



Office of the Chief Executive

735 Randolph Street, Suite 1900

Detroit, Michigan 48226

October 26, 2020

The Honorable
Board of Directors
Great Lakes Water Authority

Dear Chairperson Walker-Griffea and Directors:

Regarding: CEO's Report – October 26, 2020

As we continue to work through the challenging times we find ourselves in during the COVID-19 pandemic, I am proud to note that on the agenda today are multiple items that demonstrate GLWA's commitment to the region and those we serve, including budget adjustments to align with the postponement of the collection of charge increases for the current fiscal year to January 2021, proposed changes to the procurement policy to support economic development and disadvantaged businesses in our service area, and relief for the participants in WRAP who are having difficulties with meeting program payment obligations due to reduced incomes or COVID-19 impacts. GLWA continues to keep our focus on affordability and long-term sustainability as we deliver on our promise of unquestionable water quality.

GLWA was recently selected by the Association of Metropolitan Water Agencies (AMWA) to receive the Platinum Award for Utility Excellence, which recognizes the exceptional performance of public drinking water utilities where management vision and employee commitment create sustainable utilities producing ample supplies of clean, safe drinking water for those they serve.

Being only one of three utilities in the United States this year to be recognized with AMWA's highest award, is a real testament to the hard work and dedication of the more than 1,000 men and women at GLWA who are focused on delivering the nation's best water and wastewater services in partnership with our member partners each and every day. I am so proud of the team's accomplishments and commitment to providing water of unquestionable quality, especially when faced with a global pandemic, where our services are so critical to protecting the public health. The specific details behind the recognition are outlined in a news release included in the Board Communications section of today's meeting agenda, as well as on our website www.glwater.org.

One of the specific things that GLWA was singled out for by the AMWA award evaluators was its overall satisfaction score amongst member partners being consistently above 90 percent. On the heels of this national recognition, I am pleased to inform you that the results of our 2020 Member Partner Scorecard Survey are in, and our headline reads this year's overall satisfaction score is 96 percent (a 9% increase over the previous year's overall satisfaction). I am so proud of our team and their efforts!

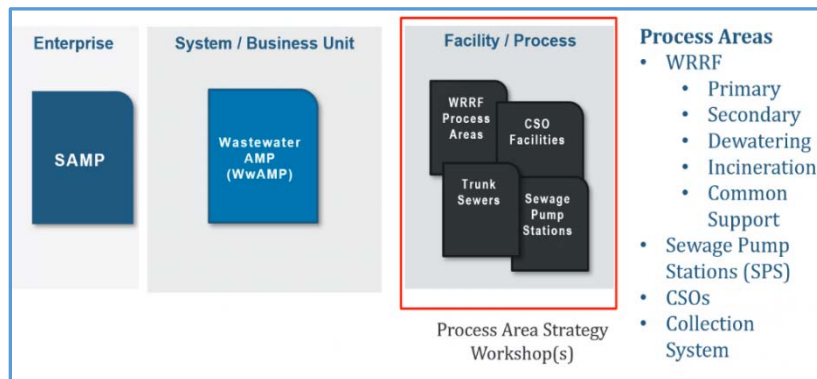
Even though we were operating during uncertain and difficult times, our team members rose to the challenge and didn't miss a beat in their efforts to continue to provide our member partners with the level of service that they deserve and expect! A full report on the survey results will be presented to the Board on November 25th.

PLANNING SERVICES

Asset Management (AMG)

A collaborative team within GLWA has initiated a pilot to evaluate the newly established asset onboarding and retirement process. The process was developed to ensure consistency across functional units and with our consultant and contractor partners to ensure that appropriate base asset data, work management data (predictive and preventative maintenance activities), and other resources (bill of materials, operations and maintenance manuals, warranty information, etc.) are captured timely and entered into our enterprise asset management system.

The Wastewater Asset Management Plan continues to progress successfully. Four process area workshops are currently underway within each of the eight major process areas including primary, secondary, dewatering, incineration, combined sewer overflow facilities, sewage pump stations, common support



systems, and the interceptor system. These workshops will evaluate and confirm data collected during the condition assessment, address preventative maintenance optimization, and develop recommendations for the overall plan scheduled for completion in late 2020.

GLWA, in partnership with Jacobs, is kicking off the Water Asset Management Plan in October. This plan will follow a similar path as the Wastewater Asset Management Plan and is anticipated to be completed in June 2021.

Capital Improvement Planning (CIP)

The CIP group along with the AECOM team have been conducting business process improvement recommendation workshops and further development of the 2021-2026 CIP Plan. The first pass at the financial alignment for both water and wastewater were completed. The first draft of the Plan was published for comments on October 20th. We continue to support our operational partners in the delivery of the Board approved CIP. Currently, four AECOM life-cycle project managers are assisting in the execution and delivery of existing projects.

PLANNING SERVICES (continued)

Systems Planning

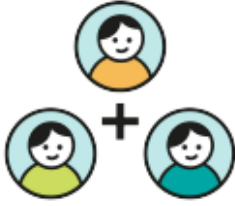
The Member Outreach team has kicked off the fall season with a bang! The 2020 Scorecard Survey was issued, a One Water Partnership (OWP) Meeting was held, and various other initiatives are well underway. With the assistance of the Member Outreach Team, before the end of 2020, each work group will confirm the 2021 meeting dates and will brainstorm content to address in 2021.

The Water Analytical Work Group (AWG) met on September 22, 2020 and heard updates on the Phase 3 Units of Service and System Water Audit. The update provided an in-depth review of Task 1: Water Treatment Plant Flow & Metering Analysis. See the System Analytics & Meter Operations section below for more information. Jonathan Wheatley, Public Finance Manager, shared the 2020 System Max Day and Peak Hour information with the group, as well as the process that the Contract Negotiation Team and the AWG will follow regarding contract exceedances. The 2020 Max Day was July 6th at 707 MGD with the peak hour being 5:00 a.m. - 6:00 a.m. EST at 847 MGD. A special AWG meeting will be held on Thursday, October 29, 2020 at 9:00 a.m. to allow GLWA and the four communities that exceeded their contract limits to share the proposed resolutions. Email outreach@glwater.org for additional information.

The One Water Partnership (OWP) held its second virtual meeting with over 100 participants on Thursday, October 1, 2020. Various members of the Executive Leadership Team shared recent successes and challenges their areas have faced, as well as a few upcoming projects they are looking forward to. Members heard from the Energy, Research and Innovation Team about the many initiatives the team is working on to improve operations, optimize the value of capital and operational investments, and help identify and mitigate future risks, such as emerging contaminants, asset failure and climate change. While we could not share a meal together due to the virtual nature of the meeting, there were a few lucky winners of a Panera Gift card!



PLANNING SERVICES (continued)



The first Technology Approval Group (TAG) Workshop was held October 22, 2020. TAG is a technology vetting initiative that brings Member Communities and GLWA together to collaborate on shared technology needs and interests. The TAG Program will enable GLWA member partners to evaluate emerging technologies, identify pilot opportunities and engage in collaborative research through a series of workshops and a technology portal. The October meeting was focused on water specific technologies. [Click here](#) to view the agenda and detailed information regarding the various technologies that was presented. Read below to learn how your community can get the most out of TAG.

Actively Participate in Workshops

- Share updates with the group and leverage the forum to learn how others are approaching mutual challenges
- Complete presenter evaluation forms to track notes, identify projects, and/or seek additional information
- Explore opportunities to work collaboratively with other Member Partners
- Get staff involved and identify alternates for meeting attendance

Stay Engaged

- Use Technology Portal to research technologies
- Refer technologies of interest and vendors to Isle at isle.americas@isleutilities.com

Charges Rollout Meeting #1: Join us on Tuesday, November 10, 2020 from 10:00 a.m. - 2:30 p.m. for the FY2022 Charges Rollout Meeting #1. Learn about GLWA's preliminary draft of the FY2022-FY2026 Capital Improvement Plan (CIP). Your participation in the CIP process is important to GLWA. Hear directly from CIP Director, Ali Khraizat, as well as Grant Gartrell, Director of Water Engineering, Todd King, Director of Field Services, and Dan Alford, Director of Wastewater Engineering. This is an opportunity to learn more about the various CIP projects their teams are responsible for. The meeting will be hosted virtually via Zoom.

Charges Rollout Meeting #2: Join us on Thursday, November 19, 2020 from 12:30 p.m. to 4:30 p.m. to review water and sewer Units of Service (Sewer SHARES) for Member Partners for Fiscal Year 2022. The meeting will be hosted virtually via Zoom and a detailed agenda made available closer to the meeting date. Plenty of breaks will be built in.

Dates for Charges Rollout Meetings #3 and #4 are pending review.

