

LIHWAP

Water Assistance Program

(FAQ) Frequently Asked Questions

Q. What is LIHWAP?

The Low-Income Household Water Assistance Program (LIHWAP) is a temporary emergency program to help low-income families pay overdue water bills.

Q. Is there an income limit?

1 person in household	Annually \$26,469	Monthly \$2,206
2 people in household	Annually \$34,613	Monthly \$2,884
3 people in household	Annually \$42,757	Monthly \$3,563
4 people in household	Annually \$50,902	Monthly \$4,242

Q. What documentation do you need?

A copy of social security cards for everyone in the home.
A copy of the drivers license or ID card of the person completing the application.
Proof of income for the last 30 days for everyone in the home over 18.

Q. What if I don't have the required documentation?

Contact us at 246-6180. In some situations, we may be able to help you get the documentation you need to apply.

Q. How do I apply?

You can mail in your application or drop it off at the Kingsport Neighborhood Service Center. V.O. Dobbins Building (South Entrance), 301 Louis Street, Kingsport, TN 37660

Q. How much assistance will I receive?

As long as you owe at least \$10, you will receive a credit for \$250. If your bill exceeds this amount you will be credited for the larger amount.

Q. How long does it take to get help?

Assistance can take 30-45 days. Customers who have received a disconnect notice will be given a higher priority.

Q. Will the program pay for late fees?

The program will pay for late fees.

Q. How often can I apply for assistance?

You can apply two times in one year.

Q. When will this program end?

This program is scheduled to end September 30, 2023.

Q. Do you help with establishing new service?

The program prohibits us from paying for new service.

Q. Do you help with repairs?

The program prohibits us from paying for repairs.

Q. Do you pay sanitation fees?

The program prohibits us from paying sanitation fees.

