

August 2017 Customer Outreach Requests

<u>Item #</u>	<u>Group</u>	<u>Member</u>	<u>Request</u>	<u>Response</u>
2017.08.27	WATF - Wastewater Analytics Task Force	Wayne County & DWSD	Creation of a protocol/policy for handling emergency operational flow adjustments including confidential options. This request does not represent a Task Force recommendation.	GLWA System Control will develop a formal notification protocol for emergency operational adjustments to wastewater flow. Target Completion Date: December 1, 2017
2017.08.22	Water Management Best Practices	All	Request for GLWA Leadership / Board to support outreach to the Drinking Water Advisory Board of Examiners (ABE) with the goal of having a representation from the GLWA on the advisory board.	The Outreach facilitators previously contacted ABE to request that CECs are provided for water operators attending confined space training. After a number of discussions, the ABE decided to allow the CECs. During the discussions, GLWA realized there is no representation for southeast Michigan on the ABE. Outreach facilitators will contact ABE with the goal of having representation. September Update: The ABE was contacted. Names can be submitted to replace any exiting board member.
2017.08.23	Communication Work Group	All	Create standard talking points for potential media questions posed to GLWA and Customers re: Lead & Copper Rules.	GLWA Public Affairs will work with Water Quality to draft talking points from pre-existing materials that may be used in response to regional media inquiries. Target Completion Date: October 31, 2017.
2017.08.24	Communication Work Group	All	GLWA take the lead on creating a plan to procure a portable water filtration system (FEMA type) to be used regionally in power/water outages.	GLWA Security and Integrity Chief to reach out to regional Emergency Management professionals to determine interest in acquiring a water filtration system for regional use. Target Completion Date: November 10, 2017.
2017.08.25	Joint Water & Wastewater Charges Work Group	All	Dedicate a future meeting on Cost Allocation Project. Also, post meeting, SOCWA representative requested a video to be done on the Cost Allocation Project.	GLWA will convene a charges work group meeting to specifically to address the Cost Allocation Project. Target Complete Date: January 31, 2018 GLWA will consider creating a video on Cost Allocation. Target Completion Date: December 31, 2017.



EXECUTIVE SUMMARY

GROUP NAME: Wastewater Analytics Task Force

ATTENDEES: 26 Participants

MEETING DATE: August 4, 2017

MEETING TOPICS:

- Shares Assessment Resolution and Plans
- Partnering Survey Results - Metering
- More Metering in Detroit+
- Interim Wet Weather Operations Plan
- West Side Data Update
- Perry Street Pump Station Diversion
- Oakwood CSO Control Facility Metering
- Other CSO Facilities Potential Data
- Meter Replacement Status

REQUESTS TO GLWA ADMINISTRATION:

- Wayne County and DWSD representatives requested the creation of a protocol/policy for handling emergency operational flow adjustments including confidential options. This request does not represent a Task Force recommendation.

ACTION ITEMS:

- Report on ELT response to the Partnering Survey results, specifically Project Innovations' recommendations for questions #10 "GLWA is delivering the nation's best water and wastewater services in the area of metering". – Suzanne Coffey
- Notify Madison Ziems if Task Force members are interested in a separate meeting on the West Side data. – Task Force member
- Coordinate meeting of GLWA and Wayne County regarding meters – Vyto Kaunelis
- Provide information and analysis of the process used for estimating three days of flow during the November 13 – 14 main break in Oakland County. – GLWA



EXECUTIVE SUMMARY

GROUP NAME: Wastewater Best Practices Work Group

ATTENDEES: 26 Participants

MEETING DATE: August 16, 2017

MEETING TOPICS:

- Update on GLWA Initiatives
- Review of Wet Weather Events
- Update on Macomb County Research

REQUESTS TO GLWA ADMINISTRATION:

- None

ACTION ITEMS:

- Suzanne Coffey to follow up with Biren Sapia on CSO Basin flushing schedules to reduce impact on WRRF.
- WW Master Plan team to consider work group feedback and ideas as the WW Master Planning process moves forward.
- WW Master Plan team to provide updates at the October 18, 2017 meeting.
- Macomb County (Terry Moore/Brent Avery) to provide updates on Colilert -18 testing for *E.coli* and fecal coliforms.
- Jodi Peace to send out notification of Federal rules approvals.
- JT to contact Harrington Plastic to arrange presentation. Targeting October meeting.
- JT to contact Wayne County regarding meeting attendance.