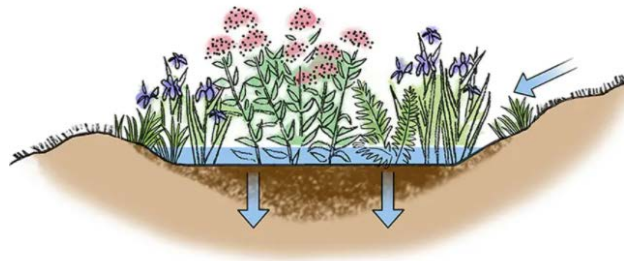
The Wastewater Analytics Task Force (WATF) met on September 10, 2020.

PLANNING SERVICES (continued)

It began with announcements from Dan Gold of GLWA on a range of topics including an update on the Sewer SHARES Think Tank, upcoming Technology Approval Group (TAG) workshops, GLWA’s Industrial Pre-treatment Program (IPP), and a request to communities to participate in a study related to detecting COVID-19 in wastewater. This was followed by a presentation from Imad Salim of Wade Trim and Biren Saparia of GLWA on GLWA’s High River Level Response Plan.

The plan was created in response to EGLE’s request for a vulnerability analysis from NPDES permittees for a 100-year or larger event inflow. After questions and discussion with the group, Biren and Imad followed with a presentation on GLWA’s Detroit River Interceptor Regulator Orifice Expansion project, which is a relatively low-cost method for allowing additional flow to be transported into the Detroit River Interceptor and then to the WRRF. The next WATF meeting is scheduled for November 6, 2020.

The Watershed Hub Work Group met on October 6, 2020. The meeting began with a presentation from Matthew Bertrand of Friends of the Rouge about their Southeast Michigan Rain Garden Campaign project and its goal of creating 12,000 residential rain gardens. The group discussed how regional collaboration will be key to expanding this effort to the Clinton and Huron River watersheds, and the potential for the Watershed Hub Mapper to house the data collected through this project. This was followed by a discussion on opportunities to collaborate and apply for the Southeast Michigan Resilience Fund, and an update from Annette DeMaria of the Alliance of Rouge Communities on recommendations for Phase 2 of the Regional Water Quality Monitoring Program. The Watershed Hub Work Group will be hosting a webinar on November 20th, where all Members will be invited to learn more and weigh in on the group’s activities.



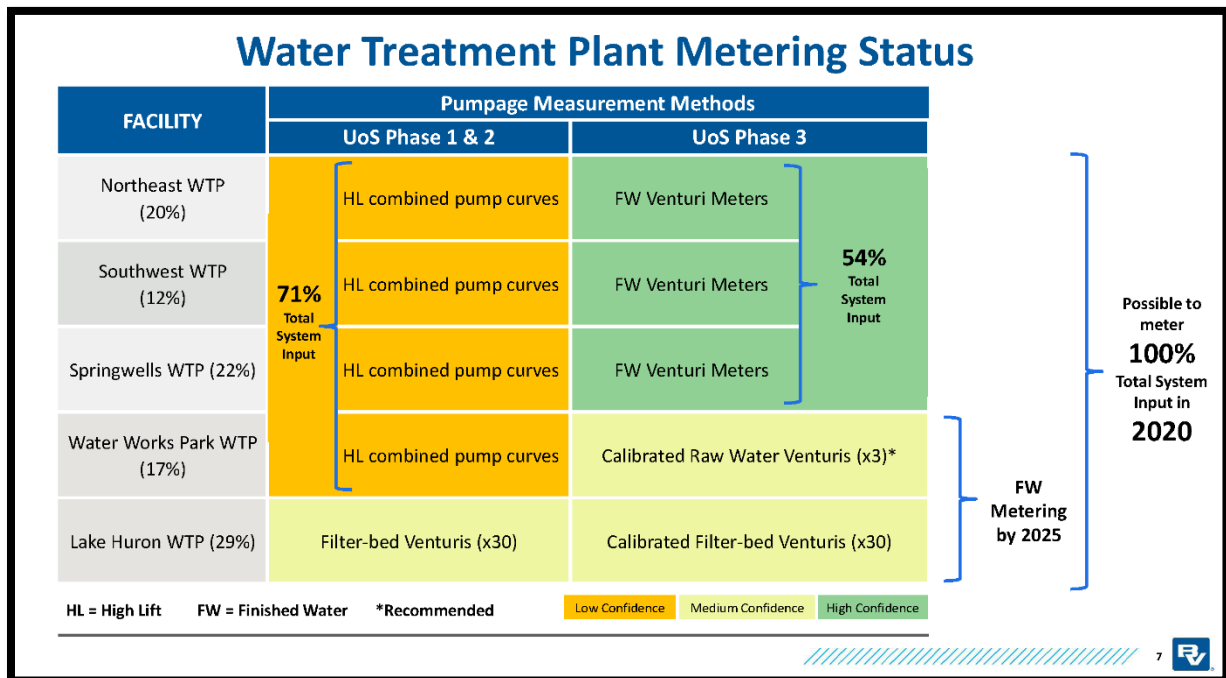
Recent 2020 Member Outreach Meeting Attendance	
Meeting	# Attended
CIP Work Group (9/1)	60
Wastewater Analytics Task Force (9/10)	41
Water Analytical Work Group (9/22)	61
Watershed Hub Work Group (10/6)	15
Water Management Best Practices Work Group (8/26)	15

PLANNING SERVICES (continued)

Systems Analytics and Meter Operations (SAMO)

At the September 22, 2020, Analytical Work Group (AWG) meeting, the Units of Service and System Water Audit project team provided an update on the status of the Phase 3 tasks 1-8, followed by an in-depth review of Task 1, Water Treatment Plant Flow & Metering Analysis. Work for Task 1 involved finalizing the review and analysis of data from years 2018 and 2019 to improve and/or verify estimates of finished water produced by GLWA’s five water treatment plants (WTPs), for use in calculating Units of Service for FY 2022 charges.

We want to recognize the Water Operations and Engineering groups for their significant progress improving the pumpage measurement methods at water treatment plants (WTPs) in recent years. Three of the five water treatment plants (Northeast, Southwest, and Springwells) have operational finished water venturi meters measuring system input and the remaining two water treatment plants (Water Works Park and Lake Huron) are scheduled to have finished water venturi meters operational by 2025. In Phase 2 of the study, Black & Veatch qualified 71% of the pumpage volume data as low confidence. In Phase 3, Black & Veatch has reduced the low confidence to 0% (ZERO) of the pumpage volume data. Note the orange/low confidence ratings moved to green/high and yellow/medium confidence in the table below. This increased confidence in the water treatment plant metering translates to increased confidence in the data we use for charge development and water loss quantification.



Progress continues on the wholesale water meter pit rehabilitation and meter replacement program. The scope of work includes construction work at 50-meter pits with metering and/or meter pit condition concerns with a scheduled target completion of September 2021.

PLANNING SERVICES (continued)

Last month coordination meetings were held with the City of Bloomfield Hills, City of Ecorse, City of Farmington Hills, City of Livonia, City of Melvindale, Orion Township, City of Pontiac, City of Saint Clair Shores, Shelby Township, and City of Troy. The planned work has been completed at 22 of the meter pit locations and is underway at another 16 locations.

As part of GLWA's Good Meter Practices contract, the SAMO Group is preparing for a solicitation for engineering services and sewer meter dye dilution testing services.

In order to achieve high quality Greater Detroit Regional Sewer System flow meter data that are inputs to the Sewer SHARES calculations, the flow meter data quality verification program is rigorous. This program includes procedures for meter installation and maintenance, meter data review, billing, modeling, meter data acquisition, and individual meter verification by dye dilution testing. This solicitation ensures the continuation of the dye dilution testing portion of this effort.

WASTEWATER OPERATING SERVICES

Wastewater Operations

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

Maintenance

The WRRF Pump Station #1 main lift pump #5 motor that was sent out for a complete refurbishment has been returned and back into operations. These 1,000 horsepower Allis Chalmers motors are work horses that have proven to be reliable over the last several decades. The refurbishment took eight weeks with close review by the GLWA team to assure repair and reinstallation, particularly to re-alignment and leveling. Delivering great value and providing permit required capacity is the goal by keeping these durable motors in optimal condition.

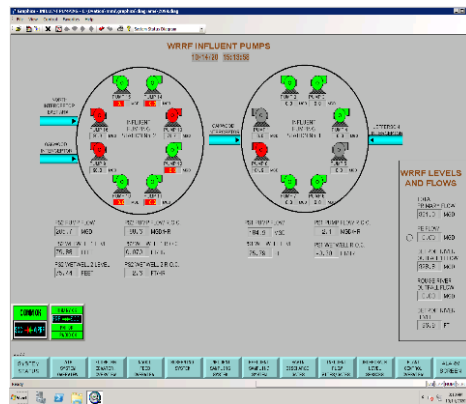


WASTEWATER OPERATING SERVICES (continued)

Process Control Center (PCC)

The GLWA CSO facilities operations are essential for flow management at the WRRF. This is important not only at the time of the wet weather event but also after the peak flow have receded and the CSO facilities begin to dewater.

