



WATER PROGRAM INFOGRAPHICS

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KEY TERMS

- ◆ Community Action Agencies (CAA)
- ◆ Great Lakes Water Authority (GLWA)
- ◆ Water Residential Assistance Program (WRAP)
- ◆ Oakland County Water Resource Commissioner (WRC)
- ◆ Hardship Assistance Program (HAP)
- ◆ Bill Credits = Current bill
- ◆ Arrearage Payment = Past bill
- ◆ Nonprofit Organizations (NPO)
- ◆ Michigan Department of Health and Human Services (MDHHS)
- ◆ Funder = Grantor (e.g., MDHHS, GLWA, WRC)
- ◆ Categorical Eligibility = automatic qualification if the household received benefits from an eligible program.



PURPOSE

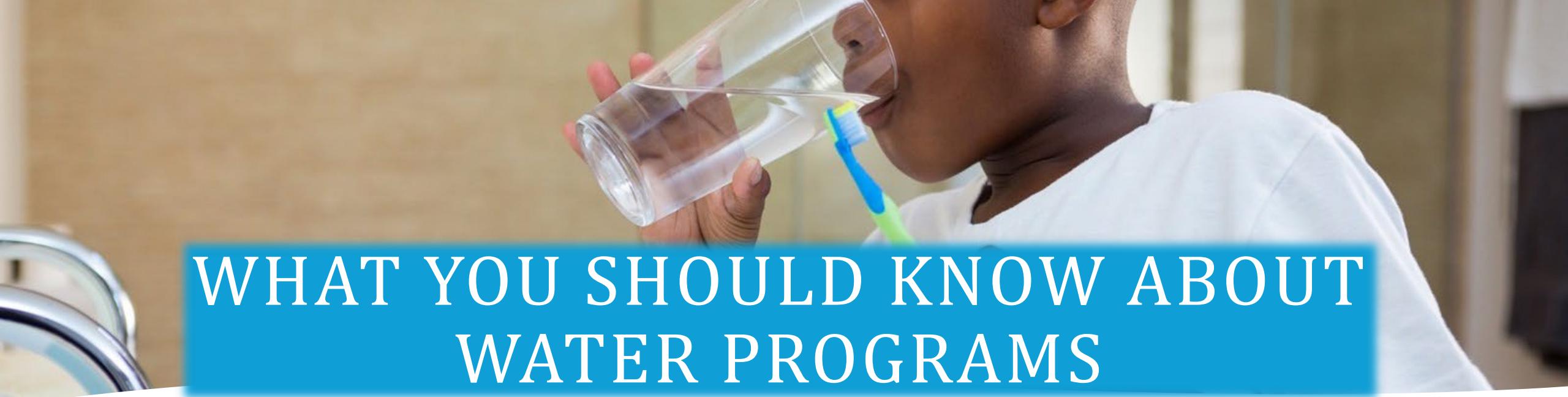
This report is to share water program perspectives with stakeholders

CAA and Households

- CAAs are approached by households that often have multiple needs. CAAs create a single point of contact to provide help.
- When utilizing water assistance grants/programs that overlap, the funds that expire soonest are used first.
- Since there is no expiration for WRAP, and the funding is sustainable, it is sometimes the secondary source. This results in funds “carrying forward” from one year to the next.
- WRAP carryover funds are also needed to provide cash flow to pay water bills that come due over the course of the next year for households enrolled today.

State to CAA

- The State awards grants, often on a competitive basis, to CAAs to coordinate eligibility with needs assessments.
- Most CAAs use grant funds before the local or regional programs due to limited funding and availability.
- CAAs are reimbursed by the state after providing service. The CAAs receive payment based on reports that identify the services provided. This timing difference can make it look like state funds are unspent when they are actually committed 100%.

