



**Office of the Chief Executive**

735 Randolph Street, Suite 1900  
Detroit, Michigan 48226

August 23, 2017

The Honorable  
Board of Directors  
Great Lakes Water Authority

Dear Chairman Daddow and Directors:

**Regarding: CEO's Report – August, 2017**

Last month, I reported to you that GLWA had released a draft of its inaugural 5 - year planning document for review. Since that time, we have completed our audit of Fiscal Year 2015-16 and our Comprehensive Annual Financial Report (CAFR) was received by the Board at its August 9, 2017, meeting. I am pleased to report that GLWA received a “clean” audit opinion. We look forward to further discussions of this matter with the Board’s Audit Committee and the full Board in September.

Last month, I also wrote to you about “the need to consider the balance of equity and stability in the charge development process as we move forward with a number of potential issues identified that could impact cost allocation and methodology.” Today we look forward to providing a presentation to the Board on this topic and having our initial dialogue with you regarding strategies in this area. Next week, on August 31, 2017, at 10:00 a.m., Lathrup Community Center located at 27400 Southfield Road in Lathrup Village we will begin a similar dialogue with our customers. This conversation is a critical one as we move forward with a broad scope of initiatives which impact the utility, our customers, our budget, and our charges.

The “clean” audit opinion, the completion of the CAFR, and the beginning of our dialogue on the balance of stability and equity in charges including the supporting cost allocation and methodology are further signs of the tremendous progress that GLWA has made as we continue to move from start-up utility to established provider of choice in southeastern Michigan. Throughout my report today you will see further signs of our progress: an initiative to create further alignment between GLWA’s Work and Asset Management System (WAM) and our budget system (BS&A) is underway; we are rolling out encryption software to all GLWA desktops, laptops, and tablets which will greatly increase the security of GLWA’s personal computers; and the “Units of Service for Non-Master Metered Customers and System Water Audit” project continues its progress. These are but a few examples of the many initiatives underway at GLWA.

As I often say, here at GLWA our mantra is “faster, faster” and there is plenty of progress to report, today I want to highlight another aspect of our initiatives, that they reflect a spirit of collaboration and coordination between various functions and groups within the GLWA, with our Board and with our customer communities. We are truly one water, one team.

## PLANNING SERVICES

### *Asset Management and CIP Group*

Recently, a significant internal project has been kicked off related to Capital Work Processes and their alignment between the GLWA work management system (Oracle Work and Asset Management or WAM) and the GLWA financial system (BS&A) Capital Asset module. The purpose of the project is to develop capital work processes and standard business procedures for efficiently capturing activities related to the purchase of new assets and the retirement, replacement or maintenance of existing assets. The goal is to align our WAM (Asset Management program) and BS&A (Fixed Asset Financial software) systems to ensure the smooth, reliable, and readily accessible data needed to meet the requirements of our Asset Management Strategies, Capital Improvement Planning, Operations & Maintenance and Financial Reporting. The project is expected to incorporate multiple touch points with business units across the GLWA and help create considerable efficiencies in Capital Work Processes throughout the organization.



A GLWA request for proposals for asset management planning services is currently available on the Michigan Inter-governmental Trade Network. Proposals are due on Wednesday, September 13, 2017 by 12:00 noon (Eastern Standard Time).

The Asset Management and Capital Improvement Plan Customer Outreach Work Group's next scheduled meeting is September 26, 2017 where we plan to make a presentation on the Wastewater Asset Management Plan update that is required to be submitted to MDEQ in October. Following that meeting will be a meeting on October 24, 2017 where we plan to review new project business case evaluations and major changes to the CIP projects and format for the fiscal year 2019 - 2023 Capital Improvement Plan.

### *Systems Planning Group*

On August 7, 2017, a meeting of GLWA's Executive Leadership Team, Customer Outreach team and the Technical Advisory Committee and Wastewater Steering Committee co-chairs was held to review an updated draft of the One Water Partnering Agreement. The first draft of this agreement was reviewed by attendees of the One Water Partnering Session in May 2017.

