



Financial Services Audit Committee Communication

Date: March 28, 2025

To: Great Lakes Water Authority Audit Committee

From: Haran Stanley, Affordability & Assistance Management Professional

Re: Affordability & Assistance FY25 Q2 report

The Quarterly WRAP Report

The Water Residential Assistance Program (WRAP) provides sustainable funding for qualifying households served by the Great Lakes Water Authority (GLWA) member partners. GLWA funds the program at an amount equal to 0.5 percent of budgeted revenues for the Regional System and not less than 0.5 percent but not greater than 1.0 percent of budgeted revenues for the Detroit Water and Sewerage Department (DWSD) Local System. The budgeted WRAP funding for FY 2025 is \$6.7 million for water and sewer services combined.

The approved guidelines include funding for a) payment assistance, b) water audit, and c) healthy home and water conservation measures. Eligible residential customers with a past due bill and/or who are in active shut-off can receive assistance with paying down arrears and receive a monthly bill credit unique to their household. Bill credits are calculated so that the credit applied leaves that household expected to pay approximately 3% or less of their household income toward the monthly water bill. To participate in WRAP, an applicant must have a household gross income at or below 200% of the federal poverty income threshold.

GLWA works with three WRAP service delivery partners that offer other support services to households enrolled in the program, such as financial coaching and energy-conserving resources. Currently, GLWA has three community action agencies (CAA) and nonprofit organizations working as SDPs and administering the WRAP program across five WRAP service areas. Macomb Community Agency (MCA) services Macomb County, Lapeer County, and St. Clair County. Wayne Metropolitan Community Action Agency (Wayne Metro) services the City of Detroit (Lifeline Plan), the City of Flint, Monroe County, Washtenaw County, and Wayne County. United Way for Southeastern Michigan (UWSEM) services Oakland County.

This report provides the enrollment, inflow, and spending data for the first six months of fiscal year 2025 across these WRAP service areas.

Proposed Action: Receive and file this report.



WRAP Enrollment, Inflow, and Spend Data (FY2022 – FY2025)

