



Office of the Chief Executive

735 Randolph Street, Suite 1900
Detroit, Michigan 48226

April 24, 2019

The Honorable
Board of Directors
Great Lakes Water Authority

Dear Chairman Baker and Directors:

Regarding: CEO's Report – April, 2019

Throughout this monthly report, our focus on infrastructure is evident, from Wastewater Master Planning to the Asset Management efforts, a host of initiatives are underway. These efforts are focused on assuring that GLWA maintenance and capital investments are optimized in and for the benefit of the region. These efforts are grounded in our 'Pipes don't know the boundaries' approach.

One example of this approach currently underway is working with our member partners to advance early findings of benefit from our Wastewater Masterplan discussions. That effort recognized opportunities to achieve early water quality benefits from development and implementation of a Regional Operating Plan (ROP). Joint efforts have begun to display real time information regarding the status of GLWA operations during storm events to allow operators in our partners systems to see when their retention basins can be dewatered without contributing to additional downstream overflows. These efforts will continue through the Outreach process in the Wastewater Best Practices Workgroup for reviewing and modifying the ROP as the Masterplan process continues.

In May, we will host the first Blue Ribbon Panel to assist us in our decision-making processing in the Strategic Asset Management Plan (SAMP) project.

We remain focused on improving the CIP program and its delivery. Today we will advance our conversation on a Capital Program Management engagement to assist us in these efforts.

Throughout this report you will find details of each of these noted items, and more.

In March, we reviewed changes in the proposed provisions in the renewal of the NPDES (National Pollutant Discharge Elimination System) Permit held jointly by the Great Lakes Water Authority and the City of Detroit through its Water and Sewerage Department (DWSD). On Thursday, April 18, 2019, the Michigan Department of Environmental Quality (which was subsequently renamed Michigan Department of Environment, Great Lakes, and Energy [EGLE] effective April 22, 2019) held its Public Meeting on the terms for the proposed renewal. The completion of this meeting is an important step forward in the Permit issuance process.

PLANNING SERVICES

Asset Management

The Asset Management Group is busy preparing to host a Blue Ribbon Panel in May as part of the contracted services related to the Strategic Asset Management Plan (SAMP, CS-198) project. The panel will consist of asset management experts from around the world (see inset, right) who have been invited based upon their knowledge, insight and sustainability of practices related to asset management. This is the first of potentially two Blue Ribbon Panels that will occur related to asset management. The target audience is members of the Executive Leadership Team, the Team Members involved in day-to-day asset management through the Asset Management Strategic Organization and various Team Members throughout the many business units within the Authority who direct, plan and execute capital improvement projects and maintenance activities. This event comes at the most opportune time as GLWA is heavily involved in the development of the Strategic Asset Management Plan and the insight that can be gained from networking, and listening to this group of professionals is priceless and will most likely aid in guiding some of the tough strategic decisions we are currently contemplating.

Panelists

- **Shane Morgan**, Watercare (New Zealand)
Chief Operating Officer
- **Andrew Pearce**, Environment Agency, (UK)
*Deputy Director, Operations and Asset Management
Director, TEAM 2100, Pathfinder organization
responsible for London Estuary flood protection and
agency-wide leadership in AM*
- **Phil White**, United Utilities (UK)
Water/Wastewater Maintenance Director
- **Keith Haslett**, United utilities (UK)
Wastewater Director; Executive Team
- **Ed Morris**, UK Environment Agency (UK)
Director, Asset Management, TEAM 2100
- **Matt Ries**, DC Water (DC)
*Sustainability and Watersheds Director
Previously Chief Technology Officer with WEF*
- **Sam Paske**, Metropolitan Council Environment
Services (MN)
Asst. General Manager, MCES
- **Leisa Thompson**, Metropolitan Council
Environmental Services (MN)
General Manager of MCES; NACWA Board of Directors
- **Brian Buzard**, Central Arizona Project (AZ)
Director, Centralized Maintenance and Reliability
- **Darrin Francom**, Central Arizona Project (AZ)
*Engineering and Operations Director and lead of CIP
planning and execution*

CIP

Through our Research and Innovation Group, GLWA has joined a research project under the Water Environment Federation's (WEF), Leaders Innovation Forum for Technology (LIFT) for Management, and Water Research Foundation assisting in utility improvement efforts. The project is entitled the Utility Analysis and Improvement Methodology (UAIM). The phase of the project that we are joining focuses on topics that represent major gap areas for the water sector in terms of development and maturity. These topic areas are:

- CIP Execution
- CIP Prioritization and Business Case Evaluations;
- Enterprise Risk Strategies and Management;
- and Asset Management Plans (AMP's)

PLANNING SERVICES (continued)

The CIP team will be participating in the development “To Be” work processes that incorporate industry leading practices in the CIP execution, CIP prioritization and BCE topic areas. The format is structured collaboration workshops involving water sector organizations from across the country. The project is timely for GLWA as we continue our efforts to improve our CIP performance.

Systems Planning

The Wastewater Best Practices Work Group met on March 20th at the Macomb Chapaton Retention Treatment Basin in St. Clair Shores. An example of a new development in the Wastewater Master Plan project, a Member Dashboard which displays real-time system information was presented. Member dashboards are a tool being developed for each Member community Retention Treatment Basin that can be used to maximize flow to the Water Resource Recovery Facility (WRRF) and minimize treated or untreated discharges to the rivers. The purpose of the dashboards is to inform operators and improve small storm response as well as dewater retention treatment basins without producing more overflows. GLWA is piloting the dashboards with volunteer members, and engaging members, including the MDEQ in the dashboard design and revisions. Carl Johnson from CDM Smith (Wastewater Master Plan team) also provided an update from the Wastewater Master Plan’s Regional Operating Plan (ROP) subgroup. This subgroup will continue meeting to fully develop the ROP. At the next meeting, the ROP subgroup will look at four events from the past year and how the system responded. The intent is to make the Wastewater Best Practices Work Group the center point for reviewing and modifying the ROP. Please contact Sherri Gee at Sherri.Gee@glwater.org for questions regarding the ROP.



Quarterly One Water Partnership Meeting

The first quarterly One Water Partnership meeting of 2019 was held on March 21st. The meeting kicked off with a roll-call vote of member partners to approve the proposed One Water Bylaws. The bylaws were approved, with 37 votes in favor and zero votes opposed. Click [here](#) to view the bylaws.

Terri Conerway, Chief Organizational Development Officer, shared an update on the One Water Institute (OWI), GLWA’s new regional training academy. Since February of this year, 73 members have registered for the Cornerstone Learning System and 156 members had registered for the 360 Water online training, with 28 certificates earned.

PLANNING SERVICES (continued)

Members expressed their satisfaction with the OWI course content and ease of completion, and also identified a few opportunities for improvement. For more information on the OWI, visit the [Member Partner Resources](#) page on the GLWA website.

Below is a list of members that have taken advantage of the OWI:

- Allen Park
- Berkley
- Brownstown Township
- Burtchville Township
- Chesterfield Township
- Clinton Township
- Detroit
- Farmington Hills
- Flat Rock
- Flint
- Huntington Woods
- Livonia
- Macomb County
- Oak Park
- Rochester
- Rockwood
- St. Clair Shores
- Sterling Heights
- Troy
- Van Buren Township
- Washington Township
- West Bloomfield Township

Sue McCormick, Chief Executive Officer, provided a status update on two statewide efforts, the Michigan Infrastructure Council (MIC), and the Water Asset Management Council (WAMC). The region is well represented having GLWA and member partners active on both Councils.



The Member Partner Spotlight at the March One Water partnership meeting was presented by DWSD. Palencia Mobley, DWSD Deputy Director and Chief Engineer and One Water Co-Chair, shared Detroit's experience with the Detroit Drainage Charge and Green Stormwater Infrastructure efforts. The Member Outreach team will begin incorporating a Member Partner Spotlight, such as this, to the One Water Partnership meeting agendas. If you know of a member project, initiative or professional that would be worth highlighting at a future One Water Partnership meeting, please email, outreach@glwater.org.

