



Wholesale Customer Frequently Asked Questions (2.24.16)

1. How much time (resources) will be required from the utility biller? What is needed from the utility's point of contact?

Utility will need to designate a main point of contact for the Alliance agency who will be responsible for information, including, but not limited to: confirming payment history, verifying enrollment in other payment plans, alerts, and reporting on enrolled WRAP clients' payment status on-going basis. The main point of contact should be available to field questions in the cases of special resident circumstances or questions that may present.

2. What information will be needed from the utility to assist the resident?

WRAP resident will be required to bring in most recent bill at time of intake.

Bill should indicate past due/arrearage amount, monthly payment, water and sewer break out as applicable, and water usage.

If utility has a web-based portal to access customer history, it would be beneficial to provide access to Alliance representatives. Applicable sharing agreements and protocol would be formalized.

3. What evidence will the utility have that a resident has taken action by contacting WRAP?

Utility will receive monthly (at minimum) notification of new and current WRAP resident enrollees. This will be accessed via the secure web portal with information sharing between utility and Alliance agency. Reporting frequency will be determined between WRAP and the utility.

Utility will be notified in writing within 7 days additionally should a WRAP client be exited from program due to two missed payments.

4. Will payments be made from WRAP directly to the utility?

Payments will be made directly from the WRAP agency to the utility's specified billing address. First WRAP client assistance commitment of \$25 will be an individual payment, noting resident name, address, account number as applicable. Subsequent payments will be batched representing current WRAP clients in good

standing in the program for the appropriate billing cycle (payment plan and arrearages.)

5. How long from the time a resident contacts WRAP until the utility receives the first payment?

The first \$25 credit will be paid within 7-14 business days after client enrolls. On-going payments will be aligned to billing cycle of WRAP client. Once confirmation is received that the WRAP client was current on previous bill, batched payment will be processed with 7-14 business days.

6. How will WRAP know if a resident misses a regular monthly/quarterly payment?

WRAP will provide on-going list of new and current WRAP clients enrolled.

WRAP will rely on utility to confirm previous payment status of WRAP client based on payment cycle of resident (i.e. monthly, bi-monthly, quarterly) confirmation.

7. What rules apply to the utility if a resident participates in the WRAP program (i.e. shut-offs, certifications, turn-on if water already off)?

WRAP is requesting that utilities work with Alliance agencies in regard to these matters.

Arrearages: As part of the universal delivery model, arrearages would be frozen. Utility would receive notice resident has enrolled in WRAP for the bill plan assistance (\$300 annually) and is eligible for up to \$700 paid in two 50% installments at 6 months and 12 months if WRAP resident maintains consistent monthly payments.

Pending shut-off or water disconnected: WRAP would provide enrollment verification letter to client. WRAP client would be responsible for contacting utility directly for water restoration and would be responsible for any related turn-off/turn-on fees.

Alliance agencies are available to meet with individual utilities on a one-on-one basis to discuss.

8. Will our IT department need to be involved to establish the secure portal? What is required?

The secure WRAP portal will be housed on www.waynemetro/wrap.

Utility main points of contact will be provided instructions for accessing upon confirmation of community opt-in.

All portal maintenance and IT requirements will be fulfilled by Wayne Metro CAA.

9. Is the 120% above average use determined by WRAP? Yes, the above average use is determined by WRAP, using the following chart:

WATER USAGE CONVERSION CHART

| HOUSEHOLD SIZE USAGE | AVERAGE USAGE | 20% ABOVE AVERAGE |
|---------------------------------|----------------------|--------------------------|
| One | 3CCF | 4ccf |
| Two | 6CCF | 7CCF |
| Three | 9CCF | 11CCF |
| Four | 12 CCF | 14 CCF |
| Five | 15 CCF | 18 CCF |
| Six | 18CCF | 21 CCF |
| Seven | 21 CCF | 25 CCF |
| Eight | 24 CCF | 29 CCF |
| Nine | 27 CCF | 32 CCF |
| Ten | 30 CCF | 36 CCF |
| Eleven | 33 CCF | 40 CCF |
| Twelve | 36 CCF | 43 CCF |
| Thirteen | 39 CCF | 47 CCF |
| Fourteen | 42 CCF | 50 CCF |
| Fifteen | 45 CCF | 54 CCF |

10. How often is the utility notified of WRAP participants (i.e. as approved, as removed, weekly, monthly)?

Utilities will be notified of WRAP residents enrolled on a weekly to monthly basis. Regularity of notification will be determined between WRAP and wholesale customer.

