



2006 Regional Forum Water and Wastewater Security and Prosperity

DWSD Customer Outreach Program

April 27, 2006

Customer Outreach Program Objectives



- Enhance customer input and increase partnering activities
- Establish collaborative problem solving teams and process
- Disseminate solutions and information to all customers
- Feedback to DWSD Board of Water Commissioners on policy issues

Customer Outreach Organizations



Water

- Technical Advisory Committee leads
- Initiated in 2003 to support 50-year Water Master Plan process
- External engineers/facilitators support partnership

Wastewater

- Steering Committee leads
- Initiated in July, 1997
- External engineers/facilitators support partnership

Customer Outreach Organizations



WATER

**Technical Advisory
Committee (TAC)**



DWSD Water Master Plan Technical Advisory Committee (TAC) Partnering Agreement

April 28, 2003



Mission Statement

Our mission is to provide a safe, secure & reliable potable water supply with sufficient quantities, pressures & in an efficient, cost effective manner that protects public health through proactive efforts to sustain communication, education, cooperation & a level of service acceptable to all customers.

**The TAC is the
steering team
for DWSD and
its water
customers**

TAC Members

as of December 2005

TAC Co-Chairs:

1. Doug Buchholz – Oakland County
2. Tim Faas – Canton Township
3. Gary Fujita - DWSD
4. Kurt Giberson - Dearborn
5. Steve Hohensee – Washington Twp.
6. John Schandevel – SOCWA



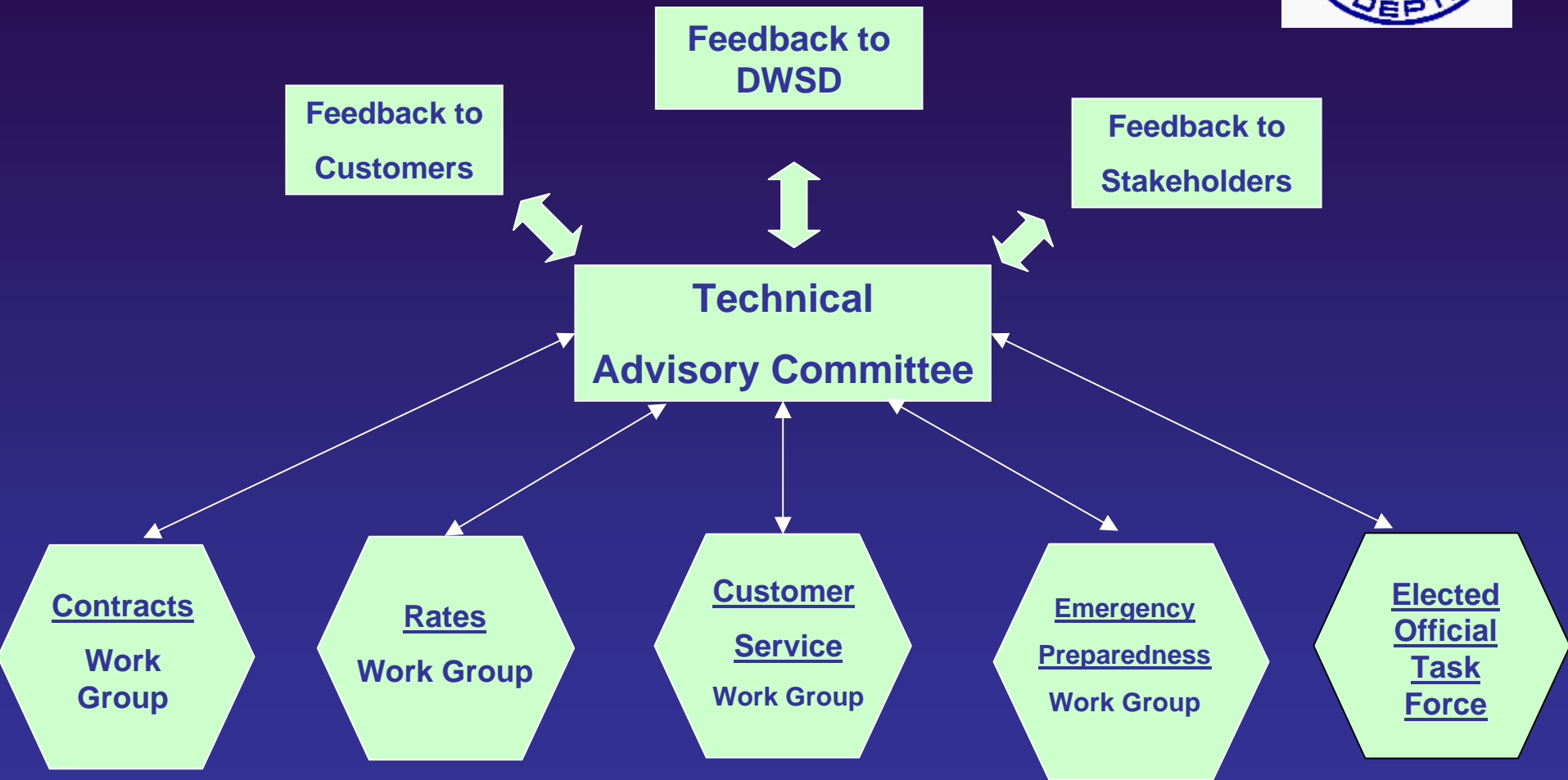
Contact	Organization	Contact	Organization
Jerald Allen	Ferndale	Gary Fujita	DWSD
Robert Beckley	Livonia	Joseph Gayeski	Chesterfield Twp.
Kenneth M. Bresnan	VA Medical Center	Kurt Giberson	Dearborn
Doug Buchholz	Oakland County	Edwin Haapala	West Bloomfield
Jody Caldwell	Oakland County	Chuck Hersey	SEMCOG
Raphael Chirolla	DWSD	Steve Hohensee	Washington Twp.
William C. Daniels	Flint	Mike Howell	Wixom
Wayne Domine	Bloomfield Twp.	Dave Jansen	Genesee County
Kristina Donaldson	MDEQ	Rodney Johnson	DWSD
George Ellenwood	DWSD	Mike Karloff	Troy
Tim Faas	Canton	Vyto Kaunelis	OHM Engineering
Robert Fields	DWSD	Laurie Koester	Detroit Law Dept.

