



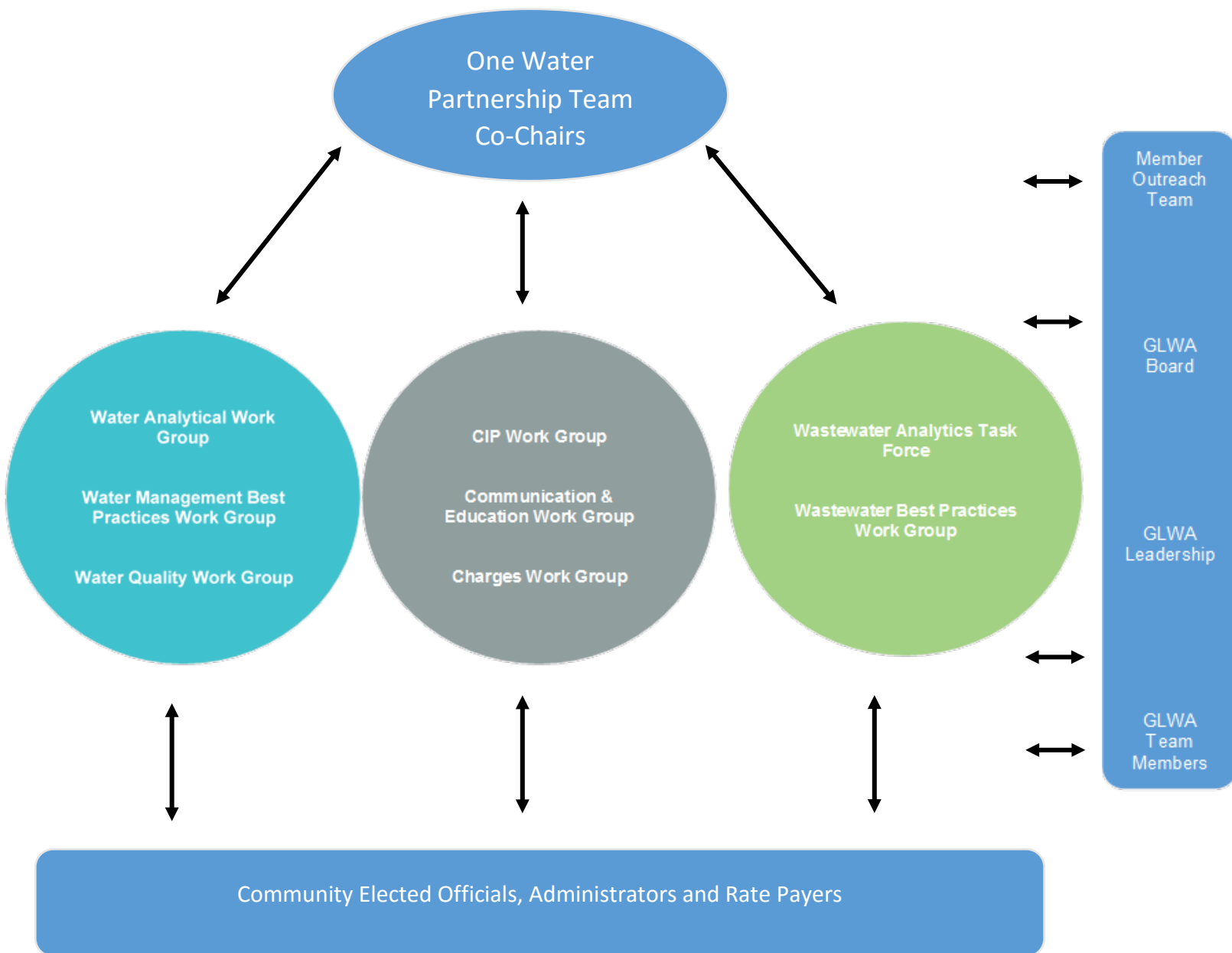
# Member Outreach Program Manual

Updated 10/14/2019

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# Partnership Structure



# Role Description

## Member

A participant in the Member Outreach Program. This term describes customers, consultants, GLWA Board Members, GLWA team members, associated stakeholders or regulatory agencies such as MDEQ, MDOT, and SEMCOG. When the need to be specific to wholesale customers, the term “Member Partners” is used.

## Member Sponsor

Participates in the planning and setting of the agenda. Provides member perspective on work group activities.

## GLWA Sponsor

Provides overall direction for the work group. Responsible for determining or approving agenda topics and assigning action items.