#### July Work Group Meetings

| Work Group                  | # Attended |
|-----------------------------|------------|
| Communications              | 16         |
| Analytical Work Group (AWG) | 63         |
| Public Education            | 13         |
| Asset Management/CIP        | 28         |

## **PLANNING SERVICES** (continued)

Participants were encouraged to “take the lid off” when thinking of things GLWA can do in partnering with communities to benefit the region collectively. The room was full of energy as co-chairs discussed ideas, reviewed the document and gave additional input. The suggested changes will be incorporated in the next draft of the document. That document will be presented at the next One Water Partnering Session scheduled for September 28, 2017.

The Wastewater Master Plan team continues to meet to discuss the overall project’s direction and key points to ensure the project will be successful. As a part of this initiative, the Greater Detroit Regional Sewer System (GDRSS) model will be updated with current operational information, improved connectivity and updated customer collection system models. Customer participation in developing the plan continues to be a mainstay of this project’s approach. Integrating the work being undertaken in the West Side Monitoring and Modeling project as well as work related to the interim wet weather operating plan are important elements of the project at this stage. Additionally a metering plan and a plan to test the clarifiers at the WRRF are being drafted and planned for implementation in September.

### ***System Analytics and Meter Operations Group***

The “Units of Service for Non-Master Metered Customers and System Water Audit” project team is making continued progress with advances made in the following key areas:

- Finalizing the data requests for the non-master metered communities
- Review of the Units of Service methodology for non-master metered customers.
- Benchmarking of water losses by analyzing mains breaks for Detroit and Dearborn.
- Analysis of the hydraulic model to support the implementation of two proposed District Metered Areas in Dearborn.
- Analysis of Automatic Meter Read (AMR) data for approximately 200,000 Detroit customers to estimate both daily and hourly peaking factors.
- Documenting the methodology used by each water treatment plant to estimate water production. Analyses of the associated data to support adjustments and levels of confidence in the data.

Regular project updates continue to be provided at the Analytical Work Group (AWG) meetings.

The System Analytics & Meter Operations (SA&MO) group began working on a project to upgrade the head-end communication system that collects five-minute meter data for wholesale automatic meter reading (WAMR) system. This project will include replacing hard to maintain legacy software and hardware to ensure that GLWA continues to collect real-time meter reads reliably well into the future.

## **PLANNING SERVICES** (continued)

The SA&MO group led a Wastewater Analytics Task Force (WATF) meeting on August 4, 2017. The meeting included a presentation from Westside Modeling and Monitoring team providing progress of the program. Suzanne Coffey provided the overview and update on Interim Wet Weather Operations Plan. The next WATF meeting is scheduled for October 6, 2017.

A subcommittee of the WATF was created to develop a D+ metering improvement plan. The subcommittee's first meeting was held on July 17, 2017. The improvements in metering in D+ area will allow for better sewer system analysis and provide additional data for future sewer SHAREs calculation. A second meeting was held on August 15, 2017.

During the recent system outage, the SA&MO staff worked with GLWA IT to bring the wholesale water (WAMR) and sewerage (GDRSS) portals back online as early as possible. The team also worked with the WAM and DWSD Retail AMR teams to expedite restoration of their systems.

### ***Energy Management Group***

Preliminary results from the Water Utility Energy Challenge (WUEC) shows a decrease in pollutants emitted by fossil fuel electricity generating plants that supply electricity consumed by water utilities. The Water Utility Energy Challenge is sponsored by AWWA with support from Wayne State University (WSU) and is funded by the Great Lakes Protection Fund.

As a participant of the WUEC, the GLWA's Lake Huron Water Treatment plant elected to schedule the filter backwash process to time periods of lower emissions. Data regarding periods of high and lower emission levels are provided by WSU's Locational Emissions Estimation Methodology (LEEM).

### ***Research and Innovation***

A second project with the University of Michigan, Dynamic Collection System Control was launched in partnership with our Systems Control and System Analytics & Meter Operations Groups. The goal of this project is to demonstrate and quantify benefits of real-time control to the operation of GLWA's collection system. The research team will develop and test the real-time, dynamic control model for a selected study area and the outcomes will be compared to the baseline cases using current control approaches. The team will create a real-time dashboard to assist operators during storm events to demonstrate if the developed real-time controls achieve positive results in the current collection system.

To support the Master Planning process in its evaluation of the use of a real-time collection system "learning" algorithm, Planning Services staff along with the Master Plan consultant staff are planning to visit South Bend, Indiana to view the real-time control network that has been implemented on their combined collection system.