EXECUTIVE SUMMARY

GROUP NAME: Water Management Best Practices Work Group

ATTENDEES: 14 Participants

MEETING DATE: August 23, 2017

MEETING TOPICS:

- Identify next steps for regional training opportunities
- Develop recommendations for a member scorecard for GLWA

REQUESTS TO GLWA ADMINISTRATION:

- The work group requests GLWA Leadership/Board to support outreach to the Drinking Water Advisory Board of Examiners (ABE) with the goal of having representation from the GLWA on the advisory board.

ACTION ITEMS:

- Follow up with ABE about board members, appointment terms, and meeting schedule.
- Madison to provide information regarding cost of the AWWA Customer Service training.
- Compile work group activities regarding water/wastewater training courses needed in the region.
- Email training course compilation 10 days prior to the September 27 meeting.
- Work group is working on the development of a Regional Training proposal for GLWA.
- JT to transcribe the work group recommendations into the scorecard format and distribute to the sub group (Eric Witte, Bob Jackovich, Madison Ziems).
- Sub group will review and edit scorecard.
- JT will email updated scorecard to work group for review/comment before Sept. mtg.
- Workgroup to finalize scorecard for September 28, 2017 One Water Partnering Mtg.



EXECUTIVE SUMMARY

GROUP NAME: Communication Work Group

ATTENDEES: 12 Participants

MEETING DATE: August 24, 2017

MEETING TOPICS:

- Review Boil Water Advisory FAQ and Templates
- Review updated GLWA Water Communication Tables

REQUESTS TO GLWA ADMINISTRATION:

- Create standard talking points for potential media questions posed to GLWA and Customers re: Lead & Copper Rules.
- GLWA take the lead on creating a plan to procure a portable water filtration system (FEMA type) to be used regionally in power/water outages.

ACTION ITEMS:

- Add information about where to post BWAs in template.
- Separate Do Not Use from Boil Water Advisory FAQ.
- Disseminate Boil Water Advisory information to all customers for review/feedback and post on GLWATER.org.
- Use current process table format and complete Sewer tables.
- Schedule meeting for late October to review feedback.
- Plan annual internal GLWA review of plan and process tables.



EXECUTIVE SUMMARY

GROUP NAME: Joint Water and Wastewater Charges Work Group

ATTENDEES: 58 Participants

MEETING DATE: August, 31, 2017

MEETING TOPICS:

- Provide feedback on draft GLWA Charges Strategy
- Learn status of GLWA Cost Allocation Project
- Receive update on Uniform Contract Reopener Effort

REQUESTS TO GLWA ADMINISTRATION:

- Dedicate a future meeting on Cost Allocation Project.

ACTION ITEMS:

- Provide a report-out on cost effectiveness of Cost Allocation Project.
- Provide periodic updates on the Cost Allocation Project.
- Make sure that DWSD is involved in the 360 degree review in the Cost Allocation process.
- Request for transparency within the Cost Allocation Project.
- Provide results of 1.1 (Salary & Wages) included in the financial budget plan within Cost Allocation.
- Need a forum to continue the discussion on Cost Allocation.
- Uniform Contract Adjustment: Water Charges Meeting on 9/12 will be devoted to this topic.



