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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
<a href="#">100% Federal Poverty Level (2021)</a>	\$12,880	\$17,420	\$21,960	\$26,500	\$31,040	\$35,580	\$40,120	\$44,660	\$49,200	\$53,740	\$58,280	\$62,820
<b>LIHEAP/American Rescue Plan (60% State Med Income)</b>												
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
<b>USF (400% FPL)</b>												
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 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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