



**GLWA**  
*Great Lakes Water Authority*

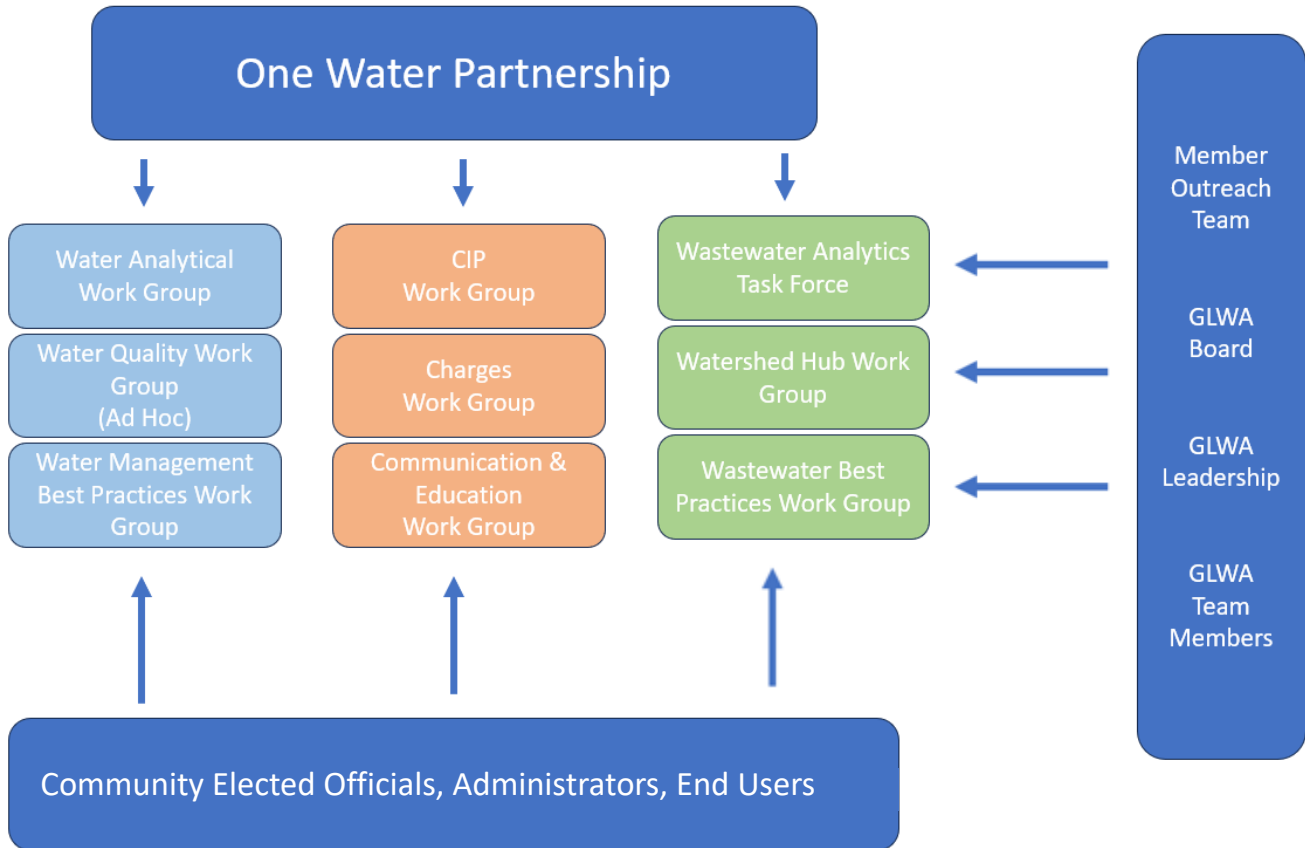
# Member Outreach Program Manual

Updated 2/12/2026

Contact Member Outreach at

[outreach@glwater.org](mailto:outreach@glwater.org) or 313-964-9301

# Partnership Structure



## Additional Information:

- [One Water Partnership Agreement](#)
- [One Water Partnership Bylaws](#)

# 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 referencing wholesale contract holders specifically, the term “Member Partners” is used.

## Member Sponsor

Member Partner designee that 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 in the One Water Partnership and its work groups by members and transmits information to communities in the respective counties they represent. Assists in the planning of the quarterly One Water Partnership Meetings. Serves as a sounding board for GLWA, thoughtfully considering and offering feedback on issues that affect GLWA and members.

