

DWSD Wholesale Customer Partnering Agreement

July 10, 1997

MISSION STATEMENT

Our mission is to provide for the efficient and cost-effective collection, transportation, and treatment of wastewater protecting the public health in an environmentally responsible manner consistent with State and Federal requirements.

COMMON INTERESTS

We have the following common interests:

1. Protect the environment/public health in an affordable manner.
2. Equitable allocation of cost of the wastewater system.
3. Solving problems amicably.
4. Better understanding of rate structure and system through improved communication
5. Increasing trust among all parties.

GOALS

Our goal as a team is to adopt a fair and equitable apportionment of the cost for the CSO Control Program - January 2000. Key supporting goals include:

1. Understand flow - December 1998
2. Understand contracts/agreements - July 1998
3. Identify total system cost (Detroit + Suburbs) - December 1997
4. Identify alternatives/options to CSO Plan - December 1997
5. Identify benefits - July 1998
6. Rate methodology - July 1999
7. Customer communication - start September 1997 - December 1999

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FRUSTRATIONS

We will reduce our frustrations by:

1. **Better 2-way and 3-way communications including:**
 - Newsletter
 - Internet (WWW.DWSD.ORG)
 - Meetings with agendas
 - Practicing reflective listening
 - Identifying assumptions
2. **Sensitivity to differing interests and concerns of team members.**
3. **Improved information sharing as defined by individual communities.**
4. **Living up to commitments.**

MISUNDERSTANDINGS

We will eliminate misunderstandings through:

- **Exposure**
- **Access**
- **Education**
- **Cooperation**

We will eliminate risk by:

- **Responsiveness**
- **Managing Change**
- **Creating an atmosphere of trust, faith, confidence, sharing, and commitment**

We will implement educational efforts in:

- **GDRSS**
- **Rate Methodologies**
- **Regulatory Requirements and Changes**

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- DWSD Operations
 - Plant Visit, etc.
 - Basin Demonstration
 - Administration, engineering, customer service functions
- Metering Program
- History of DWSD

We will identify the responsibilities of organizations and agencies, including:

- DWSD Directory
- Customer Directory
- Table of Organization

We will document issues and disseminate them.

ACTION ITEMS

1. We will organize as follows:

- a. Form Steering Committee - Decision-Making Body of Partnership
First Tier (MDEQ + Court)
- b. Form Working Committees as Chartered by the Steering Committee (with Chairs)
 - 1) Technical
 - 2) Legal
 - 3) Finance
 - 4) Marketing/Communication

Administrative functions will be addressed. Facilitator will be used by Wade-Trim as needed.

2. We will approach important action items as follows:

- a. Steering Committee will establish the Work Committees.
- b. Define Work Committee charters (Thursday, August 14, 1997, 1:00 p.m., site to be determined).
- c. The Work Committee will define procedures for operation (e.g. use of facilitator), time table for meeting, and meeting location.

Wade-Trim will provide administrative support.

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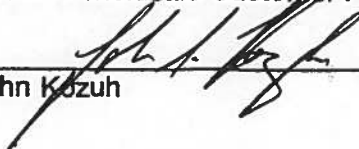
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