



Office of Temporary and Disability Assistance

KATHY HOCHUL
Governor

DANIEL W. TIETZ
Acting Commissioner

BARBARA C. GUINN
Executive Deputy Commissioner

Dear New York State Drinking Water and/or Wastewater Supplier:

This is to provide you with information and a Vendor Agreement for the New York State (NYS) Low Income Household Water Assistance Program (LIHWAP). Please review all enclosed materials carefully.

LIHWAP was established through the Consolidated Appropriations Act, 2021 and the American Rescue Plan Act, 2021. New York State will use these funds to assist low income households, particularly those with the lowest incomes, that pay a high proportion of household income for drinking water and wastewater services. Benefits will be issued directly to drinking water and wastewater providers to restore or prevent loss of drinking water or wastewater services. The Office of Temporary and Disability Assistance (OTDA) will operationalize LIHWAP benefits in two phases. Phase one funding and outreach will target households with arrears for unpaid charges for drinking water and/or wastewater services. In phase two, OTDA will reevaluate available funding and if feasible, focus on establishing a benefit to assist eligible households with current drinking water and/or wastewater bills late in 2022. This is a NYS administered program that opened December 1, 2021 and will close September 30, 2023, or when funding is exhausted, whichever occurs first.

More information regarding the NYS LIHWAP program can be found at [Low Income Household Water Assistance Program \(LIHWAP\) | OTDA \(ny.gov\)](#)

The online LIHWAP Vendor Portal is available at <https://waterassistancevendors.otda.ny.gov/>.

Vendor Agreement:

- Completion of a Vendor Agreement and Substitute Form W9/AC 3237-S (Rev. 1/17) are required in order to participate in and receive LIHWAP payments. The agreement will apply to all customers in your service territory within NYS. Vendor Agreements and program participation will be managed centrally by OTDA through the LIHWAP Bureau.

The Vendor Agreement, Substitute Form W9/AC 3237-S (Rev. 1/17) and OTDA Security and Confidentiality Terms can be accessed completed and signed electronically online through LIHWAP Vendor Portal at <https://waterassistancevendors.otda.ny.gov/>.

- You may not make any changes to the Vendor Agreement, please contact us if you have any questions at: NYSLIHWAP.vendor@otda.ny.gov or 833-690-0208.

Vendor Payment and Remittance Information:

- Payments will be made directly to vendors via Electronic Funds Transfer issued through the NYS Office of the Comptroller (OSC).
- The OSC State Vendor Resource Page is available at: <https://www.osc.state.ny.us/state-vendors>. This resource page provides information and guidance to vendors on their payments and how to view those payments through the self-service vendor portal.

- Vendors who need assistance in enrolling in the online Vendor Self Service application: <http://www.sfs.ny.gov>, should contact the Statewide Financial System (SFS) Help Desk at either (855) 233-8363 or helpdesk@sfs.ny.gov.

Your company's name will not be added to the NYS LIHWAP vendor list until a signed agreement and a completed Substitute Form W9/AC 3237-S (Rev. 1/17) is on file in the NYS LIHWAP Vendor Portal at <https://waterassistancevendors.otda.ny.gov/>.

To receive LIHWAP payments on behalf of eligible households, please go to the NYS LIHWAP Vendor Portal and complete the NYS LIHWAP Vendor Registration, upload the Substitute W9 form, and complete the NYS LIHWAP Vendor Agreement. When completed, your municipality/company will be as a NYS LIHWAP vendor and issue payments to you through NYS OSC.

We look forward to working with your company and staff as we assist LIHWAP eligible households in meeting their drinking water and/or wastewater needs.

If you have any questions, please contact the OTDA LIHWAP Bureau at NYSLIHWAP.vendor@otda.ny.gov or 1-833-690-0208.

Sincerely,

Keri Stark

Keri Stark
LIHWAP Bureau Chief
Employment and Income Support Programs

Attachments:

LIHWAP – Overview

LIHWAP New Vendor Information Document



Office of Temporary and Disability Assistance

New York State Low Income Household Water Assistance Program New Vendor Information

The Low Income Household Water Assistance Program (LIHWAP) helps low income households pay the cost of drinking water and wastewater services. The program can assist households who have past due bills (arrears) for drinking water and/or wastewater services.

