



Office of the Chief Executive

735 Randolph Street, Suite 1900

Detroit, Michigan 48226

June 24, 2020

The Honorable
Board of Directors
Great Lakes Water Authority

Dear GLWA Board of Directors:

Regarding: CEO's Report – June 24, 2020

This report is the final CEO report for Fiscal Year 2020. It has been a year of continued challenges and opportunities. Early in the year we had very wet weather that damaged many communities in Michigan. That wet weather resulted in low water use in the peak season, and a shortfall in water system revenue while for the wastewater system it presented significant operating challenges with high flows into the system. GLWA managed that challenge with demonstrated resilience in both water and wastewater operations and financial management.

In the last quarter of the fiscal year GLWA has been challenged as all other organizations have been in the face of the COVID-19 pandemic. It was critical that we continued to deliver on our mission of providing water of unquestionable quality and safe and sanitary wastewater services to our member partners. In the face of the health crisis, now more than ever, the public need for these services remains crucial to manage exposure.

On any given day since early March, GLWA has had almost 700 team members working on site to help deliver on these critical water services for the region we serve. In addition to social distancing, enhanced cleaning, and attention to personal protective equipment, health experts recommended testing for the virus as a measure to slow the spread of COVID-19. We are pleased to report that as of this writing, this testing has been completed for our team members on site. Similarly, we are pleased to report that throughout this pandemic, our absentee levels have remained within normal ranges. This is yet another tribute to the professionalism and dedication of the GLWA team. Though GLWA's and the water professionals in other systems locally and beyond, have not been included in the definition of HERO in various legislation and other venues, they are most certainly my heroes.

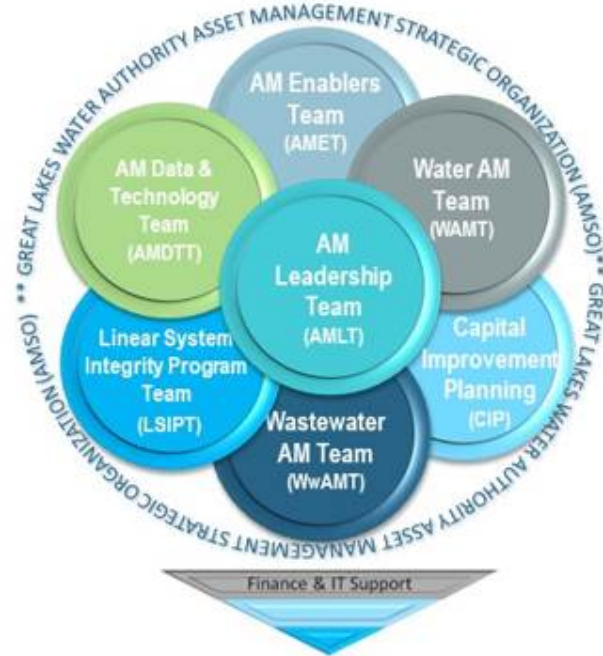
Each demonstration of resiliency, operationally and financially, contributed to continuing the track record of upgrades in early March by the rating agencies. With a second refunding (sewer) transaction in the last quarter accomplished in a volatile market, the rating agencies expressed continued confidence in GLWA's ability to manage through the pandemic. For the first time this recently proclaimed Utility of the World, experienced international investor interest and achieved a combined unprecedented savings of 18.7% or \$221 Million over the remaining life of the bonds.

With this transaction, the GLWA leadership team added to the refunding savings achieved by this team beginning in 2014 when the Authority was a concept. In total over \$1 Billion dollars in refunding savings have now been achieved toward building sustainability for our region.

PLANNING SERVICES

Asset Management (AMG)

Recently, the Asset Management Group announced and rolled out an updated Asset Management Strategic Organization charter and structural modifications that align with recommendations made within the Strategic Asset Management Plan. Because we continue to be versatile and strive for process improvement and efficiencies, another opportunity presented itself to build on the governance structure that already exists. Based on the overlap of the Capital Improvement Planning (CIP) process with the overall asset lifecycle, GLWA has now included CIP as a satellite team governed by the Asset Management Leadership Team (AMLT). Currently, the charter is being revised for this addition and appropriate team members are being identified to participate in the CIP team and the AMLT. While this comes on the heels of the recent changes, this will be very beneficial for the CIP coordination and delivery. We are excited to formalize this opportunity and continue to improve.



An initiative to develop a standard operating procedure for asset onboarding is currently underway. This will formalize the process, timing, collaborations, and information needed to successfully and timely add new assets into our computerized maintenance management system. Currently, the team has engaged most business units in the development of the process flow diagram and have identified and resolved most of the decision points. The process will be drafted by the end of June, reviewed by the end of July, and trained on in August. Thank you to all of the functional units and associated team members that have assisted with input into this high priority process improvement.

Capital Improvement Planning (CIP)

This CIP group has been working with multiple GLWA business partners to identify business processes (BP) that can improve overall execution of the capital plan. As a part of the CS-272 Capital Program Management Contract, the AECOM team is providing recommendations to improve these BP's. The BP's that will be evaluated based on time to implement the change and greatest impact to the improved performance for CIP execution.

PLANNING SERVICES

Some of the categories that are being consider are:

- **Project Initiation Solicitation** – Seeking to eliminate scope misalignment, reduction in time to issue advertisement, and reduced solicitation issues and cancellations
- **Design Deliverable Reviews** – Striving for consistent deliverable reviews, reduced risk for incomplete deliverables, and increased design phase input from construction engineers and operations
- **Master Program Schedule and Budget Development** – Intended to assist with Integrated Program-wide schedule and budget reporting data linked to project progress

Systems Planning

Each Member Outreach Work Group has met at least once virtually. With each virtual meeting, the Member Outreach Team is evaluating and learning to better enhance the experience for our member partners. While in-person meetings remain suspended, the team has begun discussing what elements we wish to retain from our virtual meeting experiences, and welcome any thoughts or feedback via email at outreach@glwater.org. Our highest priority is the health and safety of all members.

The Wastewater Best Practices (WWBP) work group was hosted on May 13, 2020, where Macomb County representatives provided an update on the real-time total residual chlorine pilot project they are conducting at their Chapaton basin. CDM Smith's Carl Johnson and Zach Eichenwald walked through the work group's first official post-event analysis of the March 28-29 storm. The purpose of the post-event analyses is to identify trends in terms of system response to inform operational changes and repair/maintenance needs. The next WWBP meeting is scheduled for August 5, 2020.