Presented to the Great Lakes Water Authority Audit Committee

On March 28, 2025

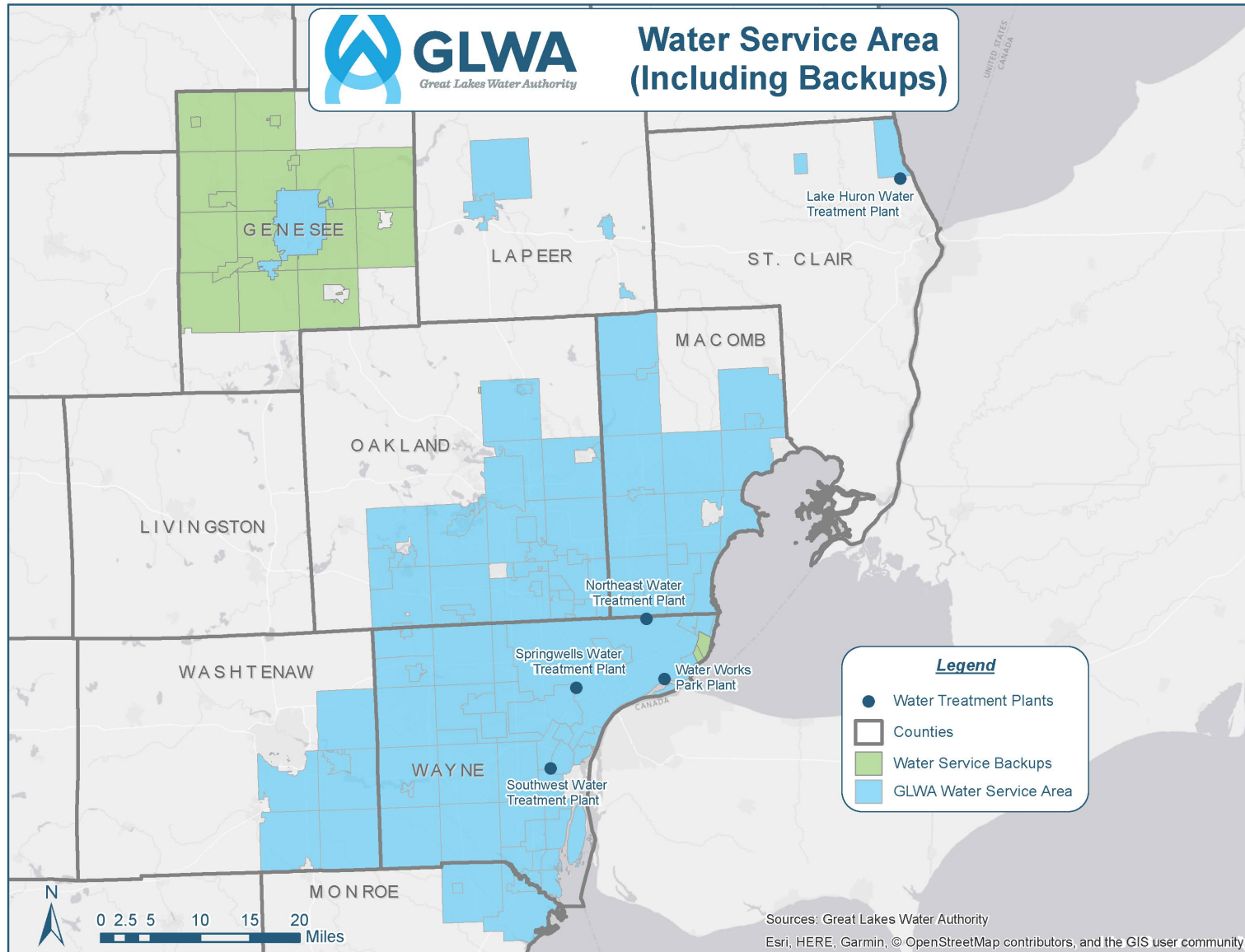


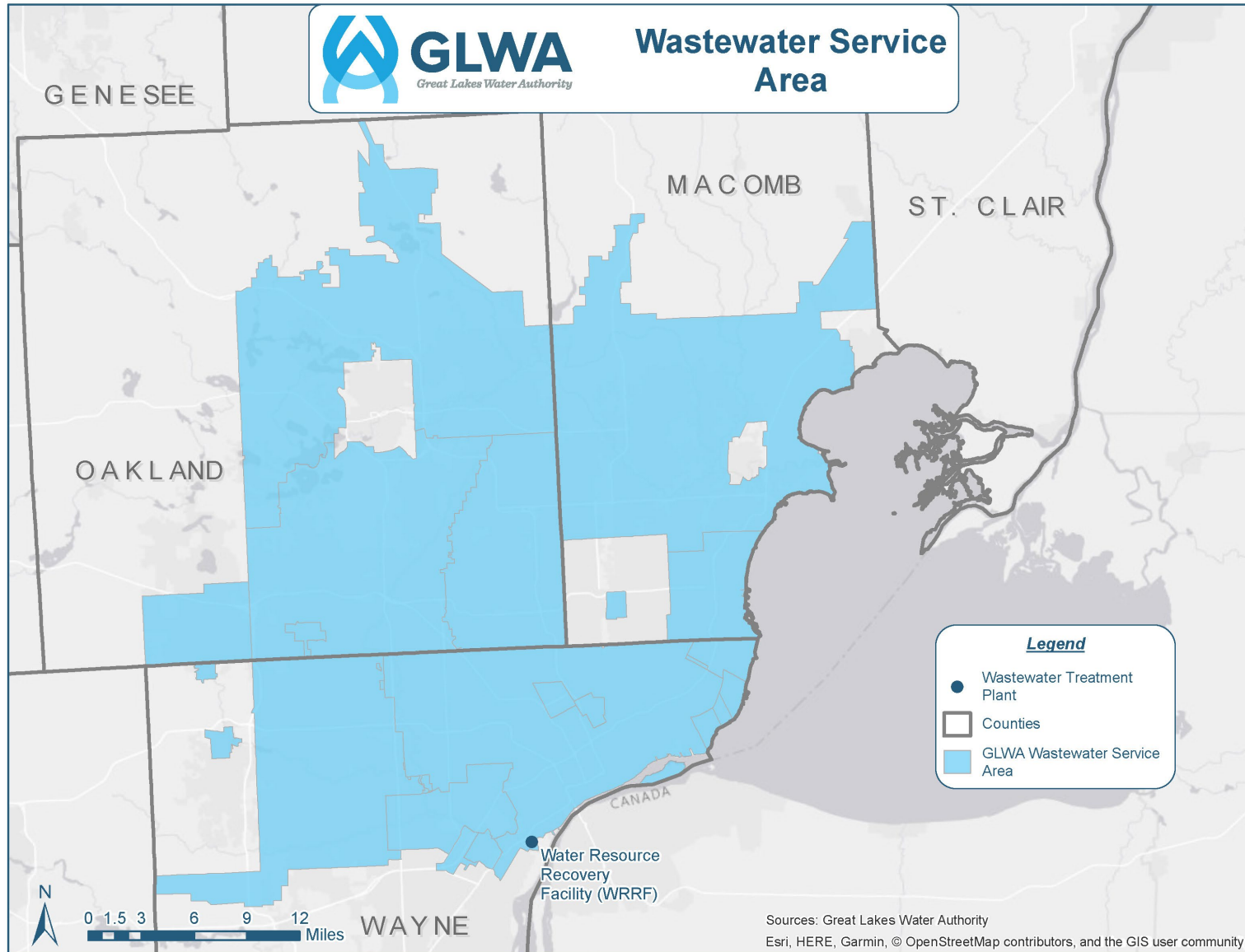
Background

WRAP, a first-of-its-kind program in the country offering households water and sewer services in the GLWA service area bill credits, arrearage assistance, as well as measures to help maintain a healthy home with conservation repairs. GLWA partners with agencies such as Macomb Community Action (MCA), United Way for Southeastern Michigan (United Way), and Wayne Metropolitan Community Action Agency (Wayne Metro) to serve as service delivery partners, delivering WRAP services to residents.

GLWA WRAP Service Areas

- ✓ **Area 1** – The City of Detroit – Data for Detroit is not included in this quarterly report analysis because the Detroit Water and Sewerage Department (DWSD) water affordability program for Detroit households, referred to as the Lifeline Plan, is reported on separately by DWSD
- ✓ **Area 2** - The City of Flint
- ✓ **Area 3** – Wayne County (not including Detroit), Monroe, and Washtenaw Counties
- ✓ **Area 4** – Oakland County
- ✓ **Area 5** – Macomb, Lapeer, and St. Clair Counties





Direct Client Assistance

Bill Credits

- ◆ Bill credit amount is unique to each household and is based on their annual income and bill amount
- ◆ Targeting that after the bill credit is applied, the bill amount the household is expected to pay is ~3% of the household income
- ◆ Rapid Assistance is available for participants who can't pay their portion of their bill
- ◆ For households who qualify, WRAPfinity is available beyond Year Two of WRAP



Arrearage Assistance

- ◆ Eligible households that have a past due balance are eligible to receive up to \$1,200 in arrearage assistance upon enrollment
- ◆ Additionally, households may be eligible to receive an additional amount of up to \$1,200 in Year Two of WRAP



Other Program Benefits

- ◆ Empowers service delivery partners to work with clients directly to review progress in making payments
- ◆ Removes the need for communities to verify on-time payments
- ◆ Reduces reporting burden at the community level
- ◆ A household does not need to have a past due balance or be in shutoff status to enroll in WRAP



Healthy Home Conservation Measures & Limited Home Repairs

Conservation Measures

- ◆ Up to \$2,000 in services
- ◆ Home Water Audit
- ◆ Evaluation of equipment flaws or damages that would create an unintentional increase in water use
- ◆ Educational information regarding water usage



Limited Home Repairs

- ◆ Toilet and associated plumbing
- ◆ Shower or bath-associated plumbing
- ◆ Bath & Kitchen faucet and associated plumbing
- ◆ Water piping in households, including shut-offs valves and supply lines.
- ◆ Utility tub faucet and controls repair/replacement
- ◆ Plumbing repairs to address leaks and reduce usage
- ◆ Water heater
- ◆ Repairs to boilers to address leaks

Healthy Home Program Benefits

- ◆ An emphasis on creating a healthy home allows for repairs of leaking or nonfunctioning plumbing and other water fixtures to create a safe and livable home
- ◆ Replace lead-based fixtures in the kitchen, bathroom, and utility room



WRAP Funding Terms

Budgeted Funding

- This is calculated one half of one percent or 0.05% of GLWA revenue allocated for WRAP each fiscal year
- The amount the GLWA Board of Directors approves as part of the annual budget

Carryforward

- The budgeted funds remaining from the prior fiscal year
- This amount is confirmed with the service delivery partner as part of the program year closing process

Total Inflows

- Empowers service delivery partners to work with clients directly to review progress in making payments
- Removes the need for communities to verify on-time payments
- Reduces reporting burden at the community level
- A household does not need to have a past due balance or be in shutoff status to enroll in WRAP

Spending

- Empowers service delivery partners to work with clients directly to review progress in making payments
- Removes the need for communities to verify on-time payments
- Reduces reporting burden at the community level
- A household does not need to have a past due balance or be in shutoff status to enroll in WRAP

Carryforward = Prior Year Budgeted Funding – Prior Year Spending

Total Inflows = Budgeted Funding + Carryforward

How Does GLWA Fund WRAP?

WRAP resources are allocated among service areas based on the WRAP funding provided by that service area.

Table 2 - FY 2025 Water Residential Assistance Program Funding - Regional & Local Funding

Service Area	Direct Assistance	Conservation	Administration	Lifeline	Total WRAP Allocation
Area 1 - City of Detroit	\$ -	\$ -	\$ -	\$ 3,573,400	\$ 3,573,400
Local	-	-	-	2,249,500	2,249,500
Regional	-	-	-	1,323,900	1,323,900
Area 2 - City of Flint	37,264	9,316	8,220		54,800
Regional	37,264	9,316	8,220		54,800
Area 3 - Wayne (Not Including Detroit), Washtenaw, Monroe Counties					
Regional	827,016	206,754	182,430		1,216,200
Area 4 - Oakland County	684,148	171,037	150,915		1,006,100
Regional	684,148	171,037	150,915		1,006,100
Area 5 - Macomb, St. Clair, Lapeer Counties					
Regional	539,220	130,720	147,060		817,000
Grand Total	\$ 2,087,648	\$ 517,827	\$ 488,625	\$ 3,573,400	\$ 6,667,500

Local funding = DWSD funding collected from DWSD customers that is used solely for DWSD Lifeline households

Regional funding = GLWA funding collected from GLWA customers that are used for households in their respective counties



