

TO: All Public Water Providers in Connecticut
FROM: Carlene O. Taylor, Program Administration Manager,
Department of Social Services
RE: Connecticut Low-Income Household Water Assistance Program
(LIHWAP)
Date: October 19, 2021

The Connecticut Department of Social Services (DSS) has been awarded funds from the federal Department of Health and Human Services to administer the first Low-Income Household Water Assistance Program (LIHWAP) in Connecticut.

The purpose of the Connecticut LIHWAP program is to help low-income households to pay their public drinking water and wastewater costs. The program is particularly targeted to those households with the lowest incomes or those that pay a high proportion of household income for drinking water and wastewater services. DSS encourages all public drinking water and wastewater service providers to participate in the new LIHWAP program. Providers who wish to participate in the LIHWAP program will need to complete the attached 2021-2022 LIHWAP Residential Water/Wastewater Provider Conditions of Participation Form.

Because payments on behalf of qualified households will be made directly to eligible water and wastewater providers, DSS requests that participating water service providers share any naming conventions, definitions, sequencing, or locations encoded in water account numbers. This information will help DSS to ensure the quality of data entry when processing applications and payments.

To participate in this program please submit the information above along with a signed vendor agreement to DSS via e-mail at WaterVendors.dss@ct.gov. If you have any questions, please do not hesitate to contact us at this email address.

You can also learn more about the LIHWAP program at www.ct.gov/dss/waterassistance.

Public Drinking Water or Wastewater Provider Summary Connecticut Low Income Household Water Assistance Program (LIHWAP)

Overview:	<ul style="list-style-type: none"> CT DSS awarded one-time federal grant to administer first State water assistance program. Grant awarded by federal Department of Health & Human Services. Funding sources and amounts: <ul style="list-style-type: none"> Consolidated Appropriations Act of 2021 \$ 5,469,833 American Rescue Plan Act of 2021 \$ 4,286,703 Connecticut Total Funds \$ 9,756,536 Goal: To assist households with the lowest incomes <i>or</i> that pay a high proportion of household income for drinking water or wastewater services. 																								
Federal Requirements:	<ul style="list-style-type: none"> Priority of distribution: <ol style="list-style-type: none"> restore water services to disconnected households, prevent service disconnection/reduce arrearages, reduce costs to low-income households. Program payments issued to public water providers. Designed to align with LIHEAP processes, procedures, policies, and systems. 																								
Eligibility	<ul style="list-style-type: none"> Income eligibility aligned to LIHEAP – up to 60% State Median Income (SMI): <ul style="list-style-type: none"> Categorically eligible if receive LIHEAP, SNAP, TFA, SSI, State Supp, Refugee Cash. Residential household must have water bill in their name from public drinking water or wastewater provider. 																								
Benefits:	<ul style="list-style-type: none"> Up to \$1,000 Crisis Assistance Benefit for households with disconnected services/pending disconnect/arrearages: <ul style="list-style-type: none"> Payment includes all fees and charges if at imminent risk of drinking or wastewater service disconnect. If funding remains, Basic Benefit awards follow LIHEAP levels based on income, household size and vulnerability: <table border="1" style="margin: 10px auto; width: 80%;"> <thead> <tr> <th>Level</th> <th>Federal Poverty Guidelines</th> <th>Vulnerable*</th> <th>Non-Vulnerable</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Up to 100%</td> <td>\$300</td> <td>\$150</td> </tr> <tr> <td>2</td> <td>101% – 125%</td> <td>\$250</td> <td>\$125</td> </tr> <tr> <td>3</td> <td>126% – 150%</td> <td>\$200</td> <td>\$100</td> </tr> <tr> <td>4</td> <td>151% – 200%</td> <td>\$150</td> <td>\$75</td> </tr> <tr> <td>5</td> <td>201% FPG – 60% SMI</td> <td>\$100</td> <td>\$50</td> </tr> </tbody> </table> <p style="font-size: small; margin-top: 5px;">*Vulnerable = 1 or more household members is: 60 or older, 5 or younger, or disabled</p> 	Level	Federal Poverty Guidelines	Vulnerable*	Non-Vulnerable	1	Up to 100%	\$300	\$150	2	101% – 125%	\$250	\$125	3	126% – 150%	\$200	\$100	4	151% – 200%	\$150	\$75	5	201% FPG – 60% SMI	\$100	\$50
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Participation	<ul style="list-style-type: none"> The public drinking water or wastewater provider must enter into a Vendor Agreement with the Dept of Social Services (DSS) to participate. Residential household must apply for benefits and submit a water bill in their name from the public drinking water or wastewater provider to their local Community Action Agency (CAA) for processing. Program payments will be issued directly from the CAA to the provider on behalf of the eligible household. A LIHWAP flyer is attached and available for download at www.ct.gov/dss/WaterAssistance. DSS will distribute informational flyers through the CAAs and DSS Field Offices. 																								
Important Dates	<p>11/1/2021 - Target 1st day for application. 5/31/2022 - Last day that a household can apply to establish its eligibility for benefits. 6/15/2022 - Last day to submit water utility bills.</p>																								

