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**Customer Questions and Answers  
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Question #	Report Section	Project Category	CIP#	Project Name	Customer Q&A Category	Question	Answer
1	Introduction and Summary	N/A	N/A	Summary Page 4	Report Format or General Editing	As discussed at the AWG meeting, it would be good to spruce this one page summary up so that it conveys the message you want on 1 page. The 2021 number looks artificially low, see discussions below for some suggestions as to what could be added to 2021.	We acknowledge that the page could use some sprucing up. At present we are limited to the functionality of the program that we are using to produce the reports. The program integrates to other programs in use. We were unable to effectuate changes this year however, we fully intend to be able to increase the ease of use of this table next year.
2	Introduction and Summary	N/A	N/A	Summary Page 4	Report Format or General Editing	The 2021 number looks artificially low, see discussions below for some suggestions as to what could be added to 2021.	We have taken a serious look at the proposed expenditures in FY2021 and have made changes to reflect this.
3	Introduction and Summary	N/A	N/A	Summary Page 4	Report Format or General Editing	Values in chart and on graph for 2016 do not match on pg. 4.	Please consider the following additional explanation of the 2016 values on Page 4. The 2016 numbers in the table portion are "Updates" meaning they are amounts remaining to be spent. The graph shows many years of total projected expenditures, including the total approved for 2016. The difference of the 2016 number in the table and the graph is the actual expenditure for 2016 year-to-date. All numbers are Fiscal Years. The numbers work out as follows: Total Proposed: \$132,813,000. Expended YTD: \$74,829,000 (56%). Yet to Be Expended: \$57,984,000 (44%). As such, the spend rate is not as low as what one might think without the added explanation.
4	Introduction and Summary	N/A	N/A	Summary Page 4	Report Format or General Editing	In column titled "remaining", should this be shown as "none" if this column is empty?	As a matter of general formatting, all values of zero are noted with an empty cell. This was an intentional formatting decision.
5	Introduction and Summary	N/A	N/A	Summary Page 4	Miscellaneous Question, Clarification and/or Suggested Change	Is the value for 2021 of \$62,933 correct on page 4?	Not exactly. The dollar values on the table and chart are in thousands denoted by (000) on the top of the page. This value is actually \$62,933,000.
6	Introduction and Summary	N/A	N/A	Summary Page 6	Add \$ and/or Extend Programs into 2020 and 2021	On the page 6 summary: why are there no IT amounts in 2021, under Facilities/Computer Systems?	This is a good comment. Additional questions have been asked of the IT Department and these values have been updated in the current version of the CIP.
7	Active Projects	General Purpose	1026	Department-wide General Engineering Services on an As-needed Basis	Add \$ and/or Extend Programs into 2020 and 2021	Question regarding values in 2020 and 2021 (CS-1499), more funds needed in these years?	Over the course of the next year staff will be evaluating the needs and sufficiency of the Water Treatment Plant and Pump Station Allowance (CIP 1256) which has significant dollars estimated in the out years of 2020 and 2021. The 2020 and 2021 estimated expenditures of this allowance will be evaluated at that time as well.
8	Active Projects	General Water Treatment Plant	956	As-needed CIP Implementation Assistance and Related Services	Report Format or General Editing	"DWSd's" should be replaced with "GLWA's".	Agreed. This has been changed in the next version of the CIP.

