



# DO YOU NEED ASSISTANCE PAYING YOUR PAST DUE WATER BILL?



## Low Income Household Water Assistance Program (LIHWAP) may be able to help!

LIHWAP is a program that will help eligible low-income households by providing a one-time payment directly to their water and/or wastewater provider. LIHWAP runs through September 2023 or until the funds are exhausted. The Virginia Department of Social Services has selected Promise Network to administer LIHWAP.

## How Do I Know if My Household Qualifies for LIHWAP?

If your household water or wastewater services have been cut off or you have received a disconnection notice, you may be eligible!

**Local departments of social services will not be accepting or processing applications for this program.**



**Eligible households must have at least one U.S. citizen or eligible legal permanent resident and:**



- » Have household income below 150% of the federal poverty level,
- » Have water or wastewater services that are disconnected or be in danger of being disconnected,
- » Be responsible for paying the water bill.



**To apply for the LIHWAP or for questions about the program visit [VirginiaLihwap.com](https://VirginiaLihwap.com) or call 1-888-373-9908.**



VIRGINIA DEPARTMENT OF SOCIAL SERVICES



## Need Help Paying Your Water Bill?

The Virginia Department of Social Services is partnering with local utilities to distribute funds to help low income households pay their water and wastewater bills.

LIHWAP (Low Income Household Water Assistance Program) is available to assist eligible households who are having difficulty paying their past due water and wastewater bills.

The Virginia Department of Social Services has partnered with Promise to distribute LIHWAP funds through local utility companies.

More info:

Online: [www.virginialihwap.com](http://www.virginialihwap.com)

Phone: 888-373-9908



Promise.

## Eligibility

Eligible households must:

- Have a past due water or wastewater bill
- Have a gross household income below 150% of the federal poverty level

Households receiving assistance through LIHEAP, SNAP, TANF, SSI and means-tested veteran programs may already be income eligible.

All applicants must meet non-financial and income eligibility requirements for LIHWAP.

## How to Apply

Online: [www.virginialihwap.com](http://www.virginialihwap.com)

Phone: 1-888-373-9908

Application assistance is available by contacting Promise directly between the hours of 7 a.m. to 7 p.m. Monday through Saturday

For more information, please scan the QR code

