



Frequently Asked Questions About California's Low Income Household Water Assistance Program (LIHWAP)

What is LIHWAP?

California's Low Income Household Water Assistance Program (LIHWAP) provides critical financial assistance to households struggling to make ends meet.

Through LIHWAP, eligible low-income households can receive one-time financial help to pay current or past due water or sewer bills and keep their water on.

Who qualifies for the help?

If your household income is below 60% of the state median income for California families — or if you are a recipient of CalFresh, CalWORKs or the Low Income Home Energy Assistance Program (LIHEAP) — you are already income-qualified for LIHWAP.

You also must live in a community where your water system participates in the program, and it's likely you do. More than 90% of California households are served by LIHWAP-participating water and sewer utilities.

Qualifying for LIHWAP is still possible if your water bill is part of your rental payment.

How do I apply?

Go to <https://www.csd.ca.gov/waterbill> to find your Local Service Provider, who will guide you through the application process.

How much help can I get?

Many low-income residents have received hundreds of dollars in financial support to help pay current or past due water or sewer bills. The size of the benefit varies depending on a household's residential water and sewer bills.

What information will I need to apply?

You will need to provide a copy of your water or sewer bill, income verification and a government-issued ID. Local Service Providers will provide you with a list of other required documents.

How does the program work?

The California Department of Community Services and Development (CSD) works with a network of trusted community partners, called Local Service Providers, to help low-income households manage their residential water utility costs and ensure access to water and sewer services. Local Service Providers are responsible for administering LIHWAP and are available to answer questions and guide you through the application process.

After you submit your LIHWAP application through your Local Service Provider, upon approval, CSD provides a direct payment to your participating water or sewer utility.

Once a payment is made, the utility credits your account and notifies you that the LIHWAP payment has been applied to your water or sewer bill.

How far back does the program go?

LIHWAP helps pay bills accrued anytime. There are no date restrictions.

LIHWAP provides support to pay past due and current water or sewer bills, and the benefit is available to eligible homeowners and renters.

When should I apply?

Apply today! Funds are available now to help you get caught up on your water or sewer bills.

