

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>



Office of Temporary  
and Disability Assistance

## Low Income Household Water Assistance Program

Household Size	Income
1	\$2,729
2	\$3,569
3	\$4,409
4	\$5,249
5	\$6,088
6	\$6,928
7	\$7,086
8	\$7,243
9	\$7,401
10	\$7,558
11	\$7,715
12	\$7,873
13	\$8,420

Each additional add \$568

12/7/2021

## Types of Acceptable Documentation

<p><b>Residence (Where you now live)</b></p> <ul style="list-style-type: none"> <li style="display: inline-block; width: 45%;">• Current rent receipt with name and address of tenant and landlord or lease with name and address</li> <li style="display: inline-block; width: 45%;">• Homeowner's/Renter's Insurance Policy</li> <li style="display: inline-block; width: 45%;">• Drinking water, wastewater, or tax bill</li> <li style="display: inline-block; width: 45%;">• Utility bill</li> <li style="display: inline-block; width: 45%;">• Mortgage payment books/receipts with address</li> </ul>	
<p><b>Identity</b></p> <p>You must provide one or more of the following for the primary applicant.</p> <ul style="list-style-type: none"> <li style="display: inline-block; width: 45%;">• Driver's License</li> <li style="display: inline-block; width: 45%;">• Birth Certificate or Baptismal Certificate*</li> <li style="display: inline-block; width: 45%;">• Photo ID</li> <li style="display: inline-block; width: 45%;">• Validated Social Security Number*</li> <li style="display: inline-block; width: 45%;">• US Passport or Naturalization Certificate</li> <li style="display: inline-block; width: 45%;">• Statement from another person*</li> </ul> <p style="text-align: center;"><b>*Two forms of proof required.</b></p>	
<p><b>Social Security Number</b></p> <p>You must provide a valid Social Security Number (SSN) for the primary applicant. If you do not have an SSN, you must apply for one at the Social Security Administration (SSA).</p>	
<p><b>Drinking Water and/or Wastewater Verification</b></p> <p>Please provide a copy of your most recent drinking water and/or wastewater bill, a current tax bill indicating drinking water and/or wastewater charges or a statement from your vendor. If you have separate bills for drinking water and wastewater, please provide copies of both bills.</p>	
<p><b>Income:</b></p> <ul style="list-style-type: none"> <li>• Pay stubs for the most recent four (4) weeks</li> <li>• If self-employed, business records for the most recent three (3) months or your filed federal tax return for the current year, including all applicable schedules.</li> <li>• Rental income/expenses for previous three (3) months or your most recent federal tax return for the current year, including all applicable schedules.</li> <li>• Child support or alimony/spousal support</li> <li>• Interest/Bank/Dividend or Tax Statement</li> <li>• Statement from roomer/boarder</li> </ul>	<p><b>Copy of award letter or official correspondence for the following:</b></p> <ul style="list-style-type: none"> <li>• Social Security/Supplemental Security Income (SSI)</li> <li>• Veteran's Benefits</li> <li>• Pensions</li> <li>• Worker's Compensation/Disability</li> <li>• Unemployment Insurance Benefits</li> </ul>

## Instructions for Applicants

Send completed and signed application to:

NYS OTDA/LIHWAP

PO Box 1789

Albany, NY 12201

**What will I need to apply?** Applicants must include the following documentation/information along with this application:

- Proof of identity for the primary applicant. Identity documentation is requested for all other household members, but not required.
- Proof of residence. You must be residing at the residence for which you are requesting assistance.
- A drinking water and/or wastewater bill listing your permanent and primary residence. The bill should be in the person's name who is filling out the application.
- Documentation of income for the primary applicant. The amount of the income for all other household members must be entered, but documentation is not required.
- A valid Social Security Number (SSN) for the primary applicant. SSNs are requested for all other household members, but not required.

**Who should complete and sign the application?** The application should be completed by the person who has primary and direct responsibility for payment of the drinking water and/or wastewater bill.

