



# The Pipeline

VOLUME 8 | NO 1

## Get to know your Canal Water Treatment Plant Lab Staff

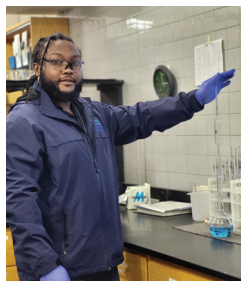
We've gathered some work and personal insights about the staff in the Drinking Water Compliance Division, who are integral members of the Columbia Water team dedicated to providing high-quality drinking water for our customers. Through their hard work and commitment, you can have confidence in the excellence of Columbia's drinking water!



**Jill Martinez** started working with the lab in 1998. Jill is passionate about water quality, enjoys educating the public about the City's mission and providing safe drinking water to our customers.



**Jordan Simons** is a Mechanical Engineering student at the University of South Carolina, graduating in May of 2026. Jordan is currently interning with the Columbia Water, where he works in the engineering office helping organize and track capital improvement projects. He has



**David Ladele** started working at Columbia Water in 2018. Before that, he worked as a Utility Civil Engineer in the United States Air Force. David is passionate about ensuring that safe and great quality drinking water reaches every customer in the City's system.

assisted at the Columbia Canal Water Treatment Plant with sampling and various distribution-related tasks. Jordan truly enjoys the hands-on experience and is grateful to be part of a team that supports the City's infrastructure.



**Levi Pinckney** has been with Columbia Water as a laboratory analyst for almost 3 years. He enjoys being part of a team that values hard work, community, and continuous improvement. Levi takes pride in contributing to projects that help keep our City running smoothly and serving the

people who rely on our work every day. Outside of the job, he enjoys spending time with his family, golfing, and playing card games. Levi and his wife, Mikayla, are excited to be expecting their first child soon.



**Kiara Williams** is a laboratory analyst with a strong commitment to scientific excellence and community service. Kiara is passionate about leveraging her skills to support public health and community well-being.



**Errol (Kurt) Alger** is a retired art teacher who has recently turned his ardent spirit to water laboratory analysis. Kurt enjoys discovering new relationships between aesthetics and chemistry as he remains committed to having a curious and questioning mind.

## Canal WTP Lab Staff cont'd



**Terrica Bowers** is a laboratory analyst and a recent addition to the team, she is finding that every day brings something new to learn, and she's glad to be a part of it. Terrica enjoys learning and familiarizing herself with the ins and outs of water quality testing and treatment while contributing to the mission of providing safe, reliable drinking water to our community. When not at work, she enjoys spending time with family and friends, trying new recipes, and exploring new hobbies.



**Alejandra Beier** is the Drinking Water Compliance Manager for Columbia Water. She oversees work in the drinking water laboratories and manages the Drinking Water Compliance programs to ensure water quality is met for Columbia Water customers. Alejandra loves working in the water industry and is happy to be alongside dedicated, hardworking individuals who make coming to work worthwhile!

## 2025 Trailblazer of the Year: Rebecca Barnhardt



L to R: David Winburn, George Bryan, Jeremy Yates, Rebecca Barnhardt, Frank Eskridge, and Clint Shealy.

The Trailblazer of the Year award recognizes individuals who exemplify outstanding commitment to personal and professional growth, teamwork, and the success of the organization. For 2025, we are proud to celebrate Rebecca Barnhardt, whose exceptional qualities and contributions have significantly impacted her team and Columbia Water.

"Rebecca consistently demonstrates a remarkable commitment to both personal and professional growth as well as to the overall success of our team. She actively pursues and earns her Voluntary Wastewater Certifications, showcasing her initiative and strong desire to excel in her field.

What truly sets Rebecca apart is her dedication to encouraging and supporting others. She plays

an instrumental role in helping her coworkers navigate the process of obtaining their certifications and licenses. Her willingness to share knowledge, offer guidance, and motivate her colleagues reflects exemplary teamwork.

Additionally, Rebecca is always ready to step in and help whenever needed, doing so with a consistently positive attitude that enhances workplace morale. Her strong work ethic, mentorship, and commitment to continuous improvement make her an invaluable asset to our organization and a truly deserving recipient of this recognition. We are excited to honor Rebecca for her remarkable achievements and the positive impact she has made within Columbia Water."

Submitted by Ebouni Moultrie  
Administrative Coordinator, Operations Columbia Water





# Joshua Brown

How long have you been with the City of Columbia and what do you do?

I have worked for the City of Columbia for 2 years now. I am currently a Maintenance Specialist. My team performs preventive maintenance, rebuilds pumps, installs new pumps, and among other things, handles a variety of jobs around the plant. I have a Biological A Wastewater License, and I have passed my ABC Maintenance Technologist Class I and II exams.



What's the best experience you've had working for the City of Columbia?

