

QUALITY

DECISIONS

CREATE

QUALITY

OF LIFE



OUR MISSION

Enhancing our community's quality of life  
by transforming wastewater into renewable resources  
through responsible and innovative solutions.

OUR VISION

Through the passion of our workforce, ReWa will be  
a community partner and an industry leader safeguarding  
our water environment for future generations.



ReWa is making a difference.

The quality of our decisions illustrates the value we deliver—each and every day—for more than 500,000 people we serve in this growing community.

ReWa continues to upgrade, advance and improve our region's infrastructure, water quality, and overall quality of life in ways that prepare us well for many decades to come.

2019 was notable for many reasons. Our Dig Greenville Program is now underway and will help establish the appropriate infrastructure to address our region's extraordinary growth.

Our newly enhanced Water Discovery Lab is now up and running, serving not only as a facility for innovation and research and development, but also as a community gathering place for educational opportunities.

Our decisions at ReWa will always have the community's best interests at heart, whether it involves infrastructure improvements, the environment, or capital expenditures.

Those decisions include a renewed focus on rate equity and affordability for all of our customers. From the development and launch of a program to help households experiencing financial hardships to an in-depth study of our rate structure, ReWa is demonstrating its commitment to the community we serve.

We also continue to strengthen our workforce by engaging with our award-winning team in new and exciting ways, but also by looking ahead and creating a strategy to attract the next generation of ReWa.

ReWa is playing a leading role in determining the quality of life in our region. That means we continuously need to make quality decisions. In this annual report, you'll gain a clear understanding of the results of many of the decisions we've made over the past year, as well as see our vision for future success.

Benjamin Franklin once said, "When the well is dry, we know the worth of water." At ReWa, we already know its worth. And our pledge to you is that we will respect the worth of water and make decisions that only serve to benefit how we live today, and into the future.

Sincerely,

Graham W. Rich, CEO





# THE QUALITY OF OUR PARTNERSHIPS

Anyone can make a decision. But we believe the best decisions are made in tandem with those who both live and lead in our community.

ReWa's decisions on economic growth are made in partnership with the Upstate Roundtable: a forum comprised of more than 100 area stakeholders who collaborate on a 10-year strategy that seeks to align regional infrastructure planning with the Upstate's current growth.

An example of this kind of teamwork can be illustrated by our recent partnership with Anderson County to:

- Manage sewer service and wastewater treatment
- Collaborate on investments in technology and infrastructure
- Provide ratepayers better service through improved operational efficiencies

Our teamwork isn't just external. We work hard to make sure we're building up our own teams with programs that motivate and inspire ReWa employees to grow both in and outside of the workplace.

Our Women in Leadership program continues to grow and inspire new approaches to diversity and inclusion in our business practices. It also supports the community with the annual service projects that these ReWa leaders perform in the region.

And our decisions go beyond just business. Educational collaborations, like our annual "Walk for Water" with Greenville County Fisher Middle School, inform and inspire our city's next generation to advocate for clean water across the world. This year alone, we walked alongside these students to raise more than \$10,000 to build a drinking water well for their peers in Tanzania.

Quality decisions are made when everyone's voice is heard. By investing in the growth of our region and in projects like Greenville's Unity Park and Cancer Survivors Park, our collaborations seek to reflect and respect the voice of our community.



# THE QUALITY OF OUR STAFF AND LEADERSHIP

Every quality organization is a reflection of its people.

ReWa knows that well. Which is why we invest in our employees to ensure that we’re prepared for the new technologies and innovations in sustainability that are constantly redefining the marketplace. As an early adopter of these technologies, we are fortunate in that we have knowledgeable, highly skilled staff members who have honed those skills with us for decades. And we have welcomed many new employees who not only appreciate our culture and our environmentally progressive, community-oriented mission, they are doing what ReWa does best: Driving us to be even better and stronger in everything that we do.

