Office of the Interim
Chief Executive Officer
735 Randolph Street, Suite 1900
Detroit, Michigan 48226

November 18, 2021

The Honorable
Board of Directors
Great Lakes Water Authority

Dear Chairperson Zech and Directors:

Regarding: Interim CEO's Report – November 18, 2021

As you are aware, on October 31, 2021, GLWA experienced a break on a 48-inch water transmission main along 14 Mile Road near Drake in Farmington Hills. Our Field Service Crews and their contractors responded immediately and began working to isolate the break, which occurred on a 20-foot length of pipe, in order to effectuate a repair. Although an initial isolation was achieved, it did not hold and crews developed a solution involving the installation of two line stops. Due to the size and slightly odd shape of the pipe, specialty fabrication of the pieces of the line stops were required to ensure a proper fit. These fabricated line stops were being installed as I finalized this report. Once this is complete, crews will dewater the break site and finish the repair.

I want to point out that to assist us in coordinating our response, GLWA immediately opened its Emergency Operations Center (EOC), as did our partner, Oakland County. Thanks to the strong cross collaboration of these two EOCs, we have been in lockstep in our response and able to keep all parties informed of our activities and garner any assistance needed to maintain service for everyone, albeit at lower-than-normal pressures. A special thanks to everyone involved for their hard work and commitment to pushing us through this situation.

Continuing along the theme of strong collaboration with our member partners, I want to share with you two events that occurred recently. First, is a tour of our Freud and Conners Creek Pump Stations for more than 20 of our member partners and representatives of their technical/operational teams, and included a comprehensive overview of pump station operations, as well as a first-hand look at all of the equipment within the stations. There were a number of very good questions posed to Chief Operating Officer-Wastewater Operating Services Navid Mehram and myself, and I believe that attendees departed with a better understanding of these pump stations and the roles they play in our response to wet weather.

The other event I want to call out is our collaboration with Oakland County Water Resources Commissioner Jim Nash on his annual Stormwater Summit. Due to the constraints of COVID-19 and the limits they have placed on large in-person events, we were able to open up our Public Affairs Studio and assist Commissioner Nash in producing the first-ever virtual summit, where he and members of his staff and other esteemed guests were able to deliver a half-day of important and valuable information through a live-stream format via our studio.

Now that we have successfully completed one such event, I am excited to open this opportunity for live streaming events up to other member partners to explore for their communication needs.

As I have mentioned to you since my appointment, one of my key areas of focus is recruiting and retention of GLWA team members – both in the immediate and long term. For the last several years our Organizational Development Group has been taking part in Manufacturing Day which is put on annually by Wayne County. Each year on this day we are given the opportunity to expose middle and high school students to careers that are available in the water sector through visits to our facilities (pre-COVID-19) and discussions with team members about the value of the jobs they do and the impact they have on public health. This is a wonderful opportunity and really is a great tool in our long-view approach to recruiting. For more information on this year's virtual event, please see the Organizational Development section of this report on Page 20.

Finally, I am excited to recognize the Information Technology Group for recently being honored with an award from Government Technology magazine for GLWA's IT Security Risk Reduction Program. My heartfelt thanks to the entire IT Group for all that they do to keep our organization safe from the many dangers that exist in the cybersphere!

PLANNING SERVICES

Asset Management Group (AMG)

The AMG continues to work diligently on the development of the Water Asset Management Plan. One of the tasks being undertaken during its development is a visual condition assessment of GLWA assets by GLWA's consulting engineer, Jacobs. During several workshops, GLWA team members collaborated to rank facilities, process areas and asset types by criticality within the water system. The resulting list of approximately 2,000 GLWA assets located at five booster pumping stations and at all five water treatment plants was then placed on a schedule for inspection. This list also included water treatment plant assets specifically requested by Michigan Department of Environment, Great Lakes and Energy. The Jacobs team began performing the visual condition assessments of these critical water assets at facilities in October and will be completed in November. GLWA operators and team leaders are assisting the assessors with locating assets, operating them when possible, and providing valuable operational information for a complete understanding of operational issues.

Facility	Proposed Date	Asset Count
Booster Pump Stations (Biren Saparia/Justin Woods/Shondell Daniel)		**271**
West SC BPS	Monday, October 4, 2021	59
Franklin BPS	Tuesday, October 5, 2021	47
Imlay BPS	Wednesday, October 6, 2021	65
Joy BPS	Thursday, October 7, 2021	40
Adams BPS	Friday, October 8, 2021	60
Northeast WTP (Lashone Bedford/Candice Hobson)		**237**
Chemical Feed & Disinfection Systems	Monday, October 11, 2021	64
Filtration System & Common Support	Tuesday, October 12, 2021	81
High / Low Lift Pumping	Wednesday, October 13, 2021	49
Residuals / Settling Systems / Electrical Dist.	Thursday, October 14, 2021	43
Springwells WTP (Matt Mangatt/Kieyona Jackson)		**287**
Chemical Feed & Disinfection Systems	Friday, October 15, 2021	71
Filtration System	Monday, October 18, 2021	70
Filtration, High / Low Lift Pumping & Settling	Tuesday, October 19, 2021	66
Electrical Distribution / Common Support	Wednesday, October 20, 2021	80

PLANNING SERVICES (continued)

In addition, the Jacobs team is accompanied by an AMG team member who is using this opportunity to place new asset tags on each of the assets. These tags provide information from GLWA's Work and Asset Management system including a scannable QR-Code and base asset data information. These tags will be extremely beneficial for use with GLWA's new enterprise asset management system, NEXGEN.





Every team member's participation with effort is greatly appreciated. The resulting information will be valuable in the development of the tactical water asset management plan and the resulting recommendations.

Capital Improvement Planning Group (CIP)

The CIP Delivery team's extensive efforts and hard work over the past six months flourished in October with the release of the first discussion draft of the FY 2023 - 2027 CIP plan. In addition, the plan was presented to members of the Executive Leadership Team, the Board of Directors Capital Planning Committee, and the Member Partners in the Charges Rollout Meeting #1. This tremendous effort would not have been possible without the collaboration and support from team members across the organization. GLWA is requesting stakeholder comments by November 19, 2021. While awaiting comments on this first discussion draft, the CIP Group is working on developing the next version. Discussion draft number two will be presented to the Capital Planning Committee on December 14, 2021. Several sections, such as the Financial, Validation, Acknowledgement Page, etc., are intentionally left blank within this version.



Water Photo "Lake Huron WTP" - submitted by Erich Kramp

Additionally, GLWA's internal CIP online portal enhancements are planned to start in November, which will improve the flow of data between the CIP Group and GLWA Water and Wastewater Engineering Groups.