## 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
	Daniel Gold	Outreach Coordinator	<a href="mailto:Daniel.Gold@glwater.org">Daniel.Gold@glwater.org</a>	313-300-9093
CIP Work Group	Sam Smalley	Member Sponsor	<a href="mailto:Samuel.Smalley@detroitmi.gov">Samuel.Smalley@detroitmi.gov</a>	313-410-1099
	Ian Thompson	GLWA Co-Sponsor	<a href="mailto:Ian.Thompson@glwater.org">Ian.Thompson@glwater.org</a>	313-224-4756
	Dima El-gamal	GLWA Co-Sponsor	<a href="mailto:Dima.El-gamal@glwater.org">Dima.El-gamal@glwater.org</a>	313-400-3751
	Lori Byron	Facilitator	<a href="mailto:Lori@bridgeportllc.com">Lori@bridgeportllc.com</a>	734-678-7831
	Esther Baptiste	Outreach Coordinator	<a href="mailto:esther.baptiste@glwater.org">esther.baptiste@glwater.org</a>	313-580-3358
Charges Work Group	One Water Co-chairs	Member Sponsor	---	---
	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
	Daniel Gold	Outreach Coordinator	<a href="mailto:Daniel.Gold@glwater.org">Daniel.Gold@glwater.org</a>	313-300-9093
Communication & Education Work Group	-	Member Sponsor	-	-
	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
	Esther Baptiste	Outreach Coordinator	<a href="mailto:Esther.Baptiste@glwater.org">Esther.Baptiste@glwater.org</a>	313-999-6695

Meeting	Name	Role	Email	Phone
<b>Water Analytical Work Group (AWG)</b>	Eric Griffin	Member Sponsor	<a href="mailto:Eric.Griffin@socwa.org">Eric.Griffin@socwa.org</a>	586-944-3270
	Chandan Sood	GLWA Sponsor	<a href="mailto:Chandan.Sood@glwater.org">Chandan.Sood@glwater.org</a>	313-267-9007
	Kerry Sheldon	Facilitator	<a href="mailto:Kerry@bridgeportllc.com">Kerry@bridgeportllc.com</a>	734-260-1926
	Esther Baptiste	Outreach Coordinator	<a href="mailto:Esther.Baptiste@glwater.org">Esther.Baptiste@glwater.org</a>	313-999-6695
<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
	Lori Byron	Facilitator	<a href="mailto:Lori@bridgeportllc.com">Lori@bridgeportllc.com</a>	734-678-7831
	Esther Baptiste	Outreach Coordinator	<a href="mailto:Esther.Baptiste@glwater.org">Esther.Baptiste@glwater.org</a>	313-999-6695
<b>Wastewater Analytics Task Force (WATF)</b>	Carrie Cox	Member Sponsor	<a href="mailto:Coxc@oakgov.com">Coxc@oakgov.com</a>	248-452-1022
	Kevin Jankowski	GLWA Sponsor	<a href="mailto:kevin.jankowski@glwater.org">kevin.jankowski@glwater.org</a>	313-319-8909
	Brittany Galisdorfer	Facilitator	<a href="mailto:Brittany@bridgeportllc.com">Brittany@bridgeportllc.com</a>	734-657-7371
	Daniel Gold	Outreach Coordinator	<a href="mailto:Daniel.Gold@glwater.org">Daniel.Gold@glwater.org</a>	313-300-9093
<b>Wastewater Best Practices</b>	Shadrack Ampomah	GLWA Sponsor	<a href="mailto:Shadrack.Ampomah@glwater.org">Shadrack.Ampomah@glwater.org</a>	313-316-2933
	Rainesha Williams-Fox		<a href="mailto:Rainesha.Williams-Fox@glwater.org">Rainesha.Williams-Fox@glwater.org</a>	313-654-5415
	Brittany Galisdorfer	Facilitator	<a href="mailto:Brittany@bridgeportllc.com">Brittany@bridgeportllc.com</a>	734-657-7371
	Daniel Gold	Outreach Coordinator	<a href="mailto:Daniel.Gold@glwater.org">Daniel.Gold@glwater.org</a>	313-300-9093
<b>Watershed Hub Work Group</b>	Daniel Gold	GLWA Sponsor	<a href="mailto:Daniel.Gold@glwater.org">Daniel.Gold@glwater.org</a>	248-431-0966
	Brittany Galisdorfer	Facilitator	<a href="mailto:Brittany@bridgeportllc.com">Brittany@bridgeportllc.com</a>	734-657-7371
	Daniel Gold	Outreach Coordinator	<a href="mailto:Daniel.Gold@glwater.org">Daniel.Gold@glwater.org</a>	313-300-9093

