

Low-Income Household Assistance Program (LIHWAP) Application

IF YOU NEED ASSISTANCE COMPLETING THIS APPLICATION, CALL 1-800-510-3102

Program Definitions

Low-Income Household Water Assistance Program (LIHWAP)

The Low-Income Household Water Assistance Program (LIHWAP) is offered to provide the citizens of NJ the ability to apply for debt relief of their water and sewer utilities. Please refer to the program web page above to verify income guidelines.

LIHEAP

If your household is enrolled in LIHEAP, you must upload proof of identity for each household member (SSN Card, if available) and recent (within last 60 days) water and sewer bill(s).

Current Water/Sewer Bill(s) (60 days from application date)

For all LIHWAP applications, you must upload all pages of your Current Water And/or Sewer Bill. This information should not be older than 60 days from submission of the application. LIHWAP is only applied to utility companies that provide water or sewer

Employment (Wages/Paystub)

If paid weekly, submit pay stubs for at least 4 consecutive weeks within 8 weeks of the application submission date. If paid twice a month, or every two weeks, include 2 consecutive pay stubs. If you make cash wages, submit a letter from your employer corroborating the claim. You may also upload a self-attested, written explanation of your wages.

Unemployment (Benefit Letter)

Unemployment statements must contain your name and weekly benefit amount. This information can be found on the NJ employment website under "if you already filed a claim", next click "view claim status". Input the necessary information and once complete, you may upload this to your ARP application as proof of income

Right to a hearing

You will have a right to an Administrative Fair Hearing if your LIHWAP application is denied or not processed within the time limit established by the program.



Low-Income Household Assistance Program (LIHWAP) Application Instructions

Access the DCAid Service Portal

The URL for the DCAid Service Portal:

<https://njdca-housing.dynamics365portals.us/en-US/dcaid-services/>

Technical Note: Do not use multiple browsers if you encounter a technical error

Some applicants, when encountering a technical issue, will try to use a different browser or device to complete their application. Please do not do this as this can cause data and application duplication. If you encounter an issue, please call our Call Center at 1-800-510-3102 to speak with an agent during our operating hours or to schedule a callback.

Indicate if you are a returning applicant or a new applicant

Scroll down and click the Returning Applicant button if you have ever submitted an application for Low-Income Household Water Assistance Program (LIHWAP), ARP Utility Debt Relief, Universal Service Fund (USF), or the Low-Income Heating Assistance Program (LIHEAP). Click the Create an Account button if you need to create a new account.

Returning Applicant

Click the Returning Applicant button.

Sign-in to your myNewJersey account. Enter your myNewJersey Login ID. Enter your Password. If you receive an error, click the Return to the myNewJersey Login Page. You may use one of the following links to complete the login:

- Forgot your login ID? – The portal will ask you to provide your Email address that is on file on your account. The portal will also ask you to answer the security question you established when you set up your account. You will receive a confirmation that the login ID information was emailed to you. <https://my.state.nj.us/selfservice/IDRetrieval>
- Forgot your password? – The portal will ask you to provide your Login ID. The portal will also ask you to answer the security question you established when you set up your account. You will receive a confirmation that your password has been reset. Please check your email for the new password, and instructions on how to change it to one that is easier to remember. <https://my.state.nj.us/selfservice/PasswordReset>
- Need help? – You may click the Request Help button to submit a help request. <https://my.state.nj.us/mynjhelp/HelpRequest>

New Applicant

- Click the New Applicant button.
- Scroll down and click the Create an Account button.
- Enter your First Name, Last Name, Email. Enter your Email a second time. Click the Request Access button.
- Indicate if you have a myNewJersey Logon ID.

Low-Income Household Assistance Program (LIHWAP) Application Instructions

- If yes, enter your Login ID and your Password. Click the Continue button. If needed, there are links on the right to help you if you don't know your Login ID or Password.
- If no, you need to complete more information.
 - Enter a myNewJersey Logon ID. This is your choice – you will establish your login with this field.
 - Enter a Password and then enter your password a second time.
 - For security verification, enter a Question that you may be asked when you contact the helpdesk, or if you want to learn your Login ID or change your password.
- Click the Continue button.