TAC Members (continued)



Contact	Organization	Contact	Organization
Guy Kebbe	Sterling Hts.	John Schandevel	SOCWA
Gary Kirsh	Washington Twp.	Ted Schoenherr	Shelby Twp.
David Koss	Macomb Twp.	Rick Shepler	Pontiac
Muzaffar Lakhani	Inkster	Jim Taylor	Dearborn
Rick Lang	Royal Oak	Larry Thomas	YCUA
Ron Melchert	Auburn Hills	Nathan Turner	DWSD
Dave Miller	Shelby Twp.	Pamela Turner	DWSD
Sanjeev Mungarwadi	DWSD	Lucille Walker	DWSD
Bill Pottinger	Auburn Hills	Bob Walter	Detroit Law Dept.
Jim Rabine	Anderson, Eckstein, Westrick	Don Weaver	Northville Twp.
Kevin Roney	Livonia	Larry Witt	DWSD
Roger Rousse	Rochester Hills	Eric Witte	Melvindale

TAC Organization and Information Flow



Technical Advisory Committee Results



- Completed Customer Satisfaction Survey – 2004
- 84% of utility managers have effective working relationship with DWSD
- Established Elected Official Task Force – 2005
- Last year, conducted over 100 formal meetings and 200 informal meetings
- Established document storage and retrieval system for outreach



Technical Advisory Committee Results (continued)

- Completed Rates 101 – “Understanding DWSD Rates”
- Expanded Rates Roll Out Process
- 90% of customers attending Roll Out satisfied with information
- Recommended/implemented changes in rate allocation to increase equity – 2005
- Participated in WQC sponsored – Joint True Cost Full Disclosure Work Group



Technical Advisory Committee Results (continued)

- Sponsored 2003 Power Outage *Lessons Learned Conference*
- Drafted Emergency Communications Plan with customer concurrence
- Completed New Model Contract – 80% level
 - Establishes pressure range commitments
 - Customer set maximum flow limits (eliminates peaking factors in rate methodology)
 - Establish TAC as a review body to review and evaluate flow rates, pressures, and annual volume every five years
- A majority of the TAC participants believe the TAC has accomplished more than their expectations

Customer Outreach Organizations



WASTEWATER

**Steering
Committee**

Wastewater Steering Committee Mission



Our mission is to provide for the efficient and cost-effective collection, transportation, and treatment of Wastewater; protecting the public health in an environmentally-responsible manner while providing communications and education of the value of programs undertaken.

