

Water Residential Assistance Program Conservation Program Changes

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August 27, 2021

2015 Program Purpose

- Reduce overall water usage in a home through repairs and conservation measures
- Educate homeowners on responsible water usage
- Provide conservation measures in the home to reduce water consumption

Public Sector Consultants Evaluation (October 2020)

- Assess the impact of conservation services provided through WRAP
- Differentiate between water audits and repairs
- Realign water conservation funding to support measures that yield the highest return on investment for customers
- Determine the types of water conservation measures that are deployable at scale and have a proven impact on savings
- Focus conservation program on repairs and upgrading fixtures
- Maintain the conservation education part of the program

Current WRAP Conservation Program Offerings

COMMUNITY ACTION ALLIANCE
WRAP
Water Residential Assistance Program

GLWA
Great Lakes Water Authority
WRAP funding is made possible by the Great Lakes Water Authority

WRAP BENEFITS

- Home water audit and minor plumbing repairs **average of \$1,500** for residents above 120% of average usage
- Water saving kits, consumer training classes and Supportive WRAP - Around Services

CLIENT BENEFITS

- UP TO \$1,000** in assistance per household
- UP TO \$350** first arrearage payment made at initial enrollment
- \$25 MONTHLY** bill credit & help with arrears

WRAP QUALIFICATIONS

PROVIDE PROOF OF

- Residency & income
- Renter's proof of responsibility for water on lease
- Have income at or below 200% of poverty level
- Stay current on monthly bill payment

200% Federal Poverty Chart

Number of Household Members	1	2	3	4	5	6	7	8	9	10
Income Limit (\$)	25,520	34,480	43,440	52,400	61,360	70,320	79,280	88,240	96,600	100,980

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- Provides water conservation education and minor home repairs to eligible residents in Great Lakes Water Authority (GLWA) service territory to reduce water waste
- Allocates 20 percent of overall WRAP dollars to conservation

Goals of Proposed Changes to WRAP Conservation

- Expand overall program purpose
- Increase number of eligible households
- Remove barriers to participation
- Ensure repairs are done in a responsible manner
- Make wise financial decisions
- Ensure proper GLWA oversight while providing community action agencies (CAAs) program management flexibility to meet community needs
- Provide transparency on water-saving measures

2021 Expanded Program Purpose

- 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

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 water bill payment	Water bill must be in the name of the resident, or the resident must be able to demonstrate they are responsible for water bill payment
Live in a community currently participating in WRAP	House does not need to be in a participating WRAP community
Household income at or below 200 percent of federal poverty guidelines	Household income at or below 200 percent of 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 percent more than the average household)	Water usage is utilized as a criterion for eligibility (without a high water use percentage)
Household must have proof of income	Household must have proof of income



Program Resource Allocation

Utilization of Program Resources

Current

The allocation for conservation services is 20 percent of the overall annual WRAP budget.

Conservation services and minor home repairs capped at \$2,000 (lifetime maximum)

\$400 set aside to conduct home water audits

Proposed

20 percent of the overall annual WRAP budget, **although given the federal Low-Income Household Water Assistance Program and Covid Emergency Rental Assistance programs, this should be monitored and adjusted as needed.**

Conservation services and minor home repairs capped at \$2,000 per household, **with exceptions for up to an additional \$1,000 total for repairs to stabilize the home to usable conditions.**

- **CAAs will develop criteria for use of additional funds for home repairs.**
- **All exceedances will be reported to GLWA on a monthly basis and to the board on a quarterly basis.**

CAAs can individually decide how/when to conduct a home water audit.

- **A fee schedule will be developed for CAAs to use for home water audits, including fees for no-show appointments.**



Conservation Services Program Delivery Plan

Each CAA will annually submit a program implementation plan to GLWA for review and approval. The plan should include:

- The CAA's methods for delivering household education, conservation measures, and minor home repairs.
- Information on how program performance, spending, and services provided will be tracked and reported.
- Information on how the program will integrate with other home assistance programs (e.g., home weatherization).
- A prioritization chart so program participants have a clear understanding of spending priorities should resources become limited.
- For CAAs that continue to use a home water audit program, what services will be provided during the audit, and how it will align with conservation measures and the plumbing repair program.

Qualified Conservation and Plumbing Measures

- The following services and associated repairs are provided as part of plumbing and conservation measures to WRAP 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 residents access to clean potable water.
 - 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, and one kitchen faucet.

Proposed Conservation and Plumbing Measures

Conservation Measures*

Minor Plumbing Repairs and Replacements

Shower timers	Toilet and associated plumbing
Low-flow faucet installation	Shower or bath and associated plumbing
Low-flow toilet installation	Bath faucet and associated plumbing
Low-flow aerator installation	Kitchen faucet and associated plumbing
Low-flow showerhead	Piping in residence, including shutoffs and supply lines
Water usage educational materials	Utility tub faucet and control repair/replacement
Leak detection	Plumbing repairs to address leaks and reduce usage
	Water heater
	Repairs to boilers to address leaks

*CAAs will develop a water-saving guide that calculates expected savings from the conservation measures conducted in the home.





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