

LIHWAP FAQs for Applicants

What is LIHWAP and how can it help me?

The Low-Income Household Water Assistance Program (LIHWAP), provides a one-time payment up to \$750 from October 1 through September 30, to assist low-income households pay for their current water and/or wastewater (sewer) bills, arrearages (past due bills), disconnection fees, and reconnection fees. Payments are made directly to the participating utility company.

Who is eligible for LIHWAP?

1. If all household members receive TA (cash benefits) or SNAP (Food Stamps), the household should be automatically eligible for LIHWAP. The household must apply for the program.
2. Households who previously received LIHEAP may be eligible for LIHWAP if their income is still at or below the income for the household size as shown below, and all other eligibility is met.
3. Applicants who meet all of the following:
 - Are responsible for paying their water and/or wastewater (sewer) bill
 - All household members are a United States citizen (or have been legally admitted for permanent residence)
 - Have \$3,000 or less in your bank accounts, retirement accounts, or investment
 - Meet specific income guidelines based on your household size as shown below

Household Size	Household Must be Under the Below Monthly Income Amounts to Receive the Benefit
1	\$0 - \$2,211
2	\$0 - \$2,891
3	\$0 - \$3,571
4	\$0 - \$4,252
5	\$0 - \$4,932
6	\$0 - \$5,612
7	\$0 - \$5,740

How can I apply for LIHWAP?

1. Customers who received LIHEAP from October 1st through September 30th (of the current year) will automatically be mailed a LIHWAP applications.
 - Elderly and Disabled: Applications will be mailed in October
 - All other Households: Applications will be mailed in November.
2. If you do not receive an application:
 - You can apply online at: www.mydss.mo.gov/utility-assistance
 - You can contact your local contracted provider to request an application be mailed to you. Find your contracted agency at: www.mydss.mo.gov/utility-assistance.
3. Provide all required documentation (papers) requested in the application
4. Provide the current water/wastewater bill dated within 30 days of the date the application is mailed
5. Renters who do not pay their water and/or wastewater bill directly to the utility company must include the Lease Agreement(s), all other requested information, and the “Landlord Documentation Request Form”

How will I know if I am approved?

- The contracted agency has 30 days to process an application. You will be notified in writing from the state if you are approved or denied after your application is processed.
- You should not contact the agency prior to 45 days to allow time for the notification to be mailed. If you need to contact the contracted agency, go to: www.mydss.mo.gov/utility-assistance.

What happens if I rent?

- If you pay your own water and wastewater bill to the utility company, submit your bill(s) with your application. You do NOT need to complete the “Landlord Documentation Request” form.
- If you pay one bill directly to the utility company, and the other bill to the Landlord, as part of your lease agreement, you will submit your portion on the application with your bill, AND the Landlord must complete their portion on the “Landlord Documentation Request” form. The application, your utility bill, and the “Landlord Documentation Request” form must be sent to the contracted agency at the same time.

- If you pay both your water and wastewater bill to the Landlord as part of your lease agreement, the Landlord must complete the “Landlord Documentation Request” form and you must send it with your application.

Please Note: Any applications that are not fully completed, or if documentation is missing, there will be a delay in processing the application.

What if my water and/or wastewater company does not participate in the LIHWAP program?

Households who have suppliers who do not actively participate with the LIHWAP program to distribute funds to their clients, will not be approved for LIHWAP.

What should I do if I moved after I submitted my LIHWAP application?

Contact the contracted agency where you submitted your application and tell them that you moved. You will need to complete a new application with your new address, and submit it and a copy of the water and/or wastewater bill which shows your new address.