

# WRAP Conservation Program Changes

## Document Background

This document is intended to provide a summary proposed changes to the water conservation portion of the Water Residential Assistance Program (WRAP) administered by the Great Lakes Water Authority (GLWA). As part of Public Sector Consultant's (PSC) WRAP program evaluation (concluded in October 2020) a recommendation was provided to evaluate the effectiveness of the current conservation program. The report stated:

GLWA should work with program administrators and member partner communities to assess the impact of conservation services provided through WRAP, with the goal of differentiating between audits and repairs. Based on this analysis, GLWA can develop a strategy to realign water conservation funding to support measures that yield the highest return on investment for customers. If, as suggested by stakeholders, home usage audits are not as effective at reducing household consumption, then this funding should be dedicated to measures that can demonstrate higher impact on consumption.

GLWA should conduct additional research to determine the types of water conservation measures that are deployable at scale and have a proven impact on savings. Such an approach could potentially enable WRAP to purchase equipment that directly benefits from economies of scale. Stakeholders highlighted DWSD's toilet replacement program as an example of an effective, proven conservation strategy that can be deployed at scale. While the general consensus was to focus conservation services on repairs and upgrading fixtures, stakeholders added that a focus on conservation education and behavioral change should be maintained.

PSC worked closely with Macomb Community Action Agency (MCA) and Wayne Metro to develop the proposed program changes **(indicated throughout this document in bold)**. **MCA will be administering the conservation program on behalf of Oakland Livingston Human Services Agency.**

## Purpose of the Program

In keeping in line with the overall tenets of WRAP, the water conservation and plumbing repair program is designed to reduce the overall water usage in a home through repairs and conservation measures. The program overall goals are to educate the homeowner on responsible water usage, provide conservation measures in the home to reduce water consumption, and **repair leaking and/or nonfunctioning plumbing and other water fixtures to create a safe, livable home.**

## Eligibility for Conservation Services

Households with income levels less than 200% of the federal poverty level and located within GLWA’s service territory are eligible to receive conservation measures in their home, given they are responsible for the water bill.

Eligibility Criteria	
Current	Proposed
Located within the GLWA regional system and provide proof of residency	Located within the GLWA regional system and provide proof of residency
Water bill must be in the name of the resident, or the resident must be able to demonstrate they are responsible for payment of the water bill	Water bill must be in the name of the resident, or the resident must be able to demonstrate they are responsible for payment of the water bill
Live in a community current participating in WRAP	<b>House does NOT need to be in a participating WRAP community</b>
Household income at or below 200% of the federal poverty guidelines	Household income at or below 200% of the federal poverty guidelines
Proof of identity for all members of the household 18 years and older	Proof of identity for all members of the household 18 years and older
Household must be a high water user (120% more than the average household)	<b>Water usage is utilized as a criterion for eligibility (without a high water use percentage)</b>
Household must have proof of income	

## Program Resource Allocation

Current	Proposed
The allocation for conservation services is 20 percent of the overall annual WRAP budget.	20 percent of the overall annual WRAP budget, <b>although given the federal LIHWAP and CERA programs, this should be monitored and adjusted as needed.</b>
Conservation services and minor home repairs capped at \$2000 (lifetime maximum) <ul style="list-style-type: none"> <li>WM utilizes \$400 for the home water audit</li> </ul>	<b>Conservation services and minor home repairs capped at \$2,000 per household, with exceptions for up to an additional \$1000 total for repairs to stabilize the home to usable conditions.</b> <ul style="list-style-type: none"> <li>CAAs will develop criteria for utilization of additional funds for home repairs. Exceedance activity will be reported to GLWA on a monthly basis and to the Board on a quarterly basis.</li> <li>CAAs can individually decide how/when to conduct the home water audit. <ul style="list-style-type: none"> <li>A fee schedule will be developed for CAAs to utilize for water home audits, including fees for no-show appointments.</li> </ul> </li> </ul>

## Conservation Services Program Delivery Plan (NEW)

Each community action agency (CAA) will annually submit a program implementation plan to GLWA for review and approval. The plan will outline the program plans for household education, delivery of conservation measures, and minor home repairs. It should include information on how program performance, spending, and services provided will be tracked and reported. Additionally, the program plan should include information on how the program will integrate with other home assistance programs

(i.e., home weatherization). Each community action plan should create a prioritization chart so program participants have a clear understanding of spending priorities should resources become limited.

For CAAs that continue to utilize a home water audit program, the CAA should clearly outline the services that are provided during the audit and how they will align with conservation measures and plumbing repair program.

## Conservation and Plumbing Measures (NEW)

The following services, along with necessary associated repairs, are provided as part of minor plumbing and conservation measures provided to WRAP program recipients. Water supply fixtures, devices, and piping that exist in residential dwellings may be considered for repair/replacement to reduce water usage in the home and provide for access to clean potable water for the residents. **Qualified repairs will ensure the home has hot and cold water and will address issues that would prevent residents from the safe and full use of: at least one toilet in the home; at least one shower or bath; at least one bath faucet; one kitchen faucet.**

**In offering these services, the CAAs will prioritize services that reduce water consumption or allow for safe access to water. CAAs should work to ensure that services scoped for a household are under the \$2,000 household cap.**

Repairs and installations shall be categorized as plumbing repairs, while noting when repairs are considered conservation measures with deemed savings attached to them.

Proposed Conservation Measures	Proposed Minor Plumbing Repairs and Replacements
Shower timers	Toilet and associated plumbing
Low flow faucets installations	Shower or bath associated plumbing
Low flow toilets installations	Bath faucet and associated plumbing
Low flow aerator installation	Kitchen faucet and associated plumbing
Low flow showerheads	Piping in resident including shut offs and supply lines
Water usage educational materials	Utility tub faucet and controls repair/replacement
Leak detection	Plumbing repairs to address leaks and reduce usage
	Water heater
	Repairs to boilers to address leaks

## Calculating Program Savings (NEW)

The program will annually develop a water savings guide that outlines the expected savings from the conservation and plumbing repairs conducted in the home. Each CAA will track the water saving of each service provided and report monthly to GLWA on program savings utilizing the water savings guide.