



The Pipeline

VOLUME 8 | NO 2

Boehmer Receives WEASC Safety Award



Shout out to Shane Boehmer (Canal Water Treatment Plant) for receiving the Water Environment Association of South Carolina (WEASC) Capital District Safety Award and the WEASC Presidential Safety Award for the state. He was presented with the Presidential Safety Award on Monday, March 16, at the South Carolina Environmental Conference.

Shane Boehmer, Instrument and Control Tech



Ariel Scott

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

I have been with the City of Columbia for almost eight years. I currently serve as the Training Coordinator for Customer Care, where I help train and support new representatives while also working to ensure our team has the tools and knowledge needed to provide great service to our customers.

What is the most interesting thing about you that we wouldn't learn from your work bio?
I always wanted to be a teacher. I originally went to school for Early Childhood Education, so being in this role has allowed me to combine that passion with the experience I've



gained over the past eight years. I really enjoy being able to help train and guide the next group of Customer Care representatives.

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

The best experience I've had while working for the City has been becoming the Training Coordinator. It has given me the opportunity to learn more about our department, meet new people across the organization, and grow both professionally and personally.

Roller Coaster or Ferris Wheel and why?

Definitely the ferris wheel, especially now that I'm older! I enjoy the calm ride and the great views, and I like that it just goes in a circle instead of upside down.



Breana Lee

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

I've been here since July 2019, so almost 7 years, 6 of which I have been in Cross Connections making sure no one poisons each other with sprinkler water.



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

Every time I get to solve a customer's problem that has been plaguing them for months.

Roller Coaster or Ferris Wheel and why?

Roller coasters; I'm here for a fun time not a long ride.

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

I collect magnets from all the states my husband drives to.



Pipeline Customer Care Kudos

Cecilia Jessie

Cecilia turned an escalation around simply by asking a few smart, targeted questions — a perfect example of ownership, confidence, and calm control. Her approach didn't just resolve the issue; it transformed the entire interaction. That's the mark of someone who understands the customer, the process, and the power of staying composed.

Melissa, the owner of Moss and Moon Hair Loss Clinic, shared how grateful she was for Cecilia's help in starting service for her new business. Cecilia went above and beyond to ensure the service was approved and activated today, allowing Melissa's grand opening to proceed as planned. She praised Cecilia for being courteous, polite, and friendly, and said the interaction truly brought a smile to her face. Great job, Cecilia, for making such a positive and lasting impression!

Jahnia Toatley

Azaleah shared that Jahnia's positive attitude completely shifted her outlook for the day and gave her the energy to tackle what's ahead. The words she used were courteous, kind, knowledgeable, energetic, and happy. That's the kind of impact we love to see!

A customer shared something that speaks volumes about who Jahnia is and how she shows up. "So many customers complain, but she has made my day, solved my problem, and made me feel good." That isn't just a compliment — that's transformation. That's the difference between doing a job and making a human connection. That's the kind of service people remember.

Mr. Everett called in regarding a leak. He asked a few questions about the leak and Jahnia was able to answer all his questions. Not only did she answer his questions, she provided him with a detailed answer and ensured that he understood his bill. During the call, Jahnia and Mr. Everett laughed, it really sounded like she was talking to a friend. Mr. Everett told Jahnia, "you are doing really good, Jahnia." Also, Jahnia promoted the EYE On Water app. Mr. Everett downloaded the app while he was on the phone with her and she explained the benefits of the app. This was a great call!

Ms. Priester also wanted to give an enthusiastic A+++++++ to Jahnia. She said Jahnia was incredibly sweet, very pleasant to work with, and provided excellent customer service.

Ruby Adams

I had the privilege of live listening to Ruby handle a tough call today, and WOW – she was amazing! A customer was upset about a disconnection and expected immediate reconnection after payment. Despite the challenging tone, Ruby stayed calm, courteous and solution focused. She even went the extra mile by reaching out to see if we could rush the reconnection. That’s true dedication and grace under pressure!

