

The Quarterly WRAP Report includes the following:

1. Community Participation
2. Approved Program Changes
3. Current Year Budget Allocations
4. Current & Historical Activity
5. Reallocation Activity

The Water Residential Assistance Program (“WRAP”) provides sustainable funding for qualifying low-income residents served by the Great Lakes Water Authority’s (“GLWA”) customers. The program is funded by GLWA at an amount equal to 0.5 percent of budgeted revenues with the budgeted FY 2020 funding level of \$4.9 million combined for water and sewer services.

The scope of funding uses includes a) payment assistance and b) water audit and water conservation measures. Eligible residential customers with a past due bill and/or who are in active shut off can receive assistance with paying down arrears and receive \$25 toward monthly bill payment assistance annually up to \$1,000. High volume water users can receive a one-time home audit and home water conservation services of an average \$1,500 per household. To participate in WRAP, an applicant must have household gross incomes at or below 200% of the federal poverty income thresholds. Customers with water usage at or above 120% of the average residential usage are eligible to participate in a water audit and install water conservation measures. WRAP participants are also encouraged to participate in both financial coaching and water conservation workshops as well as other support services. The program is administered by Wayne Metro Community Action Agency (“Wayne Metro”), a nonprofit agency.

The WRAP began assisting residents in the GLWA service area on March 1, 2016 and to date has committed over \$15.1 million in assistance and conservation funds to qualified WRAP participants. WRAP has the potential to serve over 100 communities within the GLWA service area, but to assist qualified households, each community must opt into the program and sign a Memorandum of Agreement (MOA) with Wayne Metro.

Community Participation

A community participating in WRAP must receive water and/or sewer service from GLWA. Eligible communities must formally opt into the program by signing a memorandum of agreement with Wayne Metro. To date, 77 communities have opted into WRAP. A list of current participating communities is presented in **Table 1 - WRAP Participating Communities**.

Table 1 - WRAP Participating Communities

This table identifies the level of participation that each community has chosen. Option 1 includes bill assistance, arrearage assistance and conservation. Option 2 includes bill assistance and conservation and Option 3 includes conservation only.

Member Partner	Option #1	Option #2	Option #3	In Progress	No Response	Not Opted In
Wayne County						
Allen Park	X					
Belleville						X
Brownstown Township	X					
Canton Township	X					
Dearborn	X					
Dearborn Heights	X					
Detroit	X					
Ecorse	X					
Flat Rock	X					
Garden City	X					
Gibraltar		X				
Grosse Ile						X
Grosse Pointe						X
Grosse Pointe Farms						X
Grosse Pointe Park						X
Grosse Pointe Shores	X					
Grosse Pointe Woods					X	
Hamtramck	X					
Harper Woods		X				
Huron Township						X
Inkster		X				
Lincoln Park		X				
Livonia	X					
Melvindale	X					
Northville	X					
Northville Township					X	
Plymouth		X				
Plymouth Township						X
Redford Township	X					
River Rouge	X					
Riverview						X
Rockwood						X
Romulus		X				
Southgate	X					
Sumpter Township						X
Taylor		X				
Trenton	X					
Van Buren Township	X					
Wayne	X					
Westland	X					
Woodhaven		X				
Oakland County						
Auburn Hills					X	
Berkley	X					
Beverly Hills	X					
Bingham Farms	X					
Birmingham	X					
Bloomfield Hills	X					
Bloomfield Township						X
Clawson	X					
Commerce Township	X					
Farmington	X					
Farmington Hills	X					
Ferndale	X					
Hazel Park		X				
Huntington Woods	X					
Keego Harbor	X					
Lake Orion	X					
Lathrup Village	X					
Madison Heights	X					
Novi						X
Oak Park		X				
Orchard Lake	X					
Orion Township	X					
Oxford	X					
Pleasant Ridge	X					
Pontiac	X					
Rochester Hills						X
Royal Oak	X					
Royal Oak Township	X					
Southfield	X					
Sylvan Lake						X
Troy					X	
Walled Lake				X		
Waterford Township				X		
West Bloomfield Twp.						
Wixom						
Monroe County						
Ash Township	X					
Berlin Township					X	
South Rockwood					X	
Macomb County						
Centerline	X					
Chesterfield Township	X					
Clinton Township		X				
Eastpointe	X					
Fraser	X					
Harrison Township						X
Lenox Township						X
Macomb Township	X					
New Haven	X					
Roseville						X
Shelby Township	X					
St. Clair Shores	X					
Sterling Heights	X					
Utica	X					
Warren	X					
Washington Township		X				
Washtenaw County						
Augusta Township	X					
Pittsfield Township	X					
Superior Township	X					
Ypsilanti	X					
Ypsilanti Township	X					
Lapeer County						
Almont		X				
Imlay City						X
Lapeer	X					
Genesee County						
Flint	X					
St. Clair County						
Burtchville Twp.						X

Approved Program Changes

As a first-of-its-kind assistance program in the state of Michigan, changes to WRAP may be required as the program matures. Following is a summary of program changes made to WRAP since 2016, as approved by the GLWA Board of Directors.