Start the Application

Click the blue button called "New LIHWAP Application"

Before you Begin – Eligibility

The portal will next ask you prequalifying questions.

- Do you pay for own water bill?
- Do you currently have a LIHWAP application?

Follow the steps that apply to your situation, proceed to the application.



Low-Income Household Assistance Program (LIHWAP) Application Instructions

Step 1 Applicant Contact Details

Applicant Address Section

Enter Applicant Address Information:

- Salutation – How do you want to be addressed on formal communications? For example: Ms., Mrs. Dr.
- Last Name – Enter the last name of the Applicant.
- First name – Enter the first name of the Applicant.
- Middle Initial (MI) – Enter the middle initial of the Applicant.
- Street Address – Enter the full street number and name of your primary residence.
- City – Enter the name of the municipality where the primary residence of your household (family) is located.
- State – Enter the name of the state where the primary residence of the household (family) is located.
- Application County – Enter the county of the household's (family) primary residence.
- Zip Code – Enter the Zip Code of the household's (family) primary residence.
- Telephone number – Enter household's (family) primary telephone number (include area code).
- May we contact you about your application? Answer Yes or No
- May we leave a detailed voice message? Answer Yes or No
- Mailing Address – Check this box if your mailing address is the same as above.

Mailing Address Section

- Mailing Address – Enter your full mailing address if it is different from the primary residence.
- Click the Next button.

Step 2 Household Information

- Is anyone in your household currently enrolled in any of the following program(s)? This information helps us determine eligibility and may help us to provide faster assistance because you have already provided information on your income and household in applying for these programs. Check all that apply:
 - LIHWAP – Select Yes or No
 - TANF – Select Yes or No
 - SNAP – Select Yes or No
 - SSI – Select Yes or No
 - Means-Tested Veterans Program – Select Yes or No
 - Other (please specify) – Select Yes or No

Low-Income Household Assistance Program (LIHWAP) Application Instructions

- If you selected YES for other, provide a description in the “Other Description” field.
- Add members of each family member - Please click the create button and include all specified details for all members of your household here (including yourself).
- Provide your household annual income
- Provide number of household members
- Please check each box in the table below for all sources of household income. Also attach/submit proof of all household income listed below. Proof of income for each household member for the last 60 days, such as a paystub, Social Security letter, child support letter, unemployment letter, self-employment documentation, etc.)
 - Employment (Wages/Stub) – Select No or Yes
 - Social Security (Benefit Letter) – Select No or Yes
 - Child Support (Court Order) – Select No or Yes
 - Alimony (Court Order) – Select No or Yes
 - Unemployment (Benefit Letter) – Select No or Yes
 - Pension – Select No or Yes
 - Workers Compensation (Benefit Letter) – Select No or Yes
 - Self-Employment (Tax Return) – Select No or Yes
 - Zero Income (Affidavit) – Select No or Yes
 - Other (Please Specify) – Select No or Yes
 - If you selected YES for other, provide a description in the “Other Income Description” field.
- Upload Documentation
 - Non-LIHEAP recipients must upload proof of identity for each household member (SSN Card, if available), proof of income for each household member with income, AND recent (within last 60 days) water and sewer bill(s).
 - If your household is enrolled in LIHEAP, you must upload proof of identity for each household member (SSN Card, if available) and recent (within last 60 days) water and sewer bill(s).
 - Upload current documentation only. Documents cannot be older than 60 days from the application date in order to be accepted
- If applying on a laptop or computer, scan your documentation and upload the documentation to your laptop or computer.
- If you are using a mobile device, you can take pictures of the documents before you apply or during the application process.
- Click the Add files button.
- If applying on a laptop/computer: Click the Browse button and locate the files you want to upload. Select the files to upload and click the Open button. Then click the Add files button. Note: You can upload multiple files at the same time.
- On a mobile device, if you have already taken photos of the files: select the Choose Files button, select Photo Library, select the photos to upload and click the Add files button.

