



DUPAGE COUNTY

COMMUNITY SERVICES

LOW INCOME HOUSEHOLD WATER ASSISTANCE PROGRAM (LIHWAP)

Crisis Program for Drinking Water and Wastewater

NEED HELP WITH YOUR WATER BILL?



INCOME-ELIGIBLE CUSTOMERS (BELOW 200% OF FEDERAL POVERTY LEVEL) MAY BE ELIGIBLE FOR WATER ASSISTANCE.

CUSTOMERS MAY RECEIVE A BENEFIT OF UP TO \$1,500* TOTAL FOR:

- **DISCONNECTION—AMOUNT TO RECONNECT**
- **IMMINENT DISCONNECTION—AMOUNT TO PREVENT DISCONNECTION**
- **DISCONNECTION FEES, LATE FEES—ALL REGULAR FEES**
- **ARREARS/PAST-DUE BALANCE**

Please call Intake and Referral for screening with the following documents:

- Household Social Security cards
- Proof of DuPage County residency
- Proof of gross household income over the past 30 days
- Itemized water and/or wastewater bill
- Photo ID

***Maximum benefit is one water payment and/or one wastewater/sewer payment, not exceeding \$1,500 total for program duration, 2/1/2022 through 8/31/2023. Must have a minimum \$250 past-due balance.**

INTAKE AND REFERRAL

Local: 630-407-6500

Toll-Free: 1-800-942-9412

TDD: 630-407-6502

csprograms@dupageco.org

Monday through Friday, 8:00AM to 4:30PM