

## BILLING

Contact [billing@glwater.org](mailto: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 313-580-33581 or [Madison.Merzlyakov@glwater.org](mailto:Madison.Merzlyakov@glwater.org)

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

## CONTRACTS

Contact 313-964-9620/313-237-7301 or [contracts.legal@glwater.org](mailto:contracts.legal@glwater.org) for:

- General questions regarding your contract

## FIELD SERVICES

Contact 313-799-0289 or [Todd.King@glwater.org](mailto:Todd.King@glwater.org) for:

- Isolation/restoration of transmission mains for repair, maintenance or construction
- 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](mailto:IWC@glwater.org) for:

- General Inquiries

Contact 313-297-5804/313-297-5802 or [Stephen.Kuplicki@glwater.org](mailto:Stephen.Kuplicki@glwater.org)/[Thomas.Eapen@glwater.org](mailto:Thomas.Eapen@glwater.org) for:

- Permits to discharge into sewers
- Surcharge

Contact 313-267-9000 for:

- Emergencies
- Spills
- Upsets

## MEMBER OUTREACH

Contact 313-964-9301 or [outreach@glwater.org](mailto: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 313.267.8958 or [missdig@glwater.org](mailto:missdig@glwater.org) for:

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

## ONE WATER INSITUTE

Contact 313.999-3397 or [Training@glwater.org](mailto:Training@glwater.org) for:

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

## PERMITS

Contact 313.267-3698 or [permits@glwater.org](mailto: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 313-267-9477 or [Michelle.Zdrowski@glwater.org](mailto:Michelle.Zdrowski@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](mailto:gdrss@glwater.org) for:

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

## SYSTEM CONTROL CENTER

Contact 313-267-6000 for:

- System emergencies
- Pressure fluctuations
- Flow interruptions

## VENDOR OUTREACH

Contact [VendorOutreach@glwater.org](mailto: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](mailto: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](mailto:waterops@glwater.org) for:

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

Contact 313-267-6000 for:

- Emergencies in your local water system

## WATER QUALITY

Contact 313-926-8128/313-926-8136 or [waterquality@glwater.org](mailto: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](mailto:WRAP@glwater.org) for:

- Questions related to WRAP
- Information on other assistance programs

