

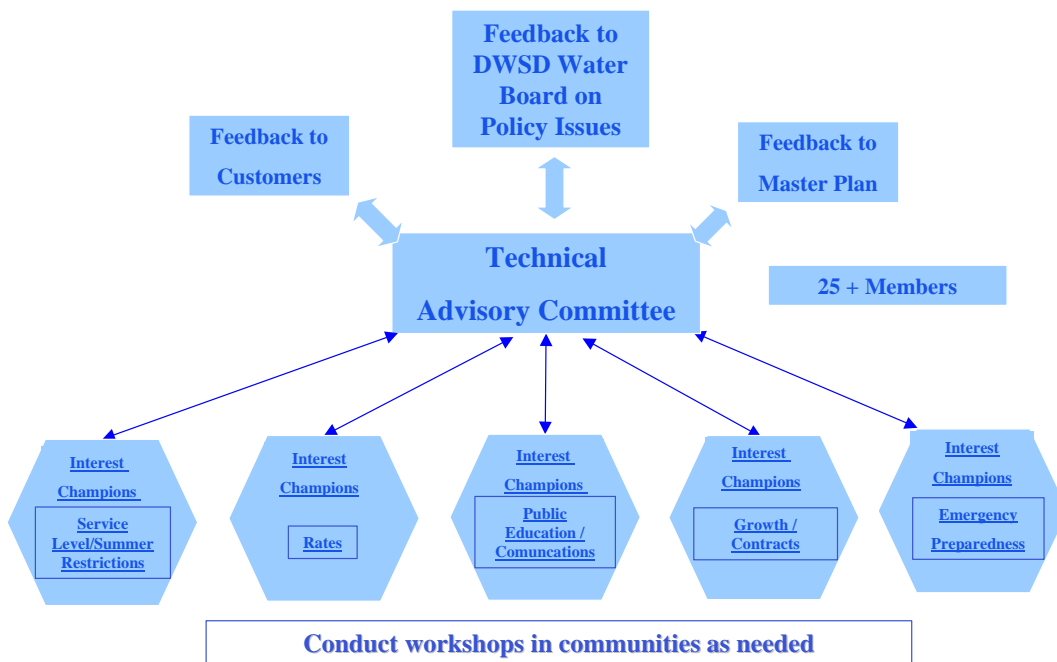
# DWSD – Comprehensive Water Master Plan – CS-1278

## Customer Outreach Program

### Organizational Structure:

The Customer outreach program is structured around a Technical Advisory Committee (TAC) with various Workshop sessions planned to address a number of issues that were identified by the customers as being of specific interest or concern. The TAC is comprised of approximately 25 customer members. Feedback from the TAC is provided to all wholesale customers through regular newsletters and a web site, to the Master Plan team, and to the DWSD Water Board on policy issues. The structure of the organization is illustrated graphically following.

### **Partnering Organization and Information Flow**



## Technical Advisory Committee (TAC) – Mission Statement and Status

### **Mission:**

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

### **Status:**

The Technical Advisory Committee has held two meetings to date. The TAC has identified the primary issues to be addressed and has established the “Interest Champions” to participate in the issues workshops for the wholesale customers. The TAC has also received reports from each of the workshop groups and has approved the work plans and the schedule for the first customer workshop.

## Workshops – Summary Statements of Objectives and Status

### 1. Rates Workshop:

#### Objective:

The objective of the Technical Advisory Committee Rates Group is to provide a thorough understanding of the DWSD water rate structure through the implementation of Public Education, Community Equity and Liaison Communication between DWSD and interested stakeholders.

#### Status:

The Work Group has had one planning session to date. The first workshop for customers is planned for June 25, 2003 at the Washington Township Hall in Macomb County. The basis of the workshop will focus on the following:

- CWMP rates projections
- Rate model education
- Community improvements and rate impacts
- Processing of engineering requests
- Specific community issues regarding rates

#### Interest Champions:

Steve Hohensee	Washington Twp.
Dave Miller	Shelby Twp.
Bob Bartok	Taylor
Bob Carlyon	Flint
Edwin Haapala	West Bloomfield
Doug Buchholz	Oakland County
Charlie Fleetham	Project Innovations
Ryan Nagel	Black & Veatch
Bart Foster	Black & Veatch
John Anderson	CH2MHill
Greg Parker	TYJT

**2. Growth/Contracts Workshop:**

**Objective:**

To define and implement the “growth pays for growth” policy. Define conditions consistent with the plans and objectives of the DWSD Comprehensive Water Master Plan that will allow DWSD to improve service to existing customers and add new customers within the service area. Develop a model water service contract that incorporates true cost of service and provides for expansion in accordance with the “growth pays for growth” policy.

**Status:**

Through survey of customer communities, the Work Group has identified key issues related to water service contracts and expansion of the water system. Based on the issues identified, the Work Group has developed its objectives and is currently formulating a work plan to address the issues. Initial steps will include workshop presentations to customer communities to present issues, goals and the work plan for the Work Group. It is expected that future workshops will serve as a means to keep customers informed of the progress of the workgroup and also provide a forum for the continued input to the process.

**Interest Champions:**

John Schandavel	SOCWA
Guy Kebbe	Sterling Hts.
Chuck Hersey	SEMCOG
Gary Fujita	DWSD
George Haberer	DWSD
Charlie Fleetham	Project Innovations
Kimberly Jacks	CH2MHill
Tom Jennings	TYJT

3. Public Education/Communications Workshop:

**Objective:**

To raise the level of communication and partnerships throughout the DWSD service area.

**Status:**

To aid in achieving their goal the Work Group has assigned preliminary roles and responsibilities for each group member. Action items to be addressed prior to their next meeting are:

- Gather information on the existing public education programs
- Launch an e - communications link within the CWMP website along with a newsletter
- Brainstorm and evaluate future public education workshop formats
- Review the customer and DWSD contact lists for quality.

**Interest Champions:**

Steve Hohensee	Washington Twp.
Robert Hunter	Pontiac
Donald Maronde	St. Clair County
George Ellenwood	DWSD
Delores Skomra	DWSD
Teresa Newman	Project Innovations
Wendy Nero	CH2MHILL
Mimi Pledl	PR Networks

**4. Level of Service Workshop:**

**Objective:**

DWSD and its customers will jointly analyze and address customer issues as they relate to the level of service provided.

**Status:**

The Work Group has identified seven issues related to DWSD's level of service. These issues include engineering (storage, data sharing, system pressures, etc.), communications, and emergency planning. The Work Group will now meet to further explore these issues and identify the priority in which they will be addressed. The group will then begin the process of addressing the individual issues based on its assigned priority.

**Interest Champions:**

David Koss	Macomb Twp.
Ted Schoenherr	Shelby Twp.
Larry Thomas	YCUA
Paul D'Luge	Warren
Don Weaver	Northville Twp.
Davinder Sood	DWSD
Dave Guastella	TYJT

**5. Emergency Preparedness Workshop:**

**Objective:**

To coordinate the efforts of DWSD and its customers to develop, maintain and implement Emergency Preparedness Plans.

**Status:**

The Work Group has identified its key customer and DWSD interest Champions. The main objectives developed by the Work Group were to identify the existing resources and develop a process for integrating existing customers and DWSD resources to prepare for Emergency Preparedness Plans. The next task is to plan the future workshops for the DWSD wholesale customers.

**Interest Champions:**

Wayne Domine	Bloomfield Twp.
Eric Witte	Melvindale
Carl Brooks	Romulus
Pamela Turner	DWSD
Lucy Walker	DWSD
Kimberly Jacks	CH2MHill
John Anderson	CH2MHill