

Missouri Department of
SOCIAL SERVICES

Missouri Department of Social Services

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DIVISION OF FINANCE AND ADMINISTRATIVE SERVICES
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The Low-Income Household Water Assistance Program (LIHWAP) is administered by the Department of Social Services (DSS) and is funded by the Administration of Children and Families. The program will provide up to \$750 for water and wastewater (sewer) disconnection fees, customers who are in threat of disconnection, arrearages (past due bills), and reconnection fees. LIHWAP is expected to begin in Missouri on October 1, 2021 for elderly and disabled households, and November 1, 2021 for other households.

How the Program Works:

- DSS and Contracted Agencies will notify potentially eligible clients about the availability of the LIHWAP program.
- The client will apply for benefits through DSS Contracted Agencies.
- DSS will send a letter to clients stating they are or are not eligible for the program.
- If the client is eligible, DSS will send a Customer Eligibility Listing (CEL) to the utility company to make a pledge on the clients account.
- If the utility company agrees to accept payment (pledge), DSS will send the payment electronically or with a paper check.
- If the utility company will not accept payment or participate in the program, DSS will send the payment directly to the client.
- Applications will be processed in the order they are received. The program will continue until the funding is spent, or through September 30, 2023.

TDD / TTY: 800-735-2966
RELAY MISSOURI: 711

For clients to be eligible, they must:

- Be responsible for paying the water and/or wastewater (sewer) bill
- Be a United States citizen (or have been legally admitted for permanent residence)
- Have \$3,000 or less in bank accounts, retirement accounts, or investments
- Meet specific income guidelines based on household size

Client's Income Guidelines Requirements

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

Utility companies can participate in the program by:

1. Signing the attached "Supplier Agreement" and returning it to DSS at:
 - Email: fsd.lihwap@dss.mo.gov, OR
 - Fax: (573) 522-9557, OR
 - Mail to:
Department of Social Services/LIHWAP
3418 Knipp Dr. Ste. C
Jefferson City, MO 65109
2. Register in MissouriBuys. Please see the attached "Missouri Buys Vendor Registration Checklist" for more information.

Contracted Agency Contacts

Audrain, Boone, Callaway, Cole, Cooper, Howard, Moniteau, and Osage:
Central Missouri Community Action Agency - (573) 443-1100

St. Louis County: Community Action Agency of St. Louis County - (314) 446-4420

Andrew, Buchanan, Clinton, and DeKalb:
Community Action Partnership of Greater St. Joseph - (816) 233-8281

Atchison, Gentry, Holt, Nodaway, and Worth:
Community Services, Inc. of Northwest Missouri - (660) 582-3113

Barton, Jasper, Newton, and McDonald:
Economic Security Corporation of Southwest Area - (417) 781-0352

Bollinger, Cape Girardeau, Iron, Madison, Perry, St. Francois, St. Genevieve, and Washington:
East Missouri Action Agency - (800) 392-8663

Dunklin, Mississippi, New Madrid, Pemiscot, Scott, and Stoddard:
Delta Area Economic Opportunity Corporation - (573) 379-3851

Caldwell, Daviess, Grundy, Harrison, Linn, Livingston, Mercer, Putnam, and Sullivan:
Community Action Partnership North Central Missouri - (660) 359-3907

City of St. Louis and Wellston: Urban League - (314) 615-3632

Jefferson and Franklin: Jefferson-Franklin Community Action Corporation - (636) 789-2686

Camden, Crawford, Gasconade, Laclede, Maries, Miller, Phelps, and Pulaski:
Missouri Ozarks Community Action, Inc. - (573) 765-3263

Carroll, Chariton, Johnson, Lafayette, Pettis, Ray, Saline:
Missouri Valley Community Action Agency - (660) 831-5331

**Lewis, Lincoln, Macon, Marion, Monroe, Montgomery, Pike, Ralls, Randolph, Shelby,
St. Charles, and Warren:**
North East Community Action Corporation - (573) 324-0120

Adair, Clark, Knox, Schuyler, and Scotland:
Community Action Partnership North East Missouri - (660) 665-9855

Douglas, Howell, Oregon, Ozark, Texas, and Wright: Ozark Action, Inc. - (417) 256-6147

Barry, Christian, Dade, Dallas, Greene, Lawrence, Polk, Stone, Taney, and Webster:
Ozarks Area Community Action Corporation - (417) 864-3460

Butler, Carter, Dent, Reynolds, Ripley, Shannon, and Wayne:
South Central Missouri Community Action Agency - (800) 325-4633

Jackson, Clay, and Platte: Mid-America Assistance Coalition - (816) 768-8900

Bates, Benton, Cass, Cedar, Henry, Hickory, Morgan, St. Clair, and Vernon:
West Central Missouri Community Action Agency - (660) 476-2185