

# What is LIHWAP?



The Low-Income Household Water Assistance Program (LIHWAP) is a temporary, federally funded program created to provide assistance to low-income households, particularly those with the lowest incomes that pay a high proportion of household income for drinking water and wastewater services.

LIHWAP can assist eligible/approved households who are disconnected or are at risk of disconnection (within the next 30 days after application) by providing a one-time payment of up to \$2500 to the customer's water/wastewater provider.

The program will be administered by the Virginia Department of Social Services (VDSS) in partnership with Promise Network.

**Note: Local Departments of Social Services will not be accepting or processing applications for this program;** no data will be available in the Virginia Case Management System regarding LIHWAP.

Customers who have questions about the program and/or wish to apply should be referred to Promise Network at <https://virginalihwap.com> or 1-888-373-9908. The VDSS Public Site will also direct customers to contact Promise Network directly regarding the LIHWAP.

## Program Dates

LIHWAP will be available to eligible Virginia residents beginning October 17, 2022. LIHWAP will be available through September 2023 or until funds are depleted.

## How do customers apply for LIHWAP?

- By visiting [virginalihwap.com](https://virginalihwap.com) to apply online, or
- By calling 1-888-373-9908 to apply by phone 7am -7pm Mon-Sat, or
- By having an application mailed from Promise Network.