**What address should I list?** You must list your current address. This must be your permanent and primary residence.

**Why do you need my telephone number?** This will assist in timely processing of your application if additional information is required.

**Who should I list as household members?** List everyone who lives in your house, even if they are not related to you or contributing financially to your household. List yourself first on line 1.

**Gender Identity:** New York State ensures your right to access State benefits and/or services regardless of sex, gender identity or expression. You must report your sex and the sex of all household members as male or female. The sex you report here must be the same as what is currently on file with the United States Social Security Administration. The sex you report is needed to process your application. It will not appear on any benefit card you may receive or any other public-facing document. Gender identity is how you perceive yourself and what you call yourself. Your gender identity can be the same as or different from your sex assigned at birth. Gender identity is not required for this application. If your gender identity, or the gender identity of anyone in your household, is different than the sex you report for that person and you would like to provide that person's gender identity, print "Male", "Female", "Non-Binary", "X", "Transgender", or "Different Identity" in the space provided. If you print "Different Identity", you may choose to describe that person's gender identity further in the space provided.

**Citizen/Alien Information:** In order to receive LIHWAP, you must be a U.S. citizen, Qualified Alien, or U.S. non-citizen national. For additional information on what constitutes a Qualified Alien or U.S. non-citizen national, please contact the New York State Office of Temporary and Disability Assistance hotline at 1-800-342-3009 or visit the OTDA website at <http://www.otda.ny.gov>.

**Do I need to provide a Social Security number for everyone?** A valid Social Security number is required for the applicant and requested for all other household members. If any member does not have a Social Security number but has applied for one, write the word "applied" in the Social Security Number box. If you leave this section blank for the primary applicant household member, your application cannot be processed but will be pended for further information.

**How should I complete the income section? Will I need to provide proof?** List ALL earned and unearned income for all household members. All amounts should be entered as gross income prior to any deductions. Deductions include, but are not limited to: income taxes, child support, garnishments, health insurance, and union dues. You are required to submit documentation of all earned and unearned income, including self-employment and rental income for the primary applicant. You may be required to provide proof of other income. Do not submit originals, they will not be returned. Eligibility will be based on your household's gross monthly income for the month of application. Please enter the amount of your Social Security before any deductions for Medicare. List separately the amounts that you pay for Medicare Part B and/or D. Amounts for Medicare Parts B and D are excluded as income. Enter only the interest or dividend portions of bank accounts, CDs, stocks, bonds or other investment income. List each account separately. If you need more space, attach additional sheets. Enter the amount received for the year to date.

**Make sure to sign and date the application.** The application must be signed by the person who has the drinking water and/or wastewater bill in their name.

**Appeals:** An appeal may be requested if it has been more than thirty (30) business days since OTDA received your signed and completed application and you have not been told of the eligibility decision. Incomplete applications may be pended for up to ten (10) business days and the pending period is not counted in the thirty (30) business day timeframe for providing notification. Applicants who are denied or disagree with the amount of assistance for which they were approved have sixty (60) days after receiving their determination to request an appeal. Appeals may be requested by email at [NYSLIHWAP.appeals@otda.ny.gov](mailto:NYSLIHWAP.appeals@otda.ny.gov), by telephone at (833) 690-0208, or in writing: NYS LIHWAP Floor 11B, 40 N. Pearl St. Albany, NY 12243.

# Low Income Household Water Assistance Program (LIHWAP)

## Application for Benefits

Send completed and signed application to: NYS OTDA/LIHWAP, PO Box 1789, Albany, NY, 12201

**Applicant or Household Information (please print)**

The person who has primary and direct responsibility for payment of the drinking water and/or wastewater bill should complete this application. The bill should be in this person's name.

