



# **LOW INCOME HOUSEHOLD WATER ASSISTANCE PROGRAM (LIHWAP)**

**THIS ONE-TIME BENEFIT PROGRAM EXPIRES MARCH 2024**

If you have already applied, you are not eligible to apply again

*Helping Alameda County residents pay on their water/wastewater account with:  
Alameda County Water District (ACWD) • California Water Service • City of Pleasanton  
Dublin San Ramon Services District • East Bay Municipal Utility District (EBMUD)  
Hayward Water System • Livermore Municipal Water*

**Completed application must include:**

- Complete application (all forms must be completed and signed).
- Copy of **all pages** of water and/or wastewater bill. (Bills from Dublin San Ramon Services District must be overdue; all others can be current bills.)
- Proof of income for all adults 18 years or older living in the dwelling; **OR** form CSD 43B Certification of Income & Expense is required for all adults listed on the application who **DO NOT** or **CANNOT** submit proof of income.
- Copy of government-issued ID.

**MAIL** the completed application with **REQUIRED DOCUMENTS** to:

Spectrum Community Services  
LIHEAP/LIHWAP Program  
P.O. Box 4317  
Hayward, CA 94540-4317  
[www.SpectrumCS.org](http://www.SpectrumCS.org)

510-881-0300

**DO NOT USE WHITE-OUT**



## LIHWAP Eligibility Applicant Agreement

Because of significant funding cuts, the federal government enacted a law requiring that states target households with low incomes and high energy costs, taking into consideration households with seniors (60+ years old) and persons with disabilities, and children under six. This means there could be households that receive assistance in the past and will no longer receive assistance because they fall into a low priority group and are not considered among the neediest of the needy.

If you or anyone in your household are recipients of CalWorks or CalFresh, or have received LIHEAP assistance within the last 120 days, you are eligible to receive LIHWAP assistance **with current documentation**. See Application Checklist for details.

Eligibility is based on the household's total monthly income, which cannot exceed the 2023 Low Income Guidelines listed below. This chart shows the gross income guidelines for this program:

### *2023 LIHWAP Monthly Gross Income Guidelines\**

HOUSEHOLD SIZES	MONTHLY PRE-TAX INCOME
1	\$2,700.17
2	\$3,531.00
3	\$4,361.83
4	\$5,192.75
5	\$6,023.59
6	\$6,854.43
7	\$7,010.21
8	\$7,166.00
9	\$7,321.78
10	\$7,477.56

\*Monthly gross income means before any deductions including taxes.

**Please remember LIHWAP is not an entitlement program.** Spectrum also offers energy and weatherization services to help households lower their utility bills. All applicants are encouraged to continue paying on their utility bills.

QUESTIONS? Please visit our website [SpectrumCS.org](http://SpectrumCS.org), or call us at (510) 881-0300

**Department of Community Services and Development**

LIHWAP Intake Form

CSD 41 (04/2022)

<i>Official Use Only:</i>	
A.C.C.	
Eligibility Cert Date	

Agency: Spectrum Comm Svc Intake Initials: \_\_\_\_\_ Intake Date: \_\_\_\_\_

First name	Middle Initial	Last Name	Date of Birth MM/DD/YY
SERVICE ADDRESS – Address where you live (this <i>cannot</i> be a P.O. Box)			
Service Address			Unit Number
Service City	Service County	Service State	Service Zip Code
Is your service address the same as mailing address?..... <input type="checkbox"/> Yes <input type="checkbox"/> No			
Do you own or rent your home?..... <input type="checkbox"/> Own <input type="checkbox"/> Rent			
Mailing Address			Unit Number
Mailing City	Mailing County	Mailing State	Mailing Zip Code
Social Security Number (SSN):			Telephone Number (      )
E-mail Address:			

