



JAMES R. FOUTS, MAYOR

Water Division
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(586) 759-9200

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Water Residential Assistance Program (WRAP) Guidelines

- Attached is information about the Water Residential Assistance Program (WRAP)
- To apply for WRAP assistance, please call the City of Warren's Water Customer Service Operation at 586-759-9200. You will be provided the contact information needed for assistance. All referrals must be initiated through the Water Division Customer Service Operation, which is located on the 4th floor at City hall.
- As a City of Warren resident and/or a City of Warren renter you will be restricted to receive financial assistance from WRAP on only the water usage portion of your total water bill. The reason is the City of Warren only purchases water From the Great Lakes Water Authority (GLWA) and no sewage services. Therefore the sewage portion of your water bill will not qualify for financial assistance under WRAP.
 - Specific items on your water bill that will qualify are:
 - Water Service Charges
 - Water
 - Specific sewer bill items not qualifying for assistance:
 - Sewer Service Charges
 - Sewer
 - Sewer penalties and any other fees connected with unpaid sewer items.
- If your water services have been discontinued or disconnected, you must pay all service restoration fees before you will be approved to receive financial assistance under WRAP.

- While on the program no penalties will be applied to the unpaid portion of your delinquent water bill items. Your portion of the delinquent sewer bill items will not qualify for WRAP assistance and will continue to be subject to late payment penalties.
- All WRAP financial assistance payments will be paid directly to the City of Warren's Treasurer Department. WRAP payments will be deposited and credited directly into your water account. Should you have any questions on your payments, please refer them to the Water Division Customer Service Operation at 586-759-9200.

Document Prepared By;
Water Division Management
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Community Action Alliance Water Residential Assistance Program

*Income restrictions and eligibility requirements apply.



Assistance up to \$1,000 per household per year. \$25 monthly bill credit + help with arrears.



Home water audit for households above 20% of average usage



Home repairs up to \$1,000 per household to fix minor plumbing issues leading to high usage



Water saving kits and consumer training classes



Supportive WRAP-Around Services

WRAP Participant Check List:

- ✓ Have income at or below 150% of poverty threshold
- ✓ Provide proof of residency & income
- ✓ Provide renter's proof of responsibility for water on lease
- ✓ Stay current on monthly bill payment



WRAP funding is made possible by the Great Lakes Water Authority.

Call 313.386.WRAP (9727)

or visit www.waynemetro.org/wrap



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Community Action Alliance WRAP Program

Community Action Alliance will deliver WRAP through our Empowerment Pathway Model—a custom designed service plan to help residential customers in the Great Lakes Water Authority regions to access bill assistance, water conservation measures, and navigate resources and WRAP-around supports on a pathway toward self-sufficiency.

Household Income eligibility for the WRAP is 150% of poverty:

Household Members	Household Income	Household Members	Household Income
1	\$17,805	5	\$42,660
2	\$24,030	6	\$48,870
3	\$30,240	7	\$55,095
4	\$36,450	8	\$61,335



The WRAP's mission is to administer the distribution of WRAP funding to the eligible, low-income customers of the GLWA with a vision to create a transformative water utility assistance program focusing on bill assistance, conservation and self-sufficiency initiatives.

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