

April-2020

To- Board of Directors of the Great Lakes Water Authority

Honorable Board Members,

The status of your organization is described below.

Relationship with Vendors

GLWA has been identified as the most difficult Michigan utility to work with as determined by the following,

- International Brotherhood of Electrical Workers
- Michigan Mechanical Contractors Association
- Association of Consulting Engineering Companies

Procurement Department

GLWA has largest procurement department of any North American water utility. Why this inefficiency? Why is it so difficult to acquire vendors who wish to work with GLWA?

Management

Department and project managers have failed at previous employers yet are in leadership positions at GLWA. These managers have personal vendettas in the industry and exercise those vendettas while working for GLWA. Every GLWA vendor knows which competitors are being punished by GLWA managers from past relationships.

Senior management turns their head at mismanagement within each facility rather than address abuse and incompetence. Senior managers do not even visit some facilities to avoid facility managers. What kind of management ignores such substantial problems?

GLWA's human resource manager is suing GLWA for speaking out due to mismanagement.

Is this a world class utility?