



**GREAT LAKES
WATER AUTHORITY**

WRAP Program Design

Water Residential Assistance Program Serving
GLWA Service Area

Mission...

To administer the distribution of WRAP funding to the eligible, low-income customers of Great Lakes Water Authority.



Vision...

To create a transformative water utility assistance program focusing on the core values of self-sustainability, social responsibility and affordability.



Who We Are...



Advisory Group Roster

Name	Organization
Biddle	Jeremy Wayne Metro
Borngesser	Ronald OLHSA
Byrne	Joan DWSD Procurement
Cooke	Joe Macomb County (MCCSA)
Cupp	Mia Wayne Metro
Drain	Jerome Wayne Metro
DuBuc	Kyle United Way
Eno	Greg DWSD
Estill	Russell Focus: HOPE
Frontiero	Mary Macomb County (MCCSA)
Garner	Curtrise DWSD
Holt	Kristen United Way
Hunter	Tupac Wayne County
Jackson	Barbara OLHSA
Jenkins	Saunteel The Heat and Warmth Fund (THAW)

Name	Organization
Kavanagh	Julie Macomb County (MCCSA)
Kibbey	Katy Wayne Metro
Miller	Alicia EcoWorks
Morgan	Danielle The Heat and Warmth Fund (THAW)
Piszker	Louis Wayne Metro
Powell	Rhonda Macomb County (MCCSA)
Schuster	Steve Macomb County (MCCSA)
Shearrod	Johnathan Wayne Metro
Stephens	Tom City of Detroit
Swindell	Dayna OLHSA
Tolbert	Darlene DWSD
Van Pamel	Susan Macomb County (MCCSA)
Wheatley	Jon DWSD
Woodward	Dave Oakland County Commission
Yocum	Ashley OLHSA



U.S. Census Data Report

	Population (2013)	Median Household Income (\$2013)	Persons Below Poverty	
			Percentage	Number
Detroit	688,701	\$26,325	39.3%	270,659
Macomb County	854,769	\$53,451	13.4%	114,539
Oakland County	1,231,640	\$65,594	10.2%	125,627
Wayne County*	1,775,273	\$41,184	25.1%	445,594
State of Michigan	9,895,622	\$48,411	17.0%	1,682,256

* Includes the City of Detroit

WRAP Will Add to These Existing Programs

Program	Website URL
Detroit Water Fund	http://liveunitedsem.org/pages/detroitwaterfund-about
Detroit Water Project	https://www.detroitwaterproject.org
Detroit Residential Water Assistance Program (DRWAP)	http://www.needhelppayingbills.com/html/detroit_water_bill_assistance.html
Detroit THAW Water Assistance Program	http://www.needhelppayingbills.com/html/detroit_thaw_water_assistance.html
Water Access Volunteer Effort (WAVE)	http://www.wavefund.org
Wayne Metro Water Assistance Program	http://www.waynemetro.org
Michigan Department of Health and Human Services	http://www.Michigan.gov

How We Got Here...

- ✓ City Bankruptcy
- ✓ Water Crisis
- ✓ Detroit Water Fund
- ✓ MOU Creates GLWA
- ✓ GLWA Board Appointments
- ✓ Regional Water Authority Established
- ✓ WRAP Program Created



Program Outline...

- ✓ Eligibility Criteria
- ✓ Administrative Process
- ✓ Types of Assistance
- ✓ Outreach
- ✓ Budget
- ✓ Performance Measures



Outreach & Coordination...

- ✓ GLWA, DWSD and local retail provider website postings
- ✓ Signage/videos for display at Customer Service Centers and local retail provider payment centers.
- ✓ Informational tables at local fairs and events.



Outreach & Coordination...

- ✓ Educational Public Service Announcements (PSA) for broadcast media.
- ✓ Partner with local businesses to approve advertising within their establishments.
- ✓ Overview video to be shown in customer service centers, online, and on social media.



Delivering the Program

- The Advisory Group provided guidance for Minimum Requirement Criteria for WRAP Program Administrator.
- The Advisory Group created process flow diagrams to provide information that could be included in the RFP.