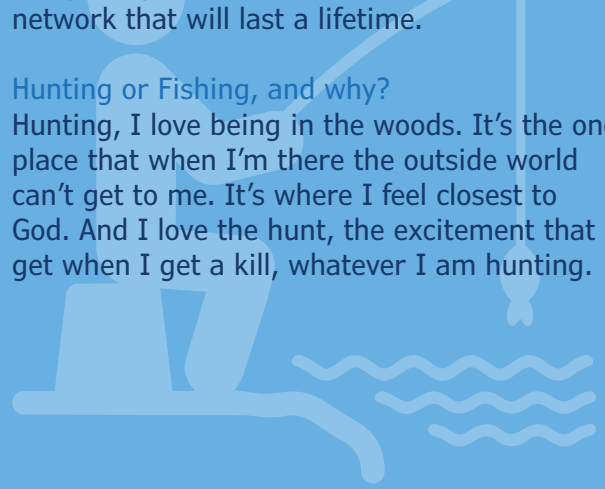
I joined the OPS challenge when I first got here. Now I'm the team's captain, we competed in Myrtle Beach back in March at our local operator's conference (SCAWWA/WEASC) and then we went on to compete in Chicago in September at WEFTEC. It's been fun getting to meet new people and build a network that will last a lifetime.

Hunting or Fishing, and why?

Hunting, I love being in the woods. It's the one place that when I'm there the outside world can't get to me. It's where I feel closest to God. And I love the hunt, the excitement that I get when I get a kill, whatever I am hunting.

What is the most interesting thing about you that we wouldn't learn from your work bio?

I love being outside, it doesn't matter what it is, hunting, fishing, yard work. I also love to learn and try new hobbies and skills that I don't know.



## Pipeline Customer Care Kudos - January 2026

### Courtney Robinson

*"I just wanted to send a message to celebrate the great customer service that Courtney provided me today. I received a notification about my water bill that I was confused about. When speaking with Courtney, she was VERY helpful, knowledgeable, patient and courteous the entire duration of the call; for that I'm very appreciative.*

*As I stated to Courtney, great customer service should be celebrated and highlighted and I would like to do my part in giving her praises for a great customer service experience. She's a great benefit to Columbia Water. Thank you, Courtney. You're awesome!" - Mr. Chaplin*

### Kimbreelee Jones and Makayla Matthews

*Huge kudos to our Online Specialists, Kimbreelee and Makayla! In just 3 months, they've handled and processed 9,677 emails, 8,543 contracts, and 2,011 chats, all while upholding an incredible 1-3-day turnaround time. Your dedication, efficiency, and commitment to quality service are truly remarkable. Thank you for everything you do!*

# Pipeline Customer Care Kudos - January 2026

## Ashleigh Day

*Ms. Bouknight shared that Ashleigh was caring, patient and a team player when helping her resolve an issue with the MyCOLASC app and a Richland County disposal. Ashleigh went above and beyond!*



## Shanice Bynum

*Ms. Mitchell recently called in to praise the exceptional service she received from Shanice. Ms. Mitchell, who recently purchased her first home, applied for water service but accidentally submitted her contract with the wrong address, and by the time she called in, the application had already been processed. Fortunately, she reached Shanice — and with her positive attitude, willingness to assist, and outstanding customer service skills Shanice reassured her that the issue would be corrected. Ms. Mitchell now feels confident that she can transition into her new home without any worries. That is truly great customer service.*

## Jahnia Toatley

*Jahnia clearly demonstrates the kind of customer engagement that builds trust and loyalty. She properly verifies accounts when taking calls which shows professionalism and respect for security. Jahnia takes the time to fully answer questions to ensure that customers feel valued and understood. That combination is a recipe for long-term success — well done, Jahnia!*

## Baray Wells

*A huge shout-out to Baray! A customer shared this wonderful feedback: “She went above and beyond the call of duty, she answered all of my questions and was extremely nice.” Baray, thank you for your dedication, professionalism, and kindness. You truly embody the spirit of excellent customer service—great job!*

## Michael Ortiz

*Michael was caught in the act of assisting an elderly customer in reviewing selections on her water and sewer services. While addressing her initial issue, he also went above and beyond by reviewing additional account information. Thank you, Michael, for being proactive and ensuring all the customer’s concerns were addressed! Your patience, understanding, and ability to truly listen make a huge difference in how our customers feel supported. You bring consistency and stability that our team can always count on, and we are proud to have you with us. You make us stronger!*

## Amiya Cummings

*Ms. Lauren recently called and spoke with Amiya regarding a leak on her property that has been repaired but is currently waiting for the restoration order to be completed. She expressed how pleasant and helpful Amiya was and that Amiya listened to her and provided positive feedback. Ms. Lauren said that she has had several positive interactions with staff from the City of Columbia!*