<p><b>PEOPLE LIVING IN HOUSEHOLD</b> Enter the total number of people living in the household, including yourself → </p>	<p><b>INCOME</b> Enter the total number of people who receive income → </p>
<i>Demographics: Enter the number of people in the household who are:</i>	<i>Enter the total <b>gross</b> monthly income for <b>all</b> people living in the household:</i>
Ages 0 – 2 Years	TANF / CalWorks \$
Ages 3 - 5 years	SSI / SSP \$
Ages 6 - 18 years	SSA / SSDI \$
Ages 19 - 59	Paycheck(s) \$
Ages 60 and older	Interest \$
Disabled	Pension \$
Native American	Other \$
Seasonal or Migrant Farmworker	<b>Total Monthly Income</b> \$

**HOUSEHOLD MEMBERS**  
ENTER THE INFORMATION BELOW FOR **ALL** HOUSEHOLD MEMBERS.  
If you have more than 7 people in your household, please list the information on a separate piece of paper.

**APPLICANT (HOUSEHOLD MEMBER 1)**

First Name	M.I.	Last Name	Relationship to Applicant <i>Self</i>
Date of Birth:	Race: <input type="checkbox"/> American Indian or Alaska Native <input type="checkbox"/> Asian <input type="checkbox"/> Black or African American <input type="checkbox"/> Native Hawaiian or Other Pacific Islander <input type="checkbox"/> White <input type="checkbox"/> Multi-Race <input type="checkbox"/> Other <input type="checkbox"/> Unknown/Decline to State		Hispanic/ Latino/Spanish? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown/Decline to State
Gender: <input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> Other <input type="checkbox"/> Unknown/Decline to State		Amount of Gross Monthly Income (before taxes): _____ Source of Income: _____	

**HOUSEHOLD MEMBER 2**

First Name	M.I.	Last Name	Relationship to Applicant
Date of Birth:	Race: <input type="checkbox"/> American Indian or Alaska Native <input type="checkbox"/> Asian <input type="checkbox"/> Black or African American <input type="checkbox"/> Native Hawaiian or Other Pacific Islander <input type="checkbox"/> White <input type="checkbox"/> Multi-Race <input type="checkbox"/> Other <input type="checkbox"/> Unknown/Decline to State		Hispanic/ Latino/Spanish? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown/Decline to State
Gender: <input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> Other <input type="checkbox"/> Unknown/Decline to State			
Amount of Gross Monthly Income (before taxes):		Source of Income:	

**HOUSEHOLD MEMBER 3**

First Name	M.I.	Last Name	Relationship to Applicant
Date of Birth:	Race: <input type="checkbox"/> American Indian or Alaska Native <input type="checkbox"/> Asian <input type="checkbox"/> Black or African American <input type="checkbox"/> Native Hawaiian or Other Pacific Islander <input type="checkbox"/> White <input type="checkbox"/> Multi-Race <input type="checkbox"/> Other <input type="checkbox"/> Unknown/Decline to State		Hispanic/ Latino/Spanish? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown/Decline to State
Gender: <input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> Other <input type="checkbox"/> Unknown/Decline to State			
Amount of Gross Monthly Income (before taxes):		Source of Income:	

**HOUSEHOLD MEMBER 4**

First Name	M.I.	Last Name	Relationship to Applicant
Date of Birth:	Race: <input type="checkbox"/> American Indian or Alaska Native <input type="checkbox"/> Asian <input type="checkbox"/> Black or African American <input type="checkbox"/> Native Hawaiian or Other Pacific Islander <input type="checkbox"/> White <input type="checkbox"/> Multi-Race <input type="checkbox"/> Other <input type="checkbox"/> Unknown/Decline to State		Hispanic/ Latino/Spanish? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown/Decline to State
Gender: <input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> Other <input type="checkbox"/> Unknown/Decline to State			
Amount of Gross Monthly Income (before taxes):		Source of Income:	

**HOUSEHOLD MEMBER 5**

First Name	M.I.	Last Name	Relationship to Applicant
Date of Birth:	Race: <input type="checkbox"/> American Indian or Alaska Native <input type="checkbox"/> Asian <input type="checkbox"/> Black or African American <input type="checkbox"/> Native Hawaiian or Other Pacific Islander <input type="checkbox"/> White <input type="checkbox"/> Multi-Race <input type="checkbox"/> Other <input type="checkbox"/> Unknown/Decline to State		Hispanic/ Latino/Spanish? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown/Decline to State
Gender: <input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> Other <input type="checkbox"/> Unknown/Decline to State			
Amount of Gross Monthly Income (before taxes):		Source of Income:	

