



June 2017 Customer Outreach Requests

<u>Item #</u>	<u>Group</u>	<u>Member</u>	<u>Request</u>	<u>Response</u>
2017.06.01	WATF - Wastewater Analytics Task Force	OCWRC	Reopen the calculation of the proposed sewer shares for analysis of data anomalies as submitted by members (e.g. water main break data/evaporative industrial use, etc.)	The shares discussions concluded on 6/7/17 with the Board approval. Any significant anomalies may be brought to the Wastewater Analytics Task Force for consideration. In light of these factors, no further action needed at this time.
2017.06.02	WATF - Wastewater Analytics Task Force	Allen Park	Request to sample Allen Park flows prior to Board approval of sewer shares.	The Board directed the preparation of a sampling plan for the next round of share updates. The preparation of that plan is underway and Allen Park may be sampled as part of that plan. Therefore, no further action at this time.
2017.06.03	WATF - Wastewater Analytics Task Force	All	Conclude negotiations on sewer MOU with Wayne County.	Prioritize this effort to bring to conclusion as soon as possible. GLWA continues discussions with Wayne County and has contacted its customer representatives to organize a meeting to conclude negotiations. Laurie Koester and Suzanne Coffey will participate in this meeting and negotiations to finalize the MOU.
2017.06.04	Sewer Charges	All	Request rate year without controversy.	GLWA has implemented a process to engage members early in the discussions. Sustaining this current course of collaboration with members, including early member involvement and shared decision making, would minimize controversy. No further action at this time.
2017.06.05	Sewer Charges	All	National experts come in before GLWA policy and technical work to overview current / future standards of practice.	GLWA Administration supports the request to include national experts in the review of technical and policy work. We will provide a leader assigned from the CFO and CPO to arrange this activity with facilitation from our third party facilitators.
2017.06.06	Water Charges	All	Request rate year without controversy.	GLWA has implemented a process to engage members early in the discussions. Sustaining this current course of collaboration with members, including early member involvement and shared decision making, would minimize controversy. No further action at this time.



EXECUTIVE SUMMARY

GROUP NAME: Wastewater Analytics Task Force

ATTENDEES: 25 Participants

MEETING DATE: June 2, 2017

MEETING TOPICS:

- Strategic/GLWA Initiatives
- Shares Assessment Plan Update
- Discuss Recommendation for More Metering in D+
- Meter Maintenance
- GDRSS Good Metering Practice Analysis & Support
- Oakwood CSO Control Facility Metering
- WTUA Separation Plan – Timeline and Progress
- Meter Replacement Status: WM-S-1 and WC-S-1
- Opportunity for Regional Collaboration

REQUESTS TO GLWA ADMINISTRATION:

- Customer - Melvindale - Reopen the calculation of the proposed sewer shares for analysis of data anomalies as submitted by customers (e.g. water main break data/evaporative industrial use, etc.).
- Customer Request - Allen Park - Sampling of Allen Park's flows prior to Board approval of sewer shares.
- Task Force - Conclude negotiations on sewer MOU with Wayne County to facilitate installation of sewer meters.

ACTION ITEMS:

- Form a subcommittee to study/recommended expansion of D+ metering. (Chandan Sood)
- In Wastewater Charges work group, explore if commercial areas deliver different strength of flows ... study as potential allocation factor (Charlie Fleetham to introduce on agenda)
- Document proposed protocol for customers to provide upstream meter data to GLWA (Chandan Sood)
- Prepare list of pump stations/CSO Basins for potential data reviews. (Phil Brink)



EXECUTIVE SUMMARY

GROUP NAME: Sewer Charges Work Group

ATTENDEES: 32 Participants

MEETING DATE: June 22, 2017

MEETING TOPICS:

- Wastewater Master Plan Update
- Summary of Changes to Sewer Charges
- Customer Input into GLWA Charges Strategy
- Recommended Customer Involvement in Cost Allocation Project

REQUESTS TO GLWA ADMINISTRATION:

- Propose that we have an upcoming rate year without controversy.
- Nation experts to come in before GLWA policy and technical work to overview current/future standards of practice.

ACTION ITEMS:

- Provide a trend analysis of what emerged in share sampling before the new sampling plan is launched. Share results at upcoming Sewer Charges meeting.



EXECUTIVE SUMMARY

GROUP NAME: Water Charges Work Group

ATTENDEES: 43 Participants

MEETING DATE: June 22, 2017

MEETING TOPICS:

- Perspective on Water Charges
- Future Strategic Challenges
- Customer Input into GLWA Charges Strategy
- Financial Services Update
- Cost Allocation Project
- Alternatives to Modify Out of Sequence Contracts
- Units of Service Project

REQUESTS TO GLWA ADMINISTRATION:

- Proposed that we have an upcoming rate year without controversy.

