



Department of
Development

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News Release



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Low Income Household Water Assistance Program

**Water Assistance can be processed with a Winter Crisis
Appointment**

Schedule by calling 330-778-2992

In Person 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 runs from October 1, 2022 until September 30, 2023.

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.