

JERSEY WATERWORKS **CONFERENCE** 2022

December 8, 2022 - Virtual Session

**Tapping into the Water Assistance Program for
Low Income Households**

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CONFERENCE 2022

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Tapping Into the Water Assistance Program for Low Income Households



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Poll Questions

Please take a moment to respond to the polls

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Goals for this Session

Overview of the Low Income Household Water Assistance Program (LIHWAP)



Utility Assistance Programs

Low Income Household Water Assistance Program

JWW 2022 Conference

LIHWAP Program

- ❑ The Low-Income Household Water Assistance Program (LIHWAP) was created and funded by the US Department of Health and Human Services (DHHS) to assist residents of New Jersey pay past due water and/or wastewater bills.
- ❑ Eligible household can have their arrearage (past due) reconnection fees, and interest associated with past due balances paid up to \$2,500.00 for water and same amount for sewer.
- ❑ Eligible households would not have to repay any portion of the LIHWAP benefit, there are no liens and households would not have to report the benefits when filing their taxes.

Funding for the LIHWAP Program

- ❑ The Low-Income Household Water Assistance Program (LIHWAP) was funded by a \$23.9 million federal block grant, through the Consolidated Appropriation Act, 2021 and the American Rescue Plan Act, 2021. This is a one-time grant in response to the COVID-19 pandemic. There is currently no funding provided for the LIHWAP program in the FY2023 budget appropriation, but current funding is available until expended, or until September 30, 2023.

Applicant Eligibility Criteria

- ❑ LIHWAP, which is a one-time benefit per household program, has the same eligibility criteria as the LIHEAP program:
 - Must be a resident of New Jersey;
 - Must be a homeowner or tenant who is responsible for and has the water and wastewater bills in their names;
 - Must have income at or below 60% of the State Median Income;
 - Household must include a US citizen, U.S. national, a qualified alien;
 - Must be behind in their drinking water and/or wastewater bills.

Applicant Eligibility Criteria

- ❑ Applicants who have already received one of the following benefits are categorically eligible for LIHWAP benefits and only needs to complete a streamlined application and provide their drinking water and/or wastewater bills:
 - Low Income Home Energy Assistance Program (HEAP benefit);
 - Supplemental Nutrition Assistance program;
 - Temporary Assistance for Needy Families (TANF);
 - Pharmaceutical Assistance for Aged and Disabled (PAAD).

Program Benefits Amount

- ❑ Benefits are paid directly to water and wastewater utilities and not to the applicants or to their landlords.

LIHWAP will pay the entire amount owed by an eligible household, up to the following limits:

- \$2,500.00 for past due drinking water bills;
- \$2,500.00 for past due wastewater bills; and
- \$5,000.00 for past due combined drinking water and wastewater bills.

How do Utilities participate in the LIHWAP Program

- Water and wastewater utilities (“vendors”) are encouraged to participate in the program and must complete and return to DCA by email, the Vendor and the Non-Disclosure Agreements. <https://tinyurl.com/LIHWAP-agreements>
- Utilities must promptly return to DCA files requesting current balances of customers found eligible to receive benefits.
- To receive payments on behalf of customers found eligible, utilities must establish a Vendor Identity Number with the NJ Treasury through the NJ Start portal.
- Utilities DO NOT accept applications from customers or determine an applicant’s eligibility. That is DCA’s job.
- Utilities are STRONGLY ENCOURAGED to promote the program to their customers.

DCA's Interaction with Utilities

- ❑ Utilities can contact DCA with questions by sending emails to fidel.Ekhelar@dca.nj.gov or Claudia.Vasquez@dca.nj.gov or LIHWAP@dca.nj.gov

How utilities can work with DCA to push applications

- ❑ Utilities can assist the program by constantly reminding their customers who are behind that there is money available through the program to help them pay their bills through bill inserts, direct mailing/emailing, utility website, media outreach, social media.

Utilities who have not yet signed the vendor and non-disclosure agreements must sign and return the agreements to DCA (scan QR code for docs), as that is the only way we can pay them on behalf of their eligible customers.



How Customers can apply

- ❑ Unfortunately, there is no paper application for the LIHWAP program.

Customers can apply for LIHWAP assistance online at <https://dcaid.dca.nj.gov/en-US/>. They must create a MyNewJersey account that will enable them create an application on the portal.

They can also call NJ211 for assistance in creating an application and they will be provided the contact information for one of our several application agencies that can assist them initiate, create, complete and submit their application online.

Don't get shut off

call:  2-1-1

or visit [DCAid](#) for eligibility



Documents Required for LIHWAP Application

Proof of Identification: Social Security Card of every member of the Household

Proof of Income: Paystub, unemployment, Social security award letter etc.

Proof of Residence: Lease agreement or Mortgage document or Property Tax document

Current Water Bill

Scan QR Code OR
Copy and Paste LINK

<https://njdca-housing.dynamics365portals.us/en-US>



SCAN ME



Click this button to check if you are eligible for
DCAid Programs

FIRST-TIME APPLICANT

Set up myNJ ID

RETURNING APPLICANT

Login with myNJ

Hey Test9, let's get started on your profile!

1. PROGRAM QUALIFICATIONS

Start off your profile by answering a few questions about your household to see what programs you may qualify for!

[Get Started](#)

2. APPLICANT HOUSEHOLD DETAILS

Enter contact information along with details of household members and their income, if applicable. Be sure to include yourself in the list of household members you create!

