



Financial Services Audit Committee Communication

Date: November 21, 2025

To: Great Lakes Water Authority Audit Committee

From: Haran Stanley, Affordability & Assistance Manager

Re: WRAP FY 2025 Program Review Update

WRAP Update

On October 24, 2025, the Audit Committee received the Water Residential Assistance Program (WRAP) FY 2025 Review. The Affordability & Assistance team updated that presentation (now dated October 29, 2025) to include more information about the FY 2025 WRAP budget, along with a summary of the local and regional funding. This updated presentation is the first report attached for your review.

GLWA has made the WRAP FY 2025 presentation available to the public, and has distributed the presentation to several stakeholders, including those engaged in the 2025 Water Affordability Bill workgroup. The report was also distributed to the service delivery partners, including the Genesee County Community Action Resource Department, Macomb Community Action, Wayne Metropolitan Community Action Agency, United Way for Southeastern Michigan, and the Oakland County Water Resource Commissioner's Office.

WRAP Area 1 – City of Detroit Update

The second attached report presents the key results of the Detroit Water & Sewerage Department (DWSD) Lifeline initiative, as delivered by Matthew Phillips, Chief of Staff and Customer Service Officer, to the DWSD Board of Water Commissioners on October 1, 2025. In the report, DWSD presents Lifeline Plan activity for the program year from October 1, 2024, through September 30, 2025. During the program year, 7,930 households received Lifeline benefits and 1,476 households participated in Home Water Audits to assess and address their plumbing repair needs.

WRAP serves as one funding source for the Lifeline Plan, with a regional and local budget of \$3,573,400 allocated to assist households within the City of Detroit for the GLWA 2025 fiscal year (July 1, 2024, through June 30, 2025). The services provided align with WRAP's commitment to improving access to water affordability across the GLWA service area.

Proposed Action: Receive and file this report.