

Frequently Asked Questions: Low-Income Household Water Assistance Program (LIHWAP)

What is LIHWAP and how can it help me?

LIHWAP provides a one-time payment up to \$750 from October 1 through September 30, to help eligible households pay for their current or past due water and/or wastewater (sewer) bills, and disconnection and reconnection fees. DSS will make payments directly to the participating utility company.

Who is eligible for LIHWAP?

You may be eligible for LIHWAP if you meet all of the following requirements:

- Are responsible for paying the water or sewer bill
- All household members are United States citizens (or have been legally admitted for permanent residence)
- Have \$3,000 or less in your bank accounts and retirement and investment accounts
- Meet income guidelines for your household size:

Household Size	Monthly Income
1	\$0 - \$2,211
2	\$0 - \$2,891
3	\$0 - \$3,571
4	\$0 - \$4,252
5	\$0 - \$4,932
6	\$0 - \$5,612
7	\$0 - \$5,740

NOTE: If all household members currently get Temporary Assistance (cash) or SNAP (Food Stamp) benefits, you are automatically eligible for LIHWAP. You must still apply for the program to get the benefit.

How do I apply for LIHWAP?

To apply for LIHWAP, visit mydss.mo.gov/utility-assistance to download and complete the application and submit it along with any required documentation by mail to your Contracted Agency.

- Make sure to include your water or wastewater bill and the bill date is within the last 30 days previous to the date you are mailing your application
- If you rent your home, make sure to include a copy of your Lease Agreement(s), and the Landlord Document Request Form if required (see more about renter requirements under "What if I rent my home?")

How will I know if I am approved?

The contracted agency has 30 days to process an application. You will be notified in writing from the Department of Social Services if you are approved or denied after your application is processed. It may take up to 45 days before you get your notice.

What if I rent my home?

- If you pay your own water and wastewater bill directly to the utility company, submit your bill(s) with your application. You do NOT need to complete the "Landlord Documentation Request" form.
- If you pay one bill directly to the utility company and the other bill to the Landlord as part of your lease agreement, you must submit your portion on the application with your bill, AND the Landlord must complete their portion on the "Landlord Documentation Request" form. The application, your utility bill, and the "Landlord Documentation Request" form must be sent to the contracted agency at the same time.
- If you pay both your water and wastewater bill to the Landlord as part of your lease agreement, the Landlord must complete the "Landlord Documentation Request" form and you must send it with your application.

NOTE: If your application is not fully complete or if you are missing any required documentation, there will be a delay in processing your application.

What if my water or wastewater company does not participate in the LIHWAP program?

If your water or wastewater company does not participate in the LIHWAP program, you will not be approved for LIHWAP.

What should I do if I moved after I submitted my LIHWAP application?

Contact the contracted agency where you submitted your application and tell them that you moved. You will need to complete a new application with your new address, and submit it and a copy of the water and/or wastewater bill which shows your new address.

NOTE: An application will be mailed to you if you got LIHEAP from October 1 – September 30 as you may qualify for LIHWAP if you meet all eligibility criteria. If you do not get an application, contact your Contracted Agency to ask for one to be mailed to you.