

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 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 is \$6.1 million for water and sewer services combined.

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 \$18.5 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, 80 communities have opted into WRAP with an additional 2 communities actively negotiating MOAs. 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.

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				

Member Partner	Option #1	Option #2	Option #3	In Progress	No Response	Not Opted In
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.		X				
Wixom						X

Member Partner	Option #1	Option #2	Option #3	In Progress	No Response	Not Opted In
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				

Member Partner	Option #1	Option #2	Option #3	In Progress	No Response	Not Opted In
Washtenaw County						
Augusta Township	X					
Pittsfield Township	X					
Superior Township	X					
Ypsilanti	X					
Ypsilanti Township	X					

Member Partner	Option #1	Option #2	Option #3	In Progress	No Response	Not Opted In
Lapeer County						
Almont		X				
Imlay City						X
Lapeer	X					

Member Partner	Option #1	Option #2	Option #3	In Progress	No Response	Not Opted In
Genesee County						
Flint	X					

Member Partner	Option #1	Option #2	Option #3	In Progress	No Response	Not Opted In
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.

October 28, 2020:

Temporary change to 1) allow program participants who are unable to make monthly payments on time to remain in WRAP provided 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	Wholesale 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	N/A
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%

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. The following is a summary of this activity through October 31, 2020. A copy of Wayne Metro's report of activity through October 31, 2020 is included with this memo.

Table 3 – WRAP Activity March 2, 2016 through October 31, 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 October 31, 2020. From March 1, 2016 to October 31, 2020, \$26.8 million was budgeted for WRAP bill assistance and conservation assistance (including the FY 2021 budgeted amounts) and \$18.5 million was utilized by WRAP participants during that time. As of October 31, 2020, the suburban counties still had uncommitted funds (combined assistance and conservation) of over \$4.8 million. The City of Detroit had uncommitted funds of over \$2.8 million and the City of Flint had uncommitted funds of over \$722,000. The uncommitted amounts include the FY 2019 reallocated funds approved by the GLWA Board on February 26, 2020 and the FY 2021 budgeted allocations.