PLANNING SERVICES (continued)

Last month the CIP Group launched the first-ever CIP Plan photo cover contest. All members of the CIP delivery team got an opportunity to vote on the best water and wastewater photos for the FY 2023 - 2027 Capital Improvement Plan. Congratulations to both Mini Panicker and Eric Kramp for submitting the photos which received the highest votes. Thank you to everyone who participated by submitting or by voting. Stay tuned for the cover design to be presented in discussion draft number two.

The CIP Group, with support from AECOM, made measurable progress on Change Management and the Program Management Plan (PMP). PMP chapters, especially Chapter 10 Procurement, progressed last month.



Wastewater Photo "Lowering control gate into Grand Connection Tunnel" - submitted by Mini Panicker

The team is actively working on completing this chapter and compiling the completed chapters for rollout. Furthermore, a Roles Townhall was held with directors and managers to launch the new roles in the CIP delivery teams, including Controls, Assurances, Technical Management Leaders, and Life Cycle Project Managers.

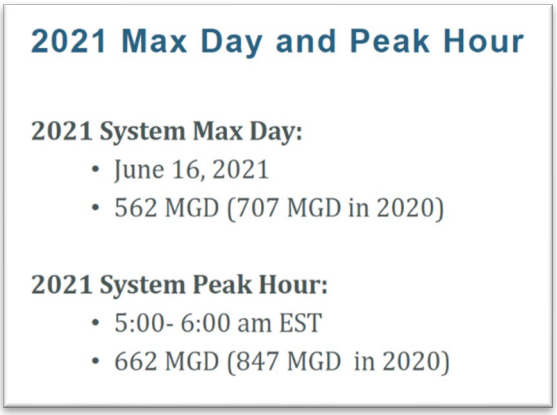
Finally, the Project Management Information System (PMIS) round one evaluations, which are intended to finalize minimum qualifications for the PMIS, were completed in October. The PMIS second round evaluations will begin in November.

Systems Planning Group

Planning for 2022 is well underway for the Member Outreach Team! We have established our 2022 meeting dates and are looking forward to rolling those out and to begin planning content for each work group meeting. At the request of the One Water Co-Chairs, we are working towards a month of no meetings in December. We hope this concept resonates well with our members.

The co-chairs met on November 5th to discuss on-going initiatives, review the 2021 Scorecard and plan for the November 30th One Water Partnership meeting. Currently, the November One Water Partnership meeting will focus on the scorecard results, upcoming water model contract reopeners, and an opportunity for members to express their visions for the future of GLWA. We hope you are able to join us!

PLANNING SERVICES (continued)



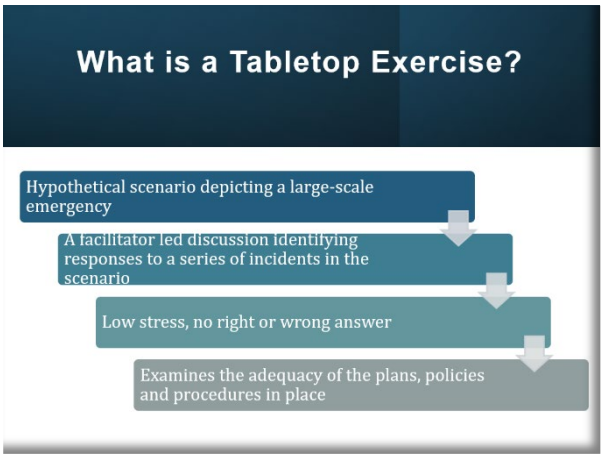
The Water Analytical Work Group (AWG) held its final meeting of the year to review the contract exceedances from this past summer. The City of Inkster was the only member partner to exceed on the system max day, which was due to a water main break. The AWG concurred with the Contract Negotiation team's recommendation that no corrective action is needed. The City of Inkster shared a presentation with the group and walked through the details of locating and repairing the main break and associated lessons learned. The group also heard an update on the Transmission Main Metering concept from Black & Veatch. The work group meeting concluded with planning for 2022, discussing an emphasis on member partner experiences and projects to be brought before the group on a more regular basis. The next AWG meeting is scheduled for February 1, 2022.

The Fiscal Year 2023 Charges Rollout is well underway, please see the schedule below:

- Charges Rollout Meeting #1 – Capital Improvement Plan
  - Tuesday, November 9, 2021
- Charges Rollout Meeting #2 – Units of Service Update
  - Tuesday, November 16, 2021
- Charges Rollout Meeting #3 – Proposed FY 2023 Revenue Requirement and Charges
  - Thursday, January 6, 2022
- Charges Rollout Meeting #4 – Feedback on Service Charges and Review of Proposed FY 2023 Revenue Requirements
  - Thursday, January 20, 2022

The Communication & Education Work Group met on October 14th to review some public education materials that are currently in draft form. The group provided their feedback, and the materials will be distributed to the full membership soon. As a reminder, GLWA posts a multitude of public education resources on our webpage under the "Member Partner Resource" tab. The group also learned about GLWA's efforts to monitor Harmful Agal Blooms (HABs).

PLANNING SERVICES (continued)



The Water Management Best Practices group rounded out their last meeting with hearing from GLWA's Critical Infrastructure Manager, Walter Davis, who shared his perspective on how to effectively host and run tabletop exercises to prepare for emergency situations. The meeting concluded with planning for 2022.

