



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor
KODY H. KINSLEY • Secretary
SUSAN G. OSBORNE • Assistant Secretary for Human Services

May 1, 2023

Dear County Directors of Social Services

Attention: County Directors of Social Services, Energy Administrators, Managers & Supervisors

Subject: Low Income Household Water Assistance Program (LIHWAP)

Priority: Information and future action

This letter is to provide counties with an update on the timeline and important information on the temporary Low Income Household Water Assistance Program that will be ending this fiscal year 2023.

Counties will need to ensure that all LIHWAP applications are processed timely, due to the ending of the LIHWAP Energy program. All LIHWAP applications should be processed, all checks written to providers, and all county issued checks entered in NC FAST no later than Monday, July 3, 2023. Counties can view all LIHWAP applications that have not been processed using the daily NC FAST report [NFOMD023U - Low Income Household Water Assistance Program \(LIHWAP\) Report](#). If the application status displays anything other than "Approved" in the last column named **Program Application Status**, the county has not processed the LIHWAP application. The system will delete all LIHWAP applications in "In-Progress" status and deny all LIHWAP applications in "Submitted" status after July 3, 2023.

Counties can view all LIHWAP applications that do not have a check issued and logged in NC FAST, using the daily NC FAST report [NFOMD023M - Energy Payment Request Detail](#). If the Payment Status displays as "Pledge Payment Pending" or "Pledge Payment Request Pending", counties should enter the County issued check to the provider information into NC FAST.

LIHWAP reminders:

- All NC FAST reports can be exported to an EXCEL spreadsheet and filtered.
- No new LIHWAP applications can be created in NC FAST after 5/31/2023.
- Change notices for the LIHWAP supplement will go out 7/10/2023.
- Counties can make changes for those change notices from 7/10/2023 - **8/10/2023**.
- **No further changes can be made by counties after 8/10/2023.**

Sincerely,

Allison W. Smith, Deputy Director
Division of Social Services, Economic and Family Services
AWS/js

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603
MAILING ADDRESS: 2401 Mail Service Center, Raleigh, NC 27699-2401
www.ncdhhs.gov • TEL: 919-855-6335 • FAX: 919-334-1018

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