

## What if you have an emergency?

If your water and/or sewer is shut-off, about to be shut-off, or you have a 72-hour disconnect notice, and you need help immediately, you may be eligible for Temporary Assistance. You may apply online at [myBenefits.ny.gov](https://myBenefits.ny.gov) or call **1-800-342-3009** for assistance.

Additionally, you are encouraged to contact and make arrangements with your water and/or sewer provider to discuss payment options, such as a repayment or deferred payment agreement. There may also be local assistance funds available.

## Keep your water on with LIHWAP

New York State makes it easy for low-income New Yorkers to apply for LIHWAP benefits to help them keep their water and/or sewer functioning.

# Get Help Paying Overdue Water and Sewer Bills

Learn more and apply online at  
[otda.ny.gov/lihwap](https://otda.ny.gov/lihwap)



Office of Temporary  
and Disability Assistance

[otda.ny.gov](https://otda.ny.gov)

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**LIHWAP**  
Low Income Household  
Water Assistance Program

A Program of the Office of Temporary and Disability Assistance



## LIHWAP

The Low Income Household Water Assistance Program (LIHWAP) helps low income households pay the cost of water and sewer services. The program can assist households who have past due bills (arrears) for water and sewer services. LIHWAP can help prevent your water and/or sewer services from being shut off.

### Benefits per household

- Up to a maximum of \$2,500 per water and sewer provider, or
- \$5,000 if water and sewer services are combined
- Paid directly to the household's water and/or sewer provider(s)

### Eligibility is based on

- Income
- Household size
- Citizenship/Immigration Status
- Amount owed to drinking water and/or sewer provider(s)

View eligibility and income limits online at [otda.ny.gov/lihwap](https://otda.ny.gov/lihwap)

## How do you apply?

### Online:

- Visit [waterassistance.otda.ny.gov](https://waterassistance.otda.ny.gov)
- If you do not have a NY.Gov ID, you need to create one before you apply

### By mail:

- You can download an application to mail-in at [otda.ny.gov/lihwap](https://otda.ny.gov/lihwap)
- To obtain an application you can call or email and ask them to mail you a LIHWAP application
  - Call **1-833-690-0208**, or
  - Email [nyslihwap@otda.ny.gov](mailto:nyslihwap@otda.ny.gov)