



ONE WATER PARTNERSHIP MEMBER OUTREACH PROGRAM

Providing exceptional water and wastewater service to the region is at the heart of GLWA's member outreach program. The program has matured over the years to address important issues like charges, contracts and system planning, and deliver valued improvements to member communities. A solid foundation has been created for future collaboration, and an updated partnering agreement provides opportunities for even greater efficiencies.



"This is an exciting time with the regional authority moving forward. We feel like we are part of the process and decision-making team. Our suggestions have been incorporated into discussions numerous times and contributed to the outcomes."

Don Rohraff, Director of Public Works • City of Livonia

In September 2017, GLWA updated its partnership agreement with member communities and refined a framework for collaboration that has been used for 20 years. Now called the *One Water Partnership*, the program uses work groups to involve members in technical service and financial discussions that support decision making for GLWA's water and wastewater systems. It is beneficial for GLWA and members alike, providing opportunities to work together on technical and regulatory concerns, and to build lasting relationships.

The program's success is the result of hard work and commitment by individuals from GLWA, member communities and third-party facilitators. Difficult issues have been addressed, and process improvements have been made, that positively impact daily service activities. Equally important, a support system with peers has been created for when technical guidance or assistance is needed. Most participants say they get more out the program than they put into it.

Future outcomes are dependent on continued participation in work groups. Members are encouraged to join a work group if they are not already involved, or to expand their participation by inviting others in their organization to join a work group.

2016 OUTREACH PROGRAM STATISTICS

10

WORK GROUPS AND
SUBCOMMITTEES

82

MEMBER COMMUNITIES
PARTICIPATED

78

WORK GROUP
MEETINGS HELD

1,966

MEETING
ATTENDEES

ONE WATER PARTNERSHIP BENEFITS

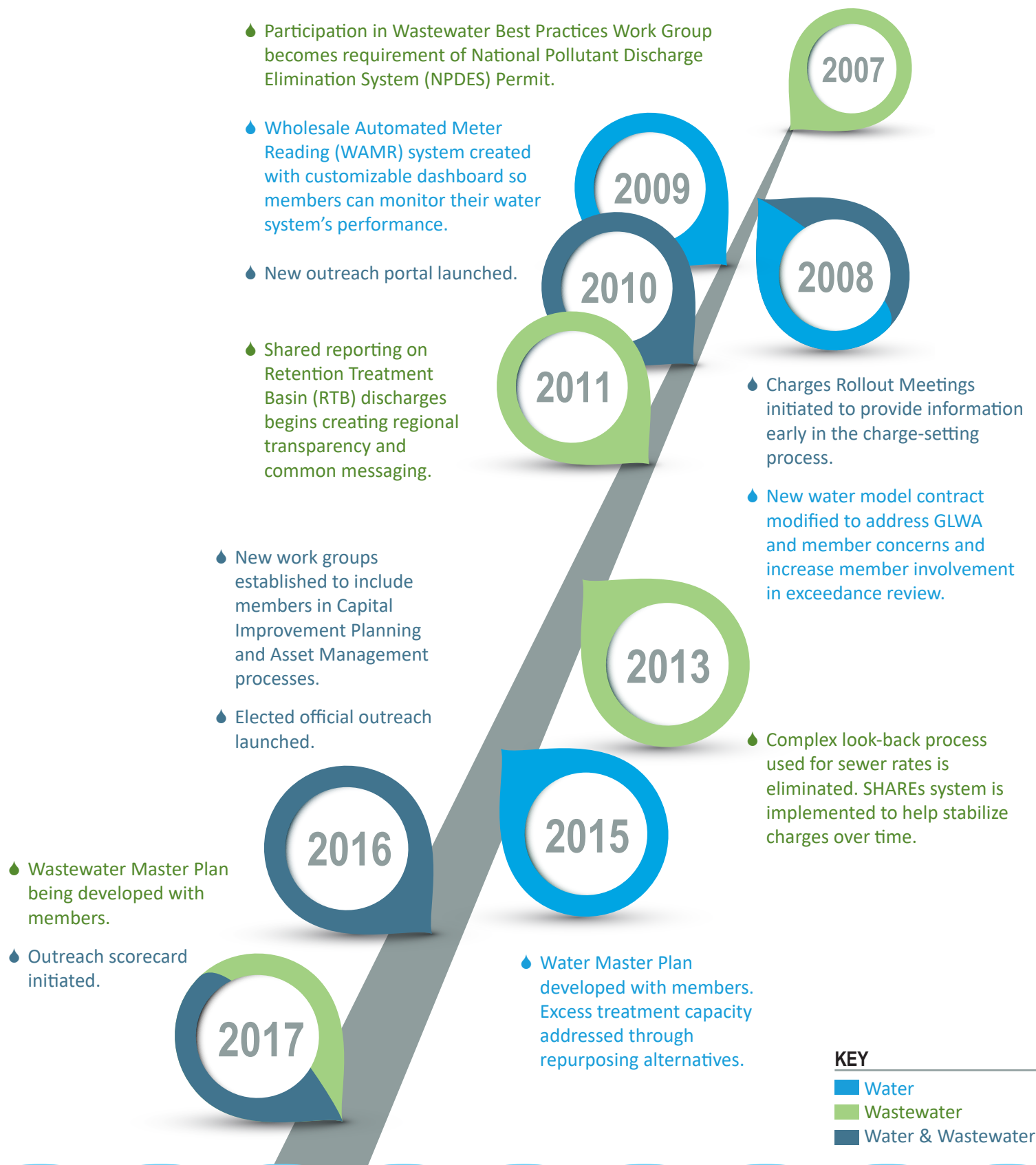
- Collaborative decision making on water and wastewater issues
- Opportunity to provide input on planning and other GLWA system initiatives
- Networking with peers in the GLWA system
- Stronger relationships with GLWA staff
- Greater understanding of the GLWA system

"I am responsible for helping to administer the City's water and sewer contracts. Participating in the Charges Work Groups has increased my understanding of how the methodologies were established and any changes that may be impacting our rates. It's allowed me to better explain charges to City staff and residents now."