[Complete Previous Step](#)

3. PROGRAM APPLICATIONS

Let's enter the program portal to apply for the relief you qualify for based on the information you've provided so far!

[Complete Previous Step](#)

Applications in progress or submitted:

2023 Season

Hey Test9, let's get started on your profile!

1. PROGRAM QUALIFICATIONS

Start off your profile by answering a few questions about your household to see what programs you may qualify for!

[Complete](#)

2. APPLICANT HOUSEHOLD DETAILS

Enter contact information along with details of household members and their income, if applicable. Be sure to include yourself in the list of household members you create!

[Get Started](#)

3. PROGRAM APPLICATIONS

Let's enter the program portal to apply for the relief you qualify for based on the information you've provided so far!

[Complete Previous Step](#)

Applications in progress or submitted:

2023 Season

HEA: October 1st, 2022 - June 30th, 2023

USF: October 1st, 2022 - September 30th, 2023

Hey Test9, let's start your first program application!

1. PROGRAM QUALIFICATIONS

Start off your profile by answering a few questions about your household to see what programs you may qualify for!

[Complete](#)

2. APPLICANT HOUSEHOLD DETAILS

Enter contact information along with details of household members and their income, if applicable. Be sure to include yourself in the list of household members you create!

[Complete](#)

3. PROGRAM APPLICATIONS

Let's enter the program portal to apply for the relief you qualify for based on the information you've provided so far!

[Get Started](#)

Applications in progress or submitted:

2023 Season

HEA: October 1st, 2022 - June 30th, 2023

USF: October 1st, 2022 - September 30th, 2023

Program Applications

Program Applications

USF/HEA

These programs assist Low- and Medium-Income eligible households that are having a difficulty paying their heating and cooling bills by providing financial assistance.

[Get Started](#)

Weatherization

Increases home energy efficiency in low-income households and reduces cost of utility bills.

[Get Started](#)

LIHWAP

These programs assist Low- and Medium-Income eligible households that are having a difficulty paying their water and wastewater bills.

[Get Started](#)

ARP

This program provides arrearage forgiveness to households with overdue gas and electric bills.

[Get Started](#)

Create a New LIHWAP Application

Applicant Contact Details ✓

Household Information

Water Service Information

Applicant Certification

Household Information

Is anyone in your household currently enrolled in any of the following program(s)? This information helps us determine eligibility and may help us to provide faster assistance because you have already provided information on your income and household in applying for these programs. Check all that apply:

LIHEAP *

No



SSI *

No



TANF *

No



Means-Tested Veterans Program *

No



SNAP *

No



Other (Please Specify) *

No



Documentation - Upload files here

Please click on the information icon ⓘ to review required documents, such as requiring a utility bill that is less than or equal to 60 days old.

Filename	Category	Upload Date	Delete
No documents uploaded			

- 0 uploaded Current Water/Sewer Bill(s) (60 days from application date) ⓘ [Choose a File](#)
- 0 uploaded Proof of Residence ⓘ [Choose a File](#)
- 0 uploaded Employment (Wages/Paystub) ⓘ [Choose a File](#)
- 0 uploaded Social Security (Benefit Letter) ⓘ [Choose a File](#)
- 0 uploaded Social Security Card (Proof of Identity) ⓘ [Choose a File](#)
- 0 uploaded Miscellaneous/Other Documents ⓘ [Choose a File](#)

Notes/Explanation (please add any information you need to explain the responses you have provided on this application):

There are no notes to display.

[+ Add note](#)

[Previous](#)

[Next](#)

Create a New LIHWAP Application

Applicant Contact Details ✓

Household Information ✓

Water Service Information

Applicant Certification

Water Service Information

Drinking Water Need *

My household drinking water services are on, but we need help.

Waste Water Need *

My household wastewater services are on, but we need help.

My drinking and waste water company are the same

I have two drinking water utility companies

Drinking Water Utility Company *

Aqua New Jersey

My drinking and waste water company are the same

I have two drinking water utility companies

Drinking Water Utility Company *

Aqua New Jersey 

Drinking Water Account Number *

0000001245

Has a tax lien been filed against this property for water/sewer bill delinquencies? *

No 

[Previous](#) [Next](#)

Create a New LIHWAP Application

Applicant Contact Details ✓

Household Information ✓

Water Service Information ✓

Applicant Certification

Applicant Certification

Applicant Certification

I attest that the information stated above is true and accurate and understand that the above information, if misrepresented, or incomplete, may be grounds for immediate application termination and/or could result in penalties as specified by law. I also agree to the additional Release of Information to the water provider as necessary to process payment and verify services provided. In addition, I agree that data from this form (not including my personal identifying information) may be used for reporting or program evaluation purposes.

Did someone help you complete this application? *

No



UAP Applications

Application ID ↑	Application Status	App Type	Contact	Created On	Season
You have not yet started an application.					

ARP Applications

Application ID ↑	App Type	Application Status	Contact	Created On	Season
You have not yet started an application.					

LIHWAP Applications

Application ID ↑	Application Status	App Type	Contact	Created On	Season
LWP-0019448	Submitted	LIHWAP	Test9 Test10	10/14/2022 8:37 PM	2023

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Opportunities for Long-term Solutions

Roundtable Discussion

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Q&A

Questions & Answers

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Thank You!

Stay Involved!

Jersey Water Works



www.jerseywaterworks.org

info@jerseywaterworks.org