RESIDENTIAL WATER/WASTEWATER VENDOR CONDITIONS OF PARTICIPATION FORM 2021/2022 CONNECTICUT LOW INCOME HOUSEHOLD WATER ASSISTANCE PROGRAM (LIHWAP)

The purpose of this Residential Drinking Water/Wastewater Vendor Conditions of Participation Form (hereinafter referred to as the “Document”) is to set forth the standards under which all drinking water/wastewater providers hereinafter referred to as “vendor” or “organization” will comply in order to receive payments from the 2021/2022 Low Income Household Water Assistance Program (LIHWAP) administered by the State of Connecticut Department of Social Services (hereinafter referred to as “DSS”). The conditions referenced in this Document apply to payments made to your organization on behalf of households eligible for LIHWAP. **Please read the conditions carefully.**

If your organization wishes to participate, please complete this form, sign where indicated, and email the form with your organization’s name in the subject line to WaterVendors.DSS@ct.gov.

PART I – DOCUMENT TERM AND IMPORTANT DATES

This Document shall be in effect from October 1, 2021 through September 30, 2022. Important dates:

- Nov 1, 2021 First day for acceptance of drinking water/wastewater bills that can be paid by the program
- May 31, 2022 The last day that a household can apply to establish its eligibility for benefits.
- June 15, 2022 Last day to submit drinking water/wastewater bills

Primarily-Used Business Name:		
Legal Business Name		
Business Mailing Address		
Contact Person	FEIN or Social Security #	
Phone #	Fax #	
Email Address		

If your organization does business sharing different names but with the same federal identification or social security #, list all other names that your organization uses, including address and contact information. Please add additional pages if needed.

Business Name		
Business Mailing Address		
Contact Person	FEIN or Social Security #	
Phone #	Fax #	
Email Address		

Additional Information

1. Indicate which Community Action Agency(s) your organization will do business with.

Check all that apply

- | | |
|--|---|
| <input type="checkbox"/> ACCESS (Greater Willimantic/Danielson area) | <input type="checkbox"/> ALLIANCE (Bridgeport/Norwalk area) |
| <input type="checkbox"/> CAANH (New Haven area) | <input type="checkbox"/> CAAWC (Danbury/Stamford area) |
| <input type="checkbox"/> CRT (Hartford/Middletown area) | <input type="checkbox"/> HRA (New Britain/Bristol area) |
| <input type="checkbox"/> New Opportunities (Waterbury/Meriden area) | <input type="checkbox"/> TEAM (Derby/Ansonia area) |
| <input type="checkbox"/> TVCCA (Norwich/ New London area) | |

2. Indicate the type(s) of service that you will provide pursuant to this Document and for which the resident is charged.

- Drinking water
- Wastewater

3. Does your organization offer other services to assist customers?

- Yes
- No

4. Indicate the type(s) of other assistance services your organization provides.

- | | |
|--|--|
| <input type="checkbox"/> Rebate programs | <input type="checkbox"/> Free equipment (water heater, water pumps, water filters) |
| <input type="checkbox"/> Repairs | <input type="checkbox"/> Bill payment assistance |

5. Indicate emergency/special fees charged to your regular customers, if any, for the following:

*Restore Service:	\$
*Disconnect Fee:	\$
*Wastewater Fee (fixed & availability):	\$
*Drinking Water Fees (fixed & availability):	\$
*Usage fees:	\$
Residential Rate:	\$
Storm water fee:	\$
Meter Reading Fee:	\$
Administrative Fee:	\$
Other (i.e., late fees, CWP charge):	\$

