

Oklahoma Human Services (OKDHS) will begin accepting referrals for the Low Income Home Water Assistance Programs (LIHWAP) **crisis program only** effective **Tuesday, March 7, 20** federally-funded program helps income-eligible families with their water utility bill that is in crisis

Please have your water customers who have been turned off or will be turned off within 72 hours contact the Energy Assistance Contact Center staff at **(405) 522-5050**. A LIHWAP crisis referral be completed over the phone.

When customers call they will need to provide the following information:

- The specific name of their water provider.
- The client's case number and name.
- The client's phone number.
- The client water utility account number.
- The date of cut off for the water. It must be within 72 hours or already cut off.

### **LIHWAP**

LIHWAP is a one-time program that was created and funded under the Consolidated Appropriations and American Rescue Plan Act. It provides funds to assist low-income households with water and wastewater bills.

- The **water crisis program** provides assistance with a one-time payment per fiscal year
  - households who meet the income and resource guidelines outlined in the LIHEAP program **and**
  - have a verifiable water crisis, disconnected service or will be disconnected within 72 hours **and**
  - the public drinking water or waste water company is a participating provider.

**In order to receive LIHWAP, the public drinking water or waste water company must be a participating provider.** Benefits for eligible households must be issued to a participating water or waste water company. Benefits cannot be issued directly to the eligible household.

### **LIHWAP PAYMENTS**

Only one payment per year, per household are allowed for each program. LIHWAP payments may be applied to the water or waste water bill. Authorized payments may not be applied toward other services such as trash, cable or other services.

"Household" is defined as individuals living under the same roof with one utility meter.

Native American households may apply through [OKDHSLive.org](https://www.okdhs.gov/OKDHSLive.org) or through their tribal nation. Tribal households cannot receive assistance from both OKDHS and their tribe during the same federal year.

Thank you for assisting our most vulnerable Oklahomans.