



Rhode Island Low-Income Household Water Assistance Program



SERVICE PROVIDER AND
COMMUNITY ACTION AGENCY
SOCIAL MEDIA TOOLKIT





Rhode Island Department of Human Services

Rhode Island LIHWAP Overview

The new Low-Income Household Water Assistance Program (LIHWAP) helps eligible low-income households afford and maintain access to drinking water and wastewater services through federal grants. The Rhode Island Department of Human Services is the administrator of the federal LIHWAP funds and households can apply by visiting their local community action agency.

LIHWAP is a customer-based program where qualified, low-income households in crisis situation can apply to receive a one-time payment of up to \$500 for past due water and wastewater bills. Payments are made directly to the household's utility company. Households can receive the LIHWAP grants for both drinking water and for wastewater services.

You may be eligible for crisis assistance if you:

- Have a past-due water or wastewater bills with a balance over \$150; or
- Received a notice indicating service will be terminated or will be part of a tax sale; or
- Have water services terminated or had a tax sale for your wastewater services.

Customers must meet income guidelines and owe over \$150 for water and wastewater services cost and fees. Other combined services will be deducted from total bill.



LOW-INCOME HOUSEHOLD WATER ASSISTANCE PROGRAM

We need your help to get the word out!

Connecting with your customers is vital to reach those households in need of LIHWAP. With your help, we can provide assistance to our neighbors in need.

How Can You Help?

LIHWAP needs your assistance to make sure we find as many eligible households as possible.

The LIHWAP Social Media Toolkit contains flyers, website buttons, sample social media posts and more (in English and Spanish, with other languages available upon request).



Spread the Word

- Display the flyer in your offices, lobby, or other areas where people interact and share information.
- Share a digital copy of the flyer with your mailing lists and link to our website.
- Place a digital ad/banner or embed a button on your website.
- Feature Rhode Island LIHWAP information on your social media channels.
- Like and share our social media posts.



Low Income Household Water Assistance Program (LIHWAP)

LIHWAP helps eligible low income households pay their overdue water and wastewater bills in excess of \$150 through federal grants. Individuals and families may receive help with a one-time payment for their water and/or wastewater bill to the utility company.

To be eligible, households must have an annual income at or below 60% of the state median income, and have demonstrated need for water assistance.

LIHWAP can help with:

- Reconnection of water services
- Prevention of disconnection
- Past-due balances

FFY 2022 Low Income Guidelines

Household Size	12 Months	1 Month
1	\$13,643	\$2,834
2	\$17,489	\$3,689
3	\$21,335	\$4,543
4	\$25,181	\$5,397
5	\$29,027	\$6,251

Learn More & Apply at Your Local Community Action Program Agency

Agency	Address	Phone
Blackstone Valley CAP	32 Goff Avenue, Pawtucket	401-723-0227
CAP of Providence County	518 Hartford Avenue, Providence	401-273-2000
Community Care Alliance	245 Main Street, Woonsocket	401-235-6000
Conquerwomens Community Action	311 Doric Avenue, Cranston	401-467-7023
East Bay Community Action	15 Broadway, Newport	401-841-7821
East Bay Community Action	100 Bullocks Point Avenue, Riverside	401-431-0202
Tri-County Community Action Agency	11 Emerald Street, North Providence	401-519-1915
Tri-County Community Action Agency	415 Tower Hill Road, North Kingstown	401-515-2432
Westbay Community Action Partnership	487 Jefferson Blvd., Warwick	401-732-4660



Low Income Household Water Assistance Program (LIHWAP)

LIHWAP ayuda a los hogares elegibles de bajos ingresos a pagar sus facturas de agua y aguas residuales atrasadas que superan los \$150 a través de subvenciones federales. Las personas y las familias pueden recibir ayuda con un pago único de su factura de agua y/o alcantarilla a la compañía de servicios públicos.

Para ser elegible, los hogares deben tener un ingreso anual que es igual o menos de 60 % del ingreso medio del estado y haber demostrado la necesidad de asistencia con el agua.