PART II – TERMS AND CONDITIONS	
Name of Authorized Agent	

Please type or print

as a duly authorized agent of the above referenced vendor, empowered to sign legal documents, do hereby attest under the penalties for false statement, that the vendor which I represent agrees:

- A. To not bill a LIHWAP customer more for services or water used for their dwelling unit than billed to any other customer who receives the same services or quantities of water;
- B. To legibly post on all invoices the client’s name, service address, client account number, usage dates, usage amounts, previous meter reading amount and the current meter reading amount;
- C. To extend to LIHWAP customers any prompt payment discounts afforded other customers;
- D. That LIHWAP may cover the cost of fees identified in this document for a LIHWAP customer, provided that sufficient funds remain available and do not exceed the customer’s approved benefit;
- E. That LIHWAP may pay up to one (1) service restoration per household during the program year. Restoration payment will be made including past arrearages up to a maximum of \$1,000. Payment for additional restorations will be the responsibility of the participating household;
- F. That payment under the LIHWAP program is guaranteed only for those applicants that are authorized by the Community Action Agency (CAA). In order to guarantee program payment for customers the vendor must have received notification from the CAA;
- G. To provide to DSS, upon written request, the account history for LIHWAP recipient households serviced by the vendor for the previous twelve (12) months, or the available account history plus estimates if less than 12 months of billing history is available. This information shall be provided to DSS at no cost to DSS and shall be provided as an electronic record in either Microsoft Excel format or a text file in comma separated values (CSV) format that includes client level data based on a template that DSS will provide;
- H. To allow inspection by the state or an agent of the state of any vendor records deemed necessary by the state or said agent for verification of the accuracy of invoices, and shall retain all records related to participation in the program for a period of three years from the close of the program;
- I. That in the case of a disputable invoice, the state reserves the right to withhold payment until resolution of the matter;
- J. That in order to receive payment, the LIHWAP customer or the vendor must submit invoices to the Community Action Agency by June 15, 2022;
- K. To submit this properly executed Document in order to be included on the Approved Supplier Vendor List;
- L. That, based on the availability of funds, payments will be issued within thirty business days of the Community Action Agency’s receipt and approval of application/invoices;

- M. That completion of this Document obligates the vendor to all terms and conditions, as detailed herein, for the 2021/2022 LIHWAP program year and that failure to comply with these terms and conditions may result in the vendor's suspension from the program for the remainder of the 2021/2022 program year;
- N. To safeguard the use, publication, and disclosure of information on all clients who receive services under this program in accordance with all applicable federal and state laws concerning confidentiality, including but not limited to, section 17b-90 of the Connecticut General Statutes;
- O. That if a household moves and cannot be located, and a credit balance resulting from a LIHWAP payment(s) exists in the household's drinking water or wastewater services account, the vendor shall return the balance directly to DSS within sixty (60) days of the close of the drinking water or wastewater services account;
- P. That vendors who accept LIHWAP payments to restore or prevent disconnection, or reduce arrearages, shall ensure that the household's water service is maintained for a minimum of 90 days from the date of payment and shall work with clients on a payment arrangement plan for ongoing service.

In addition, the vendor agrees that if the State of Connecticut has reason to believe that the vendor may have misrepresented, violated, or attempted to violate any part of this Document, they are subject to having their participation in the water assistance program immediately suspended. Suspected violations of Connecticut law shall be investigated, and if appropriate, prosecuted. If found to be in violation, the vendor may be barred from participation in the water assistance program for five years.

This Document is subject to Section 53a-157b of the Connecticut General Statutes, which provides as follows: "A person is guilty of false statement in the second degree when he intentionally makes a false written statement under oath or pursuant to a form bearing notice, authorized by law, to the effect that false statements made therein are punishable, which he does not believe to be true, and which statement is intended to mislead a public servant in the performance of his official function."

Should at any time any provision of this Document be found by the State to be legally unenforceable, that provision will automatically be considered void, but all other provisions of this Document will remain in effect. This Document is subject to the provisions in Executive Order No. 3 and 17, as they relate to non-discrimination.

