

Energy Waste Reduction Low Income Workgroup

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Welcome and Introductions

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WRAP Program

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Social Determinants of Health

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Wrap Up and Adjourn

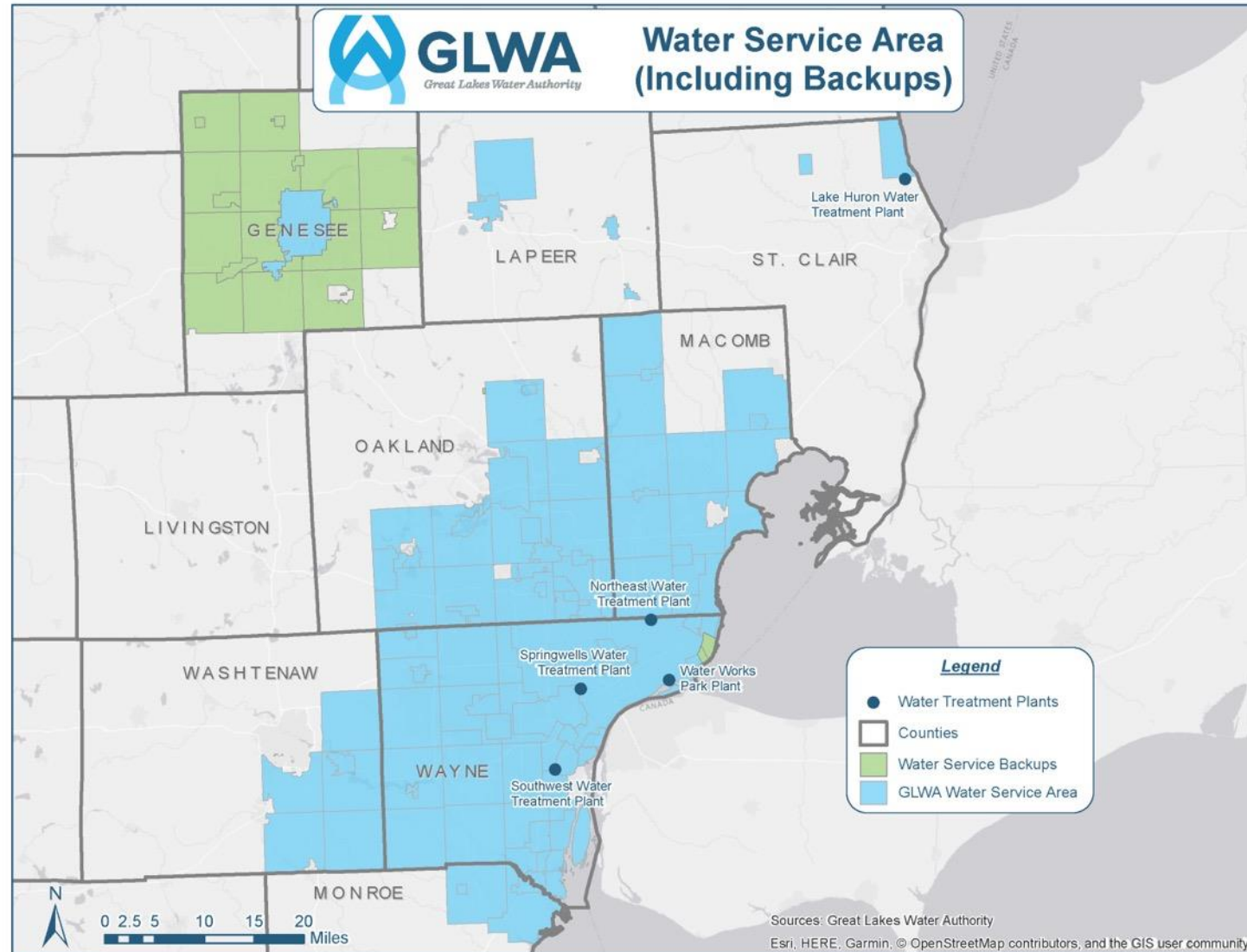
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Water Residential Assistance Program

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ABOUT THE GREAT LAKES WATER AUTHORITY



Water System

5 

Treatment Plants



816 miles of
transmission main



3.8 MILLION
PEOPLE SERVED



88 Member Partners
across **112** communities



Treatment capacity of **1,720**
million gallons per day



3 Water
Intakes



19 BOOSTER
PUMP STATIONS



1,698 SQ. MILE
service area

MISSION: *To exceed our customer's expectations by utilizing best practices in the treatment and transmission of water and wastewater, while promoting health communities and economic growth.*

Wastewater System



The largest single-site
wastewater treatment
facility in the United
States



195 miles of trunk
sewers & interceptors



2.8 MILLION
PEOPLE SERVED



19 Member Partners
across **79** communities



Treatment capacity of **1,700**
million gallons per day



8 
CSOs

3 
Interceptors

9 PUMP
STATIONS



944 SQ. MILE
service area

VISION:

Through regional collaboration, GLWA strives to be the provider of choice, dedicated to efficiently and effectively delivering the nation's best water and sewer services in partnership with our member partners.



