



**Office of the Chief Executive**

735 Randolph Street, Suite 1900

Detroit, Michigan 48226

April 22, 2020

The Honorable  
Board of Directors  
Great Lakes Water Authority

Dear GLWA Board of Directors:

**Regarding: CEO's Report – April 22, 2020**

Critical infrastructure organizations across the U.S. have made significant changes in operations during the COVID -19 pandemic. GLWA has been in constant contact through the professional organizations both learning and sharing actions being taken for the integrity of our systems and their service, and for the protection of our team members.

Communications to the general public have been important to assure they know water of unquestionable quality remains in place to provide for their public health during the pandemic as well as to remind them of how they can help protect the wastewater systems by appropriately disposing of sanitary wipes.

Equally important during these stressful times for our team members is frequent communication to our team members, sharing updates on governmental orders and CDC advisories and how the organization is responding. GLWA's Public Affairs assisted with 31 updates and special bulletins in the most recent month as follows:

- Weekly updates from the CEO (which are communicated by video and emailed, as well as run on video monitors in our facilities)
- Regular FAQs with questions relevant to the ongoing crisis and how it impacts operations and team members directly
- IT instructions for remote access to programs, applications and Virtual Private Network (VPN)
- Critical operational updates and changes
- Information on staying healthy (accessing the Employee Assistance Program)
- Financial and procurement process updates
- Fraud alert to GLWA team members about stimulus check scams (online and in-person).

While we have a significant number of our team members working remotely, the majority of efforts to move the organization strategically forward have continued, with specific pauses in areas where we have been advised of curtailing or slowing of efforts from several of our vendor partners.

It is clear that the full impact of and recovery from the COVID-19 pandemic will take some time, as a result, GLWA is monitoring water use data, revenues, expenditures and evaluating trends working with our operating areas, team members and partners to find the appropriate balance of potential actions for the team, the region and our member partners.

This month, I would like to end my report by thanking the GLWA Team for their continuing efforts to provide water of unquestionable quality to the people of this region and for their high quality treatment of wastewater in a manner that protects our lakes, rivers, and environment. There is no doubt that this pandemic has impacted all of us, so in closing, I would like to ask the Board and my readers to join me in taking a brief moment each day to remember the GLWA team, our families and loved ones and direct our thoughts, prayers, and well wishes to them as we move through this pandemic together.

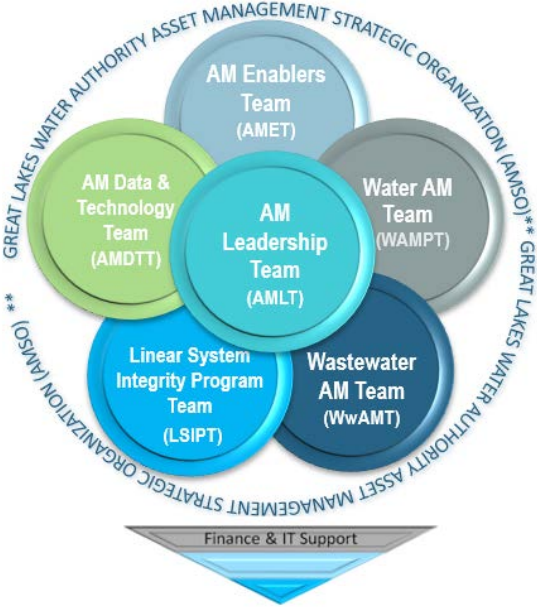
**PLANNING SERVICES**

***Asset Management Group (AMG)***

The Linear System Integrity Program (LSIP) solicitation due date has been extended to June 19, 2020. In addition, the questions and answers have been posted and are now available on the GLWA website. GLWA is eager to begin this initiative, but also want to ensure all respondents have the appropriate amount of time to respond to this request.

The Asset Management Group has been working on several improvement initiatives identified in the Strategic Asset Management Plan at this time. One of significance is the restructuring and revitalization of the current organization-wide asset management structure. The Asset Management Strategic Organization (AMSO) has been modified to:

- 1. Consolidate the former Work and Asset Management (WAM) and Geographic Information System teams into one team called Asset Management Data and Technology Team, and
- 2. Separate the former Asset Management Plans team into three teams: Water, Wastewater, and Linear System Integrity Program Teams.



The proposed structure, new team charters and membership rosters have been created. The new internal structure and charter will be introduced to team members at an internal webinar on May 7, 2020.

## **PLANNING SERVICES** (continued)

Another impactful initiative being rolled out in May is the development of base asset data standards and accompanying implementation plan for those attributes that are identified in WAM. Team members will be trained on the new base asset data standards in May and cleanup of data is already occurring for various attributes. The intent is to update much of the high priority attributes in WAM prior to the implementation of the new Enterprise Asset Management system.

### ***CIP***

The CIP Team continues to move the Program Management contract with AECOM forward while working on the CIP plan development and CIP delivery initiatives. Most recently the group has been working on a CIP delivery pilot that will likely include revisions to certain Standard Operating Procedures (SOP's) and the addition of a Project Management Office (PMO) that is focused on a project lifecycle approach model.

This model is designed to empower our project managers, provide them with the tools they need, and hold them accountable to the capital program metrics. With the backdrop of ensuring production of water of unquestionable quality and careful consideration of organizational priorities, a pilot concept is planned to be presented to the Executive Leadership Team for their input and direction.

### ***Systems Planning***

Now more than ever, the Member Outreach Team recognizes that maintaining strong relationships and open lines of communication with our members is essential. With this unprecedented challenge comes opportunity: to leverage technology, to learn from one another, and to work together in new ways. The Member Outreach Team is working diligently to serve our membership and maintain expectations of the Member Outreach Program.

Members can expect to receive dedicated special COVID-19 updates from GLWA. These updates contain helpful resources, messages from CEO, Sue McCormick, and other details that members may find helpful and reassuring. These communications and resources can be found on our [Member Outreach Portal](#) under "Documents." If you've yet to register on the portal, [click here](#) to learn how.



A special COVID-19 Member Outreach Web Conference was hosted on April 7, 2020. The meeting provided an opportunity to learn how GLWA and other communities are implementing adaptive staffing approaches, ensuring operator safety, and communicating with the public. A huge thank you to those that were able to participate. The meeting summary is saved on the Member Outreach Portal, [click here](#) to review it.

Our last in-person meeting was the Wastewater Best Practices Work Group on March 11, 2020, with 27 participants. Dan Beauchamp of Michigan's Department of Environment, Great Lakes and Energy (EGLE) shared information regarding their recent high-water vulnerability assessment request.

## **PLANNING SERVICES** (continued)

Members had the opportunity to ask questions and learn from one another about progress made to date. The CDM team, GLWA's consultant for the Wastewater Master Plan, shared an overview of the regional system and demonstrated how flow throughout the region impacts the system as a whole. The CDM team also shared an update on the Regional Operating Plan and the anticipated approach to post-event analyses.

NEW RESOURCE AVAILABLE! GLWA is now offering a tool called AURA, a Smart Water technology platform developed by Aquasight LLC, that assists communities with water quality analytics. The tool is available for all member communities to use at no charge. Email [outreach@glwater.org](mailto:outreach@glwater.org) to learn more.

Please join us in welcoming Daniel Gold to the GLWA Member Outreach Team. Dan will provide support to members and GLWA as we move forward to implement the Wastewater Master Plan recommendations, including the stand-up of the new Regional Watershed Hub Work Group. Dan's email is [Daniel.Gold@glwater.org](mailto:Daniel.Gold@glwater.org).



## **WASTEWATER OPERATING SERVICES**

### ***Wastewater Operations***

Water Resource Recovery Facility (WRRF) operations were in-compliance with the Water Quality Standards for the month of March 2020.