Table 3

TOTAL Activity March 1, 2016 to October 31, 2020

Sources (Net Revenues)	Detroit	Out-Wayne	Oakland	Macomb	Washtenaw	St. Clair	Lapeer	Monroe	Genesee	City of Flint	Total
Total FY 2016 Assistance and Conservation Allocation	\$ 1,526,759	\$ 922,695	\$ 912,250	\$ 468,064	\$ 43,654	\$ 3,760	\$ 12,424	\$ 6,277	\$ 78,342	\$ -	\$ 3,974,226
Total FY 2017 Assistance and Conservation Allocation	\$ 1,575,960	\$ 994,862	\$ 955,395	\$ 494,209	\$ 46,853	\$ 3,009	\$ 12,403	\$ 6,858	\$ -	\$ -	\$ 4,089,549
Total FY 2018 Assistance and Conservation Allocation	\$ 1,606,941	\$ 1,046,457	\$ 1,020,545	\$ 529,455	\$ 50,507	\$ 3,211	\$ 12,294	\$ 7,285	\$ 35,363	\$ -	\$ 4,312,057
Total FY 2019 Assistance and Conservation Allocation	\$ 1,732,962	\$ 1,009,805	\$ 1,068,211	\$ 557,340	\$ 49,054	\$ 3,529	\$ 13,725	\$ 7,882	\$ -	\$ 21,211	\$ 4,463,718
Total FY 2020 Assistance and Conservation Allocation	\$ 1,757,343	\$ 857,309	\$ 1,031,423	\$ 666,367	\$ 49,445	\$ 3,622	\$ 15,281	\$ 7,827	\$ -	\$ 21,910	\$ 4,410,527
FY 2021 Assistance Budget Allocation											
Bill and Arrearage Assistance	\$ 2,207,527	\$ 736,129	\$ 851,554	\$ 551,503	\$ 40,932	\$ 3,097	\$ 12,891	\$ 6,536	\$ -	\$ 18,150	\$ 4,428,320
Home Audit and Repairs	\$ 551,882	\$ 184,032	\$ 212,889	\$ 137,876	\$ 10,233	\$ 774	\$ 3,223	\$ 1,634	\$ -	\$ 4,538	\$ 1,107,080
Total FY 2021 Assistance and Conservation Allocation	\$ 2,759,409	\$ 920,161	\$ 1,064,443	\$ 689,379	\$ 51,165	\$ 3,871	\$ 16,114	\$ 8,171	\$ -	\$ 22,688	\$ 5,535,400
FY 2016-2021 Assistance Available	\$ 10,959,373	\$ 5,751,289	\$ 6,052,267	\$ 3,404,814	\$ 290,678	\$ 21,001	\$ 82,241	\$ 44,299	\$ 113,705	\$ 65,809	\$ 26,785,477
Reallocation of Uncommitted Funds											
Total Reallocation of Uncommitted Funds from FY 2016	\$ 1,664,833	\$ (718,353)	\$ (591,163)	\$ (355,316)	\$ (35,419)	\$ (3,051)	\$ (10,080)	\$ (5,093)	\$ (63,842)	\$ 117,485	\$ -
Total Reallocation of Uncommitted Funds from FY 2017	\$ 786,981	\$ (558,266)	\$ (330,198)	\$ (268,882)	\$ (34,267)	\$ (2,836)	\$ (11,700)	\$ (6,468)	\$ -	\$ 425,635	\$ -
Total Reallocation of Uncommitted Funds from FY 2018 (3)	\$ 794,400	\$ (395,757)	\$ (429,264)	\$ (300,871)	\$ (36,111)	\$ (3,211)	\$ (12,293)	\$ (7,285)	\$ (35,363)	\$ 427,755	\$ -
Reallocation of Uncommitted Funds from FY 2019 (4)											
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)
FY 2019 Reallocation of Conservation Funds	\$ 492,493	\$ (118,134)	\$ (160,454)	\$ (47,806)	\$ (2,191)	\$ (667)	\$ (2,594)	\$ (1,490)	\$ -	\$ 100,000	\$ 259,157
FY 2019 Reallocation for Outreach	\$ -	\$ 60,961	\$ 172,328	\$ 98,642	\$ 3,947	\$ 289	\$ 1,220	\$ 625	\$ -	\$ 21,749	\$ 359,761
Total Reallocation of Uncommitted Funds from FY 2019 (4)	\$ 1,182,593	\$ (459,785)	\$ (807,449)	\$ (358,038)	\$ (27,631)	\$ (3,240)	\$ (12,505)	\$ (7,257)	\$ -	\$ 493,311	\$ -
Total Reallocation of Uncommitted Funds	\$ 4,428,806	\$ (2,132,161)	\$ (2,158,074)	\$ (1,283,107)	\$ (135,428)	\$ (12,337)	\$ (46,578)	\$ (26,103)	\$ (99,205)	\$ 1,464,186	\$ -
NET FY 2016-2021 Assistance Available	\$ 15,388,179	\$ 3,619,129	\$ 3,894,193	\$ 2,121,707	\$ 155,251	\$ 8,664	\$ 35,662	\$ 18,197	\$ 14,500	\$ 1,529,995	\$ 26,785,477
Uses 3/01/2016 to 10/31/2020											
Home Audits and Repair Paid to Date	\$ 2,414,207	\$ 398,228	\$ 314,863	\$ 221,637	\$ 7,490	\$ -	\$ -	\$ -	\$ -	\$ 70,711	\$ 3,427,137
Bill Assistance and Arrearages Paid to Date	\$ 6,397,861	\$ 1,009,696	\$ 1,361,111	\$ 540,190	\$ 40,068	\$ -	\$ -	\$ -	\$ -	\$ 617,142	\$ 9,966,068
Total Uses 3/01/2016 to 10/31/2020	\$ 8,812,068	\$ 1,407,924	\$ 1,675,975	\$ 761,827	\$ 47,558	\$ -	\$ -	\$ -	\$ -	\$ 687,854	\$ 13,393,204
Less: Committed Funds 3/01/2016 to 10/31/2020											
Future Bill Assistance	\$ 1,114,821	\$ 452,071	\$ 74,891	\$ 4,298	\$ 4,631	\$ -	\$ -	\$ -	\$ -	\$ 20,825	\$ 1,671,537
Future Arrearage Assistance	\$ 2,642,047	\$ 522,155	\$ 92,503	\$ 18,471	\$ 13,764	\$ -	\$ -	\$ -	\$ -	\$ 98,475	\$ 3,387,414
Total Committed Funds 3/01/2016 to 10/31/2020	\$ 3,756,869	\$ 974,226	\$ 167,393	\$ 22,769	\$ 18,394	\$ -	\$ -	\$ -	\$ -	\$ 119,300	\$ 5,058,951
Total Expenditures/Committed Funds	\$ 12,568,937	\$ 2,382,149	\$ 1,843,368	\$ 784,596	\$ 65,952	\$ -	\$ -	\$ -	\$ -	\$ 807,154	\$ 18,452,156
Uncommitted Funds as of 10/31/2020 (line 21- line 30)	\$ 2,819,242	\$ 1,236,979	\$ 2,050,825	\$ 1,337,111	\$ 89,299	\$ 8,664	\$ 35,662	\$ 18,197	\$ 14,500	\$ 722,841	\$ 8,333,321
Summary of Uncommitted Funds 10/31/2020											
Uncommitted Conservation	\$ 791,604	\$ 420,968	\$ 512,979	\$ 323,460	\$ 31,337	\$ 2,381	\$ 9,326	\$ 4,773	\$ 14,500	\$ 351,822	\$ 2,463,151
Uncommitted Assistance	\$ 2,027,638	\$ 755,050	\$ 1,365,518	\$ 915,010	\$ 54,015	\$ 5,994	\$ 25,116	\$ 12,799	\$ -	\$ 349,270	\$ 5,510,409
Outreach Allocation	\$ -	\$ 60,961	\$ 172,328	\$ 98,642	\$ 3,947	\$ 289	\$ 1,220	\$ 625	\$ -	\$ 21,749	\$ 359,761
Total Uncommitted Funds as of 10/31/2020	\$ 2,819,242	\$ 1,236,979	\$ 2,050,825	\$ 1,337,111	\$ 89,299	\$ 8,664	\$ 35,662	\$ 18,197	\$ 14,500	\$ 722,841	\$ 8,333,321

- (1) Based on April 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

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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 February 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