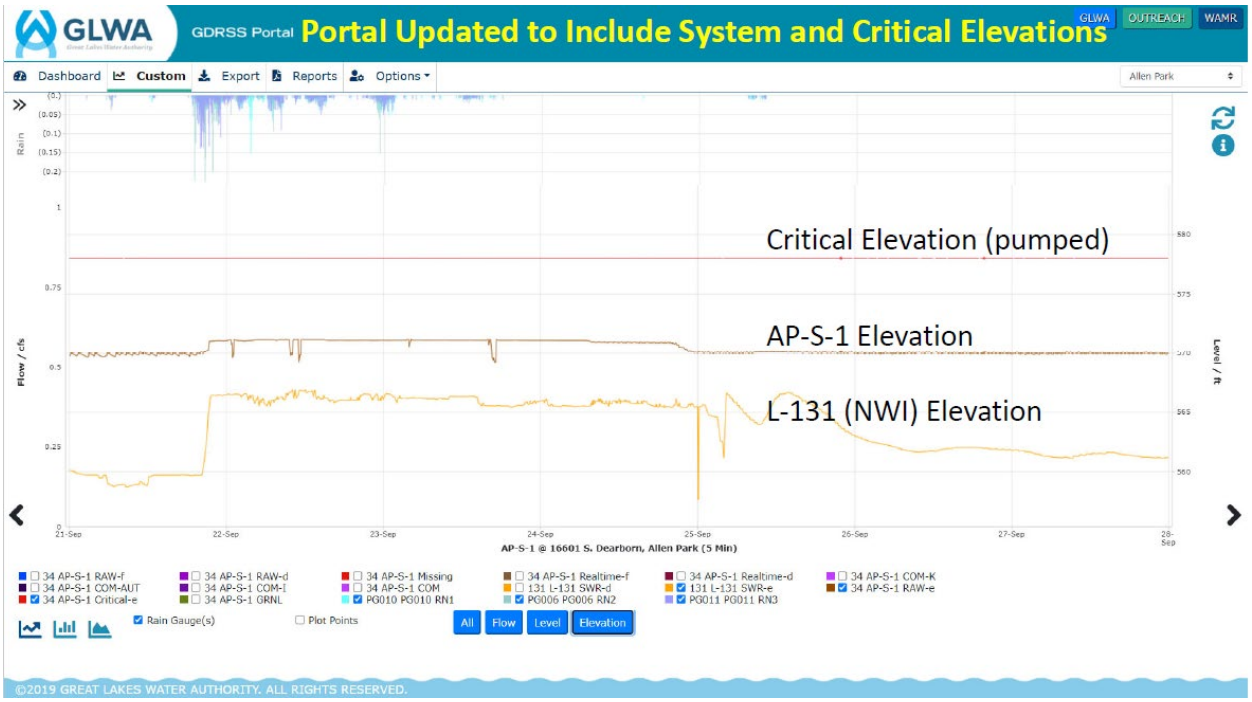
The October 13, 2021, Wastewater Best Practices (WWBP) work group meeting began with an announcement that participants in the May 12th WWBP meeting will receive 0.2 Continuing Education Credits from EGLE. Next, members shared lessons learned from recent events and discussed how phone calls received from Biren Saparia of GLWA in advance of the September 21-22 rain event, where he shared information about the status of GLWA facilities, was a step towards improved coordination of regional operations. This was followed by a presentation from Pete Trombley of the Southeast Macomb Sanitary District (SEMSD) and Kyle Seidel of Anderson, Eckstein and Westrick (AEW) on the Milk River Drainage District Flushing System. To close the meeting, members were asked to rate their level of interest in a list of potential future meeting topics that they generated to help plan content for the 2022 series of meetings. The next meeting is scheduled for January 26, 2022.

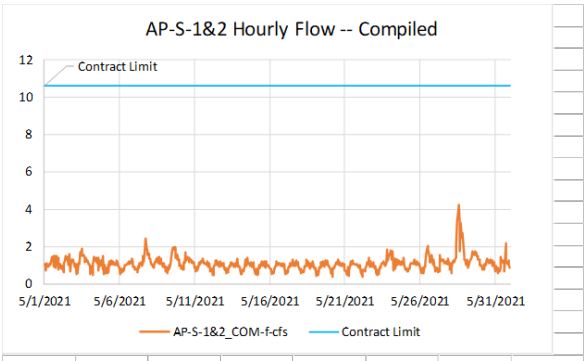
October 2021 Member Outreach Meeting Attendance	
Meeting	**# Attended**
Wastewater Best Practices Work Group (10/13)	29
Communication & Education Work Group (10/14)	17
Water Management Best Practices Work Group (10/20)	10
Water Analytical Work Group (10/28)	64

Systems Analytics and Meter Operations Group (SAMO)

In June 2021, SAMO group was asked to begin developing charts to support the sewer model contract efforts. The information requested included hourly flows, contract limits and Hydraulic Grade Levels (HGLs) at a member meter locations. The conversations have pointed toward reviewing this type of data annually with members. Although the sewer model contract discussions are ongoing, SAMO is working to provide the information and related metrics as optional charts/tables in the Greater Detroit Regional Sewer System (GDRSS) portal. At the November 4th Wastewater Analytical Task Force meeting, we demonstrated the charts (see below), using existing data as is currently available. The presentation was well received. Those in attendance suported the idea of reviewing this performance data once per year.

PLANNING SERVICES (continued)





Statistics calculated for compiled flow data only		
Contract Limit	10.6	cfs
Peak Hourly Flow Rate	4.25	cfs
Hours above Contract	0	hrs
Volume above Contract	0.0	mcf
Total Volume	2,889	mcf
% Vol. above Contract	0.0%	

Figure: Contract Limit vs Member Flowrate Comparison Chart

The SAMO group continues its progress working on wholesale water meter pit rehabilitation and meter replacement program. The scope of work includes renewal of 58-meter pits with metering and/or meter pit condition concerns. Last month, coordination meetings were held with the City of Flint, City of Hazel Park, and City of Melvindale. The planned work has been completed at 47 of the meter pit locations and is underway at another three locations.

PLANNING SERVICES (continued)

SAMO continues its progress working on the sewer meter upgrade and replacement program. Currently the group is working on Wayne County Rouge Valley Sewage Disposal District meters WC-S-1, WC-S-2, and WC-S-3. The construction work has been completed at all three sites and the team is working on commissioning the meters.

WASTEWATER OPERATING SERVICES

Wastewater Operations

Water Resource Recovery Facility (WRRF) operations complied with the Water Quality Standards for October 2021.

Maintenance

The replacement of the pull-out assembly for Main Lift Pump #1 commenced in October and has been progressing well. The old pull-out assembly has been removed and the new one will be installed in early November.

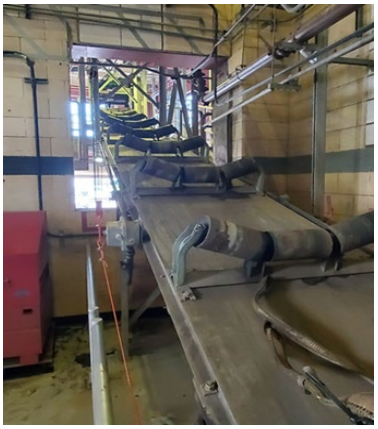


The old pull-out assembly for Main Lift Pump #1 was rigged to the overhead crane in preparation for removal.

After the pull-out assembly is installed, the shaft will be reassembled, the motor will be remounted, and all components will be properly aligned with an expected completion date at the end of November. The replacement of the pull-out assembly for Main Lift Pump #1 will maintain the plant's ability to meet required permit capacities and will provide more flexibility in plant operations.