The WRRF Process Control System (PCS) Team has configured a WRRF Influent Pumping Graphic Display for use at the CSO Facilities. This display allows CSO staff to monitor key process parameters associated with influent pumping so that they can better coordinate their discharges to the WRRF.



New Aeration Basin Summary Graphic
at Baby Creek CSO Facility

A job order contract to upgrade the power quality and energy management server has been initiated and work has started. This task will upgrade the hardware and software of the server that is a historical archive for data associated with the electrical systems distributed throughout GLWA. This data is used to monitor and analyze both energy usage and power quality. Power meters are directly connected to the electrical distribution systems within GLWA facilities. These meters are then connected to the GLWA OT Network so that they can upload their data to the server.

The power meters monitor voltage, current, and frequency. They use these parameters to calculate power, harmonics, and electrical disturbances. Electrical disturbances including voltage sags, swells, and spikes are often characterized as very quick and often short in duration. The power meters are capable of capturing events down to a quarter cycle duration ($1/240^{\text{th}}$ of a second).

Laboratory

The WRRF laboratories scored 100% on Discharge Monitoring Report – Quality Assurance (DMR-QA) studies for this fall.

The annual EGLE audit of plant compliance samples and facilities has been completed and we are awaiting the final report.

WASTEWATER OPERATING SERVICES (continued)

Newly acquired oil and grease automated extractors have been installed. Training is completed, and implementation is expected to be completed by the end of October 2020.

Industrial Waste Control (IWC)

We have now received and acknowledged 50 (64%) executed agreements as of September 30, 2020 in response to the presentations that were made to introduce the Pretreatment Rules to the communities requesting a community resolution adopting them.

We gave a presentation at the Michigan WEA Industrial Pretreatment Process (IPP) Seminar in September regarding “*Centralized Waste Treatment Facility Inspection and Permitting Lessons*”.

Engineering & Construction

Weiss Construction Co. has completed the Oakwood CSO Facility Drain Valve Improvements under Contract CON-254. CON-254 Contract was issued to Weiss Construction with a start work date of June 18, 2018 and required final completion date of December 11, 2019 with an original contract value of \$555,000.00.

The contract scope included replacement of existing basin valves including replacement of existing electric valve actuators; replacement of the existing sump pump and installation of a backup sump pump; associated piping, fittings and support modifications, associated electrical and control wiring and conduit modifications including installation of new duct bank.

This project was on schedule to meet final completion, however GLWA noticed at the time of construction that some additional drain valves were faulty and needed replacement. The construction team worked with the contractor to correct the remaining faulty valves and successfully achieved final completion on September 30, 2020 with a final contract amount of \$659,071. A closeout change order has been executed.



New Drain Valve # 3

Duct Ban

New Junction Boxes

WASTEWATER OPERATING SERVICES (continued)

CSO Control Program

The St. Aubin Screening and Disinfection study (CIP 260617) continues as we have found dry-weather and wet-weather samples that unexpectedly contain total residual chlorine (TRC).

The Oakwood HVAC Improvements design (CIP 260618) is approaching the 60% submittal design phase. We are anticipating putting this project out for construction bid in January 2021.

The Baby Creek Roof Replacement (CIP 260620) will go out for bid in October 2020. This project includes replacing two-thirds of the asphalt shingle roof and adding snow protection to the Conner, St. Aubin, and Leib metal roofs to protect staff from falling snow from the roofs during the winter months.

The CSO Team continues to manage 16 active projects for CSO facilities within Job Order Contracts (JOC) either on our own or in coordination with the Wastewater Construction Group (WWCG). These projects have various origins and are all aimed at addressing high-priority projects or issues to restore proper operation and function of CSO facility equipment or areas. JOC projects were recently completed at Baby Creek where dilute chemical valves were replaced, and entrance gate operation was restored.

The CSO Team continues to manage four active Task Order Engineering Services (TOES) projects. The Conner Creek berm was assessed, and the CSO Team is moving forward with design plans to improve the berm so that it can fulfill its current duty as a dike. We anticipate this project will go out for construction bid in March 2021.

Regarding the Long Term CSO Control Plan, negotiations with the selected vendor are complete and contract development with Limnotech is anticipated to conclude in October 2020. We anticipate issuing a notice to proceed as early as November 2020 upon Board approval.

CS-299 – CSO Facilities Assessment Project Update: The CS-299 Team continues to work on completing Virtual Tour Scans of all the CSO Facilities. First review of the draft Needs Assessment Report will be completed before the end of October 2020. Projects are coordinated with information obtained from the condition assessment to understand equipment condition to ensure we are prioritizing those of highest importance first. Following coordination with the Scheduled Replacement Plan (SRP), identified and bundled CIP projects are included in the 2021 draft version of the CIP.

WATER OPERATIONS

2020 Professional Excellence Individual Award

Balvinder Sehgal received the 2020 Professional Excellence Individual Award from the Michigan Section of American Water Works Association (MI-AWWA) in recognition of her exceptional and creative contribution to the water sector, including her dedication to protecting public health and promoting safe drinking water. She was formally recognized for this accomplishment at the MI-AWWA Annual Conference and Exhibits (MI ACE 20) held virtually on September 17, 2020.



Water Works Park Treatment Plant

Flocculation/Sedimentation Basin 1A

Water Works Park operations team recently placed Flocculation/Sedimentation Basin 1A back into service. The basin was taken out of service to repair the drive chain for the sludge cross collector. A shear pin on the drive chain broke, preventing the movement of the flights which resulted in the accumulation of sludge at the bottom of the basin. The basin was drained for the maintenance team to enter and remove the sludge and inspect the integrity of the drive chain assembly for the flights.

Once maintenance replaced the broken shear pin and finished their inspection of the basin, the operations team partially filled the basin and placed the sludge collection system in service. We monitored the performance of the motor, drive chain assembly, and rotation of the flights while also checking for any potential problems. We observed the equipment for several hours with no equipment malfunction. The basin was now ready to be placed back into service. Operations slowly filled the basin with raw water over the course of 12 to 14 hours while placing all essential equipment in service.



Sludge collector motor & drive chain



Bottom of Sed Basin 1A



Sed Basin 1A back in service

WATER OPERATIONS (continued)

Uninterruptable Power Supplies (UPS) Replacement

Water Works Park is a heavily automated water treatment plant. That automation relies extensively on the accuracy and availability of field instrumentation. To keep as much instrumentation available in case of power interruptions, Water Works Park uses a combination of redundant power feeds and uninterruptable power supplies (UPS). It is the job of the UPS units to act as battery back-ups. In the case of a power loss, the UPS units will use reserve battery power to maintain key instrumentation to keep the plant processes running as designed. In some cases, UPS units are used to protect key pieces of equipment in the event of a power loss. Water Works Park uses a UPS to supply power to the filter effluent valves in the case of an interruption in power.

Under a recent project with the assistance from a contractor, the Water Works Park team replaced UPS units in three strategic areas of the plant – Low Lift Pumping Station, Ozone Complex, and Filters Complex. The original equipment had passed its useful life and was no longer able to supply the needed power if called upon. Replacement of the UPS units in key areas in the plant helps to secure operation of critical treatment processes at Water Works Park in the event of a power loss. This equipment can operate on the UPS for approximately three hours based on our current power consumption.

Personal Self-Contained Breathing Apparatus (SCBA) Facemasks and Spectacle Kits

Team members at Water Works Park have received individual facemasks and spectacle kits for HAZMAT response situations. Each team member will have their own Survivair Twenty-Twenty Plus facemask and spectacle kit (if needed). The new facemasks are replacing communal facemasks that were shared by the entire staff.

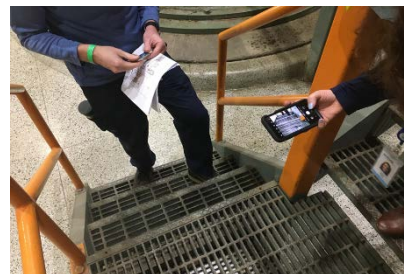
Personal facemasks will protect staff from spreading contagious viruses or illness such as COVID-19, as well as address hygiene concerns.



Springwells Water Treatment Plant

Plant Grating Inspection Begins

On September 15, the plant engineers from Lake Huron, Springwells, and Water Works Park met at the Lake Huron Water Treatment Plant to begin the first facility-wide inspection of gratings and grating supports. The initiative for this project came from water operations director Terry Daniel and was tasked to the plant engineers to ensure the safety of those working at our facilities.



Plant engineers documenting grating conditions at the Lake Huron Low Lift Building

WATER OPERATIONS (continued)

This project started with the creation and approval of standard operating procedures, schedules, and drawings of all the walkway gratings at the five water treatment plants. To guarantee a similar process was followed for each facility, it was decided that the plant engineers would work together to perform the inspection and generate a report highlighting any deficiencies found.

