



Office of the Chief Executive

735 Randolph Street, Suite 1900
Detroit, Michigan 48226

June 6, 2017

Dear Member Communities:

Re: Water Residential Assistance Program (WRAP) Opportunities

As water service providers, our focus is on reliably delivering water of unquestionable quality. Supporting households that are struggling to keep up with their water bills and performing minor plumbing repairs has not traditionally been within our reach. It was not until WRAP was created, as part of the formation of the Great Lakes Water Authority (GLWA), that a robust program with sustainable financial resources for broader distribution was available.

During its first year, WRAP supported more than 4,100 households in 60 participating communities through bill payment and arrearage assistance, home water audits and minor plumbing repairs. The impact the program had on these households was significant – the average assistance received per household was \$775 and 1,890 water shutoffs were avoided. Equally important, home water auditors helped recipients better understand their home water usage so they can manage future usage and bill payment in a sustainable manner.

As WRAP begins its second year of assistance, GLWA is reaching out to member communities to join the program if they have not already done so, or to add a new available option if they already participate. The program has been expanded to include home audits and minor plumbing repairs for eligible households that have above-average water usage but are not behind on their bills. Replacement of kitchen and bathroom faucets that are not “lead-free” are now eligible as minor repairs. The enclosed brochure highlights the results of WRAP’s first year of operation, and describes the different participation options available for your community. A list of current member community participants, as well as household eligibility requirements are also included.

All GLWA water and wastewater member communities are eligible to participate in WRAP. This first-of-its-kind program in Michigan is setting a standard for transformative water utility assistance programs. Participation in WRAP demonstrates our joint commitment to reliably delivering water of unquestionable quality and building healthy communities.

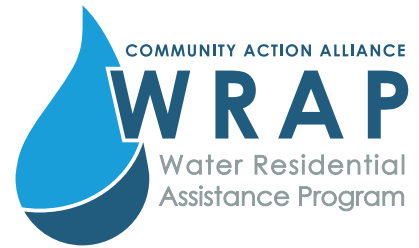
We encourage you to sign up for WRAP and share the WRAP Public Service Announcement (<https://youtu.be/ZQ07NSUI2uw>) with your cable station.

Sincerely yours,

Sue F. McCormick
Chief Executive Officer

Attachments

JOIN WRAP TO SUPPORT HOUSEHOLDS IN YOUR COMMUNITY



WRAP (Water Residential Assistance Program) was established as a result of the historic agreement that created the Great Lakes Water Authority (GLWA) in 2015. The program is a hallmark of regional collaboration to assist low-income households with water and sewer bills and encourage water use efficiency in the communities that GLWA serves. Launched on March 1, 2016, WRAP is the first program of its kind in Michigan and one of a few sustainable assistance plans in the country.

WRAP was designed by a team of Advisory Group members including representatives of agencies from Macomb, Oakland, and Wayne Counties, and Community Action Agencies in the GLWA service area. The program continues to evolve to better serve the varied needs of our member communities.

GLWA budgets 0.5% of its operating revenue for the program annually, which totalled \$4.5 million for the first year. Day-to-day program operations are coordinated for GLWA by its contractual partner, Wayne Metropolitan Community Action Agency. All GLWA member communities are encouraged to participate in WRAP to offer assistance to eligible residents.

According to Sue F. McCormick, GLWA CEO, “We’re continuing to look at ensuring the program provides value in every community. I strongly encourage GLWA member communities to look at the success stories we’ve had and to examine how this program can benefit the constituents in their communities. Join us in extending this benefit to your constituents.”

First Year Impacts

March 1, 2016 - February 28, 2017

During WRAP’s first year, more than 4,100 households in southeast Michigan received some level of water services assistance. The adjacent infographic depicts the results of home audits and repairs completed, as well as bill payment and arrearage assistance provided. WRAP funds committed during the first year totalled more than \$3.9 million.



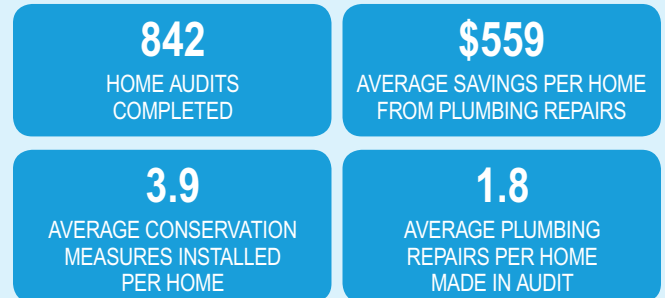
FUNDS COMMITTED DURING FIRST YEAR



BILL PAYMENT AND ARREARAGE ASSISTANCE



HOME AUDITS AND MINOR PLUMBING REPAIRS



During its first year, WRAP focused on getting households back on track to manage payments and water usage. Processes developed for payment assistance and home audits have laid a solid foundation for expanding the program to reach its planned potential.