WASTEWATER OPERATING SERVICES (continued)

The month of October provided a window of dry weather long enough to perform a complete refurbishment of the sky belt at Pump Station 1. This belt collects the grit removed by the grit flights and moves it to the offload building. If the pump station was in service while this belt was out of service for repair, personnel would be required to physically move grit from both grit flights to the offload building. The dry weather period allowed us to put Pump Station 1 on standby for the duration of the 3-day, around-the-clock refurbishment. Additionally, the old-style rollers were replaced with a sealed bearing design to mitigate the need to externally grease the rollers which will improve the reliability of the sky belt in the future.





The old rollers and belts were replaced for the sky belt before a critical failure.

Process Control Center (PCC)

Control System Alarm Optimization

The WRRF Control System is a large system consisting of over 120,000 unique data points. These points correlate to the physical state of the treatment process or equipment. They are used to render graphics, control equipment, and provide alerts.

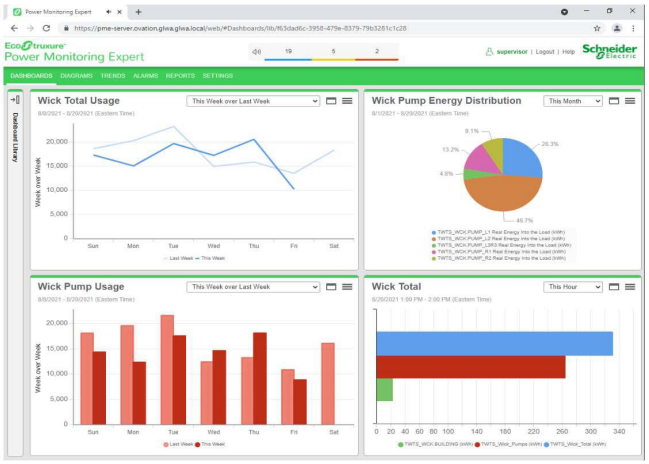
The Process Automation and Control System (PACS) Team has started the process of optimizing the alarms at the WRRF. Trauma analyses were generated to initially reduce the number of alarms by remediating the worst offenders. This effort has reduced the number of alarms by 83%.

Alarm rationalization is the next step in the process. Each alarm is identified, justified, and reviewed for quality and consistency. The alarms are being grouped by process area and assets. A hierarchy of priorities was established and assigned to each alarm. Each high-priority alarm will be evaluated using an alarm response procedure. The alarm response procedure includes evaluating the potential cause of the alarm, confirmation of cause, the consequence of inaction, and corrective action.

WASTEWATER OPERATING SERVICES (continued)

Power Metering Expert (PME) Software Server Upgrade

The PME server aggregates data from the power meters located in electrical substations throughout GLWA. The energy data drives graphics, dashboards, and reports which are used to analyze energy usage, power quality, and investigate outages. The graphics, dashboards, and reports were reconfigured to better represent field conditions and identify connected loads. System testing and training are scheduled. The picture to the right is an example of a PME Dashboard.



Laboratory

The WRRF Laboratory team is working on the following projects:

- Continuation of work on the Laboratory Information Management System (LIMS) enhancements which include electronic sampling board, lab sample tracking, and KPI automated spreadsheets and new report formats.
- Development of LIMS to track data from CSO's in support of NPDES permit requirements.
- Testing of the new LIMS version that is in development currently.

Industrial Waste Control (IWC)

Industrial Waste Control (IWC) submitted the mid-year PFAS (per- and polyfluoroalkyl substances) report to the State which was due October 1, 2021. This report conveyed all GLWA and user data from January through June 2021 and a summary of progress made since May 2021.

In addition, IWC would like to report the 12-month running average of effluent quality Detroit River Outfall (DRO) is 10.01 ppt, Water Quality Standard (WQS=11 ppt), giving credence to the use of "source control" measures as an effective control.

WASTEWATER OPERATING SERVICES (continued)

Engineering & Construction Engineering

Design Engineering

The Pump Station 1 Improvement Project (CIP 211006) considers several improvements including pumps rehabilitation, an elbow-type flowmeter, arch, and structural repairs, a new electrical room addition, and miscellaneous electrical and control improvements, among others. Recently, documents for 90% submittal (Permit Review) were submitted. A review of those documents revealed several quality control and technical issues, GLWA is working with the consultant to resolve the issues.

Construction Engineering

Weiss Construction Company is progressing with the installation of the last four screw conveyors (SC13A, SC13B, SC14A, and SC14B), replacement belt conveyor (P13-14), and associated electrical and controls extensions which will power and control the new equipment. The scope of work to replace the sludge feed equipment on Incinerators #13 and #14 is the fourth and final phase of heavy installation work to be completed as part of this project in Incineration Complex II.

All new screw conveyor variable frequency drives, electrical supply motor control centers, local control panels, and Ovation graphics are complete for the entirety of the project.

The contractor is underway with completing the installation of the last four SP Kinney Screened Final Effluent (SFE) auto strainers in the basement of Incineration Complex II. The contractor anticipates the startup of these strainers in November 2021 once the equipment supplier can conduct field checkouts.

Minor painting work, HVAC startups, and belt conveyor guard modifications (requested by GLWA) will continue through next year, as the contract will require time extensions to accommodate new equipment startup and performance testing.

The contract (CON-197) work start date was April 2, 2018. The revised substantial completion date was July 31, 2021, and the revised final completion date is January 31, 2022. The contract value is $19.5 million. A potential change order for additional time and money will likely be processed in the month of December 2021.

The contractor had completed the installation of eight screw conveyors associated with incinerators 7 through 10, and those incinerators and screw conveyors have been in operation since November 2020. However, the new screw conveyors have experienced repeated operational challenges and although GLWA has been working with the contractor and the manufacturer to correct the issues, a notice of defective work was issued to the contractor (Weiss Construction Company) and the designer of record (Black & Veatch) on October 29, 2021, asking them to fix the issue within 30 calendar days.



Picture 1



Picture 2



Picture 3

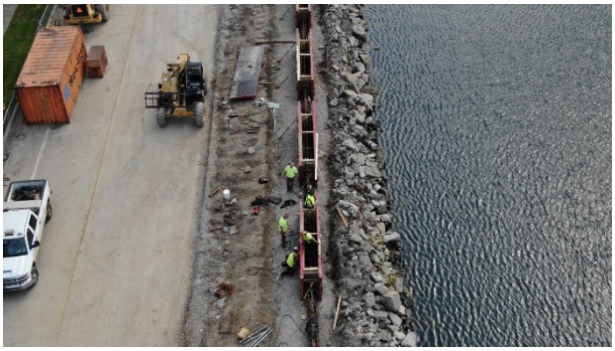
Picture 1 shows ironworkers preparing existing structural support beams for new support steel at the P13-14 belt conveyor. ***Picture 2*** shows contractors in progress with installation work on screw conveyor 14B. ***Picture 3*** shows strainers #3A and #3B have been installed with process piping welded in place. Concrete housekeeping pads and electrical controls are pending completion before startup.

