



Water Residential Assistance Program Quarterly Report through June 30, 2024

Issued October 25, 2024

How to learn more about WRAP?

To learn more, connect with GLWA's Affordability & Assistance Team at WRAP@glwater.org or visit www.glwater.org/assistance.



WHAT IS WRAP?



The Water Residential Assistance Program (WRAP) assists eligible low-income households receiving water and/or sewer services through a Great Lakes Water Authority (GLWA) Member Partner Community.

WHAT DOES WRAP OFFER?

- Income-based bill credits,
- Payment of past-due balances
- Conservation measures like minor plumbing repairs

HOW LONG CAN A HOUSEHOLD BE IN WRAP?



The program lasts for two years, but households with eligible seniors and permanently disabled persons can receive bill credit assistance without an expiration date.

"I really appreciate the help I'm receiving through the WRAP program. It is feeding me for a week, yes helping me to get food for a week. I'm on [a] very low income and every \$ count [s]. I hope I will continue to receive this help."

~WRAP Customer



Purpose of this Report

This report provides a review of the FY2024 WRAP budget and spending and projections for FY 2025 for all areas serviced by WRAP as defined below:

- ✓ **Area 1** – The City of Detroit – WRAP is one of the City of Detroit’s funding resources for its water affordability program, the Lifeline Plan. This program is managed by the Detroit Water and Sewerage Department (DWSD), which provides detailed reports outlining the services provided to Detroit households
- ✓ **Area 2** - The City of Flint
- ✓ **Area 3** – Wayne County (outside of the City of Detroit), Monroe, and Washtenaw Counties
- ✓ **Area 4** – Oakland County
- ✓ **Area 5** – Macomb, Lapeer, and St. Clair Counties

Background

WRAP, a first-of-its-kind program in the country, was created by representatives from throughout the region. GLWA partners with agencies like Macomb Community Action (MCA), United Way for Southeastern Michigan (United Way), and Wayne Metropolitan Community Action Agency (Wayne Metro) to be service delivery partners that deliver WRAP services to residents.

How does GLWA fund WRAP?

One-half of one percent (0.5%) of GLWA’s budgeted revenues is allocated to fund WRAP. The funds are distributed equitably across the GLWA service region using a funding allocation model.

The WRAP Service Delivery Partners have leveraged other funding sources using the Water Assistance Network to supplement WRAP funding and ensure households are able to continue receiving services.

Water Assistance Network





The Affordability & Assistance Team attended the **Inkster Community Assistance Day** event & The **Dearborn Community Assistance Day** event



9,325

new households enrolled in Direct Payment Assistance Services



1,229

new households enrolled in Conservation/ Healthy Home Services



The Affordability & Assistance Team attended



in support of Wayne Metro receiving the Victorine Q. Adams Award



Created new **WRAPfinity** & **FAQ** fliers for distribution

The Affordability & Assistance Team gave a **WRAP update** to

5

Different Stakeholder Groups:

- 💧 Water Resource Commissioner’s Water Affordability Coalition
- 💧 GLWA One Water Partnership Meetings
- 💧 GLWA One Water Communication & Education Workgroup
- 💧 Statewide Water Affordability Working Group
- 💧 Michigan Department of Environment, Great Lakes, and Energy 2023 Environmental Justice Conference



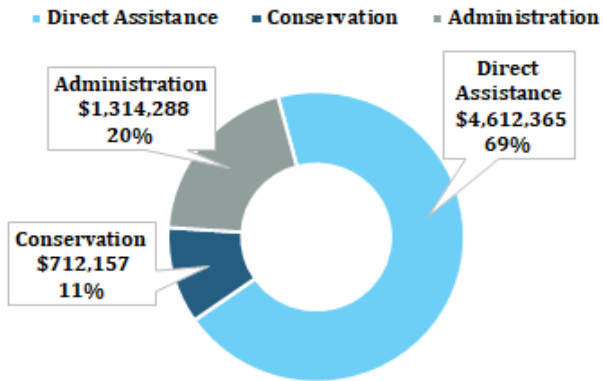
Water Residential Assistance Program

AREA 1: CITY OF DETROIT

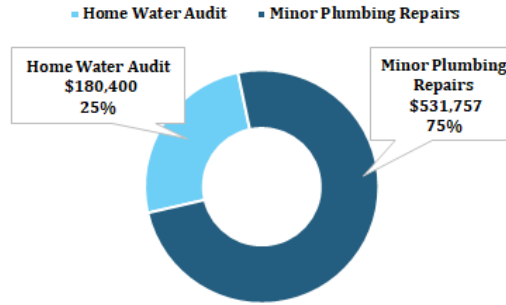
Service Delivery Partner Wayne Metropolitan Community Action Agency provides services to residents throughout the City of Detroit.