WRAP's mission is to administer the distribution of WRAP funding to eligible, low-income households in GLWA's regional system with a vision to create a transformative water utility assistance program focusing on bill assistance, conservation and self-sufficiency initiatives. Three program options are available for GLWA member communities:



OPTION 1

- ◆ One-time home water audit for households above 120% average water usage
- ◆ Minor plumbing repairs (up to \$1,000 per household)
- ◆ Monthly bill credits (up to \$300 per year)
- ◆ Arrearage assistance (up to \$700 per year)

OPTION 2

- ◆ One-time home water audit for households above 120% average water usage
- ◆ Minor plumbing repairs (up to \$1,000 per household)
- ◆ Monthly bill credits (up to \$300 per year)

OPTION 3

- ◆ One-time home water audit for households above 120% average water usage
- ◆ Minor plumbing repairs (up to \$1,000 per household)

Program Eligibility

All GLWA water and wastewater member communities are eligible to apply for WRAP assistance.

Household Participation Criteria

Households are eligible to receive WRAP assistance if they meet all of the following criteria:

- Located within the GLWA regional system and provide proof of residency;
- Household income at or below 150% of federal poverty guidelines. The Program Administrator will review the past 3 months of household income to determine eligibility;
- A qualifying head of household must provide appropriate proof of identity for all members of the household 18 years and older;
- A payment toward the account balance of at least 5% of the amount owed or \$50, whichever is lower, must be paid within the last 90 days;
- Proof of responsibility for water bill.

Households can participate in WRAP for up to 2 years provided all eligibility criteria are met.

Program Options Meet Varied Levels of Need

WRAP provides direct assistance with bill payment and arrearages, as well as funds for home water conservation audits and fixture repairs and replacements to conserve system resources and reduce future household water bills. Three options are available (see page 2) with different benefits as described in the chart below. All options include a home water audit and minor plumbing repairs. Only households with above 120% of average water usage are eligible for home water audits and minor plumbing repairs.



“The WRAP program has provided an efficient, effective means to assist qualified customers in making payments and reducing arrearages on their water and sewer accounts. The effort required from the City has been minimal, and has yielded good results.”

Coline Coleman, Chief Accountant
City of Livonia

“We’ve had more interest in the program than we anticipated. The availability of WRAP is very much appreciated by the City’s participants.”

Karen Mondora, Director of Public Services
City of Farmington Hills

PROGRAM BENEFITS FOR HOUSEHOLDS	Owner Occupied	Renter Occupied
One-time home water audit for households above 120% of average water usage.	✓	
Minor plumbing repairs up to \$1,000 per household to fix minor plumbing issues, identified in audit, leading to high water usage (finding and fixing leaks, upgrading water-using fixtures ¹) and/or minor lead replacement assistance.	✓	
\$25 monthly bill credits up to \$300 per year in assistance. Applicable as long as client continues to pay all current monthly/quarterly charges. (Enrollees are eligible for second year monthly bill credits up to an additional \$300.)	✓	✓
Arrearage assistance up to \$700 to be paid 50% (up to \$350) after six months in the program, and 50% (up to \$350) after one year. (Enrollees are eligible for second year arrearage assistance up to an additional \$700.)	✓	✓

¹Conservation measures, many fixture upgrades, and many repairs, such as toilet flapper repair or faucet washer repair, are completed during the home water audit by an EcoWorks Auditor. More complex repairs are contracted out to a licensed plumbing company.

WRAP Participation Process for GLWA Member Communities

Participating in WRAP is easy. Contact the Community Action Agency serving your community and they will guide you through the 5-Step Implementation Process shown below. It's a simple process that can provide great benefit to qualified households in your community.