Over the next several months, the plant engineers will gather at the remaining four plants to inspect and assess the walkway gratings at those facilities. Inspections will be performed yearly by the plant engineers, and every five years a qualified structural engineer will be called upon to perform a more in-depth inspection. Through these actions we can identify minor problems before they grow serious or lead to tragedy.

Major Challenges in 2020

Working safely during the 2020 year has been challenging not only because of the pandemic, but also the major construction projects that are ongoing at Springwells. We currently have several different projects (low lift, influent gates, all piping being replaced, etc.) that are being done as we operate the plant around the work. The challenge of working safely is always a priority but now with the added equipment, the challenges have become greater.

Working with a heightened sense of safety has made all of us more aware of our surroundings and more confident to point out when we see a problem. We have had to operate at specified levels (maintain) for hours at a time to facilitate contractors work and safety. This has made us confident in our abilities to operate the plant under less than optimal conditions. The year 2020 has been difficult, but we will take with us a new awareness of working safely with everyone on-site and more confidence in our ability to provide safe and pleasant drinking water for our customers.

Water Quality

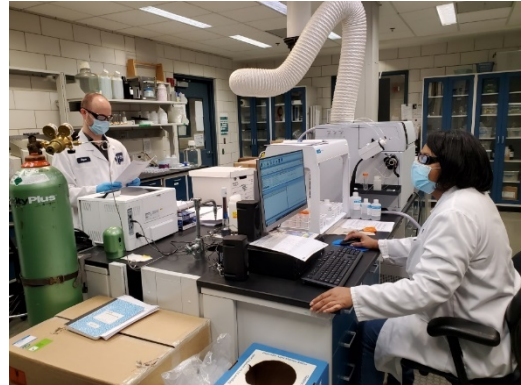
Inductively Coupled Plasma Mass Spectrometer (ICP-MS)

The Water Quality chemist team received the inductively coupled plasma mass spectrometer (ICP-MS) and are familiarizing themselves with the instrument. The ICP-MS will allow the Water Quality team to process the large number of elemental analyses of drinking water samples that are required under the Lead and Copper Rule (LCR).

Each year, GLWA member partners are required to collect lead and copper samples from their community's homes. The LCR samples give an indication of the effectiveness of the GLWA corrosion control used in the treatment of the drinking water. GLWA currently uses *ortho*-phosphate in the form of phosphoric acid to control corrosion in the water distribution system. Many of the GLWA member communities have lead service lines that feed individual homes and homes using copper with leaded solder were allowed up until 1987. Water without the corrosion inhibitor can allow the lead from plumbing in customers' homes to leach into their drinking water.

WATER OPERATIONS (continued)

The ICP-MS will allow the Water Quality team to analyze both lead and copper at the same time as opposed to consecutively and cut the analysis time in less than half of the older atomic absorption spectrometer (AAS). The ICP-MS also provides a much greater linear dynamic range which affords the chemists the ability to avoid many dilutions of higher concentration samples.



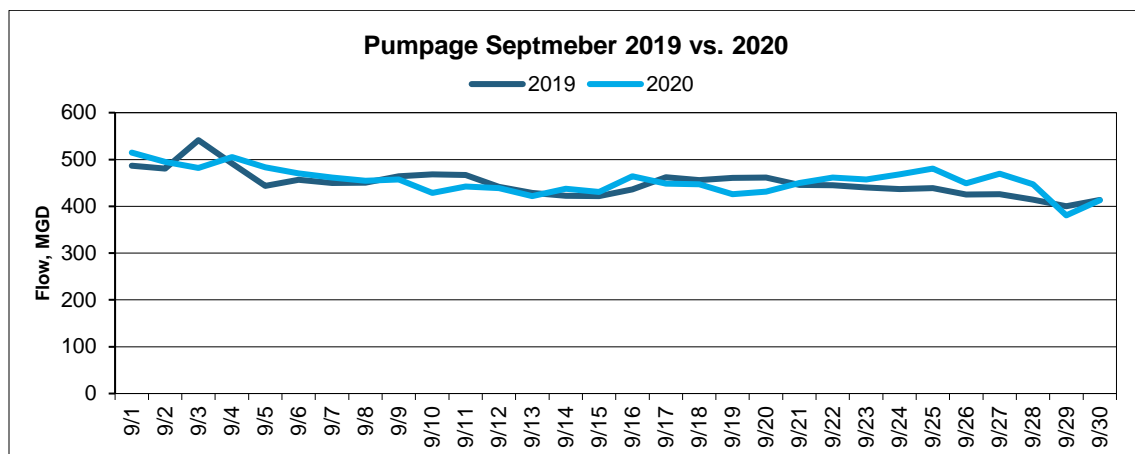
Chemists Bryan Levoska and Mattalyn Wiley performing elemental analyses using the ICP-MS

Water Quality and U of M Project on Opportunistic Pathogens

GLWA Water Quality and Water Works Park staff assisted with University of Michigan PhD candidate Kate Dowdell's research project on opportunistic pathogens. The project was a collaboration with the Water Research Foundation (WRF) and GLWA's Energy, Research & Innovation, Water Quality, and Water Works Park teams. Samples were taken within the Water Works Park Treatment Plant and service area. Dowdell is working with two participating utilities for the WRF project #4721 *Detecting and Differentiating Opportunistic Premise Plumbing Pathogens to Determine Efficacy of Control and Treatment Technologies*. The project involves the development and the evaluation of culture and DNA-based methods for detecting and quantifying the opportunistic pathogens: *Legionella pneumophila*, *Pseudomonas aeruginosa*, non-tuberculosis mycobacterium and *Acanthamoeba* spp. In addition, the project will develop guidance and mitigation strategies for utilities, building managers, and researchers. GLWA is pleased to have the opportunity to contribute and participate in this important Water Research Foundation project.

Systems Control Center

September 2020 pumpage was 1% higher than 2019



WATER OPERATIONS (continued)

Fleet and Facilities

A simple paint job helps restore pride in the work environment - like the stairwell at Springwells Water Treatment Plant.



Before and after pictures – Springwells

Engineering

Active Project Spotlight

Contract No. 1802774 “Springwells Water Treatment Plant 1930 Sedimentation Basin Sluice Gates, Guides, and Hoist Improvements”

The contractor is in the process of installing the new cast iron sluice gates in the northwest gatehouse on the 1930 Sedimentation Basin. The remaining four cast iron sluice gates were delivered to the project on September 30, 2020. The contractor will continue demo of the existing cast iron sluice gates in the southwest gatehouse, which will allow the crew to start the installation. There are multiple crews on-site working on other activities concurrently with the gate installation.



Pictured left to right:

- 1. Uploading new gate*
- 2. Installing new gate*
- 3. Expansion joint installation in Sediment Basin #1*
- 4. Completion of installation of 1 gate*

INFORMATION TECHNOLOGY

In the past month, the IT Security team has proactively blocked or thwarted 10,746 spam messages, 3,066 spoofed messages and 7 viruses. Additionally, 734 phishing attempts have been caught and 60 malware attempts have been blocked.

The IT Security team has noticed an uptick in phishing incidents across the enterprise; all of these incidents have been contained. The multi-factor authentication project which will be deployed in November will significantly reduce the risk posed by such attacks.

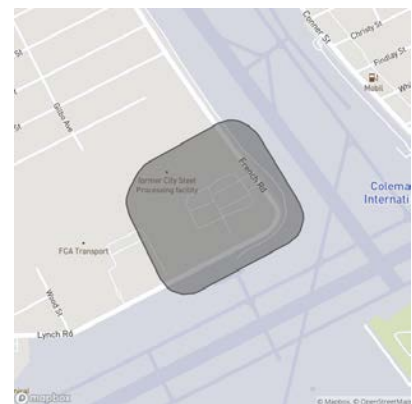
The IT Business Productivity (BPS) Team completed the rollout of Microsoft Teams for videoconferencing. Teams replaces Skype, which is being retired soon, and provides improved audio and video quality. The BPS team has also completed a DocuSign document signature workflow pilot with Procurement. When fully rolled out, the DocuSign platform will simplify and speed up the contract signature process.

The IT Infrastructure Team has begun migrating our systems to the new infrastructure as part of the Datacenter Modernization Project. The team also deployed business-critical appliances that will reduce or eliminate downtime for applications critical to day-to-day operations. The IT Infrastructure team has also scheduled the installation of new Internet circuits from AT&T that will provide high availability and reduce the negative impacts of a single circuit failure.

The IT Customer Service Delivery Team along with the IT Administrative Services Team and Procurement completed contract negotiations for GLWA's new Cherwell ITSM (Information Technology Services Management) tool to replace our existing Kace Ticketing system. The project is expected to kickoff at the end of this month.

