



# **Low Income Household Water Assistance Program**

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

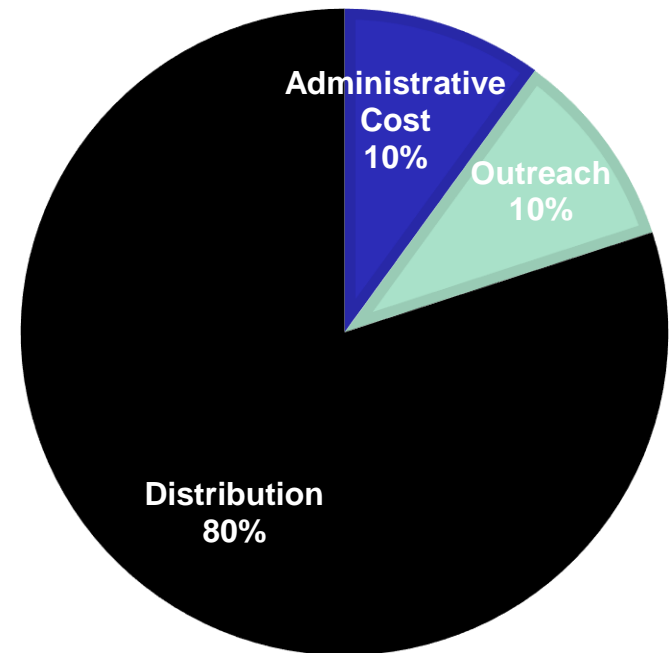
- A federally funded program to assist low-income households with drinking water and wastewater emergencies.
- Established by emergency supplemental appropriations from the Consolidated Appropriations Act, 2021 and the American Rescue Plan Act of 2021 in response to the financial challenges related to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

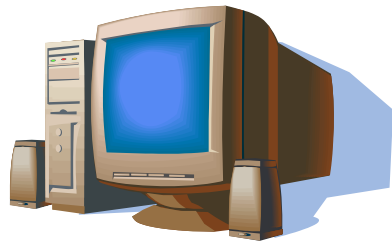


## LIHWAP Crisis

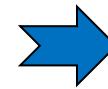
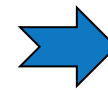
- Benefits from \$25 to \$2500 per water type
- LIHWAP Crisis serves qualifying households who have arrearages, termination notices, or their drinking water or wastewater service terminated.
- If approved, water service will remain active for 90 days



## 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.

# Client Contact Information

- Customer Service Center
  - 1-877-395-8930
  - 1-215-560-7226 – Philadelphia
- COMPASS
  - [www.compass.state.pa.us](http://www.compass.state.pa.us)
- LIHEAP Website
  - <https://www.dhs.pa.gov/Services/Assistance/Pages/LIHWAP.aspx>

## Vendor Contact Information

- LIHEAP Vendor Helpline
  - 1-877-537-9517
- Vendor Mailbox
  - [RA-LIHWAPVendors@pa.gov](mailto:RA-LIHWAPVendors@pa.gov)



Questions?