## **PLANNING SERVICES** (continued)

South Bend's experience was a reduction from \$713 M to less than \$200 M for implementation of their Phase II stormwater controls, decreasing the cost per household by \$608 per year through the use of a real-time control system and application of cloud-based modeling process.

## **WASTEWATER OPERATING SERVICES**

### ***Wastewater Operations Group***

The Water Resource Recovery Facility (WRRF) was in compliance with all National Pollutant Discharge Elimination System (NPDES) and Michigan Department of Environmental Quality (MDEQ) water quality permits in the month of July 2017 with one exception. On July 12, 2017, a fecal coliform count for the Lieb Screening and Disinfection Facility exceeded the permitted limit. Staff are investigating the cause of the exceedance given that total residual chlorine values for the samples were within acceptable ranges.

### ***Engineering & Maintenance Groups***

#### ***Fire Remediation***

The remediation of the area of Incinerator Complex II that was damaged by the March 2016 fire is nearly complete with six of eight incinerators available for service. Additional restorative work continues and must be completed before capacity testing can be completed on two incinerators. Other systems supporting incineration are scheduled to be completed by October 2017.

#### ***Biosolids Dryer Facility (BDF)***

The BDF continues to regularly meet production limits set by GLWA. Final construction efforts are continuing for both recycle bin modifications and sulfur dioxide scrubber installation. All recycle bin and scrubber installation work is scheduled to be completed by the end of the year.

#### ***Rouge River Outfall Disinfection Project***

The contractor has started the phase II work (design completion and construction) with a targeted construction completion date of April 1, 2019, as required by the NPDES permit. Current work efforts include excavation for new disinfection diffusers, relocation of existing utilities and incorporating GLWA comments into the 90% design documents toward 100% design completion.

## **WASTEWATER OPERATING SERVICES (continued)**

### ***Design Engineering***

The Design Engineering group welcomed Mr. Ali Khraizat, P.E. as the new Engineering Design Manager. Mr. Khraizat's activities include assisting with three small capital improvement projects including WRRF emergency lighting, Conner Creek CSO Access Hatches and Decommissioning of Water Main and Duct Work at Pump Station 1, and updating the new asset management database for Capital Improvement Projects for the next five years. Additionally he is focusing efforts to assist Operations and Maintenance with infrastructure and process issues.

### ***Maintenance***

Team Leader, Mr. Ken Paylor has been selected to head up a future Central Maintenance Team, which will be expected to perform large and complex maintenance activities. In addition to the standard maintenance activities, this month's focus continues to be on improving the condition of the grounds and removing underutilized temporary facilities.

### ***Industrial Waste Control (IWC)***

Staff continues to work with our consultants to plan for the relocation of the Analytical Laboratory and Industrial Waste Control staff to the New Administration Building on the WRRF property.

The MDEQ issued a Notice of Violation on July 14, 2017 that included the Gravimetric Analysis for Total Suspended Solids (TSS) and Oil & Grease (O&G). The MDEQ required our revision to our measurement protocol to: "*perform repetitive drying, cooling, desiccating and weighing until a constant weight is obtained or the weight change is less than 4% of the previous weight or 0.5 mg, whichever is less*". The Standard Operating Procedure (SOP) and implementation was completed effective May 24, 2017.

Staff has followed up with members of the MI Brewers Guild within our Service Area to provide the GLWA with a "Wastewater Volume Election Form", to assess surcharges for High-strength Wastewater. There are four remaining facilities which require staff follow-up. Staff from Public Finance have initiated Surcharge (High Strength) invoices based on each facility's election.

Software upgrades are on schedule for the Pretreatment Information Management System (PIMS) and the Laboratory Information Management System (LIMS).

## WATER OPERATIONS

### *Northeast*

Northeast has received the “Certificate of Excellence” in recognition of the quality of Northeast Water Plant’s Laboratory proficiency testing from the Environmental Resource Associates (ERA). The laboratory has been recognized as a Laboratory of Excellence for achieving 100% acceptable data in this study which included 202 participating laboratories. This is the fourth consecutive year Northeast’s Laboratory has received this recognition which is demonstration of the desire to maintain the highest water quality standards.



All five GLWA water treatment facilities have received this recognition in 2017.