The IT Enterprise Asset Management Systems Team along with Enterprise Asset Management Group, Finance, and Water and Wastewater Operations Areas have completed interviews and software demonstrations in early September for the new Enterprise Asset Management (EAM) system. Next steps of vendor evaluation continue with a selection expected by the end of October.

The IT Enterprise Asset Management Systems Team has completed several enhancements to the MISS DIG 811 app within Trimble Unity including enabling canceled and updated locate tickets as well as completion of design tickets. In addition, email notifications with mapping of dig area (see inset for example) for design tickets have been implemented as a preview of the area. By clicking on this map, users can go straight to a tailored GIS map for review of GLWA's assets in the area and related documents. These improvements allow the Utility Review and Permitting team to complete all MISS DIG tickets within Trimble Unity in a more efficient manner with additional support of GIS water and sewer mapping.



MISS DIG Design Ticket Area available in Trimble Unity notifications

Currently, the IT PMO is managing 26 active projects and is processing 10 project requests.

PUBLIC AFFAIRS

GLWA PINK OUT THE PLAN^(E)T

While there will be no Making Strides Against Breast Cancer Walk this year due to the coronavirus (COVID-19) pandemic, GLWA is once again coming together as a team through our **PINK OUT THE PLAN^(E)T** effort to raise funds in support of this important cause. Team members who donated at least \$5.00 by October 9, 2020 got a commemorative GLWA **PINK OUT THE PLAN^(E)T** t-shirt, which were distributed in time for GLWA **PINK OUT THE PLAN^(E)T** Day on Oct. 28. So far, team members have donated more than \$2,600!



[Donation Link](#)

Open Enrollment Communications

Working in partnership with Organizational Development, Public Affairs is developing a new video for team members surrounding the details of the upcoming Benefits Open Enrollment. Included in the video is a call-out of new features/benefits. There will also be a series of communications that are distributed to highlight the online process and its timeline.

5-Year Anniversary

Planning is well underway for GLWA's 5th anniversary celebration. Here is a sneak peek of the logo created for the occasion!



AWWA Virtual Summit

Chief Public Affairs Officer Michelle Zdrodowski served as a panelist during the American Water Works Association (AWWA) Virtual Summit. The session was called "Advancing Communications During the Time of COVID." Michelle and peer communicators from other utilities across the U.S. covered internal and external communications topics ranging from messaging on public health, to how to show thanks to our essential workers for their continuous efforts to deliver water of unquestionable quality during a pandemic.

SECURITY AND INTEGRITY

The Hazmat Unit coordinated and completed a total of 159 hours of training during the month.

Security and Integrity's Critical Infrastructure Manager, Walter Davis conducted a "Hotwash Event" for Water Operations for the cities of Garden City and Westland.

SECURITY AND INTEGRITY (continued)

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

Security and Integrity continues to participate in the Homeland Security Advisory Council's meeting for southeastern Michigan. In addition, the Team is participating with the WRRF Management Team on Site Emergency Planning.

ORGANIZATIONAL DEVELOPMENT



The State of Michigan's Department of Labor & Economic Opportunity held a virtual townhall meeting for metro Detroit on October 13, 2020 to discuss the *Futures for Frontliners* scholarship program. *Futures for Frontliners* offers tuition-free access to local community college to Michiganders who provided essential, frontline services during COVID-19 Stay Home, Stay Safe orders between April – June 2020. This program applies to GLWA frontline workers.

The Detroit Townhall meeting included speakers from Oakland Community College and Detroit Employment Solutions Corporation, a Michigan Works! Agency. The speakers answered frequently asked questions regarding the scholarship program. To watch the virtual townhall, [click here](#).

The deadline to apply for the *Futures for Frontliners* scholarship is December 31, 2020.

To find out more about this scholarship program, visit the *Futures for Frontliners* Community College Frequently Asked Questions page: https://www.michigan.gov/frontliners/0,9886,7-412-101948_100634---,00.html.

Manufacturing Day

On October 2, 2020, GLWA participated in Southeast Michigan Community Alliance's (SEMCA) Virtual Manufacturing Day 2020. Manufacturing Day is a national celebration of modern manufacturing and the great careers offered. Several local Wayne County high schools and manufacturing companies attended the virtual meeting. Luther Blackburn, WRRF Manager, and Andrae Savage, WWP Plant Manager, shared information with the students regarding GLWA's water processing services and careers. Adino May, Organizational Development PAA Apprenticeship Coordinator, and Pat Butler, Organizational Development Manager, shared information regarding GLWA's apprenticeship opportunities, interview preparation, and job readiness.

ORGANIZATIONAL DEVELOPMENT (continued)

Apprenticeships

Oakland Press Article

On October 14, 2020, The Oakland Press published an article entitled ***Southfield residents graduate from Great Lakes Water Authority apprenticeship program*** which featured interviews with two EICT-I apprenticeship graduates, Etaune Johnson (EJ) and Gari Levi. Two notable quotes from the article:

“Water is essential to everyday life for everybody. I used to not think twice about it when turning on my water, but now I know all the work that goes into providing good, clean water for me and my family. When I go to work, I’m motivated knowing I’m doing something good for my community. Not only is it a check I collect from GLWA, but when I come home, I receive the water GLWA provides. I see the process come full circle, and I want to continue providing water of unquestionable quality to our communities. I am eager to take a more active role in the industry as I grow in my career.” (EJ)

“I get excited knowing I can do my part to help the community, especially right now, ensuring we continue providing water during the global pandemic. I’m so grateful to be working despite the pandemic as a critical worker, as I know many people are out of work. This time in particular has made me realize that water can’t stop – no matter what. In the future, I see myself helping to make the system more efficient and imparting the knowledge I’ve learned to future apprentices just like others have done for me.” (Gari Levi)

To read the entire article, [click here](#).

State of Michigan Registration

GLWA’s Maintenance Technician and EICT-E apprenticeships are now recognized and registered with the State of Michigan’s Department of Labor & Economic Opportunity. This recognition allows GLWA to apply for local and state grants to subsidize apprenticeship education and to connect eligible apprentices with wrap around services.

Veterans Affairs Educational Provider

GLWA has been approved as educational trainer for apprenticeships to train eligible veterans under benefits of Title 38, USC by the Michigan State Approving Agency and confirmed by the U.S. Department of Veterans Affairs-Education Service. The EICT-E apprenticeship has been registered and approved. This approval allows eligible veterans in the EICT-E apprenticeship to apply for the GI Bill monthly housing and the supplies allowances. Organizational Development apprenticeship team is currently completing the program’s training requirements. Upon completion of training, the apprenticeship team will provide enrollment information to our EICT-E apprenticeship veterans. The apprenticeship team plans to register future apprenticeships into this veterans’ program which will open a pipeline to attract veterans into our apprenticeships.

ORGANIZATIONAL DEVELOPMENT (continued)

Progression

The 2020 Progression Cycle is scheduled to begin in mid-November 2020 and conclude in early January 2021.

Staffing

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

Number of New Hires	10
Number of Separations	7
Total Staffing - Regular FTEs (YTD)	1029

Benefits/Wellness

On-going **61-day Self-care Challenge series** continues:

1. **Walking Our Waterways** (virtual walking challenge) To date, 14 teams have taken almost 16,000,000 steps (7,132 miles) toward improving or maintaining their well-being. Team members are sharing their progress and victories with the organization.
2. **Flu Vaccine Campaign**, 127 team members, spouses and dependents took advantage of flu shots either on-site or through an alternate provider.

Training

During the month of **September 2020**, **88** GLWA team members and **25** member partners completed 11 safety classes, **14** GLWA team members and **5** member partners completed 21 online 360 Water Report courses.

FINANCIAL SERVICES AREA

September 2020 Audit Committee Recap

The September GLWA Audit Committee meeting was held on Friday, September 25, 2020 – which was subsequent to the last CEO’s report. The GLWA Audit Committee binders are publicly available at www.glwater.org. The meeting included the following discussion topics.

FINANCIAL SERVICES AREA (continued)

- ✓ An update on the Water Residential Assistance Program (WRAP) evaluation, redesign and request for proposal process as well as a discussion regarding a temporary program change for those impacted by COVID-19.
- ✓ Ongoing discussion of FY 2021 charge deferral impacts and changes to the GLWA investment program in the CFO Report.
- ✓ Presentation of the June 2020 Monthly Financial Report (*Executive Summary attached*).
- ✓ Review of the Quarterly WRAP Report.

October 2020 Audit Committee Recap

The most recent GLWA Audit Committee meeting was held on Friday, October 23, 2020. The full Audit Committee binder is posted at www.glwater.org. The meeting included the following discussion topics.

