



August 1, 2023

RE: BS&A WRAP Feature for Member Partners

Dear Member Partner,

GLWA's Affordability & Assistance Team is excited to share a new tool available to Member Partners that use the BS&A billing software and have residents enrolled in GLWA's Water Residential Assistance Program (WRAP).

Last year, GLWA launched a project as part of our commitment to streamlining WRAP administrative processes to reduce the burden on Member Partners. We worked with BS&A to build an optional feature within Member Partner's BS&A billing systems that automates the process of applying WRAP payments to the corresponding account. The tool also includes the ability to exempt the WRAP enrolled household from automatic tax rollovers, penalty fees, and service disconnection. This feature is now live and ready for use!

Your WRAP Service Delivery Partners (Macomb Community Action, United Way for Southeastern Michigan, or Wayne Metropolitan Community Action Agency) will be using a new format to share WRAP enrollee information that can then be uploaded to BS&A should you choose to take advantage of this new tool.

Included with this letter is a brief instruction guide from BS&A on how to use the tool. For additional assistance, please contact BS&A Customer Support at (855) 272-7638 or [itsupport@bsasoftware.com](mailto:itsupport@bsasoftware.com).

If there are other ways that GLWA can help streamline administrative WRAP processes, please let us know by emailing [WRAP@glwater.org](mailto:WRAP@glwater.org).

Sincerely,

Madison Merzlyakov  
GLWA's Affordability & Assistance Manager