Good afternoon. I want to thank you for coming. I can assure you that your time will be well spent at this meeting. We’ve got a lot of information to cover. For some of you, this will be new information. For others, it will be confirmation that what you’ve been doing has provided the kind of service our customers have come to expect.

When we talk about customer service, we can see that we’ve come a long way. It is no longer acceptable to ignore a resident whose complaint deals with something over which we have no jurisdiction. Today, our culture demands that we take that extra step and do our best to cut red tape and work on behalf of the customer in dealing with other public agencies that have the jurisdictional authority.

We’ve embraced cutting-edge technology and continuous improvement is more than buzz words. We walk the talk. Each of us is charged with the responsibility of making improvements whenever and wherever possible. That’s the kind of change we embrace. That’s the kind of change that our customers appreciate.

Of course we’ve also seen some changes that have been unpleasant. The current economic climate has impacted our organization. We saw our pay cut two years in a row. Our staff has been reduced, fortunately without the necessity of a large number of layoffs. The road to promotion is less bumpy. We have better management succession planning. Cross-training and being familiar with several jobs plays a key role in developing the kind of talent that is represented in this room today.

With that, I’d like to introduce five very talented individuals who represent our top management team.
Your Management Team

- Kevin Larsen
- Doug Buchholz
- Sue Coffey
- Steve Korth
- Sherri Gee

Chief Deputy Kevin Larsen will be talking about H2Opportunities, what it is, how it works and some exciting new developments in the works.

Doug has been a mainstay in the organization for decades. In his new role as Director of Operations, his duties have expanded to encompass the entire organization. He will be discussing that with the aid of his managers and an organization chart to illustrate the new WRC. Later in the program, he'll provide an update on the OMI project and the current situation with the City of Pontiac.

Sue, Steve and Sherri will explain our financial structure with an emphasis on rates, cost savings and fiscal responsibility. In addition, Sherri will provide a CAMS update.

For my part, I'm going to be talking about our long-term objectives. When we're finished today, you should have a pretty good idea not only of where we've been and where we're going, but how we plan to get there as well.

With that, let me turn it over to Doug.
As you likely recall, we reorganized last year. The past organizational structure is what you see behind me on the screen. Initially, there was a Drain Commissioner’s office.

The Dept of Public Works was created in 1958 with an Engineering and Construction and Operations and Maintenance Divisions.

The Engineering and Construction Division was transferred to the Drain Commissioner’s office and Operations and Maintenance became Water and Sewage Operations still under the Oakland County Executive.

Water and Sewage operations was transferred to the Drain Commissioner’s office and returned to the Operations and Maintenance Division. The Drain Commissioner’s office became the Water Resources Commissioner's office.

As you can see we have had significant reorganizations in the past and will have further changes in the future. In 2008 I was asked by the commissioner to provide a Go-Forward Plan for WRC. This plan had four goals: integrate E&C and O&M Divisions, provide upward career mobility, promote job function cross training and realign under utilized resources including staff, vehicles and equipment to appropriately and efficiently manage our systems.
This how the structure of the organization presently looks. We have identified specific people to take on important roles. Additionally we have made significant changes to the structure of many of the Units. Many of you have been challenged to expand your roles and responsibilities to meet the needs of the changing organization.

Continued improvement necessitates changes/reorganization. With declining economic conditions with residential and commercial development plunging to near zero levels, job loses and salary decreases due to industrial slowdown and shutdown, the time was ripe for change.

Cities, villages and townships were transforming into smaller service units due to budget constraints and they expected us to change to better serve their needs and concerns at less costs. Better distribution of workloads, cross training and combining of job functions allowed for improved efficiencies and effectiveness for water, wastewater and storm operations and maintenance. Example: soil erosion inspection, sewer tap inspection and Miss Dig staking all done by one person and one vehicle in one geographical area.

At a high level, we presently have three distinct areas.

This reorganization positions WRC to move forward and provides better effective and efficient service for our customers at LOWER COSTS.
I’m Sue Coffey. I work with Tim Prince and Phil Sanzica. Tim works with our sewer maintenance and systems control groups and operations engineers.

