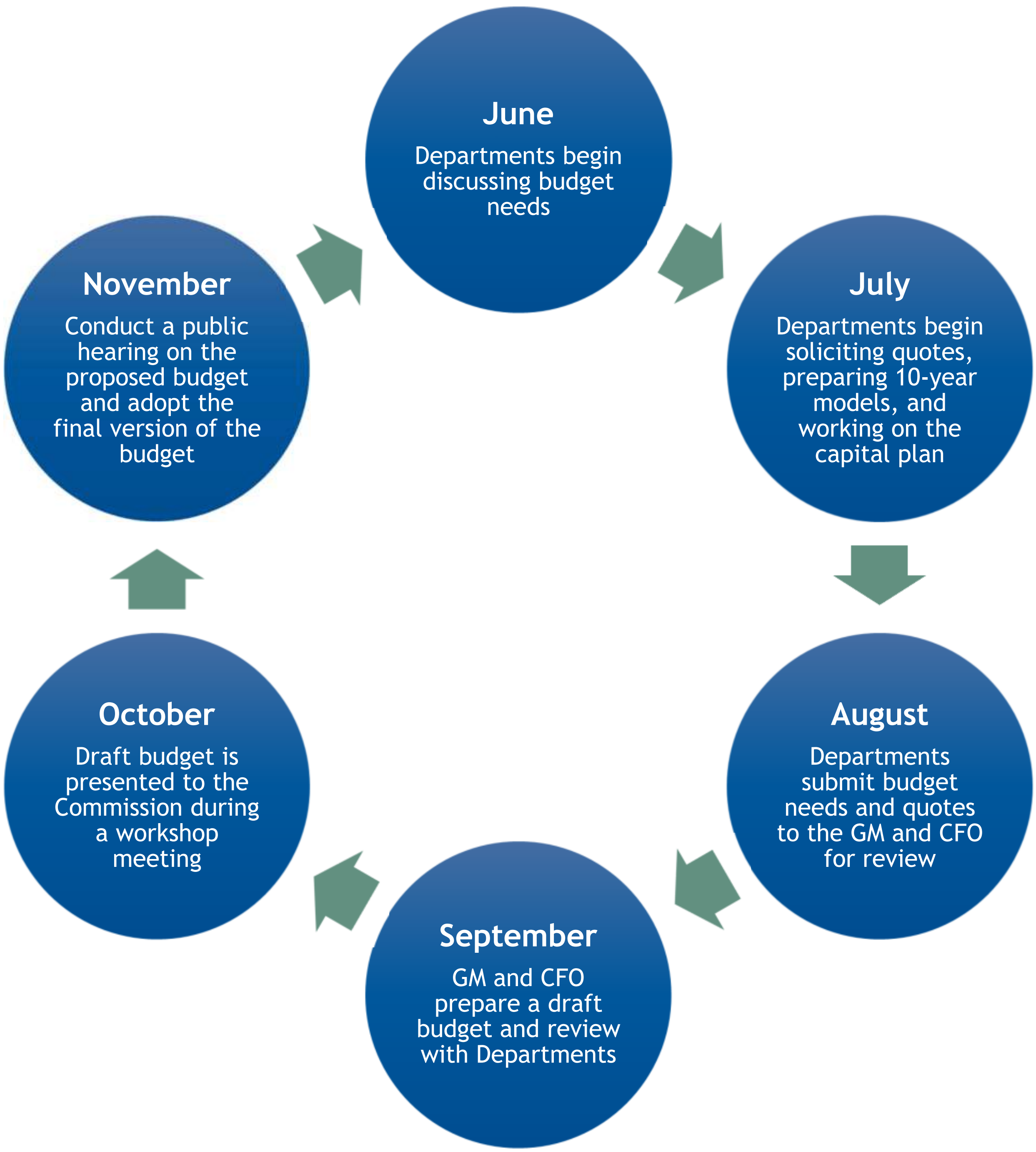
In October, the GM and each department's Chief Officer present a preliminary budget to the Commission during a workshop to review and incorporate revisions based upon Commission input. In November, the Commission conducts a public hearing on the proposed budget, as required under South Carolina law, and adopts the final version of the budget. (See the flow chart on the next page.)

The budget is balanced when the sum of operating revenues equals or exceeds operating expenses. For FY 2026, MetroConnects has forecasted that operating revenues will exceed estimated operating expenses.

During the budget year, 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 to be amended, MetroConnects is required by law to publish and conduct a public hearing prior to the approval of the revised budget.

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 during 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

Forecasting and planning for future budgets includes a review of both revenues and expenses annually in conjunction with an analysis of growth expectations and industry trends, as well as compliance with regulation requirements. Through this process, the main priority is to minimize customer impact by conducting an annual review of rates and charges to determine the appropriate wastewater collection user charges.

Regulatory Requirements

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

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 existing regulations and will always follow any future regulations. Furthermore, compliance with such governmental regulations and standards may substantially increase capital and operating costs.

Population Growth

Greenville County is currently experiencing a net inbound migration of approximately 25 new residents per day, which supports forecasts for increased growth projections for Greenville County over the next five years. To plan for this, MetroConnects works with Greenville County, ReWa, developers, and the South Carolina Department of Transportation (SCDOT) to ensure wastewater collection capacity 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. MetroConnects' capital expansion plans for growth to pay for growth.

Capital Planning

The projects identified in MetroConnects' Capital Improvement Plan (CIP) are assessed annually through MetroConnects' Capacity, Management, Operations, and Maintenance (CMOM) program. MetroConnects uses a robust 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. The FY 2026 CIP factors in the elimination of three Building Resilient Infrastructure and Communities (BRIC) funded projects, which no longer have federal funding, and the end of American Rescue Plan Act (ARPA) funds.

Technology

Computer networks, data transmission, and collection are vital to the efficient operations of MetroConnects. MetroConnects is continually implementing modern solutions and maintaining security to reduce the threat of attacks by hackers or breaches due to employee error, malfeasance, or other disruptions. MetroConnects has a tested Disaster Recovery Plan for our Enterprise System.

MetroConnects uses 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 cybersecurity threats. Additionally, MetroConnects is investing in security cameras at 25 pump stations to help deter vandalism.

Workforce

MetroConnects employs 108 staff across various functions and maintains a strong organizational focus on employee training to build internal capacity. It offers competitive, inflation-responsive compensation and benefits to support recruitment and retention while attracting specialized talent to meet technical requirements and leadership succession. Looking ahead, MetroConnects will continue its investment in strategic workforce planning and specialized training programs to maintain service quality and organizational resiliency as system demands continue to grow.

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 maintains and administers 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 wastewater collection system's revenues 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 are adopted in accordance with the applicable provisions of the South Carolina Code.

One-Time Revenues

MetroConnects does not rely on one-time (grant) revenues or similar special revenues to pay ongoing operating expenses, as such one-time revenues do not recur in future fiscal years.

Annual Budget

Balanced Annual Budget

MetroConnects adopts a balanced Annual Budget and provides full disclosure when a deviation from a balanced Annual Budget is planned or when it occurs. This balanced Annual Budget ensures that operating expenses, capital expenditures, and other expenditures do not exceed revenues and other available sources of funds during the applicable fiscal year. The budget process includes 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 prepares a multi-year Capital Plan that includes all major capital improvement, replacement, and expansion projects, and major equipment acquisitions. The anticipated funding sources are updated during the Annual Budget process.

Debt Administration

Debt Management

In keeping with the Master Bond Resolution adopted on November 4, 2019, MetroConnects maintains sustainable debt levels while issuing bonds as required to provide financial support for capital needs. MetroConnects endeavors 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 are 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 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 keeps and maintains proper books, records, and accounts for the service area, in which complete and correct entries are made of all transactions relating to the wastewater collection system, including the following:

- Annual Audits - MetroConnects endeavors to have the annual audit completed within 180 days after the end of each fiscal year
- Financial Statements - MetroConnects prepares monthly financial statements and presents them to the GM and the Commission for review
- Reconciliations - All bank statements, credit card statements, and fund reports are reconciled every month by MetroConnects' accountants, and records are kept by the CFO

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.

FY 2026 Fee Schedule

Connection Fee	
Single-Family Housing Meter Size	**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)	**Rates Per Unit**
Three Bedrooms (per unit)	$900
Two Bedrooms (per unit)	$675
One Bedroom (per unit)	$450
Administration Fee	$600
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 a special purpose district, MetroConnects' long-range operating financial plans comply with its financial policies for operating an enterprise fund. 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. A five-year forecast is presented during the budget process.

Revenue Assumptions

MetroConnects takes a conservative approach to revenue projections. For FY 2026, anticipated revenues are based on projected 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 – 2030 assumes both the base charge and the volumetric charges increasing annually, each by 4%. 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 reflect an annual inflation escalation of 3.38%. Following the completion of Project Green in the first quarter of 2026, MetroConnects anticipates increases in several expense accounts, including utilities, property and building insurance, along with building and property maintenance. Capital needs are 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 by extending its useful life through comprehensive maintenance and operations programs focused on proactive upkeep, planning, and timely response. Revenue from growth also enables MetroConnects to enter into agreements for wastewater line extensions, further supporting Greenville 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.

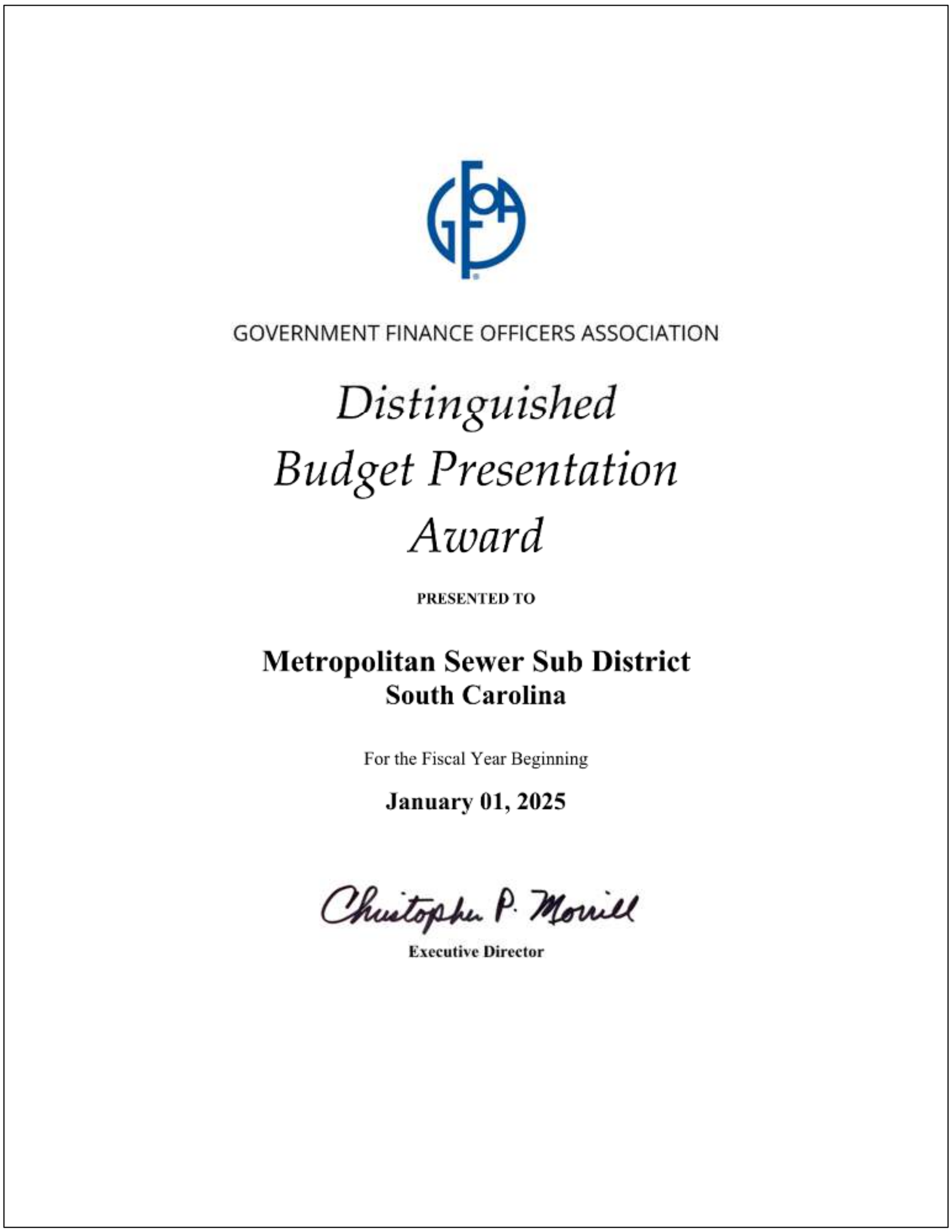
FY 2027 – 2030 Projected Budgets

	FY 2027 Projected Budget	FY 2028 Projected Budget	FY 2029 Projected Budget	FY 2030 Projected Budget
Beginning Balance	**$44,500,859**	**$37,197,035**	**$31,121,191**	**$26,256,704**
Revenues				
Sewer User Charge	$32,154,951	$34,294,344	$36,611,722	$38,401,570
Tap Fees and Permits	2,500,000	2,000,000	2,000,000	2,000,000
Investment Income	500,000	300,000	300,000	300,000
Other Miscellaneous Revenues	200,000	100,000	100,000	100,000
Debt Proceeds/Grant Funding	-	-	-	1,500,000
Total Revenue	**$35,354,951**	**$36,694,344**	**$39,011,722**	**$42,301,570**
Expenses				
Salaries, Wages and Benefits	$14,819,786	$15,559,409	$16,335,946	$17,151,239
Professional Fees	1,100,000	1,100,000	1,100,000	1,100,000
Operations and Maintenance	2,511,500	2,528,620	2,547,512	2,611,795
Information Management	1,189,000	1,087,000	1,164,000	1,257,000
Engineering Expenses	287,000	251,000	259,000	278,000
Administration	3,391,905	3,468,450	3,572,198	3,653,212
Debt Service	5,614,584	5,610,298	5,427,553	5,426,151
Sub-Total Expenses	**$28,913,775**	**$29,604,777**	**$30,406,209**	**$31,477,397**
Capital Plan				
Capital Improvement and Expansion Projects	$12,125,000	$11,465,411	$11,850,000	$15,200,000
Capital Expenditures	1,620,000	1,700,000	1,620,000	1,650,000
Sub-Total Capital Plan	**$13,745,000**	**$13,165,411**	**$13,470,000**	**$16,850,000**
Total Expenses and Capital Plan	**$42,658,775**	**$42,770,188**	**$43,876,209**	**$48,327,397**
Ending Balance	**$37,197,035**	**$31,121,191**	**$26,256,704**	**$20,230,877**

GFOA DISTINGUISHED BUDGET PRESENTATION AWARD

The Government Finance Officers Association of the United States and Canada (GFOA) presented a Distinguished Budget Presentation Award to Metropolitan Sewer Subdistrict, dba MetroConnects, for its annual budget for the fiscal year beginning January 1, 2025. In order to receive this award, a governmental unit must publish a budget document that meets program criteria as a policy document, as a financial plan, as an operations guide, and as a communications device.

This award is valid for a period of one year only. We believe our current budget continues to conform to program requirements, and we are submitting it to GFOA to determine its eligibility for another award.



GOVERNMENT FINANCE OFFICERS ASSOCIATION

Distinguished Budget Presentation Award

PRESENTED TO

Metropolitan Sewer Sub District
South Carolina

For the Fiscal Year Beginning

January 01, 2025

Christopher P. Morrill

Executive Director

STRATEGIC PLAN

METROCONNECTS' 2025 STRATEGIC PLAN

Vision

Protecting clean water and public health for future generations.

Mission

MetroConnects provides essential wastewater collection services for our community.

Values

Our employees are our most valued asset.
MetroConnects demonstrates:

- Collaboration
- Safety
- Stewardship
- Integrity
- Innovation
- Professionalism

2025 Strategic Plan

The Strategic Planning Process

In 2025, MetroConnects began a strategic planning process to help guide the organization through continued growth and evolving service demands. The planning effort focused on clarifying priorities, strengthening alignment, and establishing a clear direction for delivering reliable and sustainable wastewater collection services in Greenville County.

The strategic planning process included engagement with both internal and external stakeholders to gather insights used to shape the Strategic Plan, including one-on-one interviews with the Commissioners and Executive Leadership Team; focus groups with staff; and community and industry stakeholder events. The Steering Committee, which was composed of the Commission, Executive Leadership Team, Public Relations Manager, Human Resources Manager, and legal counsel representatives, identified goals for the strategic planning process and discussed key trends and challenges impacting the organization. They also reviewed stakeholder input and collaboratively guided the development of the Strategic Plan's framework and priorities. They completed the planning process by identifying work plans, performance measures, and key performance indicators (KPIs) to ensure progress can be tracked and measured.

The Strategic Plan will be an integral part of MetroConnects' budgeting process over the next five years.