## One Water Co-Chair

Acts as an extension of the facilitators by proactively raising current topics, issues and concerns of members to Member Outreach and GLWA Leadership. Encourages involvement across the membership and to transmit information and inform the counties they are representing. Assists in the planning of the quarterly One Water Partnership Meetings.

## Outreach Coordinator

Provides general work group oversight and support to GLWA Sponsor, Facilitator, and Members. Coordinates pre-planning meetings and assists with agenda development. Follows up with GLWA Sponsor on action items. Approves meeting summary.

## Facilitator

A neutral third-party that is responsible for ensuring and sustaining the rules of collaboration and furthering the transparent exchange of financial, programmatic, and technical information between GLWA and its members.

# Member Outreach Program Overview

Meeting	Name	Role	Email	Phone
One Water Partnership	One Water Co-chairs	Member Sponsors	See Page 7	See Page 7
	GLWA Executives	GLWA Sponsors	---	---
	Kerry Sheldon	Facilitator	<a href="mailto:Kerry@bridgeportllc.com">Kerry@bridgeportllc.com</a>	734-260-1926
	Madison Merzlyakov	Outreach Coordinator	<a href="mailto:Madison.Merzlyakov@glwater.org">Madison.Merzlyakov@glwater.org</a>	313-580-3358
CIP Work Group	Sam Smalley	Member Sponsor	<a href="mailto:smalleys@detroit.mi.gov">smalleys@detroit.mi.gov</a>	313-410-1099
	Ian Thompson	GLWA Co-Sponsor	<a href="mailto:Ian.Thompson@glwater.org">Ian.Thompson@glwater.org</a>	313-999-3852
	Ali Khraizat	GLWA Co-Sponsor	<a href="mailto:Ali.Khraizat@glwater.org">Ali.Khraizat@glwater.org</a>	313-418-9532
	Lori Byron	Facilitator	<a href="mailto:Lori@bridgeportllc.com">Lori@bridgeportllc.com</a>	734-678-7831
	Madison Merzlyakov	Outreach Coordinator	<a href="mailto:Madison.Merzlyakov@glwater.org">Madison.Merzlyakov@glwater.org</a>	313-580-3358
Charges Work Group	Jeff McKeen	Member Sponsor	<a href="mailto:jmckeensocwa.org">jmckeensocwa.org</a>	248-229-9596
	Nickie Bateson	GLWA Sponsor	<a href="mailto:Nicolette.Bateson@glwater.org">Nicolette.Bateson@glwater.org</a>	313-964-9225
	Kerry Sheldon	Facilitator	<a href="mailto:Kerry@bridgeportllc.com">Kerry@bridgeportllc.com</a>	734-260-1926
	Madison Merzlyakov	Outreach Coordinator	<a href="mailto:Madison.Merzlyakov@glwater.org">Madison.Merzlyakov@glwater.org</a>	313-580-3358
Communication & Education Work Group	Mark Kibby	Member Sponsor	<a href="mailto:mkipby@cityoffallenpark.org">mkipby@cityoffallenpark.org</a>	313-928-1883
	Cheryl Porter	GLWA Co-Sponsor	<a href="mailto:Cheryl.Porter@glwater.org">Cheryl.Porter@glwater.org</a>	313-964-9390
	Michelle Zdrodowski	GLWA Co-Sponsor	<a href="mailto:Michelle.Zdrodowski@glwater.org">Michelle.Zdrodowski@glwater.org</a>	313-224-4739
	Lori Byron	Facilitator	<a href="mailto:Lori@bridgeportllc.com">Lori@bridgeportllc.com</a>	734-678-7831
	Madison Merzlyakov	Outreach Coordinator	<a href="mailto:Madison.Merzlyakov@glwater.org">Madison.Merzlyakov@glwater.org</a>	313-580-3358
Water Analytical Work Group (AWG)	Jacob Rushlow	Member Sponsor	<a href="mailto:jrushlow@ci.livonia.mi.us">jrushlow@ci.livonia.mi.us</a>	734-466-2606
	Chandan Sood	GLWA Sponsor	<a href="mailto:Chandan.Sood@glwater.org">Chandan.Sood@glwater.org</a>	313-267-9007
	Brittany Galisdorfer	Facilitator	<a href="mailto:Brittany@bridgeportllc.com">Brittany@bridgeportllc.com</a>	734-657-7371
	Madison Merzlyakov	Outreach Coordinator	<a href="mailto:Madison.Merzlyakov@glwater.org">Madison.Merzlyakov@glwater.org</a>	313-580-3358