A significant change in the sewer maintenance unit that occurred with the reorganization was the separating of sewer and drain staff into two different units. What was Sewer Drain Maintenance now is the Sewer Maintenance Unit.

Sewer metering staff went into the newly named Systems Control Unit. This new unit is made of what was the Drain Electrical Service Unit (DES). It is now SCU and includes sewer metering staff. Basically all control systems.

Phil works with our Project Management group, Pump Maintenance Units and newly formed Construction Drain Maintenance Unit.

The new Construction Drain Maintenance Unit is comprised of the Drain Maintenance staff that used to be assigned to the Sewer Maintenance and the staff that were formerly parts of the Inspection, Miss Dig and Soil Erosion Units. This change was made to allow for cross-training to meet the challenges of the varying workload in this economic climate.

What I see on the horizon for these groups is to settle into this new structure. In some cases there will continue to be more cross training. In others, the smaller working units will be able to more sharply focus their attention on their work activities.
I’m Sherri Gee and I work with staff primarily responsible for customer service functions. This area of the organization remained relatively unchanged with the reorganization that took place last year.

There are two Units and several support staff in this area. Sandy Greenacre is the supervisor of the Billing Services Unit. This group is responsible for invoicing and receiving water & sewer payments from residents in areas we operate and maintain and addressing phone calls regarding rates, bills and payments. Billing Services sends out more than 172,000 bills per year.

Jenny Shaw is the supervisor of the GIS & Mapping Unit. This group assists all areas of the organization with infrastructure based data analysis and displaying results in a map. They keep the status and details of our infrastructure up to date based on information and feedback from field supervisors and permitting.

In addition to these Units, Administrative Services consists of support staff that assist at the front desk (Debby Desnoyers), office Technical Assistant (Madelyn Thomas) and liaisons for our office. The liaisons include Chip Tischer who fills the role of Community Liaison by working directly with communities, Debbie Sedam who is responsible for coordinating our ISO and Safety programs and Dolly Craft who fills the important role of coordinating with the County’s Human Resources Department. One recent addition to the Administrative Services group is Joe Gardner, who continues to assist the organization with wireless phone needs and will assist with the CAMS implementation. The Administrative Services group has taken the lead to assist the organization with CAMS implementation. I see some changes in roles of this staff as we move forward with cutting edge technology and meeting the ever changing needs of our customers and the communities we serve.
Steve Korth works with Jody Caldwell and Jim Wineka to oversee the Water Maintenance and Cross Connection Units, the Plan Review and Permitting group, RTB and Wastewater Treatment Plant Units and the Environmental Unit. The metering group of the Water Maintenance Unit has been relocated from the Eight Mile office to the Public Works Building. This change has increased customer service by allowing the public to pick up their water meters at the same location as their permit. Ancillary benefits of this change include reduced overall unit costs by reducing drive time for service calls. The Plan Review and Permitting group has now realized their goal of providing a one-stop-shopping experience for customers by centralizing all aspects of permitting into one unit.
Last year we heard a lot of information from Bob Daddow about the economic status of the County and the State.

As much as we all enjoyed his rosy outlook on the State’s economy, we decided not to invite him back this year.

All kidding aside, we still feel it is important for us to touch base on this important topic.
As you know, Oakland County develops an annual budget. As Oakland County employees we enjoy certain benefits. On the reverse side of these benefits, is the negative impact of salary decreases that were necessary to balance the county general fund.

It is important to put this information in perspective. Only a small portion of our office’s expenditures come from the County General Fund. The primary portion of our expenditures are tied to water, sewer and drain operations, maintenance and construction. These activities are funded through rates and assessments to the communities and property owners. As you can see from the pie chart behind me, our general fund expenditures last year were a relatively small percentage, less than 3%, of all of WRC expenditures.

Regardless of the state of the county’s general fund, we owe our customers a high level of fiscal responsibility. These are the people who pay our salaries. This is what we need to focus on.
The funding sources for the majority of the pie chart come from what is called Special Revenue.

This is revenue that is not tied to Oakland County's General Fund.

These are funds that are received through drain assessments, assessments for construction projects and water and sewer user charges.
A significant portion of our staff operate and maintain drains and inspect or provide project management for a variety of construction projects.