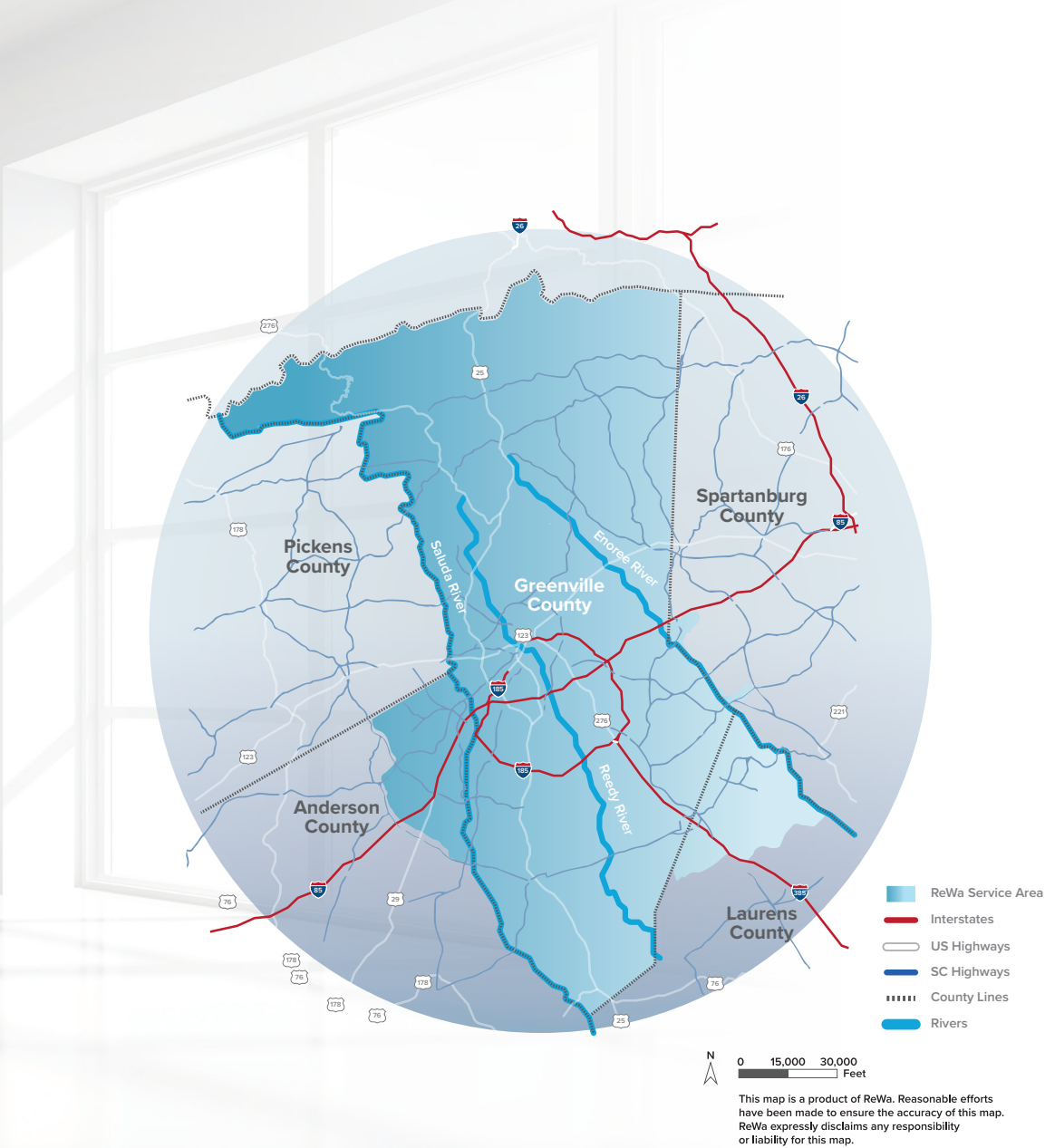
ReWa offers opportunities for career growth through extended training, professional development and tuition assistance. And we intend to keep improving and fine-tuning those growth opportunities so that ReWa continues to do what we’ve done so well over the past few years—stay up to date or even one step ahead of the changes and opportunities in our field.

To help ensure our goal of hiring people that enhance our culture and our performance, we are broadening and intensifying our approach to recruitment.

Our Board of Commissioners is the backbone of the organization. The quality decisions we deliver can be traced back, in no small way, to the experience and wise counsel of our board. Their cumulative depth of knowledge has equipped ReWa and its workforce with the support and leadership that’s needed for the changing times we all face in this burgeoning community.



BOARD OF COMMISSIONERS (Left to Right)  
Clint Thompson, Emily D. Roberts, Chip Fogleman, Ray C. Overstreet, J.D. Martin, Timothy Brett, Daniel K. Holliday, John T. Crawford, Jr.





# THE QUALITY OF OUR FINANCIAL MANAGEMENT

We work hard to ensure wastewater rates are both fair for our customers and effective for our region. But our rates work a little differently than some might think. We don't receive any money from state or federal taxes. Our operating expenses are funded from user fees and our capital improvement program is funded from cash reserves, state revolving loans and revenue bond debt.

This means all our financial decisions must be quality ones. Because when we make quality financial decisions, we pay lower interest rates, have stronger credit ratings and demonstrate that we are a trusted public partner.