FY 2024 TOTAL FUNDS SPENT



FY 2024 CONSERVATION FUNDS SPENT



\$4,612,365 Total Gap Payments Paid

\$21,631,883 Total Gap Payments funds Committed



6,751 *Households enrolled in **Direct Payment Assistance**

451 *Households enrolled in **Conservation / Healthy Home Services**

*FY 2024 New Enrollees



100% of FY 2024 WRAP budget allocation **utilization** (\$4.6 million)

Additional services were funded using rollforward funds

WRAP Rollforward FY 2024	
FY 2023 Rollforward Funding	\$1,286,954
FY 2024 Budgeted Funding	3,336,073
FY 2024 Total Available	\$4,623,027
Services Funded by Other Resources and Adjustments	2,015,783
Services Provided FY 2024	\$6,638,810

How is Lifeline Plan different from WRAP?

- Arrearage balances are completely erased upon enrollment
- Gap payments are determined based on income. The payment amount is an all-in bill amount of \$18, \$43, or \$56 based on income, with up to 1,125 gallons of indoor water usage per household member per month
- Plumbing repairs up to \$2,000 based on water audit
- Households are enrolled as long as their income qualifies. There is no maximum timeframe



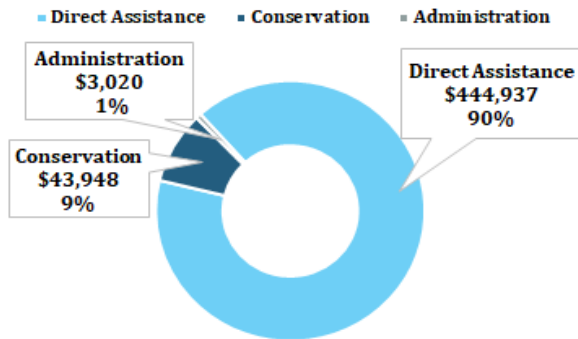
Water Residential Assistance Program

AREA 2: CITY OF FLINT

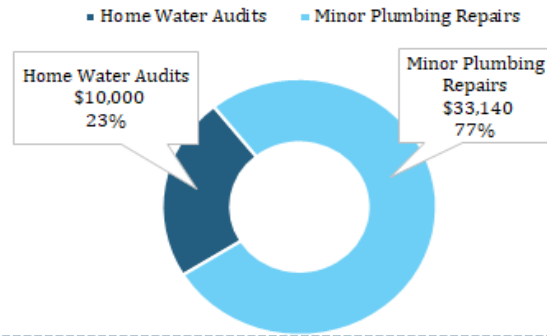
Service Delivery Partner Wayne Metropolitan Community Action Agency provides WRAP services to residents throughout the City of Flint.



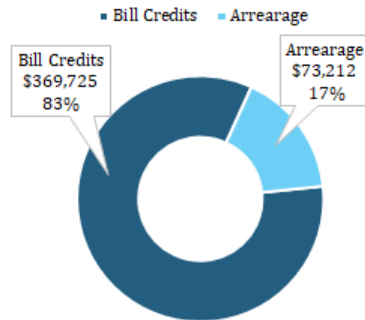
FY 2024 TOTAL FUNDS SPENT



FY 2024 CONSERVATION FUNDS SPENT



FY 2024 Direct Assistance Funds Spent



4 *Households enrolled in **Direct Payment Assistance**
27 *Households enrolled in **Conservation / Healthy Home Services**

*FY 2024 New Enrollees



100% of FY 2024 WRAP budget allocation **utilization** (\$26,000)

Additional services were funded using rollforward funds

WRAP Rollforward FY 2024	
FY 2023 Rollforward Funding	\$331,348
FY 2024 Budgeted Funding	25,942
FY 2024 Total Available	\$357,290
Services Funded by Other Resources and Adjustments	132,615
Services Provided FY 2024	\$489,905

Water Assistance Network



Genesee County Community Action Resource Department (GCCARD):

- As of March 2024, \$1.04 million in Low Income Households Water Assistance Program (LIHWAP) funds were allocated and spent
- In April 2024, \$1.9 million in Local Water Utility Assistance Program (LWUA) was allocated



City of Flint:

- In July 2024, \$250,000 in American Rescue Plan Act (ARPA) funds were granted to be used to reduce the cost of water services