Cheryl Porter, Chief Operating Officer - Water and Field Services, shared a variety of Water Quality updates, such as sampling efforts and the AURA tool. David Miller of Shelby Township and Ed Haapala of West Bloomfield Township have subscribed to the AURA tool and shared their experiences with the group. For more information on the AURA tool, please contact Carol King of Aquasight at Carol@aquasight.io.

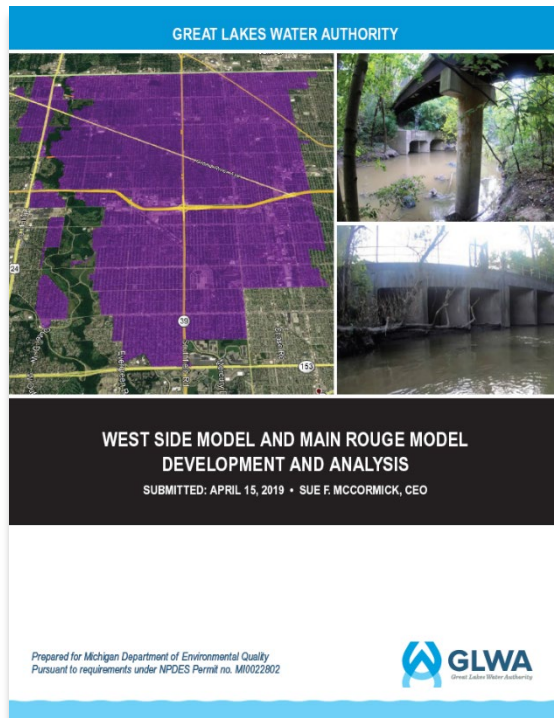
PLANNING SERVICES (continued)

Suzanne Coffey, Chief Planning Officer, closed the meeting expressing appreciation for participation from both wastewater and water members at the meeting. Holding one meeting and addressing topics across both domains shows that the group is making great progress in exemplifying the One Water focus. The next One Water Partnership meeting will be held on June 20, 2019 from 10:00 a.m. – 2:00 p.m. at the Summit on the Park in Canton. Potential topics for this meeting are a Wastewater Master Plan Update and Co-Chair Elections. For more information or questions, please email, outreach@glwater.org.

March Member Outreach Meeting Attendance	
Meeting	# Attended
Wastewater Analytics Task Force (3/1)	33
CIP Work Group (3/12)	47
Sewer SHARES Work Group (3/15)	25
Wastewater Master Plan Steering Team (3/15)	37
Wastewater Best Practices Work Group (3/20)	27
One Water Partnership Meeting (3/21)	81

PLANNING SERVICES (continued)

System Analytics and Meter Operations (SA&MO)



The SAMO Team is pleased to report the final and successful completion of the West Side Monitoring and Modeling program (WSMM). The current NPDES permit set forth a requirement to develop, submit for approval, and implement a monitoring and modeling work plan to evaluate untreated combined sewer overflows (CSOs) from the 17 outfalls located along the Upper Main Rouge River. These outfalls are in the corridor of the Rouge River between 8 Mile Road and Warren Avenue within the Northwest District of the City of Detroit, commonly referred to as the West Side.

The WSMM program was initiated in September 2016 to fulfill the permit requirement noted above. Seventy-six new and temporary devices were installed under this program and data was collected from September 2016 through April 2018. The data was reviewed and analyzed to make alternative estimations of combined sewer overflow (CSO) flows during the monitoring period; provide

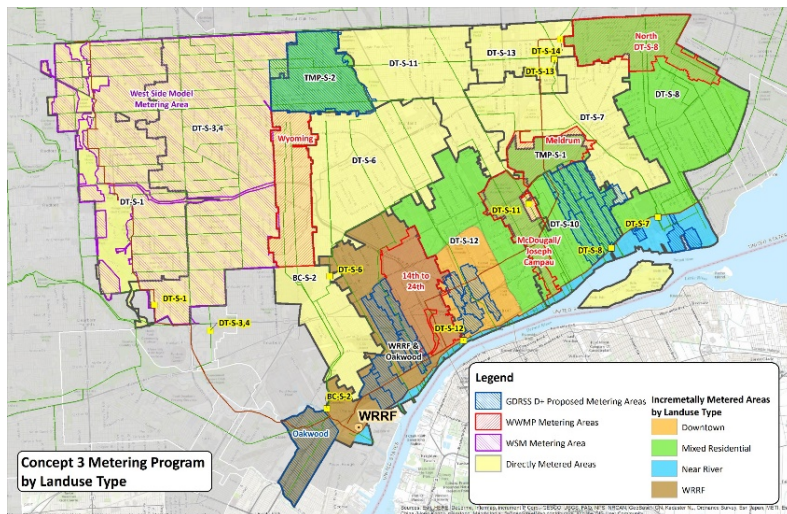
recommendations for on-going CSO monitoring and reporting; and provide data to develop, calibrate and verify the West Side Collection System Model. The West Side Model and final report was delivered to MDEQ on April 12, 2019. In addition, it was delivered to the Wastewater Master Plan (WWMP) team for further use in developing the GLWA 40-year Regional Master Plan. Throughout the WSMM program, every effort was made to be inclusive and collaborative with MDEQ, the WWMP team and the Member Partners.

The “Units of Service for Non-Master Metered Customers and System Water Audit” project team published the final Phase 2 report on April 4, 2019. The Phase 2 work areas of the project included but are not limited to conducting district metered area analysis for Dearborn and Detroit; Update units of service for Dearborn, Detroit, and Highland Park; Identify and prioritize data gaps; Develop a long-term water audit approach for Great Lakes Water Authority. The Phase 2 report also contains many recommendations for future work to improve upon the non-master metered community demands and the GLWA System Water Audit. To continue the important work started with this effort, GLWA’s Team Members working with the continued support of Black & Veatch is proposed.

The SAMO Analytics Team is collaborating with Systems Control Center (SCC) to create a new process for reviewing, accepting and reporting member partner contract pressure compliance. The data is reviewed by SCC on a monthly basis and anomalies are removed.

PLANNING SERVICES (continued)

The previous process for review was performed using Wholesale Automatic Meter Reading (WAMR) data and was time consuming and inefficient. The process being established includes an internal WAMR screen that allows SCC to review and accept the data much faster. It will also make the compliance data more transparent and will lead to better reporting.



On the sewer side, the D+ Metering project started in August 2018 to improve understanding and quantification of common-to-all inflow/infiltration flows in the regional wastewater collection system. The D+ area comprises of Detroit plus communities partially or completely interconnected with Detroit without direct meters. The prime objectives of the project are: Increase percentage of direct metering within the City of Detroit, reduce uncertainty in

areas not directly metered by using developed extrapolations, make use and leverage existing data sources, and reduce/eliminate assumptions used in calculating Sewer Shares in year 2016. The data collection portion of the D+ Metering project ended in March 2019. The monitoring network was comprised of 20 temporary flow metering devices. The project team is developing a methodology for estimating flows within the Detroit unmetered districts using data collected under this program and the Wastewater Master Plan metering. This analysis is planned to be used to calculate D+ sewer flows for the next iteration of the Sewer Shares.

WASTEWATER OPERATING SERVICES

Wastewater Operations

Water Resource Recovery Facility (WRRF) Operations was in compliance with the Water Quality Standards for the month of March 2019.