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9	Active Projects	General Water Treatment Plant	1031	General Engineering Services	Report Format or General Editing	Should be classified as "As-needed"?	It is utilized in an as-needed manner and the term as-needed is included in the project description. We are reluctant to change the title of the project as it has been identified with this title in various places since its start date. The idea of a sub-category of "As-Needed" is good and will be considered when the report formatting is updated.
10	Active Projects	General Water Treatment Plant	1147	As-needed Engineering Services for Concrete Testing, Geotechnical Soil Borings, other Testing Services, and Related Services	Miscellaneous Question, Clarification and/or Suggested Change	What is the difference between CIP 1147 and 1164 in Active Projects Section Projects?	These two contracts are similar in nature, CS-1488 was procured in 2009 and it is still on-going, and the other CS-1490 was procured in 2010 and it is expiring by the end of the current fiscal year.
11	Active Projects	General Water Treatment Plant	1164	Geotechnical and Related Services on an As-Needed Basis	Miscellaneous Question, Clarification and/or Suggested Change	What is the difference between CIP 1147 and 1164 in Active Projects Section Projects?	These two contracts are similar in nature, CS-1488 was procured in 2009 and it is still on-going, and the other CS-1490 was procured in 2010 and it is expiring by the end of the current fiscal year.
12	Active Projects	General Water Treatment Plant	1233	Comprehensive Water Master Plan Update	Miscellaneous Question, Clarification and/or Suggested Change	What is left to do in CIP 1233 Comprehensive Water Mater Plan Update? \$290,000 in 2017 -complete?	CDM Smith is developing a design/build project for two chlorine booster stations in Lapeer County. We have also asked them specific questions related to the execution of the NEWTP repurposing.
13	Active Projects	Pumping Stations and Reservoirs	1170	Booster Stations and Reservoirs Inspection, Rehabilitation and Inspection Repair Program Management	Programs and Allowances	Is there any ongoing inspection/rehab/repair program for CIP 1170?	<b>Yes. CIP 1170 was tied to a specific contract. Rather than extending that contract into the future, CIP 1325 has been developed as a "Program" and will pick up the regular and ongoing inspection and rehabilitation work. The estimated expenditures for the new Program have been extended through 2021.</b>
14	Active Projects	Springwells WTP	917	Springwells Water Treatment Plant 1958 Filter Rehabilitation and Auxiliary Facilities Improvements	Report Format or General Editing	This CIP is listed twice, can they not be combined?	The manner in which the projects are identified and tracked in the system allows the use of the original CIP number to be used for multiple phases with contract information to be entered for the various phases. This is useful for other users of the reports. In this case, one phase is S/D/CA (Study, Design and Construction Assistance) and the other is C (Construction).
15	Active Projects	Water Transmission System	1216	Replacement of Five (5) PRV Pits of Treated Water Transmission System	Miscellaneous Question, Clarification and/or Suggested Change	Aren't PRVs the responsibility of Troy, Garden City and Detroit?	These are PRVs on the transmission system and were not installed to service a single customer.
16	Active Projects	Water Transmission System	1350	Water System Improvements in Joy Road from Southfield Road to Trinity	Report Format or General Editing	What is the contract value amount? It is not listed here.	<b>The contract amount for WS-691 is \$14,879,042. It was inadvertently omitted. It has been added to the current version of the CIP.</b>
17	Active Projects	Water Transmission System	1350	Water System Improvements in Joy Road from Southfield Road to Trinity	Report Format or General Editing	CIP 1350: typo in last sentence, should read "amount" not "amounts".	Acknowledged and revised in the current CIP.

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18	Under Procurement	General Water Treatment Plant	1291	As Needed Construction Materials, Environmental Media and Special Testing Services, Construction Inspection, and Other Technical Services	Add \$ and/or Extend Programs into 2020 and 2021	Are there any funds needed in the future for CIP 1291?	Similar services, yes. However, not specifically for CIP 1291. They are covered in other elements of the budget.
19	Under Procurement	Lake Huron WTP	1280	Energy Management: Miscellaneous Mechanical Improvements at Lake Huron WTP	Miscellaneous Question, Clarification and/or Suggested Change	CIP 1280: total \$ amounts in the CIP do not match the write-up: in the write-up, it says 0.56 M.	The phase of CIP 1280 that is Under Procurement is for Design and Construction Assistance (D/CA) and has a total of \$805,000 estimated. The \$560,000 in the new project proposal write-up pertains to the consultant design services and another \$240,000 is allocated for consultant construction administration services. Please note that CIP 1280 has two phases. The second phase is categorized in the New project section and is for Construction (C) with an estimated total of \$2.5M.
20	Under Procurement	Pumping Stations and Reservoirs	1295	Springwells Water Treatment Plant Service Area Redundancy Study	Report Format or General Editing	CIP 1295 in year 2017 is shown as \$290,000 and in the write up (slide) it is shown as \$250,000- \$450,000 justification	The amount has been <b>firm</b> ed up to be \$450K. The most current version of the CIP report reflects the FY2017 estimated cost to be \$450K.
21	Under Procurement	Pumping Stations and Reservoirs	1295	Springwells Water Treatment Plant Service Area Redundancy Study	Report Format or General Editing	Typo found in CIP 1295.. Should be "Plants" not "Plant□s".	Yes. Thank you.
22	Under Procurement	Springwells WTP	1307	Steam, Condensate Return and Compressed Air Piping Improvements at Springwells WTP	Miscellaneous Question, Clarification and/or Suggested Change	Why not do it all at once instead of breaking funds up over the years?	<b>Agreed. The expenditures for the Design and Construction Assistance of this project have been revised to follow the three year construction schedule noted in the second phase (Construction) in the "New" project group.</b>
23	On-Hold	Southwest WTP	1283	Replacement of Butterfly Valves and Sluice Gates for Rapid Mix Chamber at Southwest WTP	Miscellaneous Question, Clarification and/or Suggested Change	Why is CIP 1283 on hold?	Water Master Plan contemplates reduction in capacities. We want to make sure that the project is set aside and reconsidered in its entirety in light of the capacity reduction.
24	New	General Purpose	1328	Vehicle, Heavy Equipment and Equipment Purchases	Add \$ and/or Extend Programs into 2020 and 2021	CIP 1328, is this money sufficient? Specifically in 2018-2021?	At this stage where the fleet and equipment were recently split between GLWA and DWSD, the size and nature of the vehicle and equipment fleet is being evaluated. There is a high likelihood that the number of vehicles and equipment will be reduced. Until a more detailed evaluation has been conducted, we are reluctant to make changes to the out years of the plan.