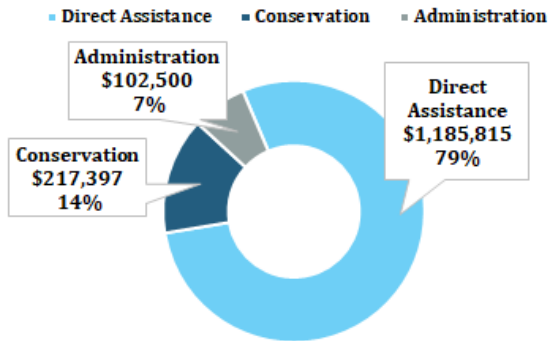


Water Residential Assistance Program

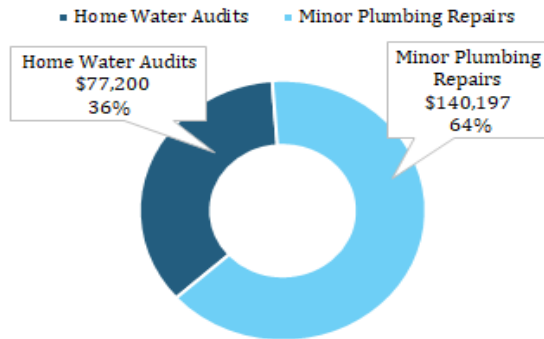
AREA 3: Wayne County (outside the City of Detroit), Washtenaw & Monroe Counties

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

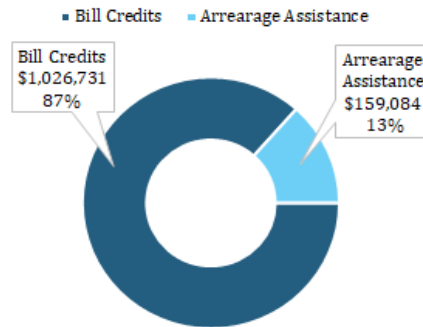
FY 2024 TOTAL FUNDS SPENT



FY 2024 CONSERVATION FUNDS SPENT



FY 2024 DIRECT ASSISTANCE FUNDS SPENT



1,040 *Households enrolled in
Direct Payment Assistance
195 *Households enrolled in
Conservation / Healthy Home Services

*FY 2024 New Enrollees

100% of FY 2024 WRAP budget allocation
utilization (\$1.3 million)

Additional services were funded using rollforward funds, leaving a balance of \$0.5 million to use in FY 2025



WRAP Rollforward FY 2024

FY 2023 Rollforward Funding	\$751,841
FY 2024 Budgeted Funding	1,285,479
FY 2024 Total Available	\$2,037,320
Services Provided FY 2024	\$1,506,712
Rollforward funds available for FY2025	\$530,607



Water Assistance Network

Funding administered by Wayne Metro:

- As of March 2024, \$15.9 million in Low Income Households Water Assistance Program (LIHWAP) funds were allocated and spent
- In October 2023, \$14.4 million was awarded (one-time) from the Michigan Department of Health and Human Services (MDHHS) Water Affordability grant
- In April 2024, \$19.7 million was awarded (one-time) by MDHHS' Local Water Utility Assistance Program (LWUA)





Water Residential Assistance Program

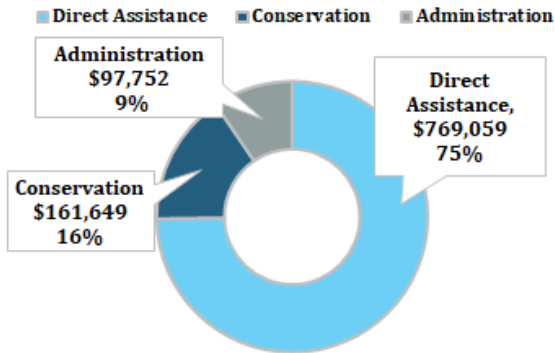
AREA 4: Oakland County



United Way
for Southeastern Michigan

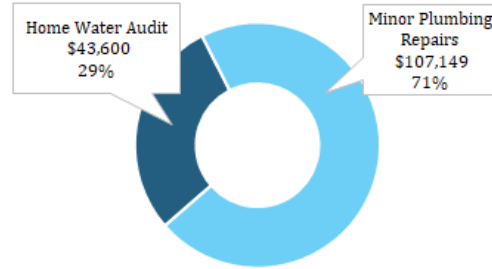
Service Delivery Partner United Way for Southeastern Michigan provides WRAP services to residents throughout Oakland County.