### *Water Works Park*

July 23 - 27, 2017, Chirag Kawa, Infrastructure Administrator of the Water Works Park Water Treatment Plant, attended the Ovation Users Group Conference in Pittsburgh, Pennsylvania. Over 1,000 ovation direct users attended the conference.

Ovation users engaged in discussions of automation, cyber security, and better use of historical data, predictive controls, better system maintenance techniques, and an update on technology. Conference breakout sessions covered:

- Advanced Control/Optimization
- Ovation/Tech Tips Sessions
- Simulation Sessions
- Project Management
- Bus Technology
- Security/Compliance/Regulatory Sessions

August 1 - 3, 2017, nine (9) Water Operations team members attended the Plankton-Algae course offered by the American Water Works Association (AWWA) in Muskegon, Michigan. The course focused on finding solutions to drinking water problems caused by Algae such as taste and odor, clogged filters in water treatment systems, to harmful algal blooms.

## **WATER OPERATIONS** (continued)

These new challenges necessitate an increased awareness, knowledge, and understanding by water professionals in dealing with problems caused by algae. The course was designed to provide tools necessary for identification, forecasting, treatment, and prevention.

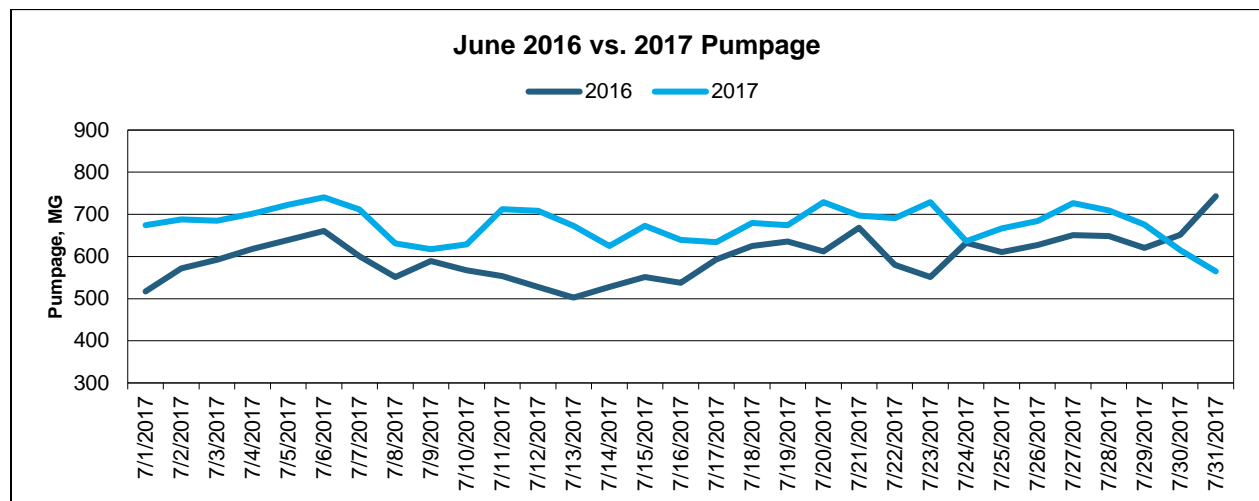
Team members expressed how informative and enlightening the course was with the recommendation that others take the opportunity to participate in future sessions.

### ***Systems Control***

On August 9, 2017, Systems Control Center Manager Biren Saparia made a presentation on *Turning Data into Information* at the 2017 International Society of Automation (ISA) Water/Wastewater and Automatic Controls (WWAC) Symposium in Orlando, Florida.

