



Financial Services Audit Committee Communication

Date: September 26, 2025

To: Great Lakes Water Authority Audit Committee

From: Nicolette N. Bateson, CPA, Chief Financial Officer & Treasurer

Re: CFO Report

Michigan Section of the American Water Works Association Confirms Chair of the Communications Council

We are pleased to announce that Matt Lane, Charges Outreach and Modeling Manager was recently appointed as Chair of the Communications Council for the Michigan Section of the American Water Works Association. This will be Matt's first term as Council Chair. We applaud Matt's dedication and leadership in this continued role and look forward to hearing more about his accomplishments throughout the year.

Administrative Analysts Participate in the Annual Administrative Support and Professional Development Conference

In August, Professional Administrative Analyst Liz Duncan attended the annual Administrative Support and Professional Development conference hosted by Dr. Lewis Bender. This conference focuses on a collection of specialized development training sessions aimed at administrative professionals in the public sector across the State of Michigan. Sessions included conflict resolution, managing different communication styles in addition to an in-depth look at new challenges faced by these administrative teams. Attendees worked in groups to trouble shoot and problem solve workplace scenarios with key takeaways and Eureka(!) moments being shared after each session. The conference also provided unique insight into providing support to team members as well as avoiding burnout.

AWWA – Michigan Section ACE

Haran Stanley, the Affordability and Assistance Manager, and I were presenters at the American Water Works Association (AWWA) Michigan Section Annual Conference and Exhibition (ACE). The presentation, titled "Exploring Best Practices in the Management of Water Assistance Programs: A Case Study of the Great Lakes Water Authority's Water Assistance Program," provided a thorough exploration of the GLWA Water Residential Assistance Program's (WRAP) history. During the session, we highlighted the pressing insights brought to light by the COVID-19 pandemic, particularly the overwhelming importance of access to clean and safe drinking water. The presentation illustrated how the pandemic underscored the importance of water affordability program access, provided an

in-depth overview of the program's current status, and detailed the WRAP program's positive impact on numerous households across the service area. This engaging discussion highlighted GLWA's unwavering commitment to promoting community well-being and efforts to support access to essential water services.

GLWA Team Members Attend Workday Rising 2025

Last week was the annual Workday Rising conference. GLWA team members from Financial Services, Organizational Development, and Information Technology participated in the conference – along with 30,000 other attendees representing a global audience. The theme of the event was “AI-powered, human-centric and future-ready”. Clearly, Workday is preparing for the future as demonstrated by customer presentations on the use of currently available Workday AI features and many announcements of companies being acquired to support AI in the future.

The event also focused on matters pertinent to GLWA *today*. GLWA team members in attendance connected with peers and Workday leaders to discover newer product features, information about recent product releases, and other solutions. The team also received practical advice from experts and other customers which will help GLWA optimize the investment in Workday and address current challenges. For those who could not attend in person, Workday also provided a virtual option for participants to access valuable conference content.

Michigan Public Purchasing Officers Association Announces Buyer of the Year

We are pleased to announce that Gerald Moore, a Buyer on our Procurement team, has been selected by the Michigan Public Purchasing Officers Association (MPPOA), a chapter of the National Institute of Governmental Purchasing (NIGP) as Buyer of the Year. This award honors individuals for outstanding work in public purchasing, community involvement as well as contributions to the MPPOA and procurement profession. Gerald will accept this prestigious award during the MPPOA 2025 Annual Fall Conference in October. We congratulate Gerald on this recognition and thank him for his hard work and dedication to our organization!

The Procurement Team Hosted its 2025 Vendor Outreach Event in Macomb County

At the time of writing this presentation, the team is preparing for the 2025 vendor outreach event to be held on September 25, 2025 at Macomb Community College in Macomb County. The event this year will walk vendors through a detailed tour of the life of a GLWA RfX (Request for Bid and Proposal), from the project's solicitation cover to the vendor performance assessment conducted after contract completion. GLWA team members involved in each stage of a project's life will speak, offering insights into the process and answer questions.

Topics include:

- Solicitation Cover
- Business Inclusion and Diversity (B.I.D.) Program Requirements
- Insurance and Bonding
- Project Scope (Construction)
- Specifications (Products/Services)
- Building a Team of Subcontractors
- Evaluation Process
- Project Management and Contract Administration
- Vendor Performance Assessment

Speaking of Procurement ...

Last month I presented at the Water Finance Conference on the topic of “Dealing with Increasing Costs; Positive Vendor Relations and Getting Multiple Bids.” This presentation was very well received by both peers and the vendor community. The content was conveyed using a “Top Ten” format with the following key points and audience participation.

1. Ask them what they think
2. Focus on clear bid and proposal documents
3. If you are changing something, tell them – and tell them again
4. Invite questions about your process
5. Meet them at *their* conferences and events
6. Provide time for a meaningful response
7. Provide timely and fair feedback
8. Provide realistic advance notice that projects are coming up
9. Consider qualifications based selection
10. Be transparent
11. Bonus - #11 – Pay Timely!

Looking Ahead

At the October 8, 2025 Board Workshop, we will present an annual update on key matters that we are facing as we enter the upcoming FY 2027 and FY 2027 and FY 2028 Biennial Budget and related five-year plan through FY 2031. As mentioned last month, Charges Rollout #1 and #2 will be combined. New this year is a Charges 101 standalone session presented by the Charges Rollout & Modeling Team. Attached is a copy of the charges rollout letter sent to Member Partners last week.