



Financial Services Audit Committee Communication

Date: August 26, 2022

To: Great Lakes Water Authority Audit Committee

From: Madison Merzlyakov, Affordability & Assistance Manager

Re: WRAP Policy Approval

Background: On March 1, 2016, the Water Residential Assistance Program (WRAP) began providing assistance to households in the GLWA service area. WRAP provides sustainable 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.

Analysis: GLWA now has an Affordability & Assistance team in place that is dedicated to managing the program. The formal establishment of an Affordability & Assistance team presents an opportunity for the Board of Directors to affirm the mission and vision of the program. By codifying the attached Water Residential Assistance Program Policy, the Affordability & Assistance team will have clear parameters to guide program improvements. A draft policy follows this memo highlighting mission and vision statements which are supported by key program objectives, intended outcomes, funding sources, and oversight controls.

Proposed Action: The GLWA Audit Committee recommends that the Great Lakes Water Authority Board of Directors approve the codification of the Water Residential Program Policy.