These activities are funded using special assessments that are established by our office.

From a budgeting standpoint, maintenance assessments are developed as needed to provide revenue for operation and maintenance of county drains and lake level control structures. Special assessments for improvement projects are developed at the time the project is designed.

The assessments are paid by communities or property owners that benefit from the drains or projects.

As the economy tightens, we have been receiving more and more questions and comments related to our drain maintenance activities. To address these questions, we are taking more care to provide activity reports and budgeting information to our community customers.
We have all heard a lot about water and sewer rates and many of us pay water and sewer bills. Once each year our office reviews financial information and sets water and sewer rates for many county-owned and community owned water and sewer systems.

This process includes estimating the cost of the water (or sewage treatment), the operations and maintenance costs such as our labor, materials and supplies and contracted services as well as a component to put into a savings account. These “savings accounts” are commonly referred to as capital improvement accounts or reserves.

Our operations and maintenance expenses are a large part of the rates. To help us all increase our fiscal responsibility, we are developing more “user friendly” accounting statements and making it easy to run budget reports with our existing financial software.

This will allow us to see how the work we do translates into system expenses.
We continue to receive inquiries from water and sewer customers who conserve water and then see their bills stay the same or even increase.

We explain to customers a significant portion the costs related to the water and sewer rates are the costs to purchase the commodity. The other significant portion is considered fixed costs, meaning the costs do not decrease as demand for the product decreases.

The Operation & Maintenance portion of water & sewer rates, as explained by Sue, is the area where we have some opportunities to positively impact the overall rate for our customers. This has been the focus area for our cost savings initiatives.

We have been actively working on cost reductions to meet municipalities expectations that we remain fiscally responsible and to reduce some of our fixed costs.
Here are some specific cost savings initiatives that have been implemented. This information was shared with communities at board meetings earlier this year as we discussed rates.

A few items that may have impacted you directly are:

- The salary reductions we have all received – resulting in a $510,000 annual savings
- Reduced cell phones, vehicles and memberships – resulting in $46,000 annual savings
  - We will continue to evaluate this area
- Moving the water metering team from our Eight-Mile Road facility to our public works building resulted in a $14,000 annual savings
  - A large portion of the savings is from reduced gasoline consumption attributable to driving between the two facilities.

### WRC Cost-Savings Measures

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
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<tr>
<td>Reduced total number of employees by 17 (2008 and 2009)</td>
<td>$1,550,000</td>
</tr>
<tr>
<td>Reduced salaries 2½ % for FY2010 and 1½ % for FY2011</td>
<td>510,000</td>
</tr>
<tr>
<td>Reduced vehicles, cell phones, professional memberships</td>
<td>46,000</td>
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<tr>
<td>Centralized staff locations</td>
<td>14,000</td>
</tr>
<tr>
<td>Streamlined bill paying process</td>
<td>14,000</td>
</tr>
<tr>
<td><strong>Total cost savings</strong></td>
<td><strong>$2,210,000</strong></td>
</tr>
</tbody>
</table>
We have not only looked internally for cost savings but have looked to our contractors also.

We have requested each of our contractors to reduce costs and prices where possible. Specifically, we have asked for cost reductions based on prompt payment by WRC.

For example, some of our contractors have agreed to a 2% reduction in invoice cost for prompt payment. Typically “prompt” means payment within 10 days of receipt of the invoice. This is why we are continually following up on invoices to process them through our system and get them paid timely.

We’re happy with the success we’ve seen so far and anticipate continuing success working with our vendors and contractors.

We have talked some about where we have been and what we are currently doing, and now the Commissioner will begin the discussion of where we are going.
Long-Term Objectives

• Excellent customer service
• Partnership with communities
• Team-oriented workplace
• Responsible environmental management
• Leadership through innovation

When we’re providing excellent customer service, we want to put an emphasis on promptness, convenience, cost-effectiveness and professionalism. In short, we want the customers to be confident and satisfied after they’ve worked with our teams.

It goes without saying that we will be respectful with our CVT customers, but it also means that our relationship will be transparent. There should be no surprises.

A team-oriented workplace is also one that promotes trust and creativity.