An article titled “Meaningful and lasting change’ achieved six years early by Lake Erie partnership” was posted by the Michigan Cleaner Lake Erie through Action and Research (MI CLEAR) Partnership to their Facebook page on March 26, 2019. The article included quotes by Navid Mehran and Majid Khan, COO and Operations Director respectively, at the WRRF. The article discussed how GLWA dramatically surpassed federal and state requirements to reduce phosphorous levels by 40% in its wastewater discharges by instead reducing phosphorous levels by 60%, well ahead of the 2025 deadline. According to the article, GLWA is the first treatment facility along the tributary to Lake Erie to achieve this milestone.

WASTEWATER OPERATING SERVICES (continued)

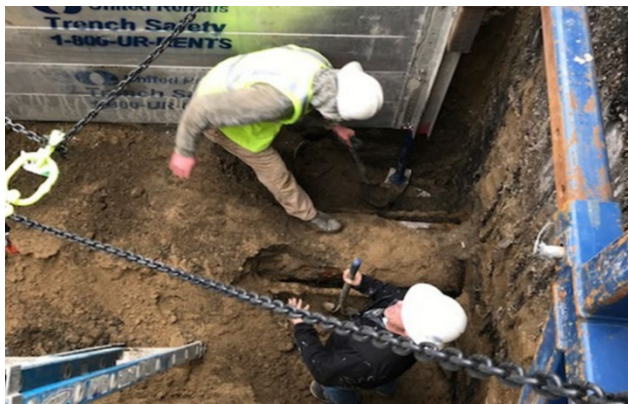
In the March CEO report, the Board was informed of the receipt of a “Notice of Violation” (NOV) VN-009057 on February 15, 2019 from Michigan Department of Environmental Quality (MDEQ). On March 15, 2019, GLWA provided a response to the Violation. The response from GLWA included the causes for the violation including the actions taken to mitigate the violations from future occurrences. Furthermore, GLWA provided information related to the failure to maintain primary treatment capacity on October 6, 2018. The failure was a result of a power outage power outage experienced from a lightning strike to one of the two DTE substations (Maxwell) servicing WRRF. The information highlighted that based on the water within the interceptor the wet well rose above the permit requirement in less than two minutes from the reduced pumping capacity. It is GLWA’s position that it is impractical to restart the required pumps of this magnitude within two minutes.

On April 5th, 2019, GLWA received a response indicating that the DEQ, WRD has determined that the written response provided by GLWA, adequately addresses the requirements for the written response from the NOV. No further action is required from GLWA with regards to the violations identified in the NOV. Furthermore, the DEQ, WRD recognized that GLWA acted appropriately and in a timely manner to minimize the impact of the prohibited discharge. However, the DEQ, Water Resources Division (WRD) indicated that additional review will be requested of GLWA based on the new third feed to potentially mitigate future upstream discharge due to an electrical substation failure and the violation stands.

GLWA will continue to work with the DEQ and WRD on the role of the third feed. Though the third feed is critical to the reliability of the WRRF operations, it will not fully mitigate the future upstream discharges due to an electrical substation failure.

Maintenance

This month, the Maintenance Team would like to showcase the work that the Dewatering Team has been able to accomplish. A repair of a 16-inch underground secondary sludge line leading into Complex A is shown below. The Dewatering Team was able to make this happen in less than 19 hours working on a 24-hour operational shutdown constraint.



Before



After

WASTEWATER OPERATING SERVICES (continued)

It is also important to highlight the proper safety practices being followed with the use of a trench box and ladder during excavation. The pictures shown above show the “before and after” of the repair.

Process Control Center (PCC)

The PCC Team has completed work on the following projects among others:

- The Stratix SSH security feature was added to 36 devices, and the devices were added to Solar Winds for monitoring and configuration backup management.
- Solar Winds map updates have been completed for five sites, bringing network device counts to 100% for those sites of operations monitoring capabilities.
- A three-year stack testing contract with CK Environmental, Inc. has been finalized. CK Environmental confirmed that they can start stack testing during the week of June 17th, 2019.
- Greenhouse gas (GHG) emission data has been compiled and submitted for the period 2016-18. This is a breakdown of GHG emissions from both stationary sources and truck traffic during this reporting period.

Industrial Waste Control (IWC)

The project to transfer all current records to a digital format is now 100% complete. The total cost of the project was completed approximately 15% under budget.

Five new users (now totaling 51) were classified as Significant sources of PFAS compounds and in violation of the pass-through prohibition. Per standard procedure, they were notified of this classification and the need to develop and implement a Best Management Plan to reduce and eliminate PFAS compounds from their discharge.

Several meetings have been held with individual companies and industries such as Marathon, US Ecology, the Michigan Manufacturing Association, and landfills, etc. to discuss the PFAS initiative. We have been invited to present our findings to the National Association of Clean Water Agencies (NACWA) Pretreatment Conference in Tacoma, Washington in May 2019.

Engineering & Construction

Design Engineering

The WRRF Design Engineering Team continues to work on proposals for both O&M and Capital projects around the WRRF. Some highlighted projects are:

WASTEWATER OPERATING SERVICES (continued)

Operations and Maintenance Projects:

- Miscellaneous Sample Stations - provide technical assistance for installation of ZAPS Analyzers.
- Complex A Sludge Processing Basement - repair cracks in the ceiling between thickener numbers 3 and 4 to correct a safety and structural issue.

Capital Improvement Projects:

Requests for Proposal Development:

- Identification, location, and condition of yard piping and underground utilities – this RFP will be to determine the most cost-effective method to right-size and rehabilitate the underground infrastructure.
- Construction Plans and Specifications Development:
 - Rehabilitation of Pump Station No.1
 - Ferric Chloride Feed System at PS No.1 and Complex B sludge lines

Construction Engineering

The construction of the Rouge River Outfall (RRO) Disinfection project has been completed and the facility was placed into full operation on March 29, 2019 to achieve effluent limits specified in the NPDES Permit. A wet weather event started on March 30, 2019 while this new facility was in full operation. The initial results of the Rouge River Outfall (050A) discharged effluent are in compliance with the NPDES Permit. The facility will be undergoing additional testing for at least 30 days. During this time and beyond, the contractor will be working on any deficiencies/punch list items, and those items are expected to be completed before the final completion date of December 31, 2019.

GLWA Contract CON-280, Relocation of the Industrial Waste Control Division (IWCD) to WRRF has been successfully completed. The contract was awarded for a total amount of \$1,653,600 on May 23, 2018. The Contract Substantial Completion Date was December 22, 2018, and the Contract Final Completion Date was January 21, 2019. All construction activities have been completed and the IWCD relocated to WRRF the week of January 14, 2019. The final contract payout is \$1,566,107, a savings of \$87,493 from the original contract award.

The purpose of the project was to relocate the Industrial Waste Control Division (IWCD) from its location on Livernois Avenue to the WRRF. It was critical that the IWCD relocate to the WRRF by the end of January 2019 so the existing property on Livernois could be turned over to the State of Michigan to make way for the Detroit River International Crossing (Gordie Howe Bridge) project.

WASTEWATER OPERATING SERVICES (continued)

Congratulations to the Construction Engineering project management team members Nicolas Nicolas (Project Engineer), Clement Udeozor (resident inspector), Derek Bennett (Team Leader), and Philip Kora (Manager) for successfully managing this project permitting the timely relocation of IWCD to WRRF.

The project included demolition of existing locker and toilet room elements, roof replacement, and construction of a new work area for sampler cleaning and maintenance (including new sinks, counters, ice maker, and sample refrigerator) and rehabilitation of existing office and storage areas.

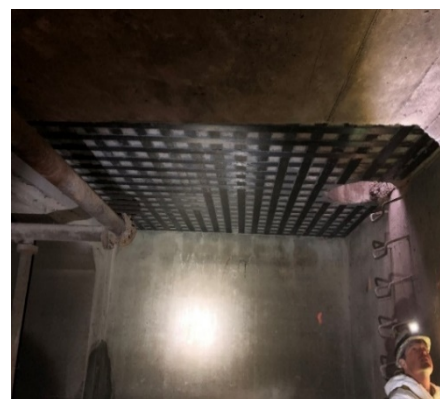


CSO Control Program

Structural repairs to the St. Aubin Outfall have been completed, and Atwater Street has been re-opened.