Strategic Priorities

The plan includes five strategic priorities, and each priority area has a list of strategies and performance measures that will be tracked.

Customer Experience

Provide dependable and responsive service, building reliability and lasting trust with the customers and communities we serve.

Strategies:

- Develop and improve outreach and education to increase customer knowledge
- Update MetroConnects' website to improve information access and public awareness
- Regularly participate in community events and activities to increase name and brand recognition
- Leverage billing partnerships to clarify customer bills and appropriate contacts for inquiries
- Develop and implement an employee ambassador program to promote the organization externally
- Finalize the construction of the new campus and continue to focus on the customer experience

Workforce and Workplace

Foster an environment where employee growth, safety, and well-being are prioritized, ensuring MetroConnects remains a leader in the wastewater industry through a talented and committed workforce.

Strategies:

- Sustain an organizational culture that promotes work-life balance and high retention
- Continue to provide comprehensive employee development opportunities, including both internal and external training
- Maintain a professional and safe working environment, supported by up-to-date equipment, training, and technology
- Support succession planning through mentorship and training
- Improve community visibility to effectively attract and recruit qualified candidates

Fiscal Sustainability

Responsibly manage finances, funding system renewal, pursuing external funding for long-term sustainability and affordability, and ensuring that growth pays for growth.

Strategies:

- Maintain strong financial policies
- Regularly review rates and fees to ensure operational sustainability and customer affordability
- Continue to pursue grant funding opportunities for capital improvement needs
- Receive GFOA's Triple Crown award for financial transparency for MetroConnects' annual comprehensive, budget, and popular financial reports
- Maintain financial viability while funding operational and capital improvement needs

Infrastructure and Operational Optimization

Maintain operational excellence through proactive asset management, aging infrastructure renewal, and effective use of technology, supported by a culture of continuous improvement.

Strategies:

- Complete the performance indicator dashboards
- Continue to leverage and explore emerging technology for increased efficiency
- Maintain proactive asset management and annual performance indicator dashboarding
- Refine operational procedures to be clear and accessible, ensuring work is performed consistently and efficiently
- Collaborate with ReWa on basin planning
- Integrate feedback from the development community to improve workflows
- Meet capital improvement renewal goals

Leadership and Partnership

Be a trusted leader and reliable partner across the region by collaborating with Greenville County and regional partners to achieve shared goals.

Strategies:

- Continue the Clean Water Forward initiative by renewing aging wastewater collection infrastructure and supporting wet weather programs
- Strive to receive SCDES facility excellence awards annually
- Actively engage with the development community to ensure wastewater collection services support regional economic development initiatives
- Complete the Effective Utility Management (EUM) business audit every five years.
- Participate in external leadership organizations

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 revenue, and investment income, 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. (See Budget Process on page 21.)

FINANCIAL SUMMARY

Budget Overview

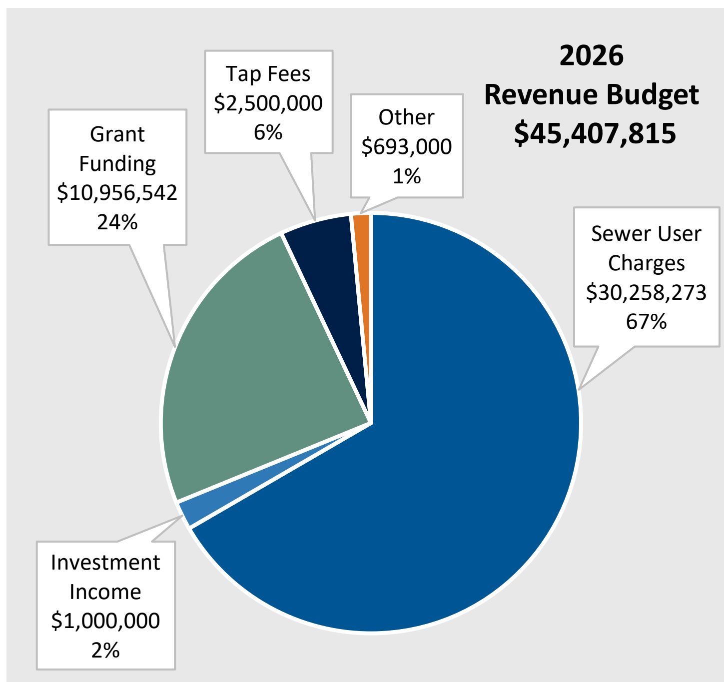
The 2026 annual operating budget for MetroConnects is a balanced budget with operating revenues exceeding operating expenses and was developed in accordance with all financial policies.

FY 2026 and FY 2025 Budget Summary Comparison

	FY 2026 Budget	FY 2025 Budget	% Change
Revenues			
Operating Revenue	$32,958,273	$30,077,615	10%
Non-Operating Revenue	12,449,542	22,195,000	-44%
Total Revenue	**$45,407,815**	**$52,272,615**	**-13%**
Expenses			
Operating Expenses & Debt Service	$28,286,881	$25,821,615	10%
Capital Plan	37,950,056	65,804,000	-42%
Total Expenses	**$66,236,937**	**$91,625,615**	**-28%**

Total Budgeted Revenue for Fiscal Year 2026

For FY 2026, the operating revenue and non-operating revenue budgets amounted to $32,958,273 and $12,449,542, respectively, for a total revenue budget of $45,407,815.



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.

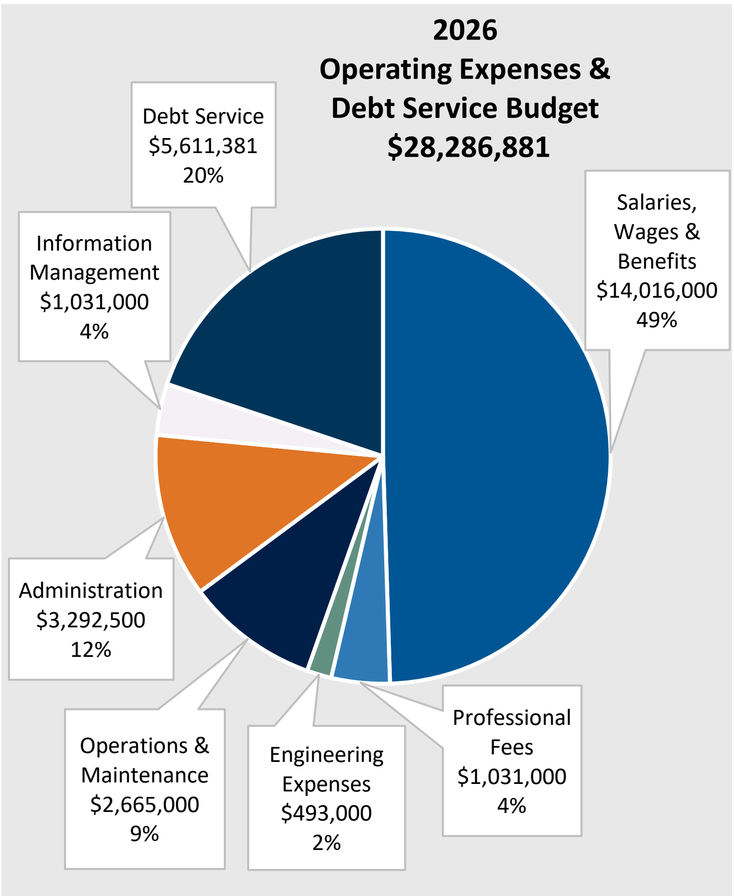
For FY 2026, the operating revenue budget equals $ 32,958,273, and the non-operating revenue budget equals $12,449,542, for a total revenue of $45,407,815. This is a decrease of 13% from FY 2025, due to the decrease in grant-funded projects being completed or near completion during the year.

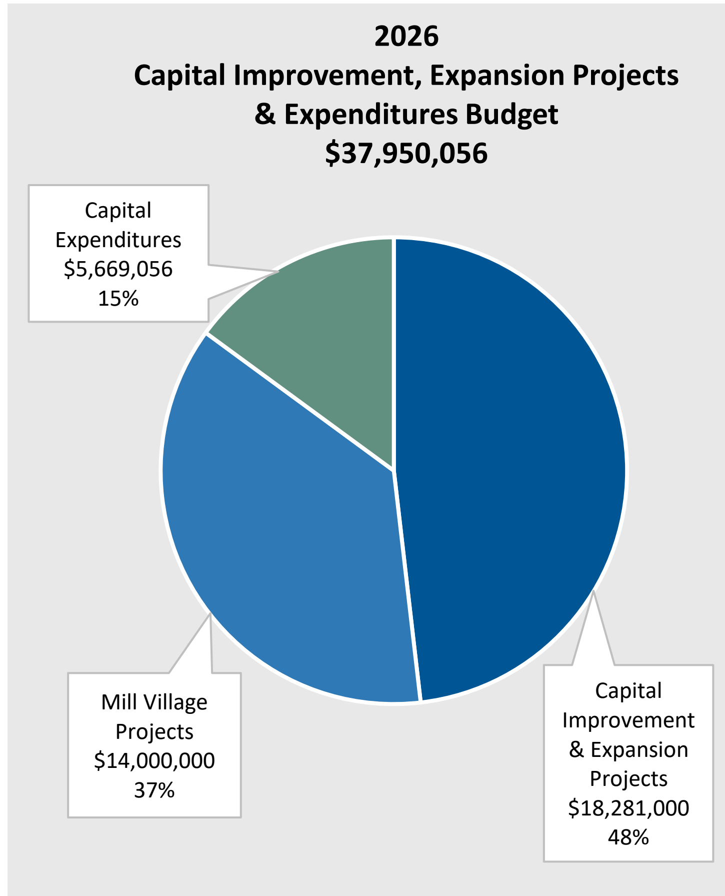
FY 2026 and FY 2025 Revenue Summary Comparison

Revenue Sources	FY 2026 Budget	FY 2025 Budget	% Change
Operating Revenue			
Sewer User Charge	$30,258,273	$27,977,615	8%
Tap Fees and Permits	2,500,000	2,000,000	25%
Development Fees	200,000	100,000	100%
Sub-Total Operating Revenue	**$32,958,273**	**$30,077,615**	**10%**
Non-Operating Revenue			
Investment Income	$1,000,000	$750,000	33%
Grant Funding	10,956,542	21,300,000	-49%
Sale of Equipment	143,000	145,000	-1%
Other Revenue	350,000	-	0%
Sub-Total Non-Operating Revenue	**$12,449,542**	**$22,195,000**	**-44%**
Total Revenue	**$45,407,815**	**$52,272,615**	**-13%**

Total Budgeted Expenses for Fiscal Year 2026

For FY 2026, the operating expenses of $22,675,500, debt service of $5,611,381, and the capital plan budgets of $37,950,056, respectively, create a total expense budget of $66,236,937.





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 2026 compared to FY 2025, primarily due to administration expenses in maintaining both MetroConnects campuses until the existing property (120 Augusta Arbor Way) can be sold. The operating expense budget for FY 2026 is $22,675,500, with a 12% increase over FY 2025 of $20,205,200.

FY 2026 and FY 2025 Expenses Summary Comparison

	FY 2026 Adopted Budget	FY 2025 Adopted Budget	% Change
Operating Expenses			
Salaries and Wages			
Salaries and Wages	$9,200,000	$8,190,000	12%
Payroll Taxes (FICA)	704,000	627,000	12%
SC Retirement (PEBA)	1,700,000	1,590,000	7%
Vehicle Allowance Expense	(18,000)	(15,600)	15%
Group Insurance	2,320,000	1,995,000	16%
Workers Comp Insurance	110,000	110,000	0%
Sub-Total	***14,016,000***	***12,496,400***	***12%***
Professional Services			
Professional Fees	550,000	500,000	10%
Accounting/HR Expense	250,000	250,000	0%
Public Relations Expense	378,000	360,000	5%
Sub-Total	***1,178,000***	***1,110,000***	***6%***
Administration			
Office Expense	50,000	35,000	43%
Seminars and Training	250,000	250,000	0%
Commissioners Per Diem/Expenses	119,000	119,000	0%
Miscellaneous	50,000	50,000	0%
Customer Claims	40,000	-	0%
Billing Charge	2,173,500	1,774,800	22%
Building/Tort Insurance	320,000	260,000	23%
Utilities	140,000	44,000	218%
Building Maintenance and Repair	60,000	65,000	-8%
Property Maintenance and Repair	90,000	25,000	260%
Sub-Total	***3,292,500***	***2,622,800***	***26%***

Continued on next page.

	FY 2026 Adopted Budget	FY 2025 Adopted Budget	% Change
Information Management			
Information Management	295,000	227,000	30%
Software License Maintenance	600,000	522,000	15%
Telecommunications	136,000	110,000	24%
Sub-Total	***1,031,000***	***859,000***	***20%***
Operation and Maintenance			
Uniforms	150,000	180,000	-17%
Safety Expense	150,000	150,000	0%
Equipment Maintenance and Repair	300,000	180,000	67%
Vehicle Maintenance and Repair	600,000	600,000	0%
Operation and Maintenance Expense	350,000	350,000	0%
Locate Expense and Projects	265,000	357,000	-26%
Contract Services (O&M)	850,000	900,000	-6%
Sub-Total	***2,665,000***	***2,717,000***	***-2%***
Engineering			
Pump Station Expense	393,000	280,000	40%
Engineering Expense	100,000	120,000	-17%
Sub-Total	***$493,000***	***$400,000***	***23%***
Total Operating Expenses	**$22,675,500**	**$20,205,200**	**12%**

Summary of Debt Service by Year

The following table provides a breakdown of debt service by year. The table shows less than a 1% decrease in bond interest and principal payments in FY 2026 compared to FY 2025.

FY 2026 and FY 2025 Debt Service Summary Comparison

	FY 2026 Adopted Budget	FY 2025 Adopted Budget	% Change
Debt Service	$5,611,381	$5,616,415	-0.09%
Total Debt Service	**$5,611,381**	**$5,616,415**	**-0.09%**

Summary of the Capital Plan by Year

The following table provides a breakdown of the Capital Plan by year. The table shows a decrease in capital in FY 2026 compared to FY 2025 due to the completion of Project Green.

FY 2026 and FY 2025 Capital Plan Summary Comparison

	FY 2026 Adopted Budget	FY 2025 Adopted Budget	% Change
Capital Plan			
Capital Improvement and Expansion Projects			
Maintenance Projects	$3,750,000	$3,550,000	6%
Rehabilitation Projects	6,575,000	4,770,000	38%
Roadway Relocations Projects	500,000	350,000	43%
Pump Station Upgrades and Projects	475,000	750,000	-37%
System Expansion and Upgrade Projects	6,981,000	3,615,000	93%
Mill Villages Projects	14,000,000	20,815,000	-33%
Sub-Total	***$32,281,000***	***$33,850,000***	***-5%***
Capital Expenditures			
Operations and Maintenance	2,222,000	1,848,000	20%
Information Management	44,000	106,000	-58%
Facilities (Project Green)	3,403,056	30,000,000	-89%
Sub-Total	***$5,669,056***	***$31,954,000***	***-82%***
Total Capital Plan	**$37,950,056**	**$65,804,000**	**-42%**

Budget Detail Explanation

Revenues

Sewer User Charges = $30,258,273

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 2026.

Tap Fees and Permits = $2,500,000

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. Tap fees and permits are expected to remain the same for FY 2026.

Development Fees = $200,000

Includes the following charges: Project Plan Review Fees, Off-Site Right of Way 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 2026 budget projected an increase in development fees from FY 2025, due to the steady growth of development throughout Greenville County.

Investment Income = $1,000,000

Interest earned from bank accounts and certificates of deposits budgeted in FY 2026 to increase throughout the forecast period to reflect the stable interest rates on the fund balance.

Grant Revenue = $10,956,542

Awards by federal, state, or local agencies for the capital improvement of the wastewater collection system. MetroConnects has secured approximately $34 million for infrastructure improvement projects in four of the five historic mill villages and is estimated to receive $11 million for projects in FY 2026.

Sale of Equipment = $143,000

Received from sale of equipment, vehicle, office furniture, etc. Planned sale of five vehicles and two pieces of equipment projected in FY 2026. These will be replaced with new vehicles and equipment reflected in the Capital Plan.

Other Revenue = $350,000
Received from any miscellaneous revenue sources, ranging from recycling material, project contributions, insurance claim reimbursements, and FOIA request payments.

Expenses

Salaries, Wages, and Benefits Expenses = $14,016,000
Salaries and Wages: Reflects an additional 10 full-time employees, three of which were carryovers from FY 2025, performance-based increases, and market adjustments will have a 12% 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, 2026, and is expected to remain the same for the remainder of FY 2026.

Vehicle Allowance: A fringe benefit offered to employees who drive company vehicles will increase in FY 2026 due to two planned positions requiring company-driven vehicles.

Group Insurance: Payments for health insurance and basic life insurance coverage provided by MetroConnects to all full-time employees budgeted to increase 16% for FY 2026 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 of 13%, which remains within the projected budget.