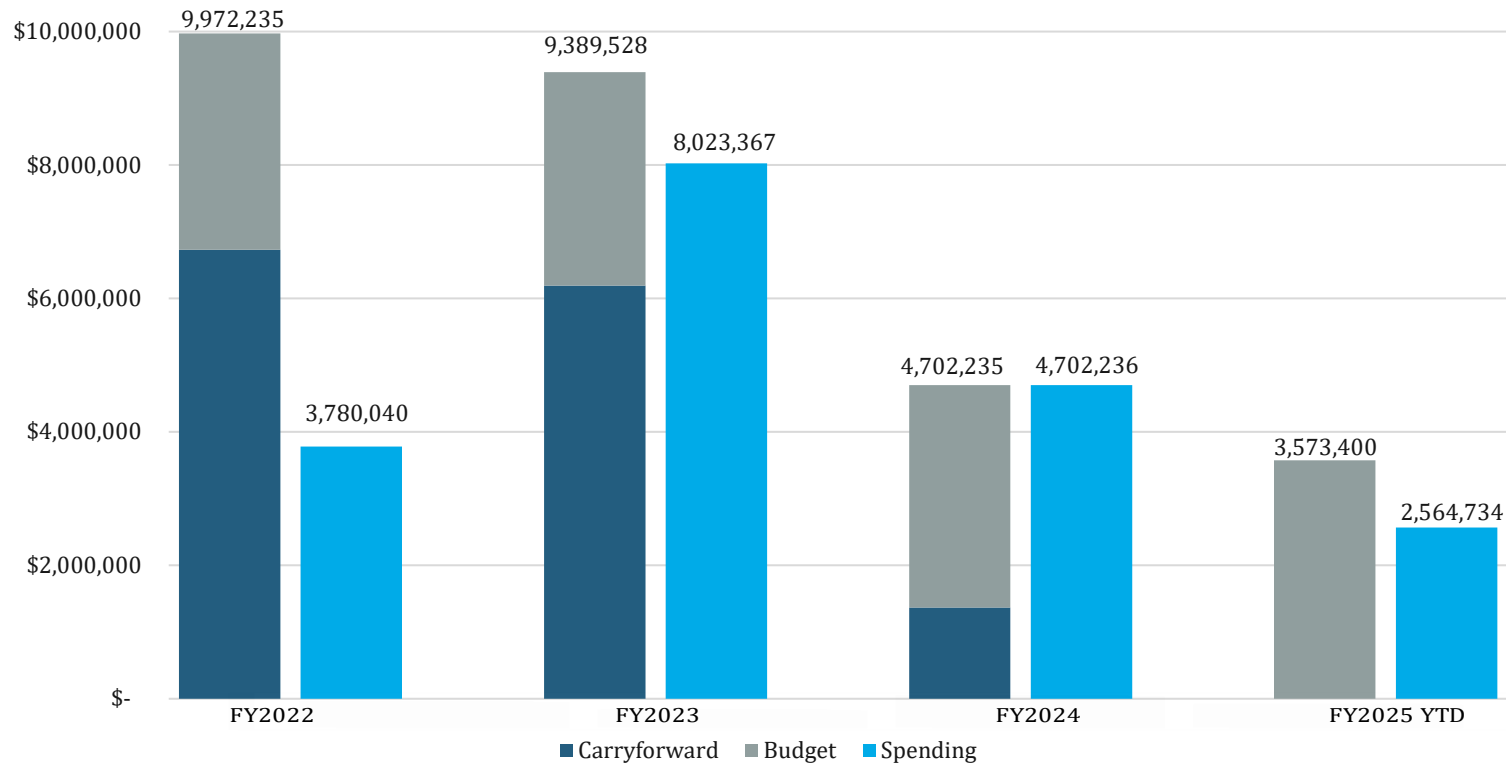
Area 1 (City of Detroit)



Service Delivery Partner Wayne Metropolitan Community Action Agency provides Lifeline services to residents throughout the City of Detroit. WRAP is one of multiple funding sources for the Lifeline Program.



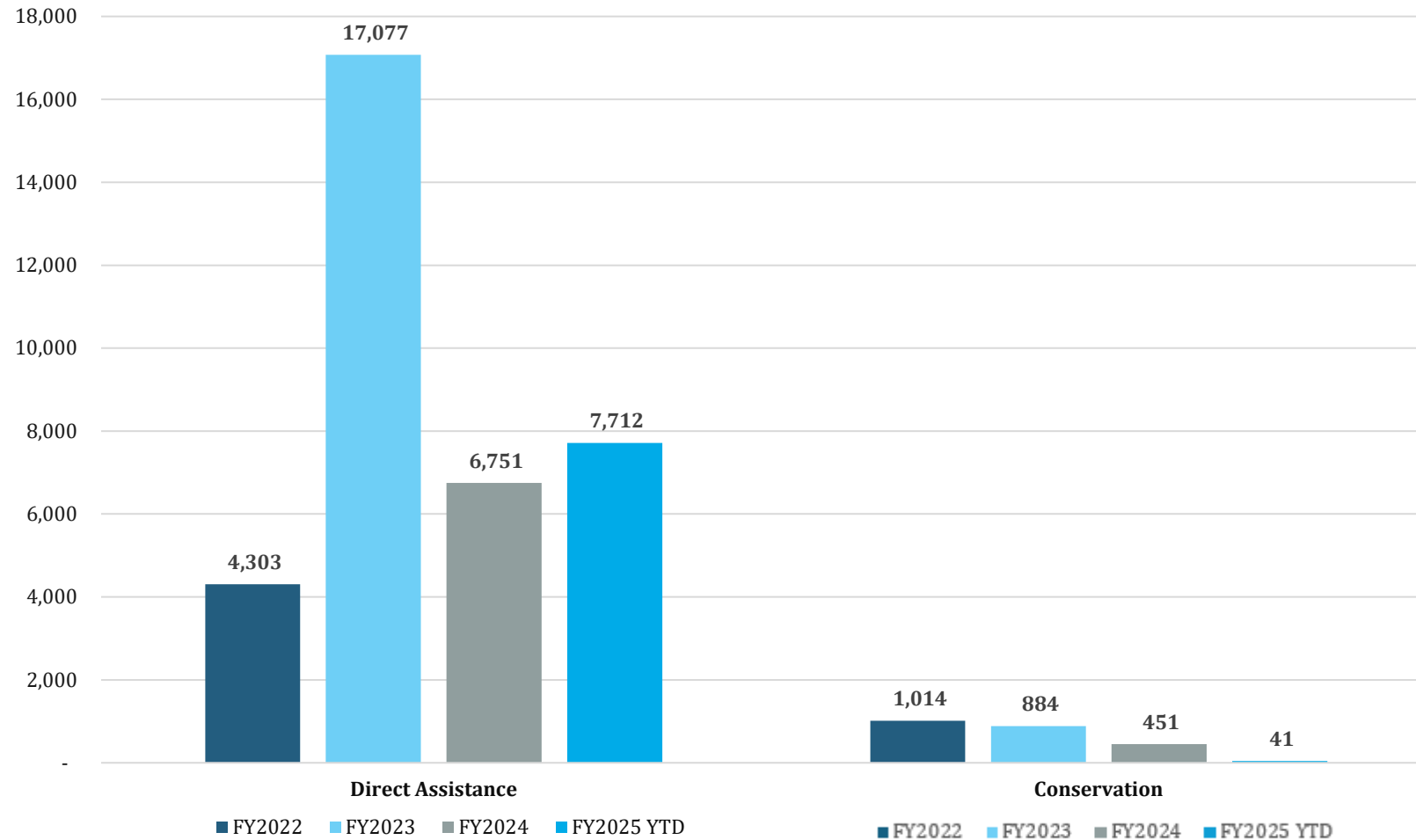
Area 1 - WRAP Inflows and Uses FY 2022 through December 31, 2024



- WRAP is one of the multiple funding sources used for the Detroit Water & Sewerage Department's Lifeline Program.
- Total Inflows = Budgeted Funding + Carryforward
- FY 2022 - Beginning balance includes significant reallocations of WRAP funds underutilized in other service areas in previous years.
- FY 2023 - First full year of WRAP Income Based Plan - making household responsibility for bill payments ~3% of the households' income.
- FY 2024 - Service Delivery Partners began utilizing a series of State of Michigan funds, appropriated for water assistance through Michigan Department of Health and Human Services grants, in addition to WRAP funding.
- FY 2025 - First six months of FY 2025 (July 2024 - December 2024)

	FY2022	FY2023	FY2024	FY2025 YTD
Carryforward Balance	\$6,728,566	\$6,192,195	\$1,366,161	\$0
Current Year Budget	\$3,243,669	\$3,197,333	\$3,336,074	\$3,573,400
Total Inflows	\$9,972,235	\$9,389,528	\$4,702,235	\$3,573,400
Current Year Spending	\$3,780,040	\$8,023,367	\$4,702,236	\$2,564,734

Area 1 - WRAP Household Enrollments by GLWA Fiscal Year (July-June)



- ◆ FY 2022 – Beginning balance includes significant reallocations of WRAP funds underutilized in other service areas in previous years.
- ◆ FY 2023 - First full year of WRAP Income Based Plan - making household responsibility for bill payments ~3% of household income.
- ◆ FY 2024 – Service Delivery Partners began utilizing a series of State of Michigan funds, appropriated for water assistance through Michigan Department of Health and Human Services grants, in addition to WRAP funding.
- ◆ FY 2025 - First six months of FY2025 (July 2024 - December 2024).



