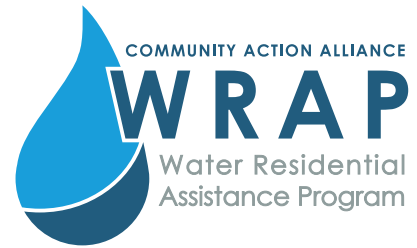


JOIN WRAP TO SUPPORT HOUSEHOLDS IN YOUR COMMUNITY



WRAP (Water Residential Assistance Program) was established as a result of the historic agreement that created the Great Lakes Water Authority (GLWA) in 2015. The program is a hallmark of regional collaboration to assist low-income households with water and sewer bills and encourage water use efficiency in the communities that GLWA serves. Launched on March 1, 2016, WRAP is the first program of its kind in Michigan and one of a few sustainable assistance plans in the country.

WRAP was designed by a team of Advisory Group members including representatives of agencies from Macomb, Oakland, and Wayne Counties, and Community Action Agencies in the GLWA service area. The program continues to evolve to better serve the varied needs of our member communities.

GLWA budgets 0.5% of its operating revenue for the program annually, which totalled \$4.5 million for the first year. Day-to-day program operations are coordinated for GLWA by its contractual partner, Wayne Metropolitan Community Action Agency. All GLWA member communities are encouraged to participate in WRAP to offer assistance to eligible residents.

According to Sue F. McCormick, GLWA CEO, “We’re continuing to look at ensuring the program provides value in every community. I strongly encourage GLWA member communities to look at the success stories we’ve had and to examine how this program can benefit the constituents in their communities. Join us in extending this benefit to your constituents.”

First Year Impacts

March 1, 2016 - February 28, 2017

During WRAP’s first year, more than 4,100 households in southeast Michigan received some level of water services assistance. The adjacent infographic depicts the results of home audits and repairs completed, as well as bill payment and arrearage assistance provided. WRAP funds committed during the first year totalled more than \$3.9 million.



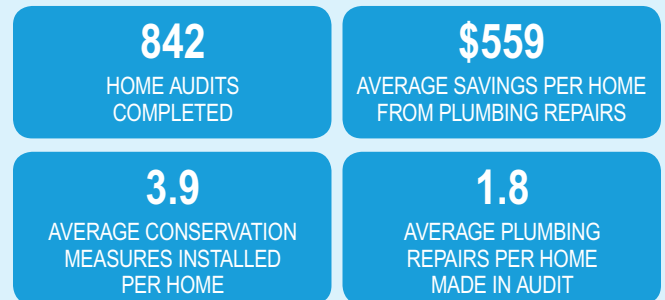
FUNDS COMMITTED DURING FIRST YEAR



BILL PAYMENT AND ARREARAGE ASSISTANCE



HOME AUDITS AND MINOR PLUMBING REPAIRS



During its first year, WRAP focused on getting households back on track to manage payments and water usage. Processes developed for payment assistance and home audits have laid a solid foundation for expanding the program to reach its planned potential.



WRAP's mission is to administer the distribution of WRAP funding to eligible, low-income households in GLWA's regional system with a vision to create a transformative water utility assistance program focusing on bill assistance, conservation and self-sufficiency initiatives. Three program options are available for GLWA member communities:



OPTION 1

- ◆ One-time home water audit for households above 120% average water usage
- ◆ Minor plumbing repairs (up to \$1,000 per household)
- ◆ Monthly bill credits (up to \$300 per year)
- ◆ Arrearage assistance (up to \$700 per year)

OPTION 2

- ◆ One-time home water audit for households above 120% average water usage
- ◆ Minor plumbing repairs (up to \$1,000 per household)
- ◆ Monthly bill credits (up to \$300 per year)

OPTION 3

- ◆ One-time home water audit for households above 120% average water usage
- ◆ Minor plumbing repairs (up to \$1,000 per household)

Program Eligibility

All GLWA water and wastewater member communities are eligible to apply for WRAP assistance.

Household Participation Criteria

Households are eligible to receive WRAP assistance if they meet all of the following criteria:

- Located within the GLWA regional system and provide proof of residency;
- Household income at or below 150% of federal poverty guidelines. The Program Administrator will review the past 3 months of household income to determine eligibility;
- A qualifying head of household must provide appropriate proof of identity for all members of the household 18 years and older;
- A payment toward the account balance of at least 5% of the amount owed or \$50, whichever is lower, must be paid within the last 90 days;
- Proof of responsibility for water bill.

Households can participate in WRAP for up to 2 years provided all eligibility criteria are met.

Program Options Meet Varied Levels of Need

WRAP provides direct assistance with bill payment and arrearages, as well as funds for home water conservation audits and fixture repairs and replacements to conserve system resources and reduce future household water bills. Three options are available (see page 2) with different benefits as described in the chart below. All options include a home water audit and minor plumbing repairs. Only households with above 120% of average water usage are eligible for home water audits and minor plumbing repairs.



“The WRAP program has provided an efficient, effective means to assist qualified customers in making payments and reducing arrearages on their water and sewer accounts. The effort required from the City has been minimal, and has yielded good results.”

Coline Coleman, Chief Accountant
City of Livonia

“We’ve had more interest in the program than we anticipated. The availability of WRAP is very much appreciated by the City’s participants.”

Karen Mondora, Director of Public Services
City of Farmington Hills

PROGRAM BENEFITS FOR HOUSEHOLDS	Owner Occupied	Renter Occupied
One-time home water audit for households above 120% of average water usage.	✓	
Minor plumbing repairs up to \$1,000 per household to fix minor plumbing issues, identified in audit, leading to high water usage (finding and fixing leaks, upgrading water-using fixtures ¹) and/or minor lead replacement assistance.	✓	
\$25 monthly bill credits up to \$300 per year in assistance. Applicable as long as client continues to pay all current monthly/quarterly charges. (Enrollees are eligible for second year monthly bill credits up to an additional \$300.)	✓	✓
Arrearage assistance up to \$700 to be paid 50% (up to \$350) after six months in the program, and 50% (up to \$350) after one year. (Enrollees are eligible for second year arrearage assistance up to an additional \$700.)	✓	✓

¹Conservation measures, many fixture upgrades, and many repairs, such as toilet flapper repair or faucet washer repair, are completed during the home water audit by an EcoWorks Auditor. More complex repairs are contracted out to a licensed plumbing company.

WRAP Participation Process for GLWA Member Communities

Participating in WRAP is easy. Contact the Community Action Agency serving your community and they will guide you through the 5-Step Implementation Process shown below. It's a simple process that can provide great benefit to qualified households in your community.



COMMUNITY ACTION AGENCIES

City of Detroit and Wayne County

Alicia Ramon, Chief Programs Officer - Basic Needs
Wayne Metropolitan Community Action Agency
(313) 324-7950 • aramon@waynemetro.org

Lapeer, Macomb and St. Clair Counties

Julie Hintz, Program Manager
Macomb Community Action
(586) 469-5913 • Julie.Hintz@macombgov.org

Monroe County

Stephanie Kasprzak, Executive Director
Monroe County Opportunity Program
(734) 241-2775 ext. 206 • skasprzak1140@gmail.com

Oakland and Washtenaw Counties

Dayna Swindell, Community and Energy Services Dir.
Oakland Livingston Human Service Agency
(248) 209-2791 • daynas@olhsa.org

Additional Resources

www.glwater.org

www.waynemetro.org/wrap

Wrap: A Story of Success Video (<https://youtu.be/CVa9YX8z16M>)



Macomb
Community
Action

OLHSA
A Community Action Agency