November 30, 2016:

Allow customer communities to opt into program features that best meet the needs of their community. This is captured in the three options below:

Option 1

- Assistance up to \$300 per year in the form of \$25 monthly bill credits. (Applicable if client continues to pay all current monthly/quarterly charges).
- Up to \$700 in arrearage assistance 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 a second-year arrearage assistance totaling \$700.
- One-time home water audit for households above 120% of average usage.
- Home repairs up to \$1,000 per household to fix minor plumbing issues leading to high usage (finding and fixing leaks, upgrading water using fixtures) and/or minor lead replacement assistance.

Option 2

- Assistance up to \$300 per year in the form of \$25 monthly bill credits. (Applicable if client continues to pay all current monthly/quarterly charges).
- One-time home water audit for households above 120% of average usage.
- Home repairs up to \$1,000 per household to fix minor plumbing issues leading to high usage (finding and fixing leaks, upgrading water using fixtures) and/or minor lead replacement assistance.

Option 3

- One-time home water audit for households above 120% of average usage.
- Home repairs up to \$1,000 per household to fix minor plumbing issues leading to high usage (finding and fixing leaks, upgrading water using fixtures) and/or minor lead replacement assistance.

August 22, 2018:

Removal of the 120% usage requirement for the lead fixture replacement for in-home faucets that pre-date the lead-free plumbing code change.

January 23, 2019:

Extend the 2-year time limitation to provide monthly bill assistance to senior citizens and disabled citizens.

March 11, 2020:

- Increase eligibility for residential customers from 150% to 200% or less of federal poverty level;
- Increase conservation and plumbing repairs spending per household from \$1,000 to an average of \$1,500 and a cap of \$2,000 per customer for eligible residential customers; and
- Allow eligible residential customers that are renters to take advantage of conservation and plumbing repairs to reduce their water consumption, upon landlord executing an agreement not to raise rents for one year.

Current Budget and Allocations

Consistent with the previous fiscal years funding allocation for WRAP, the FY 2020 budgeted allocation is based on the proportionality of the revenues derived from each county and the City of Detroit, based on the approved FY 2020 water and sewer service charges and budget.

Table 2 - FY 2020 WRAP Budget and Allocations

This table shows the allocation of the FY 2020 budgeted WRAP funds, which is reflective of the approved FY 2020 budget of \$4.9 million.

Community	Budgeted Direct Assistance	Budgeted Conservation Assistance	Budgeted Administration Costs	Total Budgeted Revenue	Allocation
WAYNE COUNTY					
CITY OF DETROIT	\$1,405,874	\$351,469	\$210,900	\$1,968,243	40.43%
SUBURBAN	685,847	171,462	102,900	960,209	19.72%
TOTAL WAYNE COUNTY	\$2,091,722	\$522,930	\$313,800	\$2,928,452	62.86%
OAKLAND COUNTY	825,138	206,285	82,600	1,114,023	22.88%
MACOMB COUNTY	533,093	133,273	53,320	719,687	14.78%
GENESEE COUNTY	17,528	4,382	1,753	23,663	0.49%
WASHTENAW COUNTY	39,556	9,889	3,960	53,405	1.10%
LAPEER COUNTY	12,225	3,056	1,223	16,504	0.34%
MONROE COUNTY	6,262	1,565	627	8,454	0.17%
ST. CLAIR COUNTY	2,897	724	290	3,912	0.08%
TOTAL	\$3,528,422	\$882,105	\$457,573	\$4,868,100	100.00%

Current & Historical Activity

Monies are transferred from GLWA to Wayne Metro as needed to fund the program and support the WRAP Assistance and Conservation efforts. Wayne Metro maintains records of this activity which are reviewed and monitored by GLWA. Following are summaries of this activity FY 2020 and prior fiscal years.

Table 3 – WRAP Activity for FY 2020

This table summarizes the budgeted assistance and conservation funds for the City of Detroit and the participating counties within the GLWA service area for FY 2020 as well as the program activity over the same time period. As of February 29, 2020, there is \$2,082,505 in assistance funds and \$613,502 in conservation funds that remain uncommitted.