Workers' Compensation Insurance: Projected to remain constant for FY 2026. 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 = $1,178,000
Professional Fees: Charges for legal service expected to increase by 10% in FY 2026 due to a planned rate study and a business audit. 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. No additional expense was projected for FY 2026.

Public Relations: Costs incurred in education and public relations, community sponsorships, and events leading up to the grand opening of MetroConnects' new campus are budgeted to increase 5% for FY 2026.

Administration Expenses = $3,292,500
Office Supplies: Represents the cost of all supplies and materials consumed or used in office operations, along with office equipment rental. The projected 43% increase is due to stocking needed materials at the new campus location.

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. No additional expense was projected for FY 2026.

Commission Per Diem: The seven Commissioners are authorized to be compensated for the performance of their duties and responsibilities as members of the governing body of MetroConnects. The budget also includes funds for the opportunity to attend training, seminars, and conferences, should they choose to do so. No additional expenses were projected for FY 2026.

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 2026.

Billing Charges: MetroConnects relies upon several water providers to collect the sewer user charges from more than 106,000 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 approximately 97% of the customer accounts. For FY 2026, the budget will increase 22% 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 are expected to increase by 23% beginning in FY 2026, primarily due to the addition of the new campus, continued coverage for the existing campus, and the addition of new vehicles and equipment. All insurance claim deductibles are also paid from this account.

Utilities: Utilities are projected to increase by 218% in FY 2026 due to the addition of utility costs for the new campus, along with continued utility expenses at the existing campus.

Building Repair/Maintenance: This category covers campus facility needs and routine annual maintenance. Costs for FY 2026 are projected to decrease by 8% due to no scheduled repairs on existing campus buildings and because the new campus building will remain under warranty.

Property Repair/Maintenance: Expenses for landscaping, property upkeep, and dumpster rental are projected to increase by 260% in FY 2026 compared to FY 2025, due to the addition of the new campus property alongside continued maintenance of the existing campus.

Information Management Expenses = $1,031,000

Information Management: Includes the cost of general repairs, maintenance of computers, and support contracts. Expenses are projected to increase by 30% in FY 2026 due to additional support hours required for the relocation to the new campus and expanded cybersecurity testing throughout the year.

Software License Maintenance: Projected for FY 2026, the charges for annual license and maintenance fees for software and the cost of data processing services provided by external computing sources will increase 15% from FY 2025 due to a yearly license subscription increase and additional user licenses for various software.

Telecommunications: The FY 2026 budget is projected to increase 24% due to the addition of the new campus alongside continued expenses for the existing campus, which include charges for the usage, maintenance, and 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.

Operations and Maintenance Expenses = $2,665,000

Uniforms: Cost of uniforms and any other logo-type clothing furnished to employees by MetroConnects is budgeted to decrease 17% due to a change in the uniform contract for FY 2026.

Safety: Includes cost for a third-party safety training company, personal protective equipment (PPE) and clothing, and drug testing, which remained flat between the FY 2026 and FY 2025 budgets.

Equipment Maintenance and Repair: An increase of 67% is projected for FY 2026 for the cost of supplies, materials, and repairs used in routine equipment maintenance, especially in CCTV camera repairs.

Vehicle Maintenance and Repair: Represents expenses for fuel, supplies, materials, and repairs used in routine automotive maintenance. No additional expense was projected for FY 2026.

Operation and Maintenance Expense: Miscellaneous costs of small tools, materials, and supplies used in general maintenance and equipment will not change in FY 2026.

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. This nine-year project to survey 100% of manholes within the wastewater collection system will be completed in FY 2026.

Contract Services (O&M)

These contracts consist of the following:

- *Right of Way Clearing:* Annual contract for tree, brush, and debris removal within MetroConnects' rights of way to remain constant in FY 2026. No increase was budgeted for FY 2026
- *Root Treatment:* Project a 29% decrease in the annual chemical treatment root control contract in FY 2026 due to rehabilitation of lines previously on the root treatment list
- *CCTV/Line Cleaning:* Anticipate an annual contract for CCTV inspection and line cleaning for wastewater collection lines to increase 25% in FY 2026 to use contract services for additional footage

Engineering Expenses = $493,000

Pump Station Expenses: Expenses for the maintenance, general repairs, and required utilities for all pump stations are projected to increase by 40% due to pump and pipe replacement at two pump stations and plug and check valve replacements at seven pump stations in FY 2026.

Engineering Expenses: Miscellaneous expenses for encroachment projects, studies, and permitting fees are expected to decrease by 17% in FY 2026, resulting from fewer projects planned.

Debt Service

Debt Service = $5,611,381

Debt Service: This 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 = $32,281,000

Maintenance Projects: Costs are projected to increase 6% for repairs to the wastewater collection system, utilizing the annual maintenance, CIPP, manhole rehabilitation, and emergency lateral contracts. In addition to wastewater collection system repairs, the contracts are 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: The cost of repairs to the wastewater collection system, utilizing various rehabilitation projects are projected to increase by 38% due to more projects being identified in the acquired areas. In addition to construction costs, project costs may include attorney's fees, surveying fees, engineering fees, right of way costs, and permit fees.

Roadway Relocation Projects: A 43% increase is anticipated in FY 2026 for future SCDOT projects where wastewater collection lines may need to be relocated.

Pump Station Projects: The decrease of 37% is attributable to no planned pump station renovations in FY 2026. Five pump stations have planned generator upgrades and security camera placement at each of the 25 pump stations in FY 2026.

System Expansion Projects: Projects have been identified to construct new wastewater collection systems to expand wastewater service. These costs are projected to increase by 93% in FY 2026.

Mill Village Projects: 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 decreased from FY 2025 to FY 2026 by 33% as the projects near completion.

Capital Expenditures = $5,669,056

Operation and Maintenance: This is the cost of newly acquired vehicles and equipment needed to perform day-to-day tasks and is projected to increase by 20% due to the replacement of a CCTV van, crane truck, dump truck, and other smaller fleet vehicles. Two track hoe replacements, a new camera, locators, and flow meters have also been budgeted for this increase.

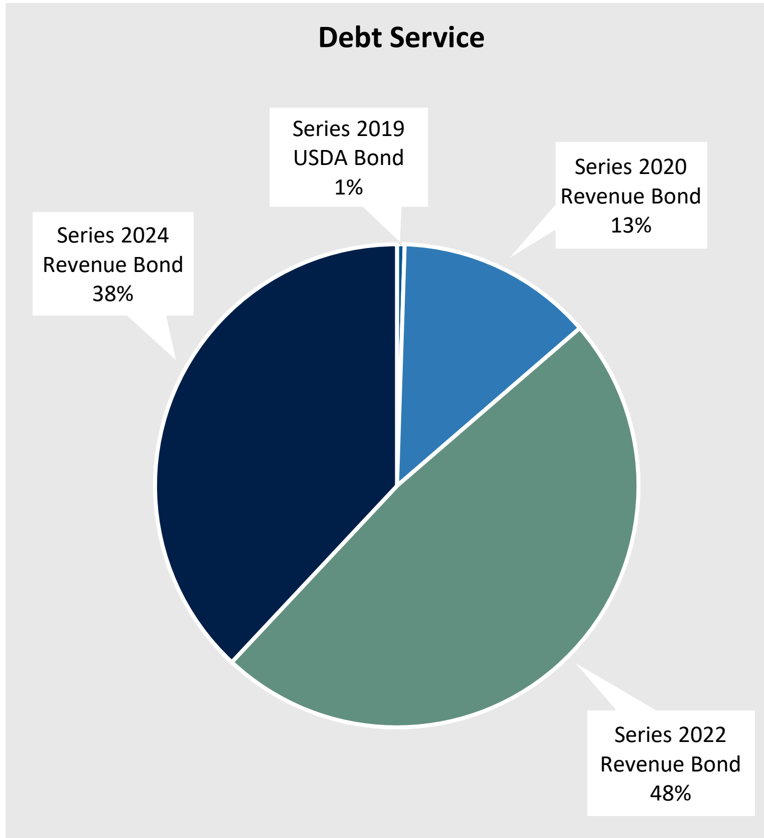
Information Management: Expenses are projected to decrease by 58% following completion of major GIS projects. The department has also added an additional drone to its existing inventory in the FY 2026 budget.

Facilities: These are costs for the completion of Project Green, utilizing remaining proceeds from the Series 2024 Bond, and will decrease by 89% from FY 2025.

DEBT SERVICE

MetroConnects has issued revenue bonds to finance portions of its CIP and to assume outstanding debt associated with the acquisition of wastewater collection systems and the construction of Project Green. The FY 2026 debt service budget is $5.6 million or approximately 20% 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 2025:

- **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 Capital Improvement project
- **Sewer System Revenue Bond, Series 2020 –** MetroConnects issued an $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 Capital Improvement and Expansion 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 Bond, 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 Capital Improvement and Expansion 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 are 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 2026 through 2028.

Debt Service Coverage Summary

	2026 Adopted	2027 Projected	2028 Projected
Operating Revenues	$32,958,273	$34,854,951	$36,394,344
Less: (Operation Expenses)	(22,675,500)	(23,299,191)	(23,994,479)
Plus/Less: Non-Operating Revenues (Expenses)	12,449,542	500,000	300,000
Plus: Total Adjustments to Revenues and Expenditures	(12,449,542)	(500,000)	(300,000)
Net Earnings	**$10,282,773**	**$11,555,760**	**$12,399,865**
Annual Principal and Interest Requirements			
Sewer System Revenue Bond, Series 2019	$29,205	$29,205	$29,205
Sewer System Revenue Bond, Series 2020	737,844	736,921	736,908
Sewer System Revenue Bond, Series 2022	2,710,157	2,709,909	2,707,885
Sewer System Revenue Bond, Series 2024	2,134,175	2,138,550	2,136,300
Total Bonds	**$5,611,381**	**$5,614,585**	**$5,610,298**
Debt Service Coverage - Bonds			
Calculated Using Net Revenues	1.83	2.06	2.21

Debt Service Requirement Schedule

Fiscal Year	Annual Principal and Interest Requirement		Fiscal Year	Annual Principal and Interest Requirement		Fiscal Year	Annual Principal and Interest Requirement
2025	$5,616,415		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	5,610,298		2041	4,855,251		2054	2,166,105
2029	5,427,553		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			
2037	4,861,354		2050	2,165,705		**Total**	**$121,143,970**

THREE-YEAR CONSOLIDATED FINANCIAL SCHEDULES

This table shows a three-year consolidated financial schedule that includes figures for actual FY 2024, the FY 2025 adopted budget, the FY 2025 estimated, and the FY 2026 adopted budget.

	FY 2024 Actuals	FY 2025 Adopted Budget	FY 2025 Estimated	FY 2026 Adopted Budget
Beginning Balance	**$59,920,543**	**$56,897,875**	**$59,554,721***	**$58,426,926**
Revenues				
Sewer User Charges	$27,082,107	$27,977,615	$28,368,789	$30,258,273
Tap Fees and Permits	3,436,850	2,100,000	4,931,300	2,500,000
Investment Income	2,529,737	750,000	2,721,520	1,000,000
Other Miscellaneous Revenues	1,881,243	145,000	982,930	693,000
Debt Proceeds/Grant Funding	4,832,661	54,820,498	52,329,843	17,859,597
Sub-Total Revenues	**$39,762,598**	**$85,793,113**	**$89,334,382**	**$52,310,870**
Expenses				
Salaries, Wages, and Benefits	$12,608,913	$12,496,400	$11,591,095	$14,016,000
Professional Fees	771,054	1,110,000	740,000	1,178,000
Operations and Maintenance	2,240,929	2,717,000	2,320,125	2,665,000
Information Management	796,525	859,000	847,000	1,031,000
Engineering Projects	484,740	400,000	385,000	493,000
Administration	3,046,311	2,622,800	2,642,000	3,292,500
Debt Service	3,478,120	5,616,415	5,616,415	5,611,381
CIP and Expenditures	19,358,674	65,804,000	66,320,542	37,950,056
Sub-Total Expenses	**$42,785,266**	**$91,625,615**	**$90,462,177**	**$66,236,937**
Ending Balance	**$56,897,875**	**$51,065,373**	**$58,426,926**	**$44,500,859**

** Beginning balance 2025 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 will use a portion of rate revenue and strategically draw down its fund balance to manage rate increases in a balanced and sustainable way, while funding a portion of its FY 2026 – 2028 capital improvement and expansion projects through a combination of annual revenues and capital reserves. This reflects MetroConnects' planned reduction of unrestricted cash on hand over a period of several years and the decision not to issue bonds or loans at this time.

During this three-year period, MetroConnects will use the fund balance for:

- Projected $6,575,000 for FY 2026 in rehabilitation projects
- Projected $3,750,000 for FY 2026 maintenance projects, which are "find and fix" proactive wastewater collection system maintenance throughout the service area using contract construction to implement improvements
- Projected $14,000,000 for FY 2026 for five Mill Village projects to rehabilitate decades-old wastewater collection lines to improve the systems and make the wastewater collection lines more sustainable for the long-term. MetroConnects has received some federal, state, and local grants to offset these costs

FY 2026 – 2028 Projected Fund Balance

	FY 2026 Projected	FY 2027 Projected	FY 2028 Projected
Beginning Fund Balance	$58,426,925	$44,500,859	$37,197,035
Rate Funded	-	-	-
Reimbursements (Bonds)	-	-	-
Reserve Funded Capital	(13,926,066)	(7,303,824)	(6,075,845)
Total Ending Fund Balance	**$44,500,859**	**$37,197,035**	**$31,121,190**

DEPARTMENTS

POSITION SUMMARY

MetroConnects conducted a comprehensive salary survey in FY 2025 to stay competitive with salaries, wages, and benefits. Looking ahead to FY 2026, management has identified additional staffing needs and is continuing the recruiting process to fill open positions from FY 2025. The FY 2026 staffing levels were determined based on several factors: growth of the wastewater collection system, service area size, projected increase in Greenville County's population, projected increase in development in Greenville County, and the need for a workforce size that can maintain service levels that meet federal, state, and local regulations. Additional staff in FY 2026 are primarily in the O&M Department, adding an additional pump station and CCTV crew, coordinator, and locator, while filling vacant positions budgeted in FY 2025.

FY 2024 – 2026 Position Summary Table

	FY 2024 Actual	FY 2025 Actual	FY 2026 Budget
Executive Leadership	5	5	6
Engineering	14	16	18
Finance	9	8	10
Information Management	9	9	10
Operations and Maintenance	67	70	80
Total	**104**	**108**	**124**

EXECUTIVE LEADERSHIP TEAM

Staffing

The Executive Leadership Team is authorized to staff six skilled, full-time employees, including an approved additional Executive Administrator position that will support executive leadership and oversee day-to-day administrative functions.

