



## Office of Temporary and Disability Assistance

KATHY HOCHUL  
Governor

DANIEL W. TIETZ  
Commissioner

BARBARA C. GUINN  
Executive Deputy Commissioner

July 19, 2023

Dear New York State Water and/or Sewer Supplier:

This is to provide you with important information regarding the closure of the application acceptance period for the 2022-2023 New York State (NYS) Low Income Household Water Assistance Program (LIHWAP). Please review this letter carefully.

NYS LIHWAP will no longer accept applications after Thursday, August 31, 2023. Applications submitted or postmarked through Thursday, August 31, 2023, will be accepted and processed consistent with program rules. Although LIHWAP applicants will not be able to apply through the NYS LIHWAP Portal, they may continue to upload required documentation through <https://waterassistance.otda.ny.gov/> for pending submitted applications.

NYS LIHWAP will process any outstanding LIHWAP applications through September 30, 2023. NYS LIHWAP vendors should expect LIHWAP payments through December 31, 2023. **These payments should only be returned if they cannot be applied as a credit due to account closure and the credits should remain on the account for future use until expended.**

We look forward to working with your company and staff as we continue to assist LIHWAP eligible households in meeting their water and/or sewer needs.

If you have any questions, please contact the OTDA LIHWAP Bureau at [NYSLIHWAP.vendor@otda.ny.gov](mailto:NYSLIHWAP.vendor@otda.ny.gov) or 1-518-473-1277.

Sincerely,

*Keri Stark*

Keri Stark  
LIHWAP Bureau Chief  
Employment and Income Support Programs