Below are some of the ways that effective financial management has manifested itself as beneficial to our organization and to our community:

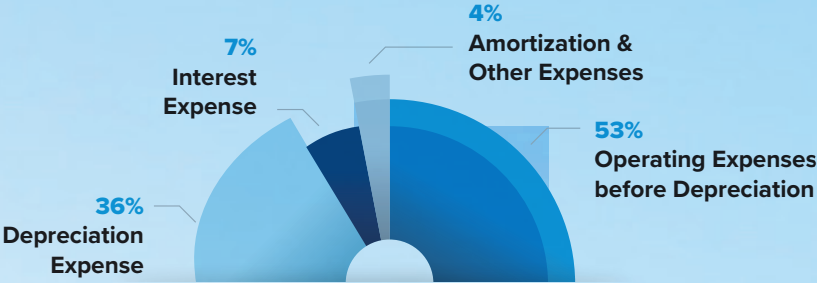
- Moody's Investors Service assigned ReWa an Aa1 bond rating, which allows ReWa to obtain lower interest rates when financing future infrastructure projects.
- Standard & Poor's (S&P) recognized ReWa for its strong and comprehensive financial management practices by awarding our agency with the highest credit rating possible: AAA.
- We created a program for customers in need and initiated a study to ensure a renewed focus on rate equity and affordability.

We believe quality financial management is just as important as quality wastewater treatment. And we'll always strive to implement what's best for our community in making quality decisions that serve a population of more than 500,000, maintain our network of 350+ miles of pipe and prepare our region for future growth.

