

**GREAT LAKES WATER AUTHORITY
AMENDMENT NO. 2
TO
CONTRACT NO. SCN-0000685**

This Amendment No. 2 to Contract No. SCN-0000685 ("Amendment") is entered into by and between the Great Lakes Water Authority, a Michigan municipal authority and public body corporate organized pursuant to Public Act 233 of 1955, with its principal place of business located at 735 Randolph, Detroit, Michigan 48226 ("GLWA"), and Genesee County through its Community Action Resources Department, with its principal place of business located at 1101 Beach St. Suite 285, Flint, MI 48502 ("Consultant"). Collectively, GLWA and Consultant are the "Parties" and individually a "Party".

Recitals

A. GLWA has engaged Consultant under the above referenced professional services contract ("Contract") to provide certain services ("Services") to GLWA; and

B. It is the mutual desire of the Parties to enter this Amendment to exercise the First Renewal Term and update certain Contract terms, as set out in more detail in the following sections; and

In consideration of the foregoing, and of the benefits to accrue to the Parties from this Amendment, the Parties agree that the Contract is amended as follows:

1. The First Renewal Term is hereby exercised in accordance with the terms and conditions of the Contract.
2. Exhibit A is deleted in its entirety and replaced with the attached Exhibit A, Scope of Services, which is fully incorporated and made a part of the amended Contract.
3. Exhibit B is deleted in its entirety and replaced with the attached Exhibit B, Compensation, which is fully incorporated and made a part of the amended Contract.
4. Capitalized terms used in this Amendment, if not otherwise defined herein, shall have the meanings ascribed in the Contract.
5. All other terms and conditions of the Contract remain unchanged and in full force and effect.
6. The effective date of this Amendment shall be the date upon which this Amendment is duly authorized in accordance with the GLWA Procurement Policy.

7. Prior to the effective date of this Amendment, GLWA shall not authorize any payments to Consultant pursuant to this Amendment, nor shall GLWA incur any liability to pay for any services or to reimburse Consultant for any expenditure authorized by this Amendment.

(Signatures appear on next page)

Accordingly, GLWA and Consultant, by and through their duly authorized officers and representatives, have executed this Amendment.

Genesee County through its Community Acton Resources Department:

By: _____
Signature

Print Name

Title: _____

Dated: _____

Great Lakes Water Authority:

By: _____
Kimberly Ungerman

Its: Procurement Manager

Dated: _____

APPROVED AS TO FORM BY
GLWA GENERAL COUNSEL: _____
Signature/Date

APPROVED BY GLWA BOARD OF DIRECTORS:		
Original Contract	☐ Not Applicable	☐ 5/28/2025
Amendment No. 1	☒ Not Applicable	☐ Click or tap to enter a date
Amendment No. 2	☐ Not Applicable	☒ 4/22/2026

EXHIBIT A

SCOPE OF SERVICES

I. Contract Term

a. The term of this Contract shall be for (1) year (the “Initial Term”). GLWA shall have two (2) one-year options to renew this Contract (collectively, the “Renewals”) at GLWA’s sole discretion and at the terms and conditions specified in this Contract. td.

b. The Initial Term shall begin on July 1, 2025 and terminate on June 30, 2026 and the compensation therefor shall be as set forth in Exhibit B.

c. If exercised by GLWA, the first optional term shall begin on July 1, 2026 and terminate on June 30, 2027 (the “First Renewal Term”) and the compensation therefor shall be as set forth in Exhibit B.

d. If exercised by GLWA, the second optional term shall begin on July 1, 2027 and terminate on June 30, 2028 (the “Second Renewal Term”) and the compensation therefor shall be as set forth in Exhibit B.

e. GLWA may authorize the exercise of the Renewals in its sole discretion.

II. Services to be Performed

Consultant shall provide the Services specified below in support of the GLWA Water Residential Assistance Program (“WRAP” or “Program”). The Program serves the entire GLWA service area which consists of and is defined for purposes of this Contract as follows:

Area 1: City of Detroit

Area 2: City of Flint

Area 3: Wayne (not including Detroit), and Monroe Counties

Area 4: Oakland County

Area 5: Macomb, St. Clair, and Lapeer Counties

Area 6: Washtenaw County

1. Program Management

a. Consultant shall manage and coordinate the enrollment of eligible participants and distribution of funds for the WRAP in Area 2 in accordance with the approved Program design.

b. Consultant is responsible for the administration of all components of WRAP including, but not limited to, Program marketing, outreach, delivery, monitoring, and reporting as further described herein (“Administration”).