# One Water Co-Chair Contact List

<b>Name</b>	<b>Representing</b>	<b>Phone</b>	<b>Email</b>
<b>Carrie Cox</b>	Oakland County (OCWRC)	248-470-1314	<a href="mailto:coxco@oakgov.com">coxco@oakgov.com</a>
<b>Michael Way</b>	Macomb County (Grosse Pointe Shores)	313-790-1559	<a href="mailto:mway@gpshoresmi.gov">mway@gpshoresmi.gov</a>
<b>Kevin Johnson</b>	Macomb County (Chesterfield Twp.)	586-980-2293	<a href="mailto:kjohnson@chesterfieldtwp.org">kjohnson@chesterfieldtwp.org</a>
<b>Laurie Koester</b>	GLWA	248-561-3941	<a href="mailto:Laurie.koester@glwater.org">Laurie.koester@glwater.org</a>
<b>Ryan Ferrell</b>	Macomb County (Shelby Township)	586-731-5990 Ext 1858	<a href="mailto:rferrell@shelbytwp.org">rferrell@shelbytwp.org</a>
<b>Don Rohraff</b>	Wayne County (Westland)	734-466-2607	<a href="mailto:drohraff@cityofwestland.com">drohraff@cityofwestland.com</a>
<b>Eric Griffin</b>	Oakland County (SOCWA)	586-944-3270	<a href="mailto:eric.griffin@socwa.org">eric.griffin@socwa.org</a>
<b>Sam Smalley</b>	Detroit (DWSD)	313-410-1099	<a href="mailto:Samuel.Smalley@detroitmi.gov">Samuel.Smalley@detroitmi.gov</a>
<b>Luke Blackburn</b>	Washtenaw County	734-544-7116	<a href="mailto:LBlackburn@ycua.org">LBlackburn@ycua.org</a>

# Internal GLWA Member Outreach Team



*Daniel Gold*  
*Management Professional*  
[Daniel.Gold@glwater.org](mailto:Daniel.Gold@glwater.org)  
313-300-9093



*Esther Baptiste*  
*Management Professional*  
[Esther.Baptiste@glwater.org](mailto:Esther.Baptiste@glwater.org)  
313-999-6695

# Third-Party Facilitators

## Purpose

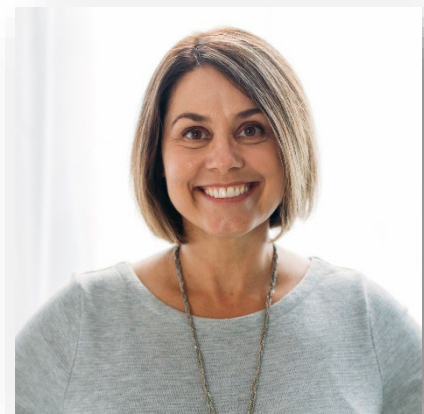
To ensure and sustain the rules of collaboration and further the transparent exchange of financial, programmatic, and technical information between GLWA and its members.



*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



*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 posted prior to the meeting.
- Review and provide comments 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.
- 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 providing 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 reflects upon GLWA.

### Before the Meeting:

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

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## *Meeting Norms for Virtual Meetings*

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### Before the Meeting:

- Review available meeting materials in advance.
- Join the meeting a few minutes early for a bit of informal networking.

### During the Meeting

- Enable your video if possible! Seeing faces fosters the discussion and collaboration that are hallmarks of the Member Outreach Program.
- Ensure your full name and organization is displayed by renaming yourself in the virtual meeting platform.
- Engage in the discussion (via chat or by unmuting yourself) just as you would during an in-person meeting.
- Limit use of the chat feature when someone is presenting unless it pertains to the topic, as it may be distracting to the presenter.

### After the Meeting:

- If that was your first time participating in that specific work group meeting, be sure to email [outreach@glwater.org](mailto:outreach@glwater.org) with your contact information to ensure you are added to the roster.