Meet the Great Family



Great Family Today

- ✓ Housed
- ✓ Employed
- ✓ Healthy
- ✓ Utilities Current



Great Family Tomorrow

- Unemployed
- Hospitalized
- Delinquent Utilities
- Water Shut-Off Notice



Helping the Great Family



GLWA WRAP Program



WRAP Assistance Plans

Form of Assistance:	Eligibility Requirements:	MAXIMUM Annual Benefit:
Payment Assistance	<ul style="list-style-type: none"> ▪ Household at 150% of poverty or below ▪ Proof that household is within the GLWA Service Area 	Up to \$1,500 per year.
Water Use Conservation Class	<ul style="list-style-type: none"> ▪ Open to all registering with Administrating Agency 	One class per household
Residential Water Audit	<ul style="list-style-type: none"> ▪ Household with water usage 20% above average household usage 	One water audit per household
Homeowner Plumbing Repairs	<ul style="list-style-type: none"> ▪ Water audit determines plumbing issues are responsible for high usage. 	Up to \$1,000 per home (one time)

- The Greats receive delinquency notice, or first-time shut-off notice.
- The Greats call their local water retailer to request help, and explore their options.
- Call is then transferred to an available WRAP representative.
- WRAP Service Specialist conducts pre-eligibility screening.
- If eligible, an intake appointment will be scheduled.

Step One: First Point of Contact



Step Two: Face-to-Face Meeting

- The Greats come into a WRAP service center for an appointment with all necessary documentation.
- More extensive intake session conducted.
- Additional needs identified.
- Forms of assistance provided will be determined following assessment.



- If account is in shut-off status, a hold will be placed on the delinquent account immediately following intake.
- High user home owners will be required to schedule a water audit, to search for leaks within the home.
- Average users will be encouraged to attend a water conservation class.
- A good faith payment is required before bill payment can be processed.

Step Three: The Greats On the Path to Self-Sufficiency



Step Four: The Greats Set Out on a Better Path

- Good faith payment is processed.
- Home audit conducted. Small leak found.
- WRAP Administrator refers the Greats to other assistance programs that could help meet their additional needs:
 - Employment
 - Healthcare
 - Food Shortage
 - Other utility and energy issues
 - Financial Stability and Security

Step Five: The Home Stretch

- Following the attendance of a conservation course, the high usage Great family will have received their minor plumbing repairs.
- By day 30, payment for bill will be processed.
- The Greats will be encouraged to follow leads on other assistance programs.
- The Greats will be advised to reduce their water usage to help reduce future utility costs.



Future Great Family

- ✓ Current on Utilities
- ✓ Informed Water Consumers
- ✓ Relatively Leak Free Home
- ✓ Ongoing Support



Performance Goals

- **Goal #1:** Assist low-income individuals and families with their water and sewer bills.
- **Goal #2:** Avoid water utility disconnection and reduce account arrearages.
- **Goal #3:** Assist customers in increasing self-sufficiency, in part through the provision of water conservation measures.
- **Goal #4:** Promote collaboration on program outreach to consumers and the public via multi-media and multi-lingual information sources.
- **Goal #5:** Foster collaboration to advance partnerships for developing and leveraging funding opportunities to deliver assistance.



Goal #1

Assist low-income individuals and families with their water and sewer bills.

- Number of completed applications.
- Number of applicants not eligible for participation.
- Number of households assisted.
- Amount (\$) of assistance provided total and average per household.
- Number of payments that meet or exceed the estimates provided.
- Number of repeat applicants / participants.



Goal #2

Avoid water utility disconnection and reduce account arrearages.

- Number of shut-offs avoided.
- Amount of arrearages eliminated.
- Amount of arrearages paid (total and average).



Goal #3

Assist customers in increasing self-sufficiency, in part through the provision of water conservation measures.

- The number of high water users vs. average water users who were assisted.
- The number of households that turned down vs. attended conservation classes.
- The number of repairs performed (include the average cost of repairs per household) and impact on bill size and timeliness of payments.
- Location of households with high water usage.
- Number/percentage of households receiving both forms of assistance.



Goal #4

Promote collaboration on program outreach to consumers and the public via multi-media and multi-lingual information sources.

- Number of agencies and community organizations engaged.
- Number of client referrals from regional agencies and community organizations.



Goal #5

Foster collaboration to advance partnerships for developing and leveraging funding opportunities to deliver assistance.

- Number of partner agencies providing supplemental funding / assistance.
- Supplemental funding made available.
- Program participants served through supplemental funding.
- Additional Forms of Assistance provided via supplemental funding (e.g. home water audits, conservation kits, leaks repaired).



Next Steps

- ✓ Review and Comment on Report
- ✓ Acceptance of the Plan
- ✓ Approve go forward of RFP
- ✓ Scoring & Selection of Provider(s)



Key Questions Asked by Customers

- ✓ Does the program run on a “first come, first served” basis?
- ✓ How will the program information be rolled out?
- ✓ How will the money be allocated? Will Detroit get most of the money?
- ✓ Who will administer the program?
- ✓ When will the program be available?
- ✓ Will Renter's Affidavits be an issue?

Additional Questions....