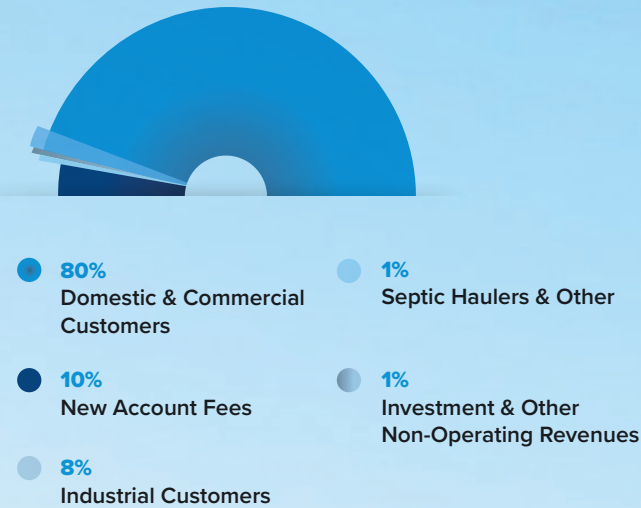




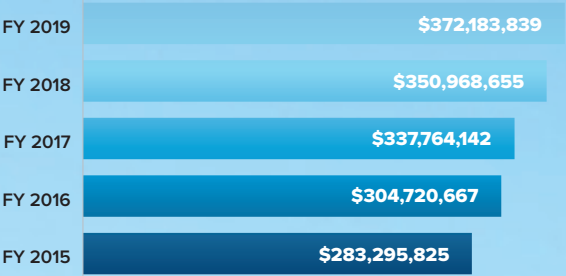
EXPENSES



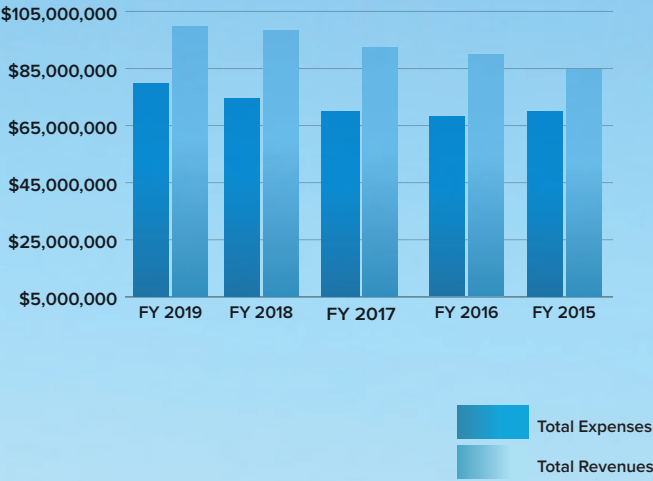
REVENUES



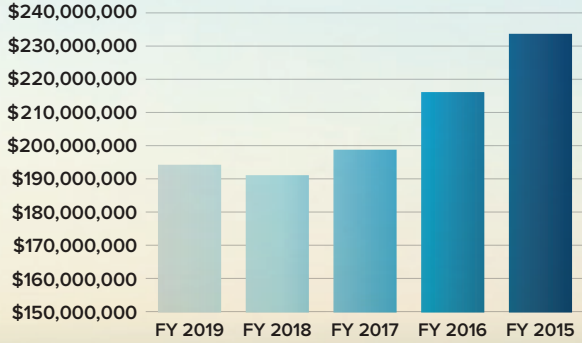
NET POSITION



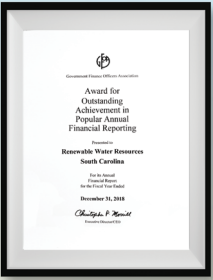
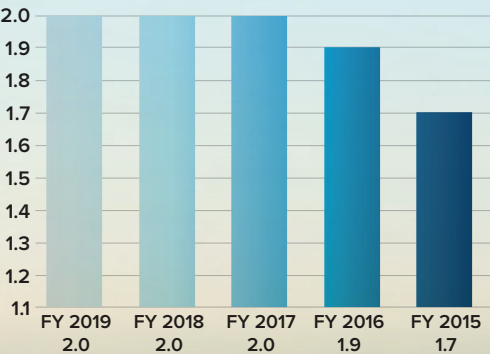
TOTAL REVENUES & EXPENSES



TOTAL DEBT



DEBT COVERAGE



OUR AWARD WINNING ANNUAL REPORT FROM LAST YEAR

This Popular Annual Financial Report (PAFR) is intended to enhance the understandability of the CAFR and is not regarded as a replacement. The Comprehensive Annual Financial Report (CAFR) is prepared in accordance with Generally Accepted Accounting Principles and consists of audited financial statements, notes, and required supplementary information. The CAFR is available on our website [www.rewaonline.org](http://www.rewaonline.org).





# THE QUALITY OF OUR INFRASTRUCTURE

One of our nation’s great innovators, Henry Ford, is renowned for his commitment to quality. In fact, he believed “quality means doing it right when no one is looking.”

For ReWa, this quote rings true. Wastewater treatment is rarely in the spotlight. In the eyes of the general public, pipes, water basins and manholes often go unnoticed. And we get it, it’s hard for people to notice something that’s typically hidden underground.

But the impact of those pipes, water basins and manholes on this community is hard to miss. In 2019, the Reedy River Water Quality Group shared baseline data demonstrating ReWa’s significant role in improving our area’s watershed. And we celebrated a key milestone in the Dig Greenville Project by unveiling the tunnel boring machine set to complete the excavation of a new sewer tunnel that will provide additional sewer capacity for the next 100 years.

We’ve also continued investing in quality infrastructure through initiatives like our Wet Weather Program, which aims to address concerns surrounding Inflow and Infiltration (I&I) - when water enters the sewer system from external sources (often during heavy rainfall).

I&I can cause serious infrastructure problems such as bursting pipes or overflowing manholes, which have major environmental and financial consequences. That’s why we’ve contracted Brown & Caldwell, the largest engineering firm solely focused on the U.S. environmental sector, to conduct an I&I study of our infrastructure and systems so we can identify our area’s evolving needs and better inform our infrastructure planning for the future.

The general public may not notice pipes or manholes. But they do notice Greenville’s growing skyline, appreciate the beauty of the Reedy River Falls and recognize our greater region as a leading area for economic development. And we’re proud to help preserve and maintain quality infrastructure as a foundation for all that’s yet to come.



# THE QUALITY OF OUR LIFE

Why do we do what we do?

Why do we clean and recycle water? Why do we continuously seek ways to make our region more environmentally sound and sustainable? Why do we maintain and enhance critical parts of our region's infrastructure?

We do it so that we can all live better lives. So that we can wake up and brush our teeth with confidence, flush our toilets with peace of mind, swim in our lakes, fish in our streams and enjoy our waterways with the assurance that all is well.

Our area is booming. And it's not just Greenville anymore, but all parts of the Upstate. We've been discovered by the world, and more and more people are coming, putting a stress on all aspects of our infrastructure. ReWa's role is crucial as we keep ahead of this growth and prepare for what's ahead. Indeed, we're partnering with other Upstate counties such as Anderson in a united effort to plan, build and develop appropriate means of dealing with growth of this magnitude. We look forward to the possibility of more partnerships and more efficient ways to enhance our quality of life.

For those who are struggling financially, ReWa has established an Affordability Program that offers financial assistance with their bills. We are all part of this wonderful community, and ReWa is always ready and willing to help those in need.

We live in a special place. That's why the world has its eyes on us. And ReWa will help keep it special, vital, clean, prosperous and prepared.







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