

The Quarterly WRAP Report includes the following:

1. Community Participation
2. Approved Program Changes
3. Current Year Budget Allocations
4. FY 2021 and FY 2020 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 for the Regional System and not less than 0.5 percent, but not greater than 1.0 percent of budgeted revenues for the DWSD Local System. The budgeted WRAP funding for FY 2021 \$6.1 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 \$20.9 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, 79 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 shows 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.

County	Member Partner	Option #1	Option #2	Option #3	In Progress	Not Opted In
Genesee	Flint	X				
Lapeer	Almont		X			
Lapeer	Imlay City					X
Lapeer	Lapeer	X				
Macomb	Centerline	X				
Macomb	Chesterfield Township	X				
Macomb	Clinton Township		X			
Macomb	Eastpointe	X				
Macomb	Fraser					X
Macomb	Harrison Township					X
Macomb	Lenox Township					X
Macomb	Macomb Township	X				
Macomb	New Haven	X				
Macomb	Roseville					X
Macomb	Shelby Township	X				
Macomb	St. Clair Shores	X				
Macomb	Sterling Heights	X				
Macomb	Utica	X				
Macomb	Warren	X				
Macomb	Washington Township		X			
Monroe	Ash Township	X				
Monroe	Berlin					X
Monroe	South Rockwood					X
Oakland	Auburn Hills					X
Oakland	Berkley	X				
Oakland	Beverly Hills	X				
Oakland	Bingham Farms	X				
Oakland	Birmingham	X				
Oakland	Bloomfield Hills	X				
Oakland	Bloomfield Township	X				
Oakland	Clawson	X				
Oakland	Commerce Township	X				
Oakland	Farmington	X				
Oakland	Farmington Hills	X				
Oakland	Ferndale	X				
Oakland	Hazel Park		X			
Oakland	Huntington Woods	X				
Oakland	Keego Harbor	X				
Oakland	Lake Orion	X				
Oakland	Lathrup Village	X				
Oakland	Madison Heights	X				
Oakland	Novi					X
Oakland	Oak Park		X			
Oakland	Orchard Lake	X				
Oakland	Orion Township	X				
Oakland	Oxford	X				
Oakland	Pleasant Ridge	X				
Oakland	Pontiac	X				
Oakland	Rochester Hills					X
Oakland	Royal Oak	X				
Oakland	Royal Oak Township	X				
Oakland	Southfield	X				
Oakland	Sylvan Lake					X

County	Member Partner	Option #1	Option #2	Option #3	In Progress	Not Opted In
Oakland	Troy					X
Oakland	Walled Lake	X				
Oakland	Waterford Township		X			
Oakland	West Bloomfield Twp.		X			
Oakland	Wixom					X
St. Clair	Burtchville Township					X
Washtenaw	Augusta Township	X				
Washtenaw	Pittsfield Township	X				
Washtenaw	Superior Township	X				
Washtenaw	Ypsilanti	X				
Washtenaw	Ypsilanti Township	X				
Wayne	Allen Park	X				
Wayne	Belleville					X
Wayne	Brownstown Township	X				
Wayne	Canton Township	X				
Wayne	Dearborn	X				
Wayne	Dearborn Heights	X				
Wayne	Detroit	X				
Wayne	Ecorse	X				
Wayne	Flat Rock	X				
Wayne	Garden City	X				
Wayne	Gibraltar		X			
Wayne	Grosse Ile					X
Wayne	Grosse Pointe					X
Wayne	Grosse Pointe Farms					X
Wayne	Grosse Pointe Park					X
Wayne	Grosse Pointe Shores	X				
Wayne	Grosse Pointe Woods					X
Wayne	Hamtramck	X				
Wayne	Harper Woods		X			
Wayne	Huron Charter Township					X
Wayne	Inkster		X			
Wayne	Lincoln Park		X			
Wayne	Livonia	X				
Wayne	Melvindale	X				
Wayne	Northville	X				
Wayne	Northville Township					X
Wayne	Plymouth		X			
Wayne	Plymouth Township					X
Wayne	Redford Township	X				
Wayne	River Rouge	X				
Wayne	Riverview					X
Wayne	Rockwood					X
Wayne	Romulus		X			
Wayne	Southgate	X				
Wayne	Sumpter Township					X
Wayne	Taylor		X			
Wayne	Trenton	X				
Wayne	Van Buren Township	X				
Wayne	Wayne	X				
Wayne	Westland	X				
Wayne	Woodhaven		X			
Count		105	64	15	0	0
					0	26

Color Key
Wayne Metro
Macomb Community Action
OLHSA

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.

