



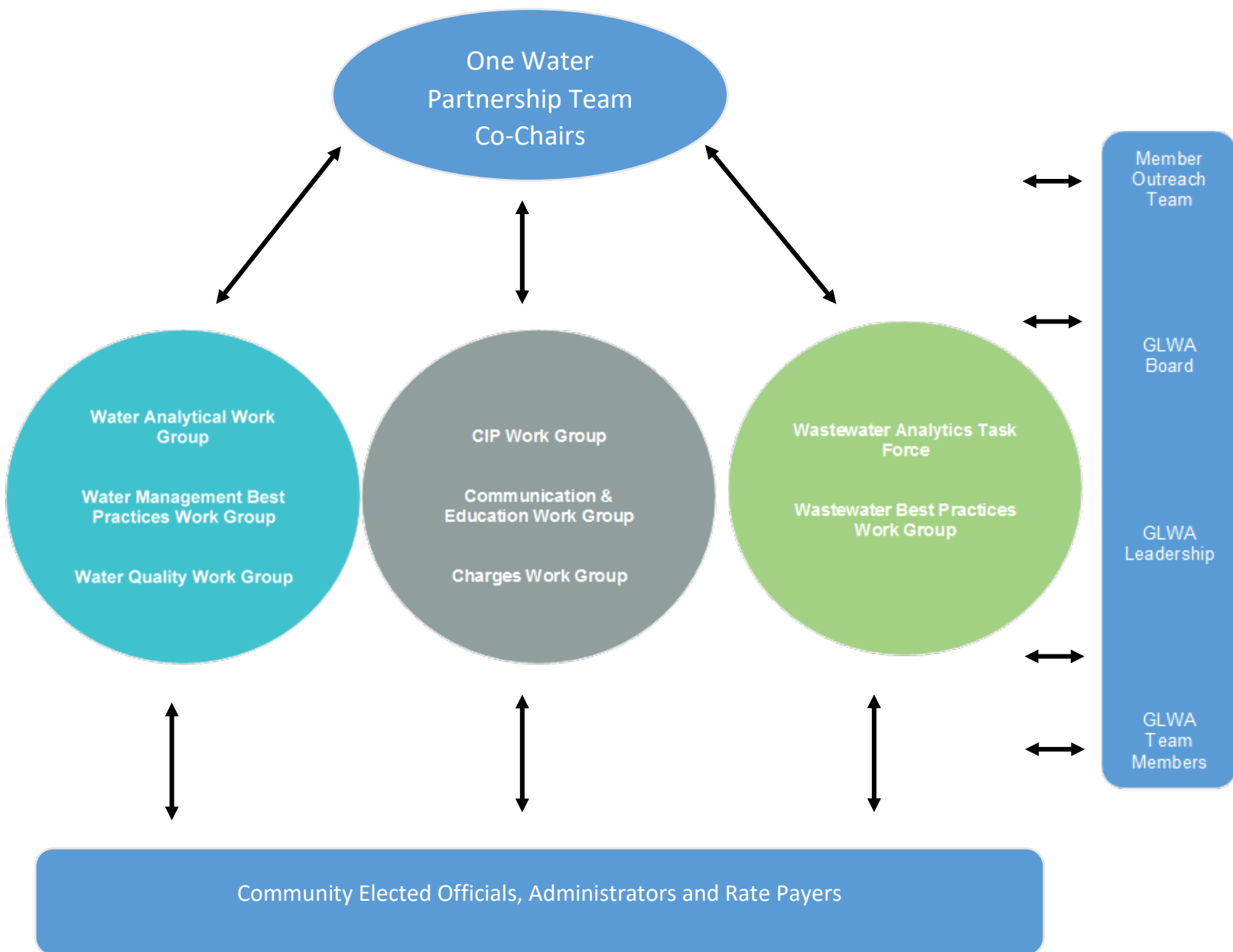
Member Outreach Program Manual

Updated 03/06/2020

Table of Contents

Partnership Structure.....	3
Role Description.....	4
Member Outreach Program Overview	5
One Water Co-Chair Contact List	7
Third-Party Facilitators.....	8
Member Outreach Meeting Norms	9
Work Group Guide	12
One Water Partnership	13
CIP Work Group	14
Charges Work Group	15
Communication & Education Work Group	16
Water Analytical Work Group	17
Water Management Best Practices	18
Water Quality Work Group	19
Wastewater Analytics Task Force	20
Wastewater Best Practices	22
Member Outreach Portal.....	23