Meeting	Name	Role	Email	Phone
<b>Water Management Best Practices</b>	Bob Jackovich	Member Sponsor	<a href="mailto:bobj@socwa.org">bobj@socwa.org</a>	248-229-9815
	Terry Daniel	GLWA Sponsor	<a href="mailto:Terry.Daniel@glwater.org">Terry.Daniel@glwater.org</a>	313-926-81-31
	Brittany Galisdorfer	Facilitator	<a href="mailto:Brittany@bridgeportllc.com">Brittany@bridgeportllc.com</a>	734-657-7371
	Madison Merzlyakov	Outreach Coordinator	<a href="mailto:Madison.Merzlyakov@glwater.org">Madison.Merzlyakov@glwater.org</a>	313-580-3358
<b>Water Quality</b>	Cheryl Porter	GLWA Sponsor	<a href="mailto:Cheryl.Porter@glwater.org">Cheryl.Porter@glwater.org</a>	313-964-9390
	Lori Byron	Facilitator	<a href="mailto:Lori@bridgeportllc.com">Lori@bridgeportllc.com</a>	734-678-7831
	Madison Merzlyakov	Outreach Coordinator	<a href="mailto:Madison.Merzlyakov@glwater.org">Madison.Merzlyakov@glwater.org</a>	313-580-3358
<b>Wastewater Analytics Task Force (WATF)</b>	Brian Coburn	Member Sponsor	<a href="mailto:coburnbr@oakgov.com">coburnbr@oakgov.com</a>	248-452-1022
	Chandan Sood	GLWA Sponsor	<a href="mailto:Chandan.Sood@glwater.org">Chandan.Sood@glwater.org</a>	313-267-9007
	Brittany Galisdorfer	Facilitator	<a href="mailto:Brittany@bridgeportllc.com">Brittany@bridgeportllc.com</a>	734-657-7371
	Madison Merzlyakov	Outreach Coordinator	<a href="mailto:Madison.Merzlyakov@glwater.org">Madison.Merzlyakov@glwater.org</a>	313-580-3358
<b>Wastewater Best Practices</b>	Chris Nastally	GLWA Sponsor	<a href="mailto:Chris.Nastally@glwater.org">Chris.Nastally@glwater.org</a>	313-319-3934
	Lori Byron	Facilitator	<a href="mailto:Brittany@bridgeportllc.com">Brittany@bridgeportllc.com</a>	734-657-7371
	Madison Merzlyakov	Outreach Coordinator	<a href="mailto:Madison.Merzlyakov@glwater.org">Madison.Merzlyakov@glwater.org</a>	313-580-3358

# One Water Co-Chair Contact List

Name	Representing	Phone	Email
Rob Bincsik	Genesee County (Flint)	810-577-8267	<a href="mailto:rbincsik@cityofflint.com">rbincsik@cityofflint.com</a>
Carrie Cox	Oakland County (OCWRC)	248-470-1314	<a href="mailto:coxc@oakgov.com">coxc@oakgov.com</a>
Jeff McKeen	Oakland County (SOCWA)	248-229-9596	<a href="mailto:jmckeen@socwa.org">jmckeen@socwa.org</a>
Kevin Johnson	Macomb County (Chesterfield Twp.)	586-980-2293	<a href="mailto:kjohnson@chesterfieldtwp.org">kjohnson@chesterfieldtwp.org</a>
Russ Miller	Macomb County (St. Clair Shores)	586-298-7849	<a href="mailto:millerr@scsmi.net">millerr@scsmi.net</a>
Don Rohraff	Wayne County (Livonia)	734-673-8069	<a href="mailto:drohraff@ci.livonia.mi.us">drohraff@ci.livonia.mi.us</a>
Bill Turner	Wayne County (Brownstown Twp.)	734-767-6050	<a href="mailto:wturner@brownstown-mi.org">wturner@brownstown-mi.org</a>
Palencia Mobley	Detroit (DWSD)	313-212-7987	<a href="mailto:Palencia.Mobley@detroitmi.gov">Palencia.Mobley@detroitmi.gov</a>
Laurie Koester	GLWA	248-561-3941	<a href="mailto:Laurie.koester@glwater.org">Laurie.koester@glwater.org</a>

# Third-Party Facilitators

## Purpose

To ensure and sustain the rules of collaboration and further the transparent exchange of financial, programmatic, and technical information between GLWA and its members.

