

Pollutant Surcharge Project – Go Live

February 2024



Overview

- Pollutant Surcharge (PS) billing is a low revenue, GLWA Billing team.
- For FY 2023 and consistent with prior years, PS is a small portion of overall Sewerage Disposal Fund operating revenue.
- However, this program is necessary under the GLWA Industrial Waste Control program and requirements established as part of the use of federal funds to support the development of the WRRF.
- Payment terms and billing process for PS are not specified within the ordinances established for the Industrial Waste Program.
- The current process works, but has flaws—some inherited at bi-furcation and some newly encountered when implementing BS&A (for example, Faygo billing challenges, and BS&A invoice formats)
- The purpose of this discussion is to:
 1. Review the new Pollutant Surcharge data collection process and tool
 2. Request approval to go-live with this new system – that is, formally post the data collection link to the GLWA website and begin rolling out to the 24 member partners and customers impacted



New Process Transition

Over the past year a cross-functional GLWA project team has designed, developed and fully tested a new process for data collection and billing for Pollutant Surcharge. The following table summarizes these key changes:

Current Process	New Process
Manual Collection of meter read data in the form of scanned forms or individual member partner MS Excel files emailed to GLWA Billing team	Online Portal for Member Partners to enter meter read data directly and upload support for those counts
BS&A houses excess levels and read data	Pollutant Surcharge Management Portal will house excess level data, current and historic read data
Complex, custom invoices calculate monthly surcharge amounts for billing	Monthly surcharge amounts are calculated within the portal and printed on what becomes the second page of the customer invoice monthly
Limited historic data available for charges analysis, that limited data is not available in a user-friendly format	Excess levels, current and historic read information as well as calculated surcharge amounts are easily downloadable in PDF or MS Excel formats

Lay of the Land

- There are approximately 145 individual PS customer accounts with GLWA.
- There are 6 billing cycles with different timing and processes. For example:

Billing Cycle	Count
PS-1 (monthly)	21
PS-2 (monthly)	55
PS-3 (quarterly)	5
PS-4 (quarterly)	21
PS-5 (every other month)	12
PS-6 (quarterly)	31
Grand Total	145

- PS-2 is Detroit-specific
 - PS-6 is for Breweries (and charges are calculated uniquely)
 - PS-1, 3, 4 & 5 timing is based on meter read timing in communities
- Although there are 145 accounts, these are reported by approximately 30 member partners and end users – as these users report on multiple accounts.
 - Breweries submit individual reports to GLWA. The reports are copies of the quarterly production reports due to the State of Michigan.



Key Process Steps



Monthly Invoicing

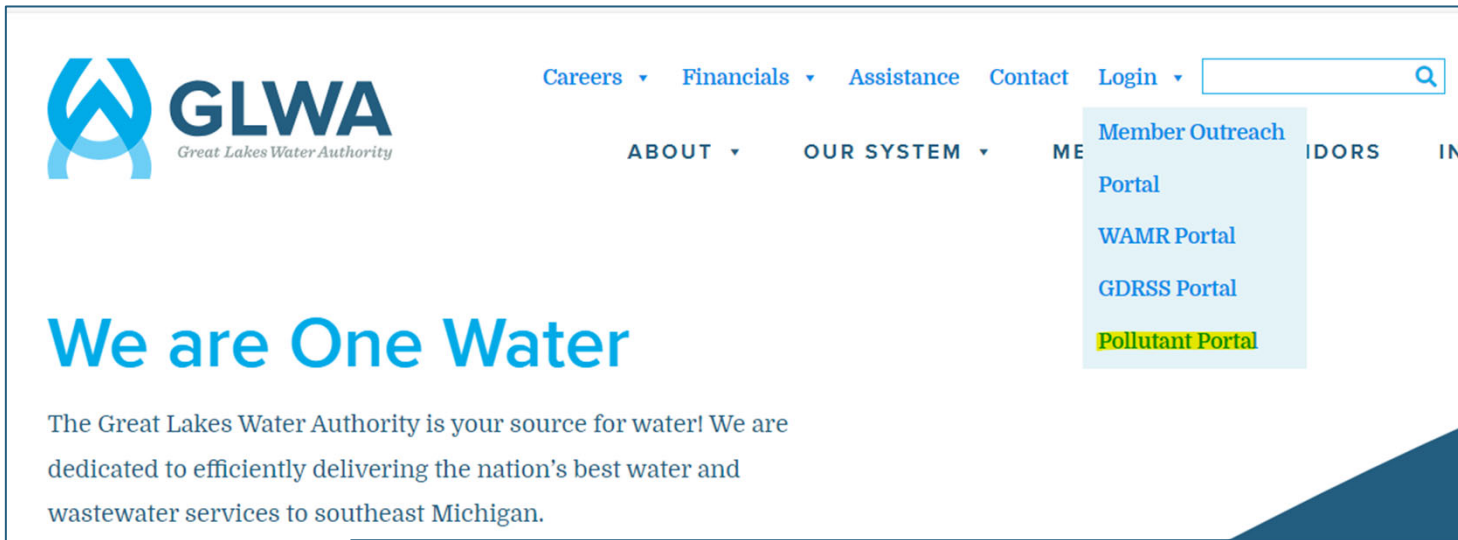
1. Users enter data utilizing the new portal monthly
 - Unique licenses and account validation checks ensure that only the appropriate customer can enter read data
2. The GLWA Billing Clerk monitors each cycle to confirm reads are entered
 - Follow up calls completed where customers are delinquent – no different from current
3. The GLWA Billing Clerk reviews read data online or using a download of the meter read information by cycle or account
4. Once all data is reviewed the GLWA Billing Clerk generates a download file that is uploaded into BS&A to generate page 1 of the invoices and later entered in Workday via to generate the page 1 invoices
5. The GLWA Billing Clerk then emails or mails via USPS pages 1 and 2 to each customer.