- c. Consultant shall define its business processes for the Program and perform required Program monitoring, reporting, and evaluation. The defined business processes shall be approved by GLWA and shall recognize and be able to accommodate the variety of retail service providers' billing systems that are used in communities throughout the GLWA service area.
- d. Consultant shall recommend and work with GLWA to implement any WRAP design changes.
- e. Consultant shall enter into agreements, as needed, with various subcontractors for services related services and ensure that the subcontracted services are delivered effectively, efficiently, and with appropriate insurance coverage.
- f. Consultant shall provide the following deliverables:
 - i. Monthly and quarterly reporting data
 - Household address, including, but not limited to:
 - Household zip code
 - Household municipality
 - Household bill payment cycle
 - Household annual award amount
 - Date of household enrollment (start date)
 - WRAP enrollment status
 - ii. Monthly statement of expenses using the format provided by GLWA to be submitted or notification provided within 15 days after the end of the month.
- g. Consultant shall not suspend Program activities, whether temporarily or permanently, at any time. If Consultant encounters a circumstance that it believes requires a temporary suspension, it shall provide GLWA with prompt advance written notice, and in all cases with at least 30 days' notice, explaining the reason for the proposed suspension. GLWA will issue a written decision stating whether the temporary suspension is permitted. Any violation of this section constitutes a material breach of the Contract.

2. Client Service

- a. WRAP services shall be rendered in the form of "Direct Assistance" (bill payment and arrearage assistance for water and sewerage bills), and "Conservation" (water use education, home water audits, and minor plumbing repairs).
- b. Consultant shall provide participants with holistic assistance services as appropriate.
- c. Consultant shall implement a prioritization process for rendering assistance that ensures equitable and consistent distribution of assistance for eligible customers throughout the GLWA service area.

- d. Consultant shall train its staff on Program service delivery standards and requirements.
- e. Consultant shall implement enrollment and intake processes based on WRAP eligibility guidelines defined by GLWA including, but not limited to:
 - i. Identifying a primary point of contact for each household.
 - ii. Scheduling enrollment appointments and performing client intake.
 - iii. Establishing a streamlined process for determining eligibility and verifying necessary information.
 - iv. Establishing a process for referrals to receive Conservation services.
 - v. Determining the amount and type of benefits eligible households may receive.
- f. Consultant's case management shall include providing adequate staffing to ensure multi-lingual capacity to respond to applicant and participant questions throughout the duration of the applicant's or participant's time in the Program.
- g. Consultant shall monitor participants' compliance with Program requirements.
- h. Consultant shall maintain minimum core working hours from 9:00 a.m. to 4:00 p.m., Monday through Friday, with the exclusion of County holidays. Consultant shall have staff available to attend GLWA meetings and residential education meetings outside of normal working hours, which may require evening or weekend hours.

3. Community Outreach

- a. Consultant shall work with GLWA staff to implement a tailored outreach plan that reflects and is responsive to the unique challenges of a regional assistance program.
- b. Consultant shall work with GLWA to develop marketing materials for the program.
- c. Consultant shall conduct outreach that promotes awareness of WRAP and enables eligible households served by GLWA to obtain assistance.

4. Member Partner Relations

- a. Consultant shall support efforts to educate local leaders on the Program and encourage their community's participation in the Program.
- b. Consultants shall provide Direct Assistance payments to utilities on behalf of enrolled households.

5. Performance Measurement

- a. Consultant shall provide program data and revisions as requested by GLWA using the

Statement of Expense (SOE) file and SOE supporting documentation o the following measures, including but not limited to:

- i. Number of total Direct Assistance active households
- ii. Number of new households enrolled in Direct Assistance (current month)
- iii. Household enrollment start date and projected end date
- iv. Household enrollment year (WRAP year 1 or year 2)
- v. Number of new households enrolled in WRAPfinity
- vi. Amount (\$) of total projected bill credits for the year
- vii. Amount (\$) of bill credit assistance paid (current month)
- viii. Amount (\$) of arrearage paid (current monthly)
- ix. Amount (\$) of total Direct Assistance spent (bill credits and arrearage)
- x. Number of new households enrolled with an arrearage balance
- xi. Number of shutoffs avoided
- xii. Number of new households enrolled in Conservation/home water audits
- xiii. Number of households receiving minor plumbing repairs
- xiv. Amount (\$) of total Conservation spent (home water audits and plumbing repairs)
- xv. Amount (\$) of home water audits completed
- xvi. Amount (\$) of plumbing repairs provided

6. Financial Management

- a. Consultant shall budget for the expenses related to Direct Assistance, Conservation, and Administration and provide GLWA with monthly updates on the variance between actual spending verses budgeted amounts and prepare projected cash flows. Consultant shall at all times manage its cash flow to ensure funding for Program operations for the duration of the Contract.
- b. Consultant shall endeavor to fully utilize the annually allocated funding within each funding year. With good cause shown by Consultant, GLWA may elect to roll forward unspent funds to the subsequent funding year.

(End Exhibit A)

EXHIBIT B
COMPENSATION

I. Contract Amount

GLWA shall pay Consultant for the complete and proper performance of the Services, inclusive of any reimbursable expenses, as set forth in this Exhibit B. If reimbursable expenses are to be provided, they shall be delineated in this Exhibit B. Unless this Contract is amended pursuant to Article 17, this amount shall be the entire compensation to which Consultant is entitled for the performance of Services.

