Water Residential Assistance Program

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What is WRAP?

The Water Residential Assistance Program (WRAP) provides water bill assistance and conservation measures to qualifying low-income households within the GLWA service area. The program is funded through GLWA budgeted revenue and administered by local service delivery partners.
Program Elements

- Bill Payment Assistance
- Arrearage Assistance
- Conservation
Who is Eligible for WRAP?

Households are eligible for WRAP if they meet the following criteria:

- Reside within the GLWA service area
- Demonstrate household income at or below 200% of the federal poverty level
- Establish they are responsible for the water bill
- Live in a home they own OR rent
Program History

2016  WRAP launched

2019  WRAPfinity launched

2020  Increased conservation and plumbing repairs to a cap of $2,000 (from $1,000)

2021  Enabled the use of categorical eligibility

 Increased arrearage cap to $2,400 (from $1,400)
 Created special allowances provisions for conservation and plumbing repairs
 Expanded eligibility to conservation and minor plumbing repair program
 Removed the high-water user requirement for conservation services eligibility
Drivers for Proposed Changes

- Emphasize water affordability
- Simplify the program in terms of accessibility, enrollment and administration
- Increase participation by expanding service delivery partnerships and grants
Evaluate Water Affordability

- Create sliding scale for direct payment assistance
- Accounts for household income and water bill amount
Direct Client Assistance

- Empowers service delivery partners to work with client directly to review progress in making payments
- Removes the need for communities to verify on time payments
- Reduces reporting burden at the community level
WRAP as a Core Service

- Eliminate Opt-in/out and menu of options for WRAP
- Allows for greater accessibility to the program for GLWA Member Communities
- Simplifies program for households and service delivery partners
Form WRAP Advisory Panels

Member Partner Community Panel
- Maintains engagement with Member Communities in WRAP
- Provides feedback on program changes
- Evaluates program success

Stakeholder Panel
- Expand frontline community outreach network
- Encompasses social services subject matter experts and others who inform strategy related to affordability and assistance matters
Communications Plan

- Outreach to all Member Communities
- WRAP Townhall
- Outreach materials (flyers, videos etc.)
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