



Financial Services Audit Committee Communication

Date: November 18, 2022

To: Great Lakes Water Authority Audit Committee

From: Nicolette N. Bateson, CPA, Chief Financial Officer & Treasurer

Re: CFO Update

Staffing Updates

We are pleased to announce that Ms. Alicia Schwartz has been promoted to a new role, Grants Manager. This is an area of growth at GLWA. Alicia will be assuming much of the work performed by Dana Bierer related to grants – as well as supporting expanded grant activity at GLWA. Alicia’s knowledge of GLWA and facilitation of cross-functional teams are well suited to standing up this new role. This will allow Dana to transition back to internal audit goals for our organization. Congratulations Alicia! And, thank you Dana!

Another positive transition within the Financial Services Area management team is the promotion of Ms. Michelle Burt to the role of Billing & Collections Manager. Michelle will be overseeing the GLWA Billing & Collections team that invoices over \$800 million for GLWA services provided to our Member Partners and customers annually as well as supporting the collection of those revenues. We welcome Michelle to this newly created position and look forward to her leadership in this key area.

Workday and NexGen Implementation

GLWA team members are working very hard for a success Workday enterprise resource planning (ERP) implementation and NexGen enterprise asset management (EAM) system. The ERP continues to be on-schedule despite a number of staff vacancies and competing priorities. Last month, the Board of Directors approved the engagement of Slalom Consulting to support the effort. This had an immediate positive impact to keep the ERP on track for the Financial Services Area team.

Upcoming Charges, Budget, Capital Improvement Plan, & Financial Plan

In December, the Audit Committee will receive the proposed biennial budget for FY 2024 and FY 2025. At the Board of Directors meeting on November 17, 2022, we discussed many of the economic challenges that we face going into FY 2024. We look forward to the Audit Committee’s feedback on these matters.