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25	New	General Water Treatment Plant	1256	Water Treatment Plant /Pump Station Allowance	Programs and Allowances	Another allowance that seems too high, I would reduce the 2017 level of spending down to the anticipated 2016 level of \$6.7 million. As an example, the level of water plant allowance in last year's CIP was \$10 million and the projection is now \$6.7 million. The current 2017 budget of \$19.7 million is way too high. I would add some allowance money into 2021, although I would only add \$10 million.	We've considered your recommendation and decided to stay with the current estimates as this allowance is both for the treatment plants and the pump stations. We did add \$10M to FY2021 as you suggested. Point of clarification, the \$6.7M 2016 estimate is that which is yet to be expended in FY2016 rather than a reduced number of total projected expenses. Lastly, as our Asset Management Program becomes more mature, we anticipate having more specific projects listed in the CIP and reducing the amounts in the allowances.
26	New	General Water Treatment Plant	1256	Water Treatment Plant /Pump Station Allowance	Programs and Allowances	CIP 1256, year 2019 amount: is the level of funding appropriate?	We believe it is. As our Asset Management Program becomes more mature, we anticipate having more specific projects listed in the CIP and reducing the amounts in the allowances.
27	New	General Water Treatment Plant	1279	Roofing Systems Replacement at Water Plants and Booster Pump Stations	Miscellaneous Question, Clarification and/or Suggested Change	Does this project include a study?	No CIP 1279 does not. However, the study is being done under the Needs Assessment for the Booster Pumping Stations (CIP 1296).
28	New	Lake Huron WTP	1289	Evaluation of Flocculation Improvement Alternatives at the LHWP	Miscellaneous Question, Clarification and/or Suggested Change	Is there any thought of investigating direct filtration at Lake Huron as discussed in the Master Plan? I don't know if that would impact this project.	Yes, water operations is currently evaluating direct filtration at LH. These evaluations will be coordinated with each other.
29	New	Pumping Stations and Reservoirs	1271	Hydraulic Surge Control for North Service Center Pumping Station	Report Format or General Editing	There are two entries for this project in the CIP, should they not be combined?	The manner in which the projects are identified and tracked in the system allows the use of the original CIP number to be used for multiple phases with contract information to be entered for the various phases. In this case, one phase is S (Study) and the other is C (Construction).
30	New	Pumping Stations and Reservoirs	1271	Hydraulic Surge Control for North Service Center Pumping Station	Miscellaneous Question, Clarification and/or Suggested Change	This project really needed and might there be options?	The study phase of the project is intended to give us options. Until the results of the Study have been returned, it is not know whether or not the Construction phase of the project will be needed. As such, we have included it in the plan.
31	New	Pumping Stations and Reservoirs	1271	Hydraulic Surge Control for North Service Center Pumping Station	Miscellaneous Question, Clarification and/or Suggested Change	CIP 1271 has two elements, my understanding was that the need for this project was being minimized by making some valve changes at North Service Center to eliminate the impact on Madison Heights. With those changes being made is there a need for this project?	Agreed that a construction project may not be needed. However, until the study has been completed, it will not be known whether a construction project will be necessary.
32	New	Pumping Stations and Reservoirs	1296	Needs Assessment Study for all Water Booster Pumping Stations	Miscellaneous Question, Clarification and/or Suggested Change	Will this project result in operational changes in flows and pressure?	Possibly, the hydraulic modeling analysis associated with this task will help address this question.
33	New	Pumping Stations and Reservoirs	1325	Reservoir Inspection, Design and Rehabilitation at Imlay Station, Adams Station, Haggerty Station, LH-WTP, SP-WTP and SW-WTP	Add \$ and/or Extend Programs into 2020 and 2021	CIP 1325: why is there no budget in year 2021?	Agreed. This program should continue and become a regular cyclical program.

