



Office of the Chief Executive

735 Randolph Street, Suite 1900
Detroit, Michigan 48226

June 6, 2017

Dear Member Communities:

Re: Water Residential Assistance Program (WRAP) Opportunities

As water service providers, our focus is on reliably delivering water of unquestionable quality. Supporting households that are struggling to keep up with their water bills and performing minor plumbing repairs has not traditionally been within our reach. It was not until WRAP was created, as part of the formation of the Great Lakes Water Authority (GLWA), that a robust program with sustainable financial resources for broader distribution was available.

During its first year, WRAP supported more than 4,100 households in 60 participating communities through bill payment and arrearage assistance, home water audits and minor plumbing repairs. The impact the program had on these households was significant – the average assistance received per household was \$775 and 1,890 water shutoffs were avoided. Equally important, home water auditors helped recipients better understand their home water usage so they can manage future usage and bill payment in a sustainable manner.

As WRAP begins its second year of assistance, GLWA is reaching out to member communities to join the program if they have not already done so, or to add a new available option if they already participate. The program has been expanded to include home audits and minor plumbing repairs for eligible households that have above-average water usage but are not behind on their bills. Replacement of kitchen and bathroom faucets that are not “lead-free” are now eligible as minor repairs. The enclosed brochure highlights the results of WRAP’s first year of operation, and describes the different participation options available for your community. A list of current member community participants, as well as household eligibility requirements are also included.

All GLWA water and wastewater member communities are eligible to participate in WRAP. This first-of-its-kind program in Michigan is setting a standard for transformative water utility assistance programs. Participation in WRAP demonstrates our joint commitment to reliably delivering water of unquestionable quality and building healthy communities.

We encourage you to sign up for WRAP and share the WRAP Public Service Announcement (<https://youtu.be/ZQ07NSUI2uw>) with your cable station.

Sincerely yours,

Sue F. McCormick
Chief Executive Officer

Attachments