



## Memorandum

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**To: GLWA Board Members**

**From: Systems Planning – Member Outreach**

**CC: Executive Leadership Team**

**Date: August 31, 2018**

**RE: Member Outreach Request – Annual Report**

In June 2017, the Member Outreach team implemented a new process of completing Executive Summaries for each work group meeting. These Executive Summaries include the meeting topics, requests to GLWA Administration, specific decisions made and action items that come out of each work group meeting for the Member Outreach team to track.

Each month, a packet of the Executive Summaries from the previous month are included in the Board Packet as a communication item. The Executive Summaries are accompanied by a cover page that calls out the requests to GLWA Administration. Since its inception, the format has changed, and new items have been added to the Executive Summaries. For example, each summary now includes decisions that were made during the work group meeting.

Attached is a report of all the requests to GLWA Administration that were made from June 2017 to August 2018. This report shows the item number, work group where the request was initiated, the meeting date, the request itself, GLWA's response and date the item was closed. Items that are closed have been grayed out. Out of the 27 requests that have been made, only four remain open. GLWA team members continue to make progress on the four open requests as noted in the comments section. It is the plan of the Member Outreach Team to bring this type of report before the GLWA Board each year.

## Member Outreach Requests to GLWA Administration: June 2017 - August 2018

Item #	Work Group	Meeting Date	Request	Response	Closed Date	Comments
2017.06.01	Wastewater Analytics Task Force	6/2/2017	Reopen the calculation of the proposed sewer shares for analysis of data anomalies as submitted by members (e.g. water main break data/evaporative industrial use, etc.)	The shares discussions concluded on 6/7/17 with the Board approval. Any significant anomalies may be brought to the Wastewater Analytics Task Force for consideration. In light of these factors, no further action needed at this time.	6/7/2017	
2017.06.02	Wastewater Analytics Task Force	6/2/2017	Request to sample Allen Park flows prior to Board approval of sewer shares.	The Board directed the preparation of a sampling plan for the next round of share updates. The preparation of that plan is underway and Allen Park may be sampled as part of that plan; therefore, no further action is required at this time.	6/7/2018	The Sampling Plan is currently on hold until after the Wastewater Charges National Symposium.
2017.06.03	Wastewater Analytics Task Force	6/2/2017	Conclude negotiations on sewer MOU with Wayne County.	Meeting held with Wayne County on 12/5/17. Anticipate having the MOUs executed by end of January 2018.		It is expected to have the agreements brought before the Board in September 2018. The final details of the agreements are being fine-tuned at this time.
2017.06.04	Wastewater Charges Work Group	6/22/2017	Request rate year without controversy.	GLWA has implemented a process to engage members early in the discussions. Sustaining this current course of collaboration with members, including early member involvement and shared decision making, would minimize controversy. No further action at this time.	6/22/2017	
2017.06.05	Wastewater Charges Work Group	6/22/2017	National experts come in before GLWA policy and technical work to overview current / future standards of practice.	GLWA Administration supports the request to include national experts in the review of technical and policy work. We will provide a leader assigned from the CFO and CPO to arrange this activity with facilitation from our third party facilitators.	9/27/2017	This is being done for the Wastewater Charges National Symposium.
2017.06.06	Water Charges Work Group	6/22/2017	Request rate year without controversy.	GLWA has implemented a process to engage members early in the discussions. Sustaining this current course of collaboration with members, including early member involvement and shared decision making, would minimize controversy. No further action at this time.	6/22/2017	
2017.07.01	Communications Work Group	7/13/2017	Have risk management review FAQ for boiled water advisories.	Comments from the draft Boil Water Advisory Frequently Asked Questions will be compiled by the Water Quality Manager and reviewed by Risk Management for final approval before they are finalized.	8/24/2017	These FAQs are posted on glwater.org
2017.07.02	Communications Work Group	7/13/2017	Develop a way to text all users of incidents.	The Public Affairs group will identify options for sending text messages to users regarding emergency incidents. GovDelivery, an already established media portal, will be considered for this purpose.		Phase 1 of implementing GovDelivery for members has been completed. Texting will eventually be a feature members can opt in to with a rollout beginning in 2019.

