



Financial Services Audit Committee Communication

Date: June 26, 2023

To: Great Lakes Water Authority Audit Committee

From: Madison Merzlyakov, Affordability & Assistance Manager

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 have been focused on, including efforts related to sustainable water assistance funding, outreach and engagement and, the WRAP Quarterly Report.

New Team Members

We are excited to share that the Affordability & Assistance team is growing! Haran Stanley, Management Professional was brought onboard recently to work closely with Member Partners and WRAP Service Delivery Partners in strengthening our Affordability & Assistance outreach efforts. A second addition is Nathan Schechter, a summer intern joining us from Haverford College, who is focused on data collection and analysis.

Sustainable Water Assistance Funding

Discussions regarding a framework for a statewide sustainable water assistance program continue. GLWA is actively engaged in the work group led by Michigan State Senator Stephanie Chang that is reviewing and providing feedback. This group is meeting weekly throughout the month of June. The Affordability & Assistance team will continue to update the Audit Committee as this important work progresses.

Outreach & Engagement

The Affordability & Assistance team, alongside WRAP Service Delivery Partners, continue to explore opportunities to connect with other organizations, Member Partners, stakeholders, and the public to expand WRAP outreach and engagement.

In celebration of Great Lakes and Fresh Water Week, the Southeast Michigan Council of Governments (SEMCOG) hosted a One Water webinar on Monday, June 5, 2023. Madison

Merzlyakov presented an overview of the new WRAP Income Based Plan at the webinar to SEMCOG members.

Events our WRAP Service Delivery Partners have engaged in recently include a Public Works Open House in Chesterfield Township, the Art, Fish, Fun event in Pontiac, and a customer assistance day in Dearborn Heights.

WRAP Quarterly Report

The FY 2023 Q3 report is attached. Highlights include:

- Overall spending and enrollments for the WRAP Income Based Plan (IBP) continue to trend upward.
- Out-Wayne and Macomb County are on track to fully utilize their allocated funding for FY 2023.
- Although Oakland County and City of Flint may not utilize all their allocated funding by the end of FY 2023, there is a significant increase in program activity for both these areas.

Proposed Action: Receive and file this report.