October 28, 2020:

- Temporary change to 1) allow program participants who are unable to make monthly payments on time to remain in WRAP if they demonstrate a significant loss of income or inability to make a timely payment due to COVID-19; and 2) participants will still be eligible to receive monthly bill credits and arrears payments if applicable, until December 31, 2020.

Current Budget and Allocations

Consistent with the previous fiscal years funding allocation for WRAP, the FY 2021 budgeted allocation is based on the proportionality of the revenues derived from each county and the City of Detroit, based on the approved FY 2021 water and sewer service charges and budget.

Table 2 - FY 2021 WRAP Budget and Allocations

This table shows the allocation of the FY 2021 budgeted WRAP funds, which is reflective of the approved FY 2021 budget of \$6.1 million. In the table below, the City of Detroit is shown separately from the remaining Wayne County allocation. The City of Detroit is currently allocated 26.6% of total wholesale WRAP funding and contributes additional, local WRAP funding which increases the overall program impact for the City.

Community	Budgeted Direct Assistance	Budgeted Conservation Assistance	Budgeted Administration Costs	Total Budgeted Revenue (1)	Allocation
CITY OF DETROIT					
SHARE OF WHOLESALE FUNDING	\$776,087	\$194,022	\$116,400	\$1,086,509	26.60%
LOCAL WRAP FUNDING	1,431,440	357,860	214,700	2,004,000	
TOTAL DETROIT	\$2,207,527	\$551,882	\$331,100	\$3,090,509	26.60%
WAYNE COUNTY	736,129	184,032	73,600	993,761	24.33%
OAKLAND COUNTY	851,554	212,889	85,200	1,149,643	28.15%
MACOMB COUNTY	551,503	137,876	55,100	744,479	18.23%
GENESEE COUNTY	18,150	4,538	1,800	24,488	0.60%
WASHTENAW COUNTY	40,932	10,233	4,100	55,265	1.35%
LAPEER COUNTY	12,891	3,223	1,300	17,414	0.43%
MONROE COUNTY	6,536	1,634	600	8,771	0.21%
ST. CLAIR COUNTY	3,097	774	300	4,171	0.10%
TOTAL	\$4,428,320	\$1,107,080	\$553,100	\$6,088,500	100.00%

(1) Based on FY 2021 Budgeted WRAP Funding of:

Wholesale Funding	\$4,084,500
Detroit Local Funding	<u>2,004,000</u>
Total WRAP Funding	\$6,088,500

FY 2021 and FY 2020 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. The following is a summary of this activity for FY 2021 through March 31, 2021 as compared to FY 2020 activity through the same period.

Table 3A – WRAP Year to Date Activity FY 2021 Compared to FY 2020

A summary of the committed funds by community action agency is presented in **Table 3A**. The detailed reporting for FY 2021 through March 31, 2021, based on updated reporting metrics as presented by Public Sector Consultants, is shown in **Table 3B**. **Table 3B** also shows the budgeted versus committed performance for both Direct Assistance and Conservation as well as comparisons versus FY 2020 year to date performance is also included. Separate tables for Wayne Metro, Oakland Livingston Human Services Agency (OLHSA), Macomb County Community Action (MCCA) and Genesee County Community Action Resource Department (GCCARD) are also included with this report.

For FY 2021 (through March 31, 2021) \$3.2 million of the budgeted \$4.4 million in Direct Assistance has been committed and over \$813,000 of the budgeted \$1.1 million for Conservation has been spent.

Table 3A – Summary of WRAP Year to Date Activity FY 2021

Agency	Direct Assistance			FY 2021	FY 2020
	Budgeted	Committed	Uncommitted	YTD (1)	YTD (1)
Wayne Metro	\$2,991,124	\$2,860,387 (2)	\$130,737	95.6% (2)	114.6% (2)
Oakland Livingston Human Services Agency	\$851,554	\$175,591	\$675,963	20.6%	21.4%
Macomb County Community Action	\$567,491	\$91,648	\$475,843	16.1%	15.9%
Genesee County Community Action Resource Dept.	\$18,150	\$93,275 (2)	-\$75,125	513.9% (2)	1377.5% (2)
Total GLWA	\$4,428,319	\$3,220,901	\$1,207,418	72.7%	83.8%