Low-Income Household Assistance Program (LIHWAP) Application Instructions

- On a mobile device, if you want to take a photo, select the Choose Files button, select Take Photo or Video option, take the photo, and click the Use Photo link. Click the Add files button.
- Notes/Explanation – If you need to provide additional information to further explain answers you have provided on this application, you may do so here.
- Click the Next button.

Step 3 Water Service Information

- Drinking Water Need – Required
 - My household drinking water has been shut off due to a past due bill.
 - If you selected this answer, please provide a drinking water shut off date.
 - My household drinking water services are on, but scheduled to be shut off.
 - My household drinking water services are on, but we need help paying future bills.
- Wastewater Need – Required
 - My household wastewater has been shut off due to a past due bill.
 - If you selected this answer, please provide a wastewater disconnection date.
 - My household wastewater services are on, but scheduled to be shut off.
 - My household wastewater services are on, but we need help paying future bills.
- Drinking Utility Company – Provide name of company
- Wastewater Utility Company – Provide name of company
- Drinking Water Account Number – Provide account number for Drinking Utility company
- Wastewater Account Number – Provide account number for Wastewater Utility company
- If your drinking and waste water company are the same, check the box.

Step 4 Applicant Certification

- Read the Applicant Certification attestation.
- Indicate if anyone helped you complete this application.
- Applicant Certification – Please read, sign and date Applicant Certification (You must sign this certification – otherwise your application will not be processed).
 - Use your mouse (on a computer) or your finger (mobile device) to enter the Applicant Signature.
 - Click the Submit Signature button.
- When application is successfully submitted, you should be able to navigate back to the “American Rescue Plan Utility Debt Relief, LIHWAP, USF/LIHEAP & Weatherization” page and see your Application ID listed under My LIHWAP Applications.

Low-Income Household Water Assistance Program (LIHWAP) FAQs

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[How do I upload documentation?](#)

[I submitted my application, but I want to make some changes, or upload additional documentation. What can I do so can update my application?](#)

[Do I need to have had an impact to my household due to COVID-19 in order to be eligible for the LIHWAP Program?](#)

[I do not have a computer, a mobile device, or internet access. I am not able to fill out the application on my own.](#)

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Low-Income Household Water Assistance Program (LIHWAP) FAQs

LIHWAP Application FAQs

Common Program Questions

**** Be sure all required fields on your application are COMPLETE and be sure to sign your application ****

What programs are available to assist me with water and sewer utilities?

- **Low-Income Household Water Assistance Program (LIHWAP)**
- If you are not sure if you are enrolled in any of these programs, you can log in to the DCA Service Portal using this link – click the Returning Applicant button:
<https://njdca-housing.dynamics365portals.us/en-us/dcaid-services/>
- You will see separate sections for each program, and if you have a current application, you will be able to view your application.

What is the Low-Income Household Water Assistance Program (LIHWAP)?

- The Low-Income Household Water Assistance Program (LIHWAP) is offered to provide the citizens of NJ the ability to apply for debt relief of their water and sewer utilities.

Who is eligible for Low-Income Household Water Assistance Program LIHWAP?

- The Low-Income Household Water Assistance Program is available to eligible individual households that pay for their own water and sewer and meet low-income requirements. The LIHWAP program is not available for business accounts, estates, or property management companies.
- All potentially eligible households should have received a letter in the mail from the Department of Community Services (DCA), with information on how to apply.
- The monthly household income must be at or below 60% of the NJ state median income:

Income Calculations

Household Size	1	2	3	4	5	6	7	8	9	10	11	12
100% Federal Poverty Level (2021)	\$12,880	\$17,420	\$21,960	\$26,500	\$31,040	\$35,580	\$40,120	\$44,660	\$49,200	\$53,740	\$58,280	\$62,820
LIHEAP/American Rescue Plan (60% State Med Income)												
Annual Income Limit	\$40,181	\$52,545	\$64,908	\$77,272	\$89,635	\$101,999	\$104,317	\$106,635	\$108,954	\$111,272	\$113,590	\$115,908
Monthly Income Limit	\$3,348	\$4,379	\$5,409	\$6,439	\$7,470	\$8,500	\$8,693	\$8,886	\$9,080	\$9,273	\$9,466	\$9,659
USF (400% FPL)												
Annual Income Limit	\$51,520	\$69,680	\$87,840	\$106,000	\$124,160	\$142,320	\$160,480	\$178,640	\$196,800	\$214,960	\$233,120	\$251,280
Monthly Income Limit	\$4,293	\$5,807	\$7,320	\$8,833	\$10,347	\$11,860	\$13,373	\$14,887	\$16,400	\$17,913	\$19,427	\$20,940

I didn't receive a letter about the LIHWAP program. Can I still apply?

Low-Income Household Water Assistance Program (LIHWAP) FAQs

- Call our LIHWAP Call Center at 1 800-510-3102, Mon.-Sat. 8:00 am – 8:00 pm. A call center agent can check if your household is on the list of potentially eligible households. Be prepared to provide your heating utility Account Number and ZipCode.
- You can also contact your utility company to confirm your Account Number and Zip Code. Here is a list of contacts for all New Jersey utility companies:
- <https://nj.gov/bpu/assistance/utility/>

How do I apply? Can I apply using my smart phone?

- Navigate to the DCAid Service Portal to start your application.
- You can apply using a mobile device, such as a smart phone or a tablet, or you can apply on a computer/laptop.
- <https://njdca-housing.dynamics365portals.us/en-us/dcaid-services/>
- Click the blue button that says “New LIHWAP Application”

Which household members should I include on my application?

- All household members, including the applicant, must be listed in the household member section of the application.
- At a minimum, one household member, the applicant, needs to be listed in the Household Member section of the application.
- Please note that a household may be eligible for assistance if at least one member is a U.S. Citizen or legal permanent resident

How long will it take to process my application?

- Your application should be processed within 60 days of DCA receiving your completed application.

When will I get my benefits?

- Your application should be processed within 60 days of DCA receiving your completed application. If your application is approved, it can take up to 30 days to be applied to your energy account, depending on your utility’s bill cycle.

Should I pay my bill or wait until I get my benefits?

- Keep paying your bill every month, as much as you can.

How long does it take for benefits credits to show on my account?

- It can take up to 30 days after application approval, depending on your utility’s bill cycle.

What happens if I move while receiving benefits?

Low-Income Household Water Assistance Program (LIHWAP) FAQs

- You must inform all utility companies of your move

If my spouse has passed away or is now divorced (and they were the applicant), what documents can I provide to transfer the application to myself?

- Death certificate if passed away, or divorce decree.

How do I upload documentation?

- Non-LIHEAP recipients must upload proof of identity for each household member (SSN Card, if available), proof of income for each household member, AND recent (within last 60 days) water and sewer bill(s).
- If your household is enrolled in LIHEAP, you must upload proof of identity for each household member (SSN Card, if available) and recent (within last 60 days) water and sewer bill(s).
- Upload current documentation only. Documents cannot be older than 60 days from the application date in order to be accepted
- If applying on a laptop or computer, scan your documentation and upload the documentation to your laptop or computer.
- If you are using a mobile device, you can take pictures of the documents before you apply or during the application process.
- In the application, you may upload your documents at the end of Step 5, after you sign the application. You will see a section called “Documentation – Upload files here.”
- Click the **Add files** button.
- If applying on a laptop/computer: Click the **Browse** button and locate the files you want to upload. Select the files to upload and click the **Open** button. Then click the **Add files** button. Note: You can upload multiple files at the same time.
- On a mobile device, if you have already taken photos of the files: select the **Choose Files** button, select Photo Library, select the photos to upload and click the **Add files** button.
- On mobile device, if you want to take a photo, select the **Choose Files** button, select Take Photo or Video option, take the photo, and click the Use Photo link. Click the **Add files** button.