Eligibility

Eligibility and benefits are based on:

- income,
- household size, and
- amount owed to drinking water and/or wastewater provider(s).

Benefits

LIHWAP is a benefit based on the actual amount of drinking water and/or wastewater arrears, up to a maximum of \$2,500 per drinking water or wastewater services, or \$5,000 if drinking water and wastewater services are combined, per applicant household. Benefits are paid directly to the household's drinking water and/or wastewater vendor(s).

Vendor Portal

Payment Information

Vendors must utilize the State Financial System (SFS) Vendor Portal to access payment remittance information. The remittance payment information in the vendor portal will contain the customer's name, account number and address.

The Vendor Portal may be accessed at www.sfs.ny.gov

Vendors who need assistance enrolling in the online Vendor Self Service application should contact the Statewide Financial System (SFS) Help Desk at either **(855) 233-8363** or helpdesk@sfs.ny.gov

All vendors should enroll in the direct deposit option offered by the Office of the State Comptroller (OSC). This process will ensure that payments are deposited directly into the bank account of your choice and eliminate the possibility of lost checks. Vendors may enroll electronically through the vendor portal or by using the Electronic Payment (e-payment) Request form (AC3243-S) available in the vendor portal. The E-payment request form must be returned to the Office of the State Comptroller Vendor Management Unit. All information to return the form is located at the bottom of the AC3243-S. Should you have any questions, contact the SFS Help Desk by phone: **(855) 233-8363** or email: helpdesk@sfs.ny.gov.

The Office of the State Comptroller's (OSC) State Vendor Resource Page is available on their website. It provides information and guidance to vendors regarding their payments and how to



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view them through the self-service vendor portal. The vendor resource page can be accessed at <https://www.osc.state.ny.us/state-vendors>

Refunds and Erroneous Payments

Vendors must return any incorrect payments. These credits must be returned to OTDA with the LIHWAP Vendor Refund Form. Please contact the NYS LIHWAP Bureau for assistance with refunds at NYSLIHWAP.vendor@otda.ny.gov.

Under no circumstances should a LIHWAP credit be refunded to a customer.

Missing Checks

Vendors who did not receive a payment due to their company should contact the OTDA LIHWAP Bureau for resolution. This process may take approximately four weeks.

Vendor Contact Information

Address:

NYS OTDA / LIHWAP Bureau
PO Box 1789
Albany, NY 12201

Telephone: (833) 690-0208 (follow vendor prompts)

FAX: (518) 486-1259

New York State OTDA LIHWAP Hotline: 833-690-0208

New York State OTDA LIHWAP WEBSITE: www.otda.ny.gov/programs/LIHWAP

New York State OTDA LIHWAP Vendor EMAIL: NYSLIHWAP.Vendor@otda.ny.gov

New York State **Low Income Household Water Assistance Program**

Do you need help paying for overdue water and wastewater bills?

The Low Income Household Water Assistance Program (LIHWAP) can help.

LIHWAP is a drinking water and wastewater emergency assistance program funded through new federal resources. Benefits are based on the amount of unpaid water and wastewater bills owed by applicants. This assistance is targeted at low income households and income guidelines will mirror that of the Home Energy Assistance Program.

LIHWAP benefits are based on the actual amount of drinking water and/or wastewater arrears, up to a maximum of \$2,500 per drinking water or wastewater provider, or \$5,000 if drinking water and wastewater services are combined, per household. Benefits are paid directly to the household's drinking water and/or wastewater vendor(s).

Eligibility and benefits are based on:

- income,
- household size,
- household includes a U.S. citizen, U.S. national, or qualified alien, and
- amount owed to drinking water and/or wastewater provider(s).

Primary applicants must provide:

- Proof of identity
- Proof of residence
- Documentation of earned and unearned income
- A drinking water, wastewater, or combined drinking water and wastewater bill listing their permanent and primary residence
- A valid Social Security Number (SSN)
 - SSNs of additional household members will be requested

For more information, visit <https://otda.ny.gov/LIHWAP>