Two Water Analytical Work Group (AWG) meetings were recently held. A special AWG meeting was hosted May 20, 2020 to discuss the System Pumpage Data presented at a previous meeting. The topic was originally presented at the April 21, 2020 work group meeting, however due to time constraints, additional explanation and time for questions was deemed necessary. On June 1, 2020, Todd King, Field Services Director was able to share the long-awaited results and next steps of the 14 Mile Pilot Project with the group. Todd walked through the background of the pilot project, the findings, recommendations, and next steps. Doug Inman, of the System Analytics & Meter Operations team, presented an overview of the state of water data analytics at GLWA, including data collection efforts, development of data visualizations, and future plans to use data science for predictive analytics. Members expressed interest in learning more about future developments and additional analyses. The next AWG meeting is scheduled for July 28, 2020.

PLANNING SERVICES (continued)

As the Wastewater Analytics Task Force (WATF) plans to host more frequent, shorter meetings during this time to help keep members engaged, a second May meeting was hosted on May 22, 2020. For the meeting icebreaker, Tim Minor (ASI) shared photos of his unique workspace: a homemade camper! That broke the ice for Chief Operating Officer, Navid Mehram, to share the impact the high river levels are having and mitigation measures GLWA is taking to address them. Navid went on to share some highlights of Wastewater Resource Recovery Facility (WRRF) projects, such as:



- Pump Station #2 Bar Racks Replacements and Grit Collection System
- Rehabilitation of Ferric Chloride Feed System in PS-1 and Complex B Sludge Lines
- Aeration Improvements
- Rehabilitation of Screen Final Effluence Pump Station Project
- Rouge River Outfall Project (RRO)

The WATF will continue hosting shorter more frequent meetings, with meetings held on June 12, 2020, another planned on June 26, 2020.



History was made as GLWA hosted its first virtual One Water Partnership Meeting with 103 participants on May 28, 2020! While we missed sipping coffee and catching up over lunch with everyone, we are thankful for such great participation and engagement from our members.

PLANNING SERVICES (continued)

Sue McCormick shared an overview of GLWA’s shift from responding to the COVID-19 pandemic to the recovery and reconstitution phase, noting that GLWA has largely been successful in responding to the pandemic due to prudent planning, its resiliency as an organization and being well supported by strong relationships with members, regulators, and other stakeholders. Suzanne Coffey, Chief Planning Officer, presented an overview of the system’s wholesale water use, projecting a decline in usage of approximately 5% for FY 2020. The decline in usage is consistent with regular variability in water use throughout the months of the year. Nicolette Bateson, Chief Financial Officer, shared updates on the financial impacts of declining water sales, COVID-19 related expenses, as well as recent bond rating upgrades and water system bond refunding. The next One Water Partnership Meeting is scheduled for October 1, 2020.



The Regional Watershed Work Group continues to meet with a core team of members and has refined its vision and mission statements. Team members have begun to contribute data on current monitoring locations and on-land practices, such as green stormwater infrastructure, in Oakland, Wayne, and Macomb Counties. The data will be used to create a GIS map and planning tool that will help assess the current state of surface water quality monitoring and plan for the implementation of the WWMP’s Water Quality Monitoring program.

May 2020 Member Outreach Meeting Attendance	
Meeting	# Attended
Wastewater Analytics Task Force (5/7)	41
Regional Watershed Hub Meeting (5/5)	13
Wastewater Best Practices (5/13)	42
Regional Collaboration Group (5/15)	15
Water Analytical Work Group (5/20)	41
Wastewater Analytics Task Force (5/22)	34
One Water Partnership (5/28)	103
Regional Watershed Hub ((5/29)	16

Systems Analytics and Meter Operations (SAMO)

As noted in the Systems Planning section above, at the June 1, 2020 AWG meeting, the System Analytics & Meter Operations (SAMO) team presented an overview of the state of water data analytics at GLWA, including data collection efforts, development of data visualizations, and future plans to use data science for predictive analytics.

PLANNING SERVICES (continued)

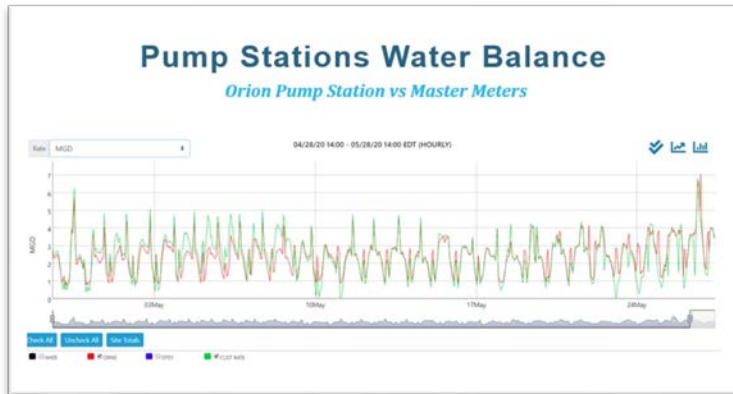


Figure 3 Virtual Zone for Orion Pump Station

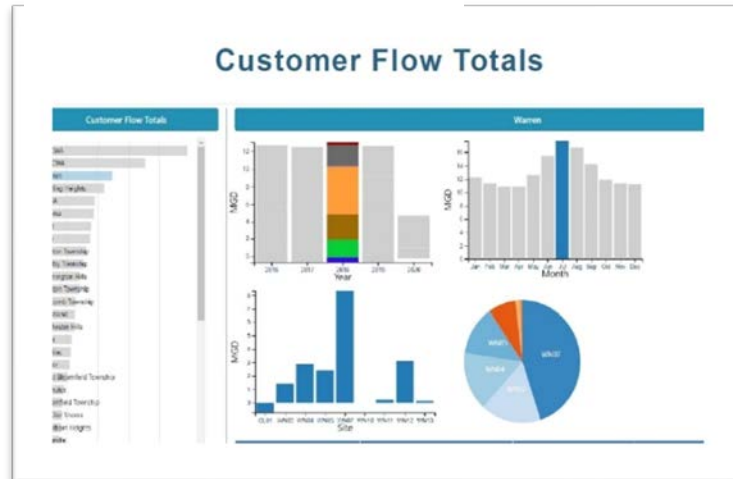


Figure 3 Water Consumption Chart



Figure 3 GDRSS Wet and Dry Day Analytics

Members expressed interest in learning more about future developments and additional analyses. The next AWG meeting is scheduled for July 28, 2020.

The System Control Center team installed Flexim ultrasonic meters at booster pump stations to monitor pump efficiency. The SAMO team realized the opportunity to create virtual zones with corresponding wholesale water meters for water balance purposes. Figure 1 shows a screenshot of this water balance for the Orion Pump Station water balance.

The SAMO team added water consumption charts per meter for each member partner for in-depth analysis (see Figure 2).

The annual sewer flow balance analysis and report determine the quantity of sanitary and dry weather inflow and infiltration flows in the GLWA regional sewage collection system. The data is used to support the calculation of SHARES for each contract holder. Currently a dry weather day classification is a manual task, which is very time consuming. The team has been working to automate the process.

