



**Department of
Public Service**

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Public Service Commission

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November 23, 2021

Dear Community Leader/Elected Official:

The **Low Income Household Water Assistance Program (LIHWAP)** is a new Federally funded program providing drinking water and wastewater emergency assistance to eligible households. This assistance is targeted at low income households and income guidelines will mirror that of the Home Energy Assistance Program (HEAP).

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), including private water companies, municipalities, and public water authorities.

I would appreciate your assistance informing your constituents about LIHWAP. It is the Commission's intent to promote the availability of utility assistance programs and encourage eligible households to apply. The Office of Temporary and Disability Assistance (OTDA) will begin accepting LIHWAP applications on **Wednesday, December 1, 2021**. For more information, please visit <https://otda.ny.gov/LIHWAP>.

Regards,

A handwritten signature in blue ink that reads "Bruce Alch".

Bruce Alch, Director
Office of Consumer Services

Enc.
Rory Lancman, Special Counsel