



Department of  
Public Service

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November 23, 2021

Dear Community Leader/Elected Official:

The **Low Income Household Water Assistance Program (LIHWAP)** is a new Federally funded program providing drinking water and wastewater emergency assistance to eligible households. This assistance is targeted at low income households and income guidelines will mirror that of the Home Energy Assistance Program (HEAP).

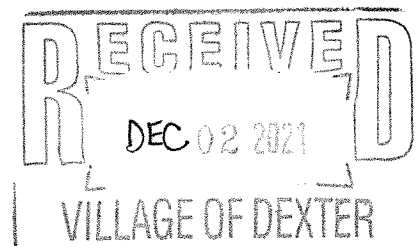
LIHWAP benefits are based on the actual amount of drinking water and/or wastewater arrears, up to a maximum of \$2,500 per drinking water or wastewater provider, or \$5,000 if drinking water and wastewater services are combined, per household. Benefits are paid directly to the household's drinking water and/or wastewater vendor(s), including private water companies, municipalities, and public water authorities.

I would appreciate your assistance informing your constituents about LIHWAP. It is the Commission's intent to promote the availability of utility assistance programs and encourage eligible households to apply. The Office of Temporary and Disability Assistance (OTDA) will begin accepting LIHWAP applications on **Wednesday, December 1, 2021**. For more information, please visit <https://otda.ny.gov/LIHWAP>.

Regards,

Bruce Alch, Director  
Office of Consumer Services

Enc.  
Rory Lancman, Special Counsel



New York State

# Low Income Household Water Assistance Program

## Do you need help paying for overdue water and wastewater bills?

The Low Income Household Water Assistance Program (LIHWAP) can help.

LIHWAP is a drinking water and wastewater emergency assistance program funded through new federal resources. Benefits are based on the amount of unpaid water and wastewater bills owed by applicants. This assistance is targeted at low income households and income guidelines will mirror that of the Home Energy Assistance Program.

LIHWAP benefits are based on the actual amount of drinking water and/or wastewater arrears, up to a maximum of \$2,500 per drinking water or wastewater provider, or \$5,000 if drinking water and wastewater services are combined, per household. Benefits are paid directly to the household's drinking water and/or wastewater vendor(s).

Eligibility and benefits are based on:

- income,
- household size,
- household includes a U.S. citizen, U.S. national, or qualified alien, and
- amount owed to drinking water and/or wastewater provider(s).

Primary applicants must provide:

- Proof of identity
- Proof of residence
- Documentation of earned and unearned income
- A drinking water, wastewater, or combined drinking water and wastewater bill listing their permanent and primary residence
- A valid Social Security Number (SSN)
  - SSNs of additional household members will be requested

For more information, visit <https://otda.ny.gov/LIHWAP>