LIHWAP puede ayudar con:

- Reconexión de servicios de agua
- Prevención de desconexión
- Saldos vencidos

Pautas para bajos ingresos del año fiscal 2022

Tamaño del Hogar	12 Meses	1 Mes
1	\$13,643	\$2,834
2	\$17,489	\$3,689
3	\$21,335	\$4,543
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Aprenda más y presente su solicitud en su agencia local de programas de acción comunitaria

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Rhode Island
Department of Human Services



Rhode Island Department of Human Services



Talking Points

- The U.S. Department of Health and Human Services has provided Rhode Island with funds to help households in need pay their past-due or delinquent water and wastewater expenses.
- LIHWAP is a customer-based program where qualified, low-income households can apply to receive a one-time payment of up to \$500 for past due water and wastewater bills over \$150.
- Applicants are not required to repay the funds. This is a federally funded grant provided for distribution by the state.
- Funds will be provided directly to the eligible customer's water and/or wastewater provider.
- Visit dhs.ri.gov or contact your local community action agency to learn about eligibility requirements and to apply. To find your local agency visit: ricommunityaction.org.
- LIHWAP is a federally funded program. Applicants will never be asked to pay a fee to apply for or receive assistance. Please be aware of potential scams. If you have any doubts about a call you receive regarding the program, please hang up and contact Programming Services Officer, Kelia Bravo at 401-462-6203 or via email at kelia.bravo@ri.dhs.gov.

Newsletter Copy

Subject: LIHWAP Helping Keep The Water On.

Are you or someone you know at risk of losing water service at their home? Help is available for Rhode Islanders who are disconnected from water service or who may lose water service.

The Low-Income Household Water Assistance Program (LIHWAP) is a temporary assistance program that can help households who are in emergency situations to maintain essential water access.

Eligible households can receive a one-time benefit of up to \$500 for water and/or wastewater services.

If your water or wastewater services have been cut off or your services are in danger of being cut off because your bill is past due, you may be eligible.

Learn more about LIHWAP, participating water vendors, and eligibility by contacting your local community action agency by visiting ricommunityaction.org.



Rhode Island
Department of Human Services

News Release

FOR IMMEDIATE RELEASE

DATE

CONTACT:

New Program Assists Low-Income Households with Water and Wastewater Bills

Rhode Islanders at risk of losing their water and wastewater service may now get some bill-payment assistance through the Low-Income Household Water Assistance Program (LIHWAP).

LIHWAP can help pay for past due bills, address threats to disconnect water or wastewater services, and cover disconnection or reconnection fees.

"We're pleased to announce LIHWAP as a new service available to help Rhode Islanders in need," said Yvette M. Mendez, Acting Director of Human Services. "This program comes at a crucial time when the cost of living is making it more challenging for families and children to lead happy and healthier lives."

Current recipients of LIHEAP automatically qualify for LIHWAP benefits if their water or wastewater related cost and fees are \$150 or more past due. For those who are not recipients of this program, eligibility will be determined based on household size and income.

Other factors that affect eligibility include:

- Have a past-due water or wastewater bills with a balance over \$150;
- Received a notice indicating service will be terminated;
- Are in risk of having service terminated
- Responsible for payment and have a residential water utility account (LIHWAP payments cannot be made for commercial accounts).

Potential recipients are urged to apply for LIHWAP assistance by visiting their local community action agency. To find your agency visit ricommunityaction.org. For more information visit dhs.ri.gov.



Rhode Island Department of Human Services

Are you at risk of having your
water shut off?



**Low-Income Household
Water Assistance Program**

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Printed Materials

Need Assistance Paying Your Water Bill?



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To be eligible, households must have an annual income at or below 60% of the state median income, and have demonstrated need for water assistance.