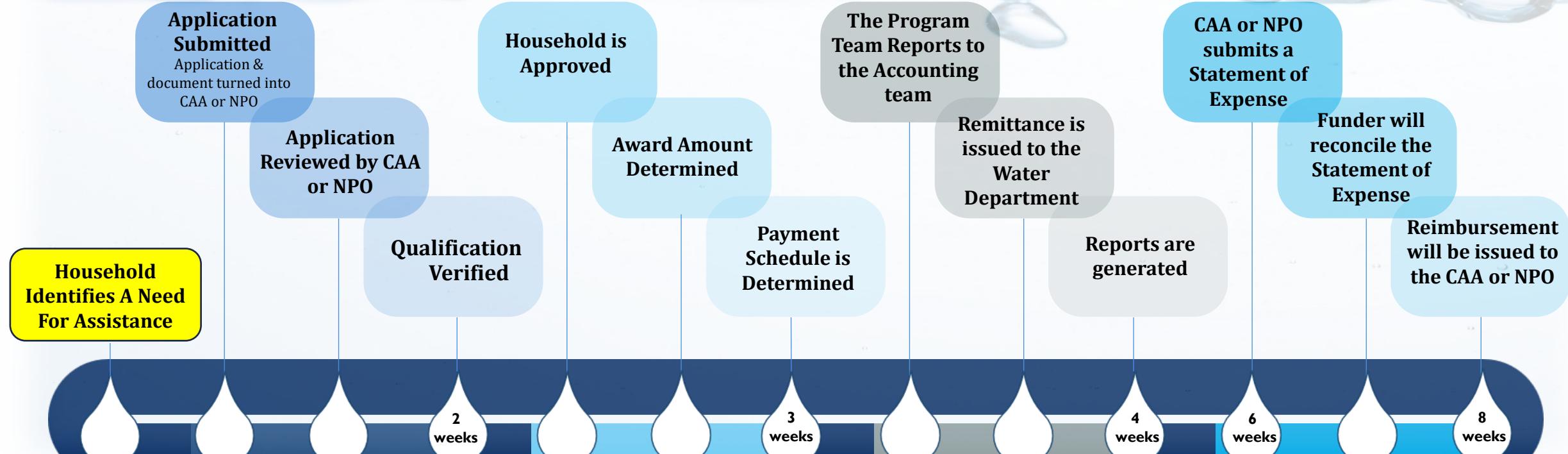


WHAT YOU SHOULD KNOW ABOUT WATER PROGRAMS

- Categorical eligibility allows for a simple application process. (i.e., *FIP/TANF, FAP/SNAP, SER, SSI, WAP).
- Some CAAs limit the number of grant awards a household can receive within a program year.
- The amount of bill credits is determined based on the annual household income and water and/or sewer bills. Making the credit unique to the household.
- The household is expected to make a timely payment for its portion of the bill.
- High water usage often prompts home water audits to identify plumbing repairs.
- A licensed contractor performs plumbing repairs.
- Being enrolled in an assistance program helps prevent the household from having its water shut off and allows the utility to collect payment.

*Family Independence Program/Temporary Assistance for Needy Families (FIP/TANF), Food Assistance Program/Supplemental Nutrition Assistance Program (FAP/SNAP), State Emergency Relief (SER), Social Security Supplemental Income (SSI), Weatherization Assistance Program (WAP).

TIMELINE FROM HOUSEHOLD ENROLLMENT TO AWARD PAYMENT



Timeline is for illustrative purposes only. Program timelines may differ for various reasons.

Application Stage

- Households must apply based on their service area.
- Currently, CAAs administer state and federal grants.
- WRAP uses CAAs and NPOs to administer the program.

Award Issuance

- Households must agree to the terms of the program.
- The water department is notified of the household's participation.
- The payment schedule is determined.

Payment

- CAA or NPO will share a remittance list with the water department.
- Payments are posted on the household's behalf, considering monthly, bimonthly, and quarterly billing cycles.

Reimbursement

- The CAA or NPO submits a statement of expense to the program funder for reimbursement.



WATER PROGRAM GRANT FUNDING FLOW CHART

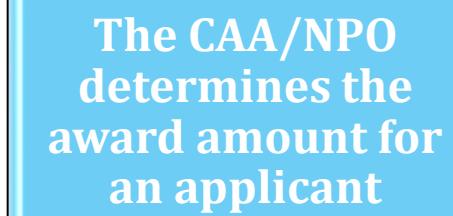
Flow of Award Funds



Funding for the Assistance Program is awarded



Funder establishes metrics for funding allocations



The CAA/NPO determines the award amount for an applicant



Funder reconciles reports



Reports and proof of payment are submitted to the funder



The CAA/NPO pays the award to the bill issuer



CAA/NPO is reimbursed



The CAA/NPO maintains a funding forecast

GLWA WRAP ENROLLMENTS & WRAP SPENDING

Enrollment Period

- Households enroll in WRAP year-round. The start and end dates for enrollment are unique to each household.
 - Example: WRAP year one could be from July 15, 2025, to July 15, 2026, or from October 2, 2025, to October 2, 2026.

Recertification

- Each household GLWA enrolled in WRAP must recertify before beginning WRAP year two.
- This allows the Service Delivery Partners to verify that the household still qualifies for benefits.
- WRAPfinity households also must recertify yearly.