In addition to the organization wide actions taken during this COVID-19 pandemic, Wastewater Operations has made the additional following changes to protect team members' health and sustain the continuity of operations:

- Directed all non-operational team members who can work remotely to do so, and provided them with the resources needed to continue to support our operational team members who work every day to ensure we are protecting the public and environment by providing water of unquestionable quality and sanitary wastewater service.
- Limiting meeting sizes to ten or fewer people, ensuring that there is appropriate space for social distancing, and recommending to default to telephonic and online meeting platforms wherever possible to effectively eliminate face-to-face meetings.
- Changed the operations crew schedule to reduce the number of Plant Technicians at the facility at one time, which subsequently reduces the foot traffic at shift changes. The revision to the schedule eliminates the overlap of crews that commonly occur with eight-hour shifts for 24/7 operations. Transitioned from five eight-hour shift crews to four twelve-hour shift crews. Reduced the team member interaction at shift changes from 72 or as high as 97 to a maximum of 33. This change helps limit potential exposures and provides social distancing, aiming for fewer people in a small area at any given time.
- Staggered the shift start times for different sections of team members such as Chemists, Maintenance Techs, and Plant Techs at the WRRF to reduce the risk of large numbers of team members coming into contact with each other, following social distancing guidance issued by the Center for Disease Control and Prevention (CDC).

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

On March 26, 2020, GLWA requested from Department of Environment, Great Lakes, and Energy (EGLE) a temporary modification to the staffing requirements of the Administrative Consent Order giving GLWA the flexibility to adjust staffing levels to assure the protection of health and safety of its team members. This request was granted on March 30<sup>th</sup> and the plant temporarily discontinued augmentation with contracted staff.

### ***Maintenance***

The maintenance team continues to successfully provide preventative and corrective services throughout the facility. To further assure our team member health and safety and limit the potential exposures and provides social distancing, the start of shift for the team was moved to 8:00 a.m. to lag from operational shift change of 7:00 a.m.

This month we would like to feature the work of the Primary Maintenance Team. The Primary Team removed the main lift pump #5 motor, which needs to be sent out to have the motor stator, rotor, and the motor bearings inspected and repaired as needed. The Primary Team understands that main lift pumps are critical equipment that require timely repair in order to provide wastewater services to our Member Partners, so this work takes precedence over much of our other maintenance tasks.



Placing the main lift pump motor #5 rotor into a support stand

### ***Process Control Center (PCC)***

The PCC team developed a new Pump Station 1 summary graphic for the process areas control system. The updated graphics were designed and configured to provide improved situational awareness for Operations. Subsequently, the team enhanced the process visualization within the control room by adding five workstation monitors.

# WASTEWATER OPERATING SERVICES (continued)

The summary graphic has a tabular layout and allows staff to monitor all process values and equipment statuses associated with all eight pumps on a single graphic. The graphic also displays aggregated alarms for each pump.

The screenshot displays a detailed monitoring interface for Pump Station 1. It includes a navigation menu at the top with options like 'ACQ1 OVERVIEW', 'ACQ1 EVID STATUS', 'INF PMP STATION 1', 'INF PMP STATION 2', 'INFLENT FLOWING', 'BAR RACK & GRIT', 'FERRIC CHLORIDE', 'PUB BUILDING', 'DPC & PFC', 'RECLAIM CLIFFS', 'DRELLAR CLIFFS', 'SEC 257 PUMPS', 'ELUOGE FLOWING', and 'PLANT OVERVIEW'. The main table, titled 'PUMP STATION 1 TABLE', lists eight pumps (PUMP #1 to PUMP #8) with columns for their status (e.g., 'STOPPED', 'STARTED', 'RUNNING', 'STOPPED', 'STOPPED', 'STOPPED', 'STOPPED', 'STOPPED') and various operational parameters such as flow (MGD), motor temperature (DEG F), vibration (INSEC), current (ACA), power (KW), and power factor (PF). Below the pump data, there are sections for 'PS1 COMMON ALARMS' and 'PS1 BRG ALARMS', both showing 'EAD' (Electronic Alarm Display) buttons. At the bottom, summary statistics for various wells and flows are provided, including 'PS1 IN WETWELL LEVEL (FT)', 'PS1 SUMP WETWELL LEVEL (FT)', 'PS1 WETWELL R.O.C.', 'PS1 TOTAL FLOW', 'RECT CLAR CAPACITY', 'PS3 TOTAL FLOW', 'TOTAL PRM FLOW', 'PS2 WETWELL LEVEL', 'PS2 WETWELL 2 LEVEL', 'PS3 WETWELL 1 LEVEL R.O.C.', and 'PS3 WETWELL 2 LEVEL R.O.C.', with values ranging from 74.3 FEET to 418.7 MGD.

Pump Station #1 Summary Graphic

Graphic enhancements included configuring a new Electronic Alarm Displays (EAD), which aggregate all alarms associated with an asset. The EAD display button color turns red if any of the asset’s alarms are active. The alarm list pop-up window is displayed when the operator clicks on the EAD button.

The image shows three separate Electronic Alarm Display (EAD) windows. The first window, titled 'PUMP 2 ALARMS' (5001), lists seven alarm types such as 'INF PMP 2 LOW FLOW ALARM', 'INF PMP 2 OIL RES LO', 'IP2 STATOR TEMP NOT HI', 'INF PMP 2 ROTATION ALARM', 'INF PMP 2 LOR PRES LO ALARM', 'IP2 SEAL WATER LOW FL', 'IP2 TOP BRNG WTR LOW FL', and 'IP2 VLV NOT OPEN', all with a 'CLEAR' status. The second window, titled 'BRG 2 ALARMS' (5000), lists three alarm types: 'GRIT CHAM 2 INF BAR RAKE ALM', 'WEIR GT 2 N/OPEN W/2P RING ALM', and 'BAR RACK2 SHEAR PIN DETECTION', with statuses of 'CLEAR', 'FALSE', and 'CLEAR' respectively. The third window, titled 'PS1 COMMON ALARM' (5003), lists ten alarm types including 'N SUMP PMP DRY WELL LVL HI', 'S SUMP PMP DRY WELL LVL HI', 'NORTH HYD SYST FAIL', 'SOUTH HYD SYST FAIL', 'PS1 BASEMENT LVL HI', 'GAS DETECTION AREA 1 FAULT', 'WET WELL DEVIATION ALARM', and 'WET WELL LEVEL MAN ENTERED', all with a 'CLEAR' status. Each window has a 'CLOSE WINDOW' button at the bottom.

Electronic Alarm Displays (EAD): MLP #2, Bar Screen #2, and PS1 Common Facility

## WASTEWATER OPERATING SERVICES (continued)

Additionally, the team developed prebuilt trends that can be used to monitor the performance of the main lift pumps.



Pre-Built Trend for Main Lift Pumps 1 THRU 4

The PCC Controls Team has successfully developed the programming to automatically maintain the elevation levels of aeration decks in service. The program logic will provide a steady elevation in the decks to prevent the frequent change in dissolved oxygen. Consistency in the dissolved oxygen in the decks is needed to maintain a healthy population of micro-organisms in the activated sludge process. Additionally, less oxygen consumption is also expected with this change.

### ***Laboratory***

The laboratory team adjusted their schedule to match operations 12-hour shifts to limit team members potential exposures and provide social distancing.

The Lab VICAS column to be used in the evaluation of grit removal in the plant has been received. Furthermore, in partnership with our Research and Development team, we are coordinating sampling efforts for the Michigan State University study which will evaluate the presence of COVID-19 sanitary wastewater system in order to develop a predictive model.

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

As a result of the COVID-19 virus, we have implemented flexible work assignments for Engineering staff. Multiple assignments have been made to ensure adequate work coverage.