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	Kerry@bridgeportllc.com	734-260-1926
	Madison Merzlyakov	Outreach Coordinator	Madison.Merzlyakov@glwater.org	313-580-3358
CIP Work Group	Sam Smalley	Member Sponsor	smalleys@detroit.mi.gov	313-410-1099
	Ian Thompson	GLWA Co-Sponsor	Ian.Thompson@glwater.org	313-999-3852
	Ali Khraizat	GLWA Co-Sponsor	Ali.Khraizat@glwater.org	313-418-9532
	Lori Byron	Facilitator	Lori@bridgeportllc.com	734-678-7831
	Madison Merzlyakov	Outreach Coordinator	Madison.Merzlyakov@glwater.org	313-580-3358
Charges Work Group	Jeff McKeen	Member Sponsor	jmckeen@socwa.org	248-229-9596
	Nickie Bateson	GLWA Sponsor	Nicolette.Bateson@glwater.org	313-964-9225
	Kerry Sheldon	Facilitator	Kerry@bridgeportllc.com	734-260-1926
	Madison Merzlyakov	Outreach Coordinator	Madison.Merzlyakov@glwater.org	313-580-3358
Communication & Education Work Group	Mark Kibby	Member Sponsor	mkibby@cityoffallenpark.org	313-928-1883
	Cheryl Porter	GLWA Co-Sponsor	Cheryl.Porter@glwater.org	313-964-9390
	Michelle Zdrodowski	GLWA Co-Sponsor	Michelle.Zdrodowski@glwater.org	313-224-4739
	Lori Byron	Facilitator	Lori@bridgeportllc.com	734-678-7831
	Madison Merzlyakov	Outreach Coordinator	Madison.Merzlyakov@glwater.org	313-580-3358
Water Analytical Work Group (AWG)	Jacob Rushlow	Member Sponsor	jrushlow@ci.livonia.mi.us	734-466-2606
	Chandan Sood	GLWA Sponsor	Chandan.Sood@glwater.org	313-267-9007
	Brittany Galisdorfer	Facilitator	Brittany@bridgeportllc.com	734-657-7371
	Madison Merzlyakov	Outreach Coordinator	Madison.Merzlyakov@glwater.org	313-580-3358

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

One Water Co-Chair Contact List

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

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.

Bridgeport Consulting



Kerry Sheldon, Lead Facilitator
kerry@bridgeportllc.com
734-260-1926



Brittany Galisdorfer, Project Manager
brittany@bridgeportllc.com
734-657-7371



Anica Madeo, Special Projects Support
anica@bridgeportllc.com
734-730-4047



Lori Byron, Communications/Education
lori@bridgeportllc.com
734-678-7831

MEMBER OUTREACH MEETING NORMS

Meeting Norms for Members

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.

Meeting Norms for GLWA Team Members

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 to Register & Log in

1. Navigate to www.outreach.glwater.org or [click here](#)
2. As shown below, complete the form under the header “Request Access”
 - a. If you do not see your Organization listed in the dropdown menu, please select “Other” and enter it into “Company Name” field.
 - b. If you do not see your role listed in the dropdown menu, please select “Other” and enter it into the “What is your role?” field.
3. A notice will appear that states “Request for access has been sent to the Member Outreach Team.”
 - a. If the Member Outreach Team approves your request, you will receive an email prompting you to set up a password and log in.
 - b. If the Member Outreach team denies your request, you will receive an email with an explanation as to why your request was denied.
4. Upon receipt of the approval email, click the link and choose your password.
 - a. Note that your password must be at least 8 characters and have a capital letter, numeric value and special character
5. You will then be prompted to log in with your new password



Member Outreach Portal

The Great Lakes Water Authority (GLWA) collaborates with its members on water and wastewater service activities through the One Water Partnership Member Outreach Program. Ten work groups are used to involve members in technical service and financial discussions that support decision-making for GLWA's water and wastewater systems. Electronic communications and videos are also used to share additional key information with members. This portal serves as the information hub for members participating in work groups and following work group activities.

Contact the Member Outreach Team at 313-964-9301 or outreach@glwater.org

REQUEST ACCESS

First Name *

Last Name *

Organization *

Email Address *

Phone Number *

Role *

[REGISTER](#)

LOGIN

Email Address

Password

[LOGIN](#) [Forgot Your Password?](#)

Navigation

1. The homepage of the portal (shown below) is the calendar of events. Use the links at the top of the page to navigate between events, member search, documents, announcements and your profile.



[Calendar Events](#) [Member Search](#) [Documents](#) [Announcements](#) [Madison Merzlyakov](#) ▾

Member Outreach Portal

Enter keyword ...