This contract is subject to the provisions of Executive Order No. 3 of Governor Thomas J. Meskill, promulgated June 16, 1971 and, as such, this contract may be canceled, terminated or suspended by the State Labor Commissioner for violation of or noncompliance with said Executive Order No. 3, or any state or federal law concerning non-discrimination, notwithstanding that the Labor Commissioner is not a party to this contract. The parties to this contract, as a part of the consideration hereof, agree that said Executive Order No. 3 is incorporated herein by reference and made a part hereof. The parties agree to abide by said Executive Order and agree that the State Labor Commissioner shall have continuing jurisdiction in respect to contract performance in regard to non-discrimination, until the contract is completed or terminated prior to completion. The contractor agrees, as part consideration hereof, that this contract is subject to the Guidelines and Rules issued by the State Labor Commissioner to implement Executive Order No. 3, and that he will not discriminate in his employment practices or policies, will file all reports as required, and will fully cooperate with the State of Connecticut and the State Labor Commissioner.

This contract is subject to the provisions of Executive Order No. 17 of Governor Thomas J. Meskill promulgated February 15, 1973, and, as such, this contract may be canceled, terminated or suspended by the contracting agency or the State Labor Commissioner for violation of or noncompliance with said Executive Order No. 17, notwithstanding that the Labor Commissioner may not be a party to this contract. The parties to this contract, as part of the consideration hereof, agree that Executive Order No. 17 is incorporated herein by reference and made a part hereof. The parties agree to abide by said Executive Order and agree that the contracting agency and the State Labor Commissioner shall have joint and several continuing jurisdictions in respect to contract performance in regard to listing all employment openings with the Connecticut State Employment Service.

PART III – ACCEPTANCE

IN ORDER FOR THIS DOCUMENT TO BE COMPLETE, YOU MUST SIGN BELOW. YOUR SIGNATURE ON THIS PAGE SIGNIFIES AGREEMENT TO THE TERMS AND CONDITIONS SPECIFIED IN THIS DOCUMENT.

Signed _____ Date _____
Authorized Agent of Vendor

Print _____
Authorized Agent of Vendor

Once completed, the preferred method for submitting the document is to email it to WaterVendors.dss@ct.gov. Please enter your business name on the email subject line.

As an alternative, you can fax a copy to LIHWAP Services at (860) 424-4952 or you can mail the document to:

LIHWAP Services
Connecticut Department of Social Services
Office of Community Services
55 Farmington Avenue, 10th floor
Hartford, CT 06105



CONNECTICUT WATER ASSISTANCE

The Connecticut Low Income Water Assistance Program is open. *Get help paying your water bills.*

Households with annual income at or below 60 percent of the state median income can qualify for this one-time water assistance benefit. There is no asset limit. Help is available for both drinking water and wastewater bills.

If you get benefits from the Connecticut Energy Assistance Program, SNAP, TFA, SSI, State Supplement, or Refugee Cash, then you likely meet income requirements. Eligible households can begin submitting applications in Fall of 2021.

To Apply: Online at www.ct.gov/dss/WaterAssistance or contact your local Community Action Agency (**see list on back**). Show a copy of your current water/wastewater bill. The bill must be in the name of a household adult or emancipated minor.

Maximum Income for Program Eligibility

Household Size	1	2	3	4	5
Annual Income	\$39,027	\$51,035	\$63,044	\$75,052	\$87,060

Get help paying your water bills

Must meet program income requirements

The water services bill must be in your name

You can get up to \$1,000 if you have disconnected service or are behind on bills

Apply at your local Community Action Agency or online at ct.gov/dss/waterassistance