The technology used to perform the structural repairs is carbon fiber reinforced steel strips which are adhered to the ceiling surface of the junction chamber. The pictures shown below, show a completed repair.

The leak sealing operations are still underway. We have found that as we seal significant leaks, new leaks are forming where there previously were none. We estimate that we will perform one more round of leak sealing before concluding this project. Overall, a substantial amount of infiltration has been removed from the system. We estimate at this time that we have reduced the amount of inflow to the St. Aubin Outfall by approximately 72%. Besides stopping the infiltration, voids behind the pipe were filled. This helps to avoid future sink holes caused by transfers of soils into the pipe through infiltration.



WASTEWATER OPERATING SERVICES (continued)

The CSO Team, in coordination with the WRRF Construction Team, wrapped up work at Baby Creek with cleaning of the influent channel and installation of new accusonic flow meters and a new access hatch to the Elmer Ternes sewer. Two bids received for Leib electrical improvements are being evaluated. Also, we are evaluating a flow meter submittal to replace the accusonic flow meters upstream of the Conner Creek Retention Treatment Basin. This project will enable us to improve the flow metering and operations of the Conner Creek Retention Treatment Basin.

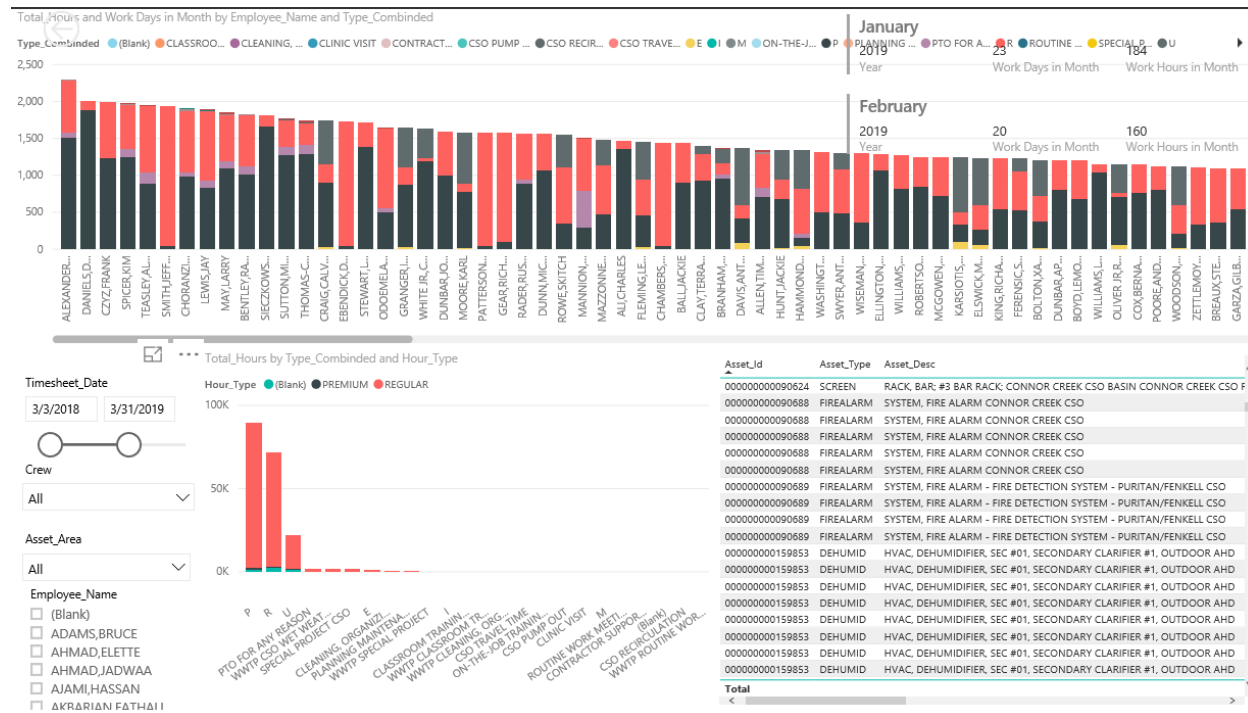
The Seven Mile roof replacement and Puritan-Fenkell and Seven Mile CSO Retention Treatment Basin Instrumentation Improvements projects have completed their design phases. A few projects currently underway are: Seven Mile site improvements; a Seven Mile and Puritan-Fenkell hydraulic study; a Leib operator interface terminal for the outfall to allow CSO staff to monitor the process from the outfall when they are collecting samples; improve poor drainage at Puritan-Fenkell and Leib Facilities; and working to initiate a small project to address HVAC issues at our Oakwood Facility.

The CSO Team is working to establish a maintenance contract for our facility fire alarm systems and fire suppression systems. This contract will ensure that these critical systems always remain in service. A chemical storage tank RFB is being compiled which covers chemical storage tanks at all CSO Facilities and the WRRF. The RFB will cover inspection and condition assessment of all tanks and chemical containment areas and is expected to yield some improvement projects to repair some tanks or containment areas.

The CSO Team has also been championing the update of our assets in our computerized maintenance management system (CMMS) and Oracle Work and Asset Management (WAM) system to make the assets easier to find in WAM so work orders can be written to the correct assets. Furthermore, they are working with the O&M team to improve hours-tracking of the CSO Team in WAM as well as assigning account numbers to assets. This will provide the ability to assign procurement requisitions to assets, which will help track costs back to our assets so we can capture the total cost of ownership.

We have also worked in concert with our CSO O&M partners to develop a report aimed at identifying hours charged in WAM by each team member. This report is gaining popularity and is currently being rolled out to members at WRRF also. The CSO Team will continue to lead the way in developing RFPs, reports, and other opportunities which can be utilized GLWA-wide. Below is a snippet of the hours report developed with the help of Joe Burchi in IT.

WASTEWATER OPERATING SERVICES (continued)



WATER OPERATIONS

Water Operations Administration

Process Hazard Analysis (PHA) was conducted at Northeast, Springwells and Southwest Water Treatment Plants on Tuesday, April 9, 2019 and Wednesday, April 10, 2019 using the "What If" methodology. PHA is a rigorous and systematic approach to identifying, evaluating, and controlling the potential hazards associated with an industrial process. For Water Operations this involves the liquid chlorine process at the water treatment plants. PHA is mandated by the Occupational Safety and Health Administration (OSHA) in its Process Safety Management (PSM) regulation for the identification of risks involved in the design, operation and modification of processes for liquid chlorine.

The end goal of performing PHA was not to label a process as "safe", but to detect unprotected situations and trigger the necessary safety improvements to reduce or minimize risk. This analysis must be revalidated every five years, unless some major changes to the process triggers an earlier review.

Balvinder Sehgal attended the first workshop for the Advisory Board membership for Smart Management of Microplastic in a Great Lakes project funded by Great Lakes Protection fund at Wayne State University on Thursday, March 14, 2019.

WATER OPERATIONS (continued)

The objective of this workshop was to facilitate networking and information sharing, seek feedback/suggestions for the project design and development, and to foster a greater shared understanding of the issues associated with microplastics in the Great Lakes.

Water Works Park Treatment Plant

Backwashing filters is an important procedure in producing high quality water. A key component to any backwash is the expansion of the filter bed media. The filter bed is expanded during the high rate wash and allows the ejection of captured floc and other entrapped material from the filter bed. Over the years, several attempts were made to adjust backwash flow rates. None of the attempts were successful. The operations staff needed the ability to adjust flow rates as water temperatures changed and instructed the team working on the filter control upgrade project to recommend a solution.