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

Sampling activities that support the Industrial Waste Control's Industrial Pretreatment Program (IPP) were suspended for three weeks (beginning March 15, 2020) due to a number of facilities reducing or closing operations in compliance with Governor Whitmer's executive orders. During the suspension the IPP team (i) assessed which facilities are in operation and (ii) assessed safety protocols necessary to provide protections to field sampling team members. Our IPP requirements necessary to comply with the State of Michigan permit are based on annual performance and will not be impacted by this temporary suspension. We will re-assess sampling as conditions merit.

In order to offset sampling reductions, work assignments for field staff have been modified to perform required facility verifications throughout the service area. We are focusing on the City of Detroit at this time. All recommended social distancing protocols are being observed in sampling and non-sampling field assignments.

### ***Engineering & Construction***

#### ***Design Engineering***

The design group has been working remotely since late March due to the COVID-19 circumstances. The team continues to stay in close communication as we progress projects forward. The group meets online each morning from 9:00 – 10:00 am and discusses various issues. From time to time, a few individuals work from the WRRF office for a day or more.

The design team has been and is engaged in several activities including development of request for proposals (RFPs) related to capital improvement projects (CIPs), request for bids (RFBs), scope of work (SOW) development of a number of job order contracts (JOC), active management of design projects, studies, and other problem solving issues.

A number of JOCs, RFPs and RFBs are out for bid. Required pre-bid meetings have been conducted via conference calls. Need for a site visit/walkthrough has not arisen thus far. Bid documents generally include a good set of drawings with photos, and recently the Plant staff were able to create "Matterport Cloud Data" involving videos and photos that can be made available to the potential vendors if needed.

#### ***Construction Engineering***

The Rouge River Outfall (RRO) Disinfection Project has successfully completed 30-day demonstration testing and Substantial Completion was achieved recently. The new facilities continue to provide disinfection that satisfies GLWA's wastewater discharge permit as has been the case since they were initially placed into full operation on March 29, 2019.



**WASTEWATER OPERATING SERVICES** (continued)

The RRO project included construction of a new Hypo Building to house three 110,000-gallon bleach tanks, three bleach recirculation pumps, and nine bleach feed pumps to provide disinfectant for primary effluent. The building also houses two 34,500-gallon sodium bisulfite (SBS) tanks and six SBS feed pumps to dechlorinate effluent in order to protect aquatic species in the Rouge River.

The contractor has completed all the punch list items except some close-out documentation and Green Infrastructure reseeding that is currently scheduled for the end of April 2020.



New Hypo Building



Chlorine Solution Valves Replacement

Training of GLWA operations and maintenance staff has been completed for the new systems. Turnover of spare parts to GLWA has been completed. The contractor has submitted as-built drawings and the operation and maintenance (O&M) manuals.

A new sample building was also constructed to house RRO effluent samplers, sample pumps, and chlorine analyzers needed to monitor and control the disinfection process.

In addition, the project also included construction of new chlorine solution diffusers to improve disinfectant mixing in wet weather secondary effluent flows to the Rouge River as well as eight new effluent flow meters to allow better control of disinfection.

**WASTEWATER OPERATING SERVICES** (continued)



Rouge River Outfall Effluent Sampler



RRO Total Residual Chlorine Analyzer

The final change order will be drafted and processed soon to officially closeout the RRO Disinfection Project.

Construction of the Sludge Conveyance Improvements Project (GLWA-CON-197), rehabilitation of Chlor/Dechlor Facility (GLWA-CON-238), and construction of the relocation of the Analytical Lab Operations to the GLWA WRRF are progressing at site. Baby Creek CSO HVAC Improvement Project (1901609A), Lieb HVAC Improvement Project (1803718), and Puritan-Fenkell CSO Facility Instrumentation Improvement Project (1905077) are in the submittal phase.

***CSO Control Program***

Due to COVID-19 and the nation-wide emergency, many projects which were in active construction for the CSO Team have been delayed. It should be noted that while active construction is delayed, submittal phases and equipment procurement phases are progressing in anticipation that COVID-19 restrictions will be lifted in the next 30 to 60 days and that we will have all equipment/materials ready to complete the work.

The design projects being managed by the CSO Team are continuing as well as RFPs in development. The CSO Team is working with Procurement and GLWA Legal for an extension of contracts affected by COVID-19.

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

In response to COVID-19, GLWA is working with EGLE to extend the due-date of the Long-Term Control Plan. As such, the submission for RFPs has also been pushed back to June 1, 2020. The CSO Team will continue to work with EGLE to coordinate this work.

CS-299 – CSO Facilities Assessment Project Update: The CSO Team submitted a CSO Asset update to IT on March 27, 2020. This asset update covers updating asset baseline attributes (manufacturer, location, description, etc.). After this update, we will perform one more update to the asset specifications (horsepower, voltage, serial number, etc.). Due to COVID-19, all on-site work for CS-299 has been delayed. Planning for the on-site work continues in anticipation that in the next month or two, site work will be able to resume. The project timeline will need to be extended to accommodate the shift of work. We are currently reviewing needs with the Jacobs Consultants team for various facilities.

## **WATER OPERATIONS**

### ***Southwest Water Treatment Plant***

#### **CON-281 SWWTP High-Lift Pump (HLP) Discharge Valve Actuator Replacement and HLP-H Modifications**

Yard Valve V-6 actuator work is in progress under ESR-015(R1) along with isolation of the yard valves V-58, V-59 and V-71. After having new electric actuators installed, pump Nos. 1, 2, 3, and 4 are operating satisfactorily. Pump No. 5 is in the testing phase. Only pump Nos. 6 and 7 are left.

GLWA-CON-281 contract work started October 1, 2018 and final completion is scheduled for November 1, 2021. The project entailed eight cone valve replacements and 15 actuator upgrades. Six of the eight cone valves and six of the 15 actuators are done. As of today, 75% of the project work is completed.



*Visual of Valve V-6 to be removed and replaced as part of ESR-015 (R1)*



*Temporary safety support railing built around V-6 vault opening*

## **WATER OPERATIONS** (continued)

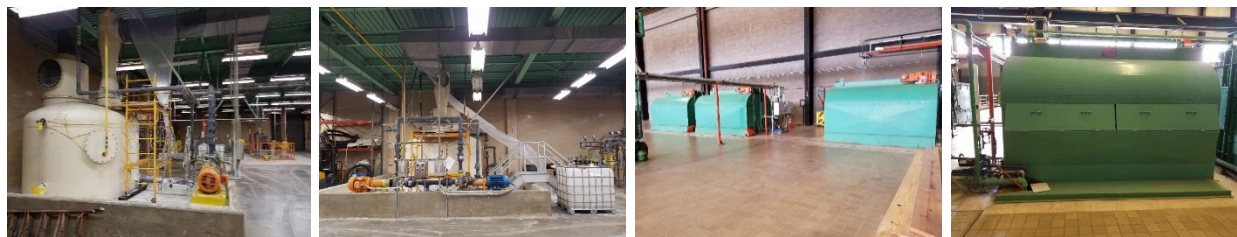


*From left to right: Vault for V-6 covered with tarped to protect from elements; Vault for V-6 covered with plywood to protect from elements; and Core at the wall foundation (e.g. V-6 electrical service entrance conduit)*

GLWA CON-281 brings flexibility in meeting our customers demand. Our technicians are excited about the operation of the new actuators.

### *Chlorine Scrubber and Raw Water Screen Replacement CIP #113006*

This project will replace the old caustic soda-based chlorine scrubber system with a newer pallet based, lighter and more efficient system. The project will also replace the current raw water intake screens. Field investigations were conducted to observe the current conditions of the area. The project contractors have made site assessment visits and held discussions with GLWA staff about current conditions at the plant and what the future will look like.



