



**Brunswick-Glynn County Joint Water & Sewer  
Commission**

**700 Gloucester Street  
Third Floor Conference  
Room Tuesday, September  
16, 2014  
2:00 p.m.**

**COMMUNICATIONS & CUSTOMER SERVICE  
COMMITTEE  
MINUTES**

**PRESENT:** Sandy Dean, Chairman  
Tom Boland, Commissioner  
Don Elliott, Commissioner

**ALSO PRESENT:** Steve Swan, Executive Director  
John Donaghy, Director of Administration  
Barbara Rogers, Clerk

Chairman Dean called the meeting to order.

**APPROVAL:**

1. Minutes of the May 13, 2014 meeting

Commissioner Elliott made a motion seconded by Commissioner Boland to approve the minutes of the May 13, 2014 meeting. Motion carried 3-0-0.

**DISCUSSION:**

1. REU Update

Executive Director Steve Swan, stated there were +/-1508 account that were notified of a change in their REU assignment. Only 23 customers have contacted the JWSC to ask for an appointment to discuss the changes. The JWSC made 2 changes based on a re-evaluation of the property.

2. Potential Expansion of Service Areas

Belle Point

Rose Drive

Mr. Swan distributed a flyer announcing a town hall meeting on September 23, 2014 at the Georgia Power Center for customers in the Rose Drive, Newman Drive, Key Circle Road, Key Road, Shell Road and Benedict Road along with portions of Community Road and Habersham Street to provide information and gauge interest in connecting to sewer service. The meeting is being publicized on the radio, newspaper, and individual notifications to over 150 businesses in the area.

York Phillips has been asked to advise the date of the next meeting of the Belle Pointe Home Owners Association so the JWSC can meet with the residents. Chairman Dean stated Glyndale is another area for potential growth of the system.

### **3. Brunswick Town Hall Meeting**

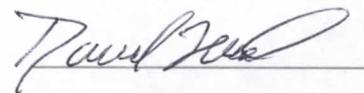
Chairman Dean stated a Town Hall Meeting was held on Saint Simons Island residents and would like to schedule Mainland Town Hall Meeting for the middle of October. It was decided to look at either October 21 or October 22 at 6:00 p.m. The location will be announced later.

Mr. Swan stated radio commercials funded from the public awareness budget are currently running in addition to public service announcements.

Commissioner Boland asked questions regarding the telephone tracking system.

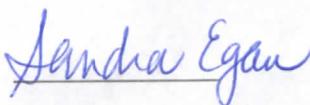
John Donaghy updated Commissioners on the delay in the software conversion.

There being no additional business to bring before the Committee, Chairman Dean adjourned the meeting.



Dave Ford, Chairman

Attest:



Sandra Egan  
Minutes taken by Barbara Rogers