Area 2 (City of Flint)



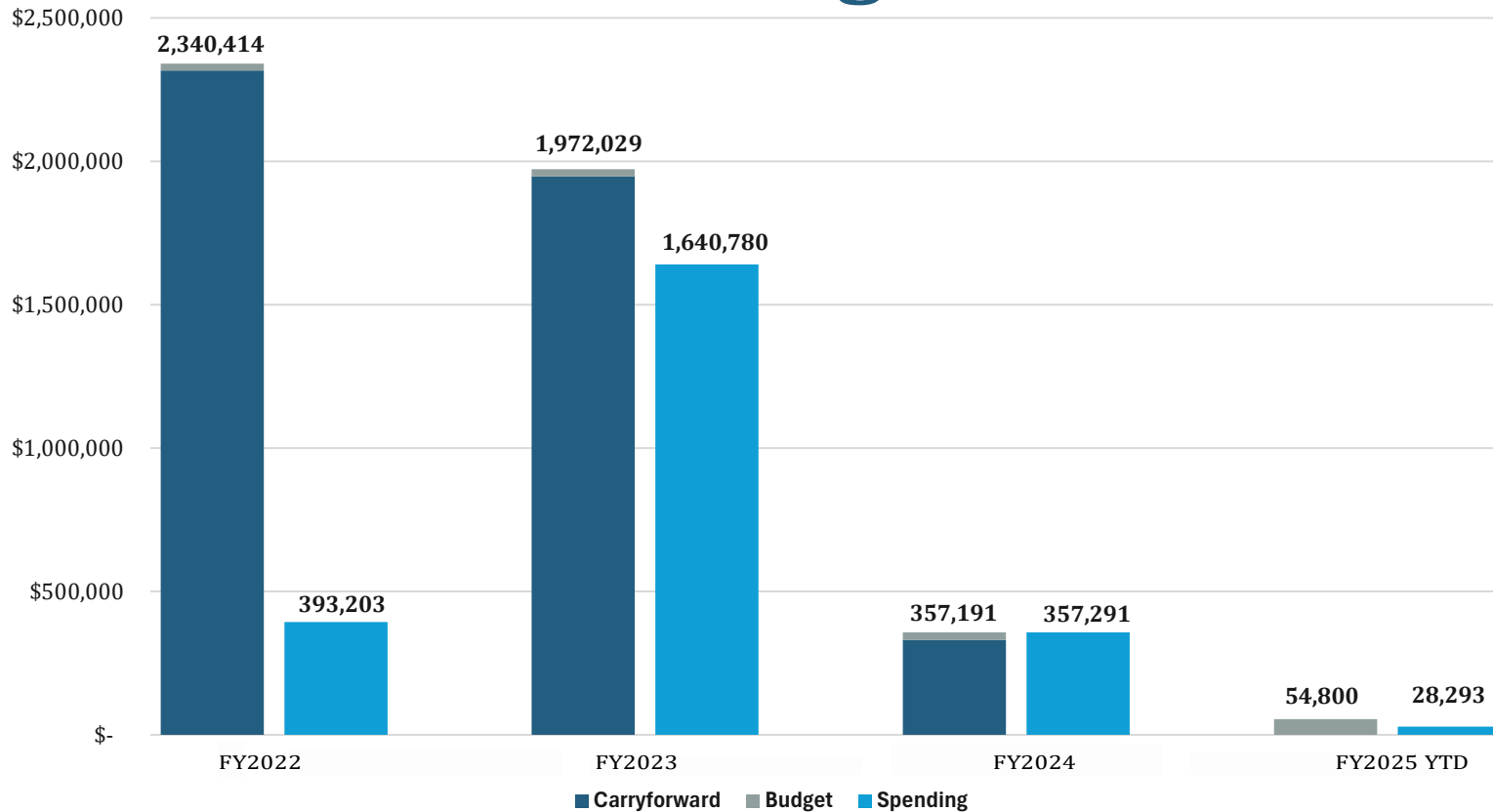
Service Delivery Partner Wayne Metropolitan Community Action Agency provides WRAP services to residents throughout the City of Flint.



Wayne Metropolitan
Community Action Agency
Established 1971



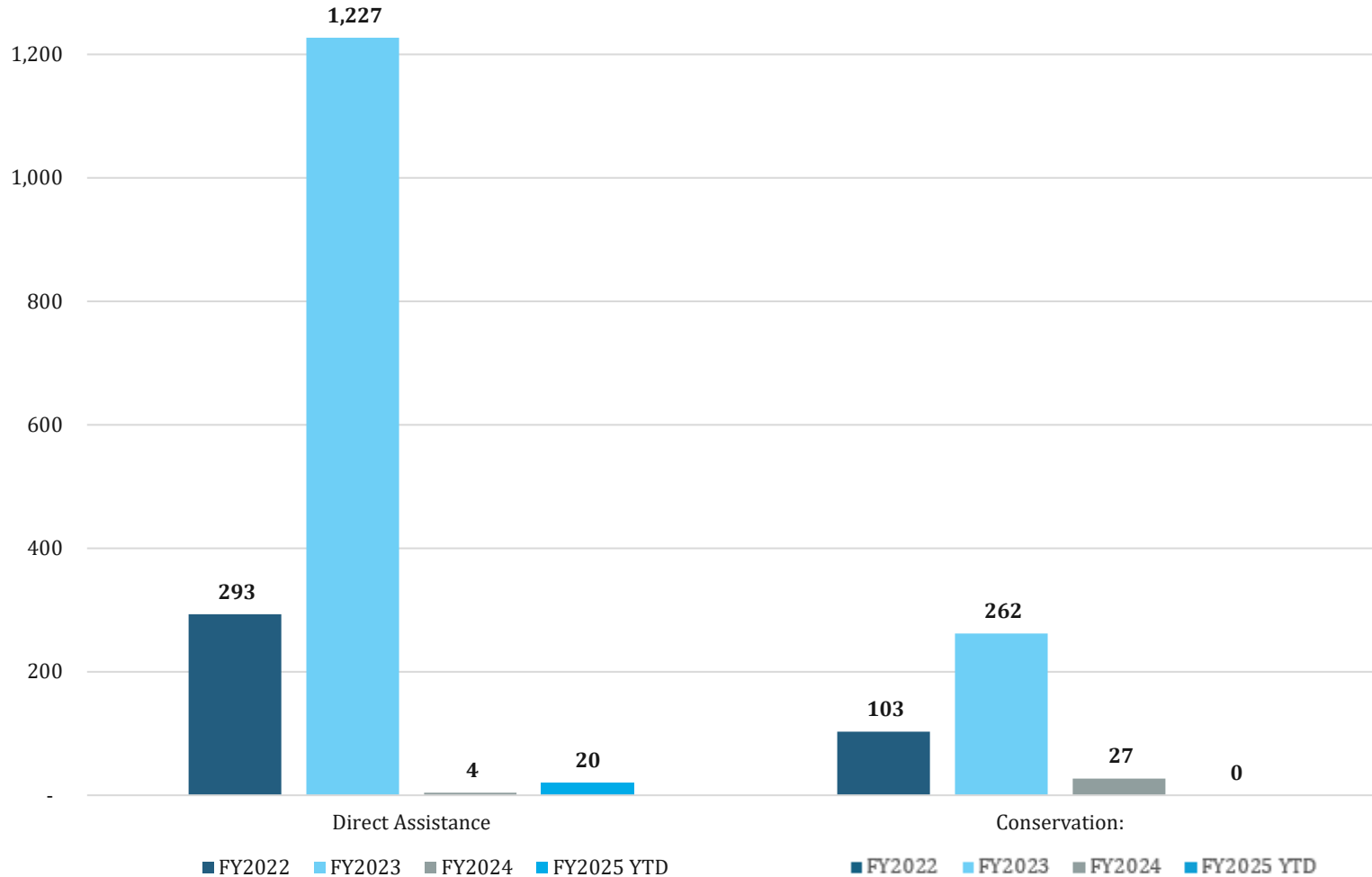
Area 2 - WRAP Inflows and Uses FY 2022 through December 31, 2024