County/City	FY 2020 Funds Committed Through 2.29.2020					
	Budgeted Direct Assistance	Committed Direct Assistance	Balance Remaining	Budgeted Conservation	Committed Conservation	Balance Remaining
Wayne County						
City of Detroit	1,405,874	937,249	468,625	351,469	234,313	117,156
Out Wayne	685,847	202,259	483,588	171,462	19,696	151,766
Total Wayne County	2,091,721	1,139,508	952,213	522,931	254,009	268,922
Oakland County	825,138	165,777	659,361	206,285	7,775	198,510
Macomb County	533,093	110,494	422,599	133,273	6,344	126,929
Genesee County	-	-	-	-	-	-
City of Flint	17,528	17,528	-	4,382	-	4,382
Washtenaw County	39,556	12,608	26,948	9,889	475	9,414
Lapeer County	12,225	-	12,225	3,056	-	3,056
Monroe County	6,262	-	6,262	1,565	-	1,565
St. Clair County	2,897	-	2,897	724	-	724
Total	3,528,420	1,445,915	2,082,505	882,105	268,603	613,502

Table 4 – WRAP Activity March 2, 2016 through February 29, 2020

This table shows the WRAP cashflow of budgeted and committed funds in total and for each of the participating counties and the City of Detroit as of February 29, 2020. From March 1, 2016 to February 29, 2020, \$21.3 million (including FY 2020 allocations) was budgeted for WRAP bill assistance and conservation assistance and \$15.1 million was utilized by WRAP participants during that time. As of February 29, 2020, the suburban counties still had uncommitted funds (combined assistance and conservation) of over \$2.9 million. The City of Detroit had uncommitted funds of \$2.5 million and the City of Flint had uncommitted funds of almost \$700,000. The uncommitted amounts include the FY 2019 reallocated funds approved by the GLWA Board on February 26, 2020.