Agency	Conservation			FY 2021	FY 2020
	Budgeted	Committed	Uncommitted	YTD (1)	YTD (1)
Wayne Metro	\$747,781	\$779,507 (2)	-\$31,726	104.2% (2)	114.6% (2)
Oakland Livingston Human Services Agency	\$212,889	\$30,490	\$182,399	14.3%	4.3%
Macomb County Community Action	\$141,873	\$3,072	\$138,801	2.2%	4.2%
Genesee County Community Action Resource Dept.	\$4,538	\$0	\$4,538	0.0%	904.0% (2)
Total GLWA	\$1,107,081	\$813,069	\$294,012	73.4%	48.4%

(1) Target YTD through March 31, 2021 is 75%

(2) Includes reallocated funds from prior years

Table 3B – WRAP Year to Date Activity for FY 2021 Compared to FY 2020

All amounts are unaudited unless otherwise noted.

GLWA Audit Committee April 23, 2021

GLWA - WRAP Program Summary Report (FY 2021) - All Jurisdictions						
	Total FY 2021	Total FY 2020				
			FY 2021 - Q1	FY 2021 - Q2	FY 2021 - Q3	FY 2020
	July - September 2020	Oct. - Dec. 2020	January - March 2021	Year to date	Year to date	Total
Budgeted Program Funding	\$6,888,500	\$4,868,100				
Total Funds Allocated - Direct Assistance	\$4,428,320	\$3,528,422				
Total Funds Allocated - Conservation Assistance	\$1,107,080	\$882,105				
Allocation Percentage	100.0%	100.0%				
Goal One						
Number of enrollment appointments	1,416	1,056	346	2,818	2,928	3,913
Number of applicants not eligible for participation*						
Number of households enrolled	1,492	1,622	1,766	4,880	4,771	5,627
Amount (\$) of total assistance provided (Committed)	\$994,714.17	\$1,050,620.76	\$1,175,566.57	\$3,220,901.50	\$2,955,512.11	\$3,522,396.66
Amount (\$) of total assistance uncommitted	\$3,433,605.83	\$2,382,985.07	\$1,207,418.50	\$1,207,418.50	\$572,909.89	\$6,025.34
Amount (\$) of average assistance provided per household	\$666.70	\$647.73	\$665.67	\$660.02	\$619.47	\$625.98
Number of repeat participants						
Year 1	1,023	1,068	1,158	3,249	2,482	2,965
Year 2	392	438	435	1,265	1,597	1,904
WRAPFinity	77	116	174	367	692	759
Timeframe from application to program enrollment*						
Number of participants removed from the program*						
Goal Two						
Number of shut-offs avoided	460	154	201	815	1,927	2,210
Number of households enrolled with an arrearage balance	1,543	1,229	1,338	4,110	3,620	4,454
Percentage of enrolled households	103%	76%	76%	84%	76%	79%
Average arrearage balance per household	\$923.81	\$886.65	\$1,877.07	\$1,223.03	\$991.18	\$1,001.72
Amount of arrearses paid (awarded) per household	\$517.64	\$490.38	\$497.96	\$501.51	\$474.41	\$478.81
Goal Three						
Number enrolled household with high water consumption	723	523	535	1,781	1,122	1,445
Percentage of households with high water consumption	48%	32%	30%	36%	24%	37%
Number of water audits completed	169	351	405	925	567	567
Number of repairs performed	127	220	144	491	321	321
Amount (\$) of conservation assistance provided - Water Audits	\$80,275.00	\$166,725.00	\$192,375.00	\$439,375.00	\$269,325.00	\$269,325.00
Amount (\$) of conservation assistance provided - Plumbing Repairs	\$103,513.25	\$167,367.03	\$102,813.25	\$373,693.53	\$157,568.25	\$157,568.25
Amount (\$) of conservation assistance uncommitted	\$923,291.75	\$589,199.72	\$294,011.47	\$294,011.47	\$455,211.75	\$455,211.75
Average cost of repairs per household	\$815.06	\$760.76	\$713.98	\$761.09	\$490.87	\$490.87
Water consumption (CCF) per household	29.85	19.31	21.50	22.73	15.87	17.30
Goal Four						
Number of referrals from other community organizations*						
Goal Five						
Program participants served through supplemental water/ sewer funding*						
Additional forms of assistance provided via supplemental funding*						

Previous Reallocation of Uncommitted Funds

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.