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### *Bridgeport Consulting*

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*Kerry Sheldon, Lead Facilitator*  
[kerry@bridgeportllc.com](mailto:kerry@bridgeportllc.com)  
734-260-1926



*Brittany Galisdorfer, Project Manager*  
[brittany@bridgeportllc.com](mailto:brittany@bridgeportllc.com)  
734-657-7371



*Anica Madeo, Special Projects Support*  
[anica@bridgeportllc.com](mailto:anica@bridgeportllc.com)  
734-730-4047



*Lori Byron, Communications/Education*  
[lori@bridgeportllc.com](mailto:lori@bridgeportllc.com)  
734-678-7831



# MEMBER OUTREACH MEETING NORMS

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## *Meeting Norms for Members*

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### Before the Meeting:

- Look for the agenda that is published prior to the meeting.
- Review and provide comment on any materials provided prior to the meeting.
- Acknowledge your own personal bias to encourage and maintain a collaborative working environment.

### During the Meeting

- Make sure to sign in and update your contact information on the sign-in sheet.
- Introduce yourself to other members, making sure to mention who you are representing during the meeting.
- Show mutual respect for each members' point of view.
- Be proactive and take initiative in raising issues and provide recommendations during the meeting.
- Work with other members toward consensus on each issue.

### After the Meeting:

- Review the meeting summary that is sent out following each meeting.
- If you have any follow up questions, please contact the outreach coordinator or meeting facilitator.

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### *Meeting Norms for GLWA Team Members*

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By attending a Member Outreach meeting, you are representing GLWA. Everything you say and do is a reflection of the Authority.

#### Before the Meeting:

- Presentations received by the Outreach are assumed to have been approved by the GLWA Area that created the presentation.
- Bring business cards, if applicable.
- Wear your GLWA nametag, if applicable.

#### During the Meeting

- Try to sit with non-GLWA team members.
- Introduce yourself to members at the meeting. Make sure to include your GLWA Area and your role.
- Actively engage in conversation with members at your table, including during breakout sessions.
- Refrain from doing other work during the meeting.
- If a member asks a question that you don't know the answer to, please refer them to the designated outreach coordinator.
- Unless your question is for clarification purposes, please save your questions to ask the presenter in after the meeting.

#### After the Meeting:

- Look for the meeting summary that is sent out following each meeting.
- If you were assigned any action items from the meeting, please follow up with the designated outreach coordinator.

## WORK GROUP GUIDE

# One Water Partnership

## Purpose:

To exceed the expectations of the Membership by utilizing best practices in the treatment and transmission of water and wastewater while promoting healthy communities and economic growth. 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.

## Example Topics:

Updates on GLWA initiatives, regional concerns, and industry best practices.

## Member Representatives:

Elected officials, Managers, Finance, Administrators and other interested parties

## Member Sponsor:

One Water Co-Chairs

## GLWA Representatives:

Planning Services, Wastewater Operations, Water Operations, Field Services, Financial Services, Organizational Development, Information Technology, General Counsel, Public Affairs

## GLWA Sponsor:

GLWA Executive Leadership Team

## Meeting Frequency:

Quarterly

## Meeting Location:

Rotates throughout the service region

## Meeting Duration:

4 hours

## Facilitator:

Kerry Sheldon (Lead) and Brittany Galisdorfer

## Outreach Coordinator:

Madison Merzlyakov

## Agenda Topic Coordination:

Facilitator, Member Sponsor, GLWA Sponsor, Outreach Coordinator

## Related Work Group

All work groups stem from the One Water Partnership

# CIP Work Group

## Purpose:

To engage work group members in the development and execution of the Capital Improvement Program and Capital Improvement Plan (CIP). The work group provides feedback and best practices regarding improvements to, and execution of the associated business processes and activities.

## Example Topics:

CIP Development, Capital Project Delivery, Finance/Procurement

## Member Representatives:

Managers, Engineers and other interested parties

## Member Sponsor:

Sam Smalley, DWSD

## GLWA Representatives:

Financial Services, Water Engineering, Wastewater Engineering, Systems Planning, Field Services

## GLWA Sponsor:

Ali Khraizat & Ian Thompson

## Meeting Frequency:

Quarterly

## Meeting Location:

Rotates throughout the service region

## Meeting Duration:

2.5 hours

## Facilitator:

Lori Byron

## Outreach Coordinator:

Madison Merzlyakov

## Agenda Topic Coordination:

Facilitator, Member Sponsor, GLWA Sponsor, Outreach Coordinator, Topic Expert

## Related Work Group

One Water Partnership, Water Analytical Work Group, Wastewater Analytics Task Force

# Charges Work Group

## Purpose:

To discuss and provide input and recommendations to the charge methodology, provide education on the methodology, financial statements, other metrics. To review SHARE allocations and other issues related to member partner charges.