Table 4

TOTAL Activity March 1, 2016 to February 29, 2020

Row	Sources (Net Revenues)	Detroit	Out-Wayne County	Oakland County	Macomb County	Washtenaw County	St. Clair County	Lapeer County	Monroe County	Genesee County	City of Flint	Total
1	FY 2016 Assistance Budget Allocation	\$ 1,238,736	\$ 748,629	\$ 740,155	\$ 379,764	\$ 35,419	\$ 3,051	\$ 10,080	\$ 5,093	\$ 63,842	\$ -	\$ 3,224,769
2	Bill and Arreage Assistance	288,022	174,066	172,096	88,300	8,235	709	2,344	1,184	14,500	-	749,457
3	Home Audit and Repairs	\$ 1,526,759	\$ 922,695	\$ 912,250	\$ 468,064	\$ 43,654	\$ 3,760	\$ 12,424	\$ 6,277	\$ 78,342	\$ -	\$ 3,974,226
4	Total FY 2016 Assistance Budget Allocation	\$ 1,278,103	\$ 806,833	\$ 774,825	\$ 400,804	\$ 37,998	\$ 2,431	\$ 10,059	\$ 5,561	\$ -	\$ -	\$ 3,316,615
5	Bill and Arreage Assistance	297,856	188,029	180,570	93,406	8,855	578	2,344	1,296	-	-	772,934
6	Home Audit and Repairs	\$ 1,575,960	\$ 994,862	\$ 955,395	\$ 494,209	\$ 46,853	\$ 3,009	\$ 12,403	\$ 6,858	\$ -	\$ -	\$ 4,089,549
7	Total FY 2017 Assistance Budget Allocation	\$ 1,303,229	\$ 848,677	\$ 827,662	\$ 429,388	\$ 40,961	\$ 2,604	\$ 9,970	\$ 5,908	\$ 28,679	\$ -	\$ 3,497,078
8	Bill and Arreage Assistance	303,712	197,780	192,883	100,067	9,546	607	2,323	1,377	6,684	-	814,979
9	Home Audit and Repairs	\$ 1,606,941	\$ 1,046,457	\$ 1,020,545	\$ 529,455	\$ 50,507	\$ 3,211	\$ 12,294	\$ 7,285	\$ 35,363	\$ -	\$ 4,312,057
10	Total FY 2018 Assistance Budget Allocation	\$ 1,405,432	\$ 818,952	\$ 866,319	\$ 453,003	\$ 39,783	\$ 2,862	\$ 11,131	\$ 6,392	\$ -	\$ 17,202	\$ 3,620,075
11	Bill and Arreage Assistance	327,530	190,853	201,892	105,337	9,271	667	2,594	1,490	-	4,009	843,643
12	Home Audit and Repairs	\$ 1,732,962	\$ 1,009,805	\$ 1,068,211	\$ 557,340	\$ 49,054	\$ 3,529	\$ 13,725	\$ 7,882	\$ -	\$ 21,211	\$ 4,463,718
13	Total FY 2019 Assistance Budget Allocation	\$ 1,405,874	\$ 685,847	\$ 825,138	\$ 533,093	\$ 39,556	\$ 2,897	\$ 12,225	\$ 6,262	\$ -	\$ 17,528	\$ 3,528,422
14	Bill and Arreage Assistance	351,469	171,462	206,285	133,273	9,889	724	3,056	1,565	-	4,382	882,105
15	Home Audit and Repairs	\$ 1,757,343	\$ 857,309	\$ 1,031,423	\$ 666,367	\$ 49,445	\$ 3,622	\$ 15,281	\$ 7,827	\$ -	\$ 21,910	\$ 4,410,527
16	Total FY 2020 Assistance Budget Allocation	\$ 8,199,964	\$ 4,831,128	\$ 4,987,824	\$ 2,715,455	\$ 239,513	\$ 17,130	\$ 66,127	\$ 36,129	\$ 113,705	\$ 43,121	\$ 21,250,077
17	FY 2016-2020 Assistance Available	\$ 12,628,770	\$ 2,698,968	\$ 2,829,750	\$ 1,432,328	\$ 104,086	\$ 4,793	\$ 19,549	\$ 10,026	\$ 14,500	\$ 1,507,307	\$ 21,250,077
18	Reallocation of Uncommitted Funds from FY 2016 (1)											
19	Bill and Arreage Assistance Reallocated to Detroit	\$ 1,664,833	\$ (718,353)	\$ (591,163)	\$ (355,316)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
20	Uncommitted FY 2016 Conservation Funds	\$ -	\$ -	\$ -	\$ -	\$ (35,419)	\$ (3,051)	\$ (10,080)	\$ (5,093)	\$ (63,842)	\$ -	\$ -
21	Bill and Arreage Assistance Reallocated to Flint	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 117,485	\$ -
22	Total Reallocation of Uncommitted Funds from FY 20:	\$ 1,664,833	\$ (718,353)	\$ (591,163)	\$ (355,316)	\$ (35,419)	\$ (3,051)	\$ (10,080)	\$ (5,093)	\$ (63,842)	\$ 117,485	\$ -
23	Reallocation of Uncommitted Funds from FY 2017 (2)											
24	FY 2017 Reallocation of Assistance Funds	\$ 549,784	\$ (486,355)	\$ (288,078)	\$ (262,634)	\$ (28,401)	\$ (2,431)	\$ (10,059)	\$ (5,561)	\$ -	\$ -	\$ (206,200)
25	FY 2017 Reallocation of Conservation Funds	237,197	(71,911)	(62,120)	(6,248)	(2,191)	(605)	(1,641)	(907)	-	-	206,200
26	Total Reallocation of Uncommitted Funds from FY 20:	\$ 786,981	\$ (558,266)	\$ (330,198)	\$ (268,882)	\$ (34,267)	\$ (2,836)	\$ (11,700)	\$ (6,468)	\$ -	\$ -	\$ -
27	Reallocation of Uncommitted Funds from FY 2018 (3)											
28	FY 2018 Reallocation of Assistance Funds	\$ 438,750	\$ (298,757)	\$ (241,763)	\$ (218,966)	\$ (26,604)	\$ (2,604)	\$ (9,970)	\$ (5,908)	\$ (28,679)	\$ 236,250	\$ (254,732)