LIHWAP can help with: FFY 2022 Low Income Guidelines

- Reconnection of water services
- Prevention of disconnection
- Past-due balances

Household Size	12 Month	1 Month
1	\$33,645	\$2,804
2	\$43,997	\$3,666
3	\$54,350	\$4,529
4	\$64,702	\$5,392
5	\$75,054	\$6,255



Scan to Find Your CAP Agency

Learn More & Apply at Your Local Community Action Program Agency

Blackstone Valley CAP
32 Goff Avenue, Pawtucket
401-723-0227

Comprehensive Community Action
311 Doric Avenue, Cranston
401-467-7013

Tri-County Community Action Agency
11 Emanuel Street, North Providence
401-519-1913

CAP of Providence County
518 Hartford Avenue, Providence
401-273-2000

East Bay Community Action
19 Broadway, Newport
401-847-7821

Tri-County Community Action Agency
415 Tower Hill Road, North Kingstown
401-515-2432

Community Care Alliance
245 Main Street, Woonsocket
401-235-6000

East Bay Community Action
100 Bullocks Point Avenue, Riverside
401-437-5102

Westbay Community Action Partnership
487 Jefferson Blvd., Warwick
401-732-4660

¿Necesita ayuda para pagar su factura de agua?



Low Income Household Water Assistance Program (LIHWAP)

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Para ser elegible, los hogares deben tener un ingreso anual que es igual o menos de 60 % del ingreso medio del estado y haber demostrado la necesidad de asistencia con el agua.

LIHWAP puede ayudar con: Pautas para bajos ingresos del año fiscal 2022

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Escanear para encontrar su agencia CAP

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Spanish Flyer

English Flyer



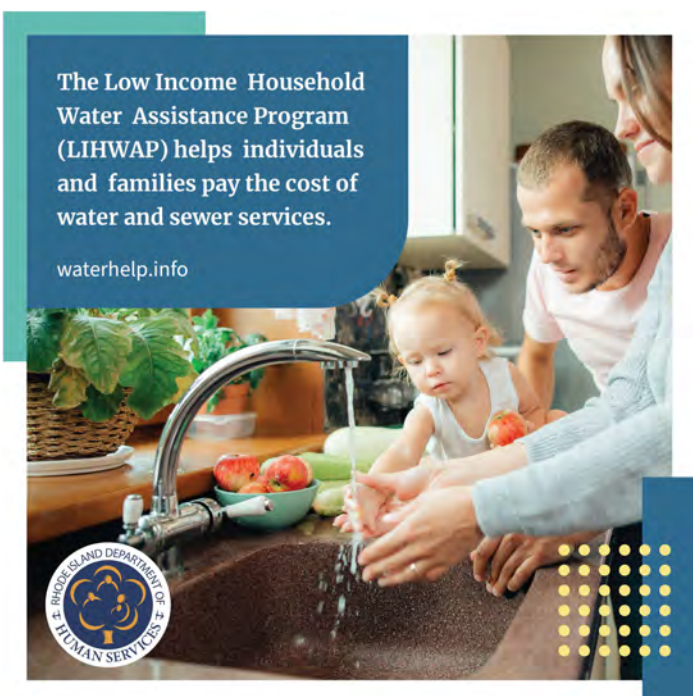
Rhode Island
Department of Human Services



Rhode Island Department of Human Services



Website and Social Media Images





Social Media — Copy

Below are examples of copy for posts to your social media channels.

- Need help keeping your water flowing at home? Visit your local community action agency to learn about the assistance program that can help with your bill. To find your agency visit, ricommunityaction.org.
- Have past-due water bills? Worried about having your water shut off? Has your water already been shut off? Visit ricommunityaction.org to see if you qualify for assistance.
- Are you at risk of losing water service at home? The Low-Income Household Water Assistance Program may be able to help with your past due water bill. Learn more by visiting ricommunityaction.org.



Rhode Island
Department of Human Services



**Rhode Island LIHWAP is grateful
for your support and partnership.**



Contact us to learn more.

Kelia Bravo RI DHS Programming Services Officer
Office : 401-462-6203
Email: kelia.bravo@dhs.ri.gov