

June 15, 2023

**TO:** Low Income Household Water Assistance Program (LIHWAP) Suppliers

**RE:** LIHWAP Ending September 30, 2023

The LIHWAP is federally funded and will end September 30, 2023. Since there cannot be any costs incurred after September 30<sup>th</sup>, there must be a close-out process. Please see the below.

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**Low Income Household Water Assistance Program (LIHWAP)  
FAQs for Suppliers**

**1. Why is LIHWAP ending?**

LIHWAP is a federally funded program and is only funded through September 30, 2023.

**2. When is LIHWAP ending in Missouri?**

LIHWAP is ending on June 30, 2023. Applications must be postmarked on or before June 30<sup>th</sup> to be eligible.

**3. When will I receive the final Customer Eligibility Listings (CEL)?**

Final CELs will be available mid-September.

**4. When do I need to respond to the final CEL?**

Responses must be received by DSS no later than September 29<sup>th</sup>.

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**5. If I am a web supplier, how long will I be able to access the LIHWAP system?**

You will have access through November 30<sup>th</sup>.

**6. How long do I have to return an overpayment if the amount due was declined due to the customer paying the balance on their account?**

All overpayments must be returned to DSS by December 1<sup>st</sup>. (Note: The overpayment can remain on the account after September 30<sup>th</sup>, but must be returned by the December 1<sup>st</sup> due date.)

If you have further questions in regards to this memorandum, you may contact [FSD.LIHWAP@dss.mo.gov](mailto:FSD.LIHWAP@dss.mo.gov).

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