Low Income Home Water Assistance Program



The program:

- We plan to start taking applications November 15th.
- The program will be available until August 31, 2023 or until funds are exhausted.
- The State is working to create a state funded program to continue the program beyond that date.

Who is eligible:

- Homeowners with a bill in their name.
- Tenants who either have a bill in their name or can show through a lease or other document that they are responsible for paying the bill.
- Those below 150% of poverty
- Those in disconnected status or at imminent risk of disconnection or with a bill over $250.
- A credit is not an eligible cost. Maximum benefit is $1500 for water and wastewater combined.
- Applicants are only eligible for the benefit one time.

How it will work:

- Applicants will apply through the LIHEAP (utility assistance program) system by completing a LIHEAP application and identifying that they need assistance with water.
- Applicants must be disconnected or at imminent risk of disconnect to be eligible.
- The way the State has designed the system, it is a two part application. Once the LIHEAP application is completed it is given to the staff assigned to the LIHWAP program who then completes the actual water part of the application.

How it will work:

- Once that application is completed the staff will reach out to the water/waste water company for verification of status and amount owed.
- A pledge is then emailed to the water/waste water company for reconnection/prevention of disconnection.
- We will make every attempt to process disconnected/imminent disconnects in 48 hours. Those with a past due amount not at risk of disconnection will be processed within 30 days.

Vendor agreement

- There is a vendor agreement we are asking everyone to sign. It will be emailed after this meeting. It is a standard agreement identifying roles and responsibilities.
- If the vendor chooses not to sign the agreement we can use a water bill pledge, each time but they will slow the process down a little.
- We will also need a W-9 for each vendor.
- Each vendor will need to provide contact information for both pledge processing as well as payment processing. All this information and the necessary forms will be emailed to the people on this call.

Question?

- Contacts:
- Jennifer.jaeger@rockfordil.gov
- Christopher.greenwood@rockfordil.gov
- Martha.Strawser@rockfordil.gov
- Specific emails for staff who wil contact vendors will be in the follow up email.