After receiving a high bill that paused her auto draft, Ms. Self reached out for assistance and spoke with Ruby. Ms. Self wrote: “Ruby was knowledgeable, polite, pleasant, and a real asset to your customer service department.”

Ruby went above and beyond by educating the customer on the plumbing adjustment process, providing her past due balance, and delivering service that was knowledgeable, polite, and pleasant. Thank you, Ruby, for exemplifying outstanding customer care and making a positive impact!

Staffon Platt-Benson

A customer called in with major appreciation for Staffon, and her words say it all. She shared that he helped her through something that could have been traumatic for her, and she felt lucky to reach him both times she called. She described Staffon as calming, reassuring, and incredibly supportive. Not only did he guide her with patience, but he also went through her account and discovered things she didn’t even know — turning confusion into clarity.

Tarniesha Myers

“She was very polite and professional, and she resolved my issue. Thanks, Tarniesha!”

“One of the best experiences I have ever had!” “She not only called me back but went above and beyond to help me!” “She was professional, kind, informative, and just a pleasure to speak with.”

Tarniesha, thank you for your professionalism, your kindness, and the way you represent the team. Moments like these elevate the entire department.

Breana Lee

“I recently called the Cross-Connection section with the City of Columbia water department and spoke to a woman named Breana Lee. I called to find out if the house I recently moved to had an irrigation tap as my old home did. She was most delightful, helpful, and efficient. You could “hear” the smile on her face through the phone. She helped me with exactly what I needed and even emailed me information without me even thinking about it. I walked away with an extremely positive experience and wanted to provide this feedback.”
D. Salley

Naomi Moore

Ms. Sota described Naomi as calm, confident, and very knowledgeable. After a frustrating experience with her bill, Naomi eased Ms. Sota’s frustration by remaining calm and providing clear, helpful information. After speaking with Naomi, she was happy to pay her bill. “Now that I told you how fantastic Naomi was, please transfer me to the payment line.”

Mrs. Boatwright was absolutely thrilled with the support she received from Naomi. She called with a list of about 10 different issues to report, and she wanted to make sure we knew how grateful she was for Naomi’s help. Despite the number of requests, Naomi resolved each one calmly, courteously, and professionally. Mrs. Boatwright said Naomi represented Customer Care exceptionally well.

“She was wonderful, she was pleasant.”

“She explained everything to me and took her time.”

“I am an elderly woman and people like me need more assistance.”

“Thank you Naomi for being patient and understanding.”

Naomi makes customers feel welcomed, understood, and valued. She delivers service that builds trust and loyalty.

Teresa Johnson

Ms. Taylor shared that she arrived feeling frustrated and confused about an increase in her monthly bill. Teresa immediately put her at ease by reassuring her that she would help provide clarity and find a resolution. Ms. Taylor stated that Teresa remained calm, patient, and attentive throughout their conversation. She took the time to carefully review the account and clearly explain the billing details in a way the customer could easily understand. Teresa also identified that the increased charges were caused by a leak and thoughtfully walked the customer through the next steps to resolve the issue.

Ms. Taylor further described Teresa as “a treasure who cannot be replaced,” noting how rare it is to encounter someone who genuinely cares and takes the time to deliver such thoughtful and thorough service. Teresa, your compassion professionalism, and dedication truly reflect the level of service we strive to provide every day. We are fortunate to have her as part of our team. Good job!



Pipeline Customer Care Kudos

Nakeisha M. McCoy

Mr. Kreese shared outstanding feedback about Nakeisha's customer service. He stated that she listened attentively to his concerns, resolved his issue completely, and handled the situation with professionalism from start to finish. He emphasized how impressed he was with her service and wanted it to be known that she did an exceptional job.