*Left to right: Existing scrubber; Scrubber System; Raw water intake screens to be replaced; raw water intake screen*

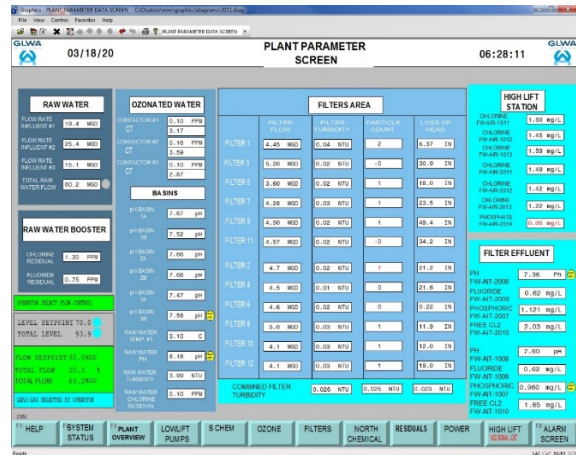
### ***Water Works Park Water Plant***

#### *Ovation System Upgrade*

Water Works Park is a modern water treatment plant that relies heavily on instrumentation and automation to run at an optimized level. Water technicians and chemists make decisions based on the information reported by the Ovation control system. From time to time, instruments, analyzers, meters, etc. need to be calibrated or repaired. For the work to be completed without impacting plant operations, technicians or chemists will place the equipment in an “Off-Scan” condition in the Ovation system. The “Off-Scan” condition locks in the last value of the equipment and a safe working environment in Ovation. If the plant fails to place equipment “Off-Scan” during repairs and/or calibration, Ovation will take action (i.e. adjust chemical feed, close valves, shut down pumps, sound alarms) based on the feedback from the equipment during the work. To continue to produce high quality water, it is important for plant staff to know which values are live and which values are in an “Off-Scan” condition.

## WATER OPERATIONS (continued)

The plant worked with Emerson to identify critical equipment and develop a practical solution. The solution is simple, but effective. When a piece of equipment is placed in an “Off-Scan” condition, a yellow indicator appears on the Ovation graphics. This allows plant staff to quickly identify which pieces of equipment are reporting back to Ovation and which are out of service for repair or calibration. On March 5, 2020, Emerson installed updated graphics. The changes have been well received from plant staff. The plant will continue to pursue upgrades in the Ovation system to more efficiently and effectively run Water Works Park.



### *Springwells Water Treatment Plant*

#### *A Look Inside the 1930 Mixing Chamber*

To perform work under Contract No. 1802774 “Springwells WTP 1930 Sedimentation Basin Sluice Gates, Guides, and Hoist Improvements,” the entire 1930 Treatment Train was taken out of service from the Low Lift all the way through filtration. This shutdown has provided an opportunity to clean and remove sludge from the 1930 basin influent and effluent conduits, 1930 Mixing Chamber, and Raw Water Conduits. These areas are not part of the regular basin cleanings, and the last time any of these areas were inspected was 20 years ago.



*A view inside the 1930 Mixing Chamber  
Shown are the injection points for PAC*

While the chamber is out of service and accessible, inspection of the concrete beams, columns, and walls inside the chamber will also be performed. In the fall, when the 1930 Treatment Train must be taken out again for contract work, any defects previously identified can be repaired.

Access to the interior of the Mixing Chamber also allows for verification of measurements and the configuration of the baffle walls in the chamber. This information along with the record drawings will be used to create a hydraulic model of the Mixing Chamber to better understand how well the water is mixed and if improvements could be made.



*View from the other side of the wall  
showing the sluice gate in the open position.*

## **WATER OPERATIONS** (continued)

### ***Fleet and Facilities***

As a result of the COVID-19 pandemic, we are in the process of having all GLWA sites deep cleaned to minimize/prevent the potential spread of the virus. The schedule for deep-cleaning was provided to all areas and is ongoing. Additionally, all operators of GLWA vehicles were provided information on a daily sanitizing protocol that should be followed several times per day to minimize/prevent the potential spread of the virus.

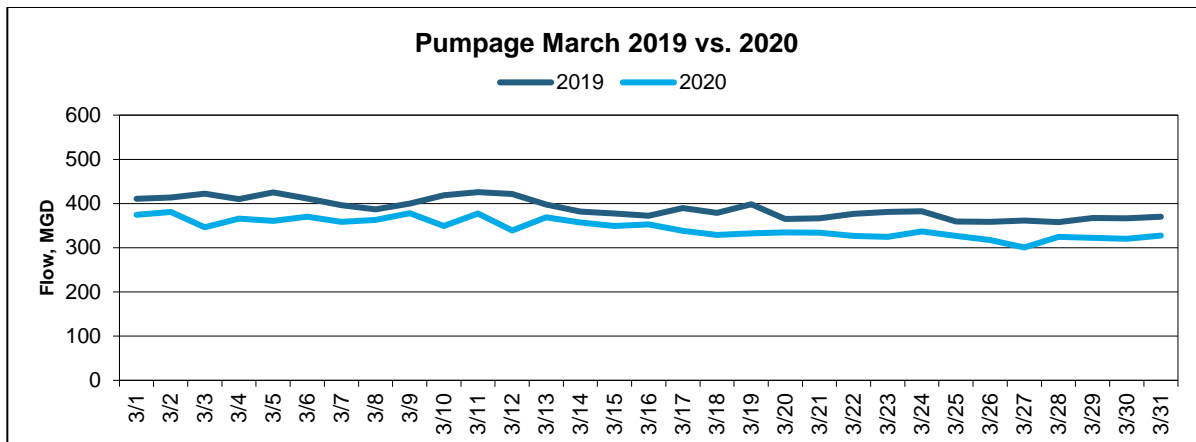
### ***Energy, Research & Innovation***

*Planting Seeds for the Future: The Energy, Research, & Innovation (ER&I) Team Involved in Multiple Research Proposals*

As the COVID-19 “social distancing” rules kick into gear, the ER&I team has been actively collaborating on several research proposals from Wayne State, the University of Michigan, and Pacific Northwest National Lab. These proposals address a range of topics, from detection methods for toxins from harmful algal blooms (HABs), to energy recovery from biosolids.

### ***Systems Control Center***

March 2020 pumpage was 11% lower than March 2019 pumpage



## **INFORMATION TECHNOLOGY**

In the past month, the IT Security Team has proactively blocked or thwarted 19,368 spam messages, 5,715 spoofed messages and 19 viruses. Additionally, 1,317 phishing attempts have been caught and 124 malware attempts have been blocked.

The IT Infrastructure Team was implemented three new firewalls within an 18-hour window to support the Governor's “Stay Home, Stay Safe Order”. The first day that GLWA went to a remote workforce we were unable to support over 120 users on our existing firewalls. Since the deployment of the firewalls, we have been supporting over 400 VPN users without any performance issues.

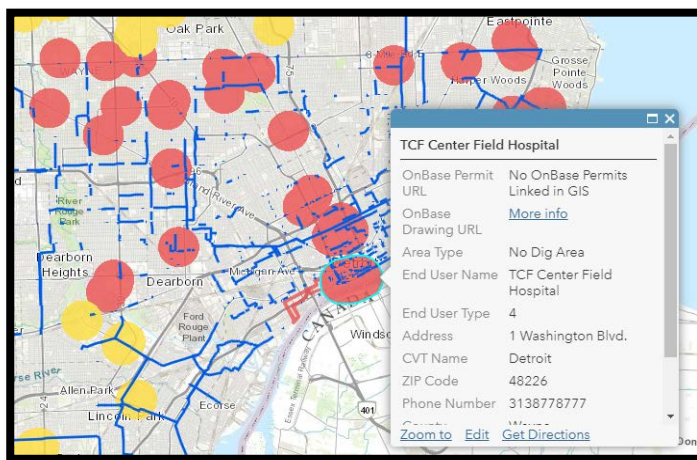
## **INFORMATION TECHNOLOGY** (continued)

The IT Customer Service Delivery Team along with the IT PMO Team implemented the emergency communication system ReadyOp to enable Great Lakes Water Authority to communicate with its team members during and after the COVID-19 crisis. Originally slated for implementation over a longer time period, the teams were able to stand-up the system for use in less than a week in response to the emergence of an urgent need as the pandemic struck.

