

CHANGE NOTICE FOR MANUAL

DATE: February 1, 2022
MANUAL: Low Income Household Water Assistance Program (LIHWAP)
TO: County Directors of Social Services
CHANGE NO: 02-2022
SUBJECT: Policy Updates
EFFECTIVE: **February 1, 2022**

I. BACKGROUND

The Low-Income Household Water Assistance Program (LIHWAP) program specialist provided clarification and a correction regarding utility vendors that bundle water and wastewater with other bills such as garbage, gas, or electricity. Previous guidance was that LIHWAP funds could be used to pay non-water and wastewater related expenses if they were bundled together by the provider and could not be itemized. This guidance was incorrect, and policy has been updated to reflect the new clarification.

II. SPECIFIC CHANGES

Section 600.10 Vulnerability

Policy updated to reflect guidance for situations where the vendor can and cannot itemize non-water and wastewater expenses.

III. IMPLEMENTATION INSTRUCTIONS

This new policy will be effective for all applications taken and approved on or after February 1, 2022. Process any applications taken prior to February 1, 2022 with the previous policy instructions. The county does not need to reevaluate or explore overpayments for any prior LIHWAP approvals. Submit any questions regarding this policy to DSS.Policy.Questions@dhhs.nc.gov.

Sincerely,



Carla West,
Senior Director for Economic Security Division of Social Services,
Economic and Family Services
CW/rc

Attachments (1):
EP-600 LIHWAP