

February 8, 2019

Mr. Brian Baker
Board Chairman
Great Lakes Water Authority (GLWA)
735 Randolph Street
Detroit, MI 48226

RECEIVED
GLWA CEO'S OFFICE
2019 FEB 26 AM 11:55

Re: Waste of Tax Payers money and departmental inabilities and Mess.

Mr. Baker

I have been working in the department for a long time and enjoy the pay check. However, I would like to bring it to your and entire boards attention the inefficiencies and chaos in the department. Looks like department is run by inexperienced people and finance department.

*The finance department is interfering with the core business units. There are many deficiencies in procurement process, bidding, contracts, purchase orders, **delays**, documents not complete, left up to vendors & suppliers to interpret. Similarly, accounting does not communicate with operations and do not understand the wastewater and water operations, processes, costing structures and subsequent delays, cost overrun. There is lot of administrative (accounting, analyst, evaluators etc) hiring in the department and does not add any values and these people have no clues about running public utility. Infrastructure is falling apart, and department is busy in politics. Employee morale is low, frustrated and feels like not a good place to work.*

To streamline the process; finance, accounting and procurement department should be fixed and headed by different leaders.

Very truly yours,

Frustrated employee and customer

Copy to Detroit News and board members