In response to the COVID 19 pandemic, the IT Customer Service Delivery Team rapidly deployed 140 devices to over 100 team members to aide in their ability to support essential GLWA operations while working from home. This included laptops and tablets, monitors, smartphones, docking stations, wireless mice, and other needed adapters, cables, and accessories. To provide further assistance to an increased remote staff, the IT Customer Service Delivery Team extended their phone support hours from ending daily at 5:00 p.m. to ending daily at midnight.

The IT Business Productivity Systems Team along with Public Affairs implemented a new COVID-19 section on GLWA’s Intranet Portal (One Water Connect). This section includes resources for remote work as well as any update that was communicated with the Team Members is stored in this location for easy reference.

The IT Enterprise Asset Management Systems Team developed a GIS-based map for GLWA’s Field Services Group to show underground water and sewer infrastructure along with no dig and caution areas related to hospitals, dialysis centers and field hospitals on the frontlines of the COVID-19 fight. This interactive map provided to GLWA’s field crews helps protect the utilities and infrastructure serving these critical facilities by developing a work buffer around them. The map includes corresponding critical facility details including contact information and linked utility drawings housed in GLWA’s content management system OnBase.



Currently, the IT PMO is managing 18 active projects and is processing 12 project requests.

## **PUBLIC AFFAIRS**

### ***Communicating During the Coronavirus (COVID-19 Pandemic)***

Public Affairs has devoted the majority of its time and energy since our last report to ensuring that GLWA team members and the public are provided with clear, concise and consistent communications related to GLWA’s response to the Coronavirus (COVID-19) pandemic.

## **PUBLIC AFFAIRS** (continued)

From an internal communications perspective, we have issued 31 updates and special bulletins to team members. These communications, which are numbered to make it easier for team members to find information and leadership to be able to answer questions.

To ensure that all communications were easy to locate, Public Affairs worked with Information Technology to create a COVID-19 Update section on the homepage of One Water Connect, GLWA intranet.

We have also placed an emphasis on thanking our team members for their personal strength and commitment to providing the people of southeast Michigan with water of unquestionable quality and safe, sanitary wastewater treatment during this difficult time. These efforts have included:

- Creating video thank you messages from Area Chiefs to their team members that play on facility monitors and were sent to team members via email;
- Creating virtual thank you cards from Sue McCormick to team members, that were emailed and placed on the video monitors in all facilities.

Externally, we have:

- Worked to reassure people that their tap water is safe to drink through regular social media posts/postings to our public website;
- Supported our Water Resource Recovery Facility by issuing a news release asking the public to be smart in disposal of "flushable wipes" because of their increased use and the potential negative impact they have on the wastewater system. We also used these same messages on our social media channels (Facebook and Twitter);
- Reached out to local news outlets (TV and Radio) who are doing critical infrastructure "Hero" thank you features to ensure that our water and wastewater professionals are included with other first responders;
- Created a new social media campaign featuring pictures of our team members hard at work reminding people that they too, are critical infrastructure workers and thanking them;





## **PUBLIC AFFAIRS** (continued)

- Created a new video thanking our operational team members, as well as those from throughout the water and wastewater sector, for their ongoing hard work. Here is the link to watch the video, which has been shared on GLWA's social media, website, and with our water and wastewater sector associations – AWWA, AMWA, and NACWA: <https://www.youtube.com/watch?v=ekz9gSvve64&feature=youtu.be>

## **SECURITY AND INTEGRITY**

The Hazmat Unit coordinated and completed a total of 137 hours of training during the month.

Security and Integrity began planning for the ongoing COVID-19 Pandemic Crisis, and also participates in the Emergency Operations Center daily briefings.

The Group assisted IT in developing ReadyOp Groups for GLWA

## **ORGANIZATIONAL DEVELOPMENT**

### ***Apprenticeships***

EICT-E: All apprentices have completed their first month successfully. They continue to work with their Journeyman learning new skills. Due to COVID-19, the Related Training Instruction through Detroit Electrical Industry Training Center has been temporarily suspended. The center is scheduled to re-open in May.

EICT-I: Apprentices are diligently working to complete their apprenticeship requirements. Nineteen of twenty apprentices are expected to complete their 5200 hours of on-the-job-learning (OJL) by the end of April. Maintenance Technicians: Apprentices are continuing to gather new skills as part of their OJL.

Due to COVID-19, the Related Training Instruction through Henry Ford College has been temporarily suspended. A re-open date has not been announced.

### ***Progression***

Ninety-eight percent of progression assessments for eligible team members have been completed. Forty-two team members progressed during this progression cycle.

## **ORGANIZATIONAL DEVELOPMENT** (continued)

### ***Staffing***

The table below provides a breakdown of GLWA Team Members since the last CEO report:

Number of New Hires	9
Number of Separations	21
Number of Contractors Hired	0
Total Staffing - Regular FTEs (YTD)	1032
Total Number of Contractors (FTEs)	142

### ***Benefits/Wellness***

#### **COVID-19 related:**

- BCBSM and HAP have waived all cost-sharing for testing related to COVID-19 through June 30, 2020.
- Telemedicine emphasized:
  - Team Members encouraged to register in advance of need for the services
- BCBSM and HAP have waived the \$10 copay for telemedicine
- HMSA, our EAP provider has provided 4 group grief sessions via Skype with a total of 85 team members participating
- ICMA-RC consultations scheduled for April 2020 have been moved to Virtual meetings. We are reviewing how the optional provisions of the CARES Act may provide financial support to our team members.

#### **COVID Statistics**

Status	FTE	Percent
<b>Positive Diagnosis</b>	<b>16</b>	
Returned to work	4	25%
Deceased	2	13%
Remain out	10	63%
<b>Quarantine</b>	<b>34</b>	
Returned to work	21	62%
Remain out	13	38%
<b>FTE'S</b>	<b>1033</b>	

## **ORGANIZATIONAL DEVELOPMENT** (continued)

### ***Dependent Audit (BMI)***

Phase 3 has begun with third and final letter mailed to 87 team members who's audit status is listed as either "incomplete" or "no response." The audit summary as of April 15, 2020 is:

<b>Status - Employees</b>	<b>Count</b>	<b>Percent</b>
Complete	351	67.89%
Incomplete	83	16.05%
No Response	83	16.05%
Total	517	
<b>Status - Dependents</b>	<b>Count</b>	<b>Percent</b>
Passed	766	64.48%
Ineligible	78	6.57%
Incomplete	155	13.05%
Suspend	4	0.34%
No Response	185	15.57%
Total	1188	

### ***Training and Development***

During the month of **March 2020**, GLWA facilitated:

22 courses in Safety. Delivered 140 Hours of Instructor-Led Training to:

- 250 GLWA team members
- 46 DWSD member partners

3 courses in Various Subject Matters (Onboarding, Leadership, etc). Delivered 37.75 Hours of Instructor-Led Training to:

- 31 GLWA team members

### ***360 Water Report***

32 GLWA team members completed 12 courses.

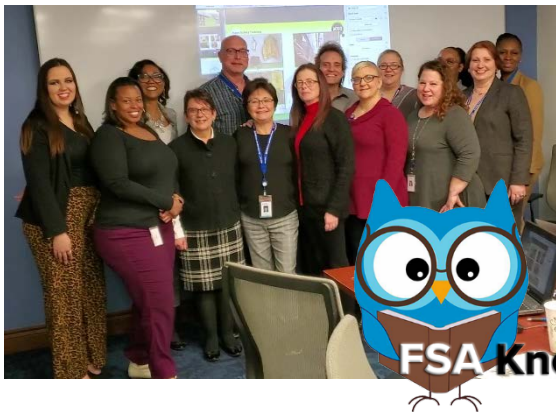
## **FINANCIAL SERVICES AREA**

### ***March 2020 Audit Committee Recap***

The March GLWA Audit Committee meeting was rescheduled and held on Friday, March 27. The full Audit Committee binder is posted at [www.glwater.org](http://www.glwater.org). The meeting included the following discussion topics.