### **System Pumpage**

*Total pumpage for July 2017 was 11.4% higher than 2016*



### ***Northwest Interceptor Initial Inspection Results (Update)***

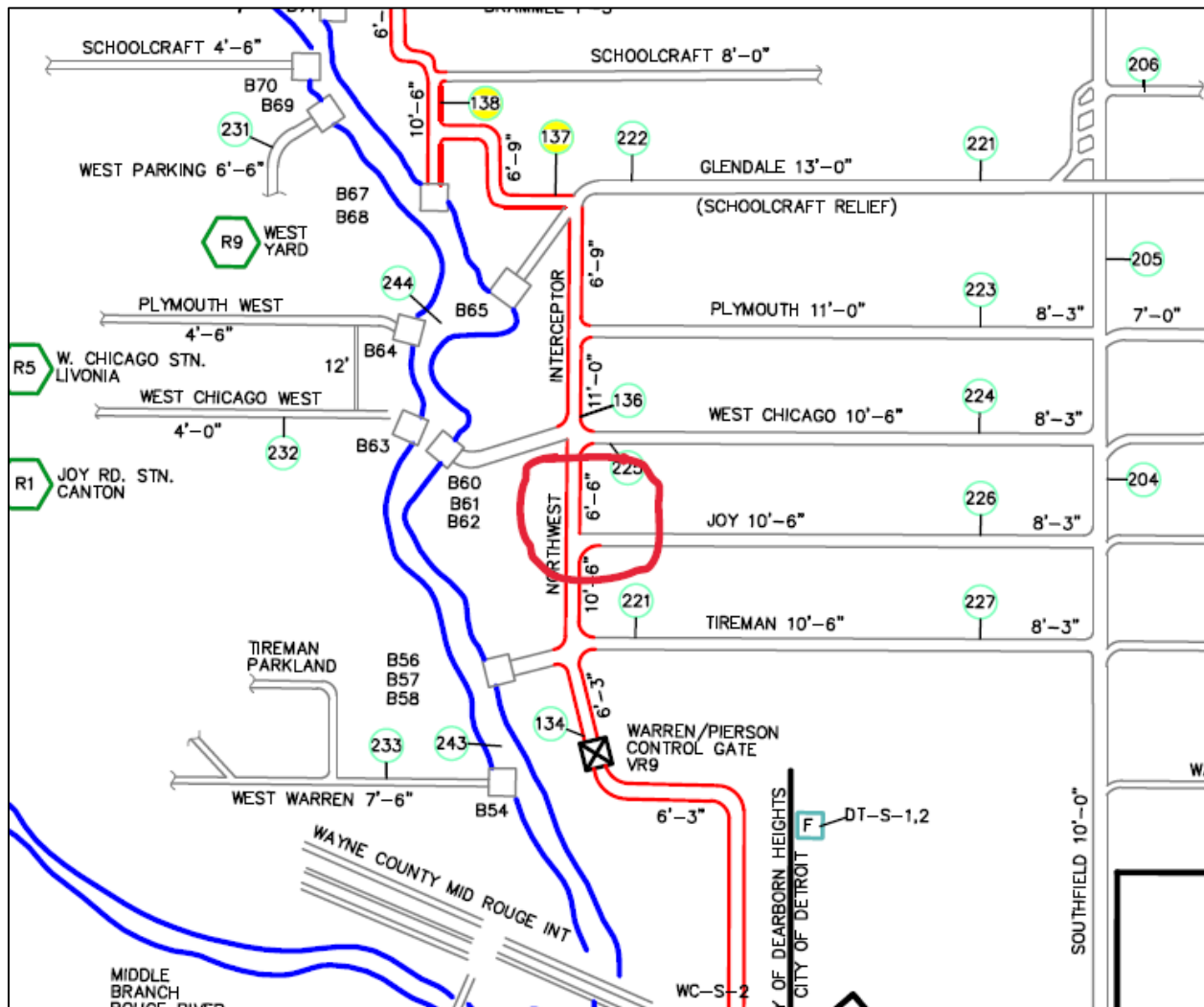
The Northwest Interceptor (NWI) parallels the Rouge River and collects combined sewage from the East-West sewers serving the Rouge River Valley, Dearborn, Allen Park, and Melvindale. The diameter of the NWI varies from 4 ft. in the northern section to 10 ft. where it joins the Oakwood Interceptor.

The following Pipeline Assessment Certification Program (PACP) grade 5 defects were found during the inspection of the NWI. This section of sewer will be rehabilitated under the new Emergency Sewer Contract CON-149.



## WATER OPERATIONS (continued)

*Schematic of the Northwest Interceptor Area*



## INFORMATION TECHNOLOGY

As the use of *SeeClickFix* by the residents of Detroit has increased, duplicate issues are being reported causing an unnecessary burden to the DWSD Maintenance and Repair (M&R) team. A modification to the interface code was made by the IT Applications Delivery team that proactively identifies existing open tickets in WAM and the Improve Detroit application. The reporting citizen is notified that the issue has already been captured, and the citizen is added to the contact list for the open ticket. In this way, the citizens are kept up-to-date on the status of the problem, and the workload on the M&R team regarding tracking and managing the duplicate tickets is reduced.