The WWP filter team quickly discovered that the Wash Water Pump VFDs (variable frequency drives) were limited to 70% of the pumps rated capacity. The limited pumping capacity resulted in poor bed expansion, with measured expansion as low as 6%. It is generally accepted that filter media bed expansions should fall between 25% and 30%. The filter team was able to reconfigure the Wash Water Pumps VFDs, which now allow the operations staff to select flow rates between 70% and 100% of the rated pump capacity since this adjustment.

Observations of filter backwashes have shown a noticeably cleaner filter. The initial results are promising, but more work needs to be done to fully optimize the backwash.

Northeast Water Treatment Plant

Congratulations to Annie Philip, Rajan Mathew, Kandarp Trivedi, Nellie Sahakian, Girija Prasad and Robin George for receiving the “Certificate of Excellence” award from Environmental Resource Associates (ERA) for participating in the proficiency testing for the WS-271 study.



The Northeast laboratory has been recognized as a “Laboratory of Excellence” for achieving 100% acceptable data in this study that included 378 participating laboratories. This is the seventh consecutive award Northeast’s laboratory has received this recognition, which is a demonstration of the desire to maintain the highest water quality standards.

Water Quality

GLWA Water Quality continues to support member partners as we enter into Phase Three of the consecutive system rescission planning stage investigation. This is a regulatory change for member communities that increases the number of water quality monitoring samples per month.

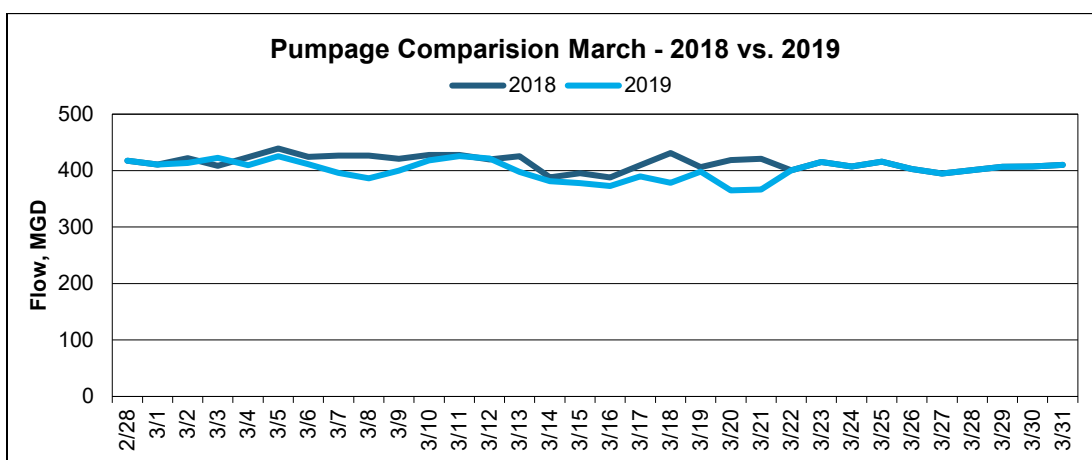
WATER OPERATIONS (continued)

The change required communities to submit a revised sampling plan to DEQ by March 31, 2019. To meet this requirement, member communities needed to ask their business customers for volunteers to have their water sampled on a routine basis. The plan is submitted to Water Quality to ensure that the selected sites meet access and sampling requirements prior to submittal to DEQ; where DEQ ensures that the community has enough sample sites and that they are representatives of the community's water distribution system.

Systems Control Center

March 2019 Pumpage

March 2019 pumpage was 3% lower than March 2018



Valve Remote (VR) 17 Site Actuator Upgrade

VR-17 controls the flow to the Seven Mile basin. The actuators on the gate are being upgraded to provide remote control functionality to Systems Control Center (SCC) during wet weather operations. This project was identified as one of the “quick wins” by the Wastewater Master Planning team.

DB-226 – Detroit River Interceptor Rehabilitation

The work is progressing on the first phase of the Detroit River Interceptor (DRI) rehabilitation. The contractor is working on providing a new access structure at Conner pump station, chemical grouting and debris removal.

PUBLIC AFFAIRS

The 2018 Year in Review publication is hot off the presses! The 44-page publication captures highlights of the accomplishments achieved by GLWA over the course of the previous 12 months, and spotlights a broad cross-section of GLWA's talented team members and how they have assisted us in continuing to move the Authority forward. In support of the publication, CEO McCormick is annual YIR town hall meetings at each of our facilities where she will give a presentation on the publication and host a Q&A session afterwards.



Immediately preceding the town hall, she will be guided through each facility by a GLWA team member.

Registration has begun for the inaugural Team Member and Family Open House and Tour at Water Works Park, which will be held on Saturday, May 11, 2019 from 10 a.m. to 3 p.m. Team members can bring up to five family members for a guided tour of the plant, and a variety of family-friendly games and activities. Public Affairs partnered with the IT Business Productivity Systems team to create an online registration form located on GLWA's One Water Connect Intranet site. This form allows team members to register themselves and their guests for one of three tour times per hour and enables Public Affairs to have all required participant information about the team member and their guests who will be attending. Thanks to IT for the creativity and support!

PUBLIC AFFAIRS (continued)

At the March 21st One Water Partnership Meeting, Michelle Zdrodowski along with communications colleagues from SEMCOG and the Cranbrook Freshwater Forum provided member partners with details on the upcoming One Water Public Education blitz campaign that will take place June 1-9, 2019. The target audience for this multi-media campaign (digital, social, TV PSA and outdoor) is the general public across southeast Michigan. The campaign will address education around drinking water, stormwater and wastewater with the tagline, “Keep it fresh. Keep it flowing.” SEMCOG is hosting a half-day workshop on April 17th for member partners and communities throughout SE Michigan to learn how they can participate.



SECURITY AND INTEGRITY

During the month of April, the Security and Integrity Team provided the following:

The Hazmat Unit coordinated and completed a total of 174 hours of training during the month.

Security and Integrity Officers Agee and Delta completed the second phase of K-9 training.

The Emergency Response Plan, due in May 2019, is continuing to be updated. The team has also finalized the Main Office Building’s Fire Evacuation Plan to be rolled out spring 2019, and three (3) Security Specialist began Fire Academy Training.

Security and Integrity continues its planning for table top exercises with Dearborn, Detroit and Wayne County Emergency Management with the exercises will be held June 20, 2019.

ENTERPRISE RISK MANAGEMENT

Two Environmental Health & Safety professionals, Gail Kilander and Joseph Banford III, joined GLWA in April bringing the total team headcount to five (5).

Projects recently concluded, in progress, or to be concluded before the end of this fiscal year: Revised five (5) Process Safety Management/Risk Management Plans for Water Operations;

- 1) Finalized Spill Prevention Procedures (SPP) for 20 locations;
- 2) Freshened/updated approximately 30 safety procedures;
- 3) Completed enterprise-wide waste sweep for hazardous waste and materials;
- 4) Executed contract for remote safety inspections software;
- 5) Placed coverage for Cyber insurance effective April 1st;

ENTERPRISE RISK MANAGEMENT (continued)

- 6) Launched *Cybersecurity Risk Assessment* and *Cybersecurity Exposure Quantification* projects; and;
- 7) Completed AWWA course EL260 “Facilitating Compliance with America's Water Infrastructure Act of 2018” [course #1 of a 5 course certification program].

The number of reported workplace injuries over the past few years reflects a very positive frequency rate trend considering the increase in total hours worked.

	For the Nine Months Ending March 31 st		
	2019	2018	2017
# of reported claims	29	39	41
Total hours worked	1,506,880	1,399,222	1,270,260
Frequency rate	3.8	5.6	6.5

INFORMATION TECHNOLOGY

The IT Security and Risk Management team has implemented enhanced vulnerability scanning on the GLWA network via the NESSUS scanning tool. This tool allows us to identify and remediate systems that are vulnerable to attack and exploit.