For FY 2020, Wayne Metro has identified approximately \$1.5 million in uncommitted assistance and conservation funds. A reallocation recommendation will be brought to the GLWA Board by June 2021.

Table 4 – 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

GLWA - WRAP Program Summary Report (FY 2021) - Wayne Metro

	Total FY 2021	Total FY 2020				
Budgeted Program Funding	\$4,148,306	\$2,990,311				
Total Funds Allocated - Direct Assistance	\$2,991,124	\$2,137,540				
Total Funds Allocated - Conservation Assistance	\$747,781	\$534,384				
Allocation Percentage	60.2%	61.4%				
	FY 2021 - Q1 July - September 2020	FY 2021 - Q2 October - December 2020	FY 2021 - Q3 January -March 2021	FY 2021 Year to date	FY 2020 Year to date	FY 2020 Total
Goal One						
Number of enrollment appointments	1,071	853	195	2,119	2,188	3,022
Number of applicants not eligible for participation						
Number of households enrolled	1,206	1,321	1,547	4,074	3,976	4,683
Amount (\$) of total assistance provided (Committed)	\$870,849.36	\$927,297.67	\$1,062,239.72	\$2,860,386.75	\$2,450,462.03	\$2,924,564.91
Amount (\$) of total assistance provided (Uncommitted)	\$2,120,274.64	\$1,192,976.97	\$130,737.25	\$130,737.25	-\$312,922.03	-\$787,024.91
Amount (\$) of average assistance provided per household	\$722.10	\$701.97	\$686.64	\$702.11	\$616.31	\$624.51
Number of repeat applicants/participants						
Year 1	853	903	1,073	2,829	2,177	2,570
Year 2	298	329	333	960	1,179	1,440
WRAPFinity	56	90	142	288	620	673
Timeframe from application to program enrollment						
Number of participants making on-time bill payments						
Goal Two						
Number of shut-offs avoided	440	137	196	773	1,888	2,160
Number of households enrolled with an arrearage balance	1,426	1,113	1,235	3,774	3,186	3,900
Percentage of enrolled households	118%	84%	80%	93%	80%	83%
Average arrearage balance per household (reported for newly enrolled households)	\$915.31	\$904.94	\$1,954.04	\$1,252.17	\$1,004.88	\$1,021.56
Amount of arrearages paid per household	\$519.33	\$504.22	\$503.17	\$508.43	\$473.81	\$478.76
Goal Three						
Number enrolled household with high water consumption	639	446	506	1591	998	1,280
Percentage of households with high water consumption	53%	34%	33%	39%	25%	27%
Number of water audits completed	169	322	391	882	488	488
Number of repairs performed	127	204	143	474	285	285
Amount (\$) of conservation assistance provided - Water Audits	\$80,275.00	\$152,950.00	\$185,725.00	\$418,950.00	\$231,800.00	\$231,800.00
Amount (\$) of conservation assistance provided - Plumbing Repairs	\$103,513.25	\$154,649.03	\$102,394.25	\$360,556.53	\$138,487.25	\$138,487.25
Amount (\$) of conservation assistance uncommitted	\$563,992.75	\$256,393.72	-\$31,725.53	-\$31,725.53	\$164,096.75	\$164,096.75
Average cost of repairs per household	\$815.06	\$758.08	\$716.04	\$760.67	\$485.92	\$485.92
Water consumption (CCF) per household	-	-	-	-	-	-
Goal Four						
Number of referrals from other community organizations						
Goal Five						
Program participants served through supplemental water/ sewer funding						
Additional forms of assistance provided via supplemental funding						

