

Not sure who to call? Contact Member Outreach at 313-964-9301

BILLING

Contact billing@glwater.org

- Copies of invoices
- Questions on all services such as water, sewer, IWC pollutant surcharge, intergovernmental agreements and, septic tickets
- Questions on payments and receipt of payments

CHARGES

Contact 313-378-9594 or Matthew.Lane@glwater.org

- Questions about charge calculations
- Copies of current or proposed charge calculation sheets
- Potential impacts of changing contract demands

CONTRACTS

Contact contracts.legal@glwater.org for:

- General questions regarding your contract

FIELD SERVICES

Water Transmission

Contact: Peter Fromm – 313-316-9192 or peter.fromm@glwater.org

- Isolation/restoration of transmission mains for repair, maintenance or construction
- Concerns regarding manhole structures
- Damaged or missing manhole covers
- Leaks or breaks
- Construction assistance and coordination

Wastewater Conveyance

Contact: David McCord – 313-999-2646 or david.mccord@glwater.org

- Isolation/restoration of interceptor sewers for repair, maintenance or construction
- Concerns regarding manhole structures
- Damaged or missing manhole covers
- Leaks or breaks
- Construction assistance and coordination

INDUSTRIAL WASTE CONTROL

Contact 313-297-5850 or IWC@glwater.org for:

- General Inquiries

Contact 313-297-5804 or Stephen.Kuplicki@glwater.org for:

- Permits to discharge into sewers
- Surcharge

Contact 313-267-6000 for:

- Emergencies, Spills, & Upsets

MEMBER OUTREACH

Contact 313-964-9301 or outreach@glwater.org for:

- General questions regarding Member Outreach Program
- Inquiries about work groups and upcoming events
- Member Outreach Portal
- Unsure of who else to call

MISSDIG

Contact missdig@glwater.org for:

- Information regarding staking of assets
- Information regarding MissDig Design Tickets
- Requests for linear asset as-built information

ONE WATER INSTITUTE

Contact 313-964-9336 or Training@glwater.org for:

- General Inquiries
- Assistance with Registration
- Specific Course Questions
- Suggestions for Potential Training Facilities or Facilitators

PERMITS

Contact permits@glwater.org for:

- Review of proposed construction drawings relocating, impacting, or crossing GLWA assets
- Review and coordination of Easement Encroachment Permits

PUBLIC AFFAIRS

Contact 313-224-4739 or Michelle.Zdrodowski@glwater.org for:

- Ideas for social media content or public education videos
- Questions on GLWA media coverage

SEWER METERS

Contact 313-267-1474 or gdrss@glwater.org for:

- Greater Detroit Regional Sewer System (GDRSS) Portal
- GDRSS User IDs / password resets

SYSTEM CONTROL CENTER

Contact 313-267-6000 for:

- Local system emergencies
- Pressure fluctuations
- Flow interruptions

VENDOR OUTREACH

Contact VendorOutreach@glwater.org for:

- Questions related to procurement
- Virtual Introduction Meetings with Procurement Team Members for new and existing vendors
- Questions related to the Business Inclusion and Diversity (B.I.D.) Program

WATER METERS

Contact 313-267-1474 or wamr@glwater.org for:

- Wholesale Automated Meter Reading (WAMR) Portal
- WAMR User IDs / password resets
- Issues with water meters
- Issues with water meter data accuracy / availability

WATER OPERATIONS

Contact waterops@glwater.org for:

- General Inquiries
- Reporting unusual activity (non-emergent) in your local water system

WATER QUALITY

Contact 313-926-8127 or waterquality@glwater.org for:

- Inquiries about drinking water regulations
- General water quality questions
- Sampling and treatment

WATER RESIDENTIAL ASSISTANCE PROGRAM (WRAP)

Contact WRAP@glwater.org for:

- Questions related to WRAP
- Information on other assistance programs