Steering Committee Members



Steering Committee Co-Chairs:

1. Butler Benton – Wayne County
2. Gary Fujita - DWSD
3. Sam Smalley - Dearborn

CONTACT	ORGANIZATION	CONTACT	ORGANIZATION	CONTACT	ORGANIZATION
Haaris Ahmad	Wayne Cty Legal	Joseph Colaianne	OCDC	Scott Homminga	Grosse Pointe Farms
Tiffany Alexander	DWSD	Mark Coleman	Wade Trim	Bill Ireland	Orion Township
Phil Argiroff	MDEQ	Kerreen Conley	Wayne County	Mark Jacobs	Dykema-Gossett
John Baratta	Wayne County	Peter Connors	Madison Heights	Ken Jasinski	Clinton Township
Brad Behrman	TYJT	Elden Danielson	Royal Oak	Bruce Jerome	Berkley
Butler Benton	Wayne County	Dennis Dembiec	Birmingham	Carl Johnson	CDM
Katreah Bey	Highland Park	George Ellenwood	DWSD	Mike Karloff	Troy
Tom Biehl	HRC	Charlie Fleetham	Project Innovations	Cheryl Karpinski	Hamtramck
Phil Brink	CDM	Bart Foster	The Foster Group	Vyto Kaunelis	OHM
Daniel Brooks	Redford Township	Gary Fujita	DWSD	Tom Kneuve	MDEQ
Doug Buchholz	OCDC	Kurt Giberson	Dearborn	Laurie Koester	Detroit Law Dept.
Johnathan Bulkley	US District Court	Keith Graboske	MCDPW	David Koss	Macomb Township
Dana Calhoun	Troy	Kurt Heise	Wayne County	Dale Krajniak	Grosse Pointe Park
Linda Campbell	DWSD	Chuck Hersey	SEMCOG	Muzaffar Lakhani	Inkster
Raphael Chirolla	DWSD	John Hiltz	OHM	Rick Lang	Royal Oak
Ron Clinton	Melvindale	Richard Hinshon	HEC	James Leidlein	Harper Woods

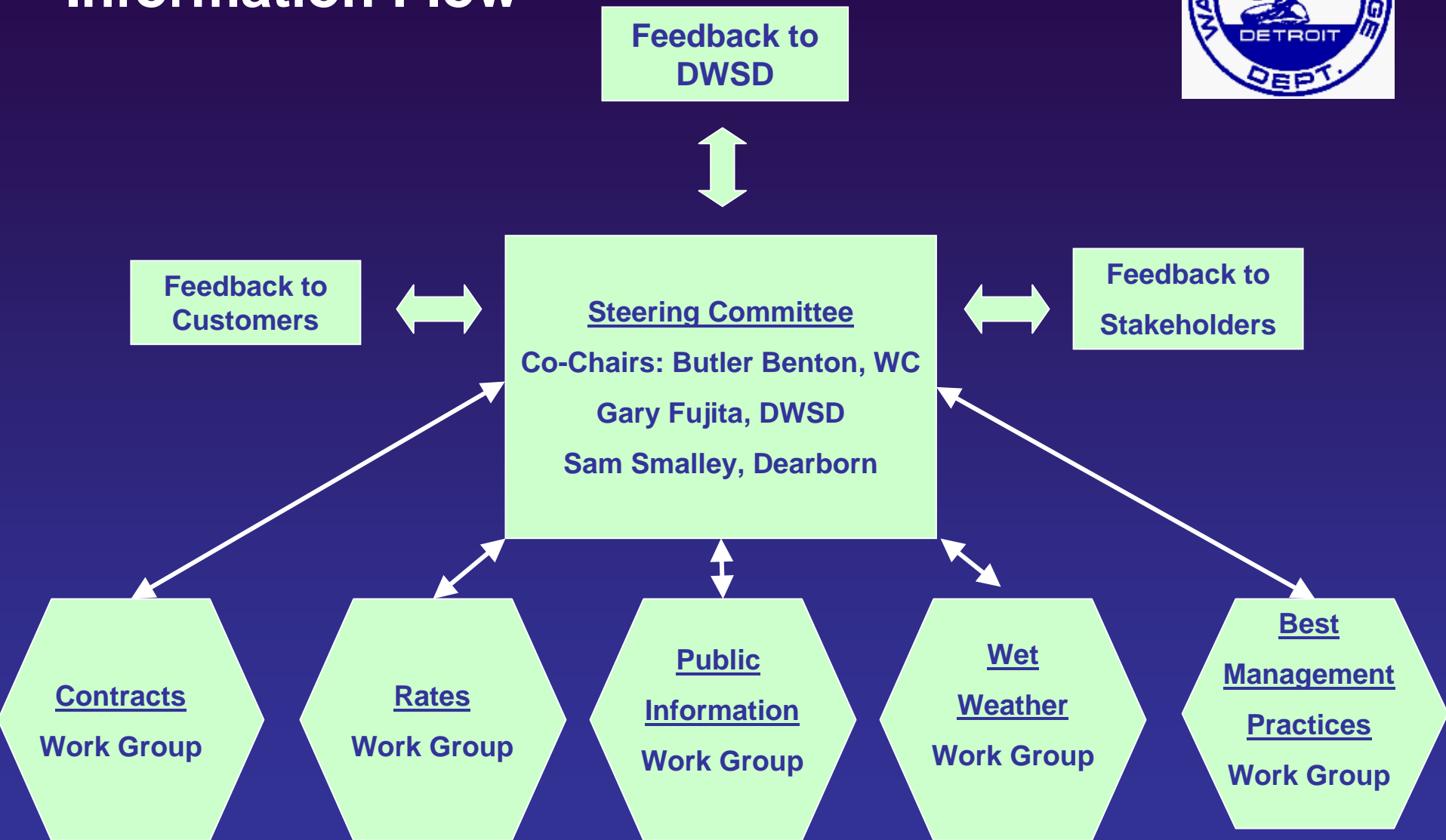
Steering Committee Members (continued)