The Business Productivity Systems team continues to provide improvements to our One Water Connect Intranet Site. The most recent change added Leadership Team Members’ IOpt (Input Output Processing Template) Profiles to the GLWA Team Directory. IOpt is a sociological tool that GLWA uses to measure information processing styles, which will enhance our team dynamics.

Picture	Name	iOpt_Link	Title
Count= 1			
	Jeff Small		Chief Information Officer

All GLWA Team Members can now click on the IOpt profiles of all GLWA Leadership Team Members for more information about individual processing styles.

The Business Productivity Systems team in conjunction with the Industrial Waste Control (IWC) team just concluded a large Document Scanning Project. As part of the move out of their former location on S. Livernois, there was a requirement to scan more than 1.4 million hardcopy documents into a format that IT could easily import into a document management system. In addition to eliminating the need for physical space to store the documents, this project provides the ability for IWC to quickly and easily access these documents electronically.

INFORMATION TECHNOLOGY (continued)

The IT Service Delivery team has released an updated employee onboarding form and process. The new form will streamline the onboarding process and assist in providing complete information for new employees' organizational data and IT access to help streamline processes and better serve new team members, so they have all the tools they need on their first day.

The IT Service Delivery team has also completed Phase I of upgrading the unsupported and unsecured on-premise RightFax faxing infrastructure to a new cloud solution. The new solution will help reduce Telcom costs, increase data tracking, improve faxing functionality, and enhance the security of GLWA's network.

The Enterprise Asset Management Systems team completed a web-based map change request application for water and wastewater system GIS data updates. This new process of receiving will expedite updates to GIS based on user feedback leading to more reliable data on which to base field work and decisions.



Currently, the IT PMO is managing 24 active projects and is processing eight project requests.

ORGANIZATIONAL DEVELOPMENT

Recruiting and Career Pathways

The Organizational Development Recruitment Team has reached out to Detroit Renewable Power upon the news that their operations were expected to cease during the last week of March. It will take between 60 and 90 days for the facility to fully power down. GLWA will host an Interview Day within the next 30 days to determine if there is an opportunity to provide a seamless transition for some of the displaced talent from Detroit Renewable Power to join GLWA.

The recruiters will also be attending several recruitment events in April and May including:

- Spring 2019 Graduate Job Fair at Henry Ford College
- Right Management Career Fair

GLWA is planning to participate with two student & education focused career pathway events for the second year in a row:

- Detroit Public Schools Community District's Work-Based Learning Program is a 6-week paid internship program – runs from Monday, April 15, 2019 through Friday May 24, 2019. Students work 15-20 hours Monday-Thursday.

ORGANIZATIONAL DEVELOPMENT (continued)

- University of Michigan Wolverine (UM) Pathways has invited us to participate in their programs again. UM pays the interns and GLWA will be responsible providing them with a meaningful experience and tracking their time and attendance. Wolverine Pathways summer internship will begin Tuesday, July 9, 2019 and will end Friday, August 2, 2019.

Benefits & Wellness

Organizational Development has several events for Team Members to improve their health and financial wellness in April and May at various locations:

- Community Choice Credit Union and Public Service Credit Union will be on-site to let team members know about the benefits associated with joining their credit unions
- ICMA-RC, "I'm Nearing Retirement", "Retirement Drawdown", and "Medicare" One-on-One Consultations
- Walking Wednesdays will continue in April at the – Main Office Building, Water Resource Recovery Facility, Central Services Facility and Water Works Park,
- In May the One Water Wellness Team will be promoting May Mobile Mondays in coordination with the Bike riding with Slow Roll Detroit
- GovDelivery Messages highlight BCBSM and HAP Wellness Tools
- Bringing awareness about Detroit Minority Organ Tissue Transplant Education Program (MOTTEP) Foundation & Gift of Life Michigan
- 35 Day Fitness Challenge (May 1st – June 4th)

Staffing

Since the March CEO report, one (1) new contractor has become a GLWA team member. The table below provides a breakdown of GLWA Team Members to date:

Total Staffing Regular FTEs	1002
Number of Hires - 2019 YTD	72
Total Number of Contractors (FTEs)	119

ORGANIZATIONAL DEVELOPMENT (continued)

Training

Between January 1, 2019, and March 31, 2019, GLWA:

- Provided over 6,979 hours of training and development.
- Provided training and development to 864 GLWA team members (more than two courses per team member).
- Facilitated 48 courses, in Safety, Water Operations, Wastewater Operations, and Technology.

FINANCIAL SERVICES

This month, we begin with congratulations to Tina Clinkscales, Procurement Management Professional. Tina was recently elected to the Michigan Public Procurement Officers Association (MPPOA) Board of Directors in the role of Secretary. We appreciate Tina's dedicated service to the procurement profession – above and beyond her service to GLWA!



Speaking of Procurement...

The GLWA was well represented at the MPPOA Reverse Trade Fair on Friday, April 12, 2019 with a long line of vendors at the GLWA booth. GLWA Team Members were also engaged this month in several events to spread the word about opportunities at GLWA.

- ✓ Susan Kopinski, Special Projects Manager, was a featured speaker at the Public Sector Construction Forum.
- ✓ Ian Thompson, PE, Owners Representative and Sonya Collins, Interim Procurement Director, attended a national Design Build Institute of America conference in Cincinnati where they met with several new firms interested in work at GLWA.
- ✓ Cynthia Walters, Construction Accounting & Financial Reporting Management Professional, attended a Detroit Area Construction Association event where she was able to connect with a number of local and regional contractors that have not bid on GLWA work previously, but are now aware of opportunities at GLWA and have been registered in Bonfire.

FINANCIAL SERVICES (continued)

Annual Vendor Outreach Event

This week, invitations are being emailed for the Annual Vendor Outreach event to be held on May 16, 2019. We are very excited about the program this year – after the general session, we are hosting three panel discussions with GLWA subject matter experts in the areas of construction, consulting services, IT and commodities.

In addition to the structured program, there will be several breakout sessions in what we call the “Resource Room”. The purpose of the Resource Room is one-on-one conversations with GLWA accounts payable and procurement staff. There will also be an area for Small Business Administration representatives and GLWA Organizational Development team members to expand the recruiting network. Also, new this year, our colleagues at DWSD will be represented in the Resource Room. We see this as a great synergistic path to highlight the 2019 calendar year goal of expanding cooperative procurement among water service providers.



Attached is *The Procurement Pipeline* for April 2019, our very popular monthly procurement newsletter. Page two is a cross-functional GLWA team effort to highlight upcoming procurements.

Procurement Activity

The Procurement team reports 22 executed contracts in February 2019 and 74 executed contracts year to date for FY 2019. Activity for February 2019 exceeds February activity for both FY 2017 and FY 2018 combined.

2019 YTD Contracts Executed (in 000's)		
Category	February	YTD Total
Quantity		
Construction	6	30
Consultant	14	40
Design/Build	0	1
Legal Services	2	3
Grand Total	22	74
Value		
Construction	\$ 35,437.7	\$ 38,303.5
Consultant	\$ 906.7	\$ 3,281.7
Design/Build	\$ -	\$ 2,164.7
Legal Services	\$ 275.0	\$ 400.0
Grand Total	\$ 36,619.4	\$ 44,150.0

FINANCIAL SERVICES (continued)

April 2019 Audit Committee

Due to the Good Friday holiday, the April Audit Committee meeting is being held on the same day as the regularly scheduled GLWA Board Meeting on April 24, 2019. Topics include the following.

- ✓ Request for approvals to proceed with the next steps to obtain lower cost borrowings for capital projects utilizing state revolving fund loans. The GLWA projects are 1) Lake Huron Water Treatment Plant and 2) Waterworks Park to Northeast Transmission Main Project. In addition, funding is being secured for DWSD's watermain replacement project.
- ✓ Presentation of the continually expanding Monthly Financial Report Binder. This month, the team has added a crosswalk from budget basis to full accrual basis reporting.
- ✓ **Attached** is the Executive Summary of the financial report through January 31, 2019. Three key takeaways are 1) consistent, positive budget performance, 2) overall positive cash flow, and 3) a capital spending ratio of 97% for the water system and 78% for the sewer system.