FY 2024 TOTAL FUNDS SPENT



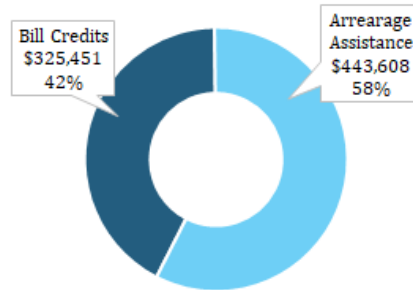
FY 2024 CONSERVATION FUNDS SPENT

Home Water Audit Minor Plumbing Repairs



FY 2024 DIRECT ASSISTANCE FUNDS SPENT

Bill Credits Arrearage Assistance



681 *Households enrolled in **Direct Payment Assistance**
109 *Households enrolled in **Conservation / Healthy Home Services**

*FY 2024 New Enrollees



95% of FY 2024 WRAP budget allocation **utilization** (\$1.0 million)

Rollforward funds are available for use in FY 2025

WRAP Rollforward FY 2024	
FY 2023 Rollforward Funding	\$1,175,338
FY 2024 Budgeted Funding	\$1,081,481
FY 2024 Total Available	\$2,256,819
Services Provided FY 2024	\$1,028,462
Rollforward Funds Available for FY2025	\$1,228,358

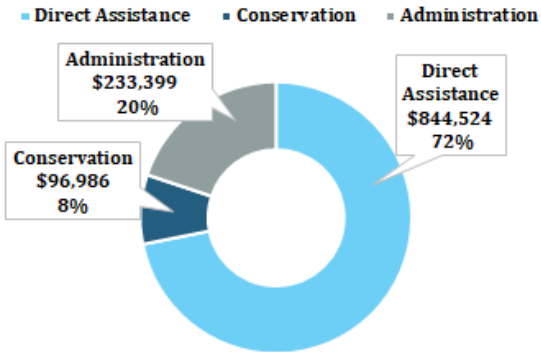


In February 2024, the Water Resources Commission (WRC) received a grant of \$300,000 from Oakland County's American Rescue Plan Act (ARPA) funds. The funds have been used to launch its Hardship Assistance Program (HAP). This program will help Oakland County residents who earn up to 300% of the Federal Poverty Level with their water and sewer bills, arrearage payments, and minor plumbing repairs.

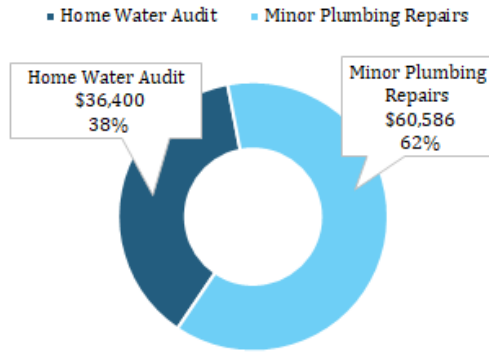
AREA 5: Macomb, Lapeer, and St. Clair Counties

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

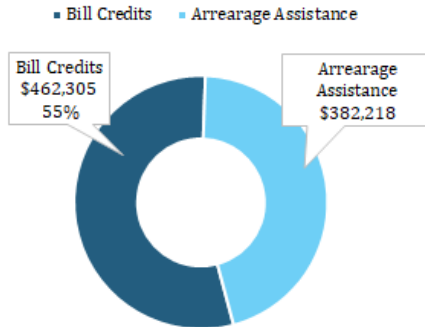
FY 2024 TOTAL FUNDING SPENT



FY 2024 CONSERVATION FUNDS SPENT



FY 2024 DIRECT ASSISTANCE FUNDS SPENT



849 *Households enrolled in **Direct Payment Assistance**
105 *Households enrolled in **Conservation / Healthy Home Services**

*FY 2024 New Enrollees



100% of FY 2024 WRAP budget allocation **utilization** (\$818,000)

Additional services were funded using rollforward funds

WRAP FY 2024 Funding	
FY 2023 Rollforward Funding	\$321,999.00
FY 2024 Budgeted Funding	817,627
FY 2024 Total Available	\$1,139,626
Services Provided FY 2024	\$1,174,910
FY 2024 Excess Funding to be Covered in FY 2025	-35,284



Macomb Community Action

Water Assistance Network

Funding administered by Macomb Community Action:

- As of March 2024, \$761,000 in Low Income Household Water Assistance Program funds (LIHWAP) has been allocated and spent
- In October 2023, \$970,000 was awarded (one-time) from the Michigan Department of Health and Human Services (MDHHS) Water Affordability grant
- In April 2024, \$1 million was awarded (one-time) by the MDHHS' Local Water Utility Assistance Program (LWUA)