



An Essential Utilities Company



Aqua North Carolina 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 in 2021 to help families that are experiencing hardship with their water bills.

How will it benefit my family?

LIHWAP will assist North Carolina 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.

How does the program work?

LIHWAP is a grant paid directly to Aqua for the customer’s account.

Who qualifies?

North Carolina residents with income equal to or less than 150% of the poverty level with services that are disconnected, in jeopardy of disconnection or that have a current outstanding bill may qualify for LIHWAP benefits.

For additional information and full eligibility guidelines visit North Carolina’s LIHWAP Landing Page:

<https://www.ncdhhs.gov/divisions/social-services/energy-assistance/low-income-household-water-assistance-program-lihwap>

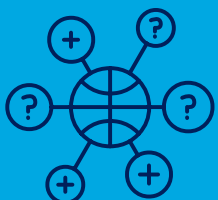
How do I apply for LIHWAP?

All eligible North Carolina residents can apply here: <https://epass.nc.gov>

INCOME ELIGIBILITY GUIDELINES	
Households with gross income equal to or less than the amounts shown below in the month prior to applying are eligible for assistance.	
NO. ELIGIBLE IN HOUSEHOLD	MAXIMUM COUNTABLE INCOME
1	\$1,610
2	\$2,178
3	\$2,745
4	\$3,313
5	\$3,880
6	\$4,448
7	\$5,015
8	\$5,583
9	\$6,150
10	\$6,718

For additional household members, add \$567.

State LIHWAP Policy: <https://www.ncdhhs.gov/media/13846/download?attachment>



Where can customers learn more?

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