11. What is the definition of an Account Holder?

Account Holder is the homeowner or rental tenant responsible for water payment. The Account Holder must be present to enroll in the WRAP Program.

If a homeowner, name and/or address on Water Account will be verified by other documentation (i.e. I.D. ,mortgage, deed, etc.)

If a rental tenant, current lease will be required to verify that tenant is responsible for water bill. Name and/or address on Water Account will be verified by other documentation (i.e. I.D. , lease, etc.)

12. How will literature be distributed to residents?

WRAP information, including resident FAQs, flyers, videos, can be accessed at <http://www.waynemetro.org/wrap>.

Resident information about WRAP will also be provided to participating wholesale communities for distribution to their customers, including flyer, insert slips for mailings, etc.

Alliance agencies will also distribute WRAP literature and resource links through their extensive networks via social media, outreach presentations, and print distribution.

13. Can you provide additional information regarding the March 17thmeeting?

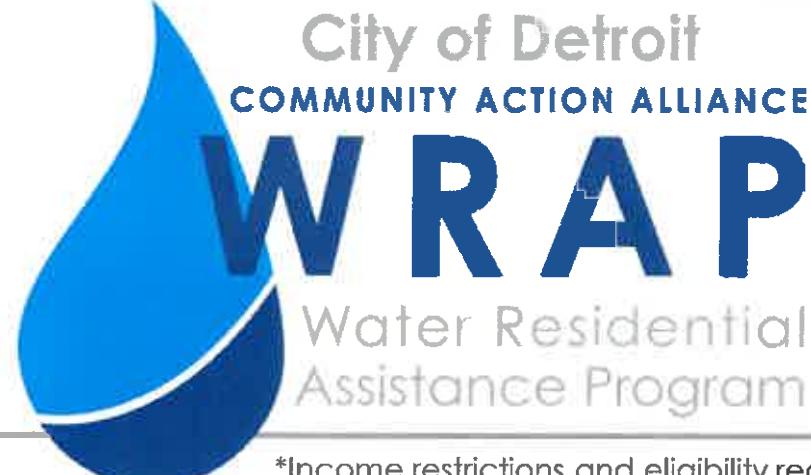
Additional WRAP presentation will be given at the scheduled March 17, 2016 meeting of TAC/ Steering Committee Meeting.

Meeting location: Wyndham Garden Conference Center – 34911 Van Dyke Ave., Sterling Heights MI 48312.

Meeting time: 12:30-2:30 p.m.

14. How do we contact WRAP?

Preferred communication to best direct questions to appropriate WRAP representatives is via email wrapwholesale@waynemetro.org.



City of Detroit
COMMUNITY ACTION ALLIANCE
WRAP
Water Residential
Assistance Program



*Income restrictions and eligibility requirements apply.

Program Benefits:



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



Home water audit for households above 120% 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 Qualifications:

- ✓ Have income at or below 150% of poverty threshold
- ✓ Install a new automatic meter reading device or allow DWSD to install a new meter
- ✓ 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



Wayne Metropolitan
Community Action Agency



OLHSA
A Community Action Agency



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.

City of Detroit residents who are not eligible for WRAP assistance can enroll in the DWSD 10/30/50 Payment Plan. The plan allows for customers to pay down arrears by spreading them across future payments. For more information please call 313.267.8000 or visit www.detroitmi.gov/dwsd.

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