CONTACT	ORGANIZATION
Louise Lieberman	DWSD
Tom Lovelady	Novi
Tom MacDonald	Wayne
Keith McCormack	HRC
John McCulloch	OCDC
Brian McGrail	Roseville
Mary Rose McMillian	Wayne County
William Misterovich	Macomb County
Trude Noble	Wade Trim
Richard Notte	Sterling Heights
James Pistilli	MCDPW
Jim Rabine	AEW, Centerline
Linda Richardson	Independence Twp
Kevin Roney	Livonia
Frank Schulte	Grosse Pointe
Jim Sherrill	Wade Trim

CONTACT	ORGANIZATION
Sam Smalley	Dearborn
William Snyder	Harper Woods
Renzo Spallasso	Beverly Hills
Ted Starbuck	SEMCOG
Marlin Sumner	Harper Woods
Mark TenBroek	CDM
John Tomasoski	Center Line
JoAnna Trierweiler	Project Innovations
Cam Trombly	Lenox Township
Robert Vandeputte	Grosse Pointe Park
Steve Vandette	Troy
B.J. VanFleteran	Fraser
A.J. Varas	Hazen and Sawyer
Robert Walter	Detroit Law Dept.
Eric Witte	Melvindale

Wastewater Organization and Information Flow



Rates Work Group



- Co-Chairs: Butler Benton, Wayne County
Gary Fujita, DWSD
- Accomplishments
 - Rates 101 – Understanding DWSD Waste Water Rates
 - Expanded Rate Roll Out Process
 - Participated in WQC sponsored – Joint True Cost Full Disclosure Work Group
- Next Steps
 - Complete Rates 201
 - Continue Discussion on Current/Future Rate Items

Wet Weather Work Group



- Accomplishments
 - MDEQ Accepted Regional Operational Plan
- Next Steps
 - Communicate Operational Plan to Systems Operation's Staff
 - Develop Template for GDRSS System Performance Tracking
 - Prepare Historical GDRSS CSO Performance/Investment Information
 - Develop Framework for an Integrated GDRSS Precipitation Network

Best Management Practices Work Group



- Co-Chairs: Butler Benton, Wayne County
Louise Lieberman, DWSD
- Accomplishments
 - Presentations and Discussions on DWSD/Customer Organizational Improvement Initiatives (WWTP Efficiency and Team Organization - DWSD; CAMPP – Wayne County; IMG Work with DWSD; EMA Practices, Technology and Organization Optimization)
- Next Steps
 - Continue Discussions on Workforce Management Issues
 - Share Experiences in Staffing Remote Facilities (CSO Facilities, Pumping Stations, etc) to optimize efficiency and quality

Public Information Work Group



- Accomplishments
 - Completed FOG Brochure
 - Hosted Various Facility Tours
 - Developed/Distributed Customer Outreach Needs Survey
- Next Steps
 - Compile Survey Results and Develop Programs to Address Indicated Needs

Contracts Work Group



- Chair: Laurie Koester, City of Detroit Law
- Accomplishment
 - Developed new Model Wastewater Contract
- Next Steps
 - Negotiating new sewage disposal contracts with Macomb County and Grosse Pointe Farms using model contract; others to follow

Accomplishments



In summary, the Customer Outreach Program has:

- Enhanced customer input by establishing a structure for communication and collection of feedback.
- Formed twelve standing teams for collaborative problem-solving.
- Implemented a document management system to disseminate information to partners.
- Included the DWSD Board of Water Commissioners' participation in the process.