

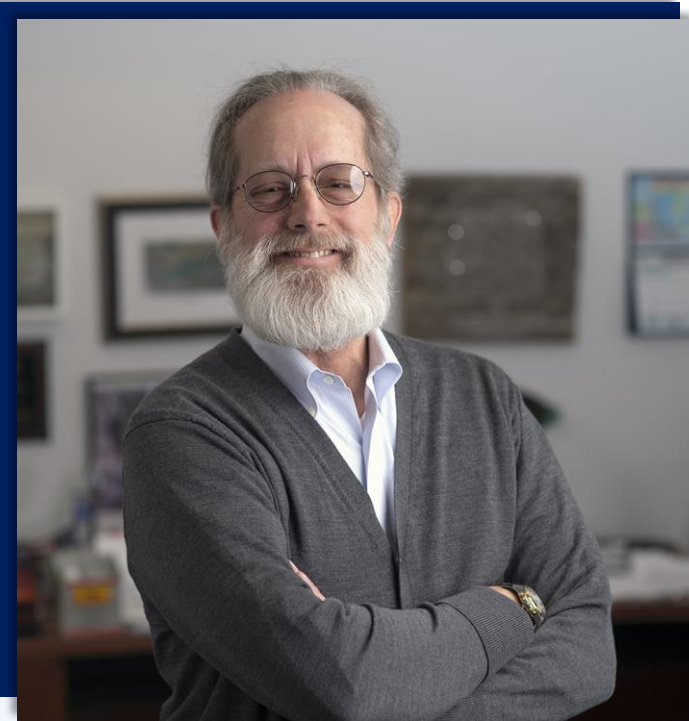
# Water Affordability Coalition

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Affordability and Planning Grant