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34	New	Springwells WTP	1264	Water Production Flow Metering Improvements at NE, SW, and SPW WTP	Miscellaneous Question, Clarification and/or Suggested Change	I thought that this project would be done much closer to today. Is there a way to do this project quicker? I thought that the Venturi meters were thought to be in relatively good shape and would be relatively easy to rehab. I was very surprised that this project was so far out in the future.	The project is currently underway and is in design. The schedule has been moved forward considering a more aggressive construction contractor procurement schedule.
35	New	Springwells WTP	1264	Water Production Flow Metering Improvements at NE, SW, and SPW WTPs	Metering	How do the timings of these projects work with the requirements in the lease?	Good point. The schedule has been adjusted to show the project being completed by June 30, 2020 as is noted in the Water and Sewer Services Agreement Section 3.1(b)(iii), page 11.
36	New	Springwells WTP	1264	Water Production Flow Metering Improvements at NE, SW, and SPW WTPs	Metering	CIP 1303/1264: Metering Improvement planning: a) Why does it start in 2019? We need to understand non-revenue water and there is a mandate in the service agreement to address/upgrade plant meters, b) a yearly, cyclical program is needed - what is the intent/process?	CIP 1303 is scheduled to start in 2016. For CIP 1264, the schedule is being adjusted to show it being completed in its entirety no later than June 30, 2020.
37	New	Springwells WTP	1307	Steam, Condensate Return and Compressed Air Piping Improvements at Springwells WTP	Report Format or General Editing	CIP 1307 and 1333 on should be listed as pending in the "year added" column.	System limitations to do not allow text strings to be entered into this field. As such, we've used the most intuitive number of "2016". It is our intent to replace this program in the near future to provide a more user-friendly formatting for the variety of end users of its reports.
38	New	Springwells WTP	1307	Steam, Condensate Return and Compressed Air Piping Improvements at Springwells WTP	Report Format or General Editing	CIP 1307, Proposal is not signed.	In our efforts to improve communication on this CIPs this year, we added publication of the initial project proposal documents. Most of the records were complete, however a few of the records were missing information. If the missing information was not material, we did not expend the effort to make corrections. This is the case with this project. The project has been approved for inclusion in the CIP.
39	New	Water Transmission System	1230	Park-Merriman Water Main-Final Phase	Report Format or General Editing	There is a small typo in the 2 <sup>nd</sup> line of the project description for Park-Merriman Water Main-Final Phase.	Acknowledged. Thank you.
40	New	Water Transmission System	1230	Water Transmission Improvement Program	Report Format or General Editing	Total \$ is shown as \$46,205, but is shown as \$49,600 in write-up?	The difference in the two numbers is that the "Total" column in the CIP is the five-year total whereas the total project amount includes that which is yet to be expended in the 2016 update column.
41	New	Water Transmission System	1230	Water Transmission Improvement Program	Programs and Allowances	I continue to believe that the level of allowance projects is much higher for 2017 than it should be given all of the work that has been done with identification of specific projects. I would reduce the 2017 allowance down to the 2016 projection of \$3.4 million.	With transmission main replacement at about \$5M per mile, the 2017 number allows for a little over one mile of transmission main replacement for yet to be identified. As such, we believe the amount is reasonable. It is important to note that each draw on an allowance line item is evaluated individually through the same process as larger programs, therefore spending is carefully watched.

