



Financial Services Audit Committee Communication

Date: March 27, 2026

To: Great Lakes Water Authority Audit Committee

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

Re: CFO Report

One Water Partnership Meeting

On March 12, 2026, I had the honor of speaking at the One Water Partnership Meeting to present the approved budget and charges. This presentation was also designed to spark ideas within the region as it relates to communications about affordability and infrastructure needs. Michelle Zdrodowski, Chief Public Affairs Officer, joined me in a follow-up session where we provided specific communication examples and facilitated table discussions. A common feedback theme was focusing on the cost of service and education around the services we provide. The accompanying presentations are attached.

Charges Outreach & Modeling Team Report

February saw the wrap-up of the FY 2027 Charges rollout process. After holding public hearings on February 25, 2026, the GLWA Board of Directors approved the FY 2027 & FY 2028 Biennial Budget and FY 2027 Schedule of Service Charges. Soon after the team distributed final calculation worksheets to Member Partners. Willdan is presently working on the final cost of service study.

Charges Outreach and Modeling Manager Matt Lane serves as a member of the GLWA contract reopener team with a focus on calculating max day and peak hour demands. The team met with 12 Member Partners in February 2026 and will continue meetings each month through September 2026.

Additionally, GLWA Charges Outreach & Modeling team, along with Willdan Financial Services, hosted a virtual Member Partner event on March 4, 2026. Erik Johnson, Principal Consultant with Willdan, led the virtual local rate-setting workshop for our Member Partners specifically focused on local retail rates.

CFO Services Engages in Michigan Government Finance Officers Association (MGFOA) Spring Seminar

In early March, FSA team members Michelle Burt, Gerri Williams, Joshua Steinhebel and Gregory Bolterman attended the annual Michigan Government Finance Officers Association (MGFOA) Spring Seminar on March 6, 2026. GLWA Billing & Collections Manager Michelle

Burt is a member of the MGFOA Membership & Wellness Committee and currently serves as Secretary on the Mentorship Subcommittee.

The seminar featured core sessions that provided legislative updates, an economic outlook and Governmental Accounting Standard Board (GASB) accounting guidance. This year's seminar also included breakout sessions on the municipal bond market and arbitrage implications related to municipal bond activity and highlighted two Michigan communities that transformed complex finance challenges into award-winning 2025 case studies presented at the National Government Finance Officers Association annual conference.

Training and Continuing Education for Workday

The Accounts Payable Team, led by Management Professionals Kendra Taylor and Theresa Turner along with Accounts Payable Manager, Dionna Wilson hosted an in-person Workday training session for administrative team members in February. The session provided a comprehensive dive into expense reporting, as well as an introduction to new features and updates. Additionally, the training session provided an opportunity for participants to get answers to their most frequently asked questions.