



Social Services

PRESS RELEASE

December 1, 2021

Durham Residents Can Now Receive Additional Help with Their Water Bill

DURHAM, N.C.--- The federal government has awarded the State of North Carolina \$38 million to establish a new water assistance program for households affected by the pandemic. The new program is called the Low-Income Household Water Assistance Program, LIHWAP.

Starting December 1, 2021, those Durham residents who have their water service disconnected and those who are in danger of their water being disconnected can apply for help at: <http://epass.nc.gov>. Households who currently receive Food and Nutrition Services (FNS), Temporary Assistance for Needy Families (TANF) or Work First services, and/or those who received the Low-Income Energy Assistance Program (LIEAP) benefit, between October 1, 2020 and September 30, 2021 are automatically eligible to receive help from the LIHWAP program.

In addition to accessing the LIHWAP applications online, the Durham County Department of Social Services will provide paper applications, which can be found in the agency's information kiosk located outside of the Human Services Building, 414 East Main Street. The agency will also take appointments for those Durham residents who feel they need assistance with filling out their application. Virtual application meetings can be arranged by calling: (919) 560-8000.

For those Durham residents who are not in danger of having their water service disconnected can apply for water assistance beginning January 3, 2022.

To be eligible for the LIHWAP program, a household must have:

- An income equal to or less than 150% of the federal poverty level.
- Have household services that are disconnected, in jeopardy of disconnection, or have a current outstanding bill, and
- Be responsible for the water bill

The Low-Income Household Water Assistance Program (LIHWAP) will remain in effect until September 30, 2023, or until funds have been exhausted.

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