



Need Help Paying your Water Bills?

The Virginia Department of Social Services is partnering with local utilities to distribute funds to help low income households pay their water and wastewater bills.

LIHWAP (Low Income Household Water Assistance Program) will assist eligible customers experiencing financial difficulty to pay their past due home water and wastewater bills.

Promise has been selected to administer the program



VIRGINIA DEPARTMENT OF
SOCIAL SERVICES

Promise.

Eligibility

Eligible households must:

- Have a past due water or wastewater bill
- Have a gross household income below 150% of the federal poverty level

Households receiving assistance through LIHEAP, SNAP, TANF, SSI and means-tested veteran programs may already be income eligible for LIHWAP.

All applicants must meet non-financial and income eligibility requirements for LIHWAP.

How to Apply

Online: www.virginialihwap.com

Phone: 1-888-373-9908

Application assistance is available by contacting Promise directly between the hours of 7 a.m. to 7 p.m. Monday through Saturday.

For more information, please scan the QR Code below

