

Roles and Responsibilities

- Operates regional water and wastewater system for communities in eight southeast Michigan counties, including the city of Detroit
- Bills member municipalities for water and wastewater treatment services
- Creates a collaborative, regionally-focused water and wastewater system that ensures all communities served have a voice in the direction of the utility
- Utilizes a partnership approach to operating the system based on mutual trust, collaboration, respect and open and honest communication



Responsibility

- Operates the city of Detroit's local water and wastewater systems
- Bills residential and commercial accounts within the city of Detroit limits
- Provides compassionate customer service to all customers
- Offers payment plans and coordinates water affordability programs to eligible customers

- Collaborates with 88 member partners to ensure water quality for local customers in 112 communities (nearly 3.8M served)
- Collaborates with 19 member partners to ensure safe and sanitary wastewater treatment services for local customers in 79 communities (nearly 2.8M served)



Customers

- More than 230,000 residential, commercial, and industrial accounts within the city of Detroit

- Leases infrastructure from the city of Detroit
- Operates and maintains five water treatment facilities, one water resource recovery facility, as well as associated facilities and infrastructure
- Provides funding for and implements capital improvements to the regional water and wastewater systems
- Utilizes its double AA credit rating to secure favorable financing/lower interest rates on existing debt to allow for increase ability to use cash on hand to fund future capital improvements



How It Works

- Retains ownership of the city of Detroit's water and wastewater system (2,700 miles of water main and 3,000 miles of sewer collection piping)
- Leases infrastructure and water and wastewater treatment facilities to GLWA for \$50M a year over 40 years
- Utilizes the \$50M annual lease payment to replace aging city of Detroit water, sewer and stormwater infrastructure, starting with a \$500 million, five-year Capital Improvement Program (CIP) launched in June 2019

Roles and Responsibilities

- Publishes a five-year Capital Improvement Plan (CIP) in partnership with member partners which outlines intended infrastructure projects in the water and wastewater systems and is evaluated annually
- Adopts an annual budget which includes capital, operating and maintenance expenses and limits yearly increase to no more than 4% (absent extraordinary circumstances)

- Leverages regional resources for member partner benefit, including maximizing use of existing public investments, coordinating asset upgrades and repairs with projects underway in member communities
- Determines capital improvements to meet service-level requirements and ensure long-term sustainability of the system
- Commits a dedicated half-percent of revenues to WRAP, a sustainable assistance plan that provides financial assistance, conservation education, minor plumbing repairs (including for bathroom and kitchen fixtures that pre-date the 1986 lead-free plumbing code change)
- Provides for enhanced financial transparency

- Suzanne Coffey, CEO; appointed and approved by GLWA Board of Directors in August 2021
- Oversight by a six-member board comprised of one representative each from Oakland, Macomb and Wayne counties, two representatives from the city of Detroit, and one appointed by the Michigan governor to represent member communities outside of the tri-county



How It Works Cont.

- Replace full lead service lines, mostly residential, in Detroit as part of the CIP and per new state law to replace them within 40 years



Advantages

- Expansion of enhanced Customer Assistance Programs administered through third-party, qualified service providers
- Focus on Detroit and improve operational practices have led to vastly improved customer outreach, responsive and preventative maintenance of the systems, and innovation in program implementation
- Reduces the amount of stormwater entering the wastewater system through a Green Infrastructure Program with 17 projects that manage 61 million gallons annually



Leadership

- Gary Brown, Director of DWSD, appointed by the Mayor of Detroit and approved by DWSD Board of Water Commissioners in January 2016
- The DWSD Board of Water Commissioners is comprised of seven board members that are Detroit residents appointed by the Mayor of Detroit