**HOUSEHOLD MEMBER 6**

First Name	M.I.	Last Name	Relationship to Applicant
Date of Birth:	Race: <input type="checkbox"/> American Indian or Alaska Native <input type="checkbox"/> Asian <input type="checkbox"/> Black or African American <input type="checkbox"/> Native Hawaiian or Other Pacific Islander <input type="checkbox"/> White <input type="checkbox"/> Multi-Race <input type="checkbox"/> Other <input type="checkbox"/> Unknown/Decline to State		Hispanic/ Latino/Spanish? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown/Decline to State
Gender: <input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> Other <input type="checkbox"/> Unknown/Decline to State			
Amount of Gross Monthly Income (before taxes):		Source of Income:	

**HOUSEHOLD MEMBER 7**

First Name	M.I.	Last Name	Relationship to Applicant
Date of Birth:	Race: <input type="checkbox"/> American Indian or Alaska Native <input type="checkbox"/> Asian <input type="checkbox"/> Black or African American		Hispanic/ Latino/Spanish? <input type="checkbox"/> Yes <input type="checkbox"/> No
Gender: <input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> Other			

<input type="checkbox"/> Unknown/Decline to State	<input type="checkbox"/> Native Hawaiian or Other Pacific Islander <input type="checkbox"/> White <input type="checkbox"/> Multi-Race <input type="checkbox"/> Other <input type="checkbox"/> Unknown/Decline to State	<input type="checkbox"/> Unknown/Decline to State
Amount of Gross Monthly Income (before taxes):		Source of Income:

**Are you or someone in your household CURRENTLY receiving CalFresh (Food Stamps)?**       Yes       No  
**Are you or someone in your household CURRENTLY receiving CalWorks (Cash Aid)?**       Yes       No  
**Have you or someone in your household received LIHEAP assistance in the past 120 days?**       Yes       No

**PAY BILL**

**To which bill, includes property tax statements, (CHOOSE ONLY ONE) do you want the LIHWAP benefit to be applied?** (Attach complete copy of most recent bill or receipt)

Water Bill     Wastewater Bill     Water and Wastewater is Combined in One Bill

**Enter the water/wastewater company and account number:**

Company Name: \_\_\_\_\_ Account #: \_\_\_\_\_

Is your utility service shut-off?       Yes       No

Do you have a past due notice or past due balance on your bill?     Yes       No

**Are your utilities included in rent or submetered?**     Yes       No

The information on this application will be used to determine and verify my eligibility for assistance. By signing below, I give my consent (permission) to CSD, its contractors, consultants, other federal or state agencies (CSD Partners) and to my utility company and its contractors, to share information about my household's utility account and/or other information needed to provide services and benefits to me as described at the end of the form. I understand that if my application for LIHWAP benefits or services is denied, or if I receive untimely response or unsatisfactory performance, I may initiate a written appeal with the local service provider and my appeal shall be reviewed no later than 15 days after the appeal is received. If I am not satisfied with the local service provider's decision I may then appeal to the Department of Community Services and Development pursuant to Title 22, California Code of Regulations section 100805. I declare, under penalty of perjury, that the information on this application is true, correct, and that the funds received will be used solely for the purpose of paying my water or wastewater costs.

<b>X</b>		
	<b>*** APPLICANT'S SIGNATURE ***</b>	Date

AGENCY NAME: Community Services and Development (CSD). UNIT RESPONSIBLE FOR MAINTENANCE: Low Income Household Water Assistance Program (LIHWAP). AUTHORITY: Government Code Section 12087.2 (b) Names CSD as the agency responsible for administering LIHWAP. PURPOSE: The information you provide will be used to decide if you are eligible for a LIHWAP benefit. GIVING INFORMATION: This program is voluntary. If you choose to apply for assistance, you must give all required information. OTHER INFORMATION: CSD uses statistical definitions from the annual update of the Department of Health and Human Services' State Median Income, Federal Income Poverty Guidelines, to determine program eligibility. During application processing, CSD's designated subcontractor may need to ask you for more information to decide your eligibility. ACCESS: CSD's designated subcontractor will keep your completed application and other information, if used, to determine your eligibility. You have the right to access all records holding information about you. CSD does not discriminate in the provision of services on the basis of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, sex, age, or sexual orientation.

