

## Water & Sewer Utility Customer Assistance Programs *December 1, 2021*

### Emergency Rental Assistance Program (ERAP)

- Available for renters who are behind on rent and utility bills
- Utility balances accrued after March 1, 2020
- Customer must illustrate COVID-19 impact
- No specific limit on grant amount
- Federal funds – funneled through County of Lehigh, to Catholic Charities and Community Action Lehigh Valley for program administration
- Program runs through September 2022 (or until funds are exhausted)
- 55 LCA water / sewer customers awarded grants so far!
- Learn More: <https://www.catholiccharitiesad.org/rent-assistance/erap@allentowndiocese.org> or (610) 435-1541



### LCA Customer Hardship Grants

- Funded by initial \$500,000 authorization by LCA's Board of Directors
- Program administered by Dollar Energy Fund
- Customers can apply online or through local Community Based Organizations
- Provides support to households at 200% of Federal Poverty Income
- Up to \$300 per household
- Program can be customized to meet future needs of LCA customers
- 36 LCA water / sewer customers awarded grants so far!
- Learn More: <https://www.lehighcountyauthority.org/support/cityservice@lehighcountyauthority.org> or (610) 437-7515



### LCA Payment Plans

- If customer is not eligible for ERAP or LCA grants, payment plans are offered
- Pay past-due balance over 6-month or 12-month grace period
- Avoid penalties & interest during payment plan period
- Maintain service to the property during payment plan period – as long as payments are made in accordance with the payment plan agreement
- 124 LCA water / sewer customers actively participating in payment plans!
- Learn More: [cityservice@lehighcountyauthority.org](mailto:cityservice@lehighcountyauthority.org) or (610) 437-7515

### Low Income Household Water Assistance Program (LIHWAP)

- Program kicks off in January 2022
- Administered by Pa. Department of Human Services (similar to LIHEAP)
- Will provide support to households at 150% of Federal Poverty Income
- Up to \$2,500 per household available for outstanding water/sewer balance
- LCA will actively participate & promote LIHWAP once we have details!
- Information will be posted online: <https://www.lehighcountyauthority.org/support/>