



# **Great Lakes Water Authority Water Residential Assistance Program (WRAP) Policy**

**September 28, 2022**

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## Introduction

On March 1, 2016, the Water Residential Assistance Program (WRAP) began providing assistance to households in the GLWA service area. WRAP provides funding for qualifying low-income residents served by the GLWA's Member Partner Communities. The program is currently funded by GLWA at an amount equal to 0.5 percent of budgeted revenues. The GLWA Board of Directors have approved multiple program changes since inception, and the GLWA team continues to evaluate the program and propose program improvements.

## Purpose

The purpose of this WRAP policy is to provide the GLWA Affordability & Assistance team with clear parameters to guide future program improvements.

## Mission

To reduce water bills by providing water bill assistance and conservation measures to qualifying low-income households within the GLWA service area through local service delivery partners.

## Vision

To create a transformative water utility assistance program focusing on the core values of affordability, social responsibility, and self-sustainability.

## Program Objectives

1. Assist qualifying low-income households in permanently reducing their water and sewer bills through conservation and minor plumbing repairs.
2. Provide qualifying low-income households with financial assistance through bill and arrearage payments for established timeframes.
3. Ensure households have access to water in their home.
4. Foster collaboration to advance partnerships for developing and leveraging funding opportunities to deliver and maximize assistance provided.
5. Streamline administrative processes to strengthen engagement of GLWA Member Partner Communities.

## Program Outcomes

1. Water utility disconnection is avoided.
2. Past due balances (arrearages) are reduced or eliminated.
3. Households are set up for success in making water utility bill payments and in having a

healthy home after completion of the program.

4. Overall bill balances are reduced through conservation measures and minor plumbing repairs.
5. Increased self-sufficiency through on-time bill payment, conservation measures and enrollment in other assistance programs.
6. Utilize program funding equitably across the GLWA service region.

## **Program Funding**

One half of one percent (0.5%) of GLWA's budgeted revenues is allocated to fund WRAP. A funding allocation model for distributing the funds equitably across the GLWA service region is used, with additional specific funds provided by the Detroit Water & Sewerage Department (DWSD) through an additional one half of one percent (0.5%) paid by city of Detroit retail customers.

Request for reallocation of unspent and/or unallocated funding will be a recommendation of the Affordability and Assistance Manager and/or the Chief Financial Officer. All fund reallocation requests are reviewed by the GLWA Audit Committee and approved by the GLWA Board.

## **Program Oversight**

The GLWA Audit Committee will receive Quarterly Reports on the program and funding utilization. Regular presentations will be made to the GLWA Audit Committee and Board of Directors regarding the overall progress of the program. Should changes be needed to the program's objectives, outcomes or funding, the requests will be reviewed by the GLWA Audit Committee and approved by the GLWA Board.