- ✓ Matters which are being brought to the full Board on October 28, 2020.
 - Review of a draft of the initial Water Residential Assistance Program (WRAP) evaluation report.
 - A proposed change order to extend the current WRAP administrator contract six months to allow for piloting and quick win implementation of the final report recommendations.
 - Request for approval of 1st Quarter FY 2021 budget amendments.
 - Introduction of a proposed procurement policy amendment related to a Business Inclusion and Diversity (BID) program.
- ✓ Discussion of the FY 2022 financial plan calendar, recognition of the completion of the FY 2022 GLWA comprehensive budget document, and a verbal, positive update on the most recent Quarterly Reconciliation Committee meeting with DWSD in the CFO Report.
- ✓ Updates on the annual financial audit, the FY 2022 charges rollout schedule, and FY 2020 System Max Day figures reflecting current water pumpage and reservoir data.
- ✓ Presentation of the July 2020 Monthly Financial Report (*Executive Summary attached*).
- ✓ Review of the FY 2020 4th Quarter Construction Work in Progress report.

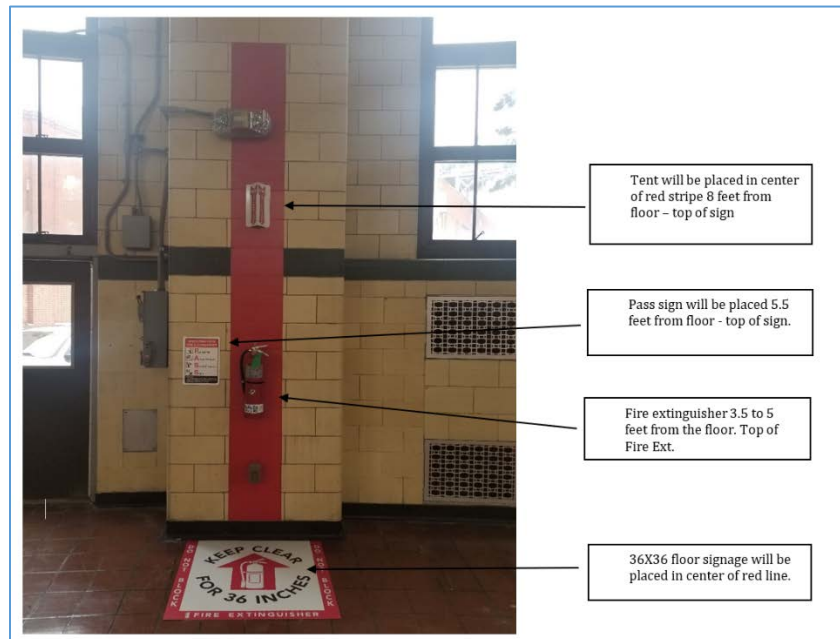
FINANCIAL SERVICES AREA (continued)

GFOA Award

GLWA was recently notified that it has earned its inaugural Certificate of Achievement in Financial Reporting for FY 2019. Very few comments were received – we look forward to continuing this momentum as we close out FY 2020. Many thanks to our excellent team of financial reporting professionals that have tackled one of the more complex reports in the public sector.

Transformation

The Transformation Team continues to make significant progress on a project that will enhance the visual management aspect of fire extinguisher areas and support overall safety improvements in GLWA facilities. When done correctly, visual management improves the effectiveness of communication and is the “voice” of leadership.



The Transformation Team is supporting a GLWA fire extinguisher visual management team with the objective of improving the safety of GLWA team members by providing visual aids with immediate direction on and reminders of how to use fire extinguishers. For example, PASS (Pull the Pin, Aim, Squeeze, Sweep the Area) signs were installed as non-verbal communication to reinforce the necessary steps in a fire emergency. Floor markings were also positioned to comply with MI OSHA 1910.157c (1) and help promote the importance of keeping the areas directly in front of the fire extinguishers clear of any objects. These markings provide direction to outside contractors and vendors in the event of an emergency when GLWA team members are not immediately available.

FINANCIAL SERVICES AREA (continued)

To drive uniformity across the enterprise, a Standard Work Instruction (SWI) was created to show the installation process for the visual aid tools. The SWI will also be used as a training tool for team members.

The fire extinguisher visual management team is currently working with Operations and Maintenance Leads to install mockups in various GLWA facilities. The mockups will be placed in high traffic and water-soaked areas so team members can evaluate the robustness of the visual aid tools. After the mockups and trials are completed, the cross-functional team will roll out a plan to drive implementation enterprise wide.

Procurement Pipeline

The September and October 2020 Procurement Pipeline editions are attached. September features guidance on selecting commodity codes in Bonfire as well as reminders on upcoming virtual events. The October edition features tips on submitting a complete invoice and achieving a faster payment along with helpful logistical information.

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

Respectfully submitted,



Sue F. McCormick
Chief Executive Officer

SFM/dlr

Attachments (5)



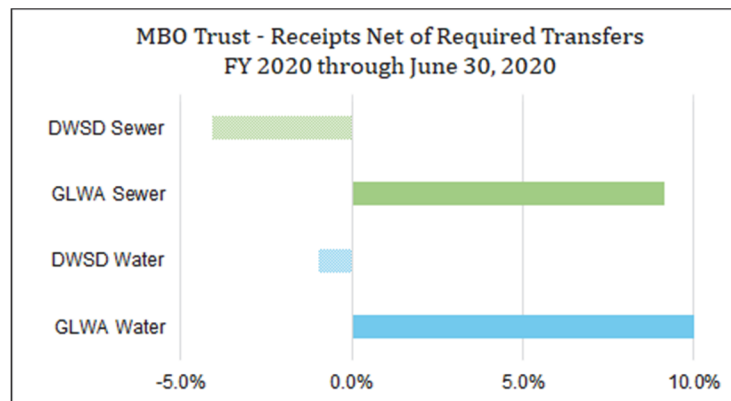
Key Financial Metrics

Preliminary June 2020 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. Each variance is monitored by the Great Lakes Water Authority (GLWA) management and, where appropriate, operating and/or budget priorities are re-evaluated. Although Water O&M did exceed budget as of June 30, 2020, the overage is offset by debt refunding savings and improved investment earnings.

As of June 30, 2020				
Metric	FY 2020 Budget	FY 2020 Actual	Variance from Financial Plan	Report Page Reference
Wholesale Water Billed Revenue (\$M)	\$312.5	\$313.9	0%	43
Wholesale Water Billed Usage (mcf)	13,474,000	13,579,000	1%	
Wholesale Sewer Billed Revenue (\$M)	\$267.9	\$267.9	0%	45
Wholesale Water Operations & Maintenance (\$M)	\$126.8	\$131.9	4%	5
Wholesale Sewer Operations & Maintenance (\$M)	\$181.9	\$172.8	-5%	
Investment Income (\$M)	\$17.4	\$19.4	11%	34
Water Prorated Capital Spend w/SRA* (\$M)	\$107.0	\$77.0	-28%	27
Sewer Prorated Capital Spend w/SRA* (\$M)	\$121.0	\$74.0	-39%	28

*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 (page 48)



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 and Sewer net receipt shortfalls are \$0.9 million and \$10.8 million respectively for June 2020 attributed to the impact of the COVID-19 pandemic. GLWA and DWSD staff meet 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 September 18, 2020 Audit Committee binder.

The current DWSD loan receivable balance for fiscal years 2017 and 2018 is \$26.5 million. Monthly payments to GLWA continue to be made timely and in full without interruption.

Budget to Actual Analysis (page 3)

- Information presented reflects the Board-approved budget amendments adopted in June.

- The total Operations & Maintenance (O&M) expense for FY 2020 are at 98.7% of the amended budget (FY 2019 was at 93.3%).
- Shared Services for FY 2021 includes true-up adjusting entries for FY 2018 and FY 2019. Without these adjusting entries Shared Services, for FY 2020, was at 99.9% of the amended budget. With the adjusting entries this category is at 34.7%.

Basic Financial Statements (page 10)

- Basic Financial Statements are prepared on a full accrual basis and reflect preliminary, unaudited results.
- Operating income for June is \$74.5 million for the Water funds (22.3% of total revenues) and \$138.7 million for the Sewer funds (29.7% of total revenues).
- June Water Net Position decreased \$19.5 million and Sewer Net Position increased \$525 thousand for the year. This is largely attributable to legacy debt and pension expense and reflects a slight improvement over FY 2019 due in part to the FY 2020 bond refunding.

Construction Work in Progress Summary (page 26)

- The Water and Wastewater systems are both within the 75% Capital Spend Ratio.

Master Bond Ordinance Transfers (page 29)

- Transfers of \$146 million and \$210 million were completed for the GLWA Water and Sewer funds, respectively. These totals include a return of O&M funds in June for both the Water and Sewer funds to reflect a 4th Quarter FY 2020 budget adjustment.
- Transfers of \$58 million and \$81 million were completed for the DWSD Water and Sewer funds, respectively. These totals include a return of O&M funds, by DWSD, in December and February to reduce their budget shortfall.

Cash Balances & Investment Income (page 34)

- The total cash balance is \$506 million for the Water fund and \$443 for the Sewer fund.
- The total combined investment income through June was \$19 million.