- ✓ A recommendation to submit to the GLWA Board of Directors a request to grant a six-month contract extension to the Wayne Metropolitan Communication Action Agency which currently administers the Water Residential Assistance Program (WRAP) program for GLWA. This extension would allow sufficient time to engage stakeholder input related to program design and complete a formal request for proposal process and transition to a new contract.
- ✓ A CFO update on the GLWA 2020 bond refunding transaction and COVID-19 response efforts undertaken by FSA.
- ✓ Presentation of the December 2019 Monthly Financial Report Binder (**Executive Summary attached**) and the Quarterly Construction Work in Progress Report.
- ✓ Recognition of bond rating upgrades achieved by GLWA in anticipation of the 2020 bond refunding transaction.

### ***Financial Services Knowledge Share***



Members of the Financial Services Area (FSA) and IT teams recently attended 2-day training for Adobe Captivate software with a New Horizons instructor onsite. Captivate will be instrumental in creating FSA instructional videos and presentations which can then be uploaded to YouTube or LMS. Look for them soon!

LtoR: Katlyn Butzin, Jackie Morgan, Shavarn Smith, Susan Kopinski, Greg Monson, Phyllis Walsh, Liz Duncan, Dan Workman, New Horizons instructor, Melissa Phelan, Lynn Herrick, Jodi DiVito, Ashlee Gravley, Nickie Bateson and Sharon Davis-Beavers. (not pictured-Jennifer Payne)

### ***Enterprise Fleet Business Process Improvement Effort***

GLWA has held a Shared Services Agreement with Detroit Water and Sewerage Department (DWSD) for Fleet Operations since 2016. However, on October 30, 2019, GLWA initiated a contract with Enterprise Fleet Management which reflects GLWA's goal to assume its own vehicle maintenance and management responsibilities by June 30, 2020. This change marks the beginning of an improved business process that will result in significant cost savings.

## **FINANCIAL SERVICES AREA** (continued)

To implement this business process improvement and achieve the desired savings, a Fleet Management Assessment and Operations Transition Project Team was formed. GLWA resources for this project include technologies, business processes, and staff involved in fleet management processes across the organization. The Project Team is tasked with studying current procedures as well as understanding operational and financial goals for success. The first project phase of discovery is taking place in March and April. The next phase will be a gap analysis identifying issues and improvement opportunities. Finally, in the last phase business process improvement change, recommendations will be developed by the Project Team and presented. The goal is to transition to a new GLWA Fleet Management team supported by documented and approved business process improvements by June 15, 2020.

### ***The Procurement Pipeline***

A **March/April 2020 COVID-19 Special Edition** of The Procurement Pipeline is attached. The purpose of the special edition was to inform the vendor community about business process changes that impact their access to GLWA facilities. **The April 2020 edition is also attached.**

### ***The Procurement Manual***

The Procurement Team is excited to begin training related to the release of the first edition of the Procurement Manual in January 2020. The Procurement Manual contains the following information for processing a purchase request:

1. The Board Approved Procurement Policy
2. Standard Operating Procedures (SOPs)
3. Standard Work Instructions (SWIs)
4. Reference Guides
5. Example Forms
6. Procurement Flow Charts

### ***Logistics & Materials Group Business Process Improvements***

The Logistics & Materials Group is midway through a business process improvement program. This effort is comprised of twelve projects that have already resulted in tremendous gains in operational efficiency and effectiveness. The projects are in various stages of completion. A recently completed project achieved reduction of inventory quantities in GLWA warehouses resulting in a soft cost savings of over \$1,000,000. In addition, this project has created strategic internal partnerships with the operations, maintenance and asset management groups allowing the Logistics & Materials Group to continue to maximize operational performance.

### ***Financial Services Area (FSA) Voice of the Customer***

The Transformation Team recently shared the 3<sup>rd</sup> FSA Voice of the Customer (VOC) survey analysis with CFO Nickie Bateson and the FSA leadership team.

**FINANCIAL SERVICES AREA** (continued)

This most recent survey achieved approximate response rate of 30% from cross-functional team members that regularly engage and work with FSA. Key results and highlights include (but are not limited to) the following.

- An 8% increase in overall satisfaction level with FSA.
- A 12% increase in satisfaction with issue resolution by FSA.
- Opportunities for improvement such as making team members more aware of the improvement initiatives within FSA and knowledge sharing of key contacts and their respective groups/teams within FSA.

Transformation continues to work with the FSA leadership team to develop action plans to sustain these gains and offer solutions for the opportunities for continued improvement.

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

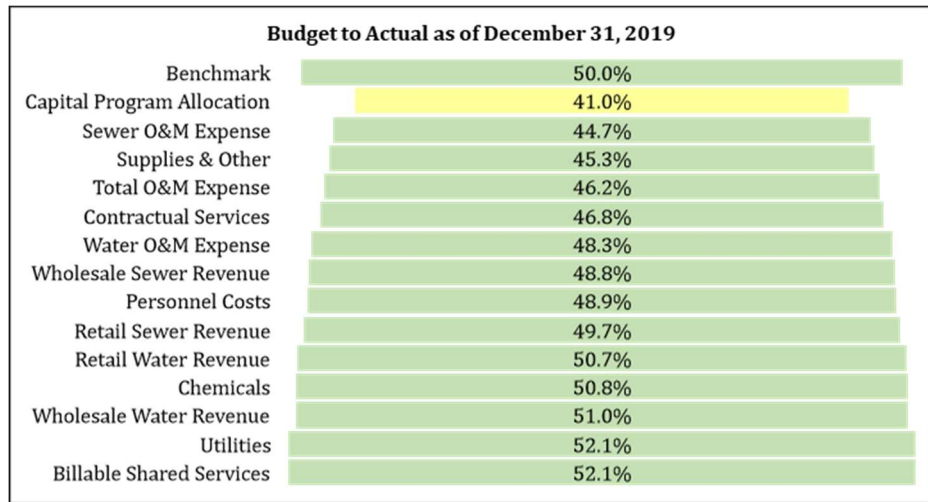
Attachments (4)

**Revenue and Expense Budget to Actual<sup>1</sup> – Pro-rata Benchmark of 50%**

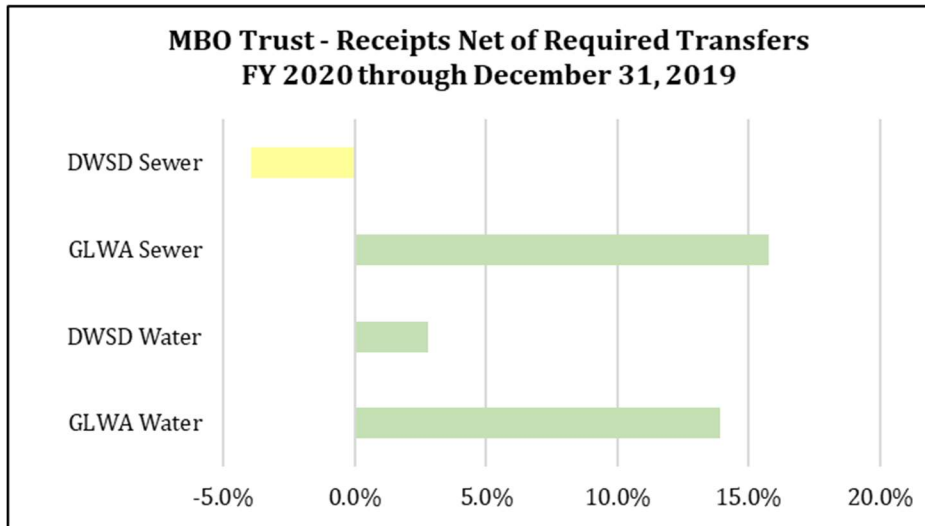
Most revenue and expense reporting categories fall within 7.5% of the pro-rata budget to actual benchmark.