☐ GLWA Board

☐ Water

☐ Integrated

☐ Wastewater

DECEMBER 2019

TODAY

<

>

List View

Select Month ▾

Select Year ▾

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6 Wastewater Analytics Task	7
8	9	10	11 Board of Directors Works Operations & Resources C Water Management Best I	12 One Water Partnership Me	13	14

User Profile

1. To edit your profile or log out, click on the dropdown next to your name in the upper right-hand corner.

[Calendar Events](#) [Member Search](#) [Documents](#) [Announcements](#) [Madison Merzlyakov](#) ▾

Edit Profile

Logout

2. Click "Edit Profile" should you need to update your information.
3. Update any information or change your password in this section.
4. Click "Update" to save your changes, or "Cancel" to disregard any changes you've made.

Edit Profile

* Denotes mandatory field

First Name *

Last Name *

Organization *

 ▾

Phone Number *

Email Address *

Role *

 ▾

Subscribe to Daily Email

☒[Manage Password](#)

New Password *

Confirm Password *

Note:

* Password must be at least 8 characters.

* Must contain capital letter, numeric value, and special character.

* Must not be the same as the current password.

[Cancel](#)

UPDATE

CANCEL

Calendar Events

1. To view past or upcoming events, navigate to the “Calendar Events” page by clicking the link at the top of the page.

Member Outreach Portal

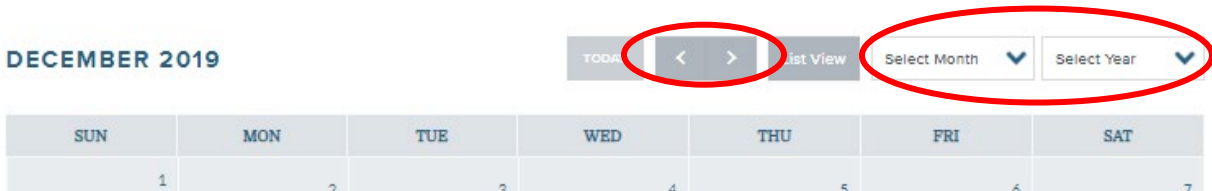
2. Search for a specific event name using the keyword search box shown below, or click the various categories (GLWA Board, Water, Integrated, Wastewater) to refine your results.

Member Outreach Portal

Enter keyword ...

☐ GLWA Board ☒ Water ☐ Integrated ☐ Wastewater

3. To toggle between various months or years, use the left and right arrow buttons or select the specific month and year using the drop-down menus.



4. Click the “List View” button to see the events in list format or click “Back to Calendar View” to see the events on the calendar.
5. To see the details of a specific event, click the name of the event
6. From here you will be able to see the name, location and time of the event, as well as any documents associated.
7. To view the documents, click the arrow next to the document name – as shown below.



[Calendar Events](#) [Member Search](#) [Docs](#)

Calendar

[Back to calendar](#)

COMMUNICATION & EDUCATION WORK GROUP

Wednesday, November 6th 2019 / 01:00 pm - 03:00 pm

18600 Haggerty Rd. Livonia, MI - Schoolcraft VisTaTech Center

Communications Work Group

2019.11.06_Agenda_Combined Work Group.pdf



2019.11.06_Handout_Communication & Education_Overview.pdf



2019.11.06_Summary_Communication & Education.pdf



8. To download the meeting notice to your calendar, select from the three options noted: Google Calendar, Outlook or Apple iCal.



[Calendar Events](#) [Member Search](#) [Docs](#)

Calendar

[Back to calendar](#)

COMMUNICATION & EDUCATION WORK GROUP

Wednesday, November 6th 2019 / 01:00 pm - 03:00 pm

18600 Haggerty Rd. Livonia, MI - Schoolcraft VisTaTech Center

Communications Work Group

2019.11.06_Agenda_Combined Work
Group.pdf



2019.11.06_Handout_Communication &
Education_Overview.pdf



2019.11.06_Summary_Communication
& Education.pdf



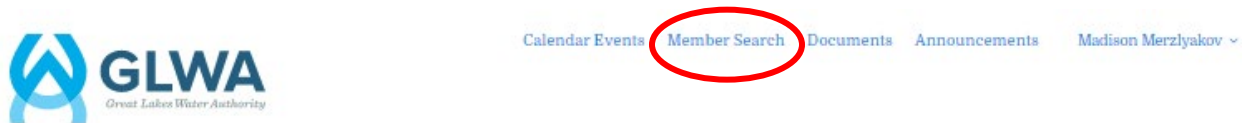
Add to Google Calendar

Download to Outlook

Download to Apple Ical

Member Search

1. To view all other members enrolled in the Member Outreach Portal, click “Member Search” at the top of the screen.



Member Outreach Portal

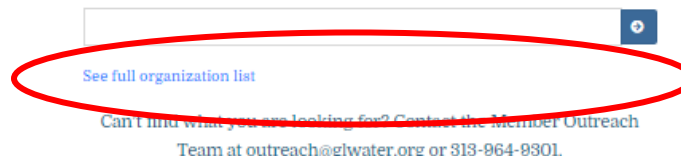
2. Use the search bar to find specific members, communities or organizations.
 - a. For example, to find all contacts with the last name Smith, type “Smith”



