



Financial Services Audit Committee Communication

Date: February 27, 2026

To: Great Lakes Water Authority Audit Committee

From: Haran Stanley, Affordability & Assistance Manager

Re: Affordability & Assistance Update & WRAP Program Review

Affordability & Assistance Update

On Monday, February 9, 2026, the Detroit Board of Water Commissioners held a special meeting to approve a policy change to the Lifeline H2O Program. The change will now allow residents with an arrearage on their accounts to qualify for the program. This change was unanimously adopted. A copy of that policy is attached.

WRAP Program Review

The Affordability & Assistance team has prepared a report on WRAP activity for the period of July through December 2025. The report is included with this memo and provides an overview of WRAP spending and enrollments by service area.

Proposed Action: Receive and file this report.