



## Financial Services Audit Committee Communication

**Date:** February 26, 2024

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

**From:** Kim Garland, CPA, Deputy Chief Financial Officer

**Re:** Pollutant Surcharge Management Portal Launch

**Background:** As part of the Great Lakes Water Authority initiative to implement the new Workday financial system, staff has reviewed existing business processes and integrations to help ensure the success of the implementation. One area staff has long sought to improve is the collection of pollutant surcharge meter information from member partners and certain end users. This is needed to support the invoicing of Industrial Waste Control which includes monitoring certain pollutants discharged by some commercial and industrial users above the levels supported by standard GLWA wastewater processes.

**Analysis:** Over the past eighteen months a collaborative internal GLWA team made up of information technology and financial services area team members has developed a custom portal that will allow the approximately 30 member partners and end users reporting monthly meter data to do so through an online portal accessible on the [www.glwater.org](http://www.glwater.org) website. This will replace the need to email scanned forms, Microsoft Word, or Microsoft Excel files in various formats. The portal provides simple, administrative functions for the GLWA Billing & Collection team and will provide key data to support the GLWA Charges Outreach & Modeling team in their analysis and reporting.

Development of this portal and the billing files it provides has helped alleviate the need to purchase a separate, utility billing module to complement the Workday system. The attached presentation summarizes this project, the resulting portal tool, and functionality.

A formal communication plan is in progress to reach out to each individual member partner or end user impacted to provide their licensed access and train them on use of the portal. The team anticipates training and communication will be fully completed by March 31, 2024 with the first pollutant surcharge cycles processed using the new portal by April 30, 2024.

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