



November 2017 Customer Outreach Requests

| <u>Item #</u> | <u>Group</u> | <u>Member</u> | <u>Request</u> | <u>Response</u> |
|---------------|-----------------------------------|---------------|---|--|
| 2017.11.01 | AWG - Water Analytical Work Group | All | Requesting that GLWA consider leading a regional effort to meet with DTE to address power outages that cause damage to water and sewer systems in the region. | GLWA Water Operations will lead a team to work with DTE to address regional power issues related to water and sewer infrastructure. Target Completion Date: February 28, 2018 (for group to be developed and meetings initiated) |
| 2017.11.02 | AWG - Water Analytical Work Group | All | Conduct a technical review of the 14 Mile Rd. main break with customers. | GLWA will meet with members impacted by the 14 Mile main break as part of the overall GLWA After Action plan. Completed Date: January 9, 2018 |

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



EXECUTIVE SUMMARY

GROUP NAME: Analytical Work Group

ATTENDEES: 45 Participants

MEETING DATE: November 1, 2017

MEETING TOPICS:

- Exceedance reviews – Ferndale, Hazel Park, Harrison Township
- Update on Springwells Water Treatment Plant rehabilitation
- Update on 14 Mile Road main break
- Update on next steps in Units of Service Study

REQUESTS TO GLWA ADMINISTRATION:

- Requesting that GLWA consider leading a regional effort to meet with DTE to address power outages that cause damage to the water and sewer systems in the region.
- Conduct a technical review of the 14 Mile Road main break with customers.

ACTION ITEMS:

- Jim Taylor will ask the Water Management Best Practices Work Group to consider addressing "Best Practices in Storage Operations" with an emphasis on redundancy.
- Jim Taylor will ask the Water Management Best Practices Work Group to discuss whether there is merit in monitoring peak season performance real time and addressing it as it occurs. If the work group concurs, then Jim will bring it back to the AWG before submitting the request to GLWA administration.