The Capital Program Allocation variation is due to two reasons. Through December 31, 2019, GLWA team member hours posted to projects is 10% less than the prior

year due to increased focus on large maintenance projects versus capital projects. The remaining difference is due to a new element this year which is the AECOM Capital Program Management project. To date, no fees have been incurred that have been identified for capitalization.



**Master Bond Ordinance (MBO) Trust Net Receipts**



Net cash flow (receipts) is positive for GLWA Water and Sewer. This means that all legal commitments of the MBO Trust and the lease payment are fully funded to date – and that positive cash flow is available for additional capital program funding in

subsequent year(s). DWSD Water and Sewer also report positive cash flows in December. DWSD Sewer reported positive net receipts of \$5.4 million for December 2019 decreasing the cumulative FY 2020 DWSD Sewer shortfall to \$5.3 million. Looking ahead, this shortfall is remedied by the end of February 2020 with cash replenishment transfers to GLWA; the DWSD Operations & Maintenance budgeted transfer request was reduced by \$1 million for March 2020 to hedge any future cashflow timing issues.

**Questions?** Contact the Office of the Chief Financial Officer at [CFO@glwater.org](mailto:CFO@glwater.org)

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

Welcome to the March/April 2020 Special Edition of *The Procurement Pipeline*, a monthly newsletter designed to bring you informative updates on doing business with the Great Lakes Water Authority. This Special Edition focuses on measures implemented by GLWA to ensure the health and safety of our team members and partners during the Coronavirus (COVID-19) pandemic.

**Critical Infrastructure Vendor Letters:** The GLWA Team has identified the vendors that meet the requirements of “critical infrastructure” workers as defined by [Governor Whitmer’s “Stay Home, Stay Safe” Executive Order 2020-21](#). In particular, the Order requires that individuals, *who are required to travel in order to perform their work for GLWA*, be identified. In addition, the order requires that these vendors maintain sufficient operations to supply their goods and services to GLWA. Relevant sections include 4a, 4b, 8e, and 9b.

- ✓ **Letters Sent** - On March 27, 2020, over 100 letters were sent to vendors who meet these criteria.
- ✓ **Letter Needed** – If you are performing work that requires your personnel to be physically present at GLWA facilities, and have not received a letter, contact the GLWA project manager. The project manager can initiate the internal process to request a letter from Procurement. The letters are issued quickly when the *full name of the specific individuals who require access are provided*. The letters are distributed via email to a company email address.
- ✓ **Letters for Subcontractors** - In accordance with the Order, firms are required to similarly identify and provide written notice to their subcontractors (Section 4b and 9b).

The [State of Michigan’s COVID-19 website](#) provides the updated information on changing conditions.

**Visitor Form and Questionnaire:** Visitors to GLWA facilities must complete a questionnaire that screens for potential COVID-19 exposure risks. The form is required to be updated every two weeks. A visitor is broadly defined as anyone who is not a GLWA employee.

**New High Priority Vendor Categories:** GLWA is seeking additional providers of medical and safety supplies on behalf of the Authority and its member partners. Contact us at [procurement@glwater.org](mailto:procurement@glwater.org) if your company provides these items.

**Daily Temperature Checks at Entrances:** To safeguard against the spread of COVID-19, GLWA performs temperature screening for all team members, visitors, and delivery drivers to all locations. Access is denied to individuals with a temperature of 100.4 degrees or above.

**FEMA:** Expenses related to the COVID-19 pandemic may be eligible for reimbursement by the Federal Emergency Management Agency (FEMA). For this reason, you may be requested to note “COVID-19” on purchase orders and invoices.

### Thank a Critical Infrastructure Worker Today!

While many of our team members can work offsite as required by the Governor’s Order, the majority of GLWA’s workforce is on the frontline covering water and wastewater operations on a 24/7 basis. Some



vendors have asked about gifts for these team members to recognize their dedication and commitment. As a public entity, we refrain from gifts as an ethical matter. However, if you would like to show your appreciation for our critical infrastructure team members,

please consider sending a thank you note to share with team members on our monitors throughout GLWA facilities. Thank you notes may be sent to GLWA’s Public Affairs Team at [info.publicaffairs@glwater.org](mailto:info.publicaffairs@glwater.org).

**Out of Office, But Open for Business:** GLWA team members who generally are assigned to an office are working at remote locations. Thanks to the efforts of the GLWA Information Technology team, we can leverage technology to continue operations. Bidders conferences continue via Skype and accounts payable are processed weekly. If you have not already done so, please consider signing up for GLWA Direct to YOU! so that you can receive electronic payment and avoid the trip to the mailbox.

### What’s Coming Down the Pipe?

**Current Solicitations:** Be sure to register in [Bonfire](#) to monitor new solicitations and contract awards.  
**Upcoming Procurements: Next Three to Nine Months** - See page 2

**Visit us online!** See the Vendors page at [www.glwater.org](http://www.glwater.org) or contact us via email at [procurement@glwater.org](mailto:procurement@glwater.org)



# Proposed Upcoming Solicitations March/April 2020

Category	Description	Budget Estimate
<b>Water System (next three months)</b>		
Maintenance Services	5-Year Sludge Removal and Disposal Services at Northeast, Springwell's & Southwest Water Plants	\$55,000,000
Engineering	2000279 – Flocculator Drive Replacement – Springwells Water Treatment Plant (CIP #114017)	\$1,852,000
Construction	2000610 – Water Works Park Yard Piping, Valves and Venturi Meters Replacement (CIP #115001)	\$69,500,000
Construction	1904231 – Flocculator Improvements – Northeast Water Treatment Plant (CIP #112006)	\$2,700,000
<b>Wastewater System (next three months)</b>		
Progressive Design Build	Baby Creek Outfall Improvements Projects (CIP #277001)	TBD
<b>Water System (next four to nine months)</b>		
Design Build	7 Mile/Nevada Water Transmission Main Rehab and Flow Control Station (CIP #122017)	\$5,000,000
Engineering	North Service Center Pumping Station Improvements (CIP #132016)	\$10,000,000
Construction	Springwells Water Treatment Plant Medium Voltage Electrical System Replacement (CIP #114002 Project B)	\$30,000,000
Design Build	Southwest Water Treatment Plant Chlorine Scrubber and Raw Water Screen Replacement (CIP #113006)	\$6,000,000
<b>Wastewater System (next four to nine months)</b>		
Design	Oakwood HVAC Improvements	TBD
Design	St. Aubin Chemical Disinfection & Screening Improvements	TBD
Design	Control System Upgrade – St. Aubin, Lieb, and 7 Mile CSO Facilities	TBD
Maintenance	Crane Services	TBD
Services	Actuator Maintenance	TBD
Maintenance	UPS Maintenance and Repair Services (CSO/WRRF)	TBD
<b>Enterprise (next four to nine months)</b>		
IT	Project Management Information System	TBD
Facilities	HVAC Repairs and Maintenance	TBD

Vendors should continue to monitor [Bonfire](#) for solicitation updates.

Acronyms - Facilities	
WRRF	Water Resource Recovery Facility
CSO	Combined Sewer Overflow

Welcome to the April edition of *The Procurement Pipeline*, a monthly newsletter designed to bring you informative updates on doing business with the Great Lakes Water Authority (GLWA). This edition of the Pipeline focuses on providing helpful resources and information for our small business vendor community as you navigate the Coronavirus (COVID-19) pandemic.