Funding for the account that supports this Contract is made available for Consultant's Services in twelve (12) equal monthly installments based on each fiscal year's WRAP budget, shown in Table 1 below. Consultant is allowed to carry forward any unspent compensation from the prior contract periods to support the rendering of Services in the current term.

- a. For the Initial Term, an amount not to exceed the sum of Twenty-Seven Thousand and 00/100 Dollars (\$27,000.00); and
- b. For the First Renewal Term, if any, an amount not to exceed the annual sum of Thirty-Three Thousand Five Hundred and 00/100 Dollars (\$33,500.00)
- c. For the Second Renewal Term, if any, an amount not to exceed the annual sum approved by the GLWA Board of Directors.

II. Cost of Services and Invoicing

- a. Program Budget Allocation:

The annual Program budget allocations are set forth below. These allocations may be adjusted with good cause shown at the discretion of and with written approval from the GLWA Affordability & Assistance Manager.

(Remainder of page intentionally left blank)

FY 2026 WRAP Allocation – with Fiscal Year 2025 Carryforward Amount Area 2 7/1/2025 – 6/30/2026					
	Total Funding	Program Administration Budget (For FY26 - 15% of FY Budget)	Total Funding for Direct Assistance & Conservation	Direct Assistance Funding (For FY26 - 80% of Direct Assistance & Conservation Budget)	Conservation Funding (For FY26 - 20% of Direct Assistance & Conservation Budget)
FY 2026 Budget	\$27,000.00	\$4,050.00	\$22,950.00	\$18,360.00	\$4,590.00
FY 2025 Carryforward	8,779.88	5,920.00	2,859.88	593.88	2,266.00
Total Funding Available for FY 2026	\$35,779.88	9,970.00	\$25,809.88	\$18,953.88	\$6,856.00

	FY 2027 WRAP Allocation Area 2 7/1/2026 – 6/30/2027				
	FY27 Budget	Program Administration Budget (15% of FY Budget)	Total Funding for Direct Assistance & Conservation	Direct Assistance Funding (80% of Total Direct Assistance & Conservation Budget)	Conservation Funding (20% of Total Direct Assistance & Conservation Budget)
Contract Compensation	\$33,500.00	\$5,025.00	\$28,475.00	\$22,780.00	\$5,695.00
Effective Rate	100%	15%	N/A	68%	17%

III. Invoicing; General

- a. The Program Administration fee paid to Consultant shall be capped at 15% of each fiscal year budget and is inclusive of any reimbursable expenses. If the Program Administration funding is depleted prior to the end of any fiscal year, Consultant shall be required to continue providing the Services until the total funding allocated in that fiscal year for Direct Assistance and Conservation is fully utilized.
- b. As part of the Conservation Funding, each qualifying enrollee shall receive a home water audit at a rate of \$400 per audit.
- c. Within any fiscal year, additional Program administration funding may be approved

through a GLWA Board of Directors reallocation process and, if a reallocation is approved, any resulting changes to the Program administration funding shall be set forth in a written amendment to this Contract.

- d. Program funding for Program Administration, Direct Assistance and Conservation shall be disbursed to Consultant upon submission of a “Monthly Statement of Expenses” (template provided by GLWA), accompanied by all documentation requested by GLWA including those components of Consultant’s general ledger associated with providing the Services. Additional disbursements of Direct Assistance and Conservation funds may be provided at the discretion of GLWA.
- e. Monthly Statement of Expenses and any other requested documentation shall be submitted by E-mail to: wrap@glwater.org
- h. Payment for the proper performance of the Services shall be contingent upon receipt by GLWA of accurate, complete, and timely invoices from Consultant and shall be made within forty-five (45) days after receipt of a proper invoice which conforms to the requirements of this Exhibit B.
- g. The GLWA project manager and individual responsible for approving Consultant invoices under this Contract is:

Haran Stanley, Affordability & Assistance Management Professional
Great Lakes Water Authority
735 Randolph
Detroit, Michigan 48226
Email: Haran.Stanley@glwater.org

IV. Reimbursable Expenses

- a. Consultant shall be paid for its reimbursable expenses which shall be the actual cost incurred by Consultant for expenses advanced on behalf of GLWA in connection with the Services performed by Consultant, in accordance with the terms set forth below.
- b. Reimbursable Expenses: The following expenses shall be expensed at the rates which represent the actual costs of Consultant: BS&A (or like) record search expenses, postage, express mail services, outside printing and photocopying, notary fees, and miscellaneous like expenses directly related and necessary for rendering the Services.
- c. To obtain reimbursement for costs or expenses not enumerated herein, Consultant shall submit to the GLWA Affordability and Assistance Manager a written request for approval of such costs or expenses *prior* to incurring them.
(End Exhibit B)