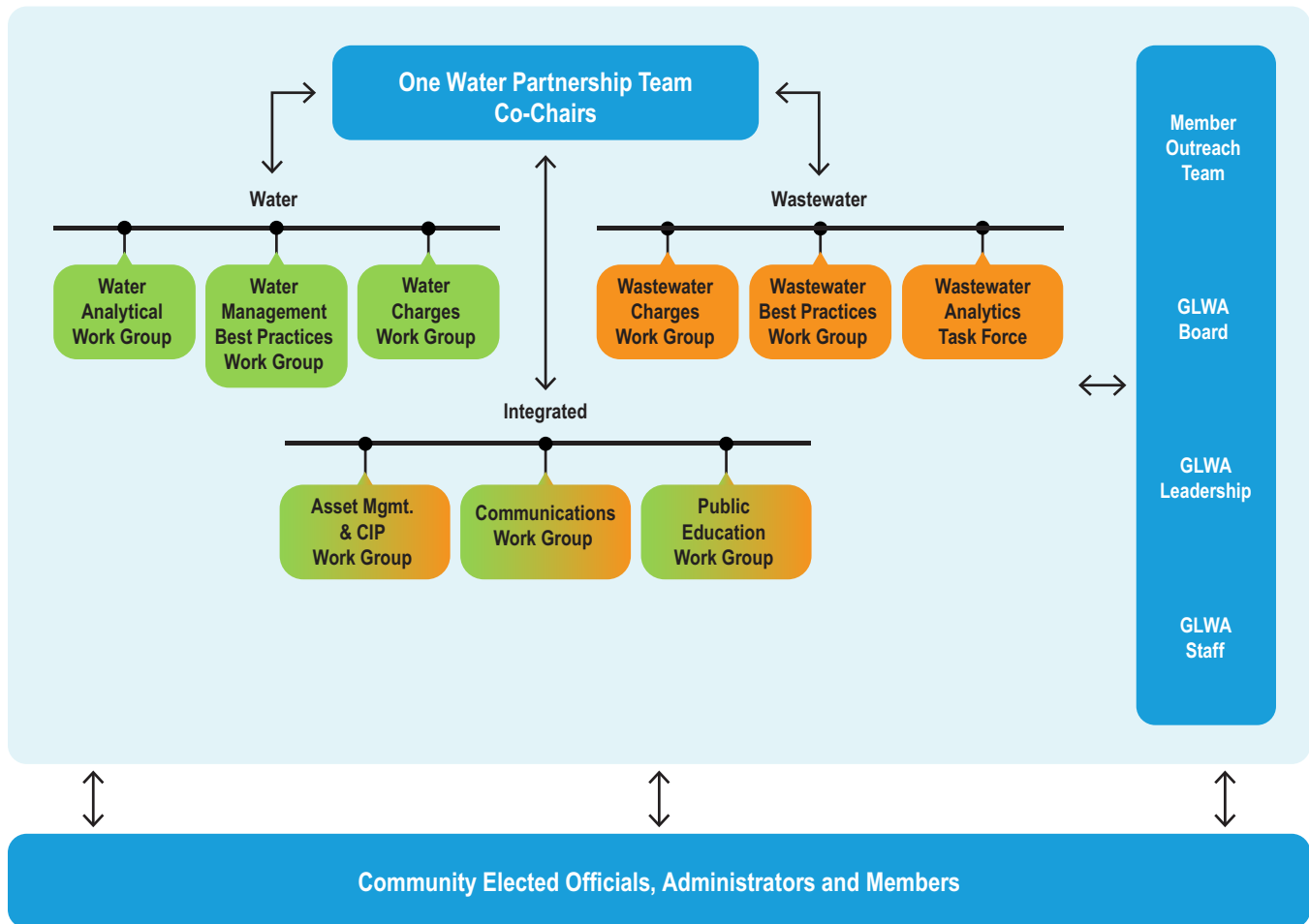
Tammy Gushard, Assistant to Director of Public Services • City of Farmington Hills

BENEFICIAL OUTCOMES OF GLWA MEMBER OUTREACH PROGRAM

Many activities and processes, viewed as standard practices today, were developed through the member outreach program.



ONE WATER PARTNERSHIP MEMBER OUTREACH PROGRAM STRUCTURE



ONE WATER PARTNERSHIP

2017 Mission Statement

To collaboratively ensure a One Water System approach to our regional water and wastewater system that will be economically, socially and environmentally responsible and sustainable.

2017 Partnership Goals

- To protect the public health, safety and welfare of the public served by the regional system.
- To participate in the optimization of critical GLWA business processes such as asset management, capital improvement project identification and planning, continuing education, procurement, public relations, strategic planning, and training.
- To identify and further business and technical innovations with the potential to make effective

and efficient contributions to the partnership such as cooperative purchasing, joint economic development, regional training, and piloting new technologies.

- To actively participate in the development and roll out of water and wastewater charges to minimize controversy.
- To expand partnership participation to those members who do not regularly engage in partnership activities.
- To identify and cultivate utility leaders of the future.
- To develop a multi-jurisdictional, multi-agency approach to infrastructure renewal and development.

A complete copy of the September 28, 2017 GLWA One Water Partnership agreement can be found on GLWA's website (under Wholesale Customers tab).