

**LOW-INCOME HOUSING WATER ASSISTANCE PROGRAM (LIHWAP)
FREQUENTLY ASKED QUESTIONS FOR WATER AND SEWER VENDORS**

What is LIHWAP?

LIHWAP is a federally funded program that provides funds to assist low-income households with water and sewer bills. To be eligible for LIHWAP benefits, the household must be responsible for their own water and sewer costs and have a gross income that falls at or below 60% of the New Jersey State Median Income level.

What type of accounts are eligible?

Only residential customer accounts are eligible. LIHWAP is not available for business accounts, estates, or property management companies.

How can my agency participate?

You must enter into a vendor agreement with the NJ Department of Community Affairs. Please contact Fidel Ekhelar at fidel.ekhelar@dca.nj.gov for a copy of the vendor agreement.

How much money can the program give to households with past due water and/or sewer bills?

The program can assist households who have arrears for water and/or sewer services. The LIHWAP benefit is based on the actual amount of water and/or sewer arrears, up to a maximum of \$4,000 per water or sewer provider, or \$8,000 if water and sewer services are combined.

Who receives the LIHWAP benefits?

Benefits are paid directly to the household's water and/or sewer vendor and are required to be credited to their account(s). Each utility MUST provide the LIHWAP program with its Vendor ID number that enables it receive payments from the New Jersey Treasury. If you do not have a Vendor ID number and you wish to register for one, please use the following link - <https://www.njstart.gov/bsol/>

Will the water and/or sewer vendor automatically know who has applied?

No, utilities do not automatically know who has applied for water and/or sewer assistance. Utilities are notified after a customer has been deemed eligible. However, utilities who are interested can register to gain access to the application portal to view applications from their customers.

What are the new vendor requirements for LIHWAP?

Click the link for the new [LIHWAP Vendor Requirements](#).

What is the required language for LIHWAP communication?

Click the link for the [Required Vendor LIHWAP Language](#).