PLANNING SERVICES (continued)

The dry weather classification screens in the Greater Detroit Regional Sewer System portal are nearing completion and will be deployed for expanded testing soon. Dry Weather Flow by meter including monthly and annual screens were recently completed. This process was previously done once per year by an engineering consultant but will soon be automated and able to perform monthly classifications. The data will be helpful in assisting operational groups such as SCC.

The Group continues its progress working on wholesale water meter pit rehabilitation and meter replacement program. You may recall the scope of work includes construction work at 50-meter pits with a scheduled target completion date of September 2021. The team is coordinating with member partners for planning, scheduling, and field coordination. The planned work has been completed at 20 of the meter pit locations and is underway at another 17 locations.

WASTEWATER OPERATING SERVICES

The WRRF and CSO facilities conducted a Spring Plant Clean-up Week, June 1 – 7th. The WRRF site buildings, process areas among others, were cleaned and organized. This includes: New Administration Building, Primary, Secondary Storage Building, Welding Shop, Brick Storage Cage, Incineration Dock Complex I (painted), Vehicles and Grounds Maintenance Lot, and all of the Electrical Buildings. The old Plumbing Building, which was filled from wall to wall and floor to ceiling with parts (some as much as 25 years old), was also cleaned. In addition, the Jefferson fence line was cleaned of the accumulated grit being removed from the street and sidewalk, and dead trees and two retired dump trucks were removed from the premises. Commendably, the team successfully disposed of approximately 390 yards of rubbish, and 300 yards of scrap metal. We are proud of the dedication and teamwork displayed in this effort. We look forward to another successful event in 2021.



New Administration Building Basement

WASTEWATER OPERATING SERVICES (continued)



Before

Brick Storage Cage

After

Wastewater Operations

Water Resource Recovery Facility (WRRF) operations were in-compliance with the Water Quality Standards for the month of May 2020.

WASTEWATER OPERATING SERVICES (continued)

Maintenance

The Incineration Maintenance Team was given the difficult task of repairing a broken rabble arm in incinerator #11. The old broken rabble arm was replaced with a new arm and the rabble teeth were reinstalled. This process takes approximately two weeks to complete, with more than half of that time utilized to cool down to ambient temperature before the repairs and warm backup once the repair had been made. We are proud of the commitment and dedication that this team continues to show, to keep their area's equipment up and running.



Incineration team members repairing Incinerator #11

WRRF maintenance teams are continuing to repair the electrical distribution system. Electrical substations, transformers, generators and switchgear maintenance, including upgrades, are in progress to ensure power backup readiness for critical processes. DTE has been an instrumental partner in achieving our goals which include breaker and relay rebuilds and replacements for 24kv and above.

Process Control Center (PCC)

The WRRF Process Control System (PCS) Team has configured a summary table graphic display (*shown right*). This display allows staff to monitor all the process parameters for all eight main lift pumps at Pump Station #2 on a single graphic screen.

The WRRF PCS Team designs, configures, administers, maintains, and installs the routers, switches, and ancillary devices on the GLWA Operational Technology (OT) Network.

PUMP #	FLOW (MGD)	HEAD (FT)	STATUS	PUMP #	FLOW (MGD)	HEAD (FT)	STATUS
1	0.0	110.0	ONLINE	5	0.0	110.0	ONLINE
2	0.0	110.0	ONLINE	6	0.0	110.0	ONLINE
3	0.0	110.0	ONLINE	7	0.0	110.0	ONLINE
4	0.0	110.0	ONLINE	8	0.0	110.0	ONLINE

Pump Station #2 Main Lift Pumps

WASTEWATER OPERATING SERVICES (continued)

The Team completed deployment of new switches at Oakwood, Conner Creek, and Belle Isle CSO facilities in preparation for the installation of new power monitoring equipment.

Documentation of the GLWA Network continued with the completion of network cabinet drawings that depict the mounting of the rack mount equipment. The following sites were completed: WRRF PCC 3rd floor, Belle Isle CSO, Conner CSO, Oakwood CSO, Conner Pump Station, and Freud Pump Station.

Laboratory

The transition of the WRRF laboratory continues in preparation of the consolidation of the Analytical laboratory and Operational laboratory functions. The team has is schedule to finalize the transition of Phosphorus testing including the Industrial Waste Control samples by June 15, 2020. Also to assure continuity of operations team members are slowly transitioned from the analytical lab to the WRRF to help with the transition, assist in setting up and performing testing, and act as a mentor/trainer to WRRF laboratory chemists in compliance testing. Also, the laboratory team received automated extraction instrumentation for “Oil and Grease” methodology and will begin validation in June 2020.

Industrial Waste Control (IWC)

A video presentation was made through the Wastewater Analytics Technical Group (WAT) to introduce the Industrial Pretreatment Program (IPP) Rules and request a resolution adopting them. Questions were asked and answered. A FAQ, model resolution, and copy of the presentation and rules were made available following the meeting and transmitted to communities. We have received three executed agreements as of May 31, 2020 and received questions from four additional communities. We have scheduled additional video outreach meetings during June and July 2020 for the communities.

IWC participated in a webinar sponsored by NACWA for a virtual Pretreatment Conference on May 13, 2020 and presented an update concerning our PFAS Minimization Program. Approximately 1,000 individuals were in the webinar event, which also included representatives from Michigan EGLE, the City of Grand Rapids, and the states of California and Maine. The presentation was well received.

Beginning the week of May 24, we initiated a resumption of regulatory inspections and site visits using appropriate COVID-19 safety protocols. We are in the process of re-scheduling planned site visits as businesses return to active status.

Full -scale sampling resumed in June. All recommended social distancing protocols are being observed in sampling and non-sampling field assignments.

WASTEWATER OPERATING SERVICES (continued)

Engineering & Construction

Construction Engineering

Weiss Construction Co. LLC is nearing completion of the Pumping Station No.1 Rack & Grit and MPI-1 and Jefferson Sampling Stations Improvements project under contract PC-789/CON-250. The contract scope includes improvements at four facilities within the Great Lakes Water Authority's Water Resources Recovery Facility (WRRF) including Pump Station No. 1 (PS-1) - Rack and Grit (R&G) Building, Main Plant Influent Sampling Facility, Jefferson Sampling Station together with a new Sampler Building, and the Primary Clarifier Scum Collection System.

The PC-789/CON-250 contract has completed the 30-day demonstration testing and Substantial Completion was achieved on June 10, 2019. The Contractor has completed most of the punch list items. Training of GLWA operations and maintenance staff has been completed for the new systems. Turnover of spare parts to GLWA has been completed. The Contractor has submitted as-built drawings and the operation and maintenance manuals. The Final Completion of the Project is scheduled for October 20, 2020.