## Tarniesha Myers

*Mr. Robinson had excellent things to say about Tarniesha. He shared that even though he was upset and used some inappropriate language, she remained calm, respectful, and professional throughout the entire call. He said she consistently responded with “Yes Sir” and “No Sir,” kept her cool, and ultimately resolved his issue with patience and care. When he tried to praise her for the outstanding job she did, she humbly replied, “You don’t have to do that, I’m just doing my job.” Mr. Robinson said he could not thank her enough for the way she handled the situation.*

*Amazing work, Tarniesha — this is the standard of excellence we love to see!*

## Drinking Water

Employee Name	Status Change	Effective Date
Julian Arango	Obtained Water Treatment Operator Class D Certification	10/11/2025
Timothy Darby	Obtained Water Treatment Operator Class C Certification Obtained Water Treatment Operator Class B Certification	10/16/2025 10/31/2025
King Knapper	Obtained Water Treatment Operator Class D Certification Obtained Water Treatment Operator Class C Certification	11/7/2025 12/12/2025
Zachary Santos	Obtained Water Treatment Operator Class D Certification	11/14/2025
Quincey Mack	Obtained Water Treatment Operator Class B Certification	11/22/2025
Tashawn Morrison	Obtained Class A CDL Certification	12/12/2025

## Canal Water Treatment Plant

Employee Name	Status Change	Effective Date
Allison Cahill	Passed Water Treatment Level C Exam Passed Water Treatment Operator Level B Exam	10/14/2025 11/20/2025
Dillon Canada	Passed Water Treatment Level D Exam	10/23/2025
Shane Boehmer	Promoted to Instrumentation and Control Worker	12/5/2025

## Wastewater Treatment Plant

Employee Name	Status Change	Effective Date
Brent Hill	Promoted to Wastewater Plant Operator B	10/22/2025
Phyllip Dunton	Promoted to Wastewater Plant Operator C	12/5/2025
Joshua Brown	Passed SC Biological Wastewater Treatment Class A Exam	11/14/2025
Phyllip Dunton	Passed Wastewater Treatment Plant Operator A Certification	12/4/2025

## Wastewater Management

Employee Name	Status Change	Effective Date
Jalon Cannon-Israel	Obtained Voluntary Wastewater Collection Level D Certification	10/6/2025
Anthony Field	Obtained Voluntary Wastewater Collection Level B Certification	10/9/2025
Kevin Dang	Obtained Voluntary Wastewater Collection Level B Certification	10/28/2025
Timothy Batten	Obtained Voluntary Wastewater Collection Level A Certification	10/31/2025
Jalen McReynolds	Obtained Voluntary Wastewater Collection Level D Certification	11/14/2025
Rebecca Barnhardt	Obtained Voluntary Wastewater Collection Level B Certification	11/21/2025
India Nathaniel	Obtained Voluntary Wastewater Collection Level A Certification	11/26/2025
Olando Corbitt	Obtained Class A CDL Certification	11/6/2025
Shaquille Sampson	Obtained Class A CDL Certification	11/6/2025

## Customer Care

Employee Name	Status Change	Effective Date
Tenisha Guider	Promoted to Meter Reading and Water Compliance Manager	11/10/2025
Maria Brown	Promoted to AMI Data Analyst Billing	12/8/2025
Torin Martin	Promoted to Customer Care Field Supervisor	12/22/2025
Jennifer Ellis	Promoted to Lead Billing Specialist	12/22/2025



# SERVICE RECOGNITION AWARDS

## 50 Years of Service

David Sharpe, Lake Murray Treatment Plant



David Sharpe

## 25 Years of Service

Patricia Rogers, Field Operations

Robert Williams, Wastewater Management

## 20 Years of Service

Frank Slack, Wastewater Management

Roderick Herring, Customer Care

## 10 Years of Service

Quincey Mack, Drinking Water

Warren Pace, Drinking Water

Dejuan Williams, Drinking Water

Kaundima Ashley, Wastewater Management

Melissa Engle, Wastewater Treatment Plant



Dejuan Williams



Melissa Engle



Christopher Ulmer

## 5 Years of Service

Christopher Hunt, Wastewater Management

Christopher Ulmer, Wastewater Treatment Plant

Clement Goff, Wastewater Treatment Plant



Christopher Hunt



Clement Goff



Patricia Rogers



WE WANT TO HEAR YOUR STORIES!

Thanks to all the teams that work hard to get us through tough times!

Share your Columbia Water Team Photos, Project Highlights, & Employee Spotlights

Email story ideas, team photos, or employee shout outs to [ColumbiaWater@columbiasc.gov](mailto:ColumbiaWater@columbiasc.gov)



## Storytellers & Shutterbugs

Share photos and worksite tales with our community through The Pipeline! We're always looking for original ideas, timely topics, and project pics. To submit your articles or ideas, please contact us at [ColumbiaWater@columbiasc.gov](mailto:ColumbiaWater@columbiasc.gov).

## Columbia Water

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