**APPLICANT: DO NOT FILL OUT THE INFORMATION BELOW. THIS SECTION IS FOR OFFICIAL USE ONLY.**

**Total LIHWAP Benefit \$** \_\_\_\_\_

**Total Water or Wastewater Cost (for water burden only) \$** \_\_\_\_\_      **Water Burden** \_\_\_\_\_

Water Services Restored after disconnection:     Yes     No    Disconnection of Water Services prevented:     Yes     No

This form must be completed ONLY when your household cannot or does not provide proof of income.

## CERTIFICATION OF INCOME AND EXPENSES

*You are being asked to complete this form because you requested assistance, and state that your entire household cannot provide proof of income. The State of California requires the applicant to report all sources of income. This form will help us understand how you are meeting expenses. Please complete the information below:*

Name and Address	
Name:	
Address:	

Section 1: Do you have sources of income you forgot to report?					
YES	NO	During the previous month have you been employed part time?			
YES	NO	During the previous month have you been self-employed?			
YES	NO	During the previous month did you receive money for any work that you perform only once in a while, like yard work, child care, donating blood, etc?			
YES	NO	During the previous month have you received any gifts of money from anyone? If yes, please list the name and phone number of the person who gave you the gift:			
YES	NO	During the previous month did you receive any of the following: (circle any that apply)			
		WORKER'S COMP	UNEMPLOYME	GOVERNMENT SPONSORED BENEFITS	CHILD SUPPORT
YES	NO	Do you receive any of the following (circle any that apply)			
		ANNUITY	PENSION	TRIBAL CASINO PAYMENTS	RENTAL INCOME
				INSURANCE BENEFITS	

Section 2: Are you spending your savings or borrowing money to cover monthly expenses?		
YES	NO	Are you using savings or a home equity loan? How much? _____
YES	NO	Are you using some other asset? How much? _____
YES	NO	Are you borrowing from credit cards? How much? _____
YES	NO	Are you borrowing from some other source? How much? _____

Put Notary stamp below, if needed (DOE only) or have Executive Director Sign here

Section 3: Please tell us how you paid these monthly expenses during the previous months:			
EXPENSE	MONTHLY COST	HOW HAS THE EXPENSE BEEN PAID?	IF SOMEONE ELSE PAYS FOR YOU, PLEASE COMPLETE:
Rent or Mortgage	\$		Name: _____ Address: _____
Utility Bills	\$		Name: _____ Address: _____
Food	\$		Name: _____ Address: _____

Section 4: If none of the above applies to you, please explain how your monthly expenses were paid:

Signature:	
By signing this form, I affirm that I believe these facts are accurate and true. I give the Service Provider my permission to verify this information. I may be held liable under federal or state law for knowingly making false or fraudulent statements.	
<b>Signature</b>	<b>Date</b>



## ADDITIONAL RESOURCES

### LIHWAP PARTICIPATING WATER SYSTEMS IN ALAMEDA COUNTY

- Alameda County Water District (ACWD) – website: ACWD.org • 510-668-4200
- California Water Service, Livermore District – website: Calwater.com • 925-447-4900
- City of Pleasanton – website: CityOfPleasantonCA.gov • 925-931-5500
- Dublin San Ramon Services District – website: DSRSD.com • 925-828-0515
- East Bay Municipal Utility District (EBMUD) – website: EBMUD.com • 866-403-2683
- Hayward Water System – website: Hayward-CA.gov • 510-583-4600
- Livermore Municipal Water, California – website: LivermoreCA.gov • 925-960-4320

### SPECTRUM COMMUNITY SERVICES– SpectrumCS.org • 510-881-0300

#### Utilities Assistance Programs

**Low Income Home Energy Assistance Program (LIHEAP)** – Helping low-income families in Alameda County pay their PG&E or Alameda Municipal Power bills.

