

## **Frequently Asked Questions about the Low Income Household Water Assistance Program**

**Q: Do I have to be past due?**

**A:** No. You do not have to be past due for this round of funding. However, you should tell us if you are past due. We can also help you reestablish service if you have been disconnected.

**Q: Is there a limit on how much assistance I can receive?**

**A:** Depending on how your service is structured, we can pay up to \$1,500.

**Q: Will you cover late fees?**

**A:** Yes.

**Q: How will I receive payment?**

**A:** We will pay the assistance directly to your water/sewer company or companies. You will see the payment as a credit on your bill.

**Q: My water bill is in my landlord's name but I am responsible for paying it, can you help me?**

**A:** Yes. We need a copy of your lease or other documentation that states you are responsible for the charges.

**Q: I just received help from LCCAA for my heating bill, do I need to resubmit my documents?**

**A:** If you applied for help in the last 30 days, we only need your water bill. If your income is from wages and fluctuates, we may need new paystubs.

**Q: What's my deadline to apply?**

**A:** The current program is scheduled to operate through March 31, 2024.