



## ANNOUNCEMENT!

### Low-Income Household Water & Sewer Bill Assistance Program

The NH Department of Energy has begun a new statewide program for households whose income is below 60% of the state median income (SMI) figure (*SEE BELOW*). The Low-Income Household Water Assistance Program (LIHWAP) provides **a one-time benefit** to eligible low-income households who are past-due, have a disconnection notice or have been disconnected from a water/wastewater service or utility. Payments are made directly to the utility company through the Rockingham County Community Action Agency (CAA) who is responsible for administering the program at the local level. These one-time payments will be available until **September 30, 2023** or until the funds run out. (It is not expected that funds will run out before the program ends.)

This new emergency program is specifically designed to assist households with paying for drinking water and/or wastewater services to remove any current arrearage or disconnection situation. There is no limit to the dollar amount of assistance available per household for this one-time benefit to address:

1. Restoration of services to households that have had drinking water and/or wastewater services disconnected due to arrearages,
2. Prevention of disconnection for households at risk of disconnection due to arrearages, and
3. Reducing rates charged to low-income households where possible to help ensure affordable household water services.

For the purposes of LIHWAP, an arrearage refers to an unpaid past due bill for household drinking water and/or wastewater utility services while rate reduction refers to payment of a currently due bill charged to a household for drinking water or wastewater services. Both payments may include standard charges and fees included in the household water bill, including standard reconnection fees. Repairs however are not payable expenses. Any final invoice submissions must be received by the CAAs by Thursday, October 5, 2023.

**Residents who seek assistance may contact the Southern NH Services fuel assistance website at <https://www.snhs.org/services/fuel-assistance> or in person to:**

**ROCKINGHAM COUNTY COMMUNITY ACTION AGENCY  
9 Crystal Avenue Derry, NH 03038 Tel: (603) 965-3029, (855) 295-4105**

There is a specific application to apply for involvement with the Water Assistance Program but a person **must have been certified in the Fuel Assistance Program in last year's program or this year's program to qualify** to have any arrearage or disconnect in their water or sewer bill brought up to date. That is why customers **must first apply for the Fuel Assistance Program at the Community Action Agency.**

60% New Hampshire State Median Income Guidelines  
Income Eligibility Based on Family Size and Gross Annual Income

- For a family of 1, a maximum gross annual income of \$38,969
- For a family of 2, a maximum gross annual income of \$50,959
- For a family of 3, a maximum gross annual income of \$62,950
- For a family of 4, a maximum gross annual income of \$74,941
- For a family of 5, a maximum gross annual income of \$86,931
- For a family of 6, a maximum gross annual income of \$98,922
- For a family of 7, a maximum gross annual income of \$101,170
- For a family of 8, a maximum gross annual income of \$103,418

For households with more than 8 persons, contact your [Community Action Agency](#) for more information.

Once you are certified, you will be sent an application for the Water Assistance Program.

Residents who are in arrearage/disconnect circumstances, should apply for the NH Fuel Assistance Program as soon as possible (Certification in that program is the only prerequisite for receiving the LIHWAP benefit.). It will enable you to receive funding towards your winter heating bills in addition to your current water/wastewater accounts.