29	FY 2018 Reallocation of Conservation Funds	355,650	(96,982)	(116,197)	(59,108)	(9,145)	(607)	(2,323)	(1,377)	(6,684)	191,505	254,732
30	Total Reallocation of Uncommitted Funds from FY 20:	\$ 794,400	\$ (395,757)	\$ (429,264)	\$ (300,871)	\$ (38,111)	\$ (3,211)	\$ (12,293)	\$ (7,285)	\$ (35,363)	\$ 427,755	\$ -
31	Reallocation of Uncommitted Funds from FY 2019 (4)											
32	FY 2019 Reallocation of Assistance Funds	\$ 690,100	\$ (402,612)	\$ (819,323)	\$ (408,874)	\$ (29,386)	\$ (2,862)	\$ (11,131)	\$ (6,392)	\$ -	\$ 371,562	\$ (618,918)
33	FY 2019 Reallocation of Conservation Funds	492,493	(118,134)	(160,454)	(47,806)	(2,191)	(667)	(2,594)	(1,490)	-	100,000	299,157
34	FY 2019 Reallocation for Outreach	-	60,961	172,328	98,642	3,947	289	1,220	625	-	21,749	359,761
35	Total Reallocation of Uncommitted Funds from FY 20:	\$ 1,182,593	\$ (459,785)	\$ (807,449)	\$ (358,038)	\$ (27,631)	\$ (3,240)	\$ (12,505)	\$ (7,257)	\$ (99,205)	\$ 1,464,186	\$ -
36	NET FY 2016-2020 Assistance Available	\$ 12,628,770	\$ 2,698,968	\$ 2,829,750	\$ 1,432,328	\$ 104,086	\$ 4,793	\$ 19,549	\$ 10,026	\$ 14,500	\$ 1,507,307	\$ 21,250,077
37	Uses 3/01/2016 to 2/29/2020											
38	Home Audits and Repair Paid to Date	1,790,301	294,527	234,112	172,521	3,917	-	-	-	-	122,275	2,617,654
39	Bill Assistance and Arreages Paid to Date	5,264,398	812,662	1,224,105	431,416	31,394	-	-	-	-	495,343	8,259,318
40	Total Uses 3/01/2016 to 2/29/2020	\$ 7,054,699	\$ 1,107,189	\$ 1,458,217	\$ 603,936	\$ 35,311	\$ -	\$ -	\$ -	\$ -	\$ 617,618	\$ 10,876,972
41	Less: Committed Funds 3/01/2016 to 2/29/2020											
42	Future Bill Assistance	\$ 701,709	\$ 256,236	\$ 52,977	\$ 16,775	\$ 5,055	\$ -	\$ -	\$ -	\$ -	\$ 79,772	\$ 1,112,524
43	Future Arreage Assistance	2,414,389	458,922	80,760	57,161	8,635	-	-	-	-	110,129	3,129,995
44	Total Committed Funds 3/01/2016 to 2/29/2020	\$ 3,116,097	\$ 715,158	\$ 133,738	\$ 73,936	\$ 13,690	\$ -	\$ -	\$ -	\$ -	\$ 189,900	\$ 4,242,519
45	Total Expenditures/Committed Funds	\$ 10,170,797	\$ 1,822,347	\$ 1,591,955	\$ 677,873	\$ 49,001	\$ -	\$ -	\$ -	\$ -	\$ 807,519	\$ 15,119,491
46	Uncommitted Funds as of 2/29/2020 (line 40 - line 49)	\$ 2,457,974	\$ 876,620	\$ 1,237,796	\$ 754,456	\$ 55,084	\$ 4,793	\$ 19,549	\$ 10,026	\$ 14,500	\$ 699,788	\$ 6,130,586
47	Summary of Uncommitted Funds 2/29/2020											
48	Uncommitted Conservation	\$ 863,628	\$ 340,637	\$ 380,842	\$ 234,700	\$ 24,677	\$ 1,606	\$ 6,104	\$ 3,139	\$ 14,500	\$ 295,721	\$ 2,165,554
49	Uncommitted Assistance	1,594,345	475,023	684,626	421,113	26,460	2,897	12,225	6,262	-	382,319	3,605,271
50	Outreach Allocation	-	60,961	172,328	98,642	3,947	289	1,220	625	-	21,749	359,761
51	Total Uncommitted Funds as of 2/29/2020	\$ 2,457,974	\$ 876,620	\$ 1,237,796	\$ 754,456	\$ 55,084	\$ 4,793	\$ 19,549	\$ 10,026	\$ 14,500	\$ 699,788	\$ 6,130,586

(1) Based on August 26, 2017 Board of Directors action
 (2) Based on August 22, 2018 Board of Directors action
 (3) Based on June 26, 2019 Board of Directors action
 (4) Based on February 26, 2020 Board of Directors action

Reallocation Activity

After the completion of each fiscal year, Wayne Metro recommends to the GLWA Board of Directors the reallocation of uncommitted assistance and conservation funds to those member partners that have fully committed their annual budgeted funds due to the increased need within their community.

Table 5 – Total WRAP Reallocation of Uncommitted Funds

This table summarizes the Board authorized reallocation of uncommitted FY 2016 to FY 2019 WRAP funds to the City of Detroit and the City of Flint. To date, \$4.4 million has been reallocated to Detroit and \$1.4 million to the City of Flint from the other counties within GLWA.

Reallocated Funds	Detroit	Flint	Total
FY 2016	\$1,664,833	\$117,485	\$1,782,318
FY 2017	786,981	425,635	1,212,616
FY 2018	794,400	427,755	1,222,155
FY 2019	1,182,593	471,562	1,654,155
Total Reallocation	\$4,428,807	\$1,442,437	\$5,871,244