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_ MI: \_\_\_\_\_  
 Street Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Telephone Number: \_\_\_\_\_  Landline  Mobile County of Residence: \_\_\_\_\_  
 Mailing address if different than above: \_\_\_\_\_  
 Email Address (optional): \_\_\_\_\_

**Drinking Water**

Has your service been shut off:  Yes  No Do you have a shut off notice:  Yes  No  
 I am applying for help with:  a past due bill.  a current bill.  
 Vendor Name: \_\_\_\_\_ Account Number: \_\_\_\_\_  
 Service period (if listed on the bill) From: \_\_\_\_\_ To: \_\_\_\_\_ Amount owed: \$ \_\_\_\_\_

**Wastewater**

Has your service been shut off:  Yes  No Do you have a shut off notice:  Yes  No  
 I am applying for help with:  a past due bill.  a current bill.  
 Vendor Name: \_\_\_\_\_ Account Number: \_\_\_\_\_  
 Service period (if listed on the bill) From: \_\_\_\_\_ To: \_\_\_\_\_ Amount owed: \$ \_\_\_\_\_

**Combined Drinking Water & Wastewater**

Has your service been shut off:  Yes  No Do you have a shut off notice:  Yes  No  
 I am applying for help with:  a past due bill.  a current bill.  
 Vendor Name: \_\_\_\_\_ Account Number: \_\_\_\_\_  
 Service period (if listed on the bill) From: \_\_\_\_\_ To: \_\_\_\_\_ Amount owed: \$ \_\_\_\_\_

List all members of your household, including yourself. Attach additional sheets as needed.

First Name	MI	Last Name	Sex M/F	Gender Identity (Optional)	Date of Birth	Relationship to me	Social Security Number	Citizen/US National or Qualified Alien
						Self		<input type="checkbox"/> Yes <input type="checkbox"/> No
								<input type="checkbox"/> Yes <input type="checkbox"/> No
								<input type="checkbox"/> Yes <input type="checkbox"/> No
								<input type="checkbox"/> Yes <input type="checkbox"/> No
								<input type="checkbox"/> Yes <input type="checkbox"/> No

Is anyone in the household receiving any of the following benefits?  Home Energy Assistance Program (HEAP),  Supplemental Nutrition Assistance Program (SNAP),  Temporary Assistance (TA), or  Supplemental Security Income (SSI Living alone)

If yes, who is receiving? \_\_\_\_\_ Case number(s): \_\_\_\_\_

Is anyone in the household disabled or blind?  Yes  No If yes, who? \_\_\_\_\_

**Income:** Provide income information for all members of the household, including yourself, for the previous month. Applicant must provide proof of income. Applicant may attest to income information on behalf of other household members. If receiving Medicare, please enter gross amount and indicate amounts paid for Part B and/or D.

Name of who receives	Source of income (Employer name, Social Security, Social Security Disability, Child Support, Rental Income, etc.)	Frequency (Weekly, Monthly, Bi-weekly, etc.)	Gross amount (before deductions)	Amount paid for Medicare Part B and/or D

**Important Information and Consents: (Please read carefully before signing)**

I understand that by submitting this application all information is true, complete and correct. I understand that any false statements or other misrepresentation knowingly made by me in connection with this application for Low Income Household Water Assistance Program (LIHWAP) benefits may result in my being found ineligible for the assistance paid on my behalf to my drinking water and/or wastewater provider (vendor). Additionally, any false statement or misrepresentation knowingly made by me for purposes of obtaining assistance under this program may result in an action against me which may subject me to civil and/or criminal penalties. Information provided on this application or discovered through verification may be disclosed to other state, federal, and local agencies for official examination and to law enforcement officials for the purpose of investigating or prosecuting fraud. If a claim arises against my household, the information on this application, including all SSNs, may be referred to federal and state agencies, as well as private claims collection agencies, for claims collection action.

