



Low Income Household Water Assistance Program

**LIHWAP is...
the
Low Income Household Water Assistance Program**

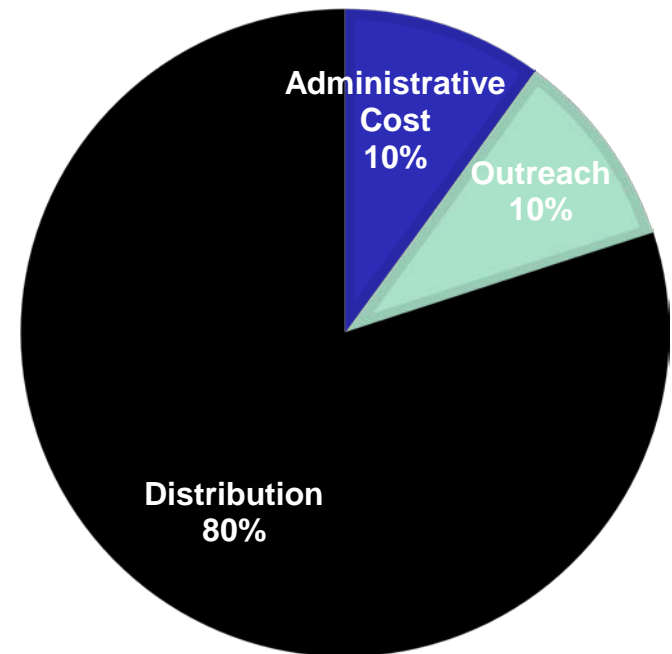
- A federally funded program to assist low-income households with drinking water and wastewater emergencies.
- Established by emergency supplemental appropriations from the Consolidated Appropriations Act, 2021 and the American Rescue Plan Act of 2021 in response to the financial challenges related to the COVID-19 pandemic.

Administered by the Department of Human Services (DHS)

- Pennsylvania received \$43,250,117 in LIHWAP funds
- 10% of the grant allocation will be used for Administrative Cost, 10% for outreach, and 80% for distribution

GRANT ALLOCATION

■ Administrative Cost ■ Outreach ■ Distribution



Implementation and Commenting Process

The Department of Human Services reviewed and received feedback when developing LIHWAP.

- A form was available online to receive public comments
- Consulted with the Public Utility Commission
- Met with water stakeholders and allowed them a chance to comment

Program Dates:

**January 4, 2022, until September 30, 2023,
or when the program expends all the
funds.**





LIHWAP Income Limits:

<u>Household Size</u>	<u>Limit (150% FPIG)</u>
1 person	\$19,320
2 persons	\$26,130
3 persons	\$32,940
4 persons	\$39,750
5 persons	\$46,560
6 persons	\$53,370
7 persons	\$60,180
8 persons	\$66,990
For each additional person add:	\$6,810

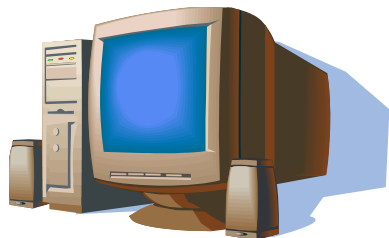


LIHWAP Crisis

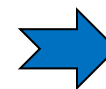
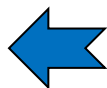
- Benefits from \$25 to \$2500
- LIHWAP Crisis serves qualifying households who have arrearages, termination notices, or their drinking water or wastewater service terminated.
- If the household has a life-threatening situation, applications will be processed within 1 business day of receiving a complete LIHWAP benefit application.



How to Apply



- Apply online
- Apply by mail
- Apply by fax
- Drop off an application



Application Process

1. The application is reviewed to determine if it is complete.
2. Verification is requested from the applicant if needed.
3. The applicant has 15 days to provide the verification.

RECEIVED
OCT 18 2021

Application Process (continued)

4. The application is approved or rejected within 30 days of receipt.
5. The applicant receives a notice explaining the eligibility decision.

LIHWAP Vendor Agreements

- Emails to water vendors with the LIHWAP Vendor Agreement began being sent on 10/19/2021
 - Interested water vendors can contact the LIHWAP Vendor Unit directly to request a copy by phone at 877-537-9517 or email at RA-LIHWAPVendors@pa.gov.
- Key items participating vendors agree to:
 - Provide customer's account history and account balance to DHS.
 - Restore service within 48 hours of notification of LIHWAP approval (72 hours if digging is required, 24 hours if life threatening situation).
 - Immediately apply the LIHWAP payment to a customer's past due bill, deposit, reconnect requirements, or arrearages to eliminate or reduce the amount owed by the customer.
 - Retain water service for at least 90 days from acceptance of payment.

LIHWAP Vendor Agreements

- Key items participating Vendors agree to:
 - Help LIHWAP customers enroll in payment agreements or other programs they may be eligible for.
 - Not discriminate against customers who receive LIHWAP assistance.
 - Not apply LIHWAP payments to account balances that have previously been written off or paid with other funds.
 - Not apply LIHWAP payments to commercial accounts.
- Key items DHS agrees to:
 - Contact vendors for information about customer accounts.
 - Send payments to vendors on behalf of the eligible households via Commonwealth of Pennsylvania Treasury checks or via direct deposit.
 - Send lists of customers who receive a LIHWAP grant to the vendor.
 - Notify customer and vendors of the customer's eligibility and total benefit amount.

LIHWAP Vendor Payments

- The vendor can choose to receive a paper check or funds direct deposited through Electronic Funds Transfer (EFT).
- Payments are processed on a weekly cycle. The payment cycle is Friday through Thursday.
- Treasury begins processing the payments the Friday after the payment cycle with the process taking 8 working days.
- All payments for the same vendor are written in one check, issued for the total amount of the payment to that vendor for all the clients within the weekly batch.
- A remittance advice (RA) voucher listing the clients for whom the payment is being made and individual client payment amount is printed for mailing or placed on the electronic site for access by the vendors.



Questions?