Protecting the environment is what we do around here. We talk about it in our programs. We teach it; we promote it; we cultivate it. It’s what we do.

When I talk about leadership through innovation, I’m not limiting it to the confines of our organization. I’m talking about leadership in the region. We have the technical expertise. As Doug and Kevin pointed out, we have the innovation that allows us to be the “go-to guy” for water and wastewater-related issues.
Build a better mouse trap and the world will beat a path to your door …Oakland County has a reputation for being a leader in solving problems, mustering the will and finding the money to make things happen. As a result our office is regularly called upon by water and wastewater entrepreneurs, manufacturers and companies with their new mouse trap, their new innovative widget, that is better, faster, more accurate, more efficient, cost saving, lasts longer, works better. We invite them in and listen to their story, and over our 10 years now we see these meetings play out the same way time-after-time.

When they are done with their PowerPoint presentation, brochures, charts and graphs, their sales pitch, invariably as any good salesman will do, they turn to us and ask for our business or our endorsement of their product. We in turn ask our engineers or our operations folks “what do you think? Their first question is typically “So, where is your widget installed so we can go see it in operation? The company responds, well that is what we were hoping you would provide.

As you can see, the conversation gets very circular.

There had to be a better way to approach the introduction of water and wastewater technology. Knowing that we were likely not alone, we looked to see how others were approaching this same problem to see if we could build on that foundation. Let’s not reinvent the wheel, let’s find what is working and build on that.

Commissioner McCulloch investigated numerous incubators, visited a water technology incubator in Fresno California and even traveled to Israel with the Governor and the Michigan Economic Development Corporation investigating business incubators.

What we found was that typically these business incubators were dealing with product concepts, very early in the product development cycle, still in the “let’s prove the theory stages” … and our dilemma was centered around companies that actually had a real live widget … past the theory … and looking for a home.
H₂Opportunities

A business and technology accelerator, leveraging technology, engineering and manufacturing prowess to launch water technology businesses and create jobs.

Identify promising technologies.

• Real-World Testing and Evaluation
• Regulatory Assistance
• Funding Resources
• Business Planning

We needed a business ACCELERATOR. So we developed a business plan and identified four areas of concern, that needed to be addressed for a business attempting to get its technology off the ground and into service:

Real-World Validation.

As I alluded to earlier, engineers and operators tend to rely on technologies or products that are proven. Innovators need access to “real-world” facilities and a place to objectively test and validate … to prove their product.

We own and operate wastewater treatment plants, water systems, wastewater facilities and have access to, or relationships with, other organizations and companies that can provide a platform for “in the field” data gathering and validation of concept that make everyone more confident in their decision making.

Regulatory “Permitting” Assistance.

Nearly every product associated with municipal systems requires regulatory approval, licensing or permitting of some sort, be it, federal the Environmental Protection Agency (EPA), state with the Michigan Department of Natural Resources and Environment (MDNRE), Michigan tends to be more stringent in its regulations, someone said once “if you can permit it in Michigan you can likely permit it anywhere. Our staff and consultant network are certainly qualified to assist these companies in negotiating the regulatory waters.

Financial Support.

I think it is safe to say that we have the proven ability to find federal and state grant funding. In addition, we have a relationship with MEDC and its economic development funding, state revolving fund loan access, and, of course, access to bonding with our AAA bond rating.

We are also developing relationships with venture capital firms, private equity firms and foundations that we can introduce these firms to.

Business Planning & Marketing Support.

We can provide base-line assistance in business and financial plan critiques, strategic marketing development … or if additional support is required we can refer them to the right place as we are building relationships with public and private sector resources.

We have four technologies, companies that we are working with. One is home-grown and three are the result of a recent visit to Israel. Let’s start with the three from Israel.
MIYA has proprietary software and techniques for identifying water loss in water distribution systems and providing recommendations for how best to prioritize and approach elimination of costly water loss. The MEDC has provided more than $300,000 in grant funding for the Farmington Hills system and another $312,000 for demonstrations on the Grand Rapids and Lansing systems. Why would MEDC do this … economic development & JOBS. There are strings tied to those grant funds. If MIYA is successful in demonstrating their product and services, they are required to locate their consulting and marketing arm here in Michigan.