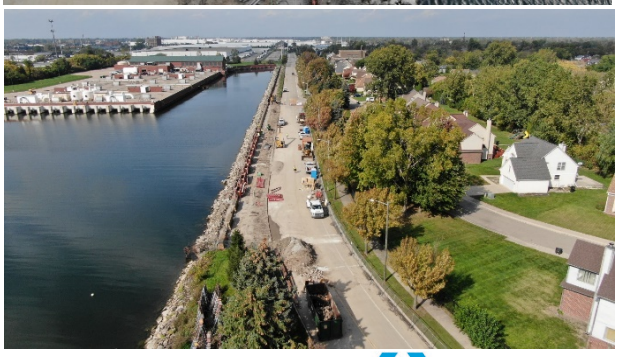
CSO Control Program

The CSO team is working on the following projects:

CIP 260618, Contract Number 2003330 – Oakwood HVAC Improvements. Construction has begun on this project. Equipment submittals have been approved, and equipment is in the procurement phase with the contractor. The largest portion of work associated with this contract, replacement of fans, and modification of the roof structure will occur from January 2022 through March 2022. We anticipate the project will be completed on time.

CIP 260621, Contract Number 2004666 – Conner Creek Dike Improvements. The contractor began installing the concrete cap in October 2021 and will be completed with the concrete decorative wall by the end of November 2021. At that time, fencing will be placed atop the wall, and restoration operations will begin. Photos shown to the right, are some photographs of the progress. The first picture on the right shows the contractors setting forms for the concrete wall atop the sheet steel cutoff wall. The second picture on the right shows an aerial view of the concrete wall progress as of mid-October 2021. This is looking north on Clairpointe St. adjacent to the Conner Creek Canal with the Conner Creek retention treatment basin to the left.





WATER OPERATIONS

Springwells Water Treatment Plant

Reservoir #2 Isolated

On October 18, the Springwells Operations team isolated Reservoir No. 2. This isolation was performed so that the reservoir could be dewatered, inspected, and any required repairs performed on the interior of the reservoir. This work is being performed under Contract No. 1900744 with Pullman Services.

In preparation for this isolation, the contractor has started to set up a structure over the access hatch. This structure will protect the opening from weather, and act as a sanitization station for footwear and equipment before entering the reservoir. A vent cover will be removed to drop the dewatering pumps. Initial dewatering will go back to the raw water tunnel to pass through treatment again, once entry is made any maintenance dewatering will be sent to the sewer.

This is the second season of reservoir work being performed at Springwells under this contract. Last winter, Reservoir No. 3 was successfully isolated, dewatered, repaired, disinfected, and placed back into service. Reservoir No. 1 will be the last to be inspected under this contract in 2022. The Michigan Department of Environment, Great Lakes, and Energy (EGLE) requires an inspection of reservoir interiors once every five years. The last reservoir rehabilitation contract at Springwells was DWS-823, which spanned from 2005-2008.



Sanitization Station for Reservoir No. 2 under construction

Water Quality

Performing LCR Sample Analyses

The Water Quality Laboratory team has completed another year of lead and copper rule (LCR) monitoring for GLWA member partners. The team analyzed 2,625 samples for lead and copper during the 4-month 2021 LCR monitoring period.

The process is very involved where all the samples for all the member partner communities must be validated to ensure none of our partners have a monitoring violation. The samples are then preserved and organized in order of when they were received. After the preservation samples are required to sit for a minimum of 16 hours, then analyzed for pH and turbidity. Samples that exceed the turbidity or pH requirements must be digested. Luckily, most samples do not require digestion. Then the samples are analyzed for both lead and copper using inductively couple plasma – mass spectrometry (ICP-MS) or atomic absorption spectroscopy.

WATER OPERATIONS (continued)

The quality control process is involved and requires an additional 30% more samples be analyzed to ensure that all results are accurate. After one chemist analyzes the samples, the quality control data is reviewed by a second chemist, this is called quality assurance (QA). The final steps involve a review of the QA information by the laboratory quality assurance team member and once approved, the data is written to a state reporting form that is sent to EGLE, as well as the member partner who owns the data.

The member partner has 30 days to send results to their individual customer in a prescribed regulated format that includes required regulatory language. The Water Quality Laboratory holds on to the samples until the end of the monitoring period in case there is need to re-analyze a sample. All LCR data generated in the process must be kept for a minimum of 12 years.

Thanks to the dedicated team of Water Quality professionals, GLWA continues to ensure that we and our member partnering communities remain in compliance with state and federal drinking water regulations and provide drinking water of unquestionable quality to our local area.

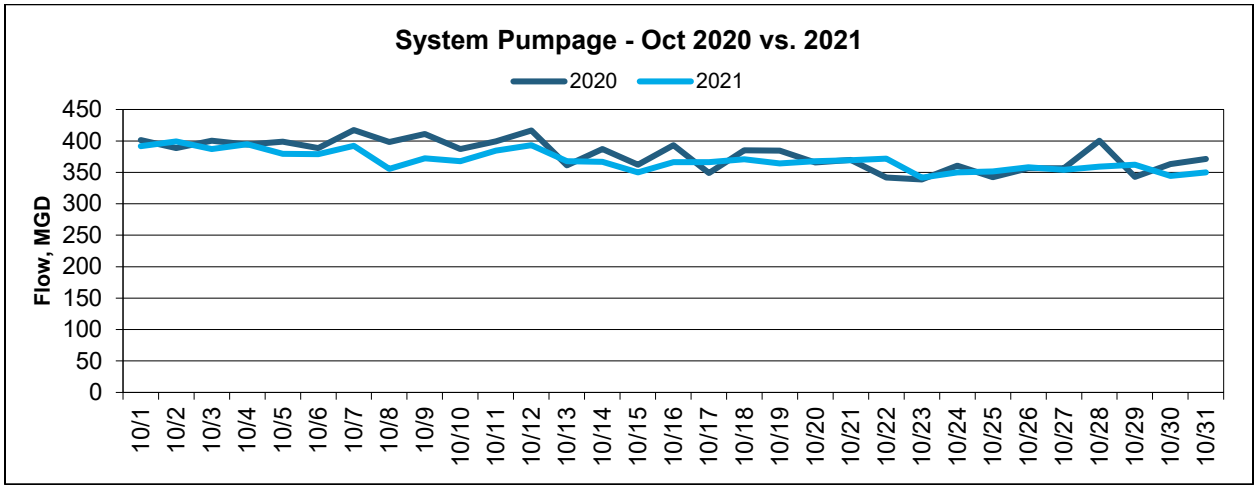


Mattalyn Wiley, Chemist, performing LCR sample analyses

As of this date, GLWA Water Quality performed 2,625 lead and copper rule analyses for 61 member partner communities, of which two member partner communities were sampled twice because of a 2020 action level exceedance. Two communities exceeded the action level during the summer monitoring period. Of all samples analyzed, the GLWA 90th percentiles as a whole are Lead: 8 µg/L (ppb) where the lead action level = 15 µg/L; and Copper: 137 µg/L (ppb) where the copper action level = 1,300 µg/L.

