



Financial Services Audit Committee Communication

Date: December 15, 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, Service Delivery 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 system. The tool automates the process of applying WRAP payments to the corresponding residential utility account. GLWA launched this project as part of a 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, and nine communities have implemented the tool. We would like to express our appreciation for the early implementers of this new feature, sorted by county and service delivery partner.

Genesee County - Wayne Metro

Flint

Oakland County -

United Way Southeast Michigan

Berkley

Ferndale

Huntington Woods

Macomb County - Macomb Community Action

Roseville

St. Clair Shores

Wayne County - Wayne Metro

Dearborn Heights

Hamtramck

Inkster

We continue to recommend those communities who use the BS&A billing system to utilize this tool for improved efficiency.

Water Affordability State Legislation

The Affordability & Assistance team continues to play a supportive resource role in the work surrounding statewide water affordability and shutoff protection bill package.

Other Updates

GLWA is a proven leader in the efforts to make water more affordable for underserved populations in the region. As part of that role, we are further exploring ways to improve data collection. In addition, we are seeking to understand the impact of WRAP better, identify areas of improvement, and assist with comprehensive change by telling the program's story. The Affordability and Assistance Team has a variety of projects underway with our Service Delivery Partners, Plante Moran, and Public Sector Consultants to advance our collection of data and further develop our outreach efforts. We look forward to sharing further status on these efforts in the coming months.

Proposed Action: Receive and file this report.