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2017.07.03	Communications Work Group	7/13/2017	Debrief meetings after system wide events.	Debrief meetings will be hosted by GLWA staff in a timely manner after each unplanned major event. The meeting will include a formal debrief process with documentation to include what went right, what went wrong, and ways to improve next time. The meeting attendees will include communities affected by the specific event and the Communications Work Group.	8/24/2017	For example: A debrief meeting was held after the October 14 Mile main break.
2017.07.04	Public Education Work Group	7/19/2017	Partner with SEMCOG, Cranbrook Institute of Science and other regional stakeholders to create and disseminate regional water resources messaging.	Staff will meet with Cranbrook to discuss the opportunities for collaboration.	1/10/2018	GLWA met with Cranbrook and SEMCOG and will fully engage with them on a regional public education campaign.
2017.08.27	Wastewater Analytics Task Force	8/4/2017	Creation of a protocol/policy for handling emergency operational flow adjustments including confidential options. This request does not represent a Task Force recommendation.	Creation of a protocol/policy for handling emergency operational flow adjustments including confidential options. This request does not represent a Task Force recommendation.	12/1/2017	GLWA's System Control Center should be notified of emergency operational flow adjustments.
2017.08.22	Water Management Best Practices Work Group	8/23/2017	Request for GLWA Leadership / Board to support outreach to the Drinking Water Advisory Board of Examiners (ABE) with the goal of having a representation from the GLWA on the advisory board.	The Outreach facilitators previously contacted ABE to request that CECs are provided for water operators attending confined space training. After a number of discussions, the ABE decided to allow the CECs. During the discussions, GLWA realized there is no representation for southeast Michigan on the ABE. Outreach facilitators will contact ABE with the goal of having representation. September Update: The ABE was contacted. Names can be submitted to replace any exiting board member.	9/27/2018	
2017.08.23	Communications Work Group	8/24/2017	Create standard talking points for potential media questions posed to GLWA and Customers re: Lead & Copper Rules.	GLWA Public Affairs will work with Water Quality to draft talking points from pre-existing materials that may be used in response to regional media inquiries. Target Completion Date: October 31, 2017.	3/15/2018	
2017.08.24	Communications Work Group	8/24/2017	GLWA take the lead on creating a plan to procure a portable water filtration system (FEMA type) to be used regionally in power/water outages.	GLWA Security and Integrity Chief to reach out to regional Emergency Management professionals to determine interest in acquiring a water filtration system for regional use. Target Completion Date: November 10, 2017.		GLWA has completed its research, and is currently evaluating the best and safest option for GLWA and its members.
2017.08.25	Joint Water & Wastewater Charges Work Group	8/31/2017	Dedicate a future meeting on the Cost Allocation Project. Also, post-meeting, a SOCWA representative requested a video to be done on the Cost Allocation Project.	GLWA will convene a charges work group meeting to specifically address the Cost Allocation Project. Target Complete Date: January 31, 2018 GLWA will consider creating a video on Cost Allocation. Target Completion Date: December 31, 2017.	1/25/2018	The Cost Allocation Project was discussed at the Charges Rollout Meetings.
2017.09.07	Water Charges Work Group	9/12/2017	Consider recommendations provided today when considering a Uniform Contract Adjustment.	GLWA Chief Financial Officer will consider recommendations from the September 12th Charges meeting as Uniform Contract Adjustments are discussed. This will be a key item in the Charges Workshop agendas. Target Completion Date: January 31, 2018.	12/20/2017	

