

Karin Helvey

From: Vera Lim <Vera@ca-lihwap.com>
Sent: Wednesday, February 23, 2022 2:50 PM
To: Karin Helvey; John Tillotson
Subject: Information Request - California Low Income Household Water Assistance Program
Attachments: CA LIHWAP Direct Payment Agreement.pdf



California Department of
Community Services & Development



Good afternoon,

On behalf of the California Department of Community Services & Development (CSD), you are invited to submit an interest form regarding the new California Low Income Household Water Assistance Program (LIHWAP). LIHWAP is designed to provide financial assistance to qualifying Californians to help manage their residential water utility costs. This program will pay a one-time credit (up to \$2,000) on a qualified, low-income customer's water or wastewater bill. ***In order for a customer to apply, your water or wastewater system must enroll in the Direct Payment program.***

Enrollment in the LIHWAP program is essential to receive funding and allow your customers the chance to participate. HORNE has partnered with CSD as the program Funds Disbursement Partner. We look forward to working with you to ensure enrollment is complete prior to the State's LIHWAP launch.

To begin the Enrollment Process, it is important that California LIHWAP has your accurate and preferred contact information, which can be provided in the interest form here

<https://app.smartsheet.com/b/form/68f3e45e80594a60814f359001989986>.

Interest Form

If your company is interested in participating in the program, please take 2-3 minutes to complete the Interest Form and provide the required information. The Interest Form will allow us to confirm the correct point of contact for your company and begin the enrollment process. Completion of the Web Form does not complete the enrollment process. Only *one* interest form should be submitted per company. A summary of the Enrollment Process is listed below.

[What to Expect after Completion of the Interest Form?](#)

Summary of Enrollment Process:

- Step 1 – Water, Wastewater, and/or Billing System to Complete Interest Form
- Step 2 – HORNE to Verify Eligibility of Water, Wastewater, and/or Billing System
- Step 3 – HORNE Sends Invitation to Enroll in System via Email
- Step 4 – Water, Wastewater, and/or Billing System Follows Link in Email to Complete Enrollment
- Step 5 – HORNE Enrollment Specialist Reviews for Completeness & Accuracy
- Step 6 – Water, Wastewater, and/or Billing System will Receive Confirmation Email Once Enrollment is Complete

We have attached a copy of the Direct Payment Agreement that will be required for enrollment. You will not need to complete this copy, as the completion of the document will be part of the enrollment process within the system. However, we do encourage you to share this with your legal department or anyone else in your company that will need to review prior to executing the agreement.

For additional information on the program and enrollment process, please watch the recording of the recent informational webinar hosted by CSD. The webinar can be found [here](#). We have also included a [copy of the slides](#) from the webinar.

Please follow this [link](#) to sign up for future LIHWAP updates. To learn more about California LIHWAP, visit the CSD website [here](#) and the customer facing webpage here: <https://www.csd.ca.gov/waterbill>.

Thank you and have a great day.

Vera

Enrollment Specialist

California LIHWAP

Vera@CA-LIHWAP.com

D: 916.536.6010

[More about CA LIHWAP](#)