Systems Control Center (SCC)

October 2021 pumpage was 2.6% lower than October 2020



WATER OPERATIONS (continued)

Energy, Research & Innovation

GLWA represented at WEFTEC

Dr. John Norton, Director of Energy, Research, & Innovation, was an attendee and presenter at WEFTEC that took place October 17-20, 2021. Dr. Norton led the half-day workshop directed to stand up the new WEF Energy Committee on October 17, 2021, and was also involved in two workshops on the utility innovation track, focusing on establishing a utility "culture of innovation."

Eric Griffin, GLWA Energy Program Manager, also attended WEFTEC and helped moderate the WEF Energy Committee workshop, as well as participated in the WEF WISE energy process collaboration.

The conference was very beneficial as it promoted knowledge exchange, innovation, introduction of new technology, and networking.

Engineering

Active Project Spotlight

Contract No. CON-252; Project Manager: Brian VanHall

The last of the steam and condensate piping improvements are being completed at Springwells Water Treatment Plant for CON-252. The project is on track to start up the steam heating for the plant for the 2021 winter season. This will include startup of a new deaerator and surge tank, and approximately 12,000 feet of piping installed between April 2021 and October 2021. CON-252 includes over 45,000 feet of piping installed since the project started in February 2019.







Pictured left to right:

- *New condensate pump work completed in the Maintenance Building*
- *New piping and relief valves in the Boiler House*
- *New Steam Header Improvements in the Maintenance Building*

WASTEWATER OPERATING SERVICES (continued)

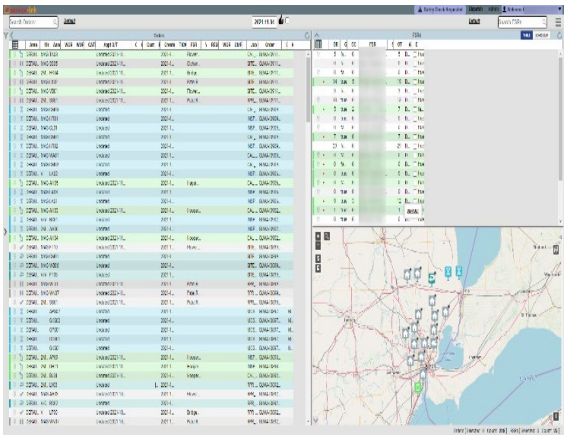




Pictured left to right:

- *New Steam Pressure Reducing Station in the Turbine House*
- *Deaerator replacement in Turbine House*

INFORMATION TECHNOLOGY



The Information Technology Group received an award from Government Technology for our IT Security Risk Reduction Program. Projects included in this program are Multifactor Authentication with DUO, a new robust monthly end user Security Awareness training through Knowbe4, and the implementation of a new endpoint (PC, laptop, tablet) protection system (Sentinel One) which extends our firewall protections to devices outside our four walls. These projects all enhance our overall security posture.

In the past month, the IT Security team has proactively blocked or thwarted 17,544 spam messages, 5,922 spoofed messages and 0 viruses. Additionally, 2,201 phishing attempts have been caught and 204 malware attempts have been blocked.

The IT Security team has seen a significant increase in spam and phishing attempts, this is expected behavior as we progress through the holiday season.

The IT Infrastructure team along with members of the Systems Control Center have developed, tested, and completed the deployment of Automatic Call Distribution (ACD) system. This system will provide automatic call routing within SCC which will result in improved customer service for our member partners.

The IT Enterprise Asset Management Systems Team along with team members from GLWA's System Analytics and Meter Operations (SAMO) Group have upgraded Service-Link, a mobile work order application, to its latest version.

INFORMATION TECHNOLOGY (continued)

SAMO uses Service-Link for WAMR and GDRSS meter calibration and preventative maintenance work orders out in the field while keeping these crucial assets in good health for GLWA's member partners. The latest version allows GLWA to keep receiving support from the software vendor and provides additional functionality such as improved GIS integration.

The IT Business Productivity Team kicked-off negotiation meetings for GLWA's future Enterprise Resource Planning (ERP) system, Workday. The near-term expectations of the meetings are to review and finalize the expected scope, functionality, and timeline with the implementation vendor, Alight, and team members from GLWA's IT, Organizational Development, Financial Services, and Procurement Groups. The contract is expected to be completed before June 2022.

Currently, the IT PMO is managing 26 active projects and is processing 13 project requests.

PUBLIC AFFAIRS

14 Mile/Drake Water Main Break Communications

The communications response to the water main break that occurred on Sunday, October 31, 2021, began immediately upon notification and has continued at a steady cadence as new information becomes available (including the issuance and lifting of local system boil water advisories). We began by issuing a media statement on the night the break occurred, posting it to the emergency banner of the GLWA website to make it easy for people to find, and also posting to all GLWA social media channels, and have continued throughout the event. Chief Public Affairs Officer Michelle Zdrodowski also connected with Oakland County's Emergency Operations Center Public Information Officer (PIO) to ensure coordinated messaging with all impacted communities through a regular PIO update call. In addition, GLWA worked with Oakland County to create a water main break checklist on their website that would inform people when each step of the repair was completed. Finally, GLWA made a special effort to communicate details of the situation with its member partners, sharing every statement issued to the media with them in real time.

News Conference to Announce Collaboration with Road Commission for Oakland County Regional on Road/Water System Improvements

On October 20, GLWA partnered with the Road Commission for Oakland County (RCOC) to host a joint press conference at Yates Park in Rochester Hills. GLWA and RCOC are collaborating on a series of infrastructure projects in the area around Dequindre and Avon roads to improve traffic flow and pedestrian safety, as well as protect the quality of drinking water for more than a million people. The projects will be constructed over two years, starting in November this year. The work includes installation of a 96-inch water transmission main, a bridge replacement, construction of two roundabouts and pedestrian safety upgrades.

PUBLIC AFFAIRS (continued)

Among the officials participating in the media event, were Oakland County Executive David Coulter, Macomb County Executive Mark Hackel, GLWA Chief Operating Officer Cheryl Porter, RCOC Chairperson Andrea LaLonde, and Rochester Hills Mayor Bryan Barnett.