**Low Income Household Water Assistance Program (LIHWAP)** – Helping low-income families in Alameda County pay their water bills.

**Weatherization Program (WX)** – Helping low-income families in Alameda County weatherize their homes with energy-saving measures and appliances.

#### Seniors Programs (for all Alameda County residents who are 60 years old or older)

**Senior Meals** – Congregate meals for active seniors at a dozen locations throughout northern, central and southern Alameda County.

**Meals on Wheels** – Home-delivered meals in the Tri-Valley cities of Dublin, Pleasanton, Sunol, and Livermore.

**Fall Prevention** – Classes virtually and in-person throughout northern and central Alameda County for at-risk, low-income seniors to reduce and prevent falls that can lead to devastating health complications.

**Connect** – Wellness check-ins, reassurance calls and friendly visits to seniors in Alameda County to combat social isolation.

*Please review this list carefully. Any missing documents will cause a delay in processing your application*



**LIHWAP APPLICATION CHECKLIST—This one-time benefit program expires March 2024. If you have already applied, you are not eligible to apply again. PLEASE SUBMIT:**

- YOUR SIGNED APPLICATION
- COPY OF ALL PAGES OF CURRENT WATER or WASTEWATER BILL—If applying for both water and sewage bill assistance, both services must appear on the same bill, otherwise you must choose to apply to only one. Include any shut-off notices. (Bills from Dublin San Ramon Services District must be past due.)
- PROOF OF INCOME: All adults 18 or older in the household must provide copies of current income documents. See common examples below:
  - a) PROOF OF EMPLOYMENT INCOME – Copy of consecutive pay statements or pay stubs within the last 30 days. If paid weekly, provide 4 consecutive stubs; if bi-weekly, provide 2.
  - b) SSI/SSA - 2023 award letters, most recent bank statements if received as direct deposit.
  - c) EDD - Last 4 weeks of pay stubs or payment history.
  - d) GA (General Assistance) –Copy of benefit or verification letter within the last 30 days.
  - e) Loans - If you are receiving monthly help from friends and relatives, provide a signed letter from the Lender with the specific amount, dates and their telephone numbers.
  - f) Self-Employed – Signed and dated copy of your 2022 Federal Income Tax forms 1040 Schedule 1 and Schedule C. (The 2021 version of these tax forms may be submitted only until, but not after, April 18, 2023.) If not available, a hand- or type-written copy of your ledger/journal within the last 30 days.
  - g) Pensions, Annuities and IRAs – Copy the Award Letter for the last 30 days or Lifetime Award Letter. Bank statements cannot be accepted.
  - h) Child Support – Recent copy of the child support notice from the court within the last 30 days or a signed and dated letter from the parent stating the monthly amount.
  - i) EXCEPTIONS TO PROOF OF INCOME –No proof of income is required if you or anyone in your household received LIHEAP assistance within the last 120 days, or currently receive **CalWorks** or **CalFresh**. Must provide notice of action or benefit, or verification letter within the last 30 days.

**NO INCOME?** Any adults in your household 18 years of age or older who **do not** or **cannot** provide proof of income must complete a **Certification of Income and Expense Form**. If you have proof of your income, or received LIHEAP assistance within the last 120 days, you do not need to complete the Certification of Income and Expense Form.

- COPY OF VALID GOVERNMENT-ISSUED IDENTIFICATION (ID) -- Please submit one of the following: State identification card, driver license, U.S. passport or passport card, U.S. military card (front & back), military dependent’s ID card (front & back), Permanent Resident Card, Certificate of Citizenship, Certificate of Naturalization, Employment Authorization Document. Expired government-issued ID is acceptable for a period of one year from expiration date. For seniors 60 and over, an expired government issued ID is acceptable regardless of expiration date.