Carol Elliott
General Manager

Christie Whitmire
Chief Financial Officer

Jake Tittle
Chief Information Officer

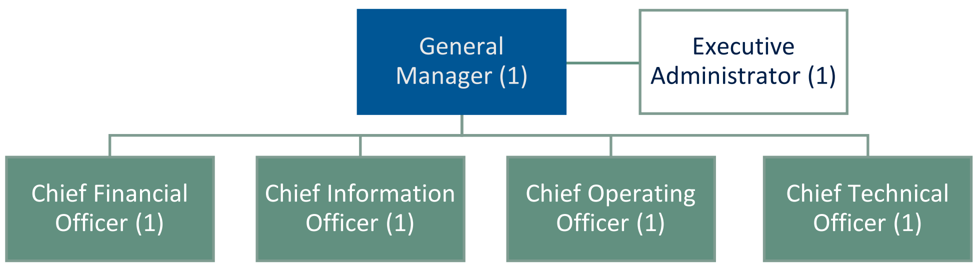
Jason Bagwell
Chief Operating Officer

Josh Hawkins
Chief Technical Officer

FY 2024 – 2026 Executive Leadership Team Position Summary

Position	FY 2024 Actual	FY 2025 Actual	FY 2026 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
Executive Administrator	-	-	1
Total	**5**	**5**	**6**

Team Organizational Chart



Activities

- Delivers customer-focused, professional wastewater collection services
- Ensures full adherence to all laws and regulations governing public meetings conducted by the Commission
- Ensures organizational compliance with all applicable regulatory agencies
- Facilitates intergovernmental coordination with partner entities throughout the community
- Maintains fiscal accountability
- Provides oversight of the organization’s business functions, services, and activities under the direction and leadership of the Commission
- Upholds the organization’s vision, mission, and values

Goals and Objectives

2025

- Administered grant funding in full compliance with grant agreements by meeting 100% of the reporting, financial, and performance requirements for all active grants throughout the fiscal year
- Completed the annual external Financial Audit for the fiscal year within 180 days, receiving an unmodified (clean) audit opinion and no findings reported
- Developed, completed, and obtained approval of the FY 2026 Budget by the statutory deadline prior to the start of the 2026 fiscal year

- Implemented the FY 2025 Adopted Budget beginning January 1, 2025, by maintaining 100% expenditures within approved appropriations and providing monthly budget status reports to the Commission
- Managed construction of Project Green, MetroConnects' new facility, by meeting all project milestones, staying within the approved budget, and achieving substantial completion according to the adopted project schedule
- Managed the development of the MetroConnects 2025 Strategic Plan, incorporating stakeholder input and developing additional KPIs for Commission approval by Q1 of 2026
- Managed outstanding bonds in compliance with master bond covenant requirements throughout the fiscal year, ensuring timely debt service payments and 100% full compliance with all financial ratios and reporting obligations
- Reported annual CMOM KPIs to all required regulatory agencies by established deadlines for each fiscal year, ensuring 100% accuracy and compliance with reporting requirements
- Reviewed all organizational Performance Indicators during FY 2025 and collaborated with GIS and IT to provide validated data for the development of performance dashboards by Q2 of 2026
- Reviewed, updated, and formally approved at least five organizational policies and procedures in FY 2025 or as regulations changed, ensuring all documents remain current and compliant
- Solicited and secured federal, state, and local funding for capital improvement and economic development projects throughout the year, by being awarded two state grants by the 2025 year-end

2026

- Adopt and roll out the MetroConnects 2025 Strategic Plan with Commission approval and organization-wide implementation by Q3 of 2026, including staff communication and alignment of departmental work plans, informing performance indicators
- Attend at least two advanced leadership training and/or career development conferences or classes by 2026 year-end for each position
- Complete and approve the annual external Financial Audit for FY 2025 by June 30, 2026, receiving an unmodified audit opinion and addressing any recommendations within 60 days
- Conduct a 2026 Business Audit, present findings and recommendations to the Commission, and develop a corrective action plan as needed by the 2026 year-end
- Conduct a 2026 Rate Study to support long-term financial sustainability, with results reviewed by staff and formally presented to the Commission and adopted by October 2026
- Implement new Performance Indicator dashboards by 2026 year-end, with 100% of approved performance indicators accurately displayed and updated on monthly reporting schedules
- Implement succession planning for key positions by 2026 year-end
- Initiate the update of MetroConnects' CMOM program by 2026 year-end, including scope definition, schedule development, and identification of regulatory updates
- Prepare and obtain Commission approval of the FY 2027 Budget by November 2026, meeting all statutory deadlines and maintaining fiscal balance
- Relocate operations to MetroConnects' new facility by April 30, 2026, ensuring continuity of services and minimal operational disruption
- Solicit federal, state, and local funding for future projects by identifying eligible funding opportunities and submitting grant applications by published deadlines to support capital needs

ENGINEERING DEPARTMENT

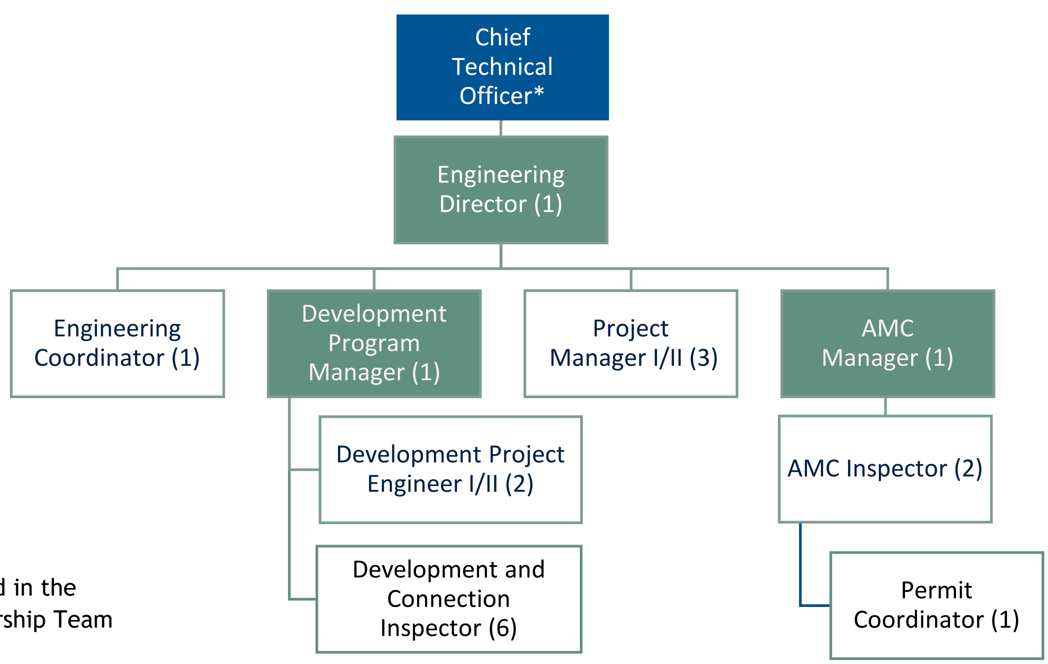
Staffing

The Engineering Department provides a range of services, including the Development Program, Capital Program, and the Maintenance Construction Program. The Engineering Department is authorized to staff 18 skilled, full-time employees, including the addition of Development Inspectors due to the continued growth in Greenville County and a promotion that will create an opening to be filled in FY 2026.

FY 2024 – 2026 Engineering Department Position Summary

Position	FY 2024 Actual	FY 2025 Actual	FY 2026 Budget
Engineering Director	1	1	1
Engineering Coordinator	1	1	1
Development Program Manager	1	1	1
Development Project Engineer I/II	1	2	2
Capital Program Manager	1	-	-
Project Manager I/II	3	3	3
Annual Maintenance Contract (AMC) Manager	-	1	1
Development and Connection Inspector	4	4	6
AMC Inspector	2	2	2
Permit Coordinator	-	1	1
Total	**14**	**16**	**18**

Department Organizational Chart



*Position counted in the Executive Leadership Team

Development Program

Activities

- Direct conveyance of new infrastructure to MetroConnects
- Ensures new development of wastewater collection infrastructure and connections comply with MetroConnects' Sanitary Sewer Standards and Procedures
- Facilitates and regulates new development projects, current customers, and homeowners in need of wastewater collection service
- Provides inspection and approval of new development wastewater collection construction
- Services include capacity request response and approvals, engineering design reviews, and permitting for new services, commercial, and industrial connections

Goals and Objectives

2025

- Continued the Summer Internship Program and participated in college career fairs by employing at least one summer intern and attending one college career fair in FY 2025, supporting workforce development and recruitment efforts
- Engaged the development community in strategic planning by incorporating development community comments into the Strategic Plan 2025, gathered feedback through meetings or surveys, and documented key recommendations by Q3 of 2025
- Improved the Cityworks Development Portal by collecting feedback from users on development projects and implementing at least three enhancements by 2025 year-end, improving usability and project tracking
- Improved departmental processes and workflows by reviewing existing engineering workflows and implemented at least three process improvements by 2025 year-end, resulting in increased efficiency for development project processing
- Restructured the Engineering Department to improve efficiency by completing an organizational review and implementing a revised department structure in FY 2025, which improved coordination and efficiency for development-related projects

2026

- Align and refine development workflows with stakeholders by holding quarterly meetings with developers and engineers throughout FY 2026, documenting feedback, and implementing at least two workflow or process refinements by 2026 year-end
- Improve quality assurance and internal efficiencies by reviewing internal workflows and implementing at least three documented improvements by 2026 year-end, resulting in reduced rework and improved consistency

Capital Program

Activities

- Applies for and manages federal, state, and local grant funds for projects
- Coordinates with the O&M department to manage the pump station and I/I programs
- Expands the wastewater collection system within MetroConnects' service area

- Manages outside professional engineering and construction consultants for design, bid, and construction of projects
- Manages planning, budgeting, construction, and prioritizing projects of the CIP
- Manages renewal, rehabilitation, and replacement projects to extend the useful life of the infrastructure
- Manages the Wet Weather Program in coordination with ReWa
- Updates the detailed 10-year capital improvement and expansion program

Goals and Objectives

2025

- Executed CIP by expending at least $30 million in approved CIP funding by 2025 year-end, in accordance with the adopted capital budget and project schedules
- Initiated or completed all scheduled projects by starting or completing 100% of projects identified in the FY 2025 Capital Plan approved in the FY 2025 Budget
- Managed federal, state, and local grant awards by overseeing $31.5 million in active grant funding across multiple fiscal years, ensuring 100% compliance with grant requirements, reporting deadlines, and audit standards
- Submitted FEMA funding requests related to Hurricane Helene by preparing and submitting all required FEMA reimbursement applications and supporting documentation by established FEMA deadlines throughout FY 2025, maximizing eligible cost recovery

2026

- Complete 100% of the approved South Carolina Infrastructure Improvement Program (SCIIP) funded projects in accordance with program requirements and approved budgets
- Manage FEMA reimbursements for Hurricane Helene by submitting all eligible reimbursement requests in compliance with FEMA requirements and maintaining timely reporting and documentation throughout FY 2026
- Start and complete capital projects as scheduled by initiating and completing 100% of projects identified in the approved capital plan within established timelines during FY 2026, subject to funding and regulatory approvals
- Submit all eligible federal, state, and local grant applications for 2026 by the published deadlines
- Submit Hazard Mitigation Grant Program (HMGP) applications by preparing and submitting all required FEMA HMGP documentation by established program deadlines throughout FY 2026, ensuring eligibility for mitigation funding

Annual Maintenance Construction (AMC) Program

Activities

- Completes scheduled and emergency mainline, lateral, and manhole repairs as necessary
- Construction includes point repairs, replacements, cured-in-place-pipe (CIPP), and manhole lining
- Manages and administers the annual maintenance contracts ($3.6M+ annually) when wastewater collection system defects are identified by the O&M Department
- Prioritizes repairs identified

Goals and Objectives

2025

- Achieved a record year in repair program performance by completing $3.4 million in repairs, addressing 250 or more planned repairs, and responding to 21 emergency repairs by 2025 year-end, exceeding the prior benchmark of $2.4 million in repairs

2026

- Complete projects on schedule by ensuring 90% of assigned projects are completed by their planned deadlines throughout FY 2026, as outlined in the 2026 approved project schedule
- Improve processes and workflows by reviewing current procedures and implementing at least three documented process or workflow improvements by 2026 year-end, resulting in increased efficiency

2025 Engineering Performance Indicators

MetroConnects Annual CMOM Submittal

PI #	PI Name	PI Description	PI Goal	CY21[1]	CY22[2]	CY23[3]	CY24[4]	CY25 *(Preliminary)*
9	New Capacity Requests	Number and flow of new capacity requests annually	Count	103	212	176	204	203
			MGD	2.16	3.34	3.62	2.93	2.10
10	Sewer Rehabilitation	Length of sewer rehabbed annually *	LF	30,471	122,886	62,886	7,256	29,267
11	Point Repairs	Number of Point Repairs annually	Count	38	164	226	141	122
12	Manholes (added PI)	MH Repair/Replacements	Count	15	184	1,254	464	573
13	I/I Resolution	Number of resolved severe I/I defects	Count	1	2	29	7	27
14	Lateral Repairs / Replacements	Number of Laterals point repair, replaced, CIPP'd annually	Count	209	574	545	206	404

NOTES:
1 - July 1, 2021, MetroConnects consolidated Berea, Gantt, Marrietta, and Wade Hampton
2 - July 1, 2022, MetroConnects consolidated Parker and Taylors
3 - March 1, 2023, MetroConnects consolidated City of Travelers Rest
4 - MetroConnects has three active rehabilitation projects in construction (2024) that will close out in 2025 to 2026 (Mills Mill, Dunean Mill Ph1, 850-80)
PI is Performance Indicator
CY is calendar year
**Ongoing large projects are posted in year completed*

FINANCE DEPARTMENT

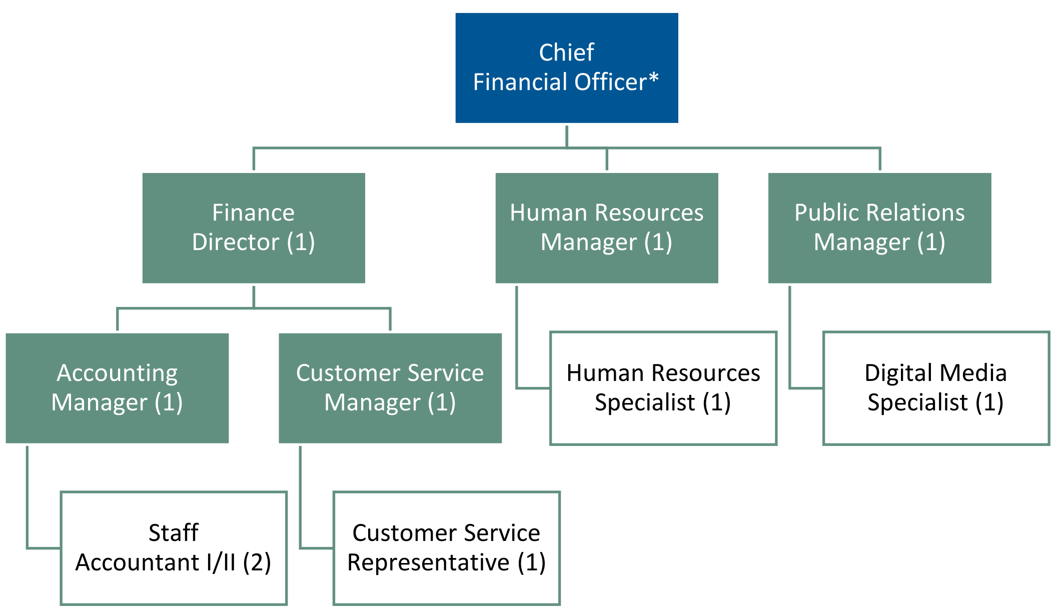
Staffing

The Finance Department includes Accounting, Customer Service, Human Resources, and Public Relations. The Finance Department is authorized to staff 10 skilled, full-time employees, including the addition of a Finance Director and the filling of one vacant position rollover from FY 2025.

FY 2024 – 2026 Finance Department Position Summary

Position	FY 2024 Actual	FY 2025 Actual	FY 2026 Budget
Finance Director	-	-	1
Accounting Manager	1	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	**9**	**8**	**10**

Department Organizational Chart



**Position counted in the Executive Leadership Team.*

Accounting

Activities

- Administers all insurance policies and claims
- Maintains accounting records
- Monitors budget monthly
- Monitors Procurement Policy
- Prepares financial statements for management and administration review
- Processes accounts payable and receivables
- Project tracking
- Reconciles bank accounts monthly
- Records acquisitions, depreciation, disposals, transfers, and reconciliations of fixed assets
- Records financial transactions

Goals and Objectives

2025

- Maintained compliant financial records by accurately updating and reconciling all required financial documentation monthly, ensuring 100% compliance with federal and state regulations and zero audit findings for FY 2025
- Provided transparent and informative financial information by preparing and distributing monthly financial reports to the CFO within five business days after the month's end
- Strengthened accounting flexibility through cross-training in at least one additional accounting role by year's end, enabling coverage during staff absences and increasing overall operational efficiency
- Submitted for the first GFOA Distinguished Budget Award (Awarded 2025)
- Submitted for the GFOA Certificate of Achievement of Excellence in Financial Reporting Award (Award – pending)

2026

- Align and update all accounting KPIs with the approved 2025 Strategic Plan by Q2 of 2026, ensuring 100% of KPIs are automatically updated through dashboards
- Expand cross-training for accounting positions by developing and completing cross-training plans for at least two roles per team member by December 2026, increasing coverage capacity and reducing workflow disruptions during absences
- Schedule and facilitate one accounting training session quarterly beginning Q1 of 2026 for the Finance Department
- Standardize monthly and annual close processes by creating and implementing uniform close checklists, templates, and documentation by Q2 of 2026, resulting in a 10–15% reduction in close time and fewer reconciliation errors
- Submit for the GFOA Distinguished Budget Award for FY 2026
- Submit for the GFOA Certificate of Achievement of Excellence in Financial Reporting Award for FY 2025

Customer Service

Activities

- Accepts payments
- Assists customers, developers, plumbers, etc.
- Issues connection permits
- Provides office management of supplies

Goals and Objectives

2025

- Completed customer service and professional development training by attending one customer service–related training and one professional development session by December 2025, and applied at least one skill or best practice from each in daily work activities
- Completed training in Q4 of FY 2024 on the updated Cityworks-PLL WOAMS, planning a 100% conversion to Cityworks-PLL in Q4 of FY 2026
- Provided a high level of customer service by maintaining timely, accurate, and professional responses to all customer inquiries and achieving a customer satisfaction rating of 100% throughout FY 2025