Key Process Steps (continued)

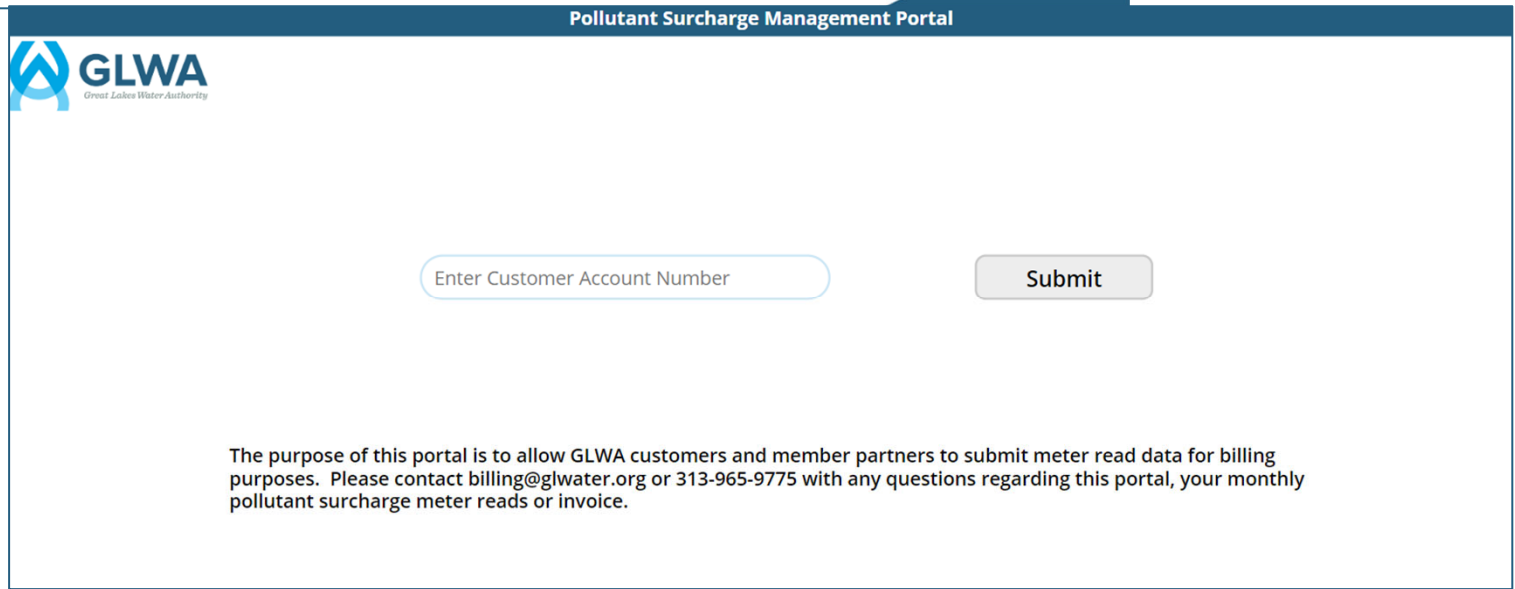
Customer Maintenance

1. The GLWA Billing Clerk will upload and change excess levels in the new portal using the Admin function – based on formal communication from the GLWA IWC team – in line with current practice
2. The GLWA Billing Clerk can assist member partners with meter changes and new customer additions via the portal

Production



The screenshot shows the top portion of the GLWA website. On the left is the GLWA logo with the tagline "Great Lakes Water Authority". To the right is a navigation menu with items: "Careers", "Financials", "Assistance", "Contact", "Login", and a search box. Below the navigation is a secondary menu with "ABOUT", "OUR SYSTEM", "MEMBERSHIP", "REGULATORS", and "INVESTORS". A dropdown menu is open under "MEMBERSHIP", listing "Member Outreach Portal", "WAMR Portal", "GDRSS Portal", and "Pollutant Portal" (which is highlighted in yellow). The main content area features the heading "We are One Water" and a paragraph: "The Great Lakes Water Authority is your source for water! We are dedicated to efficiently delivering the nation's best water and wastewater services to southeast Michigan."



The screenshot shows the "Pollutant Surcharge Management Portal" interface. At the top left is the GLWA logo. The main area contains a form with a text input field labeled "Enter Customer Account Number" and a "Submit" button. Below the form is a paragraph of text: "The purpose of this portal is to allow GLWA customers and member partners to submit meter read data for billing purposes. Please contact billing@glwater.org or 313-965-9775 with any questions regarding this portal, your monthly pollutant surcharge meter reads or invoice."

Pollutant Surcharge Next Steps

Project Approval – **Feb 21**

Contact Users & Schedule Training – **Feb 26**

Complete Training & Rollout – **Mar 31**

Begin Using New Collection Process – **Apr 1**

First Monthly Cycles Complete – **Apr 30**

Communication Plan

How: Individually contact each Member Partner or Customer

- Set up 30-minute timeframe for one-on-one training
- Provide PowerPoint video guide (*copy included with meeting invite*)
- Provide PDF of User Guide (*copy included with meeting invite*)

Work with IT to assign a user license and email address

Who: Pam Fladger & Haran Stanley

When: Upon approval of the portal and tool today



Closing

This collaborative, cross functional effort is the work of a dedicated project team.

Team Member	Position
Hajra Noor	Applications Analyst
Sivagopalvarma Kakarlaupudi	IT Consultant/Programmer
Michelle Burt	Billing & Collection Manager
Pam Fladger	Billing Clerk
Eddie Haidar	IT Project Manager
Kim Garland	Deputy Chief Financial Officer