During the start-up testing of the bar rack and grit collection system, several issues with the new equipment were encountered. These issues included failure of cast iron sprockets, which required the substitution with ductile iron sprockets.

During the startup period there were also several issues with the failure of shear pins, which required shear pin diameter adjustments to correct those failures. Installation of the grit collection systems were plagued with several misalignment issues that also resulted in poor performance of the collection system and damage of the new equipment. These issues described above resulted in the delay of achieving substantial completion for the project.

Modifications to the Fire Protection System is the only additional outstanding work item. The work includes relocation of the fire protection equipment, replacement of existing fire pull stations, installation of waterproof strobes/horns, and removal of unneeded fire suppression piping. This additional work is expected to be completed by the revised final completion date of October 20, 2020.

Currently WRRF-Construction Engineering manages about 25 active construction projects/tasks.



Underground grit channel prior to bucket installation

WASTEWATER OPERATING SERVICES (continued)

Construction of the Sludge conveyance improvements project (CON-197), Rehabilitation of Rectangular Primary Clarifiers project (PC-757), Chlorination/Dechlorination Improvements at WRRF (CON-238) and Relocation of the Analytical Lab to WRRF projects are all progressing at this time.

CSO Control Program

The CSO Team will begin transitioning team members from full-time work at home to working at the WRRF.

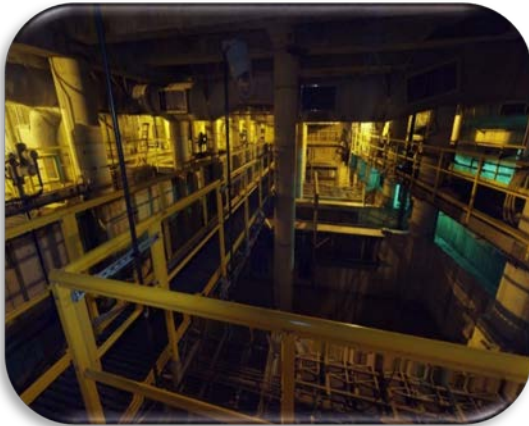
We are proud of what the CSO Team has accomplished over the last two and a half months and the following provides a brief glimpse of our accomplishments during this time:

- 20 group meetings focused on team building, COVID-19 and project updates.
- Countless project meetings aimed at advancing, coordinating, and managing CSO projects.
- 3 TOES project scopes developed, 2 advertised, 1 awarded and kicked off.
- 4 JOC projects advertised, all awards pending.
- Finalized generator maintenance contract and prepared Fire Alarm Maintenance Contract for Board approval (June 2020).
- Developed scopes of work for multiple other projects (in progress) to resolve issues at CSO facilities and advance facilities improvements.
- Held first ever design build project team interviews and contract negotiations via on-line meetings.
- Developed specs and scopes of work aimed at improving digital access to documents and document turn-over during contracts.
- Audited project record directory and performed optical character recognition of over 5,000 PDF documents (to aid in searching the documents).

The CSO Team continues managing many projects aimed at making necessary improvements to CSO Facilities. Earlier this year, the CSO Team commenced inspections of all CSO chemical storage tanks at all nine CSO facilities. As a part of these inspections, critical tank repairs were identified at Baby Creek (compromised liner) and Leib (compromised liner and leaking fluid). We developed repair plans for each of these facilities and have bid out those repairs through the Job Order Contract. We expect repairs to begin shortly. Had these issues not been found via inspection, they would have eventually caused significant failures at these facilities and possibly jeopardized our ability to disinfect and meet permit requirements.

WASTEWATER OPERATING SERVICES (continued)

We are currently working to improve lighting at the CSO facilities by adding LED light fixtures and addressing maintainability of the lights by relocating them to areas where they can be accessed by future maintenance crews. Examples of how these lights are improving our facilities and making the work environment more visible and safer are shown in the following photos:



Leib Facility – Basement Before



Leib Facility – Basement After

In alignment with the long-term CSO Control Plan, The CSO Team has worked to assemble a team to represent GLWA in the development of this plan which includes GLWA's own expertise, AECOM, and the University of Michigan. We will work over the months of June and July 2020 to evaluate RFP responses.

Additionally, the CSO team is presently planning for more on-site activity to resume in the coming months for the CS-299 – CSO Facilities Assessment Project. This includes condition assessment, laser scanning, and virtual tours development. Furthermore, discussions continue regarding the needs of CSO facilities and evaluation of alternatives to solutions of issues at CSO facilities. We kicked off the reporting efforts of this project on progress in CSO operations, maintenance, and engineering. All of this data will ultimately culminate in a well-defined CIP aimed at making steady and prioritized improvements to CSO facilities over the next 10 to 20 years.

WATER OPERATIONS

Water Operations Administration

High Lift Ovation Station

Infrastructure administrators and the contractor installed all the equipment for the UPS and automatic transfer switch. Operations already tested out the system and it worked as designed. The automatic transfer switch transferred between power sources without any interruption. This should prevent the High Lift pumps from shutting down when a power cord is bumped or touched.

WATER OPERATIONS (continued)

Prior to the installation of the new system, the High Lift pumps had to be placed in the local/manual mode to prevent valve position changes when there was a power interruption. With the new UPS system, the plant operations staff or Systems Control Center can adjust the discharge valves without the need to switch back and forth between the auto/remote and manual/local modes. Since the installation of the new equipment, pumps operations are more efficient and reliable.



Maintaining Safe Water During Hot Weather or Summer Season

GLWA's goal is to produce safe water. Maintaining a transmission/distribution system free from bacteria starts with the quality of water leaving the plant. One of the parameters that is crucial to be monitored from each plant to the various areas of the transmission system is chlorine residuals.

Chlorine is the disinfectant in the system that controls the microbial load. At least 0.20 mg/L of chlorine should be maintained in the distribution system of each of our local systems. During the hot weather or summer season, chlorine dissipates faster in the system. GLWA has already increased our tap chlorine residuals to account for this effect. Chlorine residual alone is not enough to maintain water safety as particles can hide bacteria from chlorine action. Therefore, we are also cleaning our sedimentation basins which are the first barrier to water clarity (turbidity) and safety. The combination of low turbidity and increased chlorine residuals of water as water leaves our treatment plants will provide safe and potable water to our member partners during these hot summer months.

Water Quality

Water Quality and the Lead and Copper Rule (LCR)

Water Quality Field Investigators are loading bottles and pitchers onto their vehicles to deliver them to our member partner communities as a part of service to provide compliance testing for our member partners.

The communities will use these bottles and pitchers to collect samples for the annual LCR (Lead and Copper Rule) monitoring period which last from June 1 through September 30. The preparation for the LCR began back in January.

