



Financial Services Audit Committee Communication

Date: November 17, 2023

To: Great Lakes Water Authority Audit Committee

From: Haran Stanley, Affordability & Assistance Management Professional

Re: Affordability & Assistance Update

Background: In 2021, an Affordability & Assistance Team was created within GLWA's Financial Services Area. The team serves as the internal and external resource for strategic policies and programs related to water affordability and assistance.

Analysis: This month, we present an update on the initiatives the Affordability & Assistance Team has been focused on, including WRAP outreach materials, Member Partner engagement, and efforts related to sustainable water assistance funding.

WRAP Outreach

The Affordability & Assistance team continues to work with our WRAP Service Delivery Partners to roll out the new BS&A WRAP tool. This new feature is designed for our Member Partners who utilize the BS&A billing systems. The tool automates the process of applying WRAP payments to the corresponding residential utility account. GLWA launched this project as part of our commitment to streamlining administrative processes to reduce the burden on Member Partners and increase Member Partner engagement. Service delivery partners are reviewing the program with the communities in our service area.

Water Affordability State Legislation

On Thursday, October 26, 2023, the statewide water affordability and shutoff protection bill package developed by the Senator Chang work group was presented to the Michigan House of Representatives, and on Tuesday, October 31, 2023, the bill package was presented to the Michigan Senate. GLWA continues to be engaged in the working group and to serve as a resource to Senator Chang.

Proposed Action: Receive and file this report.