- ◆ Total Inflows = Budgeted Funding + Carryforward
- ◆ FY 2022 – Beginning balance includes significant reallocations of WRAP funds underutilized in other service areas in previous years.
- ◆ FY 2023 - First full year of WRAP Income Based Plan - making household responsibility for bill payments ~3% of household income.
- ◆ FY 2024 – Service Delivery Partners began utilizing a series of State of Michigan funds, appropriated for water assistance through Michigan Department of Health and Human Services grants, in addition to WRAP funding.
- ◆ FY 2025 - First six months of FY 2025 (July 2024 - December 2024)

	FY2022	FY2023	FY2024	FY2025 YTD
Carryforward Balance	\$2,317,015	\$1,947,211	\$331,349	\$0
Current Year Budget	\$23,399	\$24,818	\$25,942	\$54,800
Total Inflows	\$2,340,414	\$1,972,029	\$357,291	\$54,800
Current Year Spending		\$393,203	\$1,640,780	\$28,293

Area 2 - WRAP Household Enrollments by GLWA Fiscal Year (July-June)



- ◆ FY 2022 – Beginning balance includes significant reallocations of WRAP funds underutilized in other service areas in previous years.
- ◆ FY 2023 - First full year of WRAP Income Based Plan - making household responsibility for bill payments ~3% of household income.
- ◆ FY 2024 – Service Delivery Partners began utilizing a series of State of Michigan funds, appropriated for water assistance through Michigan Department of Health and Human Services grants, in addition to WRAP funding.
- ◆ FY 2025 - First six months of FY 2025 (July 2024 - December 2024).



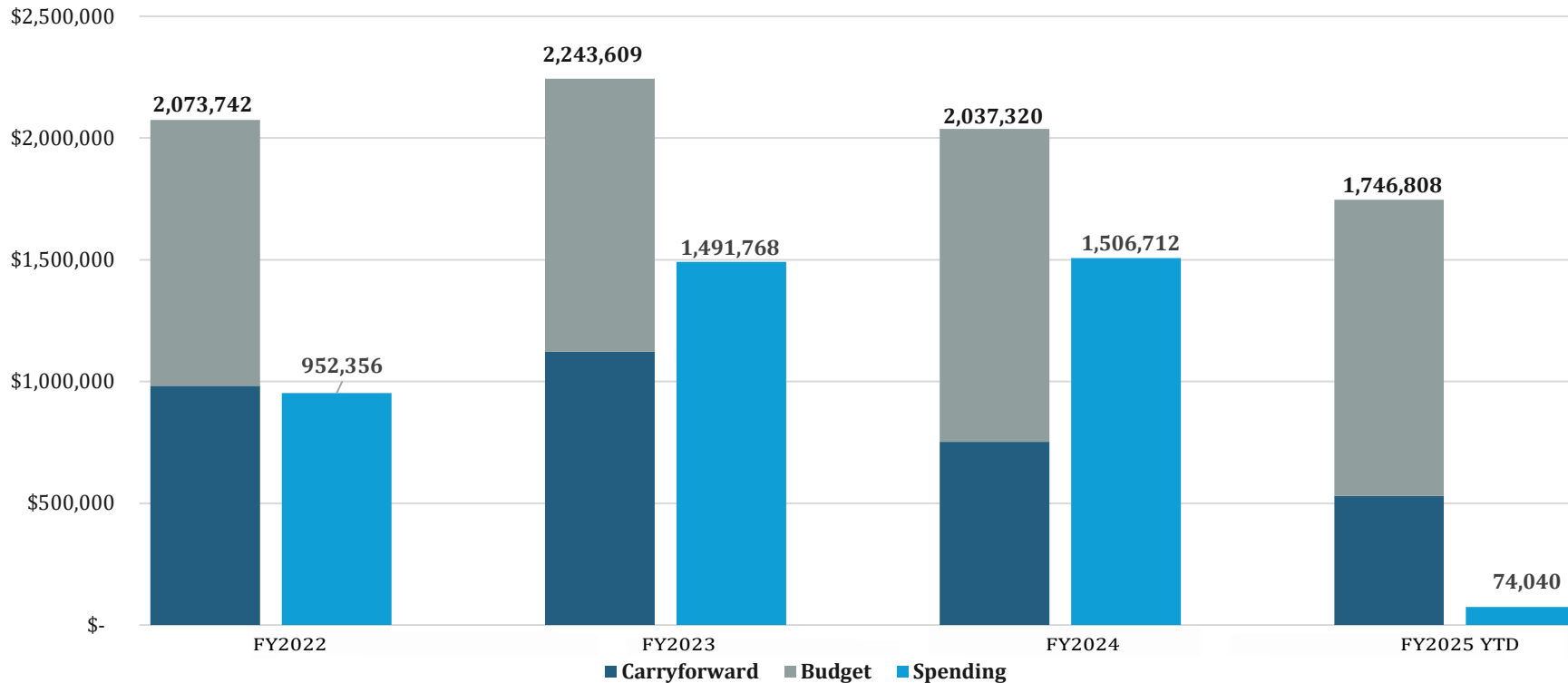
Area 3 (Wayne, Washtenaw, and Monroe Counties)



Service Delivery Partner Wayne Metropolitan Community Action Agency provides WRAP services to residents throughout Wayne County and portions of Washtenaw and Monroe Counties.



