



**Suzanne R. Coffey, P.E.**  
Chief Executive Officer  
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Dear Member Partner:

As the Great Lakes Water Authority (GLWA) begins planning for the annual Charges Rollout meetings for Fiscal Year 2027, I would like to extend a personal invitation for you to participate in these crucial discussions. Engagement in these rollout meetings is the best way to ensure that Member Partners are aware of what goes into the charge development process and that your voice is heard. We will present and discuss how our Capital Improvement Plan (CIP) and Budget form the basis for GLWA's proposed Revenue Requirements and how the Water Units of Service and Sewer SHARES for each community are used to determine service charges as described in your Service Agreement.

GLWA plans to host a Charges 101 session preceding the typical rollout meetings to kick-off the charges rollout season. This will be held on Thursday, November 6, 2025, from 2:30 p.m. to 4:30 p.m. via Zoom. The objective is to share foundational knowledge and insights that can help participants – especially those less familiar with GLWA's charge-making process – absorb the material that will be presented throughout the charges rollout season.

Please note: this year, we are streamlining the process by combining the first two charges rollout meetings (see below), given that substantive updates to Units of Service are not anticipated. Please join us at the following rollout meetings, all of which will be hosted remotely via Zoom:

- **Charges Rollout Meeting #1 & #2** – Tuesday, November 13, 2025 (9:00 a.m. – 12:00 p.m.): Capital Improvement Plan AND Units of Service Update
- **Charges Rollout Meeting #3** – Thursday, January 15, 2026 (9:00 a.m. – 11:30 a.m.): Proposed FY 2027 Revenue Requirement and Service Charges
- **Charges Rollout Meeting #4** – Thursday, January 22, 2026 (9:00 a.m. – 11:30 a.m.): Feedback on Service Charges and FY 2027 Revenue Requirements

In addition, GLWA will also offer “one-on-one office hours” between Rollout #3 and Rollout #4 on January 16, 20, and 21, 2026 for Member Partners who request an individualized conversation about their charges. Sign-up information will be sent at a later date.

The Member Outreach Team has sent calendar invitations for each of these meetings. If you did not receive an invitation and would like one, or if you have questions, please contact Member Outreach at [outreach@glwater.org](mailto:outreach@glwater.org) or 313.964.9301. Materials will be posted on the [Member Outreach Portal](#).

I look forward to connecting with you at each of these meetings and to hearing your valuable input as we move through the annual charge development process for Fiscal Year 2027.

Sincerely,

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