GLWA - WRAP Program Summary Report (FY 2021) - Macomb County Community Action

	Total FY 2021	Total FY 2020				
Budgeted Program Funding	\$766,064	\$740,103				
Total Funds Allocated - Direct Assistance	\$567,491	\$548,215				
Total Funds Allocated - Conservation Assistance	\$141,873	\$137,053				
Allocation Percentage	8.2%	11.3%				
	FY 2021 - Q1 July - September 2020	FY 2021 - Q2 October - December 2020	FY 2021 - Q3 January -March 2021	FY 2021 Year to date	FY 2020 Year to date	FY 2020 Total
Goal One						
Number of enrollment appointments	188	77	68	333	145	183
Number of applicants not eligible for participation						
Number of households enrolled	145	147	89	381	228	269
Amount (\$) of total assistance provided (Committed)	\$27,138.32	\$38,451.51	\$26,058.53	\$91,648.36	\$87,238.01	\$99,681.04
Amount (\$) of total assistance provided (Uncommitted)	\$540,352.68	\$501,901.17	\$475,842.64	\$475,842.64	\$460,976.99	\$448,533.96
Amount (\$) of average assistance provided per household	\$187.16	\$261.57	\$292.79	\$240.55	\$382.62	\$370.56
Number of repeat applicants/participants						
Year 1	111	100	46	257	100	122
Year 2	16	25	23	64	71	85
WRAPFinity	18	22	20	60	57	62
Timeframe from application to program enrollment						
Number of participants making on-time bill payments						
Goal Two						
Number of shut-offs avoided	19	17	5	41	39	50
Number of households enrolled with an arrearage balance	24	25	7	56	67	87
Percentage of enrolled households	17%	17%	8%	15%	29%	32%
Average arrearage balance per household (reported for newly enrolled households)	\$349.02	\$424.95	\$297.08	\$376.42	\$479.83	\$479.24
Amount of arrearages paid per household	\$163.70	\$135.31	\$164.04	\$151.55	\$357.98	\$321.59
Goal Three						
Number enrolled household with high water consumption	44	48	14	106	31	38
Percentage of households with high water consumption	30%	33%	16%	28%	14%	14%
Number of water audits completed	-	2	3	5	11	11
Number of repairs performed	-	1	-	1	6	6
Amount (\$) of conservation assistance provided - Water Audits	\$0.00	\$950.00	\$1,425.00	\$2,375.00	\$2,850.00	\$5,225.00
Amount (\$) of conservation assistance provided - Plumbing Repairs	\$0.00	\$697.00	\$0.00	\$697.00	\$2,909.00	\$2,909.00
Amount (\$) of conservation assistance uncommitted	\$141,873.00	\$140,226.00	\$138,801.00	\$138,801.00	\$131,294.00	\$128,919.00
Average cost of repairs per household	n/a	\$697.00	n/a	\$697.00	\$484.83	\$484.83
Water consumption (CCF) per household	5.00	13.25	7.45	11.46	9.50	9.63
Goal Four						
Number of referrals from other community organizations						
Goal Five						
Program participants served through supplemental water/ sewer funding						
Additional forms of assistance provided via supplemental funding						

GLWA - WRAP Program Summary Report (FY 2021) - Oakland Livingston Human Services Agency

	Total FY 2021	Total FY 2020				
Budgeted Program Funding	\$1,149,643	\$1,114,023				
Total Funds Allocated - Direct Assistance	\$851,554	\$825,138				
Total Funds Allocated - Conservation Assistance	\$212,889	\$206,285				
Allocation Percentage	16.7%	22.9%				
	FY 2021 - Q1 July - September 2020	FY 2021 - Q2 October - December 2020	FY 2021 - Q3 January -March 2021	FY 2021 Year to date	FY 2020 Year to date	FY 2020 Total
Goal One						
Number of enrollment appointments	61	64	49	174	173	286
Number of applicants not eligible for participator						
Number of households enrolled	83	90	80	253	257	352
Amount (\$) of total assistance provided (Committed)	\$65,376.78	\$60,042.60	\$50,171.84	\$175,591.22	\$176,368.71	\$246,113.54
Amount (\$) of total assistance provided (Uncommitted)	\$786,177.49	\$726,134.89	\$675,963.05	\$675,963.05	\$648,769.52	\$579,024.69
Amount (\$) of average assistance provided per household	\$787.67	\$667.14	\$627.15	\$694.04	\$686.26	\$699.19
Number of repeat applicants/participants						
Year 1	58	65	38	161	162	224
Year 2	21	20	30	71	79	104
WRAPFinity	3	4	12	19	15	24
Timeframe from application to program enrollment						
Number of participants making on-time bill payments						
Goal Two						
Number of shut-offs avoided	1	0	0	1	0	0
Number of households enrolled with an arrearage balance	80	77	67	224	206	303
Percentage of enrolled households	96%	86%	84%	89%	80%	86%
Average arrearage balance per household (reported for newly enrolled households)	\$1,168.70	\$771.74	\$897.00	\$950.98	\$905.88	\$877.15
Amount of arrearages paid per household	\$644.64	\$540.04	\$539.73	\$578.37	\$475.82	\$495.87
Goal Three						
Number enrolled household with high water consumption	37	23	14	74	91	124
Percentage of households with high water consumption	45%	26%	18%	29%	35%	35%
Number of water audits completed	0	27	11	38	11	11
Number of repairs performed	0	15	1	16	5	5
Amount (\$) of conservation assistance provided - Water Audits	-	\$12,825.00	\$5,225.00	\$18,050.00	\$5,225.00	\$5,225.00
Amount (\$) of conservation assistance provided - Plumbing Repairs	-	\$12,021.00	\$419.00	\$12,440.00	\$3,632.00	\$3,632.00
Amount (\$) of conservation assistance uncommittec	\$212,888.57	\$188,042.57	\$182,398.57	\$182,398.57	\$197,427.56	\$197,427.56
Average cost of repairs per household	n/a	\$801.40	\$419.00	\$777.50	\$726.40	\$726.40
Water consumption (CCF) per household	39.58	30.71	32.86	34.35	24.70	24.82
Goal Four						
Number of referrals from other community organizations						
Goal Five						
Program participants served through supplemental water/ sewer funding						
Additional forms of assistance provided via supplemental funding						