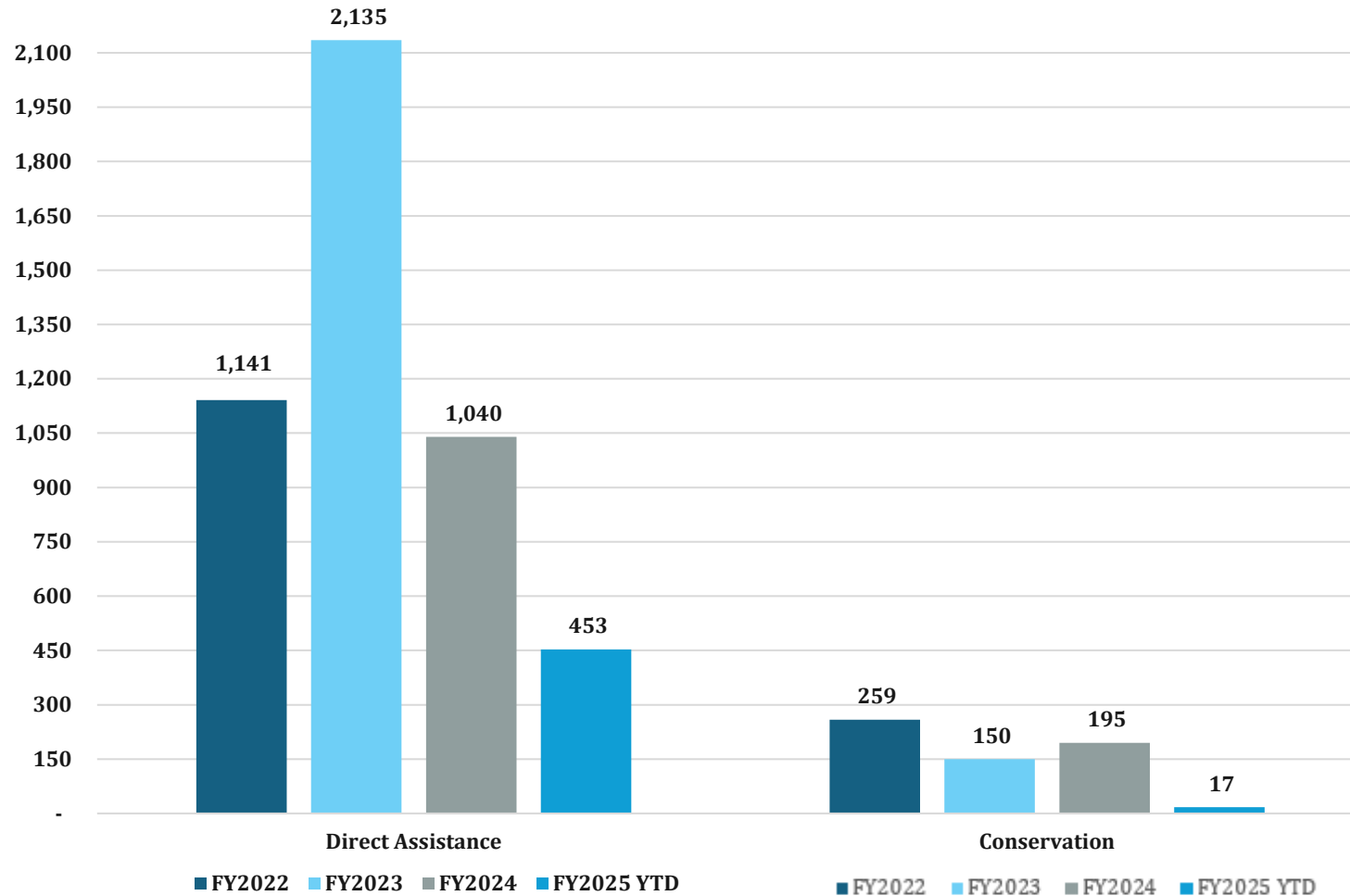
Area 3 - WRAP Inflows and Uses FY 2022 through December 31, 2024



- ◆ FY 2022 – Beginning balance includes significant reallocations of WRAP funds underutilized in other service areas in previous years.
- ◆ Total Inflows = Budgeted Funding + Carryforward
- ◆ FY 2023 - First full year of WRAP Income Based Plan - making household responsibility for bill payments ~3% of household income.
- ◆ FY 2024 – Service Delivery Partners began utilizing a series of State of Michigan funds, appropriated for water assistance through Michigan Department of Health and Human Services grants, in addition to WRAP funding.
- ◆ FY 2025 - First six months of FY 2025 (July 2024 - December 2024).

	FY2022	FY2023	FY2024	FY2025 YTD
Carryforward Balance	\$982,464	\$1,121,386	\$751,841	\$530,608
Current Year Budget	\$1,091,278	\$1,122,223	\$1,285,479	\$1,216,200
Total Inflows	\$2,073,742	\$2,243,609	\$2,037,320	\$1,746,808
Current Year Spending	\$952,356	\$1,491,768	\$1,506,712	\$74,040

Area 3 - WRAP Household Enrollments by GLWA Fiscal Year (July-June)



- ◆ FY 2022 – Beginning balance includes significant reallocations of WRAP funds underutilized in other service areas in previous years.
- ◆ FY 2023 - First full year of WRAP Income Based Plan - making household responsibility for bill payments ~3% of household income.
- ◆ FY 2024 – Service Delivery Partners began utilizing a series of State of Michigan funds, appropriated for water assistance through Michigan Department of Health and Human Services grants, in addition to WRAP funding.
- ◆ FY 2025 - First six months of FY 2025 (July 2024 - December 2024).

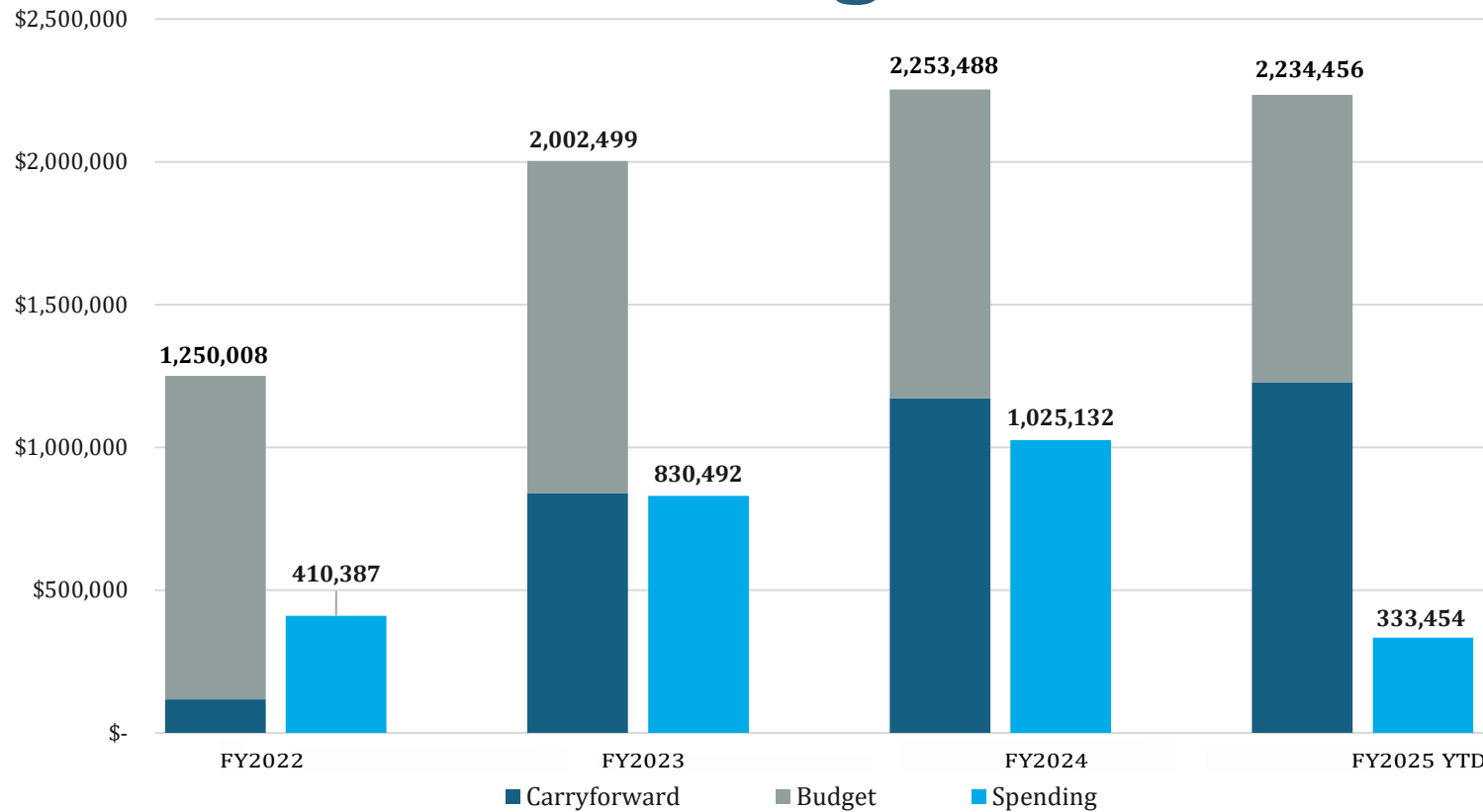


Area 4 (Oakland County)

Service Delivery Partner United Way for Southeastern Michigan provides WRAP services to residents throughout Oakland County.