2026

- Establish and monitor SMART performance goals by developing three to five individual SMART goals aligned with departmental objectives by Q2 of 2026 and reviewing progress quarterly with the Finance Director (position to be filled in Q2 of 2026)
- Implement cross-training across positions in customer service by completing cross-training in a minimum of one additional customer service role by December 2026, enabling effective coverage during absences and peak service periods
- Maintain high-quality customer service by resolving 95% of customer inquiries within established service workflows throughout FY 2026
- Participate in customer service training by completing at least two customer service–related trainings or professional development sessions by December 2026 and applying at least one new technique from each training in daily interactions
- Schedule and facilitate one quarterly customer service training session beginning Q2 of 2026 for the Finance Department
- Streamline customer service workflows by reviewing existing processes and implementing at least three workflow improvements by December 2026, resulting in fewer repeat customer interactions
- Use the upgraded Cityworks-PLL system for 100% of applicable work orders by December 2026, improving tracking accuracy, reporting, and assets

Human Resources

Activities

- Administers benefit plans
- Ensures legal compliance
- Maintains personnel record management

- Monitors compensation
- Processes payroll and oversees payroll changes
- Provides internal consulting for management and employees
- Supports recruitment, onboarding, and terminations
- Plans and implements training for employee development
- Updates policies and employee handbooks

Goals and Objectives

2025

- Implemented a monthly employee training schedule by developing and publishing a 12-month training calendar by January 2025 and delivering at least one training session per month, with attendance tracked
- Increased employee communication by posting monthly updates to the intranet and the Metro Informer, a monthly newsletter, throughout FY 2025, improving information access and employee awareness as measured by employee feedback
- Managed the contracted 2025 Compensation and Benchmarking Survey and used the results to develop the 2026 salary, wages, and benefits budget estimates, which were presented to the Finance Committee on September 15, 2025, supporting recommendations for competitive and equitable compensation decisions included in the 2026 Budget approved on November 17, 2025
- Provided feedback to leadership and employees based on focus groups recommended in the 2024 Employee Satisfaction Survey, conducted in January 2025, and used the results to identify and prioritize key areas for improvement
- Streamlined the performance review process by redesigning the performance review forms by July 2025, resulting in 100% on-time completion of reviews and reduced administrative effort for managers and supervisors
- Updated the Employee Manual by completing a comprehensive review and revision of all policies and procedures, with final approval obtained from the Commission on January 27, 2025, and distributed to 100% of employees by February 1, 2025

2026

- Align and update all HR KPIs with the recently approved 2025 Strategic Plan by Q3 of 2026, ensuring 100% of KPIs are automatically updated through dashboards
- Establish focus groups to address employee feedback by Q1 of 2026, and develop action plans to address key themes identified in these focus groups
- Expand internship opportunities across departments by creating at least one internship opportunity in the Engineering and Information Management departments by Q1 of 2026 to support workforce development and initiatives
- Fill open and newly approved positions by recruiting and onboarding candidates for 100% of approved positions within 120 days of posting, with all positions filled by December 31, 2026, subject to budget approval
- Implement employee suggestion box procedures by February 2026 to record proper review and response to submissions monthly to encourage employee engagement
- Implement a monthly employee training schedule by developing and publishing a 12-month training calendar by January 2026 and delivering at least one training session per month, with attendance tracked

- Manage the contracted 2026 Compensation and Benchmarking Survey by completing a summary report with recommendations by August 2026 to support competitive and equitable compensation planning for the 2027 Annual Budget
- Schedule and facilitate one HR training by Q3 of 2026 for the Finance Department

Public Relations

Activities

- Creates information provided with funding requests
- Facilitates Commission meeting preparation and necessary posting
- Generates positive media attention
- Manages all public-facing and internal events
- Manages and creates billing insert messaging
- Manages and creates compelling narratives and content for MetroConnects' website and social media platforms
- Manages Freedom of Information Act (FOIA) requests
- Promotes community outreach opportunities
- Produces external and internal information for employees, the Commission, and the general public
- Provides all press releases and coordinates with the media
- Represents MetroConnects at various public and community meetings and events
- Supports staff with all external communication related to our business
- Supports staff with presentation creation for a variety of events, conferences, and community meetings
- Updates weekly digital signage on campus

Goals and Objectives

2025

- Built and maintained a favorable public image by monitoring public feedback and media mentions throughout FY 2025 and achieved positive or neutral sentiment in at least 90% of external communications throughout FY 2025
- Implemented the Strategic Communication Plan by executing 50% of planned communication initiatives outlined in the plan by 2025 year-end, with progress reviewed quarterly and adjustments made as needed
- Maintained and strengthened key relationships by engaging in regular communication monthly with customers, employees, community leaders, and local, state, and federal officials throughout FY 2025, supporting collaboration, transparency, and trust
- Submitted the first GFOA Popular Annual Financial Report Award for MetroConnects (Award – pending)

2026

- Align and update all PR KPIs with the recently approved organizational Strategic Plan 2025 by Q2 of 2026, ensuring 100% of KPIs are automatically updated through dashboards
- Assist with rollout of the MetroConnects 2025 Strategic Plan by creating communication materials, presentations, and staff briefings by Q3 of 2026 and tracking adoption and engagement metrics across departments
- Build excitement for the new facility and ribbon-cutting event by launching at least three promotional initiatives by the week of the opening and achieving target attendance and media coverage goals
- Maintain a favorable public image by executing a strategic campaign and introducing a new tagline by Q2 of 2026, with measurable improvement in positive sentiment in surveys, social media, and media coverage
- Maintain relationships with key stakeholders by conducting quarterly meetings or communicating with customers, employees, community leaders, and local, state, and federal officials throughout FY 2026, documenting engagement and outcomes for continued relationship development
- Oversee and launch the new MetroConnects website by finalizing design, content, and testing by Q4 of 2026 and achieving 100% functional launch with tracked site engagement metrics within the first month
- Schedule and facilitate one PR training by Q4 of 2026 for the Finance Department
- Submit GFOA Popular Annual Financial Report Award for MetroConnects
- Update educational materials to broaden marketing reach by revising brochures, digital content, and sponsorship materials by Q4 of 2026, and increasing marketing reach through measured participation in at least five community or sponsorship events

INFORMATION MANAGEMENT DEPARTMENT

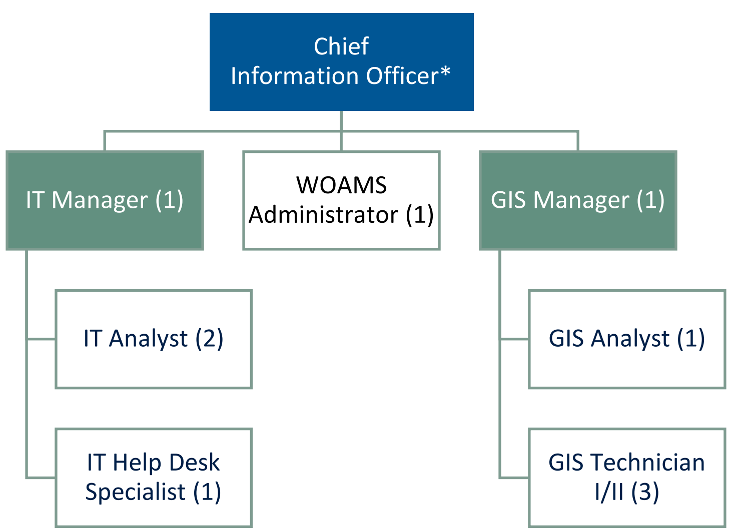
Staffing

The Information Management Department includes Geographic Information Systems (GIS) staff, Information Technology (IT) staff, and a WOAMS Administrator position. The department is authorized to staff 10 full-time, skilled employees, including a promotion that will create an opening to be filled in FY 2026.

FY 2024 – 2026 Information Management Department Position Summary

Position	FY 2024 Actual	FY 2025 Actual	FY 2026 Budget
IT Manager	1	1	1
IT Analyst	1	1	2
IT HelpDesk Specialist	1	1	1
WOAMS Administrator	1	1	1
GIS Manager	1	1	1
GIS Analyst	1	1	1
GIS Technician I/II	3	3	3
Total	**9**	**9**	**10**

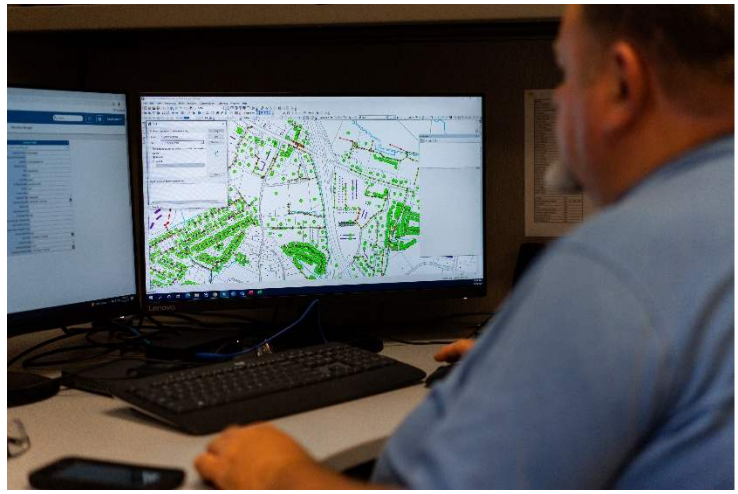
Department Organizational Chart



**Position counted in the Executive Leadership Team.*

Geographic Information Systems (GIS) and WOAMS Administrator

Activities



- Administers and supports the GIS-based WOAMS (Cityworks) to enable identification and workorder documentation for system assets, history, attributes, and performance
- Continuously updates all mapping data for accuracy
- Delivers timely, accurate reporting, dashboarding, and risk/consequence modeling to support asset management and informed decision making
- Ensures secure, reliable GIS data access through managing permissions, data availability, and tools for viewing, editing, and analysis
- Maintains accurate, up-to-date asset management databases that support performance targets and system maintenance needs
- Manages customer wastewater system connection data while ensuring the accuracy of associated billing information
- Manages field data collection equipment, including unmanned aerial vehicles (UAV-drones) and global navigation satellite system (GNSS-GPS) devices
- Manages the wastewater collection system manhole survey project
- Oversees the inventory of wastewater collection system assets to ensure reliability and operational efficiency
- Supports operational workflow enhancements and needs associated with core information systems

Goals and Objectives

2025

- Automated recurring WOAMS tasks by identifying and implementing automation workflows for at least 3 high-volume tasks by year-end 2025
- Completed the ESRI UN implementation by finalizing configuration, testing, and deployment by the end of 2025, ensuring 100% of designated users are trained and fully operational on the platform
- Completed year nine of the Wastewater Collection System Manhole Survey Project that updated GIS records throughout 2025
- Conducted drone flights to capture aerial imagery of all twenty-five pump stations by year-end 2025, capturing imagery for mapping, inspection, and asset management purposes
- Continued the Drone Program with O&M by licensing at least two drone operators and implementing a program for aerial inspections of rights of way, manholes, and aerial crossings, enhancing inspection capabilities and operational efficiency by 100%

- Maintained the Risk/Consequence Asset Management Model by updating asset data and risk calculations quarterly in FY 2025, ensuring the model remains accurate for planning, maintenance, budgeting decisions, and informing the capital improvement program
- Reviewed, developed, and refined organizational KPIs for reporting 100% of core GIS/WOAMS metrics by 2025 year-end (Began developing dashboards by utilizing data sources and automating with Power BI for real-time results with automated data updates and quarterly reviews for accuracy and relevance)
- Updated and maintained CMOM reporting by completing all required regulatory and internal CMOM reports scheduled throughout FY 2025, achieving 100% compliance with reporting standards
- Upgraded various software by identifying all critical software systems, completing upgrades, and ensuring 100% of users are trained by the year-end 2025, reducing downtime and improving system performance

2026

- Complete KPI reporting dashboards by designing, testing, and launching interactive dashboards for all organizational core KPIs by Q2 of 2026, with automated data updates and stakeholder access
- Complete the Wastewater Collection System Manhole Survey project and update GIS records by Q4 of 2026, ensuring data consistency and project continuity
- Expand the UAV/Drone Program in collaboration with other departments by licensing at least one additional drone operator and conducting aerial inspections and imagery on construction projects, rights of way, and aerial crossings by Q4 of 2026
- Improve work order creation efficiency for key operations by optimizing workflows for CCTV inspection, hydraulic line cleaning, and right of way clearing by Q3 of 2026, reducing work order creation time by at least 15%
- Maintain and enhance the Risk/Consequence Asset Management Model by updating risk data, recalibrating assumptions, and integrating 100% changing regulatory or operational requirements throughout FY 2026
- Transition existing reports for dashboarding by reviewing and converting all key legacy reports to dashboard-ready formats by Q2 of 2026, enabling more efficient and visualized reporting
- Upgrade to the latest version of the WOAMS by Q4 of 2026, ensuring readiness for future cloud solution adoption, while training 100% of users
- Upgrade software platforms as needed by assessing, installing, and validating all critical software upgrades in FY 2026, ensuring 100% system compatibility and staff training

Information Technology (IT)

Activities

- Delivers timely support to the organization for all hardware, software, and network environments
- Maintains compliance with technical standards, cybersecurity frameworks, and regulatory requirements
- Maintains core services including identity management, backup and recovery, and monitoring tools

- Monitors and optimizes enterprise infrastructure performance, availability, and security
- Provides technical guidance for integrations, deployments, data workflows, and process improvements
- Trains users on enterprise applications, security practices, and operational technologies

Goals and Objectives

2025

- Conducted full network third-party penetration testing and implemented 100% of all high and medium-risk remediation actions within 90 days of results
- Conducted user awareness training and testing by delivering monthly cybersecurity training to all employees in October 2025 and achieved a 90% or higher passing rate on follow-up security awareness testing
- Continued and improved patch management by applying 100% of all critical and security patches within 90 days of release throughout FY 2025
- Enhanced conditional access policies by implementing role-based access controls and multi-factor authentication by 2025 year-end, reducing unauthorized access risk
- Established a frontline first responder service through Verizon by completing setup, testing, and training of personnel by ensuring 24/7 first responder availability
- Implemented account segregation for privileged accounts by separating 100% of all administrative and privileged accounts from general user accounts and documenting policies for ongoing management by December 2025
- Implemented an improved IT support ticket system by deploying a new system, training staff, and migrating all active tickets, resulting in faster response times by 99% and better tracking metrics
- Implemented stricter authentication controls for sensitive accounts by enabling multi-factor authentication and periodic access reviews for all sensitive accounts, achieving 100% compliance
- Improved password management for the Finance Department by implementing secure password policies, training, and a password management tool by September 2025, ensuring 100% of Finance Department accounts meet policy standards
- Provided a failover for MetroConnects' internet service provider (ISP) by configuring, testing, and documenting a redundant internet failover by June 2025, ensuring 100% continuous network availability
- Supported the ESRI UN upgrade completion by assisting in testing, training, and deployment by 2025 year-end, ensuring 100% of designated users are fully operational on the upgraded system

2026

- Complete Disaster Recovery (DR) documentation and testing by finalizing all DR procedures and performing full recovery tests by year-end 2026, ensuring 100% of critical systems are tested and documented
- Conduct user awareness training and testing by delivering monthly cybersecurity training to 100% of employees and achieving a 90% or higher pass rate on follow-up testing by Q4 of 2026
- Continue and improve patch management by applying 100% critical patches within 90 days of release throughout FY 2026

- Enhance conditional access policies by implementing 100% role-based access controls and multi-factor authentication for all users by Q4 of 2026, reducing the risk of unauthorized access
- Ensure Internet Security Level 1 Compliance for all servers by auditing and remediating all servers, achieving 100% compliance
- Implement centralized log management by deploying a system by 2026 year-end, ensuring 100% critical systems are logged, monitored, and reports are generated monthly
- Implement centralized login management with Single Sign-On by deploying Single Sign-On for all applicable systems within Q1 of 2026, reducing login errors and improving security
- Implement organization-wide Wi-Fi security by upgrading wireless security protocols and access policies by Q3 of 2026, achieving 100% compliance with security standards
- Implement Secure Sockets Layer (SSL) certificate automation by configuring automated issuance and renewal processes for all critical services by 2026 year-end, ensuring 100% certificate uptime
- Implement stricter authentication controls for sensitive accounts by enforcing multi-factor authentication and periodic access reviews by 2026 year-end, achieving 100% compliance
- Implement third-party external penetration testing and remediation by contracting a vendor for testing by 2026 year-end and addressing 100% of high- and medium-risk findings within 90 days
- Improve employee onboarding and offboarding automation by automating 100% of IT provisioning and deprovisioning workflows by 2026 year-end, reducing errors and setup time
- Install new Virtual Private Network (VPN) software test, and train staff on the new VPN solution by Q2 of 2026, ensuring 100% secure remote access
- Install secure print management by deploying secure printing solutions by April 2026, ensuring all sensitive documents are protected
- Support application upgrades to GIS and WOAMS by assisting in testing, training, and deployment by 2026 year-end, ensuring 100% of users are fully operational
- Support the move to MetroConnects' new campus by migrating 100% of IT infrastructure to the new location by April of 2026, with minimal downtime
- Train 100% of staff on all new technologies deployed at the new campus
- Upgrade the document management system and improve workflows by completing the upgrade and implementing at least three workflow improvements by 2026 year-end, increasing efficiency and usability

OPERATIONS AND MAINTENANCE DEPARTMENT

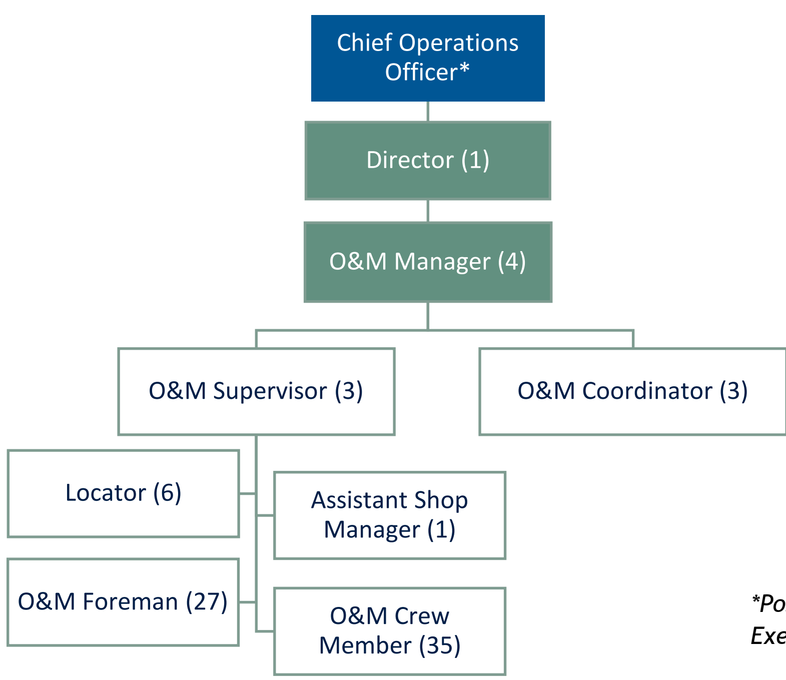
Staffing

The Operations and Maintenance (O&M) Department provides proactive maintenance, on-call, and emergency services for MetroConnects, including CCTV Inspection, Line Cleaning, Maintenance and Repairs, Pump Station Operation and Maintenance, Right of Way Clearing, Wastewater Collection Infrastructure Locating for SC811, Safety Training and Management, and Mechanic/Fleet/Facility Maintenance. The O&M Department is approved to staff 80 skilled, full-time employees, including two additional crew members, two foremen, a Coordinator, a Locator, and any vacant positions rolled over from FY 2025.

