

## CHANGE NOTICE FOR MANUAL

**DATE:** January 25, 2022  
**MANUAL:** Low Income Household Water Assistance Program (LIHWAP)  
**TO:** County Directors of Social Services  
**CHANGE NO:** 01-2022  
**SUBJECT:** Policy Updates  
**EFFECTIVE:** **Upon receipt**

### I. BACKGROUND

The anticipated usage of the LIHWAP has been lower than projected. To help ensure that provide the maximum benefit to households in need the policy has been revised to allow for a six (6) month payment for priority group 3 households. Priority group 1 and 2 households continue to have no maximum benefit amount. In addition, clarifications and updates were made to the basic eligibility requirements, vulnerability, and direct payments sections.

### II. SPECIFIC CHANGES

#### **Section 600.09 Basic Eligibility Requirements**

Households can apply more than once in a state fiscal year. Policy has been updated to allow multiple payments during the state fiscal year up to a cumulative maximum of \$600 for priority group 3 households. Priority groups 1 and 2 do not have a maximum benefit amount.

#### **Section 600.10 Vulnerability**

Policy updated to clarify that private wells and septic systems do not meet the definition of vulnerable for the LIHWAP.

#### **Section 600.12 Payment Amount Determination**

Update the payment amount determination for priority group 3 to be six (6) times the most current monthly bill amounts up to a maximum of \$600 per State Fiscal Year. Examples for clarification added to section.

#### **Section 600.13 Direct Payments**

To ensure we are encouraging as many providers as possible to participate in the LIHWAP, instructions for applications taken for households who vendors have not entered into a vendor agreement were added to policy.

### III. IMPLEMENTATION INSTRUCTIONS

This new policy will be effective upon receipt. Counties may reopen and apply the new payment amount determination to any previously approved, denied, or pending LIHWAP applications. Submit any questions regarding this policy to [DSS.Policy.Questions@dhhs.nc.gov](mailto:DSS.Policy.Questions@dhhs.nc.gov).

Sincerely,

*Carla West*

Carla West,  
Senior Director for Economic Security Division of Social Services,  
Economic and Family Services  
CW/rc

**Attachments (2):**  
EP-600 LIHWAP  
LIHWAP Vendor Letter