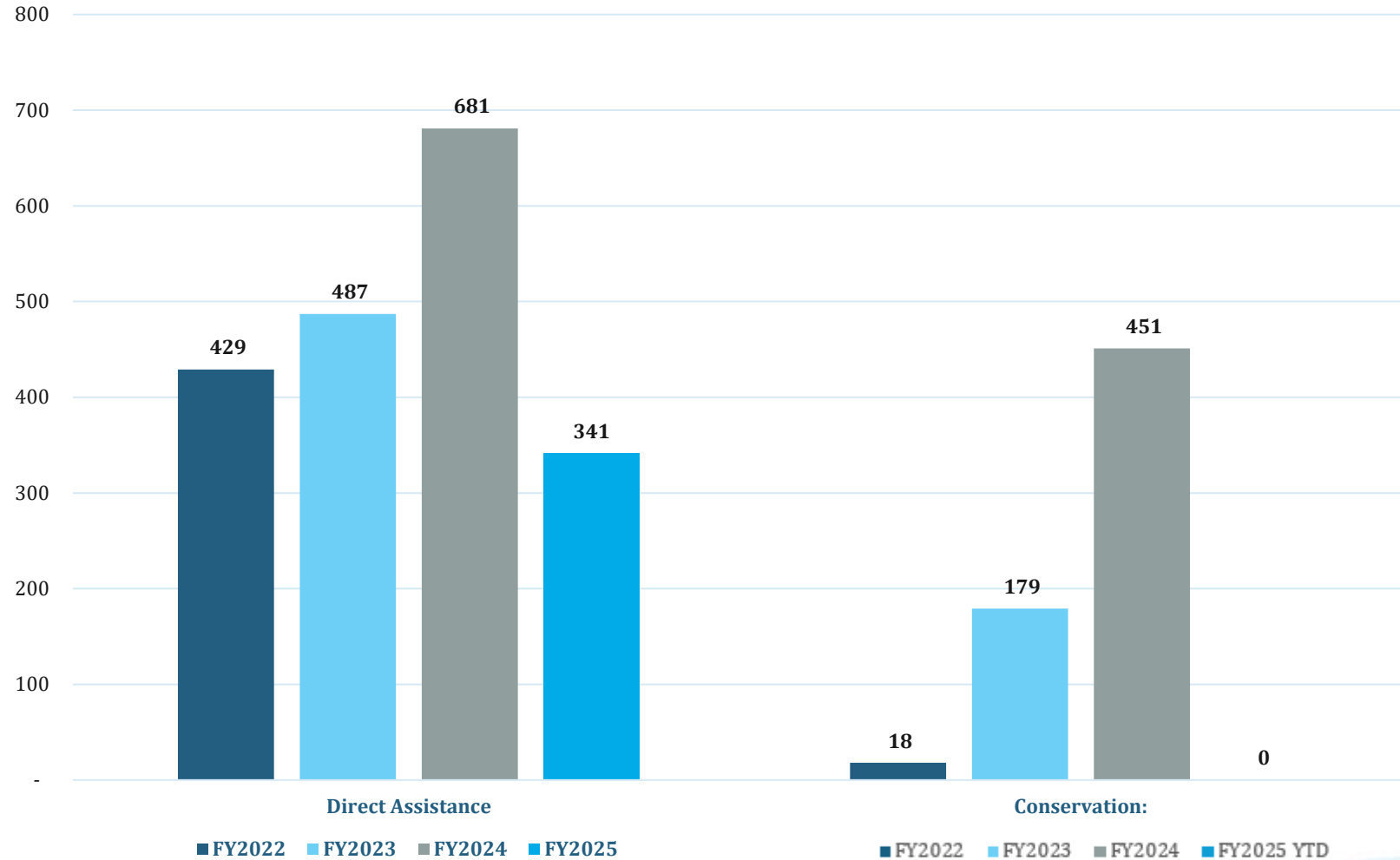
Area 4 - WRAP Inflows and Uses FY 2022 through December 31, 2024



- ◆ FY 2022 – The last year for significant reallocations of WRAP funds underutilized in other service areas in previous years.
- ◆ Total Inflows = Budgeted Funding + Carryforward
- ◆ FY 2023 - First full year of WRAP Income Based Plan - making household responsibility for bill payments ~3% of the households' income.
- ◆ FY 2024 – Service Delivery Partners began utilizing a series of State of Michigan funds, appropriated for water assistance through Michigan Department of Health and Human Services grants, in addition to WRAP funding.
- ◆ FY 2025 - First six months of FY 2025 (July 2024 - December 2024).

	FY2022	FY2023	FY2024	FY2025 YTD
Carryforward Balance	\$116,948	\$839,621	\$1,172,007	\$1,228,356
Current Year Budget	\$1,133,060	\$1,162,878	\$1,081,481	\$1,006,100
Total Inflows	\$1,250,008	\$2,002,499	\$2,253,488	\$2,234,456
Current Year Spending	\$410,387	\$830,492	\$1,025,132	\$333,454

Area 4 - WRAP Household Enrollments by GLWA Fiscal Year (July-June)



- ◆ Conservation FY2025 YTD has not been reported as of the time of this report.
- ◆ FY 2023 - First full year of WRAP Income Based Plan - making household responsibility for bill payments ~3% of household income.
- ◆ FY 2024 – Service Delivery Partners began utilizing a series of State of Michigan funds, appropriated for water assistance through Michigan Department of Health and Human Services grants, in addition to WRAP funding.
- ◆ FY 2025 - First six months of FY 2025 (July 2024 - December 2024). Conservation not reported.



Area 5 (Macomb, Lapeer, and St. Clair Counties)