The Emefcy technology is an Israeli technology that relies on natural biological processes and nanotechnology membranes to directly generate electricity from wastewater. One kilogram of biochemical oxygen demand generates one kilowatt of energy. This technology would have application in both municipal waste streams (WWTP), agricultural waste (Chicken Farms), and food processing waste (Egg Washing), all of which are current challenges to the State of Michigan regulators. So, for us if it is successful this technology could be brought to bear in reducing our $250,000 DTE bills at each of our treatment plants.

This demonstration will document the effluent characteristics, the energy generation, the operating/maintenance costs and reliability. Again this has funding $200,000 through the MEDC for the same reasons I stated above, they are required to locate their US manufacturing and marketing here in Michigan.

EPC is an innovative decentralized wastewater treatment technology, rotating biological disk system developed in Israel. The technology is appropriate for small communities and is a cost-effective way of aerobically treating municipal wastewater when size constraints and soil conditions are problematic. They are a profitable business. What they do not have is a foothold in the USA and are seeking a full scale demonstration, including the permitting, that could validate their product here as well. We are currently working with Springfield Township (Davisburg) on a downtown development project, where the dozen or so businesses are experiencing failing septic. The Michigan Economic Development Corporation has provided $100,000 to assist in establishing a demonstration project. The State of Israel Economic Development has added an additional $50,000 grant that essentially pay for the EPC "widget".

DynamOx is a proprietary technology, originally developed at Wayne State University, for efficiently delivering extremely large amounts of oxygen into the blood stream without loss through off-gassing, “bubbles.” As you know, bubbles would kill you. But one of the partners saw that with some modification, they could efficiently deliver oxygen to a waste stream that remains stable, odor-free and biologically available. We have a demonstration scheduled to begin this Friday on our Franklin system where we are experiencing extremely high hydrogen sulfide concentrations, which converts to sulfuric acid and that erodes our pipes. The DynamOx demonstration will be used to objectively test the effectiveness of its product in reducing hydrogen sulfide downstream and determine the O&M costs associated with achieving those results. We can then compare those results and costs against other available technologies, chemicals and systems. This demonstration project has been fully funded, utilizing EPA grant funding and system match.

H2Opps needs to find permanent funding. Our business plan calls for approximately $5,500,000. This is based on our estimate that typically it will take $500,000 to get a product through the process and to market, and, the reality is that not every technology, concept or product is going to be successful. Therefore we will look to enter in to some form of revenue participation with those that are successful to keep priming the pumps to allow for perpetual funding.
Oakland-Macomb Interceptor

- **Other Side of Water Quality Equation**
  - Dealing With Wastewater
  - Protecting the Environment
- **Multi-Million Dollar Project**
- **Serves Oakland and Macomb Counties**
  - Furthering the Culture of Cooperation
  - Working Together

Transferred to the OMIDDD in 2009 to serve Oakland and Macomb.

Construction projects plus operation and maintenance activities provides departmental growth, more jobs and regional presence—one of our long term goals.

The OMI was built and owned by the Detroit Water and Sewerage Department (DWSD) for Oakland County and Macomb County in 1971. All charges for this system go to Oakland and Macomb counties.

The OMI experienced four major collapses with the last collapse in 2004 costing more than $50 million.

Significant repairs and rehabilitation approaching $150 million are needed throughout this system due to hydrogen sulfide corrosion, I & I with silts and fines creating voids around the pipe.

The OMI was transferred by the DWSD to the Oakland-Macomb District in 2009 to put control over this system for repairs and rehab and O&M directly with Oakland and Macomb counties, not the DWSD.

Construction projects plus operation and maintenance activities provides departmental growth, more jobs and regional presence—one of our long term goals.