I submitted my application, but I want to make some changes, or upload additional documentation. What can I do so can update my application?

- You may only make changes if the application has a status of “Incomplete.” If you need to make changes, call our LIHWAP Call Center at 1 800-510-3102, Mon.-Sat. 8:00 am – 8:00 pm. A call center agent can change your application back to “Incomplete,” to allow updates.

Low-Income Household Water Assistance Program (LIHWAP) FAQs

Do I need to have had an impact to my household due to COVID-19 in order to be eligible for the LIHWAP program?

- No. You do need to answer a question to indicate whether your household was impacted by COVID-19, but this is informational only and does not affect eligibility at this time.

I do not have a computer, a mobile device, or internet access. I am not able to fill out the application on my own.

- Call the LIHWAP Call Center at 1 800-510-3102. An agent will ask you for your contact information and notify your closest Outreach Agency, and an Outreach Agency representative will reach out to you in order to assist you with your application.

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Login Credentials

How do I access my application?

- You can apply on the DCAid Service Portal. Once submitted and processed the application is no longer available for updates but may be reviewed.
- Portal: <https://njdca-housing.dynamics365portals.us/en-US/>
- Click the **Apply for USF/LIHEAP/American Rescue Plan** button.
- Click the **Returning Applicant** button if you already have a myNJ account.
- Click the **Create an Account** button if you need to set up a myNJ account.
- Click the button button called **New LIHWAP Application**.

I don't know my login credentials.

- If you are having trouble viewing the site with Internet Explorer (IE), please try Microsoft Edge, Mozilla Firefox, or Google Chrome.
- On the myNJ login page, there are self-service links available to allow you to request your Login ID be sent to you, to request a password reset and to submit a helpdesk request.

How do I reset myNJ password?

Low-Income Household Water Assistance Program (LIHWAP) FAQs

- On the myNJ login page, there are self-service links available to allow you to request your Login ID be sent to you, to request a password reset and to submit a helpdesk request.
- <https://my.state.nj.us/selfservice/PasswordReset>

How do I get my Login ID? I forgot it.

- On the myNJ login page, there are self-service links available to allow you to request your Login ID be sent to you, to request a password reset and to submit a helpdesk request.
- <https://my.state.nj.us/selfservice/IDRetrieval>

I still need help logging in.

- You may request help for your myNJ account through this page:
- <https://my.state.nj.us/mynjhelp/HelpRequest>

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Citizenship Requirements

What are the program rules related to citizenship?

- Please note that a household may be eligible for assistance if at least one member is a U.S. Citizen or legal permanent resident
- Social Security Number is required for all U.S. Citizens in the household

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Income Information

How do I provide my income information?

- You will enter the monthly income for each household member in Step 2 of the application. You will then attest for each household member that the income you stated is accurate and that you give permission for the NJ DCA to run an income verification check with the Department of Labor.
- You must indicate if anyone in your household is enrolled in the following programs:
 - LIHWAP – Select Yes or No

Low-Income Household Water Assistance Program (LIHWAP) FAQs

- TANF – Select Yes or No
- SNAP – Select Yes or No
- SSI – Select Yes or No
- Means-Tested Veterans Program – Select Yes or No
- Other (please specify) – Select Yes or No
- If you selected YES for other, provide a description in the “Other Description” field.

Do food stamps count as income/TANF?

- No, food stamps are not income.

Application Question: “Anyone receiving TANF in Household?”

- SNAP benefits are not considered income. ONLY select this if you are receiving WFNJ/cash assistance.

Additional Names on Lease/Mortgage or Utility Bill?

- If there are any additional people listed on your documents that are not living in your household, we will ask for verification of whether they are still living your household.

Does child support count as income?

- Yes, Child support counts as income. You must provide documentation of this.

Is the Child tax credit reported as income? Is the child tax credit considered income?

- No

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