LEGAL

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

Respectfully submitted,



Sue F. McCormick
Chief Executive Officer

SFM/dlr

Attachments

Welcome to the third edition of The Procurement Pipeline, a monthly newsletter designed to bring you informative updates on doing business with GLWA.

We heard you!

Based on your feedback, page two identifies upcoming procurements. This was added in March 2019 and we have received glowing feedback (thank you!). One common question: how does GLWA estimate project budgets for large engineering and construction projects? The recently approved Capital Improvement Plan (CIP) for FY 2020–2024 utilizes the American Association of Cost Engineering (AACE) International system for classifying cost estimates. The business case evaluation for each project provides the AACE classification. That system overall is described on page II-10 of the [CIP](#).

The Procurement Pipeline Tip of the Month: Contact the Specified Buyer on Open Solicitations!

You must be registered on [Bonfire](#) to bid on projects. Questions regarding an open solicitation must only be directed to the buyer of record on that specific solicitation. They welcome your questions which often improves the procurement objectives for all parties.

GLWA Vendor Outreach – May 16, 2019

Plans are underway for GLWA's Annual Vendor Outreach event which will be held at Laurel Manor in Livonia on the morning of Thursday, May 16, 2019. There will be many new features this year based on your suggestions! Please register in Bonfire to make sure you receive an invitation.



New Capital Improvement Plan Webpage

We are pleased to inform you that GLWA's Capital Improvement Plan now has its own webpage. Visit glwater.org/CIP to view the business case evaluation for projects coming up for procurement.

Small Business Initiative (SBI)

GLWA was honored to participate at the MDOT 39th Disadvantaged Business Enterprise (DBE) Small Business Conference on March 18, 2019. It was nice to see many of our regulars and also great to meet new small businesses that now have "Doing Business with GLWA" information and will register on Bonfire.

What does Owner's Representative Group do?

GLWA's Owner's Representative Group is managed by Ian Thompson, PE, who reports to the Chief Financial Officer/Treasurer as a member of the Financial Services Area. The Owner's Representative provides cost analysis of change orders to ensure contract compliance and ensuring that GLWA is paying reasonable costs (and that contractors are reasonably compensated); manages the construction claim process by reviewing the data and making recommendations to the engineering, procurement, and legal teams; monitors and maintains vendor performance, including corrective action plans; and provides process improvement and innovation to related GLWA projects. Ian is a champion of fair outcomes for all parties and co-lead in the GLWA Small Business Initiative.

Keeping Up With GLWA

Our [CEO's](#) monthly report provides a wealth of information and news about important initiatives.

Where to Meet GLWA

GLWA participates in many outreach events throughout southeast Michigan. We welcome you to visit us at the following events. Note: event sponsors may require pre-registration and/or a fee.

- ♦ [Public Sector Construction Forum's 2019 Small Business Industry Day](#) on April 10, 2019
- ♦ [Michigan Public Purchasing Officers' Association Reverse Trade Fair](#) on April 12, 2019
- ♦ [Michigan Minority Procurement Conference](#) from May 7 – May 9, 2019
- ♦ [Save the Date](#) GLWA 2019 Vendor Outreach on May 16, 2019

What's Coming Down the Pipe?

Current Solicitations: Available on [Bonfire](#)

Next Nine Months: See reverse side

Visit us online!

See the Vendors page at www.glwater.org or contact us via procurement@glwater.org.

Category	Description	Budget Estimate
Water System (next three months)		
Construction	Schoolcraft Road 48" Water Transmission Main (CIP #122005)	\$18,062,000
Design	West Service Center Pump Station - Duval Rd Division Valve Upgrades (CIP #132010)	\$37,000,000
Design	Lake Huron Water Treatment Plant - Two New High Lift Pumps, Flow Meter, and Yard Improvements (CIP #111009)	\$26,000,000
Design Build	Springwells Water Treatment Plant Low Lift Suction Isolation Gate Replacement (CIP #114002)	\$113,303,000
Design	Imlay Pumping Station - Energy Management Freeze Protection Pump Installation (CIP #132007)	\$2,160,000
Design	Transmission Loop to the Downriver System (CIP #122016)	\$4,000,000
Design	Lake Huron Low Lift /High Lift and Wash Water Pumping Improvements (CIP #111001)	\$8,385,000
Services	HVAC Controls Upgrade	\$202,000
Services	Abatement of Mold, Asbestos, Materials and third-party testing of samples for one year	\$50,000
Services	Integration that will Assist with Enabling AURA for Partnering Communities	\$250,000
Services	Wireless Power Monitoring	\$90,000
Services	Dual Channel Permanent Flowmeter (West Service Center)	\$90,000
Services	Grounds Maintenance Services (3 years plus up to 2 optional)	\$2,900,000
Consultant	Asset Management of the Drinking Water Transmission System	\$300,000
Construction	Uniform Rental and Laundering (3 years plus up to 2 optional)	\$219,000
Maintenance	Switchgear Repair and Maintenance	\$1,000,000
Wastewater System (next three months)		
Construction	Construction Contract for Level and Flow Instrumentation Upgrade (CIP #260600)	\$600,000
Construction	Relocation of the Analytical Lab Operations to WRRF (CIP #214001)	\$12,000,000
Construction	Site Remediation at 9125 West Jefferson	\$500,000
Consultant	Task Order Engineering Services at Water Resource Recovery Facility and all Combined Sewer Overflow Facilities	\$30,000,000
Services	Thickener 1 Bull Gear Repair at Water Resource Recovery Facility	\$68,900
Centralized Services (next three months)		
Consultant	Comprehensive Corrosion Control Optimization Study	\$5,500,000
Consultant	External Auditor Services (Three Year Contract)	\$900,000
Supplies	Electrical Supplies to GLWA Warehouse (3 years plus up to 2 optional)	\$500,000
Supplies	Hardware Supplies to GLWA Warehouses (3 years plus up to 2 optional)	\$1,200,000
Supplies	Industrial Lubricants to GLWA Warehouses (3 years plus up to 2 optional)	\$500,000
Supplies	Mechanical Supplies to GLWA Warehouses (3 years plus up to 2 optional)	\$1,200,000
Supplies	Plumbing Supplies to GLWA Warehouses (3 years plus up to 2 optional)	\$500,000
Supplies	Safety Supplies to GLWA Warehouses (3 years plus up to 2 optional)	\$500,000
Supplies	Tool Supplies to GLWA Warehouses (3 years plus up to 2 optional)	\$1,500,000
Consultant	Water and Sewer System Charges Consultant (3 years plus up to 2 optional)	\$900,000
Water System (next four to nine months)		
Design	96" Water Transmission Main Relocation & Related Transmission System Improvements (CIP #122004)	\$17,016,000
Design	Water Works Park Process Areas Ventilation System Improvements (CIP #115005)	\$5,071,000
Design Build	7 Mile/Nevada Water Transmission Main Rehab and Flow Control Station (CIP #122017)	\$20,500,000
Construction	Lake Huron Water Treatment Plant, Imlay Station, Springwells Water Treatment Plant and Southwest Water Treatment Plant Finished Water Reservoir Improvements (CIP #170800)	\$52,360,000
Wastewater System (next four to nine months)		
Design	Pump Station #2 Bar Racks Replacement and Grit Collection System (CIP #211007)	\$1,574,000
Design	Assessment and Rehabilitation of Yard Piping and Underground Utilities (CIP #216006)	\$24,853,000
Construction	Chlorination and Dechlorination Process Equipment Improvements Project (CIP #212004)	\$4,586,000
Study	Ash Handling Systems Rehabilitation at Water Resource Recovery Facility (CIP # 213008)	\$80,000

Revenue and Expense Budget to Actual¹ – Pro-rata Benchmark of 58.3%

Most categories are within 5% of the pro-rata benchmark.