**COVID-19 UPDATE: Face Coverings Now Required at all GLWA sites** - All GLWA vendors and vendor representatives (including vendor employees, contractors, consultants, agents, authorized personnel, and subcontractors) are now required to wear a face covering while in or around GLWA facilities or in the field working on GLWA projects. A few notes about these measures:

- ✓ They are based upon the Centers for Disease Control and Prevention (CDC) guidelines which recommend a basic cloth or fabric face covering for all individuals in public settings where social distancing measures are otherwise difficult to maintain;
- ✓ The face covering should securely cover the nose and mouth, and remain free from any offensive words, pictures, cartoons, terms, logos, or phrases. Vendor business logos are permissible;
- ✓ Any individual not wearing a face covering will be asked to leave immediately and may only return when wearing an appropriate face covering;
- ✓ These operational changes will remain in effect until June 10, 2020;
- ✓ For more information on making a face covering and the proper way to wear one, please visit the [CDC's website](https://www.cdc.gov).

## What's Coming Down the Pipe?

*Current Solicitations:* Be sure to register in [Bonfire](#) to monitor new solicitations and contract awards.

*Upcoming Procurements: Next Three to Nine Months* - See page 2

## Resources for Small Businesses

At GLWA, we are committed to ensuring that our small business vendor community has access to the resources you need to get through the COVID-19 pandemic. To this end, we have gathered a variety of resources to connect you with our partners in the administration of federal and state relief and assistance programs, as well as other helpful information for running your small business during these difficult times.

***U.S. Small Business Administration (SBA) COVID-19 Small Business Guidance and Loan Resource:*** a hub for funding options, local and federal, as well as guidance for businesses on everything from workforce capacity to changing market demands. For more info [click here](#).

***Michigan Economic Development Corporation (MEDC) Pure Michigan Business Connect:*** a repository of links to business relief programs administered through local nonprofits and federal programs, as well as information for both employers and employees regarding unemployment benefits. For more info [click here](#).

***Michigan Department of Transportation (MDOT):*** small business owners can apply for Disadvantaged Business Enterprise (DBE) certification through MDOT to ensure that you have opportunities to participate in federally funded MDOT contracts. For more info [click here](#).

***Michigan Paycheck Protection Program (MiPPP):*** MiPPP provides up to eight weeks of forgivable loans for payroll costs (including benefits) as well as interest on mortgages, rent, and utilities. For more info [click here](#).

***County Covid-19 Small Business Resources:*** resources, information economic relief options, webinars, and individual business counselling for small businesses in [Flint & Genesee County](#), [Macomb County](#), [Oakland County](#), and [Wayne County](#).

**Visit GLWA online!** See the Vendors page at [www.glwater.org](http://www.glwater.org) or contact us via email at [procurement@glwater.org](mailto:procurement@glwater.org).

# Upcoming Solicitations April 2020

Category	Description	Budget Estimate
<b>Water System (next three months)</b>		
Design Build	Southwest Water Treatment Plant Chlorine Scrubber and Raw Water Screen Replacement (CIP #113006)	\$6,000,000
Construction	2001456 SPWTP 1958 Settled Water Conduit and Loading Dock Concrete – Springwells Water Treatment Plant (CIP #114016)	\$1,652,000
Construction	200832 Lake Huron Water Treatment Plant Filter, Flow Instrumentation and Control Improvements (CIP #111006)	\$16,000,000
Maintenance Services	5-Year Sludge Removal and Disposal Services at Northeast, Springwell's & Southwest Water Plants	\$55,000,000
Engineering	2000279 – Flocculator Drive Replacement – Springwells Water Treatment Plant (CIP #114017)	\$1,852,000
Construction	2000610 – Water Works Park Yard Piping, Valves and Venturi Meters Replacement (CIP #115001)	\$69,500,000
Construction	1904231 – Flocculator Improvements – Northeast Water Treatment Plant (CIP #112006)	\$2,700,000
<b>Wastewater System (next three months)</b>		
Design	Oakwood HVAC Improvements	TBD
<b>Water System (next four to nine months)</b>		
Design Build	7 Mile/Nevada Water Transmission Main Rehab and Flow Control Station (CIP #122017)	\$5,000,000
Engineering	North Service Center Pumping Station Improvements (CIP #132016)	\$10,000,000
Construction	Springwells Water Treatment Plant Medium Voltage Electrical System Replacement (CIP #114002 Project B)	\$30,000,000
<b>Wastewater System (next four to nine months)</b>		
Progressive Design Build	Baby Creek Outfall Improvements Projects (CIP #277001)	TBD
Design	St. Aubin Chemical Disinfection & Screening Improvements	TBD
Design	Control System Upgrade – St. Aubin, Lieb, and 7 Mile CSO Facilities	TBD
Maintenance	Crane Services	TBD
Services	Actuator Maintenance	TBD
Maintenance	UPS Maintenance and Repair Services (CSO/WRRF)	TBD
<b>Enterprise (next four to nine months)</b>		
IT	Project Management Information System	TBD
Facilities	HVAC Repairs and Maintenance	TBD

Vendors should continue to monitor [Bonfire](#) for solicitation updates.

Acronyms - Facilities	
WRRF	Water Resource Recovery Facility
CSO	Combined Sewer Overflow



## Office of the General Counsel

735 Randolph Street, Suite 1900  
Detroit, Michigan 48226

### Office of the General Counsel – April, 2020

- **COVID-19:** The Office supports GLWA's response to the COVID-19 pandemic, including participating in GLWA's COVID-19 Task Force, review of COVID-19 related laws and Executive Orders. Randal Brown was a panelist on an AWWA COVID-19 webinar.
- **NPDES ACO Dismissal:** The Office assisted in preparing documents to have the ACO dismissed.
- **Legislative Updates:** The Office continues to support HB 4806 which contains amendments to the exception to governmental immunity, regarding liability for sewer backup claims. GLWA continues to cooperate with member partners on the Lead and Copper Rules as well and attend webinars on the subject. The Office is also monitoring a bio-solids bill.
- **Gordie Howe International Bridge:** The IWC program vacated 303 Livernois and relocated to WWRF, however, GLWA's reimbursable relocation costs remain an open item.
- **Trenton Water Main:** The Office is negotiating the transfer of the 24-inch water main to GLWA. GLWA retained a survey company to survey the entire easement area for the transfer documents.
- **Water Contract Negotiations:** GLWA will attempt to secure long term contracts with all communities that are not on the model contract.
- **Grosse Pointe Farms Stand-by Water Supply Service Contract:** The contracts negotiation team is working to secure a long-term, automatically renewing stand-by water supply service contract with the City, which maintains its own water supply system. Periodically, GLWA (and DWSD before) has provided service to the City on a short term, emergency basis without a written agreement. This effort will secure a SOP and charge methodology for the foreseeable future.
- **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 providing assistance on PFAS and PFOS matters.
- **Lead and Copper:** The Office provided support to GLWA's Water Supply Advisory Council.

- **Real Estate:** The Office is negotiating easements related to support the 14 Mile Road redundancy project, Baby Creek CSO infrastructure improvement project. The Office is working with GLWA's broker to market 235 McKinstry.
- **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.
- **Civil Litigation and Arbitrations:** The Office continues to vigorously defend actions against GLWA, including a class action lawsuit regarding IWC charges. The IWC charges class was recently certified. One federal lawsuit was filed against GLWA. GLWA continues to pursue its action against Highland Park for the collection of unpaid water and sewer invoices. Due to the COVID-19 pandemic, the Courts are closed, however, GLWA continues to pursue opportunities to settle cases.
- **Labor Relations:** The Office continues to provide legal advice to Organizational Development on labor relations and employment matters.
- **Lease Arbitration:** The City and GLWA delayed the arbitration to secure an amicable resolution of open items.
- **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's Procedures and updating GLWA's template contracts.

- **March and April Statistics:**

	March	April (through 4/17/2020)
Contracts approved as to form:	41	9
Contracts drafted or revised:	69	24
Subpoenas/Information requests received:	4	8
Subpoenas/Information responded to:	3	2