Community and Member Search

Staying connected is a key aspect of your membership and contributes to the success of the Member Outreach Program. This database allows you to see all users, communities and other organizations registered on the portal. Type in the search bar below to find specific members, communities or organizations.

For example, to find all contacts with the last name Smith, type “Smith” into the search bar, or to find all contacts associated with Allen Park, type “Allen Park”. Click “See full organization list” to view all a list of all organizations in the database.



3. To see the full list of organizations in the database, click “See full organization list”
4. Upon clicking “See full organization list”, select the specific organization you are looking for in the list by clicking on the name of that organization.
5. You will then see a list of all users associated with that organization that are on the portal.

Member Communities

ORGANIZATION NAME	TELEPHONE	ADDRESS	SERVICE TYPE
Allen Park	313-928-0550	16125 White Street Allen Park, MI 48101	Water/Wastewater
Almont, Village of	810-798-8528	817 N. Mail Street, Almont, MI, 48003	Water

Documents

1. To view the full document database, click on “Documents” at the top of the page.



[Calendar Events](#) [Member Search](#) [Documents](#) [Announcements](#) [Madison Merzlyakov](#) ▾

Member Outreach Portal

2. From the document database there are multiple ways to find a document
 - a. Use the keyword search to find a specific document or documents from a certain timeframe, or;
 - b. View documents associated with specific work groups by clicking the arrows to expand the list of meetings.
 - c. Note: you can also view documents for specific events under “Calendar Events”.
3. Click the arrow next to the document name to view the document.



[Calendar Events](#) [Member Search](#) [Documents](#) [Announcements](#) [Madison Merzlyakov](#) ▾

Documents

Keyword

Enter keyword

Event From:

☐ Date from

Event To:

☐ Date to

Click the arrows to expand

▸ [Charges Work Group](#)

▸ [GLWA Work Group](#)

▸ [Communications Work Group](#)

▸ [2017](#)

▸ [2018](#)

▾ [2019](#)

▸ [2019.02.14](#)

▸ [2019.05.16](#)

▸ [2019.08.15](#)

▸ [2019.11.06](#)

▸ [Legal Matters](#)

▸ [One Water Partnership](#)

▸ [Resident](#)

NAME	EVENT DATE	
2019.02.14_Agenda_Communications.pdf	Thursday, February 14th 2019, 24:00:00 pm	🔗
2019.02.14_Presentation_Communications_Media Training.pdf	Thursday, February 14th 2019, 24:00:00 pm	🔗
2019.02.14_Summary_Communications.pdf	Thursday, February 14th 2019, 24:00:00 pm	🔗

Announcements

1. To view recent announcements, click “Announcements” at the top of the page.



Member Outreach Portal

2. Recent announcements will appear that have been sent to all members, as shown below.



GLWA Announcements

12/6/19 GLWA Statement - Detroit Storage Partial Land Collapse & Possible Impact on Raw Water Intake(s)

The Great Lakes Water Authority (GLWA) is committed to ensuring that it provides its member partner communities in southeast Michigan with water of unquestionable quality. The Authority not only meets, but surpasses all standards related to federal and state Safe Drinking Water Act regulations. GLWA has two raw water intakes in the Detroit River. One is located several miles upstream of the Detroit Storage site, a portion of which last week partially collapsed into the river. Because it is upstream of the site, there is no danger of any potential water quality issues for the collapse. The second intake is several miles downstream of the Detroit Storage site. However, the intake is located on the Canadian side of the Detroit River, and is not in the direct flow stream of the river where the land collapsed. Because of this, GLWA does not believe that there is any danger of this incident impacting water quality. GLWA is in the process of conducting testing with an independent, third party laboratory for radionuclides and is requesting an expedited turnaround on these results. The Authority will share these results as soon as they are available. This same testing was conducted in 2014 and no issues were identified.

Posted on: December 9, 2019

Who can I contact if I need assistance?

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