



# GREAT LAKES WATER AUTHORITY

## Water Residential Assistance Program (WRAP)

### Frequently Asked Questions

#### 1.) What is WRAP?

The Water Residential Assistance Program (WRAP) is an assistance program to be available to qualifying low-income retail customers of communities served by the Great Lakes Water Authority (GLWA). Provisions for the WRAP are included in the GLWA incorporating documents executed by Macomb, Oakland and Wayne counties, the City of Detroit, and the State of Michigan. GLWA will assume operational control of the regional facilities of the current Detroit Water and Sewerage Department (DWSD) on the effective date of the Authority to occur no later than January 1, 2016.

The WRAP program was designed by a team of exceptionally knowledgeable and experienced Advisory Group members including representatives of agencies from Macomb, Oakland, and Wayne Counties, and community service agencies in the GLWA service area. WRAP has been designed to provide for an equitable disbursement of available funds to assist low-income customers with water and sewer bills and encourage water use efficiency. WRAP will be managed by a qualified Program Administrator who will be selected through an open procurement process.

#### 2.) How is WRAP funded?

WRAP will be funded annually at an amount equal to 0.5% of budgeted GLWA operating revenue, and included in the GLWA's budget. The amount for Fiscal Year 2015-2016 is approximately \$4.5 million.

#### 3.) When will WRAP funds be available for distribution?

The WRAP funds will become available when the GLWA becomes operational. The WRAP Program Administration is targeted to be operational by January 1, 2016.

#### 4.) Who is eligible for WRAP?

To be eligible for the WRAP assistance program, a household must meet all of the following criteria:

- Households must be within the GLWA customer region and must provide proof of residency.
- A qualifying household must have household income at 150% or less of federal poverty guidelines. The Program Administrator will review the past 30 days of household income to determine eligibility.
- A qualifying head of household must provide appropriate proof of identity for all members of the household 18 years and older.
- The water bill must be in past due status.
- A payment toward the account balance of at least 5% of the amount owed or \$50, whichever is lower, must be paid within the last 90 days.

**5.) How long will it take to process eligibility?**

After being deemed eligible for assistance, the household’s water service provider will be asked to place a hold on the account. Payment to the retail water service provider on behalf of the individual will be made within thirty days of confirmation of eligibility.

**6.) What forms of assistance are available?**

There are several factors that determine the type of assistance a household will receive:

- Payment assistance is available for each qualifying household one time per year.
- Water use conservation informational packets are available for all households.
- Water use conservation classes are available one time per household.
- Residential water audits are required for households that have water usage above 20% of average water usage. The homeowner must agree to attend a water use conservation class and have the home water audit performed to be eligible for payment and plumbing assistance.
- If the water audit determines that plumbing issues are creating high usage, the household may receive up to \$1000 in water-related plumbing repairs. Repairs cannot include services that will change the infrastructure of a property and are not available for non-owner-occupied residents.

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

**7.) How often can I receive assistance?**

Due to limited funding, payment assistance is available only one time per year. Plumbing repair assistance is available to homeowners one time per household.

**8.) What if my household is ineligible for WRAP?**

WRAP will refer individuals to other assistance programs if they are ineligible to receive WRAP funding.

**9.) Who do I contact to apply for assistance?**

Prior to the commencement of the WRAP, the Program Administrator and GLWA staff will provide information on how to apply for assistance. This information will be available on the GLWA and DWSD websites, customer service centers, and other community agencies. The WRAP Program Administrator will also work with water service providers in your community to make additional information on WRAP assistance available.