The Gartmon's shared outstanding feedback about the service they received from Nakeisha! During their transition, they experienced a lot of confusion and back and forth with multiple companies. However, once they connected with Nakeisha, everything changed. They said they finally felt relieved, supported, and fully satisfied with the level of customer care she provided. They highlighted that Nakeisha was thorough, clearly explained the process, and set the right expectations. Overall, they described their experience with her as excellent. Great job, Nakeisha! Your professionalism and clarity made a real difference for this family.

Mr. Drew called in about a water meter leak on a new build, with closing coming up fast. As a longtime builder, he's talked to plenty of agents over the years, but he said Nakeisha was different. She listened, understood the urgency, and walked him through everything with the confidence of a true water pro. He left the call feeling supported, informed, and taken care of.

Latasha K. Hutcherson

Ms. Sims commended Latasha for her dedication and follow through, especially while her system was down. She expressed appreciation for Latasha's commitment, noting, "I appreciate Tasha following up with me. It's usually hard for me to get a follow up call." Latasha's persistence and customer focus made a meaningful impact.

Ajophonie Goodwin

Ms. Alene shared that she had the pleasure of speaking with Ajophonie while resolving her accounts after the loss of her husband. She expressed deep appreciation for Ajophonie's tone, compassion, and professionalism, noting that she truly represented our Customer Care Department with excellence today. Great job, Ajophonie!

Heather Hersey

Mrs. Swerling called to express her sincere appreciation for Heather's assistance. She shared that Heather took the time to explain what a running toilet might sound like and what signs to look for. Mrs. Swerling said she was shocked in the best way. Heather not only identified the likely cause of her high bill but also provided actionable solutions. Mrs. Swerling plans to inspect her property, especially her five restrooms, and will call back to make her repair statement. She wanted to make sure Heather received recognition for her outstanding help.

Tyrell Sease

A recent customer shared how impressed they were with Tyrell's courteous, helpful, and professional approach during their service visit. They emphasized how much they valued the support they received and how clearly Tyrell demonstrated the high standards we strive to uphold. This kind of feedback reinforces the positive impact he makes every day through consistent, customer focused work.

We received a deeply heartfelt message from Mrs. B. Blackberg, who expressed profound gratitude for the compassion and support Tyrell showed during a difficult moment. She described him as one of the kindest, most polite, generous, and sweetest individuals she has ever met, sharing that his empathy moved her to tears. During a time when she was overwhelmed—managing both a service issue and personal challenges involving her husband's dementia—Tyrell took the time to comfort her, calm her worries, and resolve the issue with patience, professionalism, and genuine care. Bonnie shared that she "wanted to let the City of Columbia know what a wonderful employee they have," noting that he stands out as one of the most exceptional employees she has ever interacted with. Her words highlight the exceptional empathy, dedication, and commitment to service that Tyrell brings to every interaction—and the meaningful impact he continues to have on the community.

Debrielle Williams

Ms. Zeporah shared wonderful feedback for Debrielle, praising her for a job well done. She mentioned how kind, patient, and helpful Debrielle was, and expressed how much she appreciated the support she received.

Drinking Water

Employee Name	Status Change	Effective Date
Quincey Mack	Passed SC Water Distribution Class A Exam	1/17/2026
Tashawn Morrison	Passed SC Water Distribution Class D Exam Passed SC Water Distribution Class C Exam	1/23/2026 2/2/2026
Timothy Darby	Passed SC Water Distribution Class A Exam	2/17/2026
Antonio Evans	Obtained Class A CDL Permit	2/27/2026
Rayford Cleveland	Obtained Class A CDL Certification	3/12/2026
DJ Williams	Passed SC Water Distribution Class B Exam	3/18/2026

Canal Water Treatment Plant

Employee Name	Status Change	Effective Date
Allison Cahill	Passed Water Treatment Level A Exam	-
James Lewis	Passed Water Treatment Level A Exam	-
Hunter Stone	Passed SC Water Distribution Class D Exam Passed SC Water Distribution Class C Exam Passed SC Water Distribution Class B Exam Passed SC Water Distribution Class A Exam	- - - -
Brandon Taylor	Passed Water Treatment Level E Exam	-