Retail Revenues, Receivables & Collections (page 38)

- Preliminary yearend water usage is at 91.61% of budget and revenues at 96.96% of budget.
- Preliminary yearend sewer usage is at 94.89% of budget and revenues at 97.23% of budget.
- Combined accounts receivable balances for the water and sewer funds report an increase of \$34 million over the prior year.
- Past dues over 180 days make up 65% of the total accounts receivable balance. The current bad debt allowance covers 97.5% of past dues over 180 days.

Wholesale Billing, Receivables & Collections (page 42)

- Preliminary yearend water usage is at 100.78% of budget and revenues at 100.45% of budget.
- Preliminary yearend sewer revenues are at 100% of budget because wholesale sewer customers are billed a fixed monthly fee based upon the annual revenue requirement.
- The Highland Park past due balance is \$44.3 million, includes \$34.1 million for wastewater treatment services, \$1.7 million for industrial waste control services, and \$8.5 million for water supply services. Looking ahead, Highland Park has made three payments totaling \$1.78 million in FY 2021 as of September 2020.
- Accounts receivable past due balances in total (less Highland Park) are less than one percent of the total balance due.

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



Key Financial Metrics - July 2020

Financial Risk of a Budget Shortfall by Year-end

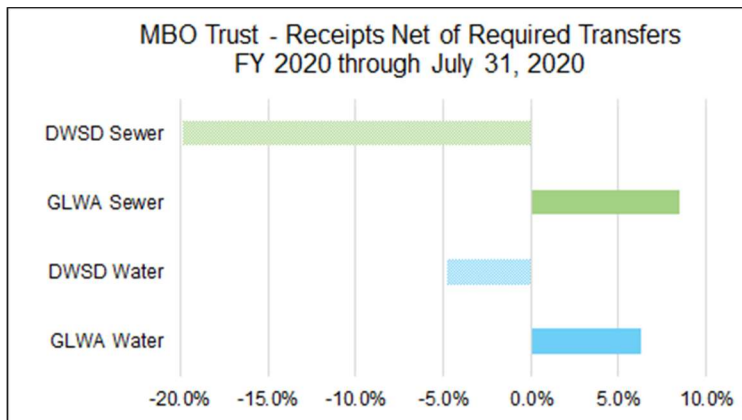
No risk (green) - Potential (yellow) - Likely (red)

Each variance is monitored by the Great Lakes Water Authority (GLWA) management and, where appropriate, operating and/or budget priorities are re-evaluated. Budget amendments are prepared and presented quarterly based on most current information.

As of July 31, 2020				
Metric	FY 2021 Budget	FY 2021 Actual	Variance from Financial Plan	Report Page Reference
Wholesale Water Billed Revenue (\$M)	\$31.2	\$33.6	8%	45
Wholesale Water Billed Usage (mcf)	1,639,000	1,863,000	14%	
Wholesale Sewer Billed Revenue (\$M)	\$22.3	\$22.3	0%	47
Wholesale Water Operations & Maintenance (\$M)	\$11.4	\$10.0	-12%	6
Wholesale Sewer Operations & Maintenance (\$M)	\$15.4	\$13.2	-14%	
Investment Income (\$M)	\$0.9	\$0.8	-8%	35
Water Prorated Capital Spend w/SRA* (\$M)	\$9.0	\$6.0	-33%	27
Sewer Prorated Capital Spend w/SRA* (\$M)	\$7.0	\$5.0	-29%	28

*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 (page 50)



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 and Sewer net receipt shortfalls are \$0.4 million and \$4.1 million

respectively for July 2020 attributed to the impact of the COVID-19 pandemic. GLWA and DWSD staff meet regularly to discuss steps to mitigate this shortfall as outlined in the 2018 MOU. Looking ahead, DWSD Management a) expects a material distribution of state of Michigan CARES Act funding to support these past due balances; b) will be implementing tax liens on commercial and industrial properties; and c) anticipates a positive operating budget variance.

The current DWSD loan receivable balance for fiscal years 2017 and 2018 is \$25.0 million. Monthly payments to GLWA continue to be made timely and in accordance with the agreed upon amortization schedule.

Budget to Actual Analysis (page 3)

- FY 2021 information reflects the budget as it was approved by the GLWA Board on March 11, 2020.
- The total Revenue Requirements are on target through July 2020.

Basic Financial Statements (page 10)

- The Basic Financial Statements are prepared on a full accrual basis and reflect preliminary, unaudited results.
- Operating income for July 2020 is \$14.9 million for the Water fund (42.3% of total revenues) and \$13.3 million for the Sewer fund (33.9% of total revenues).
- Water Net Position increased \$2.6 million and Sewer Net Position increased \$815 thousand for the year to date through July 2020.

Construction Work in Progress Summary (page 26)

- Both the Water and Wastewater systems fall within the 75% Capital Spend Ratio.

Master Bond Ordinance Transfers (page 29)

- Transfers of \$12.7 million and \$17.6 million were completed for the GLWA Water and Sewer funds, respectively.
- Transfers of \$4.5 million and \$8.2 million were completed for the DWSD Water and Sewer funds, respectively.

Cash Balances & Investment Income (page 35)

- Total cash & investments are \$464 million in the Water fund and \$403 in the Sewer fund.
- The total combined investment income for FY 2021 through July was \$0.8 million.

DWSD Retail Revenues, Receivables & Collections (page 39)

- Water usage through July 31, 2020 is at 97.11% of budget and revenues at 96.51% of budget.
- Sewer usage through July 31, 2020 is at 100.09% of budget and revenues at 100.64% of budget.
- Combined accounts receivable balances for the water and sewer funds report an increase of \$35 million over the prior year.
- Past due balances over 180 days make up 65% of the total accounts receivable balance. The current bad debt allowance covers 97% of past due balances over 180 days.

GLWA Wholesale Billing, Receivables & Collections (page 44)

- GLWA accounts receivable past due balances in total (net of Highland Park) are less than one percent of the total balance due.
- The Highland Park past due balance is \$44 million, which includes \$33.7 million for wastewater treatment services, \$1.7 million for industrial waste control services, and \$8.6 million for water supply services. Looking ahead, Highland Park has made three payments totaling \$1.78 million in FY 2021 as of September 30, 2020.

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

Welcome to the September edition of *The Procurement Pipeline*, a monthly newsletter designed to provide informative updates on doing business with the Great Lakes Water Authority (GLWA). This month's *Pipeline* provides tips on selecting commodity codes and an update about GLWA's vendor outreach in the COVID-19 era.

Procurement Tip of the Month: Selecting Your Commodity Codes in Bonfire

Selecting the appropriate commodity codes in your Bonfire profile is a key component to successfully doing business with GLWA.

Commodity codes are numbers used to classify the different types of goods or services provided by a business. In Bonfire, vendors must select the codes that best depict their primary business activity. When a GLWA buyer issues a solicitation, they likewise associate it with the commodity codes that most accurately reflect the solicitation. A sort of matchmaking process then occurs. Vendors who selected the same commodity codes listed on the solicitation will receive customized alerts when the solicitation is posted. This, in turn, gives vendors the maximum amount of time to prepare a complete and competitive response.

Tips for selecting commodity codes for your business:

- ✓ Carefully consider your business and the goods and/or services it provides, i.e., what materials it is made from, what it is used for and where it goes, how it is presented and packaged, etc. Compare this to the [GLWA Bonfire NIGP Codes](#).
- ✓ Vendors are encouraged to select more commodity codes than less. This will give you a wider selection of solicitation notifications.
- ✓ However, vendors are not advised to select too many commodity codes, as this will inundate you with solicitation notices that are likely not good matches for your business, making it much easier to miss those that are.

Because GLWA is a regional authority, we use NIGP commodity codes. The NIGP (National

Institute of Governmental Purchasing) code system is used by state and local government agencies and authorities. By contrast, some vendors may be familiar with NAICS, the North American Industry Classification System. NAICS codes are used by federal government agencies.

Should you have any questions about selecting the appropriate commodity codes for your business, please contact us via procurement@glwater.org.

Meet the Buyer Activities Go Virtual
Last month, GLWA attended two virtual "Meet the Buyer" events hosted first by the Macomb PTAC (Procurement Technical Assistant Centers) and then the second by Pure Michigan Business Connect (PMBC), in partnership with Flint and Genesee Counties. Collectively, over 400 participants pre-registered. A copy of the presentation, which overviewed everything from registering on Bonfire to submitting a competitive bid or proposal response to a solicitation, is located on the [GLWA vendor webpage](#).

Where to Meet GLWA

GLWA attends vendor outreach events throughout Southeastern Michigan. We welcome you to visit us at the following upcoming virtual events.

