WATERsource

IOWA AMERICAN WATER

Falling behind on your water or wastewater bill?

Two temporary, federally-funded programs may help.

LOW-INCOME HOUSEHOLD WATER ASSISTANCE PROGRAM (LIHWAP)

The Low-Income Household Water Assistance Program (LIHWAP) is a temporary, federally-funded program that provides emergency water and wastewater bill payment assistance in order to keep these services active for families experiencing financial hardship. LIHWAP is a grant program. You do not have to repay any financial assistance provided.

LIHWAP grants may be available if you have an emergency situation and are in jeopardy of losing your utility service. You must have an overdue water and/or wastewater bill that you are responsible for paying. You don't have to be on public assistance, and you can rent or own your home.

CRISIS SITUATIONS INCLUDE:

- Past due water and/or wastewater bills
- Termination of utility service
- Danger of having utility service terminated

Household income must be at or below the following, relative to household size, in order to be eligible for LIHWAP assistance:

Family Size	Maximum Annual Income
1	$25,760
2	$34,840
3	$43,920
4	$53,000
5	$62,080
6	$71,160
7	$80,240
8	$89,320
For each additional person	$9,080

HOW TO APPLY

Iowa's LIHWAP is being administered through Community Action of Eastern Iowa. For more information, to check eligibility, or to apply, call 1-866-324-3236 or visit https://www.caeiowa.org/.

LIHWAP funds are available on a first-come, first-served basis until depleted.

IOWA FINANCE AUTHORITY RESIDENTIAL RENT & UTILITY ASSISTANCE PROGRAM

If you have been financially impacted by COVID-19 and are a renter, you may also be eligible for a Rent & Utility Assistance Program administered by the Iowa Finance Authority in Des Moines. The program was created to assist eligible renters that need rent or utility assistance due to an inability to pay because of a COVID-19-related loss of income.

For more information, visit the Iowa Finance Authority's website at https://www.iowafinance.com/iowa-rent-and-utility-assistance-program for eligibility requirements and/or to submit an application. You can also call the Iowa Finance Authority's Help Line at 1-855-300-5885.

Additional customer assistance programs that may help.

Iowa American Water offers several other customer assistance programs for customers who qualify:

- **H2O Help to Others Program™** offers emergency financial assistance for customers who qualify.
- **Budget Billing** makes managing your cash flow easier by providing predictable monthly payments and avoiding unplanned seasonal spikes.
- **Payment Arrangements** extend the time you have to pay a past due balance.

To learn more about Iowa American Water's customer assistance programs, visit https://www.amwater.com/iaaw/Customer-Service-Billing/customer-assistance-programs or call **1-866-641-2108**.