## Example Topics:

Charge methodology, upcoming budgets,

## Member Representatives:

Managers, Finance, Administrators and other interested parties

## Member Sponsor:

Jeff McKeen – Southeastern Oakland County Water Authority

## GLWA Representatives:

Financial Services, General Counsel, Systems Planning

## GLWA Sponsor:

Nickie Bateson – Chief Financial Officer

## Meeting Frequency:

Up to 7 times per year

## Meeting Location:

Rotates throughout the service region

## Meeting Duration:

2-4 hours

## Facilitator:

Kerry Sheldon (Lead) & Brittany Galisdorfer

## Outreach Coordinator:

Sherri Gee

## Agenda Topic Coordination:

Facilitator, Member Sponsor, GLWA Sponsor, Outreach Coordinator, Bart Foster

## Related Work Group

One Water Partnership, Water Analytical Work Group, CIP Work Group, Wastewater Analytics Task Force

# Communication & Education Work Group

## Purpose:

To raise awareness of, counsel and develop educational materials on topics related to drinking water and wastewater, including publication of Operation Clean Water articles. The work group generates feedback from members regarding improvements to communications with member partners and other stakeholders, within the service region.

## Example Topics:

Communication processes, debriefing of recent events, how communication was handled.

## Member Representatives:

Communication Directors, Managers, Operators and other interested parties

## Member Sponsor:

Mark Kibby, Allen Park

## GLWA Representatives:

Various teams may be called upon as-needed

## GLWA Sponsor:

Michelle Zdrodowski, Chief Public Affairs Officer & Cheryl Porter, Chief Operating Officer

## Meeting Frequency:

Quarterly or as-needed

## Meeting Location:

Rotates throughout the service region

## Meeting Duration:

2 hours

## Facilitator:

Lori Byron

## Outreach Coordinator:

Madison Merzlyakov

## Agenda Topic Coordination:

Facilitator, Member Sponsor, GLWA Sponsor, Outreach Coordinator

## Related Work Group

All



# Water Analytical Work Group (AWG)

## Purpose:

To address issues relating to water service contracts, level of service, capital project updates, system planning and the Wholesale Automated Meter Reading (WAMR) program. The Water Analytical Work Group also reviews contract exceedances at the November and December meetings.

## Example Topics:

Engineering, operational and planning issues. Goals have included addressing reliability and redundancy concerns, planning of large construction projects, providing input to the Master Plan Update, reviewing water main break issues, and developing a process to review GLWA non-revenue water data.

## Member Representatives:

Managers, Engineers, Operators and other interested parties

## Member Sponsor:

Jacob Rushlow – City of Livonia

## GLWA Representatives:

System Analytics & Meter Operations, Water Operations, System Control Center, Water Engineering, Systems Planning, Financial Services and General Counsel

## GLWA Sponsor:

Chandan Sood – System Analytics & Meter Operations Manager

## Meeting Frequency:

Up to 10 times per year

## Meeting Location:

Rotates throughout the service region

## Meeting Duration:

2.5 hours

## Facilitator:

Brittany Galisdorfer

## Outreach Coordinator:

Madison Merzlyakov

## Agenda Topic Coordination:

Facilitator, Member Sponsor, GLWA Sponsor, Outreach Coordinator, Water Engineering

## Related Work Group

One Water Partnering Session, Communication & Education Work Group, Water Charges Work Group, Water Management Best Practices, CIP Work Group

# Water Management Best Practices

## Purpose:

To promote regional water management best practices, approaches, applications and benchmarks, and to provide information and recommendations to the One Water Partnership.

## Example Topics:

Training opportunities, finding ways to connect to elected officials, and hosting workshops to address regional issues.

## Member Representatives:

Managers and other interested parties

## Member Sponsor:

Bob Jackovich – Southeastern Oakland County Water Authority (SOCWA)

## GLWA Representatives:

Water Operations, Field Services, Training, Systems Planning

## GLWA Sponsor:

Terry Daniel – Water Operations Director

## Meeting Frequency:

Up to 6 times per year

## Meeting Location:

SOCWA Offices – 3910 W. Webster Rd., Royal Oak, MI 48073

## Meeting Duration:

2 and 1/4 hours

## Facilitator:

Lori Byron

## Outreach Coordinator:

Madison Merzlyakov

## Agenda Topic Coordination:

Facilitator, Member Sponsor, Outreach Coordinator

## Related Work Group

Water Analytical Work Group, Communication & Education Work Group

# Water Quality Work Group

## Purpose:

To raise awareness of and counsel/support on issues and topics relating to drinking water quality within the service region to member partners.

