



Financial Services Audit Committee Communication

Date: December 6, 2024

To: Great Lakes Water Authority Audit Committee

From: Haran Stanley, Affordability & Assistance Management Professional

Re: Affordability & Assistance Update

Service Delivery Partner Engagement

The Affordability & Assistance team recently hosted an in-person outreach event on October 29, 2024 at Water Works Park for the three GLWA WRAP Service Delivery Partners. The gathering provided an excellent opportunity for collaboration, networking, and strengthening relationships. Attendees included team members from the Macomb County Community Action Agency, United Way for Southeastern Michigan, and Wayne Metropolitan Community Action Agency.

As part of the event, GLWA Facility Manager, Andrae Savage led an informative tour of the GLWA Water Works Park Water Treatment Facility. This meeting brought together over 30 participants, including two members from our Public Affairs team, who captured photographs and engaged with the service delivery partner staff. We received extensive positive feedback and look forward to making this an annual event.

Wayne Metropolitan Community Action Agency has been convening quarterly Water Program Meetings for the municipalities they serve. Haran Stanley was invited to attend and actively participate in these meetings, which have proven to be valuable in understanding the experiences of municipality staff involved in processing WRAP bill credits and other payments. This engagement allows GLWA to identify both successful practices and areas for improvement.

Affordability Update

Following the conclusion of the U.S., state, and local elections, the water affordability workgroup has refined its strategies for advocating the proposed water affordability legislation. Members will engage in more in-person discussions with legislators. GLWA continues to be supportive by emphasizing the utility's perspective in these conversations.

Proposed Action: Receive and file this report.