*May 26, 2022*





# Welcome & Introduction Commissioner Nash



# Desired Meeting Outcomes & Agenda

## Overview and Discussion of Income-Based Assistance Planning

# Introductions

## Kelsey Cooke





# **Great Lakes Water Authority's Water Residential Assistance Program**

**Madison Merzlyakov,  
GLWA Affordability & Assistance Manager**



# 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



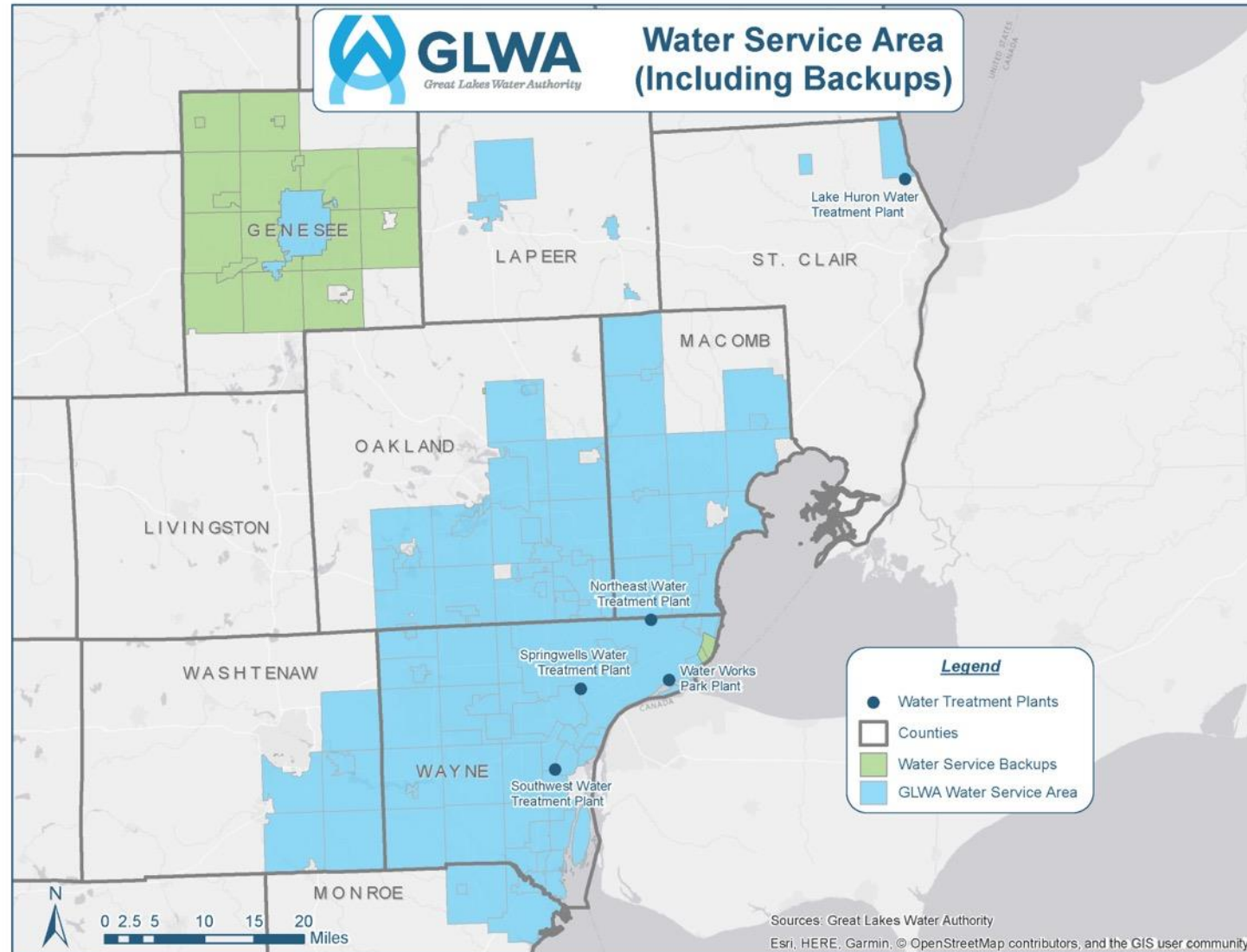
**3** Water  
Intakes 

**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

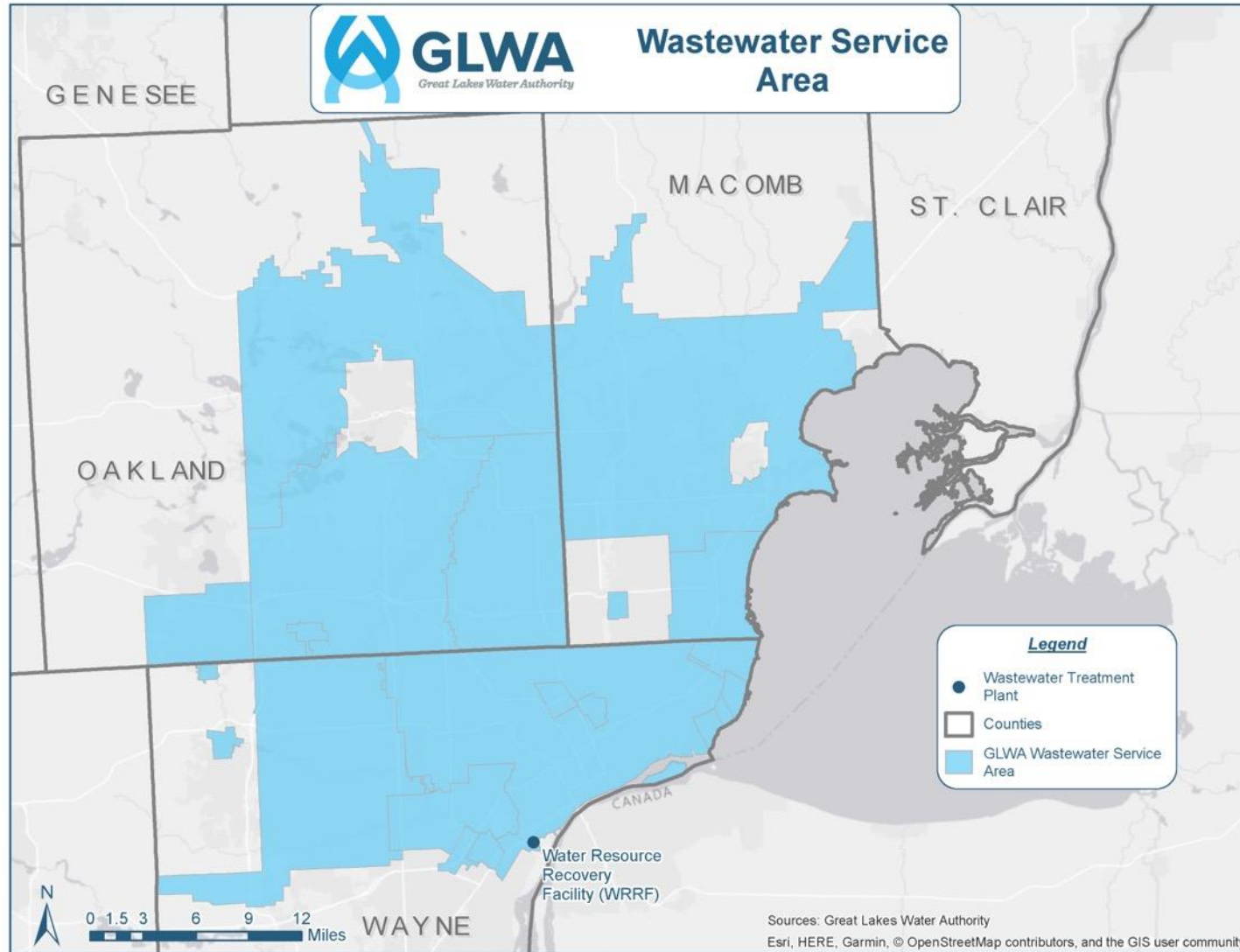


**944 SQ. MILE**  
service area

## 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.*





# What is WRAP?

The Water Residential Assistance Program (WRAP) is an assistance program that provides funding to eligible, low-income homeowners to assist with water bills, water conservation, and self-sufficiency initiatives. The program is funded through Great Lakes Water Authority budgeted revenue and administered in partnership with local service delivery partners.



# 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 Elements

**Bill  
Payment  
Assistance**

**Arrearage  
Assistance**

**Conservation**

**Other  
Benefits**

# Program Benefits

- 💧 While enrolled, households cannot have their water shut off
- 💧 Program participants receive water conservation education
- 💧 Service delivery partners provide households with additional wrap around services
- 💧 Utilities receive additional revenue on a reoccurring basis
- 💧 Program design is intentionally flexible to adjust to changing demands and needs

# Program History

- 2016** WRAP launched
- 2019** WRAPfinity launched
- 2020** Increased conservation and plumbing repairs to average of \$1,500/household (from \$1,000)
- 2021**
  - Enabled the use of categorical eligibility
  - Increased arrearage cap to \$2,400 (from \$1,400)
  - Created special allowances provisions for conservation and plumbing repairs
  - Expanded eligibility to conservation and minor plumbing repair program
  - Removed the high-water user requirement for conservation services eligibility