GLWA - WRAP Program Summary Report (FY 2021) - Genesee County Community Action Resource Department

	Total FY 2021	Total FY 2020				
Budgeted Program Funding	\$24,488	\$23,663				
Total Funds Allocated - Direct Assistance	\$18,150	\$17,528				
Total Funds Allocated - Conservation Assistance	\$4,538	\$4,382				
Allocation Percentage	0.4%	0.5%				
	FY 2021 - Q1 July - September 2020	FY 2021 - Q2 October - December 2020	FY 2021 - Q3 January -March 2021	FY 2021 Year to date	FY 2020 Year to date	FY 2020 Total
Goal One						
Number of enrollment appointments	109	70	10	189	480	482
Number of applicants not eligible for participation						
Number of households enrolled	58	64	50	172	311	324
Amount (\$) of total assistance provided (Committed)	\$31,349.71	\$24,828.98	\$37,096.48	\$93,275.17	\$241,443.36	\$252,037.17
Amount (\$) of total assistance provided (Uncommitted)	-\$13,199.52	-\$38,028.50	-\$75,124.98	-\$75,124.98	-\$223,915.18	-\$234,508.99
Amount (\$) of average assistance provided per household	\$540.51	\$387.95	\$741.93	\$542.30	\$776.35	\$777.89
Number of repeat applicants/participants						
Year 1	1	0	1	2	43	49
Year 2	57	64	49	170	268	275
WRAPFinity	0	0	0	0	0	0
Timeframe from application to program enrollment						
Number of participants removed from the program						
Goal Two						
Number of shut-offs avoided	0	0	0	0	0	0
Number of households enrolled with an arrearage balance	13	14	29	56	161	164
Percentage of enrolled households	22%	22%	58%	33%	52%	51%
Average arrearage balance per household (reported for newly enrolled households)	\$1,410.30	\$889.08	\$1,244.99	\$1,194.39	\$1,042.06	\$1,037.37
Amount of arrearages paid per household	\$481.02	\$325.21	\$532.65	\$472.22	\$511.55	\$513.81
Goal Three						
Number enrolled household with high water consumption	3	6	1	2	3	43
Percentage of households with high water consumption	5%	9%	2%	1%	1%	13%
Number of water audits completed	-	-	-	-	57	57
Number of repairs performed	-	-	-	-	25	25
Amount (\$) of conservation assistance provided - Water Audits	-	-	-	\$0.00	\$27,075.00	\$27,075.00
Amount (\$) of conservation assistance provided - Plumbing Repairs	-	-	-	\$0.00	\$12,540.00	\$12,540.00
Amount (\$) of conservation assistance uncommitted	\$4,537.55	\$4,537.55	\$4,537.55	\$4,537.55	-\$35,232.95	-\$35,232.95
Average cost of repairs per household	n/a	n/a	n/a	n/a	\$501.60	\$501.60
Water consumption (CCF) per household	5.07	4.69	6.51	5.44	5.02	5.05
Goal Four						
Number of referrals from other community organizations						
Goal Five						
Program participants served through supplemental water/ sewer funding						
Additional forms of assistance provided via supplemental funding						