## Example Topics:

Lead and Copper Rule, Water Quality Sampling and Monitoring

## Member Representatives:

Public Works and other interested parties

## Member Sponsor:

None

## GLWA Representatives:

Water Quality, Water Operations, Systems Planning

## GLWA Sponsor:

Cheryl Porter – Chief Operations Officer

## Meeting Frequency:

Ad hoc in response to regulatory changes, drinking water quality issues of public concern and operational needs

## Meeting Location:

Webinar or rotates throughout the service region

## Meeting Duration:

2 hours

## Facilitator:

Lori Byron

## Outreach Coordinator:

Madison Merzlyakov

## Agenda Topic Coordination:

Facilitator, GLWA Sponsor, Outreach Coordinator

## Related Work Group

One Water Partnership, Water Analytical Work Group, Water Management Best Practices, Communication & Education Work Group

# Wastewater Analytics Task Force

## Purpose:

To address issues relating to the regional wastewater system, including metering, level of service, asset management, and system operations and planning.

## Member Representatives:

Managers, Engineers, Operators and other interested parties

## Member Sponsor:

Brian Coburn – Oakland County Water Resources Commission

## GLWA Representatives:

System Analytics & Meter Operations, Systems Control, Systems Planning, Wastewater Operations, Field Services, CSO Operations

## GLWA Sponsor:

Chandan Sood – System Analytics & Meter Operations Manager

## Meeting Frequency:

Up to 10 times per year

## Meeting Location:

Typically meets at SEMCOG – 1001 Woodward Ave., Detroit, MI Suite 1400

## Meeting Duration:

2-4 hours

## Facilitator:

Brittany Galisdorfer

## Technical Support (Contractor):

- Maintain the overall program schedule, including monitoring of task progress.
- Provide monthly scheduling reports to the program manager, including identification of late tasks, identification of tasks in trouble, and an overall forecast for each project.
- Provide technical support as requested by the project managers. Technical support requests will be generated in monthly meetings with the project manager. Contractor will estimate time and resources for each request. Requests will be reviewed and approved by the program manager prior to work start.
- Interface with the GLWA Member Outreach facilitator in design of meeting agendas, preparation of presentations, and collecting feedback from the members.
- Create new project initiatives to further the success of GLWA and/or its individual members.

## Outreach Coordinator:

Madison Merzlyakov

**Agenda Topic Coordination:**

Facilitator, Member Sponsor, GLWA Sponsor, Outreach Coordinator, Technical Support

**Related Work Group:**

One Water Partnership Session, CIP Work Group, Charges Work Group

# Wastewater Best Practices

## Purpose:

To exchange information and share experiences relating to the operation and maintenance of CSO RTB facilities. The region's NPDES permits require each municipality that operates a CSO RTB facility to have a representative attend the work group meetings on a quarterly basis. The NPDES permit also requires the work group to prepare an Annual Report to MDEQ summarizing the work group's efforts. The work group regularly partners with the Public Education Work Group to publish RTB Performance Reports.

## Example Topics:

Recent storm events and facility performance are discussed at meetings, as well as technical topics such as plume studies, sampling and testing procedures, and operator training