## **INFORMATION TECHNOLOGY** (continued)

In addition to the *SeeClickFix* related project in WAM already detailed above, the IT PMO in conjunction with the IT Applications team completed the addition of attachments to WAM requisitions eliminating the need to email the documents separately and the creation of additional WAM reports for Finance.

IT has successfully negotiated a change in the scheduled upgrade with our HRIS vendor Ceridian to ensure that the upgrade occurs after the end of the Open Enrollment period. This will alleviate the potential of a version upgrade from impacting Open Enrollment.

IT Service Delivery has completed upgrades of approximately 80 legacy mobile flip phones to new smart phones for GLWA team members. Smart phones equipped with advance calling features will give team members experiencing limited in building cellular connectivity the ability to leverage the new upcoming GLWA wireless infrastructure currently being implemented for cellular and data connections.

IT Service Delivery installed new Dell computing equipment at Northeast Water Plant. The installation replaced all legacy desktops for Northeast Water Plant team members. The installation also included four new desktops for Logistics and Materials team members relocating from WRRF.

The Geographic Information System (GIS) team has been working on numerous projects for GLWA/DWSD. They recently completed Updating Base Layer Feature Classes, which effects the GIS layers for the Counties, Communities Boundaries, Building footprints, and the Detroit Land Bank Authority (DLBA). GIS also created three new collector application logins to track hydrant painters for DWSD M&R, Non-Profit Groups, and Contractors. The Hydrant Painting Collector Application was also enhanced to archive painting history over time instead of just recording the most recent painting job. GIS is continuing their efforts to Level Sensor GPS Points, and to update the Sewer Lining Digitization Projects.

The IT team is planning to rollout encryption software to all GLWA desktops, laptops, and tablets. This rollout is scheduled to be complete by October 31, 2017, and will greatly increase the security of GLWA's personal computers. The encryption software will make it so the data on the hard drives of the computers will not be accessible by anyone outside of GLWA, in the case of physical theft of the devices.

## **PUBLIC AFFAIRS GROUP**

The Public Affairs Group has begun preparations for the 2017 Year in Review publication. In development is the overall theme for the publication, as well as a content outline and brainstorming on how the second year's publication can be better supported by video (vignettes to be incorporated within the electronic version, as well as to promote the publication's release) and social media.

Production is underway on a new 30-minute video news program, *The One Water News Report*. With an expected completion date in September, the 30-minute news program will cover topical information, feature segments that help the public understand who GLWA is and what it does, and profile team members in positions that are being recruited. The first edition will cover topics such as the effect that flushables have on the regional system - for which both Oakland County Water Resources Commissioner Jim Nash and Macomb County Public Works Commissioner Candice Miller were interviewed, as well as discussions with both apprentices and their mentors in GLWA's EITC-I Apprenticeship program. Each episode will be shared with our member communities so that they can be played on community cable and at other pertinent venues.

Public Affairs has also initiated discussions with the IT Group on the complete redesign of GLWA's public website. The redesign is intended to not only provide stakeholders with an improved user experience with the information they need/want at one click, but also create a better platform for GLWA to position its thought leadership on important issues, and enhance recruiting for all GLWA positions. The goal would be to have the redesign completed within the calendar year.

## **SECURITY AND INTEGRITY**

During the month of August, the Security and Integrity Group is planning for the 2017 Tabletop Exercise.

GLWA Security and Integrity have completed the FEMA 315 Critical Asset Risk Management Training and is currently developing an Evacuation Planning Team.

## **ORGANIZATIONAL DEVELOPMENT**

The Electrical Instrumentation Control Technician-Instrumentation Apprentices continue to rotate throughout the organization as part of the Apprenticeship Program. Apprentices will begin classes at Henry Ford College on Thursday, August 24, 2017.

There have been 24 new hires since the July CEO Report. Our current staff count is 890. New Employee Orientation continues every month.

The Cornerstone Learning Management System (LMS) was officially launched on August 11, 2017. Training for all team members is underway and team members will have an opportunity to explore the new system prior to training.

## **FINANCIAL SERVICES AREA**

### ***Financial Planning & Analysis (FP&A)***

In preparation for the start of our next budget cycle, the FP&A team is in the process of scheduling budget training classes for Budget Managers and Administrators. These individuals are responsible for entering their respective budgets into the BS&A system and reviewing their required budget reports. Included in the operating unit staff budget process is the five-year financial planning cycle for operations & maintenance as well as the capital outlay budgets.

