



Water Residential Assistance Program FY 2023 Program Improvements – August 11, 2022

The Great Lakes Water Authority (GLWA) Board of Directors recently approved improvements to the Water Residential Assistance Program (WRAP). These improvements will make it easier for households to enroll in the program, provide assistance in line with an individual household's income, and reduce administrative burden on communities.

Residential Household Impacts

The first improvement increases accessibility and simplifies the program by allowing for all eligible households in the GLWA service area to participate in the program. This eliminates the opt-in/out and menu of options for WRAP, which was a source for confusion. This means that if a low-income household in a GLWA Member Community meets the eligibility requirements of WRAP, they can take advantage of the bill credits, arrearage assistance, conservation measures, and minor plumbing repairs offered through the program.

The second improvement, *known as the [Income Based Plan \(IBP\)](#)*, focuses on providing a level of assistance based on household income. This means that households may be eligible for more than the current \$25 per month for payment assistance.

Other improvements to the program include an emphasis on case management and a shift toward direct client assistance. This will empower the service delivery partners to work with a client directly to review their progress in making payments as a pathway to long-term personal financial sustainability.

Member Partner Impacts

The new program improvements will reduce the administrative burden of bill payment verification by each Member Partner to the service delivery partner.

Advisory Panels

GLWA is launching a Member Partner WRAP Advisory Panel and a Stakeholder WRAP Advisory panel. The goal of those panels are to evaluate these improvements, as well as explore other ways to ensure WRAP is an accessible and successful program. To participate in the WRAP Advisory Panel, email WRAP@glwater.org.

To learn more about WRAP and the recent program improvements visit www.glwater.org/assistance.