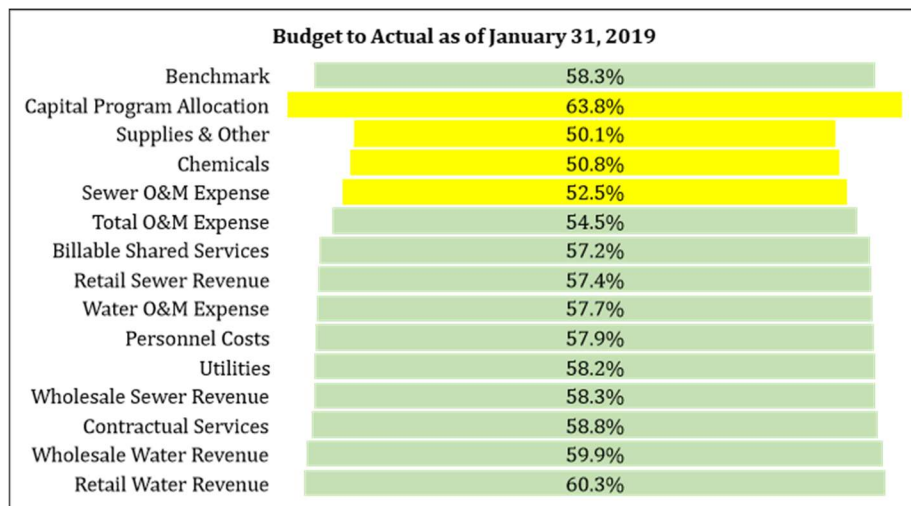
Capital Program

Allocation: The launch of a new software program in early FY 2019 has significantly improved capital project time reporting.

Supplies & Other: Due to timing of one-time or annual purchases in this category, expenses will not occur evenly throughout the fiscal year.

Chemicals: Expected variance as usage does not follow a consistent monthly budget pattern.

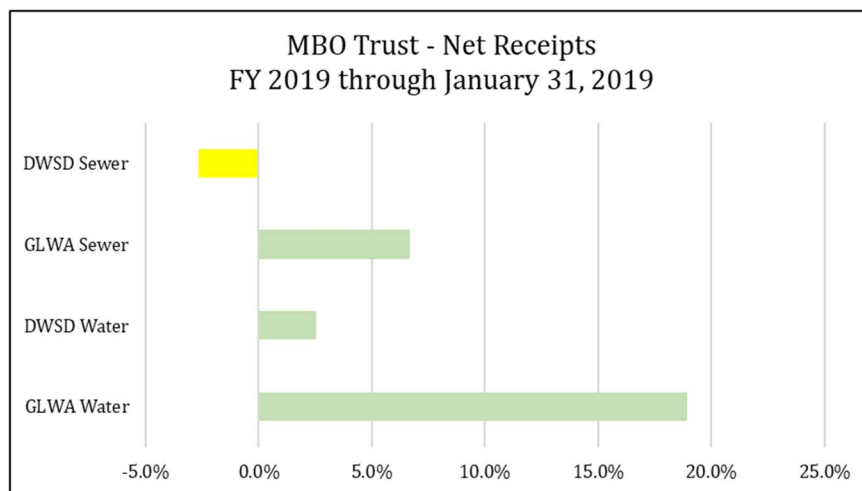
Sewer Operations & Maintenance (O&M) Expense: The positive variances in Supplies & Other and Chemicals, noted above, also positively impact the overall Sewer O&M Expense.



Master Bond Ordinance (MBO) Trust Net Receipts

Overall net cash flow (receipts) is positive. This means that all legal commitments of the MBO Trust and the lease payment are fully funded to date. The net positive variance contributes to an improving financial position.

One area under review is a DWSD net sewer receipts budgetary shortfall (\$5.8 million through January 31, 2019 for FY 2019).



Capital Spending Ratio The water system incurred over \$37.3 million of construction costs to date which is 97% of the FY 2019 prorated, budgeted spend. The Sewer system spent \$47.9 million which is 78%.

Questions? Contact the Office of the Chief Financial Officer at CFO@glwater.org

¹ All amounts are GLWA entity-wide unless noted as water, sewer, and/or retail.

Office of the General Counsel – April, 2019

- ***NPDES Permit Renewal and ACO Dismissal:*** The Office continues to support this initiative and has retained an expert to assist in this endeavor. The Office prepared and submitted the renewal application for the Permit and materials on financial capability. GLWA received the draft Permit and provided comments to the MDEQ. A Public Hearing on the permit occurred April 18, 2019.
- ***Legislative Updates:*** The Office continues to support HB 4806 which contains amendments to the exception to governmental immunity, regarding liability for sewer back up claims. GLWA continues to cooperate with member partners on the Lead and Copper Rules as well and attend webinars on the subject.
- ***Gordie Howe International Bridge:*** The IWC program vacated 303 Livernois and relocated to WWRF, however, GLWA's reimbursable relocation costs remain an open item. GLWA received the sale proceeds.
- ***Trenton Water Main:*** The Office is negotiating the transfer of the 24-inch water main to GLWA.
- ***Water Contract Negotiations:*** The Office continues discussions with the City of Dearborn on a model contract. The most recent meeting occurred on March 25, 2019. A follow-up meeting is being scheduled.
- ***Environmental and Workplace Safety Compliance:*** The Office continues to work with the COO and team leaders from both the water and sewer systems to comply with regulations and to respond to any alleged violations. The Office is also assisting on GLWA's property remediation efforts.
- ***Record Retention Policy:*** The Office is drafting a record retention policy for GLWA.
- ***Industrial Pretreatment Program:*** The Office continued to work with the Industrial Waste Control ("IWC") Group and external stakeholders on finalizing and implementing an updated IPP and overseeing the current program. The Office is also coordinating the transfer of a portion of GLWA's IPP to the Oakland County Water Resource Commissioner ("OCWRC").
- ***Member Outreach:*** The Office continues to be an active participant in Member Outreach sessions.
- ***Main Relocations:*** The Office continues to support water operations in its discussions with community stakeholders regarding water main relocations.

- ***Third Feed to WRRF:*** The Office continues to work with DTE and Conrail to identify the most cost-effective method to construct and operate a third feed to WRRF. Conrail and GLWA signed the purchase agreement. Conrail executed the deed. The closing date will occur in the next 1-2 weeks. GLWA has orders granting possession of all easements necessary for the project.
- ***Civil Litigation:*** The Office continues to vigorously defend actions against GLWA, including recently filed class action lawsuit regarding IWC charges. GLWA continues to pursue its action against Highland Park for the collection of unpaid water and sewer invoices. In the past month, GLWA was named as defendant in one lawsuit. GLWA is a plaintiff in the lawsuit against the State related to the Lead and Copper Rules.
- ***Labor Relations:*** The Office continues to provide legal advice to Organizational Development on labor relations and employment matters.
- ***Trademark:*** The Office submitted a trademark for the One Water Institute. The trademark was published.
- ***Arbitration:*** The City and GLWA will conduct an expedited arbitration pursuant to the Leases and the Water and Sewer Services Agreement related to GLWA's water usage at one of the Leased Facilities. The arbitrators, including the neutral has been identified.
- ***Procurement:*** The Office continues to assist GLWA's Procurement Team negotiate contracts, change orders and amendments and interpret contractual provisions. The Office is also assisting with the Procurement Policy and Procedures and updating GLWA's template contracts.
- ***Past Month's Statistics:***

Contracts reviewed as to form:	32
Contracts drafted or revised:	67
Subpoenas/Information requests received:	9
Subpoenas/Information responded to:	10