

SUBURBAN LANCASTER SEWER AUTHORITY

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February 7, 2022

Notice to SLSA Customers who have Delinquent Sewer Accounts SLSA Participation in the Low Income Household Water Assistance Program

Suburban Lancaster Sewer Authority (SLSA) wishes to inform you that SLSA has enrolled in the Low Income Household Water Assistance Program (LIHWAP) of the U.S. Department of Health and Human Services (HHS). HHS has instituted this temporary program as an emergency effort during the ongoing COVID-19 pandemic to help ensure that low income households have access to water and sewer services. In Pennsylvania, the LIHWAP program is administered by the State's Department of Human Services (DHS).

You may be eligible for up to \$2,500 of LIHWAP assistance for your past-due sewer bills. The attached LIHWAP fact sheet provides information on program eligibility (based on household income) and how to apply. If you are eligible for LIHWAP assistance, you may apply online at www.compass.state.pa.us or request an application by calling the Statewide Customer Service Center at 877-395-8930. On the LIHWAP application the address to enter for SLSA is as shown above.

LIHWAP assistance is paid directly to the utility (SLSA), rather than to the utility customer. SLSA will apply LIHWAP assistance received to the appropriate delinquent accounts as it is received. It will not be applied to any current or future sewer bills.

We encourage all eligible SLSA customers who have delinquent accounts to participate in the LIHWAP program.

James K. Witman
Chairman, Suburban Lancaster Sewer Authority

Attachment: LIHWAP Fact Sheet

LIHWAP may be able to assist you with overdue water and wastewater bills.

What is LIHWAP?

The Low Income Household Water Assistance Program (LIHWAP) is a temporary emergency program to help low-income families pay overdue water bills. LIHWAP is a grant. You do not have to repay it.

To receive help...

- Apply starting January 4, 2022.
- You don't have to be on public assistance.
- You need to have an unpaid water bill.
- You can either rent or own your home.

How does LIHWAP work?

LIHWAP Crisis grants may be available if you have an emergency situation and are in jeopardy of losing your water service. You can receive one Crisis grant for your drinking water service and one Crisis grant for your wastewater service, up to \$2,500 each.

Crisis situations include:

- Past-due water bills.
- Termination of utility service.
- Danger of having utility service terminated (received a notice that service will be shut off within the next 60 days).

How do I apply?

- Apply online at www.compass.state.pa.us.
- Request an application by calling the Statewide Customer Service Center at 877-395-8930 or call PA Relay at 711 for the hearing impaired.
- Applications are available at your local county assistance office.

To apply, you will need:

- Names of people in your household;
- Dates of birth for all household members;
- Social Security numbers for all household members;
- Proof of income for all household members; and
- A recent water bill.

Who is eligible?

You may qualify for a LIHWAP grant if:

- You must have an overdue water bill that you are responsible for paying.
- Your household income meets the following income guidelines:

INCOME GUIDELINES

Household Size	Maximum Annual Income
1	\$ 19,320
2	\$ 26,130
3	\$ 32,940
4	\$ 39,750
5	\$ 46,560
6	\$ 53,370
7	\$ 60,180
8	\$ 66,990
9	\$ 73,800
10	\$ 80,610

**Each Additional Person
Add \$ 6,810**

After your application is processed, you will receive a written notice that will tell you if you qualify. If eligible, it will tell you the amount of your grant.