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2017.09.08	Water Charges Work Group	9/12/2017	Bring additional analysis for discussion to the 9/19/17 Water Analytical Work Group Meeting: Load duration curve analysis, potential revenue requirement shift analysis, provide a range for the adjustment, and consider max day customer ability to revise max day and peak hour values.	Additional analysis was completed and brought to the Analytical Work Group on September 19th. Any further action is discussed in 2017.09.11	9/19/2017	
2017.09.11	Water Analytical Work Group	9/19/2017	Consider concerns and feedback received regarding Uniform Contract Adjustment process and discuss at the 9/28/17 One Water Partnership Session.	GLWA has requested that customers come together for an intensive exploration of charge allocation in a series of meetings that have been scheduled dedicated to the management of stability and equity in charge allocation. No further action is required at this time.	1/25/2018	
2017.09.22	Public Education Work Group	9/20/2017	Please provide clarification on whether wholesale customers should be called "customer communities" or "member communities" in materials created.	The one water partnering agreement defines member as, "The members of this partnership include GLWA, its staff and Board of Directors, and all GLWA wholesale customers ("Customers"), the City of Detroit ("Detroit"), the Michigan Department of Environmental Quality ("MDEQ"), the Southeast Michigan Council of Governments ("SEMCOG"), and consultants representing any of the foregoing members (collectively, "Members"). Therefore all correspondence referring to any of the above should be referenced as "member", unless specific clarification is required.	12/7/2017	
2017.10.20	Water Charges Work Group	10/10/2017	Recommendation to the TAC (One Water Partnership) for GLWA to go forward with contract alignment plan.	A recommendation to move forward with the Contract Alignment Plan will be presented to the One Water Partnership (previously known as the TAC) on December 20, 2017. No further action needed.	12/20/2017	The Contract Alignment Process is underway.
2017.10.21	Water Charges Work Group	10/10/2017	Recommendation to the TAC (One Water Partnership) for GLWA to not go forward with Uniform Contract Adjustment Plan.	A recommendation not to move forward with the Uniform Contract Adjustment Plan will be presented to the One Water Partnership (previously known as the TAC) on December 20, 2017. No further action needed.	12/20/2017	
2017.11.01	Water Analytical Work Group	43040	Requesting that GLWA consider leading a regional effort to meet with DTE to address power outages that cause damage to water and sewer systems in the region.	GLWA Water Operations will lead a team to work with DTE to address regional power issues related to water and sewer infrastructure. Target Completion Date: February 28, 2018 (for group to be developed and meetings initiated)		A Power Quality Manager (Michael Graham) has been hired to look into GLWA's power quality issues. DTE has provided a contact map that was shared at the 6/21 OWP. Bridgeport Consulting has been collected issues members have experienced and have provided recommendations to Cheryl Porter.
2017.11.02	Water Analytical Work Group	11/1/2017	Conduct a technical review of the 14 Mile Rd. main break with customers.	GLWA will meet with members impacted by the 14 Mile main break as part of the overall GLWA After Action plan. Target Complete Date: January 31, 2018	1/9/2018	The meeting was held on January 9, 2018.
2017.12.20	One Water Partnership	12/20/2017	The One Water Partnership requests that the Black and Veatch Units of Service recommendation be used in formulation of FY19 charges with one provision: Black and Veatch will recalculate the distance and elevation for Detroit and Dearborn utilizing the Analytical Work group Methodology as appropriate. (Note – consensus was achieved to bring this recommendation forward).	GLWA Board will review the recommendation at the January Board meeting. Target Completion Date: January 31, 2018	6/20/2018	

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2017.12.21	One Water Partnership	12/20/2017	GLWA Administration to consider the ideas to achieve partnership goals that were gathered today.	Member Outreach Team to consider the Outreach Scorecard results and the ideas presented and draft a proposed plan of approach for the Executive Leadership Team. Target Completion Date: March 15, 2018	3/6/2018	A Field Services Focus group has been scheduled for May 10, 2018. The next iteration of the scorecard will be discussed at the June One Water Partnership meeting.
2018.01.08	Water Analytical Work Group	1/16/2018	Schedule a 14-mile Main Break Technical Review Meeting with Members	Technical aspects of the 14 Mile Main Break will be discussed at the March 20, 2018 Water Analytical Work Group meeting.	3/20/2018	
2018.02.16	Water Management Best Practices Work Group	2/7/2018	GLWA Leadership to review the training needs white paper and consider addressing the training needs throughout the region via a regional training center.	GLWA will solicit member feedback on the training white paper at the March One Water Partnership and initiate a financial analysis on the proposed plan.		The training needs white paper was presented at the March 15, 2018 One Water Partnership Meeting. A survey will be sent out in September to collect information needed from members so that GLWA can do a financial analysis. GLWA expects to begin opening classes to members in January 2019.