COMMUNITY ACTION AGENCIES

City of Detroit and Wayne County

Alicia Ramon, Chief Programs Officer - Basic Needs
Wayne Metropolitan Community Action Agency
(313) 324-7950 • aramon@waynemetro.org

Lapeer, Macomb and St. Clair Counties

Julie Hintz, Program Manager
Macomb Community Action
(586) 469-5913 • Julie.Hintz@macombgov.org

Monroe County

Stephanie Kasprzak, Executive Director
Monroe County Opportunity Program
(734) 241-2775 ext. 206 • skasprzak1140@gmail.com

Oakland and Washtenaw Counties

Dayna Swindell, Community and Energy Services Dir.
Oakland Livingston Human Service Agency
(248) 209-2791 • daynas@olhsa.org

Additional Resources

www.glwater.org

www.waynemetro.org/wrap

Wrap: A Story of Success Video (<https://youtu.be/CVa9YX8z16M>)

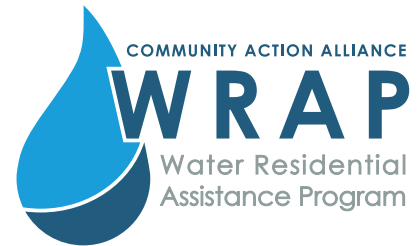


Macomb
Community
Action

OLHSA
A Community Action Agency



GLWA MEMBER COMMUNITY PARTICIPATION IN WRAP



All GLWA member communities are encouraged to participate in WRAP (Water Residential Assistance Program). The program assists low-income households with water and sewer bills and promotes water use efficiency. This list indicates each GLWA member community’s current program enrollment status, and the Community Action Agency responsible for administering WRAP assistance.

MEMBER COMMUNITY	OPTION 1	OPTION 2	OPTION 3	COMMUNITY ACTION AGENCY
Allen Park	✓			Wayne Metro
Almont Village		✓		MCA
Ash Township	✓			MCOP
Auburn Hills				OLHSA
Augusta Township				OLHSA
Belleville				Wayne Metro
Berkley				OLHSA
Berlin Township				MCOP
Beverly Hills	✓			OLHSA
Bingham Farms	✓			OLHSA
Birmingham	✓			OLHSA
Bloomfield Hills				OLHSA
Bloomfield Township				OLHSA
Brownstown Township	✓			Wayne Metro
Burtchville Township				MCA
Canton Township	✓			Wayne Metro
Center Line	✓			MCA
Chesterfield Township	✓			MCA
Clawson	✓			OLHSA
Clinton Township		✓		MCA
Commerce Township	✓			OLHSA
Dearborn	✓			Wayne Metro
Dearborn Heights	✓			Wayne Metro
Detroit	✓			Wayne Metro

MEMBER COMMUNITY	OPTION 1	OPTION 2	OPTION 3	COMMUNITY ACTION AGENCY
Eastpointe	✓			MCA
Ecorse	✓			Wayne Metro
Farmington	✓			OLHSA
Farmington Hills	✓			OLHSA
Ferndale	✓			OLHSA
Flat Rock	✓			Wayne Metro
Fraser	✓			MCA
Garden City				Wayne Metro
Gibraltar		✓		Wayne Metro
Grosse Ile Township				Wayne Metro
Grosse Pointe				Wayne Metro
Grosse Pointe Farms				Wayne Metro
Grosse Pointe Park				Wayne Metro
Grosse Pointe Shores	✓			Wayne Metro
Grosse Pointe Woods				Wayne Metro
Hamtramck		✓		Wayne Metro
Harper Woods		✓		Wayne Metro
Harrison Township				MCA
Hazel Park		✓		OLHSA
Huntington Woods				OLHSA
Huron Charter Township				Wayne Metro
Imlay City				MCA
Inkster		✓		Wayne Metro
Keego Harbor	✓			OLHSA

Wayne Metropolitan Community Action Agency (Wayne Metro) • Macomb Community Action (MCA)
 Monroe County Opportunity Program (MCOP) • Oakland Livingston Human Service Agency (OLHSA)



MEMBER COMMUNITY	OPTION 1	OPTION 2	OPTION 3	COMMUNITY ACTION AGENCY
Lake Orion				OLHSA
Lapeer	✓			MCA
Lathrup Village	✓			OLHSA
Lenox Township				MCA
Lincoln Park	✓			Wayne Metro
Livonia	✓			Wayne Metro
Macomb Township	✓			MCA
Madison Heights	✓			OLHSA
Melvindale	✓			Wayne Metro
New Haven Village	✓			MCA
Northville	✓			Wayne Metro
Northville Township				Wayne Metro
Novi				OLHSA
Oak Park				OLHSA
Orchard Lake	✓			OLHSA
Orion Township	✓			OLHSA
Oxford	✓			OLHSA
Pittsfield Charter Township	✓			OLHSA
Pleasant Ridge				OLHSA
Plymouth Township				Wayne Metro
Plymouth		✓		Wayne Metro
Pontiac	✓			OLHSA
Redford Township	✓			Wayne Metro
River Rouge	✓			Wayne Metro
Riverview	✓			Wayne Metro
Rochester Hills				OLHSA
Rockwood				Wayne Metro
Romulus		✓		Wayne Metro

