

What is LIHWAP?



The Low-Income Household Water Assistance Program (LIHWAP) is a temporary, federally funded program created to provide assistance to low-income households, particularly those with the lowest incomes that pay a high proportion of household income for drinking water and wastewater services.

LIHWAP can assist eligible/approved households who are disconnected or are at risk of disconnection (within the next 30 days after application) by providing a one-time payment of up to \$2500 to the customer's water/wastewater provider.

The program will be administered by the Virginia Department of Social Services (VDSS) in partnership with Promise Network.

Note: Local Departments of Social Services will not be accepting or processing applications for this program; no data will be available in the Virginia Case Management System regarding LIHWAP.

Customers who have questions about the program and/or wish to apply should be referred to Promise Network at <https://virginalihwap.com> or 1-888-373-9908. The VDSS Public Site will also direct customers to contact Promise Network directly regarding the LIHWAP.

Program Dates

LIHWAP will be available to eligible Virginia residents beginning October 17, 2022. LIHWAP will be available through September 2023 or until funds are depleted.

How do customers apply for LIHWAP?

- By visiting virginalihwap.com to apply online, or
- By calling 1-888-373-9908 to apply by phone 7am -7pm Mon-Sat, or
- By having an application mailed from Promise Network.

