



Water & Sewer Utility Customer Assistance Programs

Updated June 2023

Low Income Household Water Assistance Program (LIHWAP)

- Additional funding is available for Pennsylvania residents **beginning July 10, 2023.** **Applications received prior to July 10th will be rejected.**
- Administered by Pa. Department of Human Services (similar to the Low Income Home Energy Assistance Program known as LIHEAP)
- Provides support to households at 150% of Federal Poverty Income
- Up to \$2,500 per household available for outstanding water/sewer balance
- Low income-income households, if income eligible, may receive **one LIHWAP grant for drinking water** and **one LIHWAP grant for wastewater** (based on having an arrearage). Each grant is based on the amount of the arrearage (minus current bill) **up to a max of \$2,500 per water type.**
- **If a customer already received a water grant or drinking water grant since January 4, 2022 (in ANY amount), they are not eligible** for additional LIHWAP funding for that SAME water type.
- Learn more: <https://www.lehighcountyauthority.org/support/>
- To apply, contact the [Lehigh County Assistance Office](#) at (610) 821-6509

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
- Learn More: <https://www.lehighcountyauthority.org/support/cityservice@lehighcountyauthority.org> or (610) 437-7515

LCA Payment Plans

- If customer is not eligible for LIHWAP 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
- Learn More: cityservice@lehighcountyauthority.org or (610) 437-7515