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42	New	Water Transmission System	1230	Water Transmission Improvement Program	Programs and Allowances	Why are there not more specific projects listed under this CIP? How does bifurcation impact the dollar values for this project?	We have identified many specific transmission main projects. This general allowance gives flexibility for specific projects to be developed as-needed. With the further development of our asset management system in future years we expect to be able to have more specific projects and less estimates in the general allowance. These projects are for transmission main only and not distribution main. As such, the bifurcation does not effect this line item.
43	New	Water Transmission System	1230	Water Transmission Improvement Program	Programs and Allowances	What is "Transmission Improvements Program" used for?	This is used for unforeseen replacements and rehabilitation of transmission mains and related appurtenances.
44	New	Water Transmission System	1303	Suburban Water Meter Pit Rehabilitation and Meter Replacement	Metering	Some money could be added to this project for 2021. It sounds as if there are plans to continue meter replacements beyond the 50 worst included in the existing project.	Yes, you are correct. We have added estimated expenditures for 2018-2021 to make this a \$4M per year cyclical program.
45	New	Water Transmission System	1303	Suburban Water Meter Pit Rehabilitation and Meter Replacement	Metering	CIP 1303/1264: Metering Improvement planning: a) Why does it start in 2019? We need to understand non-revenue water and there is a mandate in the service agreement to address/upgrade plant meters, b) a yearly, cyclical program is needed - what is the intent/process?	CIP 1303 is scheduled to start in 2016. For CIP 1264, the schedule is being adjusted to show it being completed in its entirety no later than June 30, 2020.
46	New	Water Transmission System	1303	Suburban Water Meter Pit Rehabilitation and Meter Replacement	Metering	What is the plan for meter replacement?	There are about 91 magnetic flow meters, i.e. mag meters, installed out of 290 meter pit locations in the system; the plan is to replace 10 meters in-house per year. In addition to the in-house replacement program CIP 1303 contract will replace 50 meters starting in year 2016.
47	New	Water Transmission System	1303	Suburban Water Meter Pit Rehabilitation and Meter Replacement	Metering	Who is meter supplier? Is \$6.5M/yr. enough or too much? What are typical costs?	The meter supplier is Siemens; there are 50 meter pits in need of meter replacement and rehabilitation of the meter pit. The typical cost for meter and valve replacement, associated pipe replacement, and rehabilitation of a meter pit is approximately \$150,000 per location. In light of this and other comments about on-going water meter replacement and rehabilitation, we've extended this program out into 2020 and 2021 at \$4M per year.
48	New	Water Transmission System	1305	Garland Transmission Main Replacement (if needed)	Garland Transmission Main	The Garland main project (as needed) should be moved out one year. With the condition assessment project not even started yet and scheduled to last about a year, it is not very likely that any money would be spent on replacing the Garland main during 2017. I would put \$0 in for 2017 and move the remaining years out one year.	Agreed. We have moved the project out a year to start in 2018 in the most recent version of the CIP.

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49	New	Water Transmission System	1305	Garland Transmission Main Replacement (if needed)	Garland Transmission Main	How will this project be impacted by NE tunnel?	The study of the Garland transmission main was separated from the design and construction of its rehabilitation or replacement to allow for the outcome of the study to determine necessary improvements. There are many elements that have interconnections in the overall system improvements as recommended by the Water Master Plan. These items are presently being considered by our engineering staff and CDM Smith. We've noted the projected sequencing of the individual elements in an attachment entitled NEWTP Repurposing Implementation Timeline.
50	New	Water Transmission System	1305	Garland Transmission Main Replacement (if needed)	Garland Transmission Main	CIP 1305, what about the NE Tunnel project? Why not include Garland Inspection with Garland Replacement?	The study was separated from the design and construction to allow for the outcome of the study to determine necessary improvements.
51	New	Water Transmission System	1305	Garland Transmission Main Replacement (if needed)	Garland Transmission Main	CIP 1305 - Garland main replacement project - should the start date be pushed?	Agreed. We have moved the project out a year to start in 2018 in the most recent version of the CIP.
52	New	Water Transmission System	1305	Garland Transmission Main Replacement (if needed)	Garland Transmission Main	Raw water tunnel repurposing project-should there be a placeholder for \$110M in the CIP?	This is related to the Garland Transmission Main Replacement Project and the cost of options is currently being evaluated.
53	New	Water Transmission System	1321	96-inch Main Relocation and Isolation Valves Installations	96-Inch Transmission Main	I think that this project needs to be thoroughly reviewed before it is built. It sounds as if this in in progress but until it is done, I would put \$0 in 2017 and move the costs out one year.	This project has been receiving significant detailed engineering review in recent months and the analysis is currently ongoing. This review includes consideration of a parallel main. Because the final decision has yet to be made regarding the exact execution method, we believe the schedule of expended funds is appropriate at this time.
54	New	Water Transmission System	1321	96-inch Main Relocation and Isolation Valves Installations	96-Inch Transmission Main	Has easement issue been resolved for 96-in water main re-location project?	Not entirely. This is currently being reviewed by our legal department.
55	New	Water Transmission System	1321	96-inch Main Relocation and Isolation Valves Installations	96-Inch Transmission Main	I see where the 96-inch sits as a project, but would that be any where close to Washington Township's boundaries? When the main is shut down for issues in Washington's boundaries, we are completely without water until the repair is taken care of.	We are presently developing a plan to implement these projects with minimal disruption to customers, including Washington Twp. As the plan is developed, we will meet with customers about the plan.
56	New	Water Transmission System	1327	Pennsylvania, Springwells and Northeast Raw Water Supply Tunnel Improvements based on Contract CS-1623 Inspection Results	Miscellaneous Question, Clarification and/or Suggested Change	CIP 1327, does the "Northeast" listed include the tunnel to NE as well?	Yes it does.

