



## Financial Services Audit Committee Communication

**Date:** October 25, 2024

**To:** Great Lakes Water Authority Audit Committee

**From:** Matthew S. Lane, MPA, Charges Outreach and Modeling Manager

**Re:** Charges Outreach & Modeling Update

**Background:** The Charges Outreach & Modeling (CO&M) Team was established in 2022 as part of the Financial Management & Planning Group to facilitate internal communication and external outreach with GLWA Member Partners as it relates to the charge methodology and charge-related financial matters. This team also serves as liaison between GLWA and third-party consultants in the development, maintenance and review of the annual water and sewer charges.

**Analysis:** As we enter Charges Roll Out season, we will provide updates to this committee on our activity as needed.

1. For FY 2026, the Charges Outreach & Modeling team is incorporating a new “Charges 101” training series to provide a user-friendly explanation to our member partners of how charges are calculated. These presentations are provided during the first 30 minutes of each charges roll out meeting and are tailored to address the meeting topic.

Our goal is to help establish a shared understanding of the underlying budget and charge-setting process and provide a down-to-earth communication tool for member partners to use when explaining rates and charges to local constituents. A copy of the Charges 101 presentation for Roll Out #1 – Capital Improvement Plan and supporting materials are attached to this update for your information.

2. FY 2026 Charges Rollout Process:
  - Rollout # 1- COMPLETED - Capital Improvement Plan: Thursday, October 17, 2024
  - Rollout # 2 – Units of Service: Tuesday, November 12, 2024
  - Rollout # 3: Thursday, January 9, 2025
  - *Member Partner One-on-One Meetings: January 13-15, 2025*
  - Rollout # 4: Thursday, January 16, 2025

**Proposed Action:** Receive and file this report.