

EWAP Frequently Asked Questions for Water Utility Vendors

Information: The Low-Income Household Water Assistance Program (LIHWAP) for Kansas will be named the Emergency Water Assistance Program (EWAP)

1. **Question:** What is EWAP?

Answer: EWAP stands for Emergency Water Assistance Program. This program is designed to help low-income households pay past due drinking water and/or wastewater bills to allow services to be reconnected or prevent disconnection.

2. **Question:** What are the requirements to be eligible for this program?

Answer: Requirements can include:

- Total household income falls below 150% of the Federal Poverty Level
- Households who have been disconnected from drinking water and/or wastewater services
- Households who are in danger of being disconnected from drinking water and/or wastewater services
- Kansas residency
- At least one member of the household is a U.S. citizen or eligible non-citizen

3. **Question:** What services does the program cover?

Answer: The program helps eligible low-income families residing in Kansas pay past due drinking and/or wastewater bills directly to the water/wastewater vendor to allow families to be re-connected or prevent disconnection of water services. Payment will include delinquency fees, reconnection fees and service fees. This will **NOT** include fees owed to collection agencies.

4. **Question:** Does the program cover repairs to water pipes, leaks and other costly repairs?

Answer: No, the program is designed only to cover costs of reconnection or prevent disconnection from happening.

5. **Question:** Will the payments be set up similar to the Low-Income Energy Assistance Program (LIEAP)?

Answer: Yes, we will be using the same payment process as LIEAP. We can send payments electronically (after receiving all the necessary paperwork) or we can mail a paper check out.

6. **Question:** How do customers in need of help apply?

Answer: Paper applications will be available in the local DCF service centers and a fileable PDF application will be made available on the DCF public website. There is no option for an online application.

7. **Question:** How long does application processing take?

Answer: The agency has an expectation of processing applications all applications within 10 calendar days of receipt, however if all information has not been received in order to determine eligibility, eligibility determination could take up to 30 calendar days.

8. **Question:** Will solid waste and irrigation services be covered by EWAP?

Answer: No

9. **Question:** How do vendors know if payment is approved?

Answer: Vendors will be sent communication through email upon approval for payment if the account has already been disconnected or is scheduled to be disconnected within 48 hours of the application being made.

10. **Question:** If a customer has been shut off for months, is this customer still able to apply for EWAP?

Answer: Yes, the goal of EWAP is to help all low-income eligible households in Kansas restore drinking water and/or wastewater services.

11. **Question:** Is there a maximum benefit amount?

Answer: Yes, the maximum benefit amount for a single EWAP eligible household in Kansas is \$3500.00.

12. **Question:** When will the first payments go out to vendors?

Answer: Payments will be sent to vendors once the application has been received and the household is determined eligible.