Wastewater Treatment Plant

Employee Name	Status Change	Effective Date
James Jones	Promoted to Wastewater Plant Maintenance Tech III	1/14/2026
Taryn Watson	Promoted to Wastewater Plant Operator B	2/25/2026
Joshua Brown	Obtained SC Biological Wastewater Treatment A License	3/6/2026
Camden Dinkins	Obtained Class A CDL Certification	3/10/2026

Wastewater Management

Employee Name	Status Change	Effective Date
India Nathaniel	Obtained Wastewater Collection Level C Certification	1/9/2026
Antonio Lorick	Obtained Class A CDL Permit	1/21/2026
Jalon Cannon-Israel	Obtained Wastewater Collection Level C Certification	2/20/2026
Jason Johnson	Obtained Wastewater Collection Level D Certification	3/2/2026
Martin Golston	Promoted to Wastewater Maintenance Assistant Superintendent	3/16/2026

Lake Murray Water Treatment Plant

Employee Name	Status Change	Effective Date
Tyler Masters	Obtained Class A CDL Certification	-
Victoria Teran	Passed Water Treatment Level C Exam	-
Isiah Corley	Passed Water Treatment Level D Exam	-
Channing Roberson	Passed Water Treatment Level E Exam	-

Customer Care

Employee Name	Status Change	Effective Date
Michael Britton	Promoted to Customer Care Advocate	3/2026

ABOVE & BEYOND: CELEBRATING INDUSTRY EXCELLENCE

Josh Brown (WWTP)

Water Environment Association of South Carolina:
Maintenance Technician of the Year

Ashley Gallentine (Lake Murray WTP)

South Carolina Section American Water Works Association:
Administrative Professional of the Year

Michelle Malloy (WWTP)

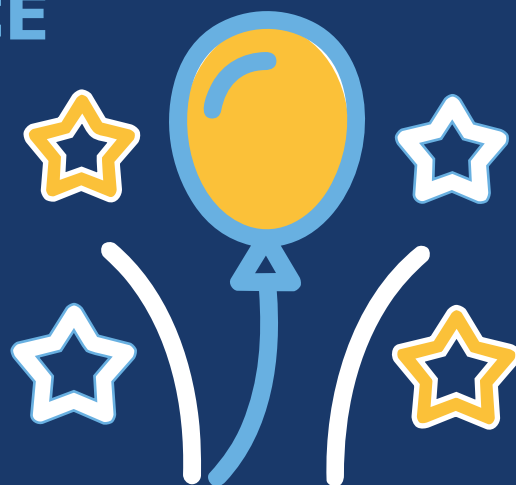
Water Environment Association of South Carolina, Capital District:
Administrative Professional of the Year

Rodric Moultrie (Wastewater Management)

Water Environment Association of South Carolina:
Operator of the Year (January 2026)
Golden Manhole of the Year (March 2026)

Quinn Ryan (Lake Murray WTP)

Water Environment Association of South Carolina:
Water Operator of the Year



Ashley Gallentine



Quinn Ryan

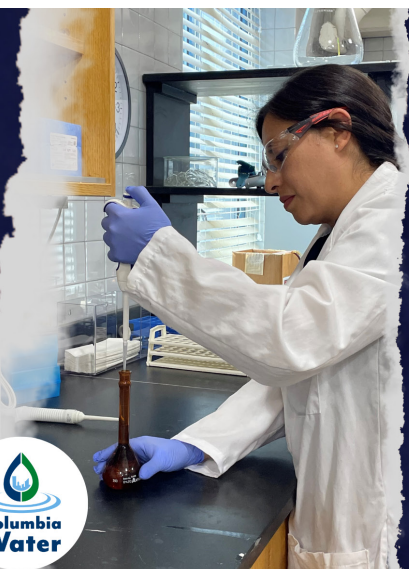


WE WANT TO HEAR YOUR STORIES!

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



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.

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