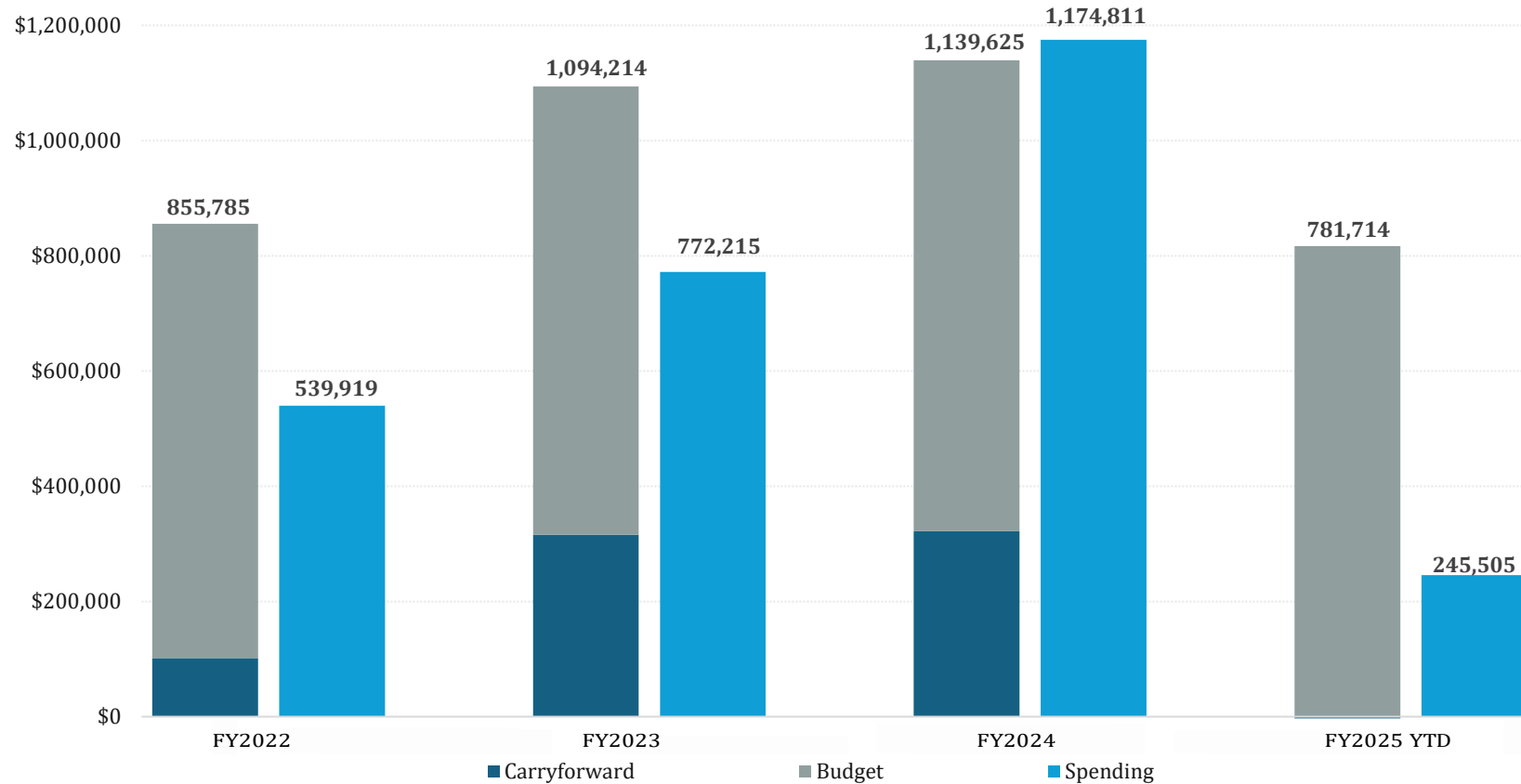


Service Delivery Partner Macomb Community Action provides WRAP services to residents throughout Macomb County and portions of St. Clair and Lapeer Counties.



Macomb
Community
Action

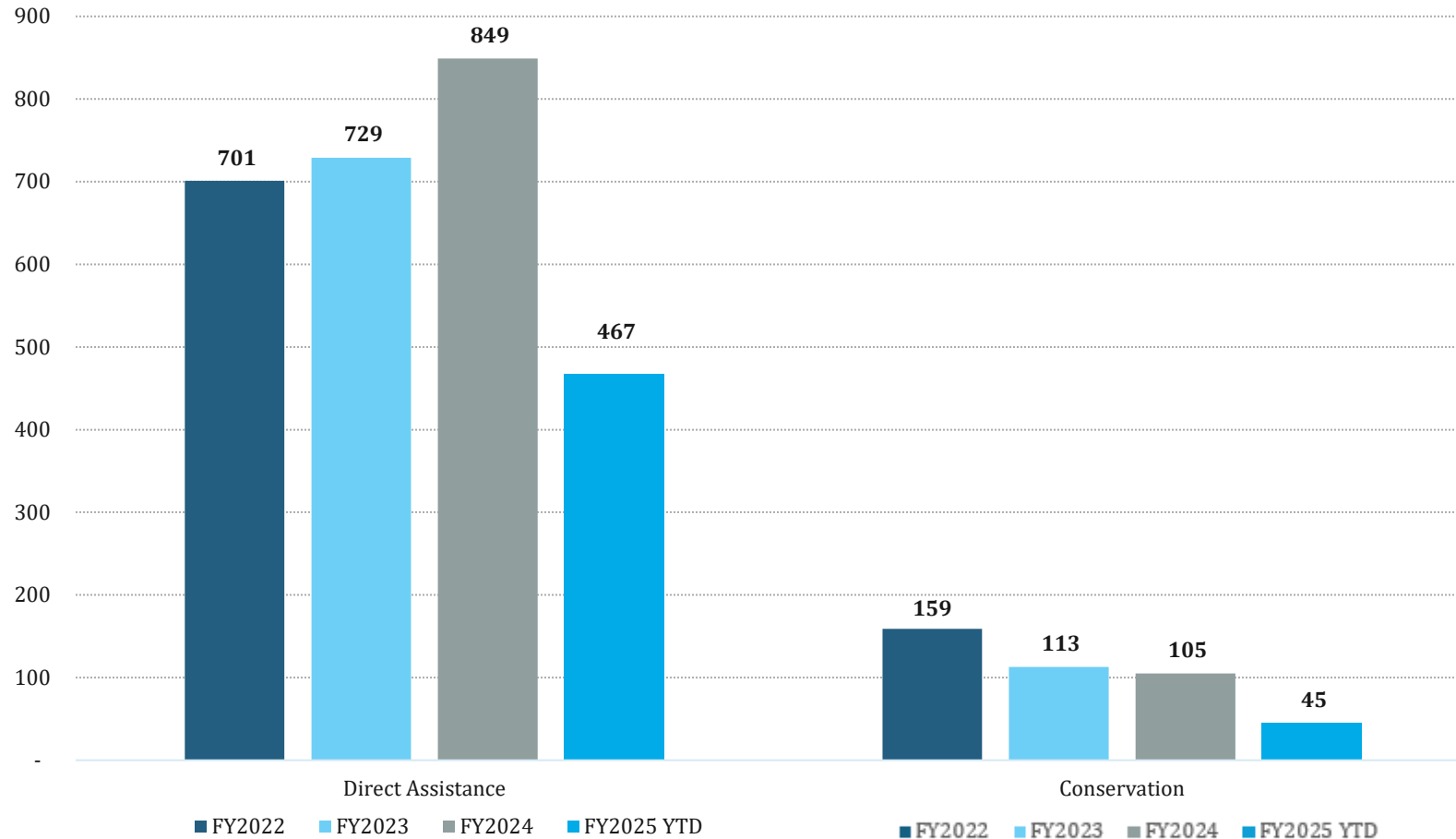
Area 5 - WRAP Inflows and Uses FY 2022 through December 31, 2024



- Total Inflows = Budgeted Funding + Carryforward
- FY 2022 – The last year for significant reallocations of WRAP funds underutilized in other service areas in previous years.
- FY 2023 - First full year of WRAP Income Based Plan - making household responsibility for bill payments ~3% of household income.
- FY 2024 – Service Delivery Partners began utilizing a series of State of Michigan funds, appropriated for water assistance through Michigan Department of Health and Human Services grants, in addition to WRAP funding.
- FY 2025 - First six months of FY 2025 (July 2024 - December 2024).

	FY2022		FY2023		FY2024		FY2025 YTD	
Carryforward Balance	\$	101,890	\$	315,866	\$	321,999	\$	(35,286)
Current Year Budget	\$	753,895	\$	778,348	\$	817,626	\$	817,000
Total Inflows	\$	855,785	\$	1,094,214	\$	1,139,625	\$	781,714
Current Year Spending		\$ 539,919		\$ 772,215		\$ 1,174,811		\$ 245,505

Area 5 - WRAP Household Enrollments by GLWA Fiscal Year (July-June)



- ◆ FY 2023 - First full year of WRAP Income Based Plan - making household responsibility for bill payments ~3% of the households' income.
- ◆ FY 2024 – Service Delivery Partners began utilizing a series of State of Michigan funds, appropriated for water assistance through Michigan Department of Health and Human Services grants, in addition to WRAP funding.
- ◆ FY 2025 - First six months of FY 2025 (July 2024 - December 2024)

WRAP Toolbox

- 💧 Visit www.glwater.org/assistance
- 💧 Email WRAP@glwater.org
- 💧 WRAP Materials:
 - 💧 Service Delivery Partner Information
 - 💧 Flyers
 - 💧 Frequently Asked Questions
 - 💧 Infographics
 - 💧 Service Delivery Partner Information