WATER RESIDENTIAL ASSISTANCE PROGRAM (WRAP)

What is WRAP?

The Water Residential Assistance Program (WRAP) reduces water bills by providing water bill assistance and conservation measures to qualifying low-income households within the GLWA service area through local service delivery partners. The program is funded through GLWA budgeted revenue and administered by local service delivery partners.



Program Elements

**Bill
Payment
Assistance**

**Arrearage
Assistance**

Conservation

Who is Eligible for WRAP?

Households are eligible for WRAP if they meet the following criteria:

- 💧 Reside within the GLWA service area
- 💧 Demonstrate household income at or below 200% of the federal poverty level
- 💧 Establish they are responsible for the water bill
- 💧 Live in a home they own OR rent

Program Objectives

- 💧 Assist qualifying low-income households in permanently reducing their water and sewer bills through conservation and minor plumbing repairs.
- 💧 Provide qualifying low-income households with financial assistance through bill and arrearage payments for established timeframes.
- 💧 Ensure households have access to water in their home.
- 💧 Foster collaboration to advance partnerships for developing and leveraging funding opportunities to deliver and maximize assistance provided.
- 💧 Streamline administrative processes to strengthen engagement of GLWA Member Partner Communities.

Drivers for Recent Program Improvements

- 💧 Emphasize water affordability
- 💧 Simplify the program in terms of accessibility, enrollment and administration
- 💧 Increase participation by expanding service delivery partnerships and grants

WRAP as a Core Service

- ◆ Eliminated Opt-in/out and menu of options for WRAP
- ◆ Increased accessibility to the program for GLWA Member Communities
- ◆ Simplified program for households and service delivery partners

WRAP Income Based Plan (IBP)

- 💧 Assistance amount provided is unique to each household's need based on their annual income and water bill amount
- 💧 Minimum of \$25 monthly bill credit
- 💧 Household responsible for paying remainder of the bill
- 💧 Rapid Assistance available for participants that can't pay their portion of their bill

Direct Client Assistance & Case Management

- 💧 Empowers service delivery partners to work with client directly to review progress in making payments
- 💧 Removes the need for communities to verify on time payments
- 💧 Reduces reporting burden at the community level

WRAP Advisory Panels

💧 Member Partner Community Panel

- 💧 Maintains engagement with Member Communities in WRAP
- 💧 Provides feedback on program changes
- 💧 Evaluates program success

💧 Stakeholder Panel

- 💧 Expand frontline community outreach network
- 💧 Encompasses social services subject matter experts and others who inform strategy related to affordability and assistance matters

WRAP Facts FY 2022

- 💧 8,000+ households enrolled in direct assistance
- 💧 \$6.1M direct assistance funds committed
- 💧 \$756.85 average assistance per household
- 💧 226 shut-offs avoided
- 💧 1,700+ households provided conservation measures
- 💧 \$1.5M minor plumbing repairs provided

WRAP's Impact in the Community

- 💧 “The water auditor explained everything that needed repairing and changed some things on the spot to save water, like my shower head. Thank you WRAP for all of your assistance!”
- 💧 “I requested assistance and I was treated with respect, my application link was sent directly to me, and I did not have to wait many days anticipating a decision.”
- 💧 “I was shown how my water meter works, also tips for saving water to keep my bill down. Please keep educating residents about water!”

Learn More at www.glwater.org/assistance

QUICK LINKS

[Member Partner Resources](#)

[Board Documents](#)

[Capital Improvement Plan](#)

[Water Residential Assistance Program](#)

[Industrial Waste Control](#)

[120-Inch Main Break](#)

[2021 Flooding Events](#)

[Solicitations](#)

[A-Z Directory](#)

What is the Water Residential Assistance Program?

The Great Lakes Water Authority (GLWA) launched the Water Residential Assistance Program (WRAP) in 2015 to provide financial assistance to qualifying low-income households in the GLWA service area. WRAP helps households with low incomes permanently reduce their water, sewer, and drainage services bills by providing water conservation measures and offering bill payment and arrearage assistance. The program is funded by at one half of one percent of GLWA budgeted revenues.

Representatives from the surrounding counties worked together with GLWA to create a program that is first of its kind in Michigan, and one of only a few models for sustainable assistance plans in the country. GLWA engages with local service delivery partners who have direct oversight of the implementation and marketing of the program in their service areas, allowing for more tailored outreach efforts. Our partners include Macomb Community Action Agency (MCA) and the founding-administer Wayne Metropolitan Community Action Agency (Wayne Metro).

NEW! WRAP IMPROVEMENTS



[FY23 WRAP Improvements](#)



[FY 2023 Proposed WRAP Changes 7.28.2022 v1](#)





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Social Determinants of Health

Ninah Sasy

Director, Policy and Planning Division
Michigan Department of Health and Human Services

Close & Adjourn

Thank You!