## Member Representatives:

Public Works and other interested parties

## Member Sponsor:

None

## GLWA Representatives:

Wastewater Operations, Systems Planning

## GLWA Sponsor:

Chris Nastally – CSO Control Program Manager

## Meeting Frequency:

Up to 5 times per year

## Meeting Location:

Rotates amongst the CSO facilities throughout the region

## Meeting Duration:

3 hours

## Facilitator:

Brittany Galisdorfer

## Outreach Coordinator:

Madison Merzlyakov

## Agenda Topic Coordination:

Facilitator, Outreach Coordinator

## Related Work Group

Communication & Education Work Group

## MEMBER OUTREACH PORTAL

# Member Outreach Portal

## What is the Member Outreach Portal?

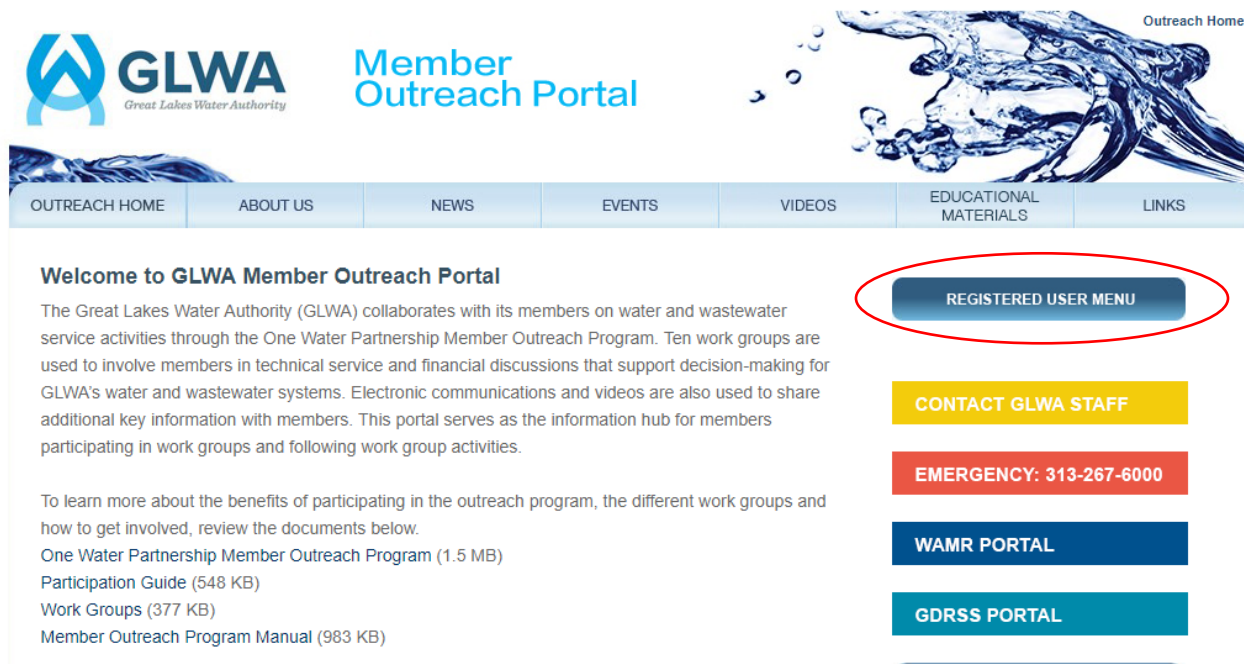
A portal that serves as the information hub for members participating in work groups and following work group activities. The portal holds work group documents such as agendas, handouts and meeting summaries, as well as contact information for members and communities. The portal also has a calendar of events so that you can see any upcoming work group meetings.

## How do I get on the portal?

Navigate to [www.outreach.glwater.org](http://www.outreach.glwater.org) or by clicking the link on [www.glwater.org](http://www.glwater.org). Most of the documents on the portal are password protected. Click on “Request a member login” or email [outreach@glwater.org](mailto:outreach@glwater.org) to request access to the portal.

## How do I access password protected information?

Once logged in, click the “Registered User Menu” button shown below.



Then a new tabs will be available to you as shown below





## Where can I find the work group documents?

Click on the “Document” Tab noted below and in the side bar you will see a list of meetings and files to choose from

GLWA Great Lakes Water Authority Member Outreach Portal

OUTREACH HOME DOCUMENTS CUSTOMER COMMUNITIES and CUSTOMER CONTACTS ANNOUNCEMENTS EVENTS

Documents

Root

- All Work Group Rosters
- Claim Process\_Water Main Breaks
- GLWA One Water Partnership Meetings Documents
- 1\_GLWA Board and Executive Leadership Information
- 1\_One Water News
- Customer Authority Documents
- GLWA Contact Lists
- GLWA Procurement Information
- GLWA Wastewater Master Plan Update
- GLWA Water Master Plan Update
- Media Releases
- Public Ed Materials
- Wholesale TAC Work Groups
- Analytical Work Group

Please select a document category on the left first.

In order to access the documents, you must click the + sign to expand the categories.

Once you have located the work group you are looking for, you must select the year and then meeting date to find the associated documents with that work group. Click on the green arrow next to the document to download.

Documents

Analytical Work Group

- Current Roster
- 2015
- 2016
- 2017
- 2018
  - 011618 Meeting
  - 032018 Meeting
  - 041718 Meeting
  - 051518 Meeting
  - 061918 Meeting
  - 071718 Meeting
  - 091818 Meeting
- Units of Service Study and Water Audit
- Asset Management CIP Work Group

File	Author	Date	Upload
041318 GLWA Salem Twp FAQ	Kathy Anderson	04/17/2018 02:28	
041718 Analytical Work Group Mtg Agenda DRAFT	Kathy Anderson	04/11/2018 09:37	
041718 AWG Meeting Summary	Kathy Anderson	04/30/2018 08:21	
041718 DWSD Update on NR Water Program	Kathy Anderson	04/17/2018 02:27	
041718 GLWA CAP presentation	Kathy Anderson	04/17/2018 02:28	
041718 Lake Huron WTP_96 inch Integration Discussion presentation	Kathy Anderson	04/17/2018 02:29	

## How do I see upcoming events?

Simply click on the “Events” tab and you will be taken to the calendar. Click on the meeting event for more details. To look at past or future months, click the drop down menu with what month and year you wish to view.

