

Low-Income Household Water Assistance Program (LIHWAP)

- ❖ What is LIHWAP? It is a Federally Funded 2-year Emergency Assistance Program, to help support water accessibility to low-income Vermonters, to ensure that they have access to drinking water and wastewater. The priorities of LIHWAP are restoration or preventing disconnection of residential household water/wastewater services.
- ❖ Water/wastewater Liability ~ Households will be required to have a water/wastewater liability, in order to be eligible for the water/wastewater program. Applicants will be required to provide a copy of their current residential water/wastewater bill with their name on it.
- ❖ How is eligibility determined? Eligibility is based on one or more the following factors: income, number of individuals in the household, and households with a vulnerable population, (including elderly, disabled, and young child under age 6).
- ❖ Households eligible for LIHEAP (Seasonal Fuel Assistance), SNAP (3SQVT), and TANF (Reach-UP) will be required to submit an application to apply for the water/wastewater program in order to be eligible for the benefit.
- ❖ Households with water/wastewater included in their rent will be eligible for a benefit equal to that of households with a direct water/wastewater liability. Households who rent will need to have their landlord provide a letter explaining how the water/wastewater bill(s) are allocated to the rental unit and provide a copy of the landlord's water/wastewater bill.
- ❖ How can these funds be used? These funds are a one-time payment to be applied to water/wastewater arrearages, prevent disconnections, and help pay back charges and fees. Eligible households will also receive a one-time prospective benefit to be applied to their account. Any payment will be sent directly to the provider.
- ❖ Vendors must be Certified with the State by completing the 2021 – 2023 Utility Provider's LIHWAP Certification Agreement and the LIHWAP Water/Wastewater Utility Provider Certification Agreement TERMS and CONDITIONS.
- ❖ Customers can apply by completing an Application for the Low-Income Household Water Assistance Program (201LIHWAP). The application can be either printed or downloaded to their computer from the following website: <https://dcf.vermont.gov/benefits/water-assistance> ~ or have one mailed to them by calling 1-800-339-6433 and provide their complete name (spell name) and complete mailing address or pick one up at any local Economic Services Division (ESD) office.