# 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, Member-led 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:

Daniel Gold

# 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:

Member Services, Financial Services, Water Engineering, Wastewater Engineering, Field Services

## GLWA Sponsor:

Dima El-Gamal & Ian Thompson

## Meeting Frequency:

Quarterly

## Meeting Location:

Virtual

## Meeting Duration:

2.5 hours

## Facilitator:

Lori Byron

## Outreach Coordinator:

Esther Baptiste

# Charges Work Group (Ad Hoc)

## Purpose:

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

## Example Topics:

Charge methodology, upcoming budgets, impacts of flow data, contract negotiations process

## Member Representatives:

Managers, Finance, Administrators and other interested parties

## Member Sponsor:

One Water Co-Chairs

## GLWA Representatives:

Financial Services, General Counsel, Systems Planning

## GLWA Sponsor:

Nickie Bateson, Chief Financial Officer

## Meeting Frequency:

Ad hoc in response to matters of public concern and administrative or operational needs

## Meeting Location:

Rotates throughout the service region or virtual

## Meeting Duration:

2-4 hours

## Facilitator:

Kerry Sheldon (Lead) & Brittany Galisdorfer

## Outreach Coordinator:

Daniel Gold

# Communications & Education Work Group

## Purpose:

To raise awareness of, and to develop educational materials on topics related to drinking water and wastewater. 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 how communication was handled during recent events, brainstorming areas that need additional public outreach and education efforts, and review of outreach materials before publication.

## Member Representatives:

Communication Directors, Managers, Operators and other interested parties

## Member Sponsor:

GLWA is currently looking for someone to fill this role.

## GLWA Representatives:

Various teams may be called upon as needed depending on the topic at hand.

## 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 or virtual

## Meeting Duration:

2 hours

## Facilitator:

Lori Byron

## Outreach Coordinator:

Esther Baptiste

# Water Analytical Work Group

## 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 October and November 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:

Eric Griffin - Southeastern Oakland County Water Authority (SOCWA)

## 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 Director

## Meeting Frequency:

Up to 7 times per year

## Meeting Location:

In person meeting location varies or virtual

## Meeting Duration:

2.5 hours

## Facilitator:

Kerry Sheldon

## Outreach Coordinator:

Esther Baptiste

# Water Management Best Practices

## Purpose:

Drinking water professionals collaborating to identify best practices and working to create beneficial solutions to current and future administrative and managerial challenges.

## Example Topics:

Training opportunities, creating awareness of water sector career 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, Member Services

## GLWA Sponsor:

Terry Daniel – Deputy Chief Operating Officer, Water & Field Services

## Meeting Frequency:

Up to 6 times per year

## Meeting Location:

Rotates throughout the service region

## Meeting Duration:

2 hours

## Facilitator:

Lori Byron

## Outreach Coordinator:

Esther Baptiste

# Water Quality Work Group (Ad Hoc)

## Purpose:

To raise awareness of and foster support for issues and topics relating to drinking water quality within the service region.

## Example Topics:

Lead and Copper Rule, Drinking Water Quality Sampling and Monitoring

## Member Representatives:

Public Works, Communications, and other interested parties

## Member Sponsor:

None

## GLWA Representatives:

Water Quality, Water Operations, Member Services

## GLWA Sponsor:

Cheryl Porter, Chief Operations Officer - Water & Field Services

## Meeting Frequency:

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

## Meeting Location:

Virtual or rotating throughout the service region

## Meeting Duration:

2 hours

## Facilitator:

Lori Byron

## Outreach Coordinator:

Esther Baptiste

# Wastewater Analytics Task Force

## Purpose:

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

## Example Topics:

Meter updates, flow balance, GLWA wastewater asset management program, contract flow exceedances, Wastewater Master Plan, Long Term Control Plan, level sensors and backwater gates

## Member Representatives:

Managers, Engineers, Operators, and other interested parties

## Member Sponsor:

Carrie Cox, Oakland County Water Resources Commission

## GLWA Representatives:

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

## GLWA Sponsor:

Kevin Jankowski, Director - Wastewater Analytics, Planning & Metering

## Meeting Frequency:

Up to 7 times per year

## Meeting Location:

In-person meeting location varies, or virtual.