Project Engineer: Mike McMahon, others: Phil Sanzica, Mike Walsh, and Matt Scott.
Oakland Arm 8'-9.5' Dia. Max. Depth 64' from COSDS

ITC (Edison) Corridor
12”-9” Dia. Max. Depth 110’
9’ Dia. 1980 Repair Max. Depth 78”

5 Shafts total: Shaft #’s 5, 6, 7, 8, 9
Shaft # 6 @ 72’ dia.
Other 50’+ dia.
Contracts 1 & 2 approx. $28 million
This is the Edison Corridor. The two red lines in the center represent the center line of the Oakland-Macomb Interceptor and are about 100 feet deep. You’ll also notice that there are power lines above.
This is one of the shafts I talked about earlier. It is in a tier system with wood lagging and steel ribs. Note how close the crane is to the power lines.
This shows the bottom of the first tier.
This is not a completed shaft, but it shows that we’re down to the sewer
Another opportunity to expand our departmental base in Oakland County. Wastewater Treatment Plant O&M.

This is a picture of the Pontiac Wastewater Treatment Plant. The City of Pontiac has financial hardships and has its second emergency financial manager. We propose to purchase the plant and also have proposed to handle the water and sewer services for the City of Pontiac.

Also, Sewer and Water system operation and maintenance.

Allows us to expand under our control without further reliance on DWSD for wastewater services for this region.

Keeps service jobs and sewage disposal user charges in Oakland County.

Possible service region: Waterford Township, West Bloomfield Township, Independence Township, Orion Township and the City of Auburn Hills.
Other WRC expansions that you may not be aware of: OCP&R: Springfield Oaks wastewater treatment services, Brandon Schools wastewater treatment services, Farmington water services for booster pump station and water tower and Bingham Farms storm sewer operation and maintenance.

There are many opportunities for us to transfer waste either from our Elizabeth Lake Pump Station or the Perry Street Right-of-Way.

We are waiting on Pontiac for a response to our proposals.
On Monday September 13, 2010, we received a phone call about a small sinkhole on Middlebelt Road South of 13 Mile Road in Farmington Hills. Our Evergreen Farmington Interceptor sewer runs on the east side of Middlebelt through this area.

We conducted an initial closed-circuit television inspection. At this time, our pipe and all the joints were in tact.

Three days later, we were contacted by the Road Commission with news that the hole had opened up significantly. That morning, we re-inspected the pipe with the camera and found that the pipe had failed. It appeared that approximately 60 feet of 36” diameter pipe was out of alignment vertically. In the worst section, the pipe had dropped more than four feet. This pipe, which is about 30 feet below grade, was constructed by hand-tunneling in the late 1950s.

This pipe serves some 80,000 people in the Farmington Hills, West Bloomfield, Orchard Lake, Keego Harbor and Bloomfield Township area.

Average daily flows through this pipe range from 13 to 20 cfs, to 6K-9K gpm or 9-12 MGD during dry weather. Flows in this line more than double during rain.

So you can see why this was no ordinary sewer break.

As is typically of deep underground sewer breaks, the soil formation was tight enough to keep the sewage flow running through the pipe until we were able to set up a flow bypass system.
With these type of flows, the bypass system is significant. It consists of seven Pumps with sizes varying from six inches to 18 inches.
Until we stopped the flow through the pipe with the bypass, the sinkhole continued to grow in size. We had serious concerns about nearby utilities including a 6-inch medium pressure gas main which was immediately exposed in the sinkhole, a 10-inch high pressure gas main about 10 feet away and a 10-inch asbestos cement water main that was about 15 feet away.

Before the sinkhole stopped growing, it had grown to undermine about 35’ of the medium pressure gas main and was within 10 feet of the high pressure gas main.

It was clear that we needed to work with Consumers Energy to reduce the potential of a gas leak. After much negotiation, Consumers cut and capped the medium pressure main and lowered the pressure of the high pressure main significantly.

To reduce the possibility of water from the water main entering into the sinkhole and destabilizing the soil around the high pressure main, our water department installed temporary services to 6 homes and isolated that portion of the main.
We agreed to support the high pressure main through the duration of the underground work to minimize the potential of damage to the pipe.
We quickly learned that the pipe at this location sits in an artesian aquifer with water pressures that rise to about five feet below grade. To be able to repair the pipe, we had to lower the water level.

To accomplish this we installed 8-12" dewatering wells to a depth of 90'. Collectively, the wells pump about 450 gallons per minute out of the aquifer. This reduced the artesian water pressure from about five feet below grade to about 32 feet below grade.
Because of the depth of the excavation, the fine composition of the soils and the groundwater condition, we rented a modular earth retention system.