- Coffee & Contracting, sponsored by Southwest Michigan PTAC. Every fourth Wednesday of the month. Upcoming meeting: September 23 at 9-9:30am. [Event flyer and registration link](#).
- Southwest Michigan PTAC Meet the Buyer. October 27, 2020 from 1-4:30pm. [Event flyer and registration link](#).

What's Coming Down the Pipe?

Current Solicitations: Be sure to register in [Bonfire](#) for new solicitations and contract award information.

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 September 2020

Category	Description	Budget Estimate
Water System (next three months)		
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
Construction	Phase II – 14 Mile Transmission Loop Project	\$91,000,000
Wastewater System (next three months)		
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	WRRF Rehabilitation of Ferric Chloride Feed System in PS-1 and Complex B Sludge Lines (CIP #211008)	\$7,500,000
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
Design	WRRF Rehabilitation of the Circular Primary Clarifier Scum Removal System (CIP #211009)	\$1,000,000
Design	WRRF Improvements to Sludge Feed Pumps at Dewatering Facilities (CIP #213006)	TBD
Design	WRRF Rehabilitation of the Secondary Clarifiers (CIP #212007)	\$700,000
Design	Oakwood CSO Facility Improvements (from CS-299)	TBD
Design	Leib CSO Facility Improvements (from CS-299)	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
Construction	Connor Creek Dike Improvements	TBD
Construction	Baby Creek Roof Replacement	TBD
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	
WRRF: Water Resource Recovery Facility	CSO: Combined Sewer Overflow

Welcome to the October edition of *The Procurement Pipeline*, a monthly newsletter designed to provide informative updates on doing business with the Great Lakes Water Authority (GLWA). This month's edition of the *Pipeline* provides tips on submitting a complete invoice, an update on vendor outreach opportunities, and a reminder to stay safe in the COVID-19 era.

Tip of the Month: Submitting a Complete Invoice – the Key to Faster Payment

Submitting a complete invoice is key to timely payment for your work. A complete invoice:

1. Names Great Lakes Water Authority (GLWA) in the “Bill To” area of the invoice;
2. Includes a GLWA purchase order (PO) number;
3. Includes your company's invoice number;
4. Complies with all the required purchase order/contract terms;
5. Provides a description of the services performed and/or the goods shipped;
6. Supplies the dates for the services performed and/or the goods shipped;
7. Adds freight costs, if applicable.

Important: Every purchase order issued by the GLWA Procurement Team is assigned a unique seven-digit PO number. In order to pay an invoice, we need to match the PO number on the invoice to a PO number in our procurement system. Invoices without a PO number require research – and delay the payment process. Please note that GLWA payment terms apply only to complete and properly submitted invoices. If asked to provide goods or services without a purchase order, please contact procurement@glwater.org.

accountspayable@glwater.org is your one source for all matters related to invoicing and payment! Use this email address to:

- ✓ Submit an invoice for payment;
- ✓ Obtain the payment status of an invoice;
- ✓ Ask any questions related to invoicing.

The accounts payable team looks forward to working with you!

Reminder to STAY SAFE this Fall and Winter!

As the weather grows colder and the number of COVID-19 cases continues to rise throughout the state of Michigan, it remains vital that we keep working together to slow the spread of the coronavirus. Wearing face coverings, maintaining social distance of six feet or more, and washing hands regularly ensures that we maintain workplace safety for all. In addition, please note that *all GLWA COVID-19 safety protocols and procedures, including the Visitor's Questionnaire and the Vendor COVID-19 Testing Requirement, remain in effect.* (Please see “COVID-19 Vendor Requirements and Related Forms” on the [GLWA vendor page](#) for more information.) We thank the vendor community for your continued cooperation with these safety measures—you make it possible for GLWA to provide essential water and wastewater services to the communities we serve!

Virtual Introduction Meetings with GLWA

If you are interested to learn more about doing business with GLWA, contact us at GLWAVendorOutreach@glwater.org to schedule an introductory meeting. Topics include navigating our e-procurement software Bonfire, as well as tips on submitting a competitive bid or proposal to a GLWA solicitation.

Where to Meet GLWA

GLWA attends vendor outreach events throughout southeast Michigan. We welcome you to join us at the Southwest Michigan PTAC Meet the Buyer virtual event on October 27, 2020 from 1-4:30pm. [Event flyer and registration link.](#)

What's Coming Down the Pipe?

Current Solicitations: Be sure to register in [Bonfire](#) for new solicitations and contract award information.

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 October 2020

Category	Description	Budget Estimate
Water System (next three months)		
Maintenance Services	5-Year Sludge Removal and Disposal Services at Northeast, Springwell's & Southwest Water Plants	\$55,000,000
Engineering	North Service Center Pumping Station Improvements (CIP #132016)	\$10,000,000
Construction	Phase II – 14 Mile Transmission Loop Project	\$91,000,000
Design	LHWTP Flocculator Improvements (CIP #111012)	\$3,000,000
Design Build	Southwest Water Treatment Plant Chlorine Scrubber and Raw Water Screen Replacement (CIP #113006)	\$6,000,000
Design Build	Belle Isle Seawall Rehabilitation (CIP #116005)	\$1,740,000
Wastewater System (next three months)		
Design	Rehabilitation of Remaining CSO Outfalls and Some Trunk Sewers	\$7,000,000
Construction	WRRF Rehabilitation of Ferric Chloride Feed System in PS-1 and Complex B Sludge Lines (CIP #211008)	\$7,500,000
Maintenance	UPS Maintenance and Repair Services (CSO/WRRF)	TBD
Construction	Baby Creek Roof Replacement & Conner, St. Aubin, and Leib Roof Improvements	\$450,000
Design	Control System Upgrade – St. Aubin, Leib, and 7 Mile CSO Facilities	TBD
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
Wastewater System (next four to nine months)		
Design Build	Baby Creek Outfall Improvements Projects (CIP #277001)	TBD
Design	St. Aubin Chemical Disinfection & Screening Improvements	TBD
Design	WRRF Rehabilitation of the Secondary Clarifiers (CIP #212007)	\$700,000
Services	Actuator Maintenance	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
Construction	Connor Creek Dike Improvements	TBD
Construction	Air Balancing of CSO HVAC Systems	TBD
Construction	CSO Generator Improvements (Controls upgrades, Generator modifications)	TBD
Enterprise (next four to nine months)		
Information Technology	Project Management Information System	TBD

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

Acronyms	
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 – October, 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, rules and public health orders.
- **NPDES ACO Dismissal:** The Office assisted in preparing documents to have the ACO dismissed.
- **Legislative Updates:** The Office has reviewed and provided comments on proposed House Bills 5812-5815 regarding changes to the Natural Resources and Environmental Protection Act. The Office continues to support HB 4806 which contains amendments to the exception to governmental immunity, regarding liability for sewer back up 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:** GLWA submitted its relocation reimbursement request to MDOT.
- **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. Recent activities:
 1. The contract negotiation team is well into its annual fall water contract exceedance review process. This year, the team is meeting with 4 member partners who had flow values in excess of their contract values on the GLWA system max day or during the system peak hour (Dearborn Heights, Harrison Twp, New Haven, Shelby Twp.).
 2. The team continues to meet annually with Bruce Twp. to review and update contract values as necessary for their relatively new and growing system (meetings held September 30 and October 19).
 3. The City of Grosse Pointe Woods has requested an out-of-sequence reopener to discuss possible changes to its current contract values (meeting held October 14).
 4. The team has been meeting with the City of Rochester Hills, which is exploring the possibility of becoming a direct GLWA customer for a portion of its retail system (most recent meeting September 22).
 5. The team continues to negotiate the terms of a model contract with St. Clair County/Greenwood Twp. and DTE (most recent meeting September 29).
 6. The team continues to negotiate the terms of a model contract with Grosse Pointe Park (meetings September 16 and October 20).

- ***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 continues to work with the Industrial Waste Control (“IWC”) Group and external stakeholders on finalizing and implementing an updated IPP. To date, 61.5% of the 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. The next meeting is scheduled for December 2, 2020.
- ***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 for the Newburgh and Ypsilanti pump stations. The Office will present the potential purchase of Wayne County Airport Authority land for the Ypsilanti pump station to the Legal Committee in October or November. The Office will present a potential sale of 235 McKinstry to the Full Board in October.
- ***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. GLWA filed a lawsuit against Highland Park for unpaid water, sewer and IWC invoices. Due to the COVID-19 pandemic, the Courts have not resumed civil jury trials, however, GLWA continues to pursue opportunities to settle cases. GLWA settled the Stephanie Stephenson arbitration matter.
- ***Labor Relations:*** The Office continues to provide legal advice to Organizational Development on labor relations and employment matters.
- ***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. The Office is part of a cross-functional team working to complete significant revisions to the GLWA construction contract, including consideration of using an entirely new contract format.

- *Statistics:*

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Contracts approved as to form:	32
Contracts drafted or revised:	85
Subpoenas/Information requests received:	10
Subpoenas/Information responded to:	12