



# Columbus Water Works

*Serving our Community  
Protecting the Environment*

**November 10, 2025**

The regular monthly meeting of the Board of Water Commissioners of Columbus, Georgia was held on Tuesday, November 10, 2025, at 1:30 p.m. at our Main Office, Chattahoochee Room. Vice Chair, Jennifer Upshaw took the roll call, and the following Commissioners were present:

Jennifer Upshaw, Vice Chair  
Wes Kelley  
Oz Roberts  
Mayor Skip Henderson

Absent: Nick Smith, Chairman

Receipt of the Minutes from the regular meeting on October 14, 2025, was presented to the Board. A motion was made by Mayor, Skip Henderson and seconded by Oz Roberts to approve the Minutes as written. Motion carried.

Aric Jackson recognized the following promotions for the month of October: Jonathan Miles, promoted to Field Services Technician II, and Jackson Trojan, promoted to Field Services Technician I.

Vickie Clark presented the Financial Report for October 2025, including Ft Benning, to the Board. A motion was made by Wes Kelley and seconded by Oz Roberts to approve the Financial Reports. Motion carried.

Victoria Barrett requested a bid approval for the Warrior Training Center, Phase II at Ft. Benning to provide water and sewer service to the facility (funded via Ft. Benning Contract Mod). Bid is being awarded to Whitfield Contractors in the amount of \$213,280.00. A motion was made by Oz Roberts and seconded by Wes Kelley to approve the bid. Motion carried.

Adriann Dearing presented the public comments on the proposed rate increase to the board.

### **In-Person Town Hall Event Overview Promotional Messaging for the Town Hall Event**

#### **Traditional Platforms**

- Main Office Signage, Bill Inserts
  - Promotions began in early October and continued in November.

#### **Digital Platforms**

- Website, E-newsletter, Blog, Facebook, LinkedIn, and YouTube.
- Used multiple content formats on each of the sites:
  - Video invitation to the events
  - Custom Infographics
  - Facebook Event

The event was held on October 16th at the Columbus Tech Library on Manchester Expressway.

#### **Engagement Options**

- Question Submissions:  
Before the event:
  - Email: [CommunityPrograms@cwwga.org](mailto:CommunityPrograms@cwwga.org)
  - Private message us on Facebook
- During the event:
  - Before/After the event chance to speak with a CWW representative.
  - Question & Answer section of the presentation

#### **Community Response**

- Increased questions received
  - Received eight early questions.
  - Three questions during the event
  - Questions were general and community based.
- 17 Customers attended the event.
  - 36 viewed the post-event video
  - 8,513 (33%) opened the eNewsletter containing the Town Hall event invitation

## Community Feedback Received

<u>Media &amp; Social Media</u>	<u>Direct Customer Feedback</u>
<ul style="list-style-type: none"><li>• Ledger Enquirer, WRBL, WTVM published an article after the City Council meeting sharing CWW's case for the increase.</li><li>• We have identified social media conversations related to the proposed rate increase.</li></ul>	<ul style="list-style-type: none"><li>• Customers are not in favor of the timing for the increase, and many questioned the cost of sewer and garbage rates on their bills.</li><li>• CWW did not receive any direct emails or Facebook messages related to the rate proposal.</li></ul>

The Board acknowledged Ms. Deering's report.

President Cummings reported to the board that, based upon public feedback received during the October 28<sup>th</sup> City Council meeting and the ongoing government shutdown, the vote on the proposed rate adjustments has been postponed until the December Board meeting. The staff will continue to monitor developments with the federal government and bring back to the Board in December a recommendation for the proposed rate adjustments.

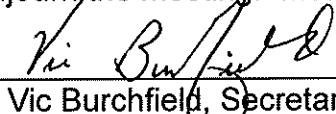
The following Departmental Reports for October 2025 were provided to the Board as information only:

- Customer Service Reports
- Customer Advocacy/Meter Maintenance/Water Accountability Reports
- Engineering Reports
- Field Services Reports
- Information Services/Environmental Services Reports
- Communications Report
- Employee Services Report
- Water Resource Operations/Managed Maintenance Reports

President Jeremy Cummings provided the following information to the board:

- Vic Burchfield, John Peebles, and Aric Jackson had the opportunity to attend the WaterFirst Celebration at the Georgia State Capitol. This event honors the outstanding achievements of WaterFirst Communities and recognizes the positive impact they're making in advancing water stewardship across Georgia.
- Savonne Monell and Eboni Thomas received a letter from Better Work Columbus expressing appreciation for their partnership and community engagement with Columbus Water Works.
- Victoria Barrett and Rhonda Walker recently attended the Trimble Innovate Conference in Salt Lake City, Utah. CWW was selected as a recipient of the Excellence Award for enterprise-wide problem solving.

There being no further business, a motion was made by Oz Roberts and seconded by Mayor Skip Henderson to adjourn the meeting. Motion carried.

  
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Vic Burchfield, Secretary