

Falling behind on your water or wastewater bill?

There's a new federal temporary emergency program that may help.

LOW INCOME HOUSEHOLD WATER ASSISTANCE PROGRAM (LIHWAP)

The Low Income Household Water Assistance Program (LIHWAP) is a temporary emergency program to help low-income families pay overdue water and wastewater bills. LIHWAP is a grant. You do not have to repay it.

HOW DOES LIHWAP WORK?

LIHWAP grants may be available if you have an emergency situation and are in jeopardy of losing your utility service. You can receive one crisis grant for your drinking water service and one grant for your wastewater service, up to \$2,500 each. **The program opens starting January 4, 2022.**

CRISIS SITUATIONS INCLUDE:

- Past-due water and/or wastewater bills.
- Termination of utility service.
- Danger of having utility service terminated (received a notice that service will be shut off within the next 60 days).

WHO IS ELIGIBLE?

You may qualify for LIHWAP if:

- You must have an overdue water and/or wastewater bill that you are responsible for paying.
- You don't have to be on public assistance.
- You can rent or own your home.
- Your household income meets the following income guidelines.

INCOME GUIDELINES

Household Size	Maximum Annual Income
1	\$19,320
2	\$26,130
3	\$32,940
4	\$39,750
5	\$46,560
6	\$53,370
7	\$60,180
8	\$66,990
For each additional person, add \$6,810	

HOW DO I APPLY?

- **Apply online at www.compass.state.pa.us.**
- Request an application by calling the Department of Human Services' (DHS) Customer Service Center at 877-395-8930 or call PA Relay at 711 for the hearing impaired.
- Applications are available at your local County Assistance Office (CAO). For a listing, visit dhs.pa.gov, search "CAO."

If you are eligible, don't wait to apply. Available funding is limited and will be distributed on a first come, first served basis.

Additional customer assistance programs that may help.

In addition to the federal LIHWAP program, Pennsylvania American Water offers several customer assistance programs:

- **H2O Help to Others Program™** offers financial assistance for customers who qualify.
- **Budget Billing** makes managing your cash flow easier by providing predictable monthly payments and avoiding unplanned seasonal spikes.
- **Installment Plans** extend the time you have to pay a past due balance.
- **Water Saving Tips and Tools**

To learn more, visit pennsylvaniaamwater.com. Under Customer Service & Billing, select Customer Assistance Programs.