September 2017 Customer Outreach Requests

<u>Item #</u>	<u>Group</u>	<u>Member</u>	<u>Request</u>	<u>Response</u>
2017.09.07	Water Charges	All	Consider recommendations provided today when considering a uniform contract adjustment.	GLWA Chief Financial Officer will consider recommendations from the September 12th Charges meeting as Uniform Contract Adjustments are discussed. This will be a key item in the Charges Workshop agendas. Target Completion Date: January 31, 2018.
2017.09.08	Water Charges	All	Bring additional analysis for discussion to the 9/19/17 Water Analytical Work Group Meeting: Load duration curve analysis, potential revenue requirement shift analysis, provide a range for the adjustment, and consider max day customer ability to revise max day and peak hour values.	Additional analysis was completed and brought to the Analytical Work Group on September 19th.
2017.09.11	AWG - Water Analytical Work Group	All	Consider concerns and feedback received regarding Uniform Contract Adjustment process and discuss at the 9/28/17 One Water Partnership Session.	GLWA has requested that customers come together for an intensive exploration of charge allocation in a series of meetings that have been scheduled dedicated to the management of stability and equity in charge allocation. No further action is required at this time.
2017.09.22	Public Education Work Group	All	Please provide clarification on whether wholesale customers should be called "customer communities" or "member communities" in materials created.	The one water partnering agreement defines member as, "The members of this partnership include GLWA, its staff and Board of Directors, and all GLWA wholesale customers ("Customers"), the City of Detroit ("Detroit"), the Michigan Department of Environmental Quality ("MDEQ"), the Southeast Michigan Council of Governments ("SEMCOG"), and consultants representing any of the foregoing members (collectively, "Members")". Therefore all correspondence referring to any of the above should be referenced as "member", unless specific clarification is required. Target Completion Date: December 7, 2017



EXECUTIVE SUMMARY

GROUP NAME: Water Charges Work Group

ATTENDEES: 62 Participants

MEETING DATE: September 12, 2017

MEETING TOPICS:

- Review Uniform Contract Adjustment
- Discuss Potential Revisions to Align All Contract Reopener Schedules

REQUESTS TO GLWA ADMINISTRATION:

- Consider recommendations provided today when considering a uniform contract adjustment.
- Bring additional analysis for discussion to the 9/19/17 Water Analytical Work Group Meeting:
 - Load duration curve analysis
 - Potential revenue requirement shift analysis
 - Provide a range for the adjustment.

ACTION ITEMS:

- Provide additional analysis at the 9/19/17 Water Analytical Work Group Meeting (see above).
- Continue discussion regarding potential revisions to align contract reopener schedules.



EXECUTIVE SUMMARY

GROUP NAME: Water Analytical Work Group

ATTENDEES: 56 Participants

MEETING DATE: September 19, 2017

MEETING TOPICS:

- Uniform Contract Adjustment
- Summer Usage and Exceedance Process Review
- Update on Potential New Customers
- Update on 14 Mile Rd. and Downriver Transmission Systems
- Communication Plan and Process Table Review

REQUESTS TO GLWA ADMINISTRATION:

- Consider concerns and feedback received regarding uniform contract adjustment process and discuss at the 9/28/17 One Water Partnership Meeting.

ACTION ITEMS:

- Charlie Fleetham will present feedback on uniform contract adjustment to Sue McCormick.
- Jon Wheatley will use 900 MGD for system peak usage when calculating customer demand trends.
- Vyto Kaunelis, Jim Taylor, Carrie Cox and Tim Kuhns will lead a subcommittee on system peak usage projection analysis for future years.
- The Water Analytical Work Group will provide feedback on transmission system redundancy to Tim Kuhns.
- The 11/1/17 work group meeting will be focused on exceedance reviews.



EXECUTIVE SUMMARY

GROUP NAME: Public Education Work Group

ATTENDEES: 11 Participants

MEETING DATE: September 20, 2017

MEETING TOPICS:

- Outreach and GLWA Public Affairs Update
- SWIPP (Surface Water Intake Protection Program) Public Education and Outreach to Upstream Areas
- Outreach Program Brochure and FAQs (Frequently Asked Questions)
- Operation Clean Water articles

REQUESTS TO GLWA ADMINISTRATION:

- Please provide clarification on whether wholesale customers should be called “customer communities” or “member communities” in materials created.

