



Department of
Development

Mike DeWine, Governor
Jon Husted, Lt. Governor

Lydia L. Mihalik, Director

News Release



For Immediate Release
February 5, 2024

MYCAP Contact:

Joan Trgovac 330-747-7921 ext.1126
jtrgovac@my-cap.org

Ohio Department of Development Contact:

Megan Nagy
Megan.Nagy@development.ohio.gov

Low Income Household Water Assistance Program No Longer Scheduling Appointments

The Ohio Department of Development and Mahoning-Youngstown Community Action Partnership (MYCAP) will help income-eligible Ohioans with water and wastewater assistance. The Low-Income Household Water Assistance Program provides eligible Ohioans assistance paying water and wastewater bills. **The program originally ran from October 1, 2022 until September 30, 2023. MYCAP has exhausted its LIWHAP funding.**

To apply for the program, you must have a disconnection notice, need to restore service, need a payment to transfer service or to establish new service. Schedule through the IVR line at 330-778-2992 by selecting the walk-on option available Monday through Thursday at 2pm. A water and or waste water application can be completed along with a Winter Crisis, HEAP or PIPP in person appointment.

Clients need to provide copies of the following documents:

- Photo ID for everyone 18 and older
- Copies of their most recent energy bills, Pending Account Numbers or Bulk Fuel Bill
- A list of all household members and proof of income for the last 30 days or 12 months for each member;
- Proof of U.S. citizenship or legal residency for all household members; actual social security cards, birth certificate, passport, voter registration, permanent visa, naturalization papers
- Proof of disability (if applicable);
- Social Security number verification for all household members

- Additional requirements may be requested depending on household documentation provided
- **NEW REQUIREMENT** -If your household was being maintained with a support letter the last time you reverified your PIPP, HEAP, Winter, Summer Crisis or LIHWAP Water/Sewer assistance, an IRS Tax Return Transcript will be required before your application can be completed.
- To obtain an IRS Tax Return Transcript go to [IRS.gov](https://www.irs.gov) or call 1-800-908-9946. To receive this in the mail will require 5-10 business days.

A disconnection, reconnect, transfer or new service for water and or wastewater (sewer) can be completed with a Winter Crisis application. LIHWAP can now also pay the current bill if the customer cannot.

For more information about the Low-Income Household Water Assistance Program, contact Mahoning-Youngstown Community Action Partnership (MYCAP) at 330-747-7921. For contact information of your local Energy Assistance provider, call (800)282-0880 (hearing impaired clients may dial 711 for assistance), or visit www.energyhelp.ohio.gov.