



California Low Income Household Water Assistance Program



What is LIHWAP?

The California Low Income Household Water Assistance Program (LIHWAP) provides financial help to eligible Californians for their residential water utility bills. The program gives a one-time benefit up to \$2,000 for an eligible, low-income customer's water or wastewater bill.

The California Department of Community Services and Development (CSD) has begun the enrollment process for water and wastewater systems across the state. For your customers to be eligible for the program, your company must enroll in LIHWAP Direct Pay through CSD's direct payment coordinator, HORNE. Eligible customers will still need to apply to receive a LIHWAP benefit.

If your water or wastewater system received money from the State Water Control Board's Water and Wastewater Arrearage Payment Program, your customers are still eligible and encouraged to apply for LIHWAP assistance. Funds from LIHWAP can be applied to delinquent amounts for any time period and is not limited to the COVID Bill Relief Period of March 4, 2020 - June 15, 2021.

How can you enroll in LIHWAP Direct Pay?

To begin the direct payment enrollment process, complete [this interest form](#). The Interest Form will allow us to confirm the correct point of contact for your company and begin the enrollment process. Completion of the Interest Form does not complete the enrollment process. A summary of the LIHWAP Direct Pay Enrollment Process is shown here.



Summary of the LIHWAP Direct Pay Enrollment Process:

- 1.** Water, wastewater and/or billing system completes web form.
- 2.** HORNE verifies system's eligibility.
- 3.** HORNE sends invitation via email to enroll.
- 4.** Water, wastewater and/or billing system completes enrollment through link in email.
- 5.** HORNE's enrollment specialist reviews for completeness and accuracy.
- 6.** Water, wastewater and/or billing system receives confirmation email once enrollment is complete.

Additional information:

- To sign up for future LIHWAP updates, click this [link](#).
- To learn more about LIHWAP, visit the CSD website [here](#) and customer information page [here](#).
- If you have questions, contact us at support@ca-lihwap.com.