

**Low Income Home Water Assistance Program (LIHWAP)  
FY 2021-2022 Fact Sheet  
Administered by the Department for Community Based Services  
Services Provided by Community Action Agencies**

**PURPOSE:** To assist low-income households with home water service (water and/or wastewater) cost through two (2) components:  
 1. Subsidy - provides assistance to all eligible households.  
 2. Crisis - provides assistance to eligible households experiencing a home water service crisis.

**OPERATION:** Community Action Kentucky, Inc. will contract with twenty-three community action agencies to operate both components in all 120 counties. Applications for both components will be taken at local community action agency offices or designated sites in each county.

**ELIGIBILITY:** 1) Household income must be at or below the following, relative to household size:

<u>Household Size</u>	<u>Gross Monthly Income</u>	<u>Household Size</u>	<u>Gross Monthly Income</u>
1	\$ 1,610	5	\$ 3,880
2	\$ 2,178	6	\$ 4,448
3	\$ 2,745	7	\$ 5,015
4	\$ 3,313	8	\$ 5,583

Add \$568 for each additional family member

- 2) Must be responsible for home water service costs or pay water service costs as an undesignated portion of rent.  
 3) In addition to the above eligibility requirements, crisis applicants must have a disconnect/past due notice from the vendor (example: past due notice, termination notice, final notice, notice that a service has been disconnected, or an active utility arrearage payment plan). Crisis applicants who participate in a Pre-Pay water service program would be eligible if they are within 10 days of running out of pre-paid water services. If water service costs are an undesignated portion of rent, an eviction notice is required.

**APPLICATION PERIOD:** **Subsidy:** Applications may be made during the period January 10, 2022, through June 1, 2022, or until available funds have been expended.

**Crisis:** Applications can be made from December 1, 2021, through June 1, 2022, or until available funds have been expended.

Applicants who are unable to apply for themselves must contact the local community action to make other arrangements. If the designated representative is not the head of household or spouse, the representative must have a signed statement giving authorization to apply for the household. Individuals without a designated representative should contact the local community action agency which may be able to assist them in finding one. Only one person from each household should apply.

**REQUIRED DOCUMENTS:** **Applicants must bring the following:**  
 1. Proof of Social Security Number or Permanent Residence card (Green Card) for each member of the household.  
 2. Proof of all household's (all members) income from the preceding month.  
 3. Most current water service bill (water and/or wastewater), including account number and name on account, statement from your landlord if water service expenses are included in your rent, statement from utility company if you participate in a Pre-Pay Program.

**In addition, in the Crisis component,** applicants requesting assistance for water services must bring a disconnect/past due notice (example: past due notice, termination notice, final notice, or utility arrearage payment plan balance), or a notice that service has been disconnected. If your rent includes water service, you must bring a copy of your lease and eviction notice.

**BENEFITS PROVIDED:** **Subsidy:** The benefit amount that a household receives will be based on its level of poverty and the type of water service received. Those households with the lowest incomes and whose water and wastewater services are combined into one bill shall receive the highest benefit. All eligible households will receive a benefit. Benefits will be in the form of vouchers made payable to the household's water service vendor.

**Crisis:** Benefits are limited to the minimum amount necessary to relieve the crisis not to exceed the maximum amount allowed by state regulations. Crisis relief will be provided within 48 hours.

**CLIENT REFERRAL:** Clients requesting additional information regarding either component of the FY 2021-2022 LIHWAP program should be referred to their local community action agency or Community Action Kentucky (CAK), toll-free number 1-800-456-3452 (TTY available for the hearing impaired).

**APPLICANT RIGHTS:** Each applicant will be informed of their rights should they be denied assistance. Any applicant who wishes to appeal the case should be informed by local community action agency staff of the procedures for filing a complaint. Should the applicant not be satisfied with the local decision, they may further appeal to the Cabinet for Health and Family Services.

**RULES:** Do **NOT** give false information or hide information to receive LIHWAP benefits. Use LIHWAP benefits only for your household. If you **BREAK** these rules, you may be stopped from receiving LIHWAP benefits and you may be prosecuted for fraud. Report any information about fraud or misuse of LIHWAP benefits by calling the Fraud Hotline at 1-800-372-2970.