FY 2024 – 2026 Operations and Maintenance Department Position Summary

Position	FY 2024 Actual	FY 2025 Actual	FY 2026 Budget
Director	2	1	1
O&M Manager	3	4	4
O&M Supervisor	3	3	3
O&M Coordinator	2	2	3
Assistant Shop Manager	1	1	1
Locator	5	5	6
O&M Foreman	21	24	27
O&M Crew Member	30	30	35
Total	**67**	**70**	**80**

Department Organizational Chart

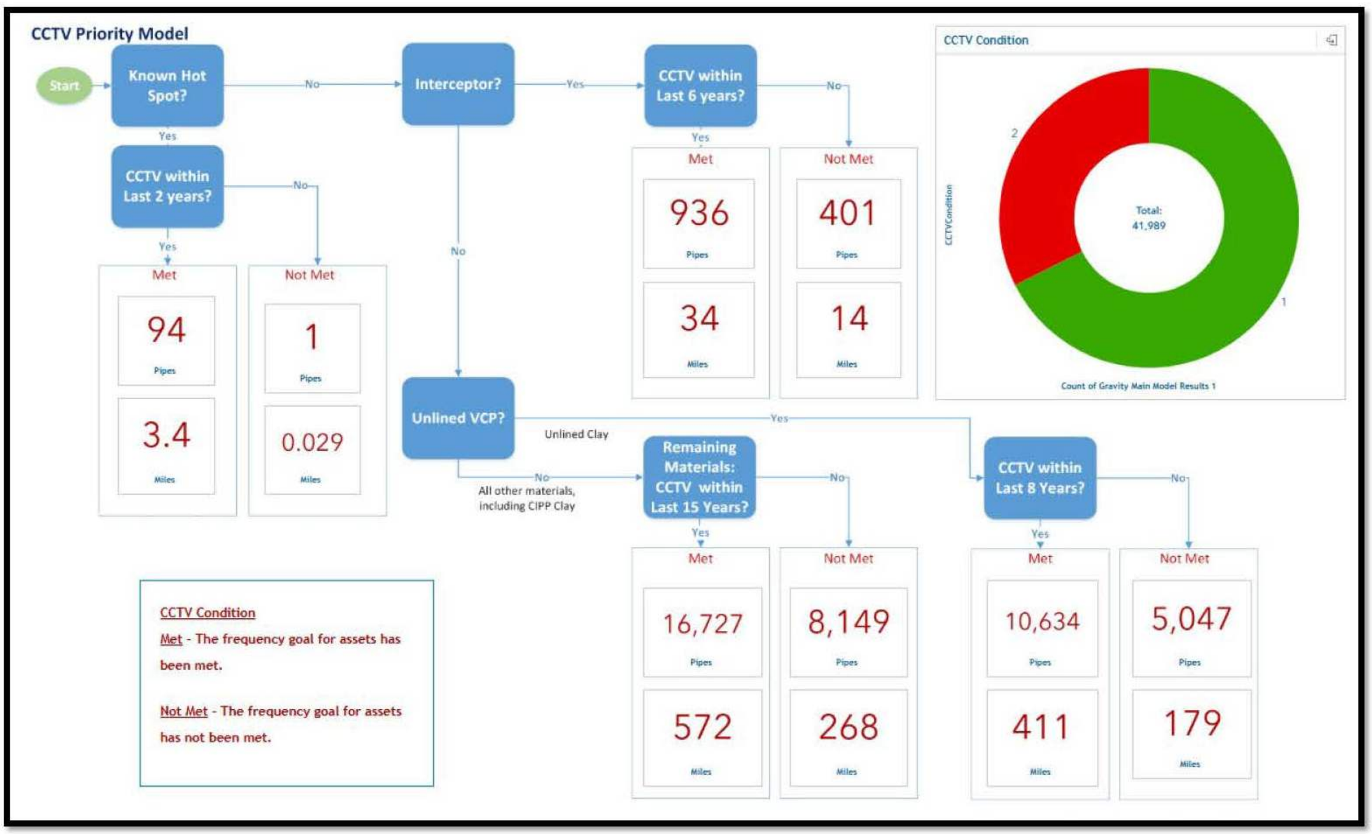


**Position counted in the Executive Leadership Team.*

Closed Circuit Television (CCTV) Inspection

Activities

- Contracts CCTV inspections for outfall and interceptor lines
- Inspects interior of sewer pipe using National Association of Sewer Service Companies' Pipeline Assessment Certification Program (NAASCO PACP) standards
- Maintains and completes work orders within the WOAMS to ensure accurate tracking of tasks, resources, and maintenance activities
- Performs final CCTV inspections for new development and capital projects once construction is completed
- Responds to emergency calls
- Reviews and utilizes the CCTV priority model to schedule inspections and conduct annual proactive CCTV assessments of gravity sewer pipelines
- Scores the condition of existing pipes, informing the GIS database



CCTV Maintenance Model

Goals and Objectives

2025

- CCTVd 100% of lines associated with SSOs in FY 2025
- Completed a proactive CCTV inspection schedule of 9.6% of the wastewater collection system throughout 2025, with a yearly goal of 10% to ensure early detection of defects and support preventative maintenance
- Identified and entered 100% of found defects for repairs in the WOAMS using CCTV inspection results and condition assessments by 2025 year-end
- Managed 100% of the CCTV contract by coordinating schedules, monitoring contractor performance, verifying completed work, and ensuring compliance with contract requirements while remaining within budget throughout 2025 and ensuring 100% of data entry in the WOAMS
- Updated condition and risk scores for 100% of inspected line segments in the WOAMS and GIS database to reflect current CCTV findings and improve planning accuracy by the 2025 year-end
- Updated and maintained accurate root control treatment records in the WOAMS for 100% of completed inspections, identifying roots by year-end 2025
- Utilized the Gravity Main CCTV Priority Model to identify high-risk areas and develop a prioritized inspection schedule

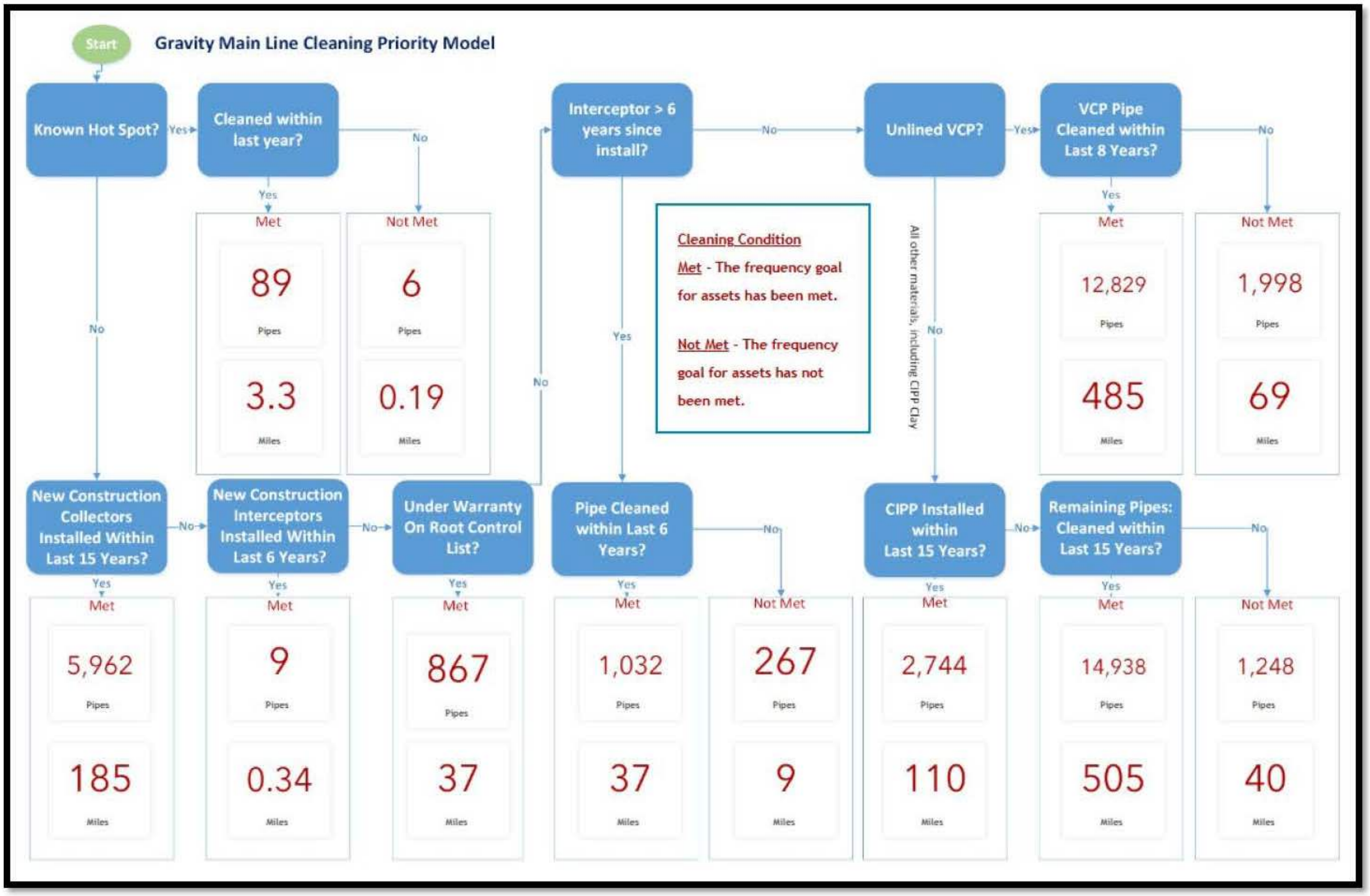
2026

- CCTV 100% of lines associated with emergency calls and SSOs, and document results in the WOAMS in FY 2026
- Conduct CCTV inspections on at least 10% of gravity sewer mainlines and document 100% of condition ratings, defects, and blockages in the WOAMS
- Identify and enter 100% of found defects for repairs in the WOAMS from CCTV inspections and condition assessments by 2026 year-end
- Manage 100% of the CCTV contract by coordinating schedules, monitoring contractor performance, verifying completed work, and ensuring compliance with contract requirements while remaining within budget throughout 2026 and ensuring 100% of data entry in the WOAMS
- Update condition and risk scores for 100% of inspected line segments in the WOAMS and GIS database to reflect current inspection data by 2026 year-end
- Use condition and risk data to prioritize gravity mainline maintenance and rehabilitation for 2026 planning
- Utilize the Gravity Main CCTV Priority Model to develop a risk-based proactive inspection schedule for the FY 2026 inspection cycle

Line Cleaning

Activities

- Contracts line cleaning for outfall and interceptor lines
- Maintains the Gravity Main Line Cleaning Priority Model process, performing cleaning of the wastewater collection system on an annual proactive basis
- Maintains work orders and inspections in the WOAMS
- Responds to emergency calls
- Schedules and manages hotspots for frequent line cleaning and monitoring



Cleaning Maintenance Model

Goals and Objectives

2025

- Entered 100% of inspected and cleaned line segments in the WOAMS and GIS database to reflect current system conditions by 2025 year-end
- Identified and documented 100% of defects for repairs in the WOAMS based on line cleaning results by 2025 year-end
- Maintained proactive line cleaning and inspections of 1312.8% of the wastewater collection system throughout 2025, with a yearly goal of 10% to support preventative maintenance and reduce blockages
- Managed 100% of the line cleaning contract by coordinating schedules, monitoring contractor performance, verifying completed work, and ensuring compliance with contract requirements while remaining within budget throughout 2025 and ensuring 100% of data entry in the WOAMS
- Responded to 100% of emergency calls and sanitary sewer overflows (SSOs) within a two-hour response time throughout 2025, ensuring 100% of incidents are properly documented and closed in the WOAMS
- Utilized the Gravity Main Line Cleaning Priority Model to develop a prioritized, risk-based proactive line cleaning schedule for 2025

2026

- Identify and document 100% of defects for repairs in the WOAMS based on line cleaning results throughout FY 2026
- Maintain proactive line cleaning and inspection for at least 10% of the wastewater collection system annually to support preventative maintenance and reduce blockages throughout FY 2026
- Manage the line cleaning contract by coordinating schedules, monitoring contractor performance, verifying completed work, and ensuring compliance with contract requirements while remaining within budget throughout 2026 and ensuring 100% of data is entered in the WOAMS
- Respond to 100% of emergency calls and sanitary sewer overflows (SSOs) within a two-hour response time throughout 2026, with complete documentation in the WOAMS and follow-up action repairs
- Utilize the Gravity Main Line Cleaning Priority Model to develop a prioritized, risk-based proactive line cleaning schedule for FY 2026

Maintenance and Repairs

Activities

- Adjusts manhole frames and covers for road paving and construction
- Assists with SSO response and cleanup
- Completes work orders for the WOAMS
- Performs proactive maintenance and inspections of manholes
- Performs repairs to manholes, including settling of pavement and ground due to poor compaction, the inside and outside of manholes, and maintenance of cleanouts
- Proactively performs wastewater collection system maintenance to provide the safe conveyance of wastewater
- Responds to emergency calls
- Restores creek banks within the wastewater collection system easement due to erosion
- Visually inspects and observes surface conditions of wastewater collection lines and inspects manholes for defects and Inflow and Infiltration (I/I)

Goals and Objectives

2025

- Completed 100% of assigned repairs of the wastewater collection system based on inspection findings, ensuring work is properly documented and tracked in the WOAMS system by 2025 year-end
- Implemented and monitored I/I reduction projects, with a 1% reduction in 2025 to support the annual 1.23% wastewater collection system reduction outlined in the Wet Weather Program
- Inspected 29.6% of the wastewater collection system manholes throughout 2025, with a yearly goal of 20%, documenting conditions and identifying maintenance needs to support system reliability
- Performed proactive maintenance work, including minor repairs and preventative maintenance, on identified high-risk wastewater collection system assets to reduce failures and blockages

2026

- Complete 100% of assigned work order repairs of the wastewater collection system based on inspection findings, ensuring work is properly documented and tracked in the WOAMS by 2026 year-end
- Implement and monitor ongoing I/I reduction projects to achieve the 1.23% reduction in the wastewater collection system, as identified in the Wet Weather Program
- Inspect approximately 20% of the wastewater collection system manholes using a proactive schedule, documenting conditions, and identifying maintenance needs to support system reliability, completing 100% of WOAMS data entry
- Perform 100% of proactive maintenance work assigned, including minor repairs and preventative maintenance on identified wastewater collection system assets to reduce failures and blockages
- Respond to 100% of emergency calls and sanitary sewer overflows (SSOs) within a two-hour response time throughout 2026, with complete documentation and follow-up actions in the WOAMS