Virtual Regional Stormwater Summit

In late October, Public Affair partners with Oakland County Water Resource Commissioner Jim Nash to play virtual host to his 2021 Virtual Regional Stormwater Summit. Public Affairs produced the live-streamed event from its Main Office Building 13th floor studio, using a professional three camera set-up with wireless audio. Live presenters included Commissioner Jim Nash and engineers from OHM Advisors, The City of Royal Oak, and Oakland County Water Resource Commission. This was the first time that GLWA has been able to offer this resource to its member partners, and the team looks forward to seeing how it might benefit other communities.

Pump Stations Member Partners Tour

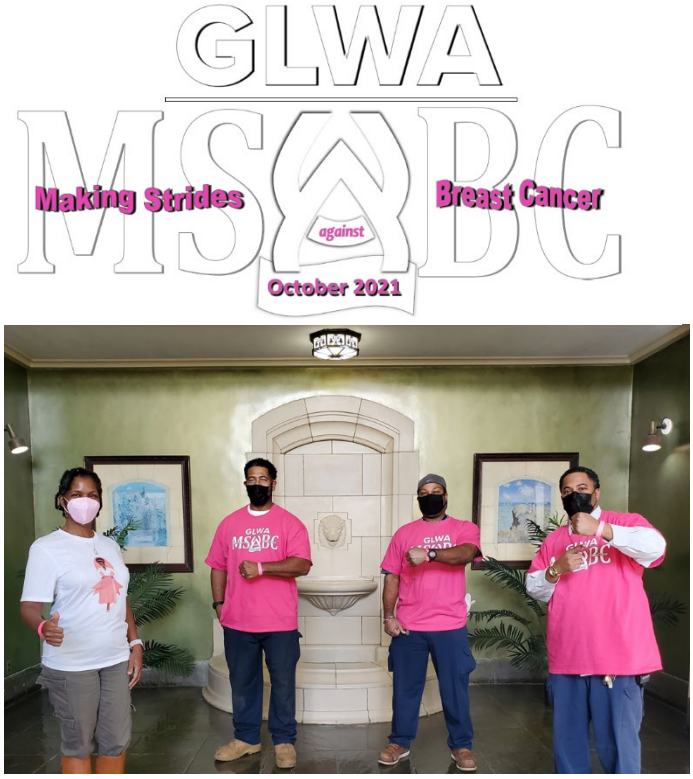
On November 1, Public Affairs worked with Member Outreach to coordinate a tour of its Conners Creek and Freud Pump Stations for members of our eastside communities. Goals for the tour were to reinforce our commitment to transparency, and to educate our member partners on how the regional collection system works, what role the pump stations play in operations, and provide big picture context on system resiliency.

Led by Interim CEO Suzanne Coffey and COO-Wastewater Operations Navid Mehram, the tour started at the Conners Creek Pump Station ((PS), where opening remarks were given by Suzanne and Navid to explain how flows come into the system and the process for each PS coming online, as well as the history of the PS and its improvements. Then the group was taken through the pump motor floor, as well as the pump gallery. The next stop was the Freud PS, where history on the station was provided and an explanation was given on what makes the two pump stations different. Nearly 20 member partners and their operational/technical teams attended the tour.

PUBLIC AFFAIRS (continued)

Breast Cancer Awareness Month

The Public Affairs team spearheaded another successful effort to raise money for breast cancer research during National Breast Cancer Awareness Month. This is part of GLWA's annual October support of the Making Strides Against Breast Cancer fundraiser. Team Members who donated at least $8.00 by October 8, 2021, received a commemorative GLWA Making Strides Against Breast Cancer t-shirt. A very big thank you to GLWA team members for donating $3,028 which led to 89 t-shirts delivered. The t-shirts were worn during the Pink Out the Plant event, October 29th. Photo submissions from the event will be featured in an upcoming Water Works Magazine.



SECURITY AND INTEGRITY

The Hazmat Unit coordinated and completed a total of 375 hours of training during the month.

The Security and Integrity Group continues participating in the daily Emergency Operations Center's ongoing COVID-19 Pandemic briefings.

The Group has begun to roll out the updated Emergency Response Program with training the Executive Leadership Team and alternate responding managers.

Lastly, the Group participated in the emergency response to the Oakland County Emergency Operations Center for the 14 Mile Road water main break.

ORGANIZATIONAL DEVELOPMENT

Performance, Progression and Apprenticeships

Manufacturing Day

On October 1, 2021, GLWA participated in Southeast Michigan Community Alliance's (SEMCA) Virtual Manufacturing Day 2021.

Manufacturing Day is a national celebration of modern manufacturing. The event provides career awareness for Wayne County middle and high school students. Luther Blackburn, WRRF Manager, and Andrae Savage, WWP Plant Manager, shared information with the students regarding GLWA's water processing services and careers. Candace Hobson, Team Leader, shared her experience as a graduate from a Wayne County Technical School, her apprenticeship, and her promotion to Team Leader. The students were engaged and asked questions over chat. Adino May, Organizational Development Professional Administrative Analyst Apprenticeship Coordinator, and Pat Butler, Organizational Development Manager, shared information regarding GLWA's apprenticeship opportunities.

The EICT-E and maintenance apprentices continue their related training instruction and on-the-job learning. Team Leaders consistently compliment the dedication and work quality of the apprentices.

State of Michigan Registration

GLWA's newly approved U.S. Department of Labor registered Water Technician Apprenticeship is now recognized and registered with the State of Michigan's Department of Labor & Economic Opportunity. This recognition allows GLWA to apply for local and state grants to subsidize apprenticeship education, connect future apprentices with wrap-around services, and apply for U.S. Department Veterans Affairs-Education program approval.

Professional Development Certification Program

GLWA announced a Professional Development Certification Program for team leaders and, with union agreement, represented team members in specific job classifications. The program provides an annual stipend for Michigan Department of Environment, Great Lakes, and Energy (***EGLE***) required certifications. The certifications must be required by the team member's job description or approved by the Chief for the operational area in which the team member is employed. Eligible team members began registering their certifications during October.

Progression

The 2021 Progression Cycle is scheduled to begin in mid-November 2021 and conclude in early January 2022.

