

Low Income Household Water Assistance Program (LIHWAP)

What is the Low Income Household Water Assistance Program (LIHWAP)?

LIHWAP helps low-income households with water utility services (drinking water or wastewater) costs, including deposits, reconnect fees, standard charges, standard fees, and taxes included in the household's water utility services bill. LIHWAP funds cannot be utilized for equipment repair or replacement costs.



What services are provided through LIHWAP?

The Department of Health and Human Services (DHHS) provides the following assistance:

- **Rate Reduction Assistance:** A one-time payment issued to a water utility provider to reduce an eligible household's water burden. Water burden is the amount of income the household must pay towards water utility services. The payment amount is based on a calculation that accounts for the household's income and the household's costs for water utility services. The minimum payment amount is \$50, and the maximum payment amount is \$500. These payments may result in a credit balance.
- **Priority Assistance:** A one-time payment of up to \$2,500 issued to a water utility provider to restore water utility services or eliminate a past-due balance for water utility services for an eligible household. A priority payment cannot result in a credit balance.

Eligible households may receive one LIHWAP payment (rate reduction or priority assistance) from October 1, 2022, through September 30, 2023, unless extenuating circumstances exist.

Who is eligible to receive LIHWAP?

To qualify for a LIHWAP payment, a household must:

- Have income at or below 150% of the federal poverty level (FPL) or include an individual with an active LIHEAP case;
- Meet the citizenship and residency requirements;
- Be responsible for water utility services; and,
- Not be otherwise disqualified or ineligible.

Household Size	150% FPL
1	\$20,385.00
2	\$27,465.00
3	\$34,545.00
4	\$41,625.00
5	\$48,705.00

For each additional household member, add \$7,080

How do I get LIHWAP Assistance?

If the household has an active or pending Economic Assistance (EA) case, the household may request LIHWAP without submitting a new application. If the household does not have an active or pending EA case, the household must submit an agency-approved application for LIHWAP.

Individuals can request or apply for LIHWAP:

- On-line at <https://dhhs-access-neb-menu.ne.gov/start/?tl=en>;
- In-person at a DHHS Office <https://dhhs.ne.gov/Pages/Public-Assistance-Offices.aspx>; or,
- By calling ACCESSNebraska at the number below:
 - o Lincoln: (402) 323-3900;
 - o Omaha: (402) 595-1258; or,
 - o All other Nebraska communities: Toll-free: (800) 383-4278