We would also like to welcome Richard “Jay” Oswalt as the newest member of the FP&A team. Jay has been able to jump in by working to develop a detailed cost allocation model for GLWA. Jay began meeting with staff throughout the organization to learn how costs incurred within the individual costs centers impact GLWA customer charges. Welcome aboard Jay!

### ***Financial Reporting and Accounting***

As GLWA has just celebrated the New Fiscal Year, work has begun to implement a new review process for the general ledger. This process entails a review of over 175 cost centers and thousands of expense transactions that have been recorded over the course of the year to validate the accuracy of numerous changes that were implemented during FY 2017. The overall effort will expedite the preparation of year end work papers and streamline the FY 2017 annual audit as well as support the cost allocation project.

As inventory is a large daily volume activity, accounting for it correctly becomes crucial for accurate financial reporting. HPe has created a series of WAM reports which generates a weekly journal entry that is processed in BS&A to record all of the stock checkouts. Data from five weeks of live reporting shows the process is fully functional and running smoothly. This process provided the General Ledger team the opportunity to create a template to streamline monthly reconciliations between WAM and BS&A. This template has been successfully incorporated into the financial monthly closing process, and continues to be an asset to all team members going forward.

The following numbers represent the Accounts Payable team activity for the month of July:

| <b>July 2017 - Accounts Payable Activity</b> |                  |
|--|------------------|
| Checks Issued                                | 1247             |
| Vendors Paid                                 | 292              |
| Dollar Amount Paid                           | \$ 24,451,432.57 |
| Average # of Invoices Processed Per Day      | 62               |

**FINANCIAL SERVICES AREA** (continued)

***Transformation***

The Financial Services Area (FSA) has recently completed two key exercises which were aimed at optimizing services provided by GLWA. The first exercise was the creation of a “FSA 2020 Vision”. This identifies key opportunities to improve upon the services currently provided to our various stakeholders. In addition, the second exercise implemented a thorough “Voice of the Customer survey which was designed to identify priorities specific to the internal organizations the FSA team supports. The output from both of these efforts are providing the primary materials for our pending KPI Kaizen Blitz being held the week of August 14<sup>th</sup>. The Blitz will result in a new and improved dashboard of the FSA Key Performance Indicators (KPI’s) designed around the needs of both our internal and external stakeholders.

***Procurement***

The following numbers represent the Construction & Contract Services activity through the month of July:

| 2017 YTD - Contracts Executed |           |                  |          |                  |           |                  |          |                  |           |                   |           |                   |           |                   |
|-------------------------------|-----------|------------------|----------|------------------|-----------|------------------|----------|------------------|-----------|-------------------|-----------|-------------------|-----------|-------------------|
| (in 000's)                    |           |                  |          |                  |           |                  |          |                  |           |                   |           |                   |           |                   |
|                               | January   |                  | February |                  | March     |                  | April    |                  | May       |                   | June      |                   | July      |                   |
|                               | Quantity  | Value            | Quantity | Value            | Quantity  | Value            | Quantity | Value            | Quantity  | Value             | Quantity  | Value             | Quantity  | Value             |
| Construction                  | 1         | \$ 995.0         | -        | \$ -             | 2         | \$ 654.4         | 1        | \$ 1,636.7       | 7         | \$ 37,651.8       | 2         | \$ 10,092.8       | 2         | \$ 7,173.3        |
| Consultant                    | 9         | 2,512.1          | 8        | 1,773.5          | 7         | 3,213.6          | 2        | 68.5             | 6         | 8,637.1           | 14        | 20,380.4          | 4         | \$ 29,425.0       |
| Design/Build                  | 1         | 3,590.0          | -        | -                | 1         | 320.9            | 1        | -                | 1         | 100.0             | 0         | -                 | 1         | \$ 2,500.0        |
| Legal Services                | 2         | 750.0            | 1        | 250.0            | 1         | 50.0             | -        | -                | -         | -                 | 2         | 350.0             | 6         | \$ 1,495.0        |
| <b>Grand Total</b>            | <b>13</b> | <b>\$7,847.1</b> | <b>9</b> | <b>\$2,023.5</b> | <b>11</b> | <b>\$4,238.9</b> | <b>4</b> | <b>\$1,705.2</b> | <b>14</b> | <b>\$46,389.0</b> | <b>18</b> | <b>\$30,823.2</b> | <b>13</b> | <b>\$40,593.3</b> |

