

Frequently Asked Questions about the Low Income Household Water Assistance Program

Q: Do I have to be past due?

A: Yes. This program is for people who are behind on payments to the water and/or sewer company. 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 Sept. 30, 2022.