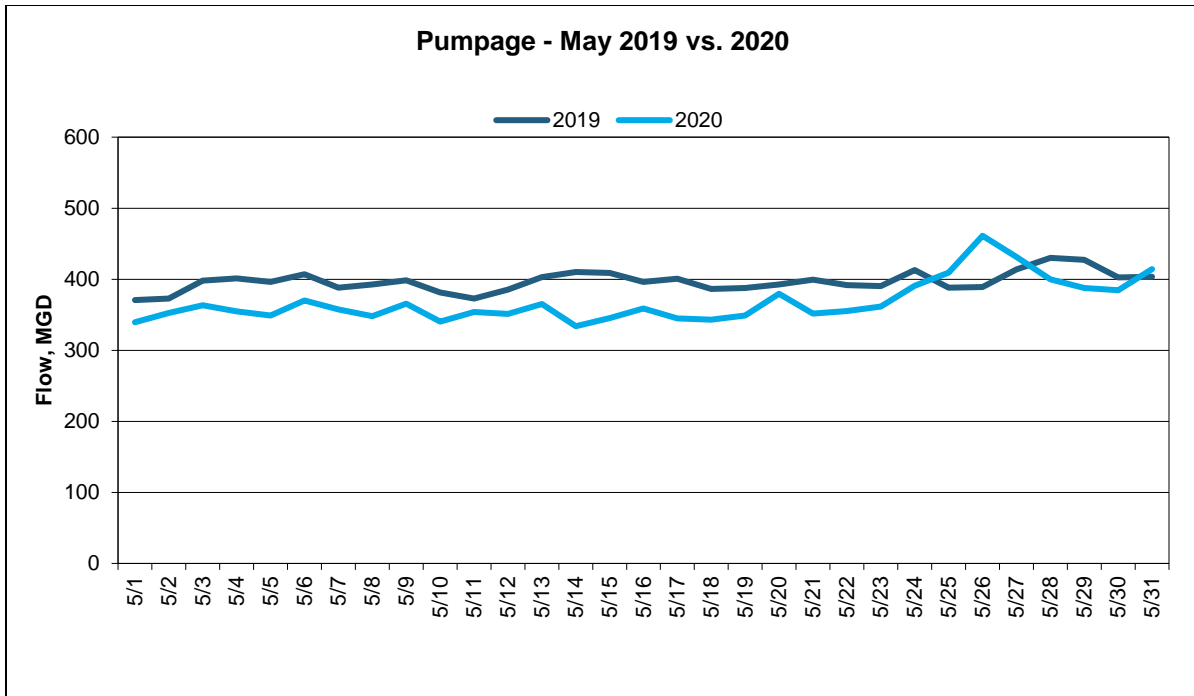
WATER OPERATIONS (continued)

Supplies were ordered to handle more than 4,000 samples, getting feedback from the member partners, printing materials, and delivering the sample kits to GLWA member partner communities.



Systems Control Center

May 2020 pumpage was 7% lower than May 2019



INFORMATION TECHNOLOGY

In the past month, the IT Security team has proactively blocked or thwarted 15,491 spam messages, 7,118 spoofed messages and 20 viruses. Additionally, 652 phishing attempts have been caught and 323 malware attempts have been blocked.

The IT Security team has begun the implementation of multi factor authentication (MFA) to reduce GLWA's exposure to cyber security risks. MFA is a security approach that requires a user to present more than one credential to access a system. For example, in addition to a user-id and password, a user may receive a code on their smartphone that they need to enter into an application to access it. To begin with, team members will be required to use MFA to access GLWA's Virtual Private Network (VPN)

The IT Business Productivity Team, in conjunction with the Financial Services Area (FSA), has launched a new financial reporting tool called Tagetik. Tagetik replaces manual work using spreadsheets with automated processing for a variety of financial reports, saving FSA significant time and reducing the risk of error inherent to a manual process. While there is significant work yet to be completed, having the tool live in production is an important milestone.

The IT Infrastructure team has begun the Datacenter Modernization project. Design and development meetings are underway to implement a transition from the legacy environment to a more cutting-edge infrastructure that will reduce footprint and risk. This is the first step in moving the GLWA's IT datacenter to the cloud.

The IT Customer Service Delivery Team completed a 3-month audit of all active Verizon phone and data lines. All lines averaging zero usage for text, talk, and data over the past 3 months were suspended. Any line remaining suspended for 6 months will be deactivated and removed from our account. As a result of this audit, a total of 140 lines were suspending introducing cost savings of approximately \$5938.60 monthly or a 18% reduction in average monthly costs. The team will continue to look for cost saving opportunities going forward.

The IT Enterprise Asset Management Systems Team along with Enterprise Asset Management (EAM) Group, Finance, and Water and Wastewater Operations Areas continue to review the proposals received for the new EAM system. We thank all those involved in the evaluations for their on-going efforts and time. We know that the evaluations are in addition to their regular workload and want to express our appreciation and recognize the value that they have added. Their representation of GLWA's areas and groups along with their collaboration is increasing the likelihood of a successful implementation and adoption of a new EAM solution.

INFORMATION TECHNOLOGY

The IT WAM and PMO Teams along with Enterprise Asset Management Group continue to develop data standards and clean up data related to asset and work management within the existing EAM system, Oracle Work and Asset Management (WAM), to prepare for the new system by having streamlined and standardized baseline datasets.

The IT Enterprise Asset Management Systems Team continues to improve the functionality and features available on myGEOShare, GLWA's ArcGIS Online portal. This past month, the GIS team has added a new gallery of Storymaps covering an GIS-enabled Introduction to GLWA including a tour of facilities as well as introduction and advanced training for myGEOShare for internal use and reference by team members. T

This gallery of Storymaps will be expanded as additional content and guides are created. Additionally, the GIS team has enabled document links to section maps, gatebooks and contract drawings within OnBase, GLWA's document management system, for reference from the GIS mapping applications including myGEOShare's 'All Sewer Assets' and 'All Water Assets' and Trimble Unity.



The IT GIS team has created a new Storymaps gallery in myGEOShare to provide GIS users with references to introductory GLWA and GIS training content.

Currently, the IT PMO is managing 26 active projects and is processing 7 project requests.

PUBLIC AFFAIRS

3rd Annual Drinking Water Week Photo Contest

In May, GLWA hosted its Third Annual Drinking Water Week Photo Contest. The week-long contest ran during National Drinking Water Week, May 3 – 9, 2020.

PUBLIC AFFAIRS (continued)

This year's contest theme was, "How do you value water?" Team members submitted photos of themselves celebrating our most precious natural resource in a variety of ways; boating on the lake, fishing, and even by washing our hands.

This year's judges included CEO Sue McCormick and past contest winners: IT Infrastructure Administrator Randy Arellano and Financial Services Management Professional Nick Dillon. The judges selected Planning Services Manager Sherri Gee as this year's winner. Sherri's photo, taken during a family vacation in the Smoky Mountains, displays her with her two children on a hike near a riverbed.