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57	New	Water Transmission System	1333	Downriver Transmission System Needs Assessment	Report Format or General Editing	CIP 1333, this is not signed in the write-up.	In our efforts to improve communication on this CIPs this year, we added publication of the initial project proposal documents. Most of the records were complete, however a few of the recorded were missing information. If the missing information was not material, we did not expend the effort to make corrections. This is the case with this project. The project has been approved for inclusion in the CIP.
58	New	Water Transmission System	1333	Downriver Transmission System Needs Assessment	Miscellaneous Question, Clarification and/or Suggested Change	I was really happy to see this project on the list but I would not spend any money until GLWA has some buy-in from the downriver communities.	Agreed.
59	New	Water Transmission System	1333	Downriver Transmission System Needs Assessment	Miscellaneous Question, Clarification and/or Suggested Change	CIP 1333, will this be done for other communities as well? Such as NOCWA?	We will take this into consideration.
60	New	Water Works Park WTP	1166	Yard Piping, Valves and Venturi Meters Replacement at Water Works Park	NEWTP Repurposing	Why is this project being re-evaluated? Is it because of the NE tunnel? The scope of this may change depending on results of tunnel / garland main outcomes?	The reevaluation of the project is part of the finer analyses needed to execute the Water Master Plan recommendation of the repurposing of the NEWTP. All elements are being scrubbed to ensure continuity between elements. Refer to the NEWTP Repurposing Implementation Timeline.
61	New	Water Works Park WTP	1301	Comprehensive Condition Assessment at Waterworks Park WTP	Miscellaneous Question, Clarification and/or Suggested Change	How will this project relate to the asset management program? Should this project not be broadened to include all vertical assets?	We expect that the results of this project will inform the asset management program regarding what is needed for other vertical assets. As the Asset Management Program becomes more mature, we expect that condition assessments will be cyclical for many vertical assets that require specialized inspection to determine condition.
62	Non-Specific	Non-Specific	N/A	N/A	DWSD	Is the CIP for DWSD-R going to be shared with the other customers?	Yes.
63	Non-Specific	Non-Specific	N/A	N/A	DWSD	Will DWSD-R plan be presented?	We have requested for DWSD to present some level of detail to the wholesale customers. Our impression is that some presentation of the plan will be made at the next AWG meeting.
64	Non-Specific	Non-Specific	N/A	N/A	DWSD	Where is DWSD-R on the Executive Summary chart?	It is not on this plan as this is a GLWA CIP. The DWSD water and sewer CIP plans are separate documents.
65	Non-Specific	Non-Specific	N/A	N/A	General	Is CIP based on revenue finance capital only?	No it is not. Financing for CIP projects may be done in a variety of ways. The Authority is working toward more revenue finance capital projects.
66	Non-Specific	Non-Specific	N/A	N/A	General	My overriding concern about spending of all types is that we need to be spending less in all areas due to declining water sales. I understand that the planned CIP spending is consistent with Bart's financial projections and consistent with the 4% goal for expense growth but I think that we should be shooting for much smaller increases in expenses and therefore much smaller increases in rates. I think that we should be controlling CIP spending to a lower level.	Understood and acknowledged.

