



An Essential Utilities Company

Aqua Ohio LIHWAP Program



What is LIHWAP?

The Low Income Household Water Assistance Program (LIHWAP) is a NEW emergency water assistance program that was created by the federal government to help families that are experiencing hardship with their water bills.

LIHWAP will assist Ohio families who are behind on their drinking water and wastewater bills to ensure their service remains active and can also be used to restore service that was previously disconnected. LIHWAP is

a grant paid directly to Aqua for the customer’s account. The program runs through September 30, 2022.

Who is eligible for LIHWAP?

All Ohio-based residential customers are eligible to receive LIHWAP funds. Those with a household income at or below 175 percent of the federal poverty guidelines that are facing disconnection, have been disconnected or are not in disconnect status with provider may apply for benefits. See below for a detailed breakdown of income guidelines.

How do customers apply for LIHWAP?

Local community action agencies are available throughout Ohio to assist qualifying residents.

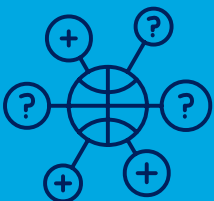
You can begin your application online at energyhelp.ohio.gov but will need to contact your local [Energy Assistance Provider](#) to complete your application.

INCOME ELIGIBILITY GUIDELINES

Households with gross income equal to or less than the amounts below are eligible for assistance

| HOUSEHOLD SIZE | TOTAL HOUSEHOLD INCOME 12 MONTHS | HOUSEHOLD SIZE | TOTAL HOUSEHOLD INCOME 12 MONTHS |
|----------------|----------------------------------|----------------|----------------------------------|
| 1 | \$22,540 | 5 | \$54,320 |
| 2 | \$30,485 | 6 | \$62,265 |
| 3 | \$38,430 | 7 | \$70,210 |
| 4 | \$46,375 | 8 | \$78,155 |

For households with more than eight members, add \$7,945 for each additional member



Where can customers learn more?

Aqua Ohio wants to support customers in need of financial support. Customers can visit <https://development.ohio.gov/> to learn more about LIHWAP and other programs that can help with utility bills.