Pump Station Operation and Maintenance

Activities

- Maintains onsite generators for redundant power supply
- Performs scheduled maintenance and inspection on all pump stations
- Proactively operates and maintains 100% of the 25 pump stations
- Uses a contractor to perform emergency maintenance and supplemental inspections
- Uses inspection data to determine necessary maintenance and repairs for each pump station
- Uses MetroConnects' WOAMS to track maintenance and inspections daily
- Uses Supervisory Control and Data Acquisition (SCADA) system for monitoring and remote operations

Goals and Objectives

2025

- Added and trained a second pump station crew to support 24/7/365 operations that will improve response times to operational issues
- Began development of interactive dashboards for all pump stations to track operational performance, alarms, and maintenance metrics by 2025 year-end
- Conducted visual inspections of 100% of above-ground force mains and documented conditions to identify maintenance or repair needs
- Inspected and performed maintenance on 100% of air release valves twice annually (spring and fall 2025) to maintain proper system function
- Maintained continuous 24/7/365 pump station operations throughout 2025, with less than 1% downtime, ensuring all alarms and issues are promptly addressed
- Managed the pump station maintenance contract by coordinating schedules, monitoring contractor performance, verifying completed work, and ensuring compliance with contract requirements and documentation in the WOAMS while remaining within budget throughout FY 2025

- Monitored and evaluated 100% of pump run times weekly in FY 2025 to identify inefficiencies, optimize operations, and prevent overuse or failures
- Revised a bi-weekly pump station inspection program to incorporate new performance metrics and risk-based inspection priorities

2026

- Complete the upgrade of the SCADA monitoring software on 100% of pump stations, ensuring full system functionality and real-time data availability by FY 2026
- Conduct visual inspections of 100% of above-ground force mains and document conditions to identify maintenance or repair needs
- Implement and maintain a proactive maintenance schedule to clean all wet wells and perform associated ground maintenance on all pump stations, ensuring 100% completion according to the established schedule and documenting all activities in the WOAMS
- Inspect and perform maintenance on 100% of air release valves twice annually (spring and fall 2026) to maintain proper system function
- Maintain continuous 24/7/365 pump station operations throughout 2026, with less than 1% downtime, ensuring all alarms and issues are promptly addressed
- Manage the pump station maintenance contract by coordinating schedules, monitoring contractor performance, verifying completed work, and ensuring compliance with contract requirements and documentation in the WOAMS while remaining within budget throughout FY 2026
- Modify the bi-weekly pump station inspection program to incorporate new performance metrics and risk-based inspection priorities
- Monitor and evaluate 100% of pump run times weekly in FY 2026 to identify inefficiencies, optimize operations, and prevent overuse or failures

Right of Way Clearing

Activities

- Completes and enters information in the WOAMS
- Manages all rights of way for daily and emergency access that allows crews to inspect, operate, and maintain the wastewater collection system
- Manages tree removal contracts to clear trees from rights of way
- Proactively inspects all above-ground gravity sewer lines and manholes within rights of way

Goals and Objectives

2025

- Completed debris removal from Hurricane Helene across all affected areas by the FEMA-required completion date, restoring 100% of rights of way to full operational condition and documenting progress in accordance with FEMA requirements
- Maintained 88.35% of MetroConnects' rights of way for the year

- Managed 100% of the tree removal contract by coordinating schedules, monitoring contractor performance, verifying completed work, and ensuring compliance with contract requirements while remaining within budget throughout FY 2025 and completing associated work orders in the WOAMS

2026

- Maintain 50% of MetroConnects' rights of way for 2026, documenting 100% completion verification in the WOAMS
- Manage 100% of the tree removal contract by coordinating schedules, monitoring contractor performance, verifying completed work, and ensuring compliance with contract requirements while remaining within budget throughout FY 2026 and completing all documentation in the WOAMS

Wastewater Collection Infrastructure Locating for SC811

Activities

- Responds and marks system location tickets provided by SC811 in accordance with SC state law

Goals and Objectives

2025

- Achieved and maintained an average response time of 72 hours or less for service and locate requests during FY 2025, with response times tracked and reviewed monthly
- Issued new mini-GPS units for locate operations by May 2025, including deployment and staff training, with 100% of locate activities using the mini-GPS units after implementation
- Responded to 100% of SC811 locate tickets impacting infrastructure within the required state-mandated timeframe throughout FY 2025, ensuring accurate marking and documentation for each ticket

2026

- Achieve and maintain an average response time of 72 hours or less for 100% of locate requests throughout the year, with response times tracked monthly to ensure timely service
- Respond to 100% of SC811 tickets impacting infrastructure within the state-required response timeframe throughout FY 2026, ensuring accurate marking and proper documentation for each ticket

Safety Training and Management

Activities

- Communicates 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
- Conducts monthly Safety Committee meetings
- Conducts monthly safety training sessions for O&M employees and Engineering Inspectors
- Ensures proper personal protective equipment (PPE) is used, training on equipment prior to its use, good housekeeping at facilities, and adhering to and enforcing emergency procedures

- Maintains health and safety policies in the Environmental, Health, and Safety (EHS) Manual

Goals and Objectives

2025

- Completed 19 hours of required O&M safety training for an average of 50 employees during FY 2025, with attendance and completion documented for each session
- Hired and onboarded an in-house Safety Coordinator within 30 days of the position becoming vacant
- Updated and reviewed the Safety Program quarterly, ensuring compliance with applicable regulations, with revisions approved by management and communicated to all employees

2026

- Conduct and document quarterly assessments of safety policies, procedures, and training programs, implementing improvements based on findings
- Maintain a safe working environment by reducing recordable injuries and preventable accidents by 100% during 2026, with incidents reviewed and corrective actions implemented within 2 days
- Meet or exceed OSHA safety standards throughout 2026, with zero OSHA citations and immediate resolution of any identified compliance gaps
- Perform weekly field safety inspections and document all findings and corrective actions in the WOAMS within five days of inspection
- Schedule required safety training for all O&M employees during FY 2026, with attendance and the number of hours completed documented for each session, with a yearly goal of one per month
- Update and review the Safety Program quarterly, ensuring alignment with current regulations and organizational practices, with approval and communication to all employees
- Update the EHS Manual by Q3 of 2026 to incorporate regulatory changes and best practices, and distribute the revised manual for all O&M employees

Mechanic/Fleet/Facility Maintenance

Activities

- Ensures all vehicles are properly maintained and inspected on a weekly basis
- Manages all grounds and building contracts (e.g., HVAC, generator, landscaping, utilities, etc.)
- Manages the approved annual budget, capital expenditure, purchases, and sale of fleet vehicles and equipment
- Performs proactive and reactive maintenance and prioritizes major repairs on all vehicles and equipment
- Reviews all inspection requests through the WOAMS
- Responds to emergencies in the field
- Uses the WOAMS to manage vehicle and equipment maintenance

Goals and Objectives

2025

- Completed 100% of required inspections and maintenance on schedule, and kept fleet operating costs within approved budget limits in FY 2025

- Ensured mobility, regulatory compliance, and cost-effectiveness of fleet and equipment assets by maintaining 100% operational availability
- Performed and documented required quarterly safety inspections on 100% of fleet, ensuring all deficiencies are corrected within five days
- Updated the long-range fleet and equipment capital expenditure plan by July 2025, incorporating replacement schedules and cost projections for the next 20 years, with management review and approval

2026

- Improve driver safety and vehicle safety program
- Maintain an average fleet operational availability of 95% by minimizing unplanned downtime and completing repairs within three to five business days of identification
- Perform and document required monthly (previous year quarterly) safety inspections on 100% of fleet, ensuring all deficiencies are corrected within five days
- Update the long-range fleet and equipment capital expenditure plan by July 2026, incorporating replacement schedules and cost projections for the next 20 years, with management review and approval

2025 O&M Performance Indicators

MetroConnects Annual CMOM Submittal

PI #	PI Name	PI Description	PI Goal	CY21	CY22	CY23	CY24	CY25
1	SSO Response Time	Time from notification to arrival on site	2 hrs.	0.61	1.57	0.87	0.48	0.56
2	SSO Reporting	Reporting SSO per SCDES requirements	100%	100%	100%	100%	100%	100%
3	SSO Analysis	Annual tracking of SSOs by cause	-	7	19	25	50	28
4	Sewer Cleaning	Percent of system cleaned annually	10%	13.36%	14.83%	17.38%	12.41%	13.04%
5	System Inspection	Percent of systems inspected per PACP annually	10%	8.29%	10.77%	10.18%	9.34%	9.56%
		Percent of system manholes inspected annually	20%	23.66%	25.91%	36.27%	28.76%	29.60%
6	Pump Station Inspection	Frequency of pump station inspections (monitored by SCADA)	2/week	2.43	1.64	1.80	2.00	1.91
7	Easement Maintenance	Percent of off-road easements maintained per year	50%	20.01%	41.11%	53.26%	71.13%	88.35%
8	FOG Notifications	Number of FOG incidents reported to ReWa per year	Count	0	1	7	20	3

NOTES:
July 1, 2021, MetroConnects regionalized with four wastewater collection districts
July 1, 2022, MetroConnects regionalized with two wastewater collection 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
**SSO causes are tracked individually by the following categories: Blockage, Equipment Failure, Electrical Failure, Structural Failure, Storm, Other*

CAPITAL PLAN

CAPITAL PLAN PROCESS

MetroConnects follows a formal, transparent process to prioritize capital investments and incorporates those decisions with long-range financial planning and budget sustainability. This process ensures that capital projects and expenditures are affordable, strategically aligned, and responsibly managed. MetroConnects uses a structured annual process to identify, evaluate, prioritize, approve, and communicate all projects and expenditures within its Capital Plan.

Planning Process

Identification → Evaluation → Prioritization → Approval → Communication

Identification of Capital Projects and Expenditures

Capital needs are identified on an ongoing basis through regulatory requirements, asset condition assessments, system capacity and growth forecasts, risk and resilience evaluations, operational feedback, and the Wet Weather Program analyses targeting inflow and infiltration (I&I) reduction.

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.

Evaluation of Capital Projects and Expenditures

Proposed projects and expenditures are reviewed by all departments. Staff identifies and quantifies capital needs related to asset maintenance, rehabilitation, roadway improvements, sewer line construction, and all other capital expenditure needs.

Prioritization of Capital Projects and Expenditures

Projects are prioritized based on:

1. Regulatory and public safety requirements
2. Asset condition and risk mitigation
3. Capacity and growth needs
4. Alignment with MetroConnects’ Strategic Plan
5. Wet Weather Program and I/I reduction benefits
6. System reliability and resilience
7. Financial feasibility and affordability
8. Commission priorities

The financial and operating impacts of the Capital Plan are incorporated into the annual capital budget and a multi-year financial forecast that projects revenues, expenses, debt service, and affordability over a five-year planning period. This integrated analysis helps ensure that capital investments remain affordable and do not create unsustainable future operating costs or rate pressures.

Approval of Capital Projects and Expenditures

The proposed multi-year Capital Plan is reviewed by the Executive Leadership Team and presented to the Commission as part of the annual budget process (see “Budget Process”). Projects and expenditures financed through debt are evaluated for their future debt service impacts and consistency with its financial rate model and adopted financial policies. The Commission provides policy direction and final approval, ensuring that capital investments align with long-term planning objectives, financial capacity, and stakeholder expectations.

Communication of Capital Projects and Expenditures

MetroConnects communicates the impacts of its capital planning process through the annual budget document, multi-year financial summaries, Commission presentations, and social media outlets.

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, including:

- Private equity borrowing: low-interest loans from a bank
- Revenue bond issuance: recently received a 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 2026 – 2028 Capital Plan Budget

	FY 2026 Budget	FY 2027 Budget	FY 2028 Budget
Capital Improvement and Expansion Projects			
Maintenance Projects	$3,750,000	$3,750,000	$3,750,000
Rehabilitation Projects	6,575,000	3,000,000	5,415,411
Roadway Relocation Projects	500,000	500,000	500,000
Pump Station Projects	475,000	1,250,000	800,000
System Expansion Projects	6,981,000	1,000,000	1,000,000
Mill Village Projects	14,000,000	2,625,000	-
Sub-Total CIP and Expansion	**$32,281,000**	**$ 12,125,000**	**$11,465,411**
Expenditures			
Operations and Maintenance	$2,222,000	$1,620,000	$1,700,000
Information Management	44,000	-	-
Facilities (Project Green)	3,403,056	-	-
Sub-Total Expenditures	**$5,669,056**	**$1,620,000**	**$1,700,000**
Total Capital Plan	**$37,950,056**	**$13,745,000**	**$13,165,411**

Total Capital Improvement Projects Budget = FY 2026 $32,281,000

Total Maintenance Projects = FY 2026 $3,750,000

Annual Maintenance Contract

Budget: $1,800,000
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: $1,2000,000
Grant: N/A
Scope: Perform trenchless sewer main 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.

Emergency Lateral Repair Contract

Budget: $500,000
Grant: N/A
Scope: Perform emergency lateral repairs on lateral service lines located within the public right of way or MetroConnects' rights of way.

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 = FY 2026 $6,575,000

FEMA Public Assistance Program (Hurricane Helene)

Total Budget: $1,200,000
FY 26 Budget: $1,100,000
Grant: FEMA $189,024 by 2025 year-end
Scope: The scope of services includes all activities necessary to assess, document, and repair damages to wastewater utility infrastructure resulting from Hurricane Helene. Work under this scope will focus on the identification of storm-related impacts, stabilization of affected assets, restoration of service, and implementation of permanent repairs to return facilities to their pre-disaster condition in accordance with FEMA Public Assistance requirements.

Jones Circle Sewer Rehab (RMB 72)

Total Budget: $2,1550,000
FY 26 Budget: $1,550,000
Grant: N/A
Scope: This project includes design, cleaning, and televising approximately 34,000 linear feet (LF) of existing 8-inch to 10-inch wastewater collection lines, lining approximately 34,000 LF of existing 8-inch to 10-inch wastewater collection lines 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.

Sumter Basin Sewer Rehab (RMB 5152)

Total Budget: $1,000,000
FY 26 Budget: $1,000,000
Grant: N/A
Scope: This project includes the evaluation, design, cleaning, and televising of approximately 30,000 LF of existing gravity mains within the Sumter Basin service area. Based on inspection results, the project will include rehabilitation of identified deficient gravity sewer mains using CIPP or other appropriate trenchless methods. The project also includes the inspection and potential rehabilitation of active service laterals and existing manholes.

Total Rehabilitation Projects, cont.

Oak Grove Private Sewer System Consolidation (FM110-99)

Total Budget: $1,431,542
FY 26 Budget: $1,300,000
Grant: SRF Principal Forgiveness = $1,445,905
Scope: This project consists of design and construction to replace an existing privately-owned wastewater collection system. This system will be brought to MetroConnects' standards for ownership upon completion.

RMB 700A-278 Engineer Lead Find and Fix

Total Budget: $2,400,000
FY 26 Budget: $1,375,000
Grant: N/A
Scope: This project includes design, cleaning, and televising approximately 35,000 LF of existing 8-inch wastewater collection lines, lining approximately 35,000 LF of existing 8-inch wastewater collection lines 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 lined pipe.

Future Rehabilitation Projects

Total Budget: $250,000
FY 26 Budget: $250,000
Grant: N/A
Scope: Unforeseen rehabilitation work within the wastewater collection system.

Total Roadway Relocation Projects = FY 2026 $500,000

Future SCDOT Projects

Total Budget: $500,000
FY 26 Budget: $500,000
Grant: N/A
Scope: Unforeseen SCDOT sewer relocation work within the wastewater collection system.

Total Pump Station Projects = FY 2026 $475,000

Mill Street Pump Station and Force Main

Total Budget: $400,000
FY 26 Budget: $325,000
Grant: N/A
Scope: The project involves the conversion of existing residential properties currently served by a low-pressure manifold sewer system to a conventional gravity wastewater collection system. The project scope includes the installation of new gravity sewer mains to intercept and convey wastewater from the affected properties to a newly constructed pump station. The

pump station will be designed to provide reliable conveyance of flows from the project area and will discharge via a new force main to the downstream collection system. Upon completion, the project will eliminate reliance on the existing low-pressure manifold system, improve long-term system reliability, and enhance operational efficiency by transitioning service to a gravity-based collection system supported by centralized pumping infrastructure.

Future Pump Station Projects

Total Budget: $150,000
FY 26 Budget: $150,000
Grant: N/A
Scope: Unforeseen pump station repair and replacement within the wastewater collection system.

Capital Expansion and Upgrade Projects = FY 2026 $6,981,000

Enoree Heights Pump Station Sewer Extension

Total Budget: $900,000
FY 26 Budget: $750,000
Grant: N/A
Scope: The project includes design and construction to install approximately 1,000 LF of 8-inch gravity sewer mains to eliminate the Enoree Heights pump station.

