



FOR IMMEDIATE RELEASE

## **DES Announces the Low Income Household Water Assistance Program to Provide Financial Relief for Arizona Families**

*Eligible Households Can Receive Up to \$1,800 in Assistance*

**PHOENIX - (November 4, 2021)** The Arizona Department of Economic Security (DES) announced today the launch of the Low Income Household Water Assistance Program (LIHWAP), to provide financial relief to families for water and wastewater bills to avoid shutoffs or disconnections. Eligible households statewide can receive up to \$1,800 in water assistance, depending on their need. Assistance includes water service restoration, past-due obligations, and future bills.

"With the addition of the Low Income Household Water Assistance Program, DES is better equipped to comprehensively help families meet their household needs," said DES Director Michael Wisehart. "The need for rental, utility and water assistance happens concurrently. Through the Emergency Rental Assistance Program and the Low Income Home Energy Assistance Program, we have been able to distribute millions to help families keep roofs over their heads and ensure the continuity of their energy services. Now, we have an additional resource to assist with their water and wastewater bills until they are able to attain self-sufficiency."

LIHWAP is a temporary emergency assistance program created by the U.S. Department of Health and Human Services under the Consolidated Appropriations Act of 2021, with additional funding by the American Rescue Plan Act of 2021. Arizona was awarded nearly \$20 million to assist households through September 30, 2023.

### **Eligibility**

To be eligible for LIHWAP, an applicant must meet the following criteria:

- Be (or a member of the household is) a U.S. citizen or qualified non-citizen
  - Qualified non-citizens include lawful permanent residents, asylees, refugees, and certain individuals with parole status, those whose deportations are being withheld, those who have been granted conditional entry (prior to April 1, 1980), individuals who are the victims of battery, Cuban/Haitian entrants, and victims of a severe form of trafficking.

- Be a resident of Arizona at the time of application (demonstrated by a water bill for services within the state of Arizona)
- Have a household income at or below 60% of the state median income (for households of 8 or fewer members) OR have a household income at or below 150% of the federal poverty level (for households with more than 8 members)
- Have not received any other financial assistance for water services during the time period for which the applicant is seeking LIHWAP assistance

Applications on behalf of households whose water services have been disconnected or are pending disconnection will be prioritized. The Department will also prioritize applications from households with members over the age of 60, under the age of five, have a disability, or whose average water bills exceed more than 5% of their monthly income.

### **How to Apply**

You can apply for LIHWAP assistance safely and conveniently online using our portal. If you are unable to apply online, you may apply by phone through our hotline at 1-833-453-2142 or by downloading a paper application from our portal and mailing it to the address on the application.

You will be required to provide the following documentation:

- Applicant's photo ID
- Income documents that may include:
  - 1040 tax return, pay stubs, any other documents demonstrating income (unemployment benefits, Social Security benefits, etc.)
- Water and/or sewer bills
- Disconnection notice (if applicable)
- Lease agreement (if applicable)

Find additional information, review frequently asked questions and apply for LIHWAP by visiting [our website](#).

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