



Financial Services Audit Committee Communication

Date: February 26, 2024

To: Great Lakes Water Authority Audit Committee

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

Re: CFO Update

Workday & Adaptive Insights Implementation

The Financial Services Area and Information Technology teams are under significant pressure to return our project to “green” status. On Wednesday, February 21, 2024, we have over 50 team members onsite working in collaborative workspaces as they perform end-to-end testing. This is the time of the project where we find whether business processes align and address how to correct either process, technology, or both. I am very proud to be a part of an organization that is driven to succeed and to be surrounded by our teams that continue to be positive despite the time pressures as well as value each other’s needs to accomplish GLWA’s mission.

Streamlining Communications

Over the next few months, you will see a refresh of monthly reports to be streamlined but impactful. Thanks to Haran Stanley, Affordability & Assistance Manager, who embraced the new format to a condensed one-pager for the monthly Affordability & Assistance report.

Speaking of Assistance

This month we provide a closeout quarterly report on FY 2023 and an in-depth review of the Water Residential Assistance Program (WRAP) Income Based Plan based on the first full calendar year of activity. Beginning next month, we will provide a new, condensed monthly report. This program’s activity has increased and we feel it is appropriate to produce a monthly synopsis to ensure stakeholders have more current information.