www.ct.gov/dss/WaterAssistance

First Day to Apply
November 1, 2021

Last Day to Apply
May 31, 2022

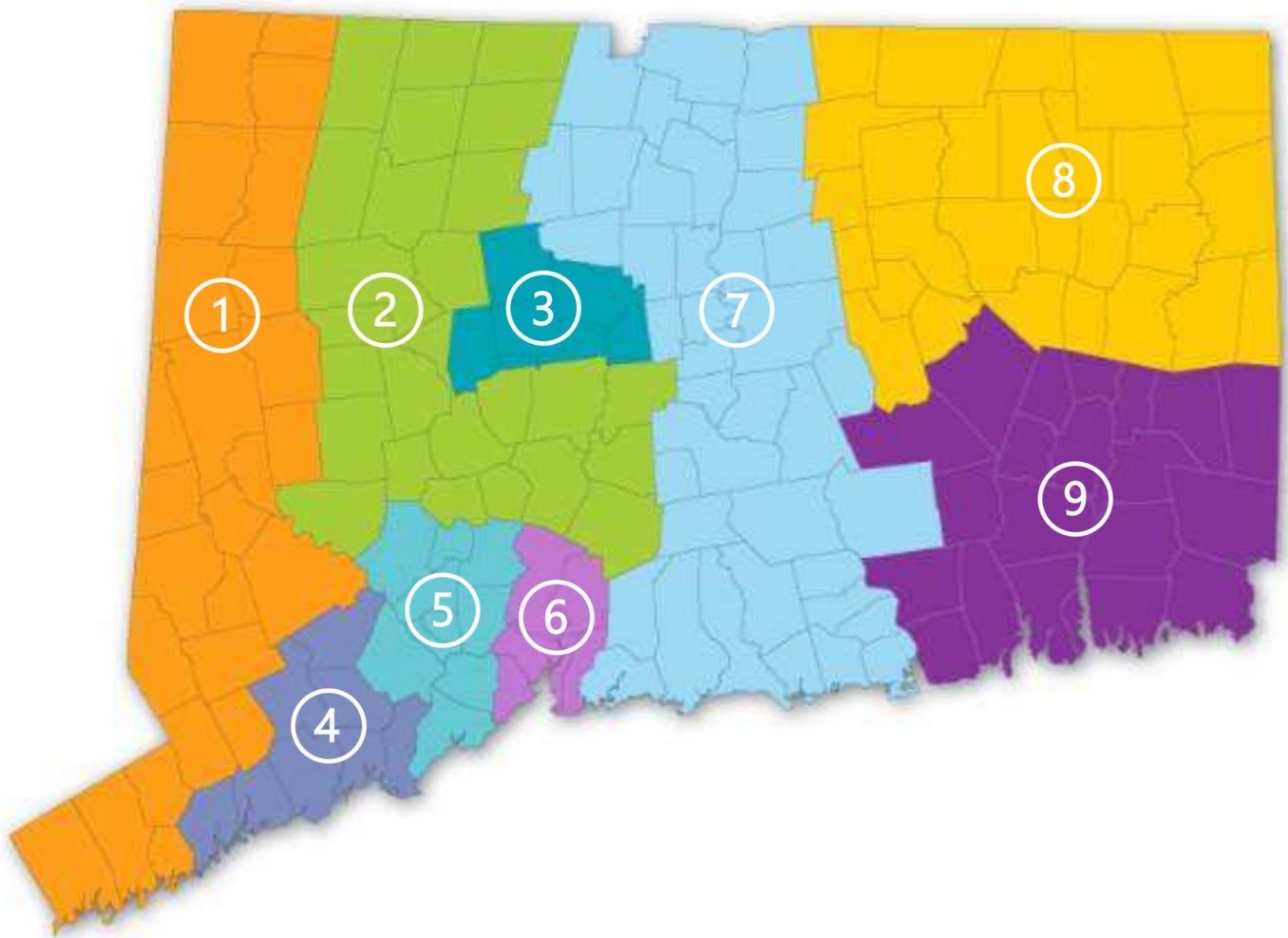
Last Day to Submit Bills
June 15, 2022



Connecticut Department of Social Services

Making a Difference

Connecticut Community Action Agency Map



1. The Community Action Agency of Western Connecticut, Inc. (CAAWC)

Danbury Area (203) 748-5422
 Stamford Area (203) 357-0720
www.caawc.org

2. New Opportunities, Inc. (NOI)

Waterbury Area (203) 756-8151
 Meriden Area (203) 235-0278
 Torrington Area (860)-496-0622
www.newoppinc.org

3. Human Resources Agency of New Britain, Inc. (HRA)

New Britain Area (860) 356-2000
 Bristol Area (860) 356-2000
www.hranbct.org

4. Alliance for Community Empowerment, Inc.

Bridgeport Area (203) 324-6904
 Norwalk Area (203) 384-6904
www.alliancect.org

5. TEAM, Inc.

Derby-Ansonia Area (203) 736-5420
www.teaminc.org

6. Community Action Agency of New Haven, Inc. (CAANH)

New Haven Area (203) 387-7700
www.caanh.net

7. Community Renewal Team, Inc. (CRT)

Hartford Area (860) 560-5800
 Middletown Area (860) 347-4465
www.crtct.org

8. The Access Community Action Agency (Access)

Willimantic Area (860) 450-7400
 Danielson Area (860) 412-1600
www.accessagency.org

9. Thames Valley Council for Community Action, Inc. (TVCCA)

Norwich-New London Area (860) 425-6681
www.tvcca.org