



## December 2017 Customer Outreach Requests

<u>Item #</u>	<u>Group</u>	<u>Member</u>	<u>Request</u>	<u>Response</u>
2017.12.20	One Water Partnership	All	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 will use the B&V Water Units of Service recommendation in the formulation of its Administrative Recommendation for charges in January. <b>Target January 31, 2018.</b>
2017.12.21	One Water Partnership	All	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. <b>Target Completion Date: March 15, 2018</b>

Item # Naming Convention: YYYY.MM.## Where '#' is a sequential numbering of all action items for the month.



## EXECUTIVE SUMMARY

**GROUP NAME:** Wastewater Analytical Task Force

**ATTENDEES:** 28 Participants

**MEETING DATE:** December 1, 2017

### MEETING TOPICS:

- Historical/current review of WATF activities
- Updates on sampling plan, IWOP, and Good Metering Practices RFP
- Annual flow balance presentation
- WRRF incremental flow investigation results
- WM-S-1 and WM-S-2 flow corrections
- Dye tests

### REQUESTS TO GLWA ADMINISTRATION:

- None

### ACTION ITEMS:

- GLWA to consider modification to Good Metering RFP to reflect a program management approach.
- Eric Griffin to draft D+ metering plan for WATF review on 1/5/18.
- CDM & GLWA to develop proposed approach for WATF meetings/organization by 1/5/18.
- Suzanne Coffey to develop plan for national symposium on cost allocation by 1/5/18.
- Discuss original agreement regarding Perry St. Diversion on 1/5/18, Charlie Fleetham to facilitate.
- Ed Hogan to furnish next IWOP presentation description to WATF.



## EXECUTIVE SUMMARY

**GROUP NAME:** Public Education Work Group

**ATTENDEES:** 12

**MEETING DATE:** December 7, 2017

### MEETING TOPICS:

- Discussed regional water campaign.
- Discussed marketing collaboration with GLWA Public Affairs.
- Established work group goals for 2018
  1. Serve as a forum to proactively educate the public on water and wastewater issues by creating and disseminating accurate water and wastewater information.
  2. Collaborate with members to identify relevant communication topics and utilize GLWA social media and video to create ready-to-use content.
  3. Create information and serve as editorial board for outreach area of GLWA website, Operation Clean Water articles, videos and educational materials.
  4. Increase communication and education of water and wastewater information via the work group's Operation Clean Water initiative.
  5. Support Surface Water Intake Protection Programs (SWIPPs) for the Belle Isle, Fighting Island and Lake Huron Intakes. Discuss SWIPP topics on semi-annual basis with the goal of increasing public awareness of issues related to the three intakes.
  6. Support the Wastewater Master Plan efforts to involve member communities in the master planning process.
  7. Support public education outreach transitioning efforts to GLWA.
  8. Collaborate with SEMCOG, GLWA and Cranbrook on regional water campaign.
  9. Share information about existing educational resources and opportunities in the area.
- Brainstormed educational topics to address in 2018.
- Set meeting dates for 2018.

### REQUESTS TO GLWA ADMINISTRATION:

- None

### ACTION ITEMS:

- Trude Noble to draft 2018 work plan for work group to review at next meeting on 2/1/18.



## EXECUTIVE SUMMARY

**GROUP NAME:** Water Charges Work Group

**ATTENDEES:** 58 Participants

**MEETING DATE:** December 12, 2017

### MEETING TOPICS:

- Black and Veatch Phase One Recommendation on Units of Service
- Detroit (DWSD) and Dearborn response to Black and Veatch preliminary recommendations
- Foster Group presentation on FY19 Units of Service (all customers)
- Discussion on additional information needed for TAC to achieve consensus on recommendations

### REQUESTS TO GLWA ADMINISTRATION:

- None

### ACTION ITEMS:

- Black and Veatch to prepare response to member questions that surfaced in breakout sessions
- Members to provide any report review comments by close of business on 12/15/17
- Charlie Fleetham to distribute Black and Veatch response to members by 12/18/17



## EXECUTIVE SUMMARY

**GROUP NAME:** Water / Wastewater Asset Management CIP

**ATTENDEES:** 56 participants

**MEETING DATE:** December 19, 2017

### MEETING TOPICS:

- 2019 – 2023 CIP
  - Questions and Answers
  - CIP Review Breakout and Feedback (5 Groups)
- GLWA Transmission Main Risk Assessment
  - Questions and Answers

### REQUESTS TO GLWA ADMINISTRATION:

- None

### ACTION ITEMS:

- BCE Guidance Documents to be attached to the CIP and/or the December meeting summary as reference for those seeking to better understand the factors used for the assessment of risk in the Risk Matrix.
- Jody Caldwell will evaluate a request to be able to extract and view Detroit only projects from the CIP. Jody also commented that it may be useful to view projects by county. He agreed to define what can be shared and whether the requests could be accomplished through the establishment of some standard report extractions from the CIP.
- All work group members and other interested parties provide their comments on the CIP to Jody Caldwell by January 5, 2018 to allow time for those comments to be considered as input for CIP V2.
- CIP breakout feedback collected during the meeting will be summarized in the December Meeting Summary and responded to at a future meeting.



## EXECUTIVE SUMMARY

**GROUP NAME: One Water Partnership Meeting**

**ATTENDEES: 81 Participants**

**MEETING DATE: December 20, 2017**

### MEETING TOPICS:

- Develop Units of Service Recommendation
- 2018 co-chair election
- Brainstorm ideas to achieve partnership goals
- Review contract alignment process

### REQUESTS TO GLWA ADMINISTRATION:

- 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 Administration to consider the ideas to achieve partnership goals that were gathered today.

### ACTION ITEMS:

- Regarding implementation of the Units of Service recommendation in the FY19 charges, a majority of the customers present asked that:
  - Black and Veatch to create scattergrams of Detroit's and Dearborn's max day and peak hour data (similar to those used in model contract reopener negotiations) and
  - GLWA leadership will utilize the aforementioned scattergrams in establishing max day and peak hour values for Detroit and Dearborn.
- GLWA will distribute a letter in January announcing the CAP plan to all members.