

Low-Income Household Water Assistance Program (LIHWAP) FAQs

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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 Login to myNJ button:
<https://njdca-housing.dynamics365portals.us/en-US/>
- Scroll down. Check the UAP Applications section for any current applications. You may see older applications in separate sections for each program.

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.
- The monthly household income must be at or below 60% of the NJ state median income, which is the same income guidelines for the LIHEAP program. See income limits here: [Review the Energy Assistance Program Fact Sheet and Income Guidelines](#)

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

- Yes, you can apply using a mobile device, such as a smart phone or a tablet, or you can apply on a computer/laptop.
- Navigate to the DCAid Service Portal to start your application.
 - <https://njdca-housing.dynamics365portals.us/en-US/>
- If you have created an account or applied for a program in the past, you may log in using the Login with MyNJ button.

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- If you have never applied before, use the Set up myNJ ID button to register your name and email address on the NJ portal. After logging in to the NJ portal, you will be redirected back to begin or resume your application.
- After logging in or creating an account, you will see three cards on the DCA ServiceAid Portal:
 - **Program Qualifications Card** – Asks basic information about your current living situation.
 - **Applicant Household Details** – Collects information about all household members and household income.
 - **Program Applications Card** – Displays programs you are eligible for and allows application entry.
- Complete the Program Qualifications card first. Answer the questions. You must answer Yes to the question “Do you pay for your own water bill” in order to apply for LIHWAP.
- Click the Submit button to complete the Program Qualifications card questions.
- Click the Get Started button on the Applicant Household Details.
 - Complete the Contact Details and Address questions.
 - Click the Add a Household Member button and enter all Household Members.
 - Click the Add Income Source(s) for Each Member to add income information for all household members, even those with zero income.
 - Click the Submit button to complete the Applicant Household Details card.
- Click the Program Applications card. You should see a LIHWAP card.
 - Note: If there is no LIHWAP card displayed, this indicates that you have an existing LIHWAP application, or you answered “No” to the Program Qualification card question “Do you pay for your own water bill.” If needed, return to the Program Qualifications card and answer Yes.
 - To look for an existing application, return to the Profile page and scroll down. In the 2023 Season section, look for your LIHWAP application under the UAP Applications section. You may click the Application ID link to review your application. If the existing application is in an Incomplete state, review, update and submit your application.
 - To begin a new application, click the Get Started button on the LIHWAP card to begin.
- If your utility account is not eligible for LIHWAP, you may still be eligible for other assistance programs. The Program Applications card will display any programs you are eligible for.

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- If you do have the LIHWAP card, enter or confirm all data required on the application steps, sign the application and upload any required documents and lastly submit the 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.

How much is my benefit:

LIHWAP benefits assist low-income households that are paying a high proportion of their income for drinking water and wastewater services. Eligible applicants will receive a benefit to pay arrears.

LIHWAP will provide up to a maximum benefit of \$4,000 per service (water and sewer). The amount of benefit that you will receive will depend on the current balance owed on your water and sewer bill.

All payments will be paid directly to the utility vendor and will appear as a credit on the utility bill.

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 account, depending on your utility's bill cycle.

I owe arrears and now have a tax lien, can LIHWAP pay?

- Requests will be reviewed on a case-by-case basis. Please email your contact information along with a copy of your tax lien to LIHWAP@dca.nj.gov for our review.

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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?

- You must inform all utility companies of your move. Call the DCA at 1-800-510-3102 to update your address and if needed your utility account information.

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?

- If applying on a laptop or computer, scan your documentation and upload the documentation to your laptop or computer.
 - In the application, you may upload your documents on the Document step.
 - Click the Upload file button next to the document category you wish to upload.
 - 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. Preview the document then click the Submit button.
 - Note: You can only upload one file at a time.
- If you are using a mobile device, you can take pictures of the documents before you apply or during the application process.
 - On a mobile device, if you have already taken photos of the files: select the Upload file button, select Photo Library, select the photos to upload and click the Choose link. Click the Upload button.
 - On a mobile device, if you want to take a photo, select the Choose a File button, select Take Photo or Video option, take the photo, and click the Use Photo link. Click the Upload 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?

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- 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.

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 to 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.
- <https://njdca-housing.dynamics365portals.us/en-US/>
- Login.
- Scroll down to the 2023 Season section. Look for your LIHWAP application in the UAP Applications section.

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?

- 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 over one-year-old.

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Income Information

How do I provide my income information?

- You will enter the monthly income for each household member over 18-years-old when completing the Applicant Household Details step. In the Upload Documents steps you will need to upload income verification documents, such as a pay stub for employment income.

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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