ACTION ITEMS:

- None



July 2017 Customer Outreach Requests

<u>Item #</u>	<u>Group</u>	<u>Member</u>	<u>Request</u>	<u>Response</u>
2017.07.01	Communication Work Group	All	Have risk management review FAQ for boiled water advisories.	Comments from the draft Boil Water Advisory Frequently Asked Questions will be compiled by the Water Quality Manager and reviewed by Risk Management for final approval before they are finalized.
2017.07.02	Communication Work Group	All	Develop a way to text all users of incidents.	The Public Affairs group will identify options for sending text messages to users regarding emergency incidents. GovDelivery, an already established media portal, will be considered for this purpose.
2017.07.03	Communication Work Group	All	Debrief meetings after system wide events.	Debrief meetings will be hosted by GLWA staff in a timely manner after each unplanned major event. The meeting will include a formal debrief process with documentation to include what went right, what went wrong, and ways to improve next time. The meeting attendees will include communities affected by the specific event and the Communications Work Group.
2017.07.04	Public Education Work Group	All	Partner with SEMCOG, Cranbrook Institute of Science and other regional stakeholders to create and disseminate regional water resources messaging.	Staff will meet with Cranbrook to discuss the opportunities for collaboration.



EXECUTIVE SUMMARY

GROUP NAME: Communication Work Group

ATTENDEES: 16 Participants

MEETING DATE: July 13, 2017

MEETING TOPICS:

- Boil water Advisory Templates and FAQ
- GLWA Draft Communication Plan and Tables

REQUESTS TO GLWA ADMINISTRATION:

- Have risk management review FAQ for boil water advisories.
- Develop a way to text all users of incidents.
- Debrief meetings after system-wide events.

ACTION ITEMS:

- Have risk management/legal review any protocol or procedure for legality.
- Consider developing a manual to share with staff in member communities of protocols and procedures.
- Add FAQ topics related to businesses. (Madison Ziems)
- Update BWA FAQ with BWA suggested inputs. (Madison Ziems)
- Attendees to review communication tables and provide input to Madison Ziems before the next meeting.
- Update BWA announcement per requirements. (Michelle Zdrodowski)



EXECUTIVE SUMMARY

GROUP NAME: Water Analytical Work Group

ATTENDEES: 63 Participants

MEETING DATE: July 18, 2017

MEETING TOPICS:

- Procurement Presentation
- Canton Township Smartwater Tools
- Units of Service Update
- WAMR Update

REQUESTS TO GLWA ADMINISTRATION:

- None

ACTION ITEMS:

- GLWA Procurement Team to review feedback and provide responses at the next AWG Meeting.
- Units of Service System Audit Workshop to be planned for September 19 after the AWG Meeting.



EXECUTIVE SUMMARY

GROUP NAME: Public Education Work Group

ATTENDEES: 13 Attendees

MEETING DATE: July 19, 2017

MEETING TOPICS:

- Outreach Updates (GLWA Workgroups and Public Affairs)
- Surface Water Intake Protection Program (SWIPP)
- Regional Water Campaign / Messaging Initiatives
- Operation Clean Water (IPP, WRAP, Green Infrastructure, RTB Performance)
- GLWA Outreach FAQ

REQUESTS TO GLWA ADMINISTRATION:

- Partner with SEMCOG, Cranbrook Institute of Science and other regional stakeholders to create and disseminate regional water resources messaging.

ACTION ITEMS:

- Distribute four public education brochures to GLWA member communities.
- Open a dialogue with upstream Drain Commissioners and Public Health Departments to learn about their public education activities that support SWIPP messaging.
- Develop draft components of Outreach FAQ.



EXECUTIVE SUMMARY

GROUP NAME: Asset Management & CIP Work Group

ATTENDEES: 28 Attendees

MEETING DATE: July 25, 2017

MEETING TOPICS:

- CIP Update (Survey feedback, Proposed changes, Process development, Schedule)
- Asset Management Update (Hydrant program, Interceptor program, Facility prioritization)

REQUESTS TO GLWA ADMINISTRATION:

- None

ACTION ITEMS:

- CIP Survey Feedback results will be consolidated and discussed at the next work group meeting.
- Group consideration of Level of Service requirements and KPI's will be scheduled as an agenda topic at the next meeting.