

Do you need assistance paying your water bill?

Low-Income Household Water Assistance Program (LIHWAP) can help!

LIHWAP is a temporary emergency program that will help eligible households and families afford water and wastewater services, providing a one-time payment for eligible low-income households paid directly to the utility company. LIHWAP runs through September 2023 or until the funds are exhausted.

How Do I Know if I Qualify for LIHWAP?

If your water or wastewater services have been cut off or if you have received notice that your services are in danger of being cut off because your bill is past due, or you simply need help paying your water bill, you may be eligible!

Who is eligible to receive LIHWAP?

To be eligible for the LIHWAP program, a household must have at least one U.S. citizen or eligible legal permanent resident and:

- Have income equal to or less than 150% of the federal poverty level,
- Have water or wastewater services that are disconnected, in jeopardy of being disconnected or have a current outstanding bill, and
- Is responsible for paying the water bill.

Households that currently receive Food and Nutrition Services (FNS), Temporary Assistance for Needy Families (TANF) or Work First services, or those that received Low-Income Energy Assistance Program (LIEAP) services between Oct. 1, 2020, and Sept. 30, 2021, are automatically eligible to receive this benefit. Please contact your local county Department of Social Services for more information.

How do I apply?

If you need assistance paying your water bill you can apply online at <https://epass.nc.gov/>.

You can also apply over the phone by calling your local county Department of Social Services, printing out a paper application at <https://epass.nc.gov/> and drop it off or fax it to your local county Department of Social Services, or by apply in person at your local county Department of Social Services office.

LIHWAP runs through September 30, 2023 or until funds are exhausted.
Applicants can receive assistance more than once.

For more information on this program and eligibility, visit the LIHWAP website www.ncdhhs.gov/divisions/social-services/energy-assistance/low-income-household-water-assistance-program-lihwap.