ACTION ITEMS:

- Contact Conservation Districts, Drain Commissioners and others in upstream area to understand public education efforts currently underway that are consistent with SWIPP messaging.
- Make discussed changes to Outreach Program Brochure and FAQs and publish updated drafts for final review.
- Work on Operation Clean Water articles for Microcystin Monitoring, Wastewater Master Plan and RTB Performance Summary for Recreation Season.



EXECUTIVE SUMMARY

GROUP NAME: Asset Management/CIP Work Group

ATTENDEES: 30 Participants

MEETING DATE: September 26, 2017

MEETING TOPICS:

- CIP Survey Summary Report
- Wastewater Asset Management Plan
- Michigan Infrastructure Asset Management Pilot
- Inaugural Construction Work in Process Report and Finance Update
- Other updates
 - GLWA CS-198 Asset Management Planning RFP
 - Level of Service (LOS) & Key Performance Indicators (KPI)
 - Capital Work Process Project
 - 2019-2023 CIP Water & Wastewater Review Committee
 - 2018-2022 CIP Web Viewer in WAMR & GDRSS

REQUESTS TO GLWA ADMINISTRATION:

- None

ACTION ITEMS:

- Jody is continuing to follow-up on the feedback from the July Asset Management and CIP Breakouts. Responses are in process and being finalized for presentation in the next AM/CIP meeting on October 24.
- The Level of Service / KPI topic will be addressed as part of the overall strategic planning process.
- Follow up to the July Procurement Presentation breakout will be addressed as part of the QBS Workshops scheduled for October 23rd at Walsh College.
- During his discussion of the Michigan Infrastructure Asset Management Pilot, Carmine Palombo asked that all communities participate in the pilot that will end in April of 2018.
- Following an introduction to the Inaugural Construction Work in Process (CWIP) Report, Nickie Bateson requested that all Work Group members take the action to review the CWIP and prepare questions for a follow-up discussion in the October meeting. Jeff will solicit questions via email from the Group in early October.
- The October 24 meeting will focus on a first look into the projects and status of the 2019 -2023 CIP.



EXECUTIVE SUMMARY

GROUP NAME: Water Management Best Practices

ATTENDEES: 11 Participants

MEETING DATE: September 27, 2017

MEETING TOPICS:

- Partner Outreach Scorecard Review and Updates
- One Water Partnering Agreement
- One Water Partnering Meeting
- Facilitation RFP and PI's Role and Timeline
- Customer Outreach Facilitation Training Program
- Underground Utility Marking – Use of GIS and Law Changes
- State of Michigan Certification Board Requirements (Drinking Water and Municipal Wastewater)
- State of Michigan Advisory Board of Examiners (ABE) List for Drinking Water Treatment and Distribution

REQUESTS TO GLWA ADMINISTRATION:

- None

ACTION ITEMS:

- Charlie Fleetham to update the Scorecard to reflect the workgroup's suggested changes: a large box in each of the Grade columns for each category and changing the Employer Choice category to Staff Interactions.
- Jim Taylor will follow up with Jeff Castro (YCUA, ABE Board Member) regarding ABE considerations and direction.
- JT to send the workgroup members the State of Michigan information regarding the Certification Boards for Drinking Water and Municipal Wastewater.
- JT to send the workgroup members the Advisory Board of Examiners Drinking Water Treatment and Distribution information.
- JT to update the workgroup's statement of need for regional training document and distribute for comments prior to the next meeting.



EXECUTIVE SUMMARY

GROUP NAME: One Water Partnership

ATTENDEES: 79 Participants

MEETING DATE: September 28, 2017

MEETING TOPICS:

- Review Integrated One Water Partnering Agreement
- Review Partnering Survey Results
- Review and Discuss Uniform Contract Adjustment
- Review and Discuss Outreach Transition
- Review and Discuss Facilitation Training Plan
- One Water Partnering Agreement Signing

REQUESTS TO GLWA ADMINISTRATION:

- None

ACTION ITEMS:

- To distribute the Partnering Agreement and Highlight Video.