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67	Non-Specific	Non-Specific	N/A	N/A	General	Project interdependence: which project impacts which, schedule and cost wise.	It is our goal to be able to produce overall project schedules. Such a program is contemplated in our efforts to procure assistance with CIP program management.
68	Non-Specific	Non-Specific	N/A	N/A	General	Were any projects removed from the CIP?	No projects were removed from the CIP but two projects were split between DWSD-R and GLWA.
69	Non-Specific	Non-Specific	N/A	N/A	General	Who is responsible for tracking projects?	Primary project tracking is done by the Group that initiated the project proposal. Financial tracking is performed by the Capital Management Group within the Financial Services Area. The newly formed Planning Area, as staff members are hired, will take a more active role in overall CIP project tracking.
70	Non-Specific	Non-Specific	N/A	N/A	General	Asset Management/CIP Work Group Update	We are scheduling the Asset Management and CIP Work Group's first meeting in February.
71	Non-Specific	Non-Specific	N/A	N/A	General	Has actual GLWA workload been evaluated over the 5 years?	Yes, however our evaluation will be further refined with the assistance with the forthcoming CIP Program Management assistance.
72	Non-Specific	Non-Specific	N/A	N/A	General	My overall opinion is that the overall level of spending planned for 2017 is much higher than what will be spent. This has been a problem for years. As an example, the CIP for last year projected total spending for 2016 as \$132.7 million. The summary on page 4 indicates the actual for 2016 will be \$58.0 million. I am worried that the \$125.1 million plan for 2017 is similarly too high.	Understood and acknowledged. Please consider the following additional explanation of the 2016 values on Page 4. The 2016 numbers in the table portion are "Updates" meaning they are amounts remaining to be spent. The graph shows many years of total projected expenditures, including the total approved for 2016. Subtracting the number in the table from the number in the graph yields the actual expenditure for 2016 year-to-date. The numbers work out as follows: Total Proposed: \$132,813,000 Expended YTD: \$74,829,000 (56%) Yet to Be Expended: \$57,984,000 (44%) As such, the spend rate is not as low as what one might think without the added explanation.
73	Non-Specific	Non-Specific	N/A	N/A	Metering	I don't think that there is any money in the CIP for meters for Detroit, Dearborn or Highland Park. During the 5 year planning period, we should have some money budgeted for those meters.	GLWA is planning to conduct the financial and engineering analysis to set the units of service and a metering plan for non-metered customers. At present the GLWA does not pay for customer billing meters, as such there are no funds noted for this in the CIP. If this policy were to change, then funds would be added in future years to the CIP to reflect this.
74	Non-Specific	Non-Specific	N/A	N/A	General	Include customer input on prioritization factors	An Asset Management Work Group will be established, discussion about the factors associated with ranking will be this will be one of the first items discussed by the group.
75	Non-Specific	Non-Specific	N/A	N/A	General	Include project rankings	An Asset Management Work Group will be established, discussion about the factors associated with ranking will be this will be one of the first items discussed by the group.

Changes to the CIP include scheduling, financial, and content changes only.

Questions in blue text resulted in a change to the CIP.

Questions in gray text did not result in a change to the CIP.

**Customer Questions and Answers  
Preliminary FY2017 Water CIP Plan**

Question #	Report Section	Project Category	CIP#	Project Name	Customer Q&A Category	Question	Answer
76	Non-Specific	Non-Specific	Various	N/A	NEWTP Repurposing	Four projects in CIP are related to NEWTP - will all be needed?	See Attached Implementation Timeline for the current thinking of the Repurposing of the NEWTP. This process is currently being evaluated.
77	Non-Specific	Non-Specific	Various	N/A	Programs and Allowances	Will we budget out to 2021 for as-needed services?	<b>There are a variety of as-needed services noted in various CIP projects. We have evaluated these and added dollar estimates to individual CIP projects, allowances or in other areas of the budget to cover expenses in the out years of 2020 and 2021.</b>
78	Non-Specific	Non-Specific	Various	Various	Report Format or General Editing	In the "Update" Column why is there an asterisk?	The asterisk indicates that the "Update" column is for informational purposes only and is not counted in the five-year total. The 2016 "Update" dollar values are estimated amounts yet to be expended in FY2016.
79	Non-Specific	Non-Specific	Various	Various	NEWTP Repurposing	Is the NE-Repurposing in the CIP?	Several projects are needed to effectuate this change. Refer to the Implementation Timeline for the Repurposing of the NEWTP (attached).
80	Non-Specific	Non-Specific	Various	Various	NEWTP Repurposing	Treatment plant decommissioning: what is the status? What are the cost savings? A tracking & communications plan is needed	See Attached Implementation Timeline for the Repurposing of the NEWTP for status. Updates on the financial elements are forthcoming.