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

Total Budget: $7,500,000
FY 26 Budget: $4,450,000
Grant: N/A
Scope: The project is intended to open a sewer basin with a gravity main extension. It consists of the design and construction of approximately 10,500 LF of new 16-inch gravity mains and 44 new manholes.

Capital Expansion and Upgrade Projects, cont.

Fairview Meadows Pump Station Sewer Extension

Total Budget: $700,000
FY 26 Budget: $700,000
Grant: N/A
Scope: The project includes design and construction to install approximately 1,200 LF of 16-inch gravity sewer mains to eliminate the Fairview Meadows pump station and serve additional properties.

Kemet Sewer Line Extension

Total Budget: $1,081,000
FY 26 Budget: $581,000
Grant: RIA $825,000
Other Contributions: $218,000
Scope: The project will allow for the expansion of an existing industry. It will consist of the design and construction of approximately 1,500 LF of 8-inch gravity mains and five new manholes.

Future Capital Expansion Projects

Total Budget: $500,000
FY 26 Budget: $500,000
Grant: N/A
Scope: Unforeseen sewer expansion work within the wastewater collection system.

Total Mill Village Projects = FY 2026 $14,000,000

Mills Mill Village Sewer Replacement Project

Total Budget: $13,900,000
FY 26 Budget: $4,275,000
Grant: SCIIP $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, and 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 seven 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
FY 26 Budget: $5,145,000
Grant: SCIIP $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 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 lines, 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.

Union Bleachery Mill Village Sewer Improvements Phase 1

Total Budget: $6,225,000
FY 26 Budget: $1,225,000
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 lines, 30 new manholes, and the abandonment of approximately 8,500 LF of 6-inch, 8-inch, and 10-inch gravity sewer lines, and 35 manholes.

Mill Village Projects, cont.

Union Bleachery Mill Village Sewer Improvements Phase 2

Total Budget: $3,200,000
FY 26 Budget: $2,700,000
Grant: RIA $1,500,000
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 or rehab approximately 8,700 LF of new gravity sewer lines, 16 new manholes, and the abandonment of approximately 2,700 LF of 6-inch, 8-inch, and 10-inch gravity sewer lines, and 12 manholes.

Judson Mill Village Sewer Replacement Projects Phase 1

Total Budget: $34,000,000
FY 26 Budget: $655,000
Grant: State Appropriation = $2,500,000
Scope: The overall project is currently in design. It will design, replace/relocate, and rehabilitate the Judson Mill Village wastewater collection system to correct the existing structural defects and to provide more efficient maintenance of the wastewater collection system. Phase one of the overall project is currently under construction. Phase one will replace/relocate approximately 3,200 LF of new 8-inch gravity sewer lines and 17 new manholes. There will be approximately 2,990 LF of 6-inch and 8-inch gravity sewer lines and 16 manholes abandoned through this project.

Capital Expenditures Budget FY 2026 $5,669,056

Operations and Maintenance = FY 2026 $2,222,000

Fleet Vehicles

Quantity: 8
FY 26 Budget: $1,155,000
Scope: To purchase and/or replace vehicles as needed based on current 10-year fleet program and business needs.

Operating and Maintenance Equipment

Quantity: 13
FY 26 Budget: $492,000
Scope: To purchase and/or replace equipment as needed based on business needs.

Pump Station Equipment

Quantity: 30
FY 26 Budget: $575,000
Scope: To purchase and/or upgrade pump station security and equipment needs.

Information Management = FY 2026 $44,000

GIS/IT Equipment

Quantity: 3
FY 26 Budget: $44,000
Scope: To purchase, upgrade, and/or replace system servers, GPS units, services, infrastructure, and drones as needed based on business needs.

Facilities = FY 2026 $3,403,056

Project Green

Total Budget: $38,000,000
FY 26 Budget: $3,403,056
Scope: Design and construction of a new MetroConnects Headquarters.

New MetroConnects Headquarters

GRANTS

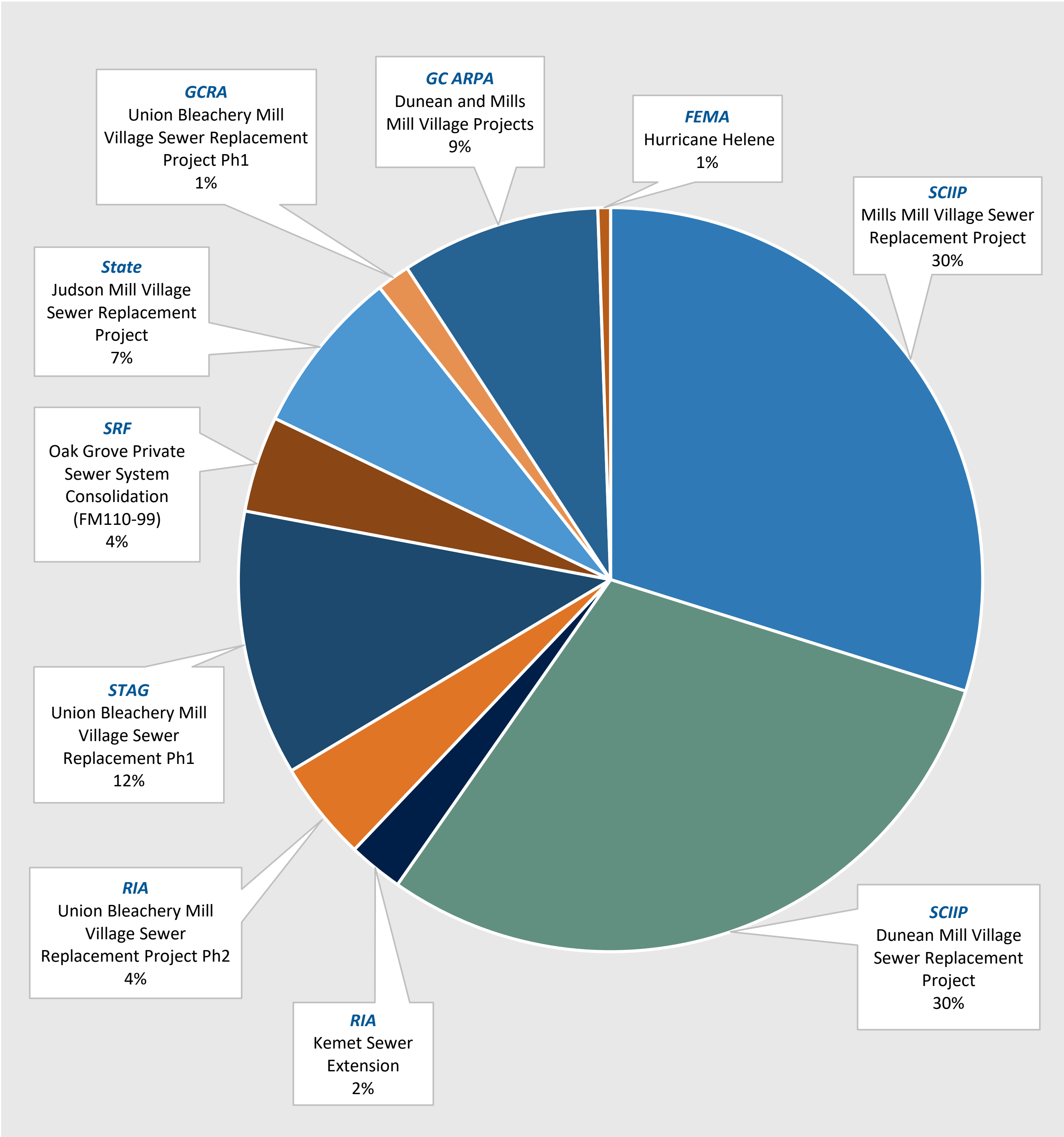
GRANTS

The following table and pie chart show associated projects and grants awarded for open projects in FY 2026. For details on each project budget and scope, see the Capital Plan section.

Grants Received and Awarded (Active)

SC Rural Infrastructure Authority (RIA)			
2023	SCIIP-Rehab	Mills Mill Village Sewer Replacement Project	$10,000,000
2023	SCIIP-Rehab	Dunean Mill Village Sewer Replacement Project	$10,000,000
2025	Economic Development	Kemet Sewer Extension	$825,000
2025	Rehab	Union Bleachery Mill Village Sewer Replacement Project Ph2	$1,500,000
State and Tribal Assistance Grant (STAG)-Federal			
2023	Replacement Project	Union Bleachery Mill Village Sewer Replacement Ph1	$4,000,000
State Revolving Fund Principal Forgiveness (SRF)			
2024		Oak Grove Private Sewer System Consolidation (FM110-99)	$1,445,905
State Appropriation Bill for FY 2025			
2024		Judson Mill Village Sewer Replacement Project	$2,500,000
Greenville County Redevelopment Authority (GCRA)			
2024		Union Bleachery Mill Village Sewer Replacement Project Ph1	$500,000
Greenville County ARPA Funds			
2023		Dunean and Mills Mill Village Projects	$3,000,000
FEMA Disaster Grant			
2024		Hurricane Helene	$189,024
Total: Grant Funding Received and Awarded			**$33,959,929**

Grants Received and Awarded (Active)



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. The data below describes the community in which MetroConnects provides wastewater collection service.

Population

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

Year	County Population	Percent Increase
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.

Race

The following table shows race information by percentage for Greenville County compared to the state from the U.S. Bureau of the Census, updated on June 26, 2025:

Race	County	State
White alone	76.2	69
Black alone	17.7	25.7
American Indian and Alaska Native alone	.7	.7
Asian alone	2.9	2.2
Native Hawaiian and other Pacific Islander alone	.1	.1
Two or more races	2.4	2.3
Hispanic or Latino	12.4	8
White alone, not Hispanic or Latino	65.6	62.5

Source: U.S. Census Bureau.

Per Capita Personal Income

Greenville County, SC, ranks second among the 46 counties of the state in per capita income. The table below shows the per capita income in Greenville County, the state, and the United States for each of the last five years:

Year	County	State	United States
2019	$50,149	$46,150	$55,567
2020	51,985	48,770	59,123
f2021	56,128	53,224	64,460
2022	57,838	54,429	66,244
2023	60,866	57,332	69,810

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 and the increase or decrease over the previous year:

Year	Total Retail Sales	Increase (Decrease) Over Previous Year
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
2024	26,897,448,777	2.2

Source: South Carolina Department of Revenue.

Major Employers

The 10 largest manufacturing employers located within Greenville County as of August 2025, and the approximate number of employees of each is listed below:

Name	Product / Service	Employees
Michelin North America	Tires	4,170
GE Power	Gas Turbines	2,650
Lockheed Martin Aircraft	Aircraft Maintenance and Modification	1,620
Sealed Air Corp.-Cryovac Division	Plastic Bags and Plastic Film	1,300
Magna International	Motor Vehicle Parts	1,065
Robert Bosch Rexroth Corporation	Fluid Power Pumps and Motors	900
Kyocera AVX Components Corp.	Manufacturing/R&D	800
Fuyao Glass America, Inc.	Glass Manufacturing	767
House of Raeford (Columbia Farms)	Poultry Processing	650
International Vitamin Corp./Nutra	Nutraceuticals	650

Source: Greenville Area Development Corp.

The 10 largest non-manufacturing employers located within Greenville County as of August 2025 and the approximate number of employees of each is listed below:

Name	Product / Service	Employees
Greenville County School District	Public Education	10,071
Prisma Health System	Health Services	5,545
Bon Secours St. Francis Health System	Health Services	4,493
State of South Carolina	State Government	2,536
Greenville County	County Government	2,170
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
SYNNEX Corporation	Technology Solutions	1,200

Source: Greenville Area Development Corp.

Labor Force

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

	2020	2021	2022	2023	2024
Civilian Labor Force	255,984	255,544	259,853	268,424	284,778
Employment	241,371	246,829	252,567	261,018	274,258
Unemployment	14,613	8,715	7,286	7,406	10,520
Percent of Labor Force Unemployed	5.7%	3.4%	2.8%	2.8%	3.7%

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, the state, and the United States for the latest 12 months available are shown below:

Month/Year	County	State	United States
September 2024	3.8%	4.2%	3.9%
October 2024	3.9	4.4	3.9
November 2024	3.8	4.2	4.0
December 2024	3.5	4.0	3.8
January 2025	3.7	4.3	4.4
February 2025	4.0	4.5	4.5
March 2025	3.6	4.1	4.2
April 2025	3.4	3.8	3.9
May 2025	3.3	3.7	4.0
June 2025	4.0	4.4	4.4
July 2025	4.2	4.7	4.6
August 2025	4.4 [P]	4.9	4.5

[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 and the valuations assigned to those permits by the permitting offices, in each of the last five years:

	Residential		Commercial	
Year	Number of Permits	Value	Number of Permits	Estimated Construction Costs
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
2024	2,204	1,237,866,173	77	483,585,864

Source: Greenville County; Code Compliance Division
Note: Material prices increased 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. However, there are approximately 53 private schools in the county also providing primary and secondary education, which have an approximate enrollment of 8,500 students, and 13 charter schools, which have an approximate enrollment of 10,600 students. Seven colleges are located in the School District, the largest of which are Greenville Technical College, with 11,999 students, and Bob Jones University, with approximately 2,734 students, according to Fall 2024 enrollment numbers. Also located in Greenville County are Furman University, with 2,554 students, and North Greenville University, with 2,304 students, according to 2024 Fall enrollment information. Southern Wesleyan University, Strayer University, and the Greenville Metropolitan Campus of Webster University are also located in the School District.

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 Commission.

American Rescue Plan Act (ARPA) - Grant funding.

Assets - Owned items of value.

B

Balanced Budget - A budget in which revenues equal or exceed 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 wastewater 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 the 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) - EPA required 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 wastewater pipes, allowing technicians to locate and assess various issues like blockages, cracks, or other damage.

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

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.

Disaster Recovery Plan (DR) - A documented, structured approach outlining how MetroConnects will resume IT operations following a disruption like a cyberattack, natural disaster, outage, etc.

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

E

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

Environmental, Health, and Safety (EHS) Manual - A comprehensive document outlining MetroConnects' safety program to protect our employees, the public, and the environment. The manual is updated annually or as needed throughout the year.

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

Equivalent Residential Unit (ERU) - A unit of 300 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) - A federal agency that provides 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).

Freedom of Information Act (FOIA) - 1966 Federal law that grants any person the right to request access to records from all governmental agencies.

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 that handles mapping.

Greenville County Redevelopment Authority (GCRA) - A county agency that offers grant funding.

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

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

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 the wastewater collection systems from the surface. Infiltration is groundwater that enters wastewater collection systems through cracks and/or leaks in the wastewater collection pipes.

Internet Security Level 1 Compliance - Provides essential, foundational cybersecurity hygiene, offering basic, easily implemented security settings that cause minimal disruption to functionality.

K

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

Kilogallon (Kgal) - Unit of volume used to calculate a customer's water consumption, equal to 1,000 gallons.

L

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

Liabilities - Something owed; debts.

Linear Footage (LF) - A one-dimensional, straight-line measurement equaling 12 inches (1 foot), commonly used in construction.

M

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

Moody's Investors Service (Moody's) - The company that 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 wastewater collection pipes.

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

O

Occupational Safety and Health Administration (OSHA) - Federal agency that enforces 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 is 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 that oversees O&M for the system.

P

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

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

Project Green - The name of the new MetroConnects Headquarters located at 1151 W. Butler Road in Mauldin, SC, started in 2023 and is 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 regional 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) - A public entity that offers grant funding.

S

Sanitary Sewer Overflows (SSO) - The release of untreated or partially treated sewage from a wastewater collection system into the environment.

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

Security Socket Layer - A legacy cryptographic protocol used to establish secure, encrypted, and authenticated connections between a web server and a browser.

Service Area - The area served by a provider. MetroConnects' service area consists of more than 1,500 miles of wastewater collection lines serving more than 106,000 customers in unincorporated Greenville County.

Sewer Overflow Response Plan (SORP) - Document providing guidance for 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.

Single Sign-On - An authentication method that allows users to securely access multiple applications, websites, or services using one set of credentials (username and password).

Smoke Testing - A method that introduces non-toxic smoke into the wastewater collection system to 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 Infrastructure Investment Program (SCIIP) - Grant funding from the state.

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

South Carolina Rural Infrastructure Authority (SCRIA) - A state agency that offers grant funding.

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

Standard and 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 wastewater collection infrastructure.

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

U

United States Department of Agriculture (USDA) - A federal agency that offered MetroConnects' Series 2019 Bond.

United States Environmental Protection Agency (USEPA or EPA) - A 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.

Virtual Private Network (VPN) - Creates a secure, encrypted tunnel for internet traffic, hiding MetroConnects' IP address and online activity from ISPs, hackers, and advertisers.

W

Wastewater - Water that 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 (WOAMS) - A software used to streamline and track requests for maintenance, repairs, emergencies, and other tasks related to MetroConnects' assets.