I understand that by signing this application, I consent to any investigation by any means available to the New York State Office of Temporary and Disability Assistance (OTDA) to verify or confirm the information I have given in connection with my application for LIHWAP benefits. The information I have provided on my LIHWAP application and documents I have provided, will be used to check identity and may be disclosed or re-disclosed to verify earned and unearned income and other assistance received for myself and other household members, and to determine if applicants can receive payments or other help. I give my consent for OTDA or other state, federal, local, or other authorized personnel to record, store, access, and utilize the information provided on this application and any documents that I have provided, as well as information provided in any conversations, texts, or other means of communication with OTDA or other state, federal, local, or other authorized personnel. I expressly consent to the release of information provided on this application or pertaining to my eligibility for LIHWAP to any entity necessary for LIHWAP administration including, but not limited to, social services districts, other local agencies or entities, and the U.S. Department of Health and Human Services (HHS). I also consent to the release and use of information provided on this application or pertaining to my eligibility for LIHWAP to any other entity to avoid duplication of benefits. I understand that additional information may be requested by OTDA in connection to my application for LIHWAP benefits, and I agree to provide such requested information within the time allotted by OTDA.

I understand and agree that by providing a phone number or cellular phone number on this application or requesting to be contacted through text messages (SMS/MMS), that OTDA may use that number to call, send text messages, or leave voice messages related to LIHWAP. Standard text messaging and data rates from the wireless carrier may apply. Any costs related to receiving calls or text message are the responsibility of the individual receiving them. NYS and its agents are not responsible for and will not accept or assume any liability for damages, losses, claims, expenses, or costs including, but not limited to, voice, text, and data costs that may result from, or be related to, your application for LIHWAP. Check with your phone service provider for details on receiving calls or text messages (SMS/MMS). Text messages or calls may be sent or made using an automatic telephone dialing system. I understand and agree that by providing an e-mail address correspondence concerning LIHWAP may be sent by OTDA to the e-mail address I provided.

I also consent to allow the information provided on this application to be used in referrals to available drinking water and/or wastewater assistance programs, weatherization programs, and my utility company's low income programs. I understand that OTDA will use my Social Security Number to verify with my drinking water and/or wastewater vendors the receipt of LIHWAP. This authorization also includes permission for any of my vendors (including my utility) to release certain statistical information, including but not limited to, my drinking water and/or wastewater usage, consumption, annual cost, and payment history to OTDA, and HHS for the purposes of LIHWAP performance measurement.

I have read and understand the consents above and agree to the authorizations and consents therein. I understand and agree that by signing and submitting this application to OTDA that I do so under penalty of perjury, and I am affirming the information contained herein is true, complete and correct.

Name (print) \_\_\_\_\_ Signature \_\_\_\_\_ Date: \_\_\_\_\_

**Agency Use Section**

Date received: \_\_\_\_\_ Date data entered: \_\_\_\_\_

Comments: \_\_\_\_\_

## **New York State**

# **Low Income Household Water Assistance Program**

## **Information for Applicants – Document Checklist**

The Low Income Household Water Assistance Program (LIHWAP) can help pay overdue water and wastewater bills.

### **Identity**

The primary applicant must provide at least one of the following:

- Driver license
- Photo ID
- U.S. Passport or Naturalization Certificate

Or provide 2 of the following:

- Birth certificate or baptismal certificate
- Social Security number
- Statement from another person

### **Residence** (Where you now live)

Applicants must provide one or more of the following:

- Current rent receipt with the name and address
- Copy of lease with address
- Water, sewage, or tax bill
- Utility bill
- Mortgage payment books/receipts with address
- Homeowners insurance policy
- Deed

### **Drinking Water and/or Wastewater Vendor Relationship**

Applicant must be the customer of record with the drinking water and/or wastewater provider and submit one of the following:

- A current drinking water and/or wastewater bill; or
- A current tax bill indicating drinking water and/or wastewater charges.

### **Income**

The primary applicant must provide proof of income, earned or unearned, including but not limited to:

- Pay stubs for the most recent four weeks
- If self-employed or have rental income, business records for the most recent three months
- Child support or alimony checks
- Bankbook/dividend or interest statement
- Statement from roomer/boarder
- Copy of award letter or most recent check:
- Social Security/Supplemental Security Income (SSI)/Social Security Disability Income (SSD)
- Veteran's benefits
- Pensions
- Worker's Compensation/Disability
- Verification of Unemployment Insurance Benefit amount