

Has your water been CUT OFF?

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, 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 non-citizen and:

- Has income equal to or less than 150% of the federal poverty level,
- Has household services that are disconnected, in jeopardy of disconnection or have a current outstanding bill, and
- Is responsible for 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 your water has been cut off, or if you have received a notice that your water is going to be cut off, you can apply online at www.epass.nc.gov beginning December 1, 2021.

You can also apply in person at your local county Department of Social Services, by phone by calling your local county Department of Social Services or print out a paper application at www.epass.nc.gov and drop it off or fax it to your local county Department of Social Services.

What if my service is not being cut off, but I need help paying my water bill?

Beginning Jan. 1, 2022, all households who need help paying their water bill can apply for assistance if they meet the eligibility requirements. LIHWAP runs through September 30, 2023 or until funds are exhausted.

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