Sherri's photo was featured on the cover of the WaterWorks Magazine's summer issue, and will also be hung in the executive lobby on the 19th floor of the Water Board Building (WBB). Sherri was surprised by CEO Sue McCormick via skype on Thursday, June 11, 2020.



The second place winner was Lake Huron Water Treatment Facility Chemist Ashifali Saiyad. Ashifali's photo which showed him on a cruise on Lake Superior near Munising. Our third place winner is Financial Services Professional Administrative Analyst Elizabeth Duncan. Her photo features her washing her hands and reflects on how vital water is to our public health and in the fight against the spread of COVID-19. All of our winners received special trophies.

PUBLIC AFFAIRS (continued)

NACWA Strategic Communications: H2O Virtual Event

This month Michelle Zdrodowski, Curtis Burris-White and Stephanie Dillon from the Public Affairs team presented at NACWA's Strategic Communications: H2O Virtual Event. The presentation discussed the lessons we have learned, and some of the best practices GLWA's Public Affairs team has adopted while communicating during the COVID-19 crisis.

Michelle opened our presentation with an overview of GLWA's communication approach during the onset of the pandemic. Her key takeaways were: hyper-communication, creatively communicating to solve problems, and using empathy throughout communications.

Stephanie's presentation touched on how essential it is to develop a cadence of communication during a crisis, so team members know when to expect important information. Curtis' presentation centered on the design and creation of various communications, from special branded online and physical banners, to creating videos that captured the empathy, caring and appreciation for team members' dedication during the pandemic. He also talked about preparing to transition to a new normal at the workplace and beginning to think about the assets that will be needed to help team members adjust to updated safety procedures and PPE requirements.

SECURITY AND INTEGRITY

The Hazmat Unit coordinated and completed a total of 161 hours of training during the month. In addition, Security and Integrity began the conversation of "Vendor Vetting" for WRRF with Chief Operating Officer Navid Mehram.

Security and Integrity continues participating in the Emergency Operations Center's ongoing COVID-19 Pandemic briefings.

Security and Integrity's Critical Infrastructure Manager, Walter Davis is assisting Chief Planning Officer Suzanne Coffey in developing the "Reconstitution Plan" for returning GLWA to the new normal.

ORGANIZATIONAL DEVELOPMENT

Performance, Progression and Apprenticeships

Apprenticeships

As essential workers, our EICT-I, EICT-E, and Maintenance Technician Apprentices continue to work alongside their Journey Workers. EICT-E: The Related Training Instruction through Detroit Electrical Industry Training Center (DEITC) began on May 20, 2020 with virtual training. DEITC has not provided a date for the re-opening of on-site classes.

ORGANIZATIONAL DEVELOPMENT (continued)

EICT-I: Nineteen of twenty apprentices completed their 5200 hours of on-the-job-learning (OJL). The nineteen apprentices were offered a promotion to the position of EICT-I Level 1 in June 2020. The twentieth apprentice is scheduled to complete their hours in August. The apprenticeship virtual graduation ceremony is scheduled for June 23, 2020 with commencement speaker: Sue McCormick. GLWA CEO.

Performance

The season for annual performance reviews for union and non-union team members has arrived. The Final Performance Review launched in late May in the Cornerstone System.

The Final Performance Reviews were due on Friday, June 19, 2020. The Baseline Goal Review launched the first week in June. The Baseline Goal reviews are due on Friday, July 31, 2020.

Staffing

The table below provides a breakdown of GLWA Team Members since the last CEO report:

Number of New Hires	4
Number of Separations	14
Number of Contractors Hired	1
Total Staffing - Regular FTEs (YTD)	1022
Total Number of Contractors (FTEs)	141

Benefits/Wellness

Wellness Education resumes remotely via webinars

- Financial: *Estate Planning* – Tuesday, June 23, 2020, 12p
- Healthy Living: *Meditation – Relaxation* Wednesday, June 24, 2020, 730am
- Healthy Living: *Healthy Aging* - Thursday, June 25, 2020, 12pm
- Movement: *Flexibility and Optimal Health* Wednesday, July 2, 2020, 12p

Final Dependent Audit Summary:

- 95 dependents found ineligible (8.00%) Removed June 17, 2020
- No response - 23 team members (56 dependents) Removed June 7, 2020
- Incomplete - 32 team members (60 dependents). Actively working with team members to complete the process.

ORGANIZATIONAL DEVELOPMENT (continued)

Training

During the month of **May 2020**, 39 GLWA team members completed 91 online courses, and 5 Member Partners completed 12 online courses.

FINANCIAL SERVICES AREA

June 2020 Audit Committee Recap

The June GLWA Audit Committee meeting was held on Friday, June 19. The full Audit Committee binder is posted at www.glwater.org. The meeting included the following discussion topics.

- ✓ Continuation of the proposed budget amendment policy as well as review of proposed, initial budget amendments for FY 2021.
- ✓ A pension update on the General Retirement System legacy obligation including review of the most recent annual financial report and actuarial valuation.
- ✓ A CFO update on the recent 2020 sewer bond transaction and other FSA highlights.
- ✓ Presentation of the March 2020 Monthly Financial Report Binder (*Executive Summary attached*) and the 3rd Quarter Construction Work in Progress Report.
- ✓ A review of FY 2020 wholesale water usage and revenue projections.

Tagetik Business Intelligence Tool Implementation

FSA continues implementation of its new business intelligence program, Tagetik. This best in class technology will 1) improve report preparation, 2) enable forecasting, 3) expand analysis across many data sources, and 4) provide workflow for key financial processes such as month-end close. The implementation team recently met its first milestone with the delivery of the financial layer environment. The monthly financial report will now be created using Tagetik. Additional report development is underway including the construction work in progress report and the budget development and reporting process.

FINANCIAL SERVICES AREA (continued)

Construction Accounting & Financial Reporting

Congratulations to Financial Services Manager Andrew Sosnoski and Management Professional Scott Schultz, who both earned their Certified Construction Industry Financial Professional (CCIFP) designations. The eligibility requirements and exam materials for the Institute of Certified Construction Industry Financial Professionals' certification program are based on a thorough study of the current scope of practice in construction financial management and the CCIFP designation is endorsed by industry-leading organizations like the Construction Financial Management Association (CFMA). The Certified Construction Industry Financial Professional designation is the only accounting certification for construction financial professionals accredited by the American National Standards Institute (ANSI) under ISO 17024:2012.



The Procurement Pipeline

The [June 2020 Procurement Pipeline](#) edition is attached.

General Counsel's June Report is an attachment to the Chief Executive Officer's Report.

Respectfully submitted,

A handwritten signature in blue ink that reads 'Sue F. McCormick'.

Sue F. McCormick
Chief Executive Officer

SFM/dlr

Attachments (4)

Key Financial Metrics

The table below presents a summary of key metrics found in this monthly financial report.