# Proposed WRAP Improvements

# Overview of Proposed Changes

- 💧 Evaluate water affordability (direct bill assistance)
- 💧 Move toward direct client assistance
- 💧 Provide WRAP as a core service
- 💧 Member Community WRAP Advisory Panel
- 💧 Allow for instances of no income
- 💧 Expand partnerships
- 💧 Track progress
- 💧 More frequent reviews of overall program utilization

# Evaluate Water Affordability

- 💧 Creates sliding scale for direct payment assistance
- 💧 Accounts for household income and water bill amount

## Example Scale:

Water Bill as a Percentage of Household Income	Under 4%	4.5%	5%	5.5%	6%	6.5% and above
Monthly Support	\$25	\$30	\$35	\$40	\$45	\$50

## Example Scenario:

- Household Income: \$20,000 or \$1,666 a month
- Average water bill: \$95/month or 5.7% of their household income
- Monthly direct assistance: \$40
- New average water bill: \$55/month or 3.3% of their monthly household income



# Move Toward Direct Client Assistance

- 💧 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 as a Core Service

- 💧 Removes Opt-in/out and menu of options for WRAP
- 💧 Allows for greater accessibility to the program for all GLWA Member Communities
- 💧 Simplifies program for households and service delivery partners

# Form 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



# Allow for Instances of No Income

- 💧 Plan to maintain payments is documented upon intake
- 💧 Allows for flexibility of non-traditional income
- 💧 Enables full use of categorical eligibility

# Expand Partnerships


- 💧 Engages other potential service delivery partners to maximize support for WRAP
- 💧 Recognizes CAAs resource constraints

# Track Progress

- 💧 Data tracking on a monthly/quarterly basis is not effective for decision making
- 💧 Data to be provided directly to GLWA via a client data sheet upon intake (no personal info)
- 💧 Allows for program utilization data to be monitored and support timely corrective action when needed

# Other Topics

- 💧 Flint program starts and stops based on current funding; evaluate options to smooth funding flow and utilization
- 💧 Review program utilization more frequently to better understand funding allocation levels