ORGANIZATIONAL DEVELOPMENT (continued)

Talent Management

Staffing

The table below provides a breakdown of GLWA Team Members since the last CEO report:

Number of New Hires	17
Number of Separations	13
[redacted]	
Total Staffing - Regular FTEs (YTD)	994

Benefits/Wellness

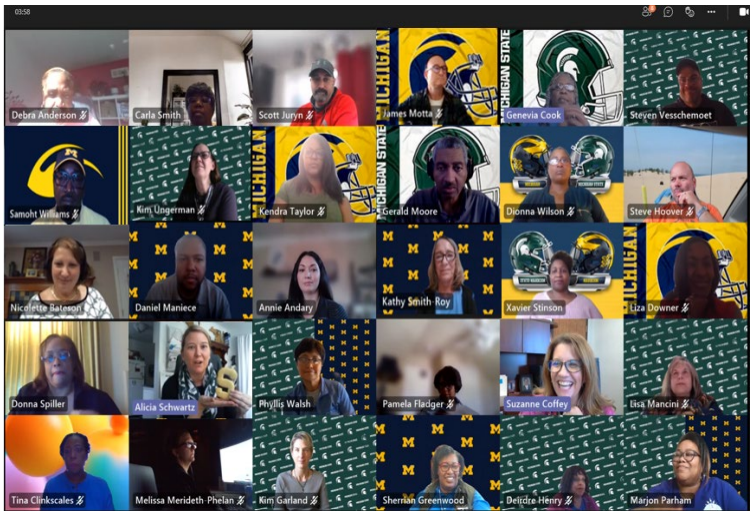
In November, we introduced Purchasing Power, a team member purchasing program. It allows team members to purchase products they may need and pay for it over time through payroll deduction. While not a discount program, Purchasing Power is a reliable alternative method for team members to purchase computers, appliances, etc.

Training

During the month of **October, 199** GLWA team members completed **seven** non-safety courses and **28** safety courses and **11** GLWA team members completed **21** online 360Water courses.

FINANCIAL SERVICES AREA

FSA All Hands Meeting



FSA held its quarterly all hands meeting on Thursday, October 28. Team members showed their school spirit in light of the upcoming Michigan State/University of Michigan football game, welcomed Interim CEO Suzanne Coffey as a special guest, received helpful benefit updates from Sherrian Greenwood in Organization Development, discussed ongoing reconstitution plans, shared noteworthy events including the introduction of new team members and retirement of long-time FSA colleague, David Tellewoyan.

FINANCIAL SERVICES AREA (continued)

November 2021 Audit Committee

The November 2021 Audit Committee meeting is canceled. Instead, a special Audit Committee meeting will be held on Monday, December 6, 2021. The focus of that meeting will be presentation of the draft annual report for FY 2021, an update from the external auditors, and analysis related to the upcoming FY 2023 – 2024 Biennial Budget and Five-Year Financial Plan.



ABC's of GLWA Finance

Each November is the peak of the ABC's for key finance functions – Audit, Budget, and Charges.

Audit - We are pleased to report the annual financial audit is proceeding well and on time.

Budget - The budget has undergone the first review by the Interim CEO with each operating area chief and their team members. Updates are underway.

Charges – Charges Rollout #1 focusing on the Capital Improvement Plan (CIP) was held on Tuesday, November 9, 2021 with an added section this year reviewing the link between charges and the CIP.

The General Counsel's November, 2021 Report is an attachment to the Interim Chief Executive Officer's Report.

Respectfully submitted,

Suzanne R. Coffey

Suzanne R. Coffey, P.E.
Interim Chief Executive Officer

SFM/dlr

Attachments

- General Counsel's November, 2021 Report

Office of the General Counsel
735 Randolph Street, Suite 1900
Detroit, Michigan 48226

Office of the General Counsel – November 18, 2021

- ***COVID-19:*** The Office supports GLWA's response to the COVID-19 pandemic, including participating in GLWA's COVID-19 Task Force, review of COVID-19 related laws, rules and public health orders.

- ***NPDES/Air Quality ACO Dismissal*:** The Office assisted in preparing documents to have the ACO's dismissed. On September 29, 2021, GLWA received termination of the Air Quality ACO.

- ***Legislative Updates*:** The Office is also monitoring infrastructure spending bills at the federal and state level.

- ***Gordie Howe International Bridge*:** GLWA submitted its relocation reimbursement request to MDOT and received MDOT's response. GLWA is appealing MDOT's decision.

- ***June and July Rain Events:*** The Office is providing legal support in response to the significant rain events in June and July.

- ***Trenton Water Main*:** The Office is negotiating the transfer of the 24-inch water main to GLWA.

- ***Training*:** Office members attended the following training opportunities "State & Federal Funding Update - Water & Sewer Infrastructure" presented by the Oakland County Water Resources Commissioner, SEMCOG and GLWA.

- ***Contract Negotiations:*** GLWA will attempt to secure long term contracts with all communities that are not on the model contract. The Office is working with member partners to draft a new model sewer contract.

- ***Environmental and Workplace Safety Compliance*:** The Office continues to work with the COO and team leaders from both the water and sewer systems to comply with regulations and to respond to any alleged violations.

- ***Record Retention Policy*:** The Office is drafting a record retention policy for GLWA.

- ***Industrial Pretreatment Program*:** The Office continues to work with the Industrial Waste Control ("IWC") Group and external stakeholders on finalizing and implementing an updated IPP. To date, 99% of the communities have passed a concurring resolution and GLWA made a presentation to the City of Highland Park's City Council, which is the only community that has not passed a concurring resolution. The Office is also providing assistance on PFAS and PFOS matters.

- ***Real Estate:*** The Office is negotiating easements related to support the 14 Mile Road redundancy project, Baby Creek CSO infrastructure improvement project. The Office is negotiating the acquisition of property for the Newburgh pump station. The Office is negotiating easements related to 96" watermain relocation and the Woodward Sewer Project.

- ***Member Outreach*:** The Office continues to be an active participant in Member Outreach sessions.

- ***Main Relocations*:** The Office continues to support water operations in its discussions with community stakeholders regarding water main relocations.

- ***Civil Litigation and Arbitrations*:** The Office continues to vigorously defend actions against GLWA, including a class action lawsuit regarding IWC charges. To date, 10 lawsuits were filed against GLWA related to the June 25-26 rain event in the past month. GLWA filed a lawsuit against a member partner to recover unpaid water charges.

- ***Labor Relations*:** The Office continues to provide legal advice to Organizational Development on labor relations and employment matters.

- ***Procurement*:** The Office continues to assist GLWA's Procurement Team negotiate contracts, change orders and amendments and interpret contractual provisions. The Office is also assisting with the Procurement Policy's Procedures and updating GLWA's template contracts. The Office is part of a cross-functional team working to complete significant revisions to the GLWA construction contract, including consideration of using an entirely new contract format.
- ***Statistics*:**

	#
Contracts approved as to form:	30
Contracts drafted or revised:	89
Subpoenas/Information requests received:	4
Subpoenas/Information responded to:	4