MEMBER COMMUNITY	OPTION 1	OPTION 2	OPTION 3	COMMUNITY ACTION AGENCY
Roseville				MCA
Royal Oak	✓			OLHSA
Royal Oak Township	✓			OLHSA
Shelby Township	✓			MCA
South Rockwood				Wayne Metro
Southfield	✓			OLHSA
Southgate	✓			Wayne Metro
St. Clair Shores	✓			MCA
Sterling Heights	✓			MCA
Sumpter Township				Wayne Metro
Superior Township				OLHSA
Sylvan Lake				OLHSA
Taylor		✓		Wayne Metro
Trenton				Wayne Metro
Troy				OLHSA
Utica	✓			MCA
Van Buren Township	✓			Wayne Metro
Walled Lake				OLHSA
Warren	✓			MCA
Washington Township		✓		MCA
Wayne				Wayne Metro
West Bloomfield Township				OLHSA
Westland	✓			Wayne Metro
Wixom				OLHSA
Woodhaven				Wayne Metro
Ypsilanti	✓			OLHSA
Ypsilanti Township	✓			OLHSA

Wayne Metropolitan Community Action Agency (Wayne Metro) • Macomb Community Action (MCA)
 Monroe County Opportunity Program (MCOP) • Oakland Livingston Human Service Agency (OLHSA)

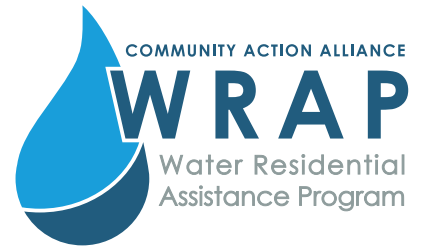


Macomb Community Action

OLHSA
 A Community Action Agency



HOUSEHOLD ELIGIBILITY FOR WRAP ASSISTANCE



WRAP (Water Residential Assistance Program) provides assistance to eligible low-income households. Qualifying households must meet the income eligibility requirements shown in the income chart below. Owner-occupied households above 120% of average water usage are also eligible for minor home plumbing repairs. Water usage can be determined by comparing a recent water and sewer bill to the water usage conversion charts, provided in 100 cubic feet (CCF) and 1,000 gallons, to determine eligibility.

INCOME

ANNUAL INCOME LIMIT	HOUSEHOLD MEMBERS										ELIGIBLE PROGRAMS
	1	2	3	4	5	6	7	8	9	10	
150% Poverty	\$18,090	\$24,360	\$36,630	\$36,900	\$43,170	\$49,440	\$55,710	\$61,980	\$68,250	\$74,520	WRAP
125% Poverty	\$15,075	\$20,300	\$25,525	\$30,750	\$35,975	\$41,200	\$46,425	\$51,650	\$56,875	\$62,100	Community Services Block Grant (CSBG)

Source: HHS Poverty Guidelines (1/24/2017)

WATER USAGE CONVERSION IN 100 CUBIC FEET (CCF)

HOUSEHOLD SIZE	MONTHLY		QUARTERLY (EVERY 3 MONTHS)	
	AVERAGE USAGE (CCF)	20% ABOVE AVERAGE USAGE (CCF)	AVERAGE USAGE (CCF)	20% ABOVE AVERAGE USAGE (CCF)
1	3	4	9	11
2	6	7	18	22
3	9	11	27	32
4	12	14	36	43
5	15	18	45	54
6	18	21	54	65
7	21	25	63	76
8	24	29	72	86
9	27	32	81	97
10	30	36	90	108

Not all water providers use CCF as the unit of measurement for billing.

WATER USAGE CONVERSION IN 1,000 GALLONS

HOUSEHOLD SIZE	MONTHLY		QUARTERLY (EVERY 3 MONTHS)	
	AVERAGE USAGE (1,000 GALLONS)	20% ABOVE AVERAGE USAGE (1,000 GALLONS)	AVERAGE USAGE (1,000 GALLONS)	20% ABOVE AVERAGE USAGE (1,000 GALLONS)
1	2	3	7	8
2	4	5	13	16
3	7	8	20	24
4	9	10	27	32
5	11	13	34	40
6	13	16	40	49
7	16	19	47	57
8	18	22	54	64
9	20	24	61	73
10	22	27	67	81

Not all water providers use 1,000 gallons as the unit of measurement for billing.