This is a system of beams, slide rails and plates.

Allows us to incrementally build the shoring system vertically and then move it horizontally from the downstream end to the upstream end in stages.

This is the first time we have used such a system.
You can see the wooden cribbing and the tunnel clearly in this picture. We are presently still removing and replacing the 60 feet of pipe that is out of alignment. We are hoping to be complete with the repair by the end of the month and be able to open Middlebelt Road by mid November, 2010.

By way of preventative measures, we are presently developing a plan to grout pipe joints, the space between the tunnel and the pipe and also soils around the tunnel to stabilize the area. We are also planning on installing a cured in-place pipe liner the entire 1455 feet of the tunneled section.

The estimated construction cost is $3 million.

Lastly, I want to thank those of you who have been putting in long hours to make sure this project stays on track. Our sewer maintenance staff have been rotating 12-hour shifts for five weeks now to keep round-the-clock coverage. Sid Lockhart has been working seven days a week to manage the project with assistance from Tim Prince, Phil Sanzica and Gary Nigro. This is truly a team effort.
CAMS

(Collaborative Asset Management System) will change the way we do business by bringing in a technology based customer service and work order system.

This technology will bring us into the 21st century and allow us to better manage our assets (such as pipe in the ground) and to meet our customers requests for status and analysis of our assets and work activities.

We have been working on the set-up of this software and reviewing our work processes to accept this new system for quite some time. We are well on our way, with the help of many, and plan to begin implementation in January 2011.
Collaborative Asset Management
21st Century WRC

- Excellent Customer Service
- Solid CVT Partnerships
- Seamless WRC Teams
- Consistent Environmental Focus
- Regional Leadership

Excellent customer service
- Real-time answers to customer questions regarding work activity and response.

Partnership with communities
- Ability for municipal customers to view our work activity.
- Other municipalities have the opportunity to use this system and share information.

Team-oriented workplace
- One work order system instead of separate for each Unit.

Responsible environmental management
- Being better able to manage our assets for extended equipment life

Leadership through innovation
- We will be using cutting edge technology to manage all of our business practices and fully utilizing the GIS data converted over the last several years.
We know this initiative will impact all areas of the organization. This is a big change for everyone. We have been working with many people to prepare for the change. It will not be a simple task, it will take time to adjust to the new software and processes. We will need to work together and have patience to get the system running smoothly. I have not doubts that we can do it. WRC has proven time and time again when something needs to be done, it gets done.

There will be role specific and Unit specific training prior to implementation for each group or Unit. The Implementation Team has been involved in all aspects from the first meetings through where we are today. They have responsibilities related to different aspects of the project. They have been instrumental in getting us to this point. I would like to recognize these individuals. Jenny Shaw, Les Chrysler, Dolly Craft, Darla DiClemente, Joe Gardner.

The Testers includes key people in each of the Units as well as Supervisors, Chiefs and Managers. This group has been testing the system since May and have identified ways the system will be used in specific areas and best management practices for the organization’s use of the system overall. There are more than 40 people testing the system.

Additionally we have a group of eight Mobile Testers who work in the field and have tested what we call our “mobile solution.” This group helped to identify appropriate field devices, wireless systems and areas to focus on for field use.
We won the 2010 American Water Works Association’s Award of Safety Excellence. This award is especially important to be because it recognizes excellence in water utility safety programs. In addition, it also recognized our dedication and progress in providing a safe work place. Our Safety Coordinator Debbie Sedam accepted the award for us at the joint conference of the AWWA and MWEA in Mt. Pleasant.

This next award, the platinum award from the National Association of Clean Water Agencies (NACWA), is truly an extraordinary accomplishment because it means we’ve met our permit requirements for five years running without a single blemish. I want to personally congratulate our team at the Commerce Township Treatment plant for this unprecedented accomplishment.

Our team at the Walled Lake-Nov plant won the gold award for the fourth year in a row. They did everything their colleagues in Commerce did and if they keep it up for another year, we will have collected two platinum awards.
Questions?

Comments?