**GLWA** Great Lakes Water Authority  
**Member Outreach Portal**

OUTREACH HOME DOCUMENTS CUSTOMER COMMUNITIES and CUSTOMER CONTACTS ANNOUNCEMENTS **EVENTS**

**Events**

All Categories GLWA Board Waste Water Water Water Master Plan May 2018

Apr		May 2018					Jun
SUN	MON	TUE	WED	THU	FRI	SAT	
29	30	1	2	3	4	5	
6	7 Water Storage Seminar 9:00 a.m. @ MSU Education Center	8	9 Operations and Resources Committee Mtg 11 a.m. @ GLWA Board Workshop 1:00 p.m. @ GLWA	10 Communications Work Group Mtg. 1:00 p.m. @ Farmington Hills City Hall	11 Wastewater Master Plan Steering Team 10:00 a.m. @ Allen Park Community Ctr.	12	
13	14	15 Analytical Work Group Mtg. 9:00 a.m. @ Lathrup Village Community Ctr.	16 Wastewater Best Practices Work Group Mtg. 9:30 a.m. @ Oakland County CSC	17	18 Audit Committee Meeting 8:00 a.m. @ GLWA	19	
20	21	22 Asset Mgmt./CIP Work Group Mtg. 9:00 a.m. @ Lathrup Village Community Ctr.	23 Legal Committee Meeting 1:00 p.m. @ GLWA Board Regular Meeting 2:00 p.m. @ GLWA	24 Charges Work Group 10:30 a.m. @ Lathrup Village Community Center	25	26	
27	28 Memorial Day Holiday	29	30	31	1	2	
3	4	5	6	7	8	9	

See a work group you'd like to get involved with? Simply attend and sign in or email [outreach@glwater.org](mailto:outreach@glwater.org) to be put on the roster for that work group to get meeting notices and announcements related specifically to that work group.

## How do I find contact info for another member?

Click on the “Customer Communities and Customer Contacts” tab. From here you can search based on community name. Click the community name to see a list of individuals associated with that community and their contact information. Members not representing a community can be found in “Other”. Use the navigation at the bottom on the screen to move back and forth between pages. Or use the search function at the top.

GLWA Great Lakes Water Authority Member Outreach Portal

OUTREACH HOME DOCUMENTS **CUSTOMER COMMUNITIES and CUSTOMER CONTACTS** ANNOUNCEMENTS EVENTS

Customer Communities & Customer Contacts ▶ Customer Communities | Customer Contacts

### Customer Communities

Search:

Customer Community Name	Zone	Telephone	Address	Secondary Address	Type
<a href="#">Allen Park</a>	Zone 5		16850 Southfield Road, Allen Park, MI, 48101-2599		Water and Wastewater
<a href="#">Almont, Village of</a>	Zone 1	810-798-8528	817 N. Mail Street, Almont, MI, 48003		Water
<a href="#">Ash Township</a>	Zone 5		1677 Ready Road, PO Box 387, Carleton, MI, 48117-9766		Water
<a href="#">Auburn Hills</a>	Zone 2		1827 N. Squirrel Road, Auburn Hills, MI, 48326-2753		Water
<a href="#">Belleville</a>	Zone 5		6 Main Street, Belleville, MI, 48111-2788		Water
<a href="#">Berlin Charter Township</a>	Zone 5		8000 Swan View, Newport, MI, 48166-9139		Water
<a href="#">Bloomfield Township</a>	Zone 2		4200 Telegraph Road, PO Box 489, Bloomfield Hills, MI, 48303-0489		Water
<a href="#">Brownstown Township</a>	Zone 5		21313 Telegraph Road, Brownstown, MI, 48183-1399		Water
<a href="#">Bruce Township</a>	Zone 1	586-752-4585	223 East Gates St., Romeo, MI, 48065		Water
<a href="#">Burtchville Township</a>	Zone 1		4000 Burtch Road, Lakeport, MI, 48059		Water

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## Who can I contact if I need assistance?

Please email [outreach@glwater.org](mailto:outreach@glwater.org) or call (313) 964-9301 for assistance.