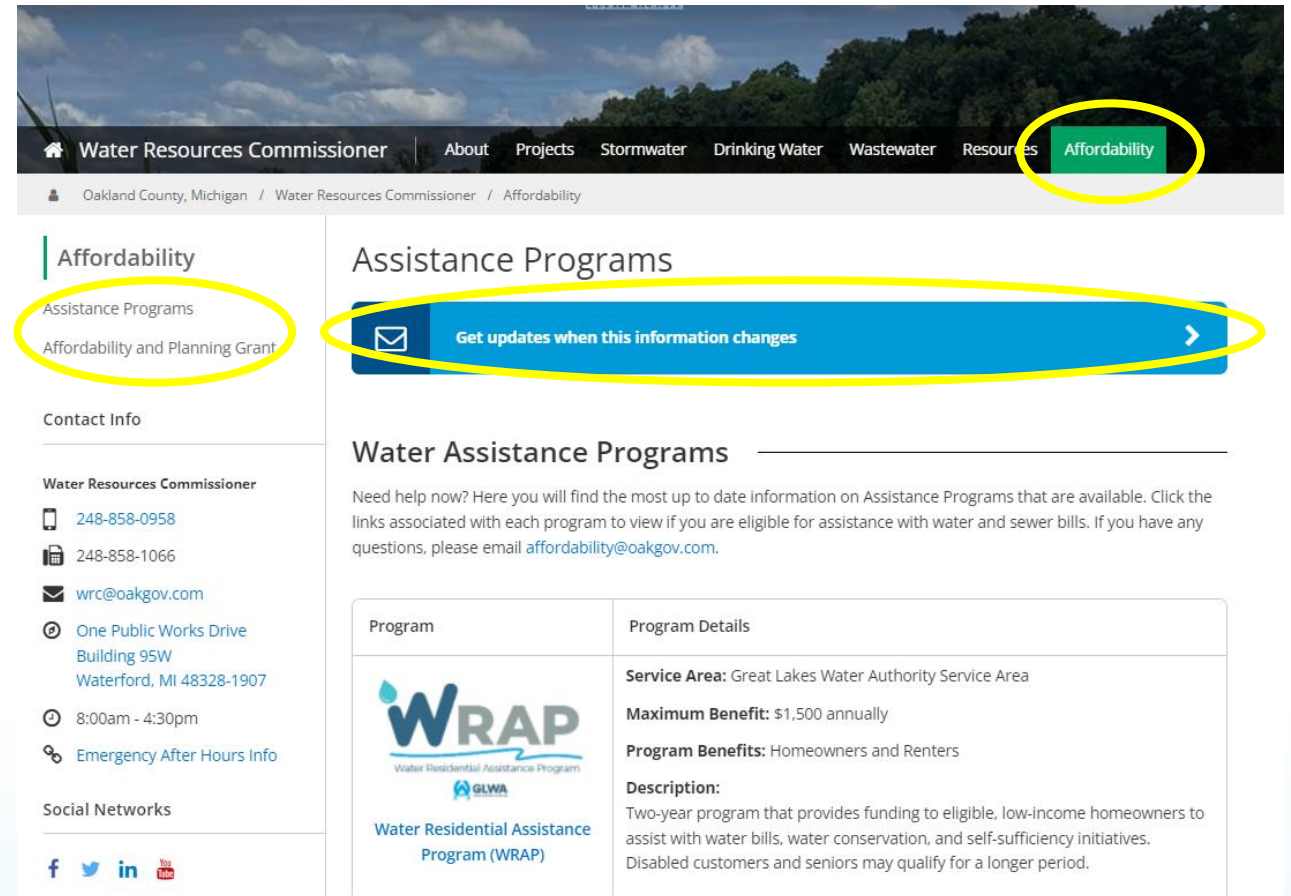


# Reactions, Questions & Discussion




# Next Steps

- Must increase enrollment to show available funds being exhausted
- WRC steps to achieve increased enrollment
- Showcase of our website:  
[oakgov.com/affordability](http://oakgov.com/affordability)



The screenshot shows the 'Affordability' page on the Water Resources Commissioner's website. A yellow circle highlights the 'Affordability' link in the top navigation bar. Another yellow circle highlights the 'Assistance Programs' link in the left sidebar. A third yellow circle highlights a blue banner that says 'Get updates when this information changes' with an envelope icon and a right arrow. The main content area is titled 'Assistance Programs' and includes a section for 'Water Assistance Programs' with a description and a table of programs.

Program	Program Details
 Water Residential Assistance Program (WRAP)	<p><b>Service Area:</b> Great Lakes Water Authority Service Area</p> <p><b>Maximum Benefit:</b> \$1,500 annually</p> <p><b>Program Benefits:</b> Homeowners and Renters</p> <p><b>Description:</b> Two-year program that provides funding to eligible, low-income homeowners to assist with water bills, water conservation, and self-sufficiency initiatives. Disabled customers and seniors may qualify for a longer period.</p>

# Update on Report Writing Status



Copy to come

# Next Meeting

*Next Meeting, June 23 at 11 a.m. via Zoom*




# Thank You!

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