



**Press Contact:**  
Ryan Nugent  
Director of Communications  
Phone: (340) 725-4924  
ryan.nugent@dhs.vi.gov

**For Immediate Release: January 30, 2024**

## **LIHWAP Initiative: DHS Division of Family Assistance Eases Water Bill Strain for Eligible Families**

The Department of Human Services (DHS), Division of Family Assistance, Certification Unit invites eligible households to participate in the temporary newly implemented **Low Income Household Water Assistance Program (LIHWAP)**. *This new initiative will be in effect until March 31, 2024, or until the funding expires.*

**If you are already eligible and participating** in the Low-Income Home Energy Assistance Program (LIHEAP or commonly referred to as **ECAP**) you are categorically eligible for **LIHWAP**. All you need to do is submit your current or past due water bill to the Certification Unit in either district (St. Croix or St. Thomas/St. John) to get started.

**For new applicants**, please review the eligibility criteria, complete an application, and submit along with all supporting documents for processing. The eligibility criteria and application can be found on the DHS website at [www.dhs.gov.vi](http://www.dhs.gov.vi).

Each month, the program will cover a household's existing or monthly water bill, up to a maximum of **\$75.00 per household**. In specific cases where there are overdue water bills, DHS will assess and settle the past-due amounts to bring accounts up to date. To stay current with the water company, applicants must proactively submit their bills to the **Certification Unit** in their district every month. Submission methods include in-person, drop box, USPS mail, or via email at [lihwap@dhs.vi.gov](mailto:lihwap@dhs.vi.gov).

The Low-Income Household Water Assistance Program (**LIHWAP**) strives to provide crucial support to households facing financial challenges in meeting their water expenses. To qualify for this program, specific eligibility criteria have been established, ensuring assistance reaches those who need it the most:

### **Eligibility Criteria:**

- Individuals aged **60 years and older**
- Disabled members receiving Social Security disabled benefits or DHS Aid to the Aged, Blind & Disabled (**ADB**) grant
- Families with children aged 2 years and under
- Households facing high water burdens
- Those with disconnected water service meeting program criteria

### **Additional Requirements:**

- Must meet Virgin Islands residency and income criteria
- For single-person households, the total income must not exceed **\$25,000 per year**
- For households with two or more individuals, the total income must not surpass **\$40,000 per year**

For any questions or further assistance, please contact our offices as follows.

**St. Croix District**

**Via Phone:** (340) 772-7100, Ext. 7162

**E-Mail:** [lihwap@dhs.vi.gov](mailto:lihwap@dhs.vi.gov)

**USPS:** 4102 Mars Hill  
Frederiksted, VI 00840-3376

**St. Thomas/St. John District**

**Via Phone:** (340) 774-0930, Ext. 4371

**E-Mail:** [lihwap@dhs.vi.gov](mailto:lihwap@dhs.vi.gov)

**USPS:** 1303 Hospital Ground  
St. Thomas, VI 00802

**Drop Box**

**& In-person:** 42B Mars Hill  
Frederiksted, VI 00840

**Drop Box**

**& In-person:** 1303 Hospital Ground, Suite 1  
St. Thomas, VI 00802

The Certification Unit staff looks forward to serving our community and answering any questions about **LIHWAP, LIHEAP (ECAP)**, or any of the other programs. We are eager to assist you.

The Department of Human Services (VIDHS) exists to provide social services to members in our community with diverse needs. In times of national uncertainty and hardship we act as a safety-net and exist to inspire hope and empower change through non-judgmental, quality delivery of needed services and resources. Please visit the Department of Human Services website, [www.dhs.gov.vi](http://www.dhs.gov.vi) or on Facebook (<https://www.facebook.com/usvidhs>).

*The Bryan-Roach Administration is investing in the Territory's people, infrastructure, and future through transparency, stabilizing the economy, restoring trust in the government, and ensuring that recovery projects are completed as quickly as possible. Visit [transparency.vi.gov](http://transparency.vi.gov)*

###END###