



AFFORDABILITY PROGRAMS

MONTHLY UPDATE

April 7, 2021

Water Retail Assistance Program

WRAP

Direct Bill Assistance

WRAP – Clients Helped Since 2016

• Customers Enrolled in WRAP	20,820
• Successfully Completed 1 st Year	6,644
• Successfully Completed 2 nd Year	2,626
• Total Assistance Dollars Provided	\$10,170,012
• Total Interruptions Avoided	2,593

Interruptions Avoided has been tracked since May 2018.

These Statistics are for Detroit Customers Only. WRAP also services the rest of GLWA's Service area.

WRAP Update Fiscal Year 2021

• Customers Applied for WRAP	3,232
• Customers Enrolled in Year 1	2,058
• Customers Enrolled in Year 2	674
• Customers Enrolled in WRAP ‘Finity	173
• % of Customers that Successfully Enroll	92%
• Total \$ Assistance in FY2021	\$1,490,850
• Customers Avoided Service Interruption	N/A

These Statistics are for Detroit Customers Only. WRAP also services the rest of GLWA’s Service area.

WRAP Status – As of February 2021

• \$ Credited in February	\$168,605
• Active Accounts Enrolled in WRAP	3,152
• Total Accounts Receivables in WRAP	\$2,849,785
• Total WRAP Appointments in Feb	205
• Total Enrollments in Feb	242

These Statistics are for Detroit Customers Only. WRAP also services the rest of GLWA's Service area.

Customers Applied Versus Enrolled

Since Program Inception – Detroit Only

Fiscal Year	Clients Evaluated	Clients Enrolled	Percent
2015-2016	3,878	802	21%
2016-2017	10,720	5,320	50%
2017-2018	6,072	4,206	69%
2018-2019	5,735	3,418	60%
2019-2020	5,465	4,115	75%
2020-2021 (to-date)	3,232	2,959	92%
Since Inception	35,102	20,820	59%
Average Per Year	6,582	3,904	

Note: Year 2 Enrolls begin in March of 2017 and WRAP 'Finity Enrolls begin in July of 2019. These Enrollments may skew enrollment percentage.

WRAP

Conservation Program



WRAP Conservation – Stats Since 2016

- Customers Received Conservation \$ 3,062
- Total Direct Spending for Conservation \$2,414,289
- Average \$ Spend Per Customer \$788/Customer
- Total \$ Saved (2021 Rates)* \$2,072,929
- Total Reduction in Usage (Gal)* 122,759,820

*Savings and usage calculated on only 2,607 accounts. Remaining accounts that received assistance became inactive and were unable to be tracked after conservation repairs.

WRAP Conservation – Savings & Spending



- Accounts with Reductions 1,579 (60.6%)
- Accounts without Reductions 1,028 (39.4%)
- Average Bill Reduction per Account \$7.77/Month
- Median Usage Reduction per Account (Gal) 1,220/Month

Expense Type	Amount Spent	Org Receiving Funds
Total \$ for Home Audits	\$1,352,450	Wayne Metro/Eco Works
Plumbing Repairs	\$1,061,839	Plumbers
Admin Fee	\$289,715	Wayne Metro
Total	\$2,704,004	

COVID Emergency Rental Assistance Program (CERA)

CERA



- Grant Focuses on residents who fell behind on rent and utilities during pandemic.
- Total Grant \$50 Million
- Total Grant applied to Water Bills ??
- When: DWSD Customers should begin to receive credits in May 2021

Other Affordability Programs

Other Affordability Programs

- Federal Government has established the National Water Assistance Program
 - Detroit Residents are estimated to receive \$1-\$3 Million
 - Timing and Qualifications are still unclear
- Michigan Water Stimulus #2 from Fall 2020
 - Michigan received monies from the Federal Stimulus in Fall 2020 to aid Water Affordability
 - Michigan has not decided how it will use or distribute the monies



Thank You



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