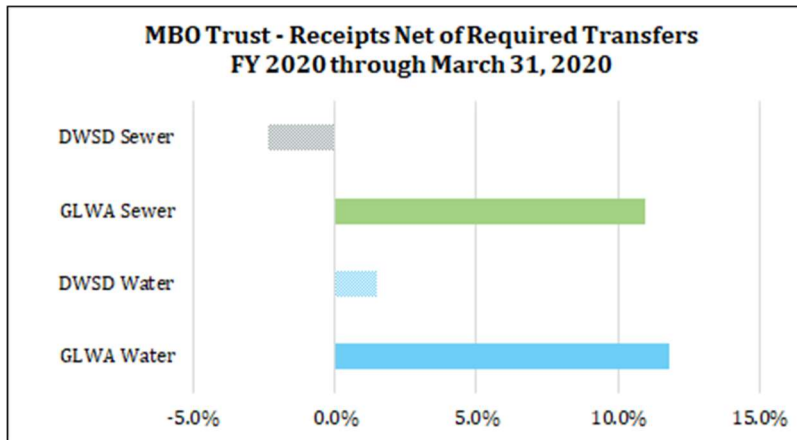
The indicators below focus on a financial risk management lens of preventing a budget shortfall. Green indicates no risk of a budget shortfall; yellow indicates a potential shortfall by year-end; and red indicates a likely budget shortfall by year-end. That being said, each of these variances is monitored by GLWA management and, where appropriate, operating and/or budget priorities are re-evaluated.

As of March 31, 2020				
Metric	FY 2020 Budget	FY 2020 Actual	Variance from Financial Plan	Report Page Reference
Wholesale Water Billed Revenue (\$M)	\$238.7	\$234.0	-2%	40
Wholesale Water Billed Usage (mcf)	10,603,000	10,068,000	-5%	
Wholesale Sewer Billed Revenue (\$M)	\$200.9	\$200.9	0%	42
Wholesale Water Operations & Maintenance (\$M)	\$98.6	\$97.1	-2%	4
Wholesale Sewer Operations & Maintenance (\$M)	\$140.3	\$125.4	-11%	
Investment Income (\$M)	\$13.1	\$15.2	16%	31
Water Prorated Capital Spend w/SRA* (\$M)	\$81.0	\$49.0	-40%	25
Sewer Prorated Capital Spend w/SRA* (\$M)	\$91.0	\$54.0	-41%	

*SRA refers to the capital spending ratio assumption which allows capital program delivery realities to align with the financial plan.

Master Bond Ordinance (MBO) Trust Net Receipts

Net cash flow receipts are positive for GLWA Water and Sewer. This means that all legal commitments of the MBO Trust and the lease payment are fully funded to date – and that positive cash flow is available for additional capital program funding in subsequent year(s). DWSD Water report positive cash flows for March. DWSD Sewer reported a net receipts shortfall of \$4.7 million for March 2020 falling 2.3% below receipts necessary to fund required disbursements. GLWA and DWSD staff are meeting regularly to discuss steps to mitigate this shortfall as outlined in the 2018 MOU.



Prospective COVID-19 financial impacts are being monitored closely and are addressed in the monthly CFO Report section of the June 19, 2020 Audit Committee binder.

Questions? Contact the Office of the Chief Financial Officer at CFO@glwater.org

Welcome to the June edition of *The Procurement Pipeline*, a monthly newsletter designed to provide informative updates on doing business with the Great Lakes Water Authority (GLWA). This edition of *The Pipeline* focuses on the ongoing operational updates regarding COVID-19 testing requirements for vendor personnel and changes to our visitor questionnaire. As GLWA begins to welcome back more vendors to our facilities and project sites in the coming weeks, we remain committed to protecting the health and safety of our shared working environment.

Mandatory COVID-19 Testing for Vendor Personnel — On May 26, 2020, GLWA began COVID-19 testing our team members and concurrently mandated that our vendor community to do the same. Following the recommendations of the Centers for Disease Control and Prevention (CDC), GLWA now requires that all vendor personnel working onsite provide documentation of a negative COVID-19 test result in the 14 days preceding their return to GLWA facilities or project sites. Please see the steps below outlining this process:

1. **Vendors Initiate Testing:** [Viral](#) COVID-19 tests must be performed by a licensed facility and may take up to one week to provide results.
2. **Vendors Submit Documentation:** Attach negative COVID-19 tests results from the testing facility to the vendor testing form and submit via email to vendortesting@glwater.org.
3. **GLWA to Provide Clearance for Onsite Services:** The GLWA Procurement Team will provide a list of all vendor personnel cleared for onsite work to your GLWA project manager as well as GLWA Security & Integrity.

COVID-19 testing on a reoccurring 14-day cycle for those who tested negative is **not required** at this time. GLWA thanks our vendor community for their efforts to uphold these testing standards as we collectively work to slow the spread of the virus and maintain workplace safety for all.

COVID-19 Testing Facilities — We have collected the following resources on local testing facilities to

help our vendor community find a convenient location for COVID-19 testing.

- [Coronavirus Community Care Network Drive Thru Testing](#): COVID-19 testing is available by appointment to any resident of Wayne, Oakland, or Macomb County at the Joe Dumars Fieldhouse at the State Fairgrounds.
- [Michigan.gov COVID-19 Test Finder](#): This database allows you to input your address to locate a COVID-19 testing facility near you.
- A list of COVID-19 testing facilities for [Macomb](#), [Oakland](#), and [Genesee County](#). Wayne County is directing its residents to the [Michigan.gov COVID-19 Test Finder](#).

Testing eligibility for COVID-19 has been expanded in Michigan to include individuals who are not displaying symptoms. Please note that many facilities require that an appointment be made.

Updated Visitor Questionnaire — On June 5, 2020, the new *GLWA Visitor COVID-19 Questionnaire with COVID-19 Testing Requirements* replaced the existing *GLWA Visitor COVID-19 Questionnaire* issued on March 23. Until further notice, this questionnaire needs to be completed every two weeks and submitted via email to COVID19VisitorQuestionnaire@glwater.org. Any changes to your responses must be immediately reported to the GLWA Project Manager and will necessitate COVID-19 retesting.

COVID-19 Pandemic Resource Guide — For the full GLWA-issued memorandums on vendor testing and the visitor questionnaire, as well as the appropriate forms for each, please refer to the [COVID-19 Pandemic Resource Guide](#). Any additional questions regarding these matters may be directed to procurement@glwater.org.

What's Coming Down the Pipe?

Current Solicitations: Be sure to register in [Bonfire](#) to monitor new solicitations and contract awards.

Upcoming Procurements: Next Three to Nine Months - See page 2

Visit GLWA online! See the Vendors page at www.glwater.org or contact us via email at procurement@glwater.org.

