

# Water Affordability Coalition

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*January 26, 2023*





# Welcome & Introduction Commissioner Nash





# **Demar Byas**

## **Affordability Coordinator**



# Meeting Agenda

- 🌱 Discuss the new WRAP Income Based Plan (IBP)
- 🌱 Share details of GLWA's partnership with United Way for WRAP
- 🌱 Explain the assistance amount increase for LIHWAP
- 🌱 Provide status update on WRC Hardship Assistance Program
- 🌱 Brainstorm ideas for town hall meetings in Pontiac and Royal Oak Township



# WRAP Income Based Plan

Madison Merzlyakov  
*GLWA Affordability and Assistance Manager*



# What is WRAP?

- 💧 WRAP provides short term assistance to qualifying low-income households in the GLWA service area through:
  - 💧 Bill Credits
  - 💧 Arrearage Assistance
  - 💧 Conservation Measures & Minor Plumbing Repairs
- 💧 It is funded through GLWA annual budgeted revenues
- 💧 The program is administered by local service delivery partners

# WRAP Eligibility

- ◆ Households are eligible for WRAP if they meet the following criteria:
  - ◆ Reside within the GLWA service area
  - ◆ 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
- ◆ Eligible households with a senior citizen or person with permanent disabilities are eligible to receive bill credits without an expiration date

# Recent Program Improvements

- 💧 Increase accessibility by eliminating the opt-in requirement
- 💧 Bill credit amount provided is unique to each household and is based on their annual income and bill amount (WRAP Income Based Plan)
- 💧 Emphasis on direct client assistance & case management to reduce administrative burden on communities



# Overview of WRAP Elements

## Bill Credits

- Amount is unique to each household
- Based on income & amount of water & sewer bill
- After applied, the amount the household is expected to pay is ~3% of the household income
- Rapid Assistance available

## Arrearage Assistance

- Up to \$1,200 in arrearage assistance upon enrollment in Year 1
- Up to \$1,200 in arrearage assistance upon enrollment in Year 2
- A household does not need to have a past due balance or be in shutoff status to enroll in WRAP

## Conservation & Plumbing Repairs

- Up to \$2,000 in services such as:
  - Home Water Audit
  - Minor Plumbing Repairs
  - Educational information regarding water usage
- Emphasis on a healthy home

# WRAP Income Based Plan Example

💧 Example WRAP Income Based Plan (IBP) Household:

💧 Household Annual Income: \$10,000

💧 Annual Bill Amount: \$1,000

💧 Previously \$300 per year in bill credits

💧 WRAP IBP: \$700 per year in bill credits

# New WRAP Service Delivery Partner for Oakland County!

- 💧 United Way for Southeastern Michigan

- 💧 Effective January 9, 2023

- 💧 To apply:

  - 💧 Call: 248-983-5656

  - 💧 Go Online: <https://uwsem.smapply.org/prog/utilities/>



**United Way  
for Southeastern Michigan**



**for Southeastern Michigan**

# United Way of Southeastern Michigan

Sean Scane  
*Utility Initiatives Director*



# LIHWAP Update

Barbara Jackson

*OLHSA Welcome Center Services Deputy Director*



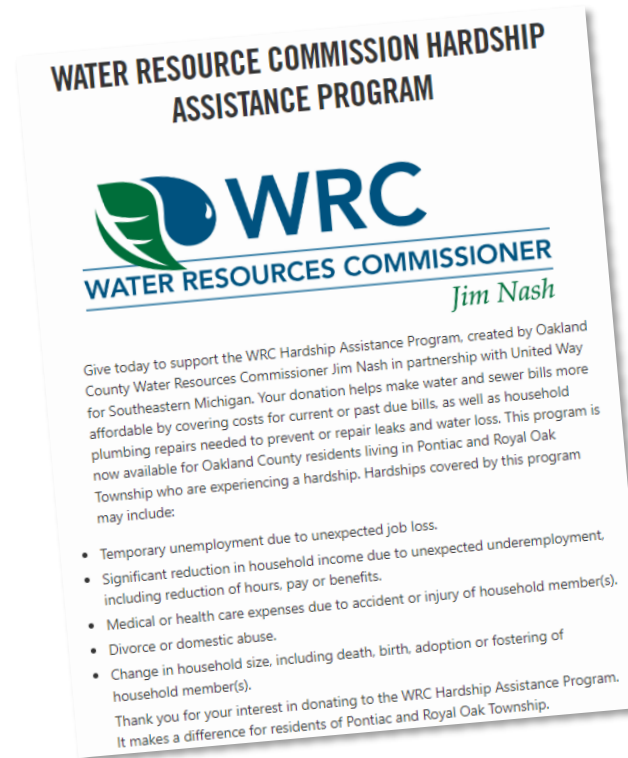


# WRC Hardship Assistance Program



# Program Update

- RFP was opened to determine an agency to assist with the program
- United Way was awarded the contract
- The Hardship Assistance Program has the flexibility to accept both public and private donations
- Website: <https://bit.ly/3ZYIyiA>



Form fields for donation:

- Name\*  
First Name  
Last Name
- Email\*
- Credit Card\*  
American Express  
Discover  
MasterCard  
Visa
- Card Number
- Expiration Date  
Month Year
- Security Code
- Cardholder Name
- Billing Address\*  
Street Address  
Address Line 2
- City
- State / Province / Region
- ZIP / Postal Code
- Amount\*
- Total  
\$0.00
- SUBMIT**

# AccessH2O Assistance Program



# Program Details

- AccessH2O provides financial assistance, education, and support to individuals and families experiencing temporary financial hardship to avoid water shut-off
- The program is designed to be a solution for customers needing assistance to recover from temporary hardship or to catch-up from a past due balance
- Support will not exceed \$1,200 per customer
- Website: [accessh2o.org](https://accessh2o.org)



## OUR UTILITY PARTNERS





# Town Hall Meetings





# Open Discussion: Meeting Topics

***Idea:***  
**Water Assistance  
Programs**

Meet with communities  
to ensure they are  
aware of current  
program changes and  
new opportunities

*What topic do you  
think would be  
important at a town  
hall meeting?*

**Email topics to**  
[affordability@  
oakgov.com](mailto:affordability@oakgov.com)

# Next Meeting

*Thursday April 27, 2023  
at 11 a.m. EST*



# Thank you!

**Questions? Email [affordability@oakgov.com](mailto:affordability@oakgov.com)**

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