Funding Commitments

- Once a household is enrolled in the WRAP Income-Based Plan (IBP), the bill credits/award amount is “committed” and reserved for the full year of enrollment.

Reporting

- The WRAP funding spent for an enrollee can cross fiscal years, because WRAP is a two-year program and WRAPfinity has no expiration.
- Households' bill credits and associated administration fees are sometimes recorded across fiscal years.



HOW DOES GLWA'S WRAP INTERACT WITH THE STATE AND FEDERAL GRANTS?

- ◆ State and Federal Grants are awarded to CAA to administer.
- ◆ WRAP Service Delivery Partners, who are CAAs and NPOs, are leveraging both programs to maximize the assistance that each household receives.
- ◆ Households who apply for water assistance do one application that is logged into the State of Michigan emPower computer system, which allows the CAA to make the appropriate program designations.
- ◆ Currently, NPOs are not awarded State grants and do not use the emPower computer system.
- ◆ Acknowledging that the grants provide temporary funding, the CAA WRAP Service Delivery Partners:
 - ◆ Use WRAP direct assistance funding to cover the household's monthly bill credits (current bill, which is committed for up to two years of WRAP enrollment).
 - ◆ Use MDHHS grants, Water Assistance Program, and Local Water Utility Assistance (LWUA) for a household's arrearage payments, as the grants can award up to \$3,000 in direct assistance.
 - ◆ Use the MDHHS grant, LWUA, which allows for up to \$9,000 in conservation services.
- ◆ CAAs can request additional funding that MDHHS reserves and is not included in original allocations.
- ◆ GLWA reports about WRAP activity only.
- ◆ GLWA does not have access to emPower or attain grant data.

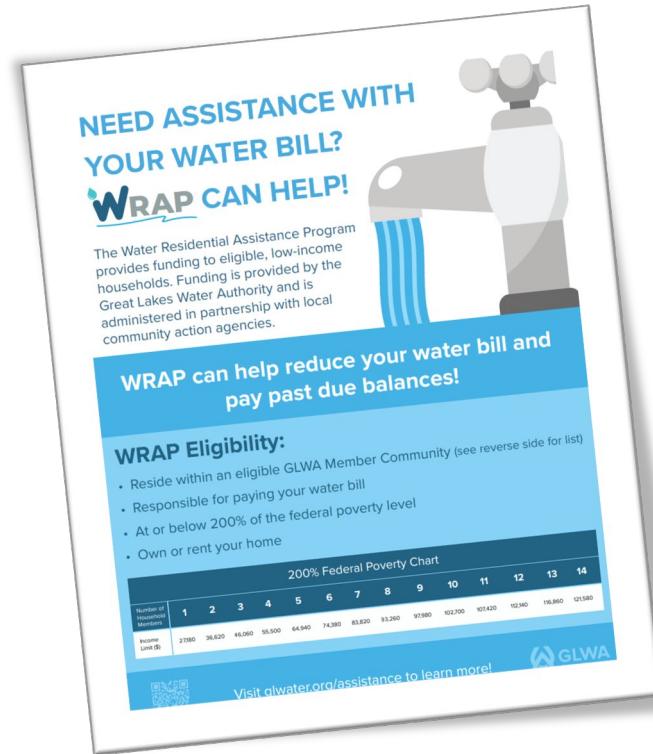


KEY TAKEAWAYS

- The information shared in this presentation is a generalization of water assistance grants/programs unless otherwise expressed.
- CAAs administer the programs on a reimbursement basis.
- Multiyear programs generally require recertification and can cross fiscal years.
- Multiple assistance programs can be coordinated to better assist a household's needs.
- Water program grants authorized today need to have time for implementation. There is a time lag from funding authorization to actual client assistance. Six or more months is not unusual. This is partly due to a grant process to distribute dollars across the state.
- State of Michigan grant dollars are being coordinated with other Water Assistance programs, such as GLWA's WRAP and WRC's HAP.

WRAP TOOLBOX

- 💧 Visit www.gewater.org/assistance
- 💧 Email WRAP@gewater.org
- 💧 WRAP Materials:
 - 💧 Service Delivery Partner Information
 - 💧 Flyers
 - 💧 Frequently Asked Questions
 - 💧 Infographics



A screenshot of the Great Lakes Water Authority (GLWA) website header. It features the GLWA logo with a stylized 'A' icon and the text 'GLWA Great Lakes Water Authority'. The header includes a navigation bar with links: 'Careers', 'Financials', 'Assistance' (which is highlighted with a green oval), 'Contact', 'Login', a search bar, and social media links for Facebook, YouTube, Twitter, and LinkedIn.