Upcoming Solicitations June 2020

Category	Description	Budget Estimate
Water System (next three months)		
Design Build	RFP 20000644 WTP Power Monitor Installation Project	\$1,200,000
Design Build	RFP 2001051 Southwest WTP SCADA Infrastructure Upgrade	\$3,000,000
Study	1903426 Arc Flash Study	\$995,000
Construction	2001456 SPWTP 1958 Settled Water Conduit and Loading Dock Concrete – Springwells Water Treatment Plant (CIP #114016)	\$1,652,000
Maintenance Services	5-Year Sludge Removal and Disposal Services at Northeast, Springwell's & Southwest Water Plants	\$55,000,000
Design Build	Garland, Hurlbut, Bewick Water Transmission System Rehabilitation	\$5,000,000
Construction	1904231 – Flocculator Improvements – Northeast Water Treatment Plant (CIP #112006)	\$2,700,000
Engineering	North Service Center Pumping Station Improvements (CIP # 132016)	\$10,000,000
Wastewater System (next three months)		
Design	Oakwood HVAC Improvements	\$500,000
Design	Study and Design of NWI Relief Sewer to Oakwood RTB	\$5,000,000
Design	Rehabilitation of Remaining CSO Outfalls and Some Trunk Sewers	\$7,000,000
Construction	Baby Creek Gate Repair	\$155,000
Construction	Baby Creek Chemical Feed Tank Repair	\$250,000
Water System (next four to nine months)		
Design Build	WTP Ovation Workstation Upgrade Project (CIP 170303)	TBD
Construction	Springwells Water Treatment Plant Medium Voltage Electrical System Replacement (CIP #114002 Project B)	\$30,000,000
Design Build	Southwest Water Treatment Plant Chlorine Scrubber and Raw Water Screen Replacement (CIP #113006)	\$6,000,000
Wastewater System (next four to nine months)		
Progressive Design Build	Baby Creek Outfall Improvements Projects (CIP #277001)	TBD
Design	St. Aubin Chemical Disinfection & Screening Improvements	TBD
Design	Control System Upgrade – St. Aubin, Lieb, and 7 Mile CSO Facilities	TBD
Maintenance	Crane Services	TBD
Services	Actuator Maintenance	TBD
Maintenance	UPS Maintenance and Repair Services (CSO/WRRF)	TBD
Construction	Rehabilitation of Outfalls – Phase III (B-39)	\$7,000,000
Construction	Rehabilitation of Woodward Sewer	\$26,000,000
Construction	Rehabilitation of CSO Outfall Backwater Gates	\$5,000,000
Enterprise (next four to nine months)		
Information Technology	Project Management Information System	TBD
Facilities	HVAC Repairs and Maintenance	TBD

Vendors should continue to monitor [Bonfire](#) for solicitation updates.

Acronyms – Facilities	
WRRF	Water Resource Recovery Facility
CSO	Combined Sewer Overflow



Office of the General Counsel

735 Randolph Street, Suite 1900
Detroit, Michigan 48226

Office of the General Counsel – June, 2020

- **COVID-19:** The Office supports GLWA's response to the COVID-19 pandemic, including participating in GLWA's COVID-19 Task Force, review of COVID-19 related laws and Executive Orders.
- **NPDES ACO Dismissal:** The Office assisted in preparing documents to have the ACO dismissed.
- **Legislative Updates:** The Office continues to support HB 4806 which contains amendments to the exception to governmental immunity, regarding liability for sewer backup claims. GLWA continues to cooperate with member partners on the Lead and Copper Rules as well and attend webinars on the subject. The Office is also monitoring a bio-solids bill and water assistance bills.
- **Gordie Howe International Bridge:** The IWC program vacated 303 Livernois and relocated to WWRF, however, GLWA's reimbursable relocation costs remain an open item.
- **Trenton Water Main:** The Office is negotiating the transfer of the 24-inch water main to GLWA. GLWA retained a survey company to survey the entire easement area for the transfer documents.
- **Water Contract Negotiations:** GLWA will attempt to secure long term contracts with all communities that are not on the model contract.
- **Grosse Pointe Farms Stand-by Water Supply Service Contract:** The contracts negotiation team is working to secure a long-term, automatically renewing stand-by water supply service contract with the City, which maintains its own water supply system. Periodically, GLWA (and DWSD before) has provided service to the City on a short term, emergency basis without a written agreement. This effort will secure a SOP and charge methodology for the foreseeable future. A draft agreed upon among the negotiation teams is now with the City for approval by its City Council.
- **Environmental and Workplace Safety Compliance:** The Office continues to work with the COO and team leaders from both the water and sewer systems to comply with regulations and to respond to any alleged violations.
- **Record Retention Policy:** The Office is drafting a record retention policy for GLWA.
- **Industrial Pretreatment Program:** The Office continued to work with the Industrial Waste Control ("IWC") Group and external stakeholders on finalizing and implementing an updated IPP and overseeing the current program. To date, 4 communities have passed a concurring resolution. The Office is also providing assistance on PFAS and PFOS matters.

- **Lead and Copper:** The Office provided support to GLWA’s Water Supply Advisory Council.
- **Real Estate:** The Office is negotiating easements related to support the 14 Mile Road redundancy project, Baby Creek CSO infrastructure improvement project. The Office is negotiating the acquisition of property to support the NEWTP repurposing. The Office is working with GLWA’s broker to market 235 McKinstry.
- **Member Outreach:** The Office continues to be an active participant in Member Outreach sessions.
- **Main Relocations:** The Office continues to support water operations in its discussions with community stakeholders regarding water main relocations.
- **Civil Litigation and Arbitrations:** The Office continues to vigorously defend actions against GLWA, including a class action lawsuit regarding IWC charges. The IWC charges class was recently certified. One state lawsuit was filed against GLWA. On June 9, 2020, the Court granted GLWA’s Motion for Summary Judgment in case of *Nathan v GLWA*. GLWA continues to pursue its action against Highland Park for the collection of unpaid water and sewer invoices. Due to the COVID-19 pandemic, the Courts are closed, however, GLWA continues to pursue opportunities to settle cases. GLWA received one employment-related lawsuit in May.
- **Labor Relations:** The Office continues to provide legal advice to Organizational Development on labor relations and employment matters.
- **Lease Arbitration:** The City and GLWA delayed the arbitration to secure an amicable resolution of open items.
- **Procurement:** The Office continues to assist GLWA’s Procurement Team negotiate contracts, change orders and amendments and interpret contractual provisions. The Office is also assisting with the Procurement Policy's Procedures and updating GLWA’s template contracts.

- **Statistics:**

	#
Contracts approved as to form:	40
Contracts drafted or revised:	105
Subpoenas/Information requests received:	7
Subpoenas/Information responded to:	8