



VIRGINIA DEPARTMENT OF
SOCIAL SERVICES



Promise

Need help with your water bill? The Low-Income Household Water Assistance Program (LIHWAP) helps Virginia residents pay their water and wastewater bills.

About the Low Income Household Water Assistance Program (LIHWAP)

The Low Income Household Water Assistance Program (LIHWAP) is a temporary federally funded program created to assist low-income households with water and wastewater bills. LIHWAP relief will be available to eligible Virginia residents from October 2022 until funds are depleted.

The program is administered by the Virginia Department of Social Services (VDSS) in partnership with Promise. Promise is a modern technology solutions company that works with utilities and government agencies around the country to provide payment flexibility for households who are unable to pay their bills and streamlined relief distribution to those in need.

Eligibility

Households eligible for LIHWAP assistance must have a past due water/wastewater balance and a gross household income below 150% of the federal poverty level based on household size (*please see the Income Guidelines Table below*). Priority will be given to households whose water/wastewater has been disconnected or is at risk of disconnection.

How to Apply

In October, eligible households may apply for LIHWAP relief at:

www.virginialihwap.com

Applicants not already enrolled in an income based program (LIHEAP, SNAP/EBT, TANF, SSI and means-tested veteran programs) will be required to provide evidence of household income.

Application assistance is available by contacting Promise directly between the hours of 7 a.m. to 7 p.m. Monday through Saturday. Please do not contact your local department of social services, as they will not be able to provide support regarding the application process. For assistance call 1-888-373-9908

Income Guidelines Table

Net monthly income may not exceed the following requirements:

Household Size	Maximum Income
1	\$1,699
2	\$2,289
3	\$2,879
4	\$3,469
5	\$4,059
6	\$4,649
7	\$5,239
8	\$5,829
9	\$6,419
10	\$7,009
11	\$7,599
12	\$8,189
13	\$8,779
14	\$9,369
15	\$9,959
16	\$10,549
17	\$11,139
18	\$11,729
19	\$12,319
20	\$12,909