



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Assistant Secretary for Human Services

April 20, 2023

Dear County Directors of Social Services

Attention: Energy Administrators, Managers & Supervisors

Subject: Low-Income Household Water Assistance Program (LIHWAP) Ending Timeline

Priority: Information & Action

Dear County Directors of Social Services:

The purpose of this letter is to provide counties with time sensitive information regarding the conclusion of the Low-Income Household Water Assistance Program (LIHWAP) scheduled for May 2023. Counties will continue to take LIHWAP applications through close of business May 31, 2023. After May 31, 2023, the LIHWAP application functionality will be disabled in NC FAST and ePASS, preventing counties and households from submitting additional applications for LIHWAP. Counties will have 23 business days to process any pending LIHWAP applications from the date of application. The last day to process all pending LIHWAP applications will be July 3, 2023. After July 3, 2023, NC FAST will delete all LIHWAP applications with "In-Progress" status and deny all LIHWAP applications remaining in "Submitted" status.

A one-time supplemental payment is planned for August 2023 using the remaining LIHWAP funds. A communication will be sent to counties with additional information regarding the one-time supplemental payment process in July.

If you have any questions, please submit them to DSS.Policy.Questions@dhhs.nc.gov and the Continuous Quality Improvement Specialist team will respond in a timely manner.

Sincerely,

Allison W. Smith, Deputy Director
Economic and Family Services

EFS-FNSEP-12-2023

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