



**STATE OF WEST VIRGINIA
DEPARTMENT OF HEALTH AND HUMAN RESOURCES**

Bill J. Crouch
Cabinet Secretary

**Bureau for Family Assistance
Office of Programs and Resource Development
Division of Family Assistance
350 Capitol Street, Room B-18
Charleston, West Virginia 25301-3705
Telephone: (304) 352-4431 Fax: (304) 558-2059**

Janie M. Cole
Interim Commissioner

March 17, 2022

Dear Water/Wastewater Vendor:

The purpose of this letter is to provide information about the new water/wastewater program that will soon be available to low-income households in West Virginia.

The Consolidated Appropriations Act, 2021 (Public Law No: 116-260) signed on December 27, 2020, included funding with instructions for the Administration for Children and Families within the U.S. Department of Health and Human Services to provide funding to assist low-income households, particularly those with the lowest incomes and that pay a high proportion of household income for drinking water and wastewater services. Funding for the program is made available through a federal block grant and the use of the funds is subject to federal regulations.

The Act requires certain assurances be satisfied before assistance payments are made on behalf of eligible individuals to suppliers of drinking water and wastewater. An agreement defines the conditions that the Vendor must uphold so that the state agency can make assistance payments to the Vendor on behalf of the eligible households.

West Virginia's grant funds will be managed by the West Virginia Department of Health and Human Resources (DHHR) through the Low-Income Household Water Assistance Program (LIHWAP). The program will begin March 28, 2022. DHHR eligibility staff will conduct outreach activities, determine client eligibility, and process benefit payments to water service providers.

West Virginia's LIHWAP provides relief assistance to three priority groups:

- Priority One: Households with water or wastewater service that has been disconnected.
- Priority Two: Households that have a past due water or wastewater bill or disconnect notice.
- Priority Three: Households seeking assistance that have current water or wastewater bills with no past due balance.

Under West Virginia's LIHWAP, eligible households with services that have been disconnected or are pending disconnection may receive up to \$1,000 when their water and sewage is included in the same bill, or \$500 towards the payment of each of their water and sewage bills when the services are billed separately. Eligible households seeking assistance that have current bills with no past due balance may

receive up to \$500 when their water and sewage is included in the same bill, or \$250 towards the payment of each of their water and sewage bills when the services are billed separately. Payments will be paid by voucher. A one-time payment is made during a fiscal year period and the payment cannot create a credit balance. LIHWAP will be available for federal fiscal years 2022 and 2023 and will end September 30, 2023.

Should you choose to participate, a Vendor Agreement is provided with this informational letter which you may complete and return to DHHR's Bureau for Family Assistance. The parties to this Agreement acknowledge the responsibilities and will provide the accomplishment of this service in a mutually efficient manner.

We look forward to working with you and thank you in advance for your participation.

Sincerely,

A handwritten signature in black ink that reads "Monica Hamilton". The signature is written in a cursive style with a large, stylized initial "M".

Monica Hamilton
Director

Attachments

LIHWAP Desk Guide for Vendors

West Virginia Department of Health and Human Resources responsibility:

- Local DHHR offices process applications to determine if the customer is eligible for LIHWAP.
- If a customer is determined eligible, a voucher will be printed and signed and dated by the case worker and customer.
- Caseworkers will call the water/wastewater company and pledge the amount approved for LIHWAP.
- The Financial Clerk receives the voucher (DFA-67) from the caseworker and mails it to the water/wastewater vendor.
- The Financial Clerk receives a signed and dated voucher (DFA-67) from the vendor to process in our statewide payment data system.
- Payment to the vendor will be issued by check. Multiple customer payments may be issued on one check with related customer account numbers.

Water/wastewater Vendor responsibility:

- Once a vendor receives a voucher (DFA-67) signature and date are required.
- The vendor is required to mail a voucher (DFA-67) to the local DHHR office to be processed for payment.
- Vouchers (DFA-67) must be received within 60 days of issuance to the local DHHR office.
- Credit customer's account that has been terminated or facing disconnection as a priority.

Credit Balances:

- No LIHWAP payment should create a credit balance.

Questions:

- Contact Terri Vickers, LIHWAP Coordinator, 304-352-4431

Sample LIHWAP Voucher

eRAPIDS : R4_MONTHLY_ACCEPTANCE -- Webpage Dialog

X

[Print](#)

West Virginia Department of Health and Human Resources

Office of Family Support

Benefit Num 38874

Voucher Num

900011627

AUTHORIZATION OF PAYMENT

TYPE OF PAYMENT AUTHORIZED

Program of Assistance :

LIHWAP WATER ASSIST

Within 60 days of issuance remit to :

TAMMY MABE-GOOD
114 SO. HIGH ST., P.O. BOX 800
MORGANTOWN WV 26507

Item of Need :

LIHWAP SEWER PROGRAM

IDENTIFICATION :

Customer :

4026686647
DJEDHEEGEJ F PRD
1012 KANAWHA BLVD BLVD 2FLR,
CHARLESTON WV 25301

Vendor :

WATER - TESTING VENDOR

900011470

Customer Account Number

TEST
TEST WV 03301

RECORDING/REMITTANCE :

PAYMENT AUTHORIZATION

This is the vendor's authorization to deliver items specified above in an amount not to exceed \$ ~~555~~155.00

Purchase of goods and service under this voucher are not subject to the West Virginia consumer sales and service or use tax and is not valid unless signed by the customer and vendor and returned within 60 days of issuance to the financial clerk at the DHHR office address shown above. Vendors should retain a copy of this voucher in their business records.

The vendor hereby certifies the above services or merchandise to be correct as shown and that no part of the charges listed has been paid or will payment be requested from any other person or agency, and that this amount does not include West Virginia consumer and use tax.

A vendor providing shelter, heat, light, telephone or water sewerage service, by signing and accepting this authorization to receive payment, agrees to provide on behalf of the customer identified, the services enumerated above for a period of not less than 30 days from the date in the recording remittance section of this document. If a bulk fuel provider, the agreed upon amount of fuel will be delivered within 48 hours of being made aware that an emergency exists for which payment will be made by DHHR. The vendor also agrees to ensure that eligible households, in the normal billing process, will be charged no more than the difference between the cost of home energy used as authorized in SUPPLIER's tariff schedules approved by the Public Service Commission of West Virginia and payments the supplier has received.

The vendor hereby certifies the above services or merchandise and the price of such services or merchandise were determined and/or rendered without regard to race color, national origin, gender, age, religious or political beliefs, or disability and type of public assistance received.

The vendor understands that payment of the above service or merchandise as received by the vendor on behalf of the customer from the Department of Health and Human Resources does not in any way imply that the Department or any of its employees are liable or responsible for any damage or loss to the vendor caused by the customer in the use or receipt of the service or merchandise listed above.

The customer hereby acknowledges receipt of merchandise or services in the amount authorized.

Customer Signature Date

Worker Signature Date

Supervisor's Approval Date

Vendor Signature Date

Date of Authorization Transmitted

Authorizing Financial Clerk's Signature