## Meeting Duration:

2-3 hours

## Facilitator:

Brittany Galisdorfer

## Outreach Coordinator:

Daniel Gold

# 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 EGLE summarizing the work group's efforts.

## Example Topics:

Recent storm events and facility performance, total residual chlorine (TRC), sampling and testing procedures, operator training, rehab, maintenance, and capital improvements at facilities, and new technology

## Member Representatives:

Public Works, CSO Operators, Regulators, and other interested parties

## Member Sponsor:

This role rotates among attendees, and is frequently coupled with a tour of a local facility.

## GLWA Representatives:

Wastewater Operations, Member Services

## GLWA Sponsor:

Shadrack Ampomah

Rainesha Williams-Fox

## Meeting Frequency:

Up to 5 times per year

## Meeting Location:

Rotating throughout the service region or virtual

## Meeting Duration:

3 hours

## Facilitator:

Brittany Galisdorfer

## Outreach Coordinator:

Daniel Gold

# Watershed Hub Work Group

## Purpose:

To bring together regional stakeholders with GLWA serving as the hub to build a common understanding of water quality and concerns, coordinate programs to maximize use of regional resources, and achieve improved regional water quality through planning and decision-making that prioritizes shared objectives and integrates stormwater and sanitary programs.

## Example Topics:

Regional water quality and flow monitoring, water quality indicator sampling, MS4 best practices, Illicit Discharge Elimination Program (IDEP)

## Member Representatives:

Designated party from Wayne, Oakland, and Macomb Counties, the Detroit Water and Sewerage Department (DWSD), and others as necessary to steward the work

## GLWA Representatives:

Member Services, Systems Control, Energy Research & Innovation, Information Technology

## GLWA Sponsor:

Daniel Gold

## Meeting Frequency:

Bimonthly work group meetings and public stakeholder webinars annually, or as warranted

## Meeting Location:

Primarily virtual, with occasional in-person at varied locations throughout the service area

## Meeting Duration:

2 hours

## Facilitator:

Brittany Galisdorfer

## Outreach Coordinator:

Daniel Gold

# 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. The portal also has a calendar of events which includes any upcoming work group meetings.

## How to Register & Log in

1. Navigate to [www.outreach.glwater.org](http://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.



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 313-964-8801 or [outreach@glwater.org](mailto:outreach@glwater.org)

A screenshot of the Member Outreach Portal website showing two forms: 'REQUEST ACCESS' and 'LOGIN'. The 'REQUEST ACCESS' form is circled in red and includes fields for First Name, Last Name, Organization (a dropdown menu), Email Address, Phone Number, and Role (a dropdown menu), with a 'REGISTER' button below. The 'LOGIN' form includes fields for Email Address and Password, with a 'LOGIN' button and a 'Forgot Your Password?' link below it.

- 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

## 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](#) ▾

## User Profile

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

## 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 Work Operations & Resources C Water Management Best	12 Ops/Water Partnership Me	13	14

[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 *	<input type="text"/>
Last Name *	<input type="text"/>
Organization *	GLWA ▾
Phone Number *	<input type="text"/>
Email Address *	<input type="text"/>
Role *	Department of Public Works ▾
Subscribe to Daily Email	<input checked="" type="checkbox"/> <a href="#">Manage Password</a>
New Password *	<input type="password" value="Enter new password"/>
Confirm Password *	<input type="password" value="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.

## 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

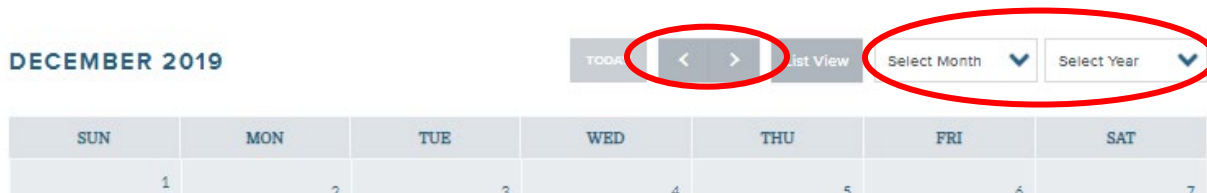
2. Search for a specific event name using the keyword search box shown below, or click the various categories (GLWA Board, Water, Integrated, Wastewater) to refine your results.

# Member Outreach Portal

Enter keyword ...

GLWA Board  Water  Integrated  Wastewater

- 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.



- 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.
- To see the details of a specific event, click the name of the event
- From here you will be able to see the name, location and time of the event, as well as any documents associated.
- To view the documents, click the arrow next to the document name – as shown below.



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

## 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 

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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.