| July 2017 - Contracts in Process |                      |
|----------------------------------|----------------------|
| (in 000's)                       |                      |
| Quantity                         | Value                |
| 27                               | \$ 90,623.80         |
| 27                               | 50,108.36            |
| 3                                | 32,009.70            |
| 2                                | 78.00                |
| 4                                | 525.00               |
| <b>63</b>                        | <b>\$ 173,344.86</b> |

The Procurement team is gearing up for the 2<sup>nd</sup> Annual Vendor Outreach which is scheduled for Monday, September 18<sup>th</sup> and will be held at the Shriners Silver Gardens Event Center in Southfield. This event provides an opportunity to our vendors to “put a face to the name” of the teams they work with at GLWA. It is an excellent networking opportunity for both existing as well as potentially new vendors.

**FINANCIAL SERVICES AREA** (continued)

In cost savings news, GLWA received a volume rebate from McNaughton-McKay in the amount of \$4,402.57. GLWA was eligible for this rebate because the average invoice payment was 43 days, well within McNaughton-McKay’s terms of 60 days. This rebate percentage varies based on fiscal year’s purchases under our *Just In Time* (JIT) agreement.

***WRAP Update***

Below is a summary of committed and spent WRAP funds as well as home audits and home repairs performed through June 30, 2017 for the City of Detroit and Suburban participants:

**WRAP Funding Status  
As of June 30, 2017**

|   | Detroit         | Suburban          | Total           |
|---|-----------------|-------------------|-----------------|
| Scheduled Appointments                            | 13,398          | 3,814             | 17,212          |
| Completed Pre-Applications                        | 12,594          | 3,621             | 16,215          |
| Households Assisted                               | 2,913           | 1,914             | 4,827           |
| Shutoffs Avoided                                  | 2,469           | 472               | 2,941           |
| Home Audits                                       | 937             | 205               | 1,142           |
| Number of Home Repairs                            | 594             | 115               | 709             |
| Amount of Home Repairs                            | \$ 274,990.64   | \$ 76,509.58      | \$ 351,500.22   |
| Average Cost of Home Repair                       | \$ 462.95       | \$ 665.30         | \$ 495.77       |
| Total Bill Assistance Committed                   | 830,688         | \$597,402         | 1,428,090       |
| Total Arrearage Assistance Committed              | 1,654,773       | \$615,083         | 2,269,856       |
| Total Assistance Committed                        | \$ 2,485,461.13 | \$ 1,212,485.13   | \$ 3,697,946.26 |
| FY 2016 & FY 2017 WRAP Funds Uncommitted*         | \$ 206,278.00   | \$ 3,591,632.90   | \$ 3,797,910.90 |
| FY 2016 Uncommitted Funds Reallocated to Detroit  | \$ 1,664,832.80 | \$ (1,664,832.80) | \$ -            |
| Net FY 2016 & FY 2017 Funds Uncommitted           | \$ 1,871,110.80 | \$ 1,926,800.10   | \$ 3,797,910.90 |
| Total Bill and Arrearage Assistance Paid to Date: | 625,986         | 128,968           | \$754,954       |

\* Includes breakage amounts returned to funding allocation.

## **TRAINING AND STAFF DEVELOPMENT**

Congratulations to Water Operations staff members Joseph Charles (F3) and Joseph Luttrell (F4) for passing their Water Operations license exam taken on May 3, 2017. Mr. Charles joined GLWA in November 2016 and Mr. Luttrell joined in January 2017.

Drinking Water regulations mandate any drinking water system or portion of the system which has been classified in accordance with Michigan Department of Environmental Quality (MDEQ) rules shall be under the supervision of an operator in charge, who shall be certified in the system. The purpose of operator certification is to demonstrate that he or she possesses the skill, knowledge, experience, and education necessary to operate a system successfully.

## **LEGAL**

General Counsel's August Report is an attachment to the Chief Executive Officer's Report.

Respectfully submitted,



Sue F. McCormick  
Chief Executive Officer

SFM/dlr