



ADMINISTRATION FOR
CHILDREN & FAMILIES

Office of Community Services | 330 C Street, S.W., Washington, DC 20201
www.acf.hhs.gov/ocs

Low Income Household Water Assistance Program

Dear Colleague Letter

DCL#: LIHWAP-DCL-2021-10
DATE: July 9, 2021
TO: LIHWAP Grantees
SUBJECT: Training and Technical Assistance Office Hours
ATTACHMENT(S): N/A

Dear Colleagues,

The purpose of this message is to notify Low-Income Household Water Assistance Program (LIHWAP) grantees of the upcoming opportunities to receive training and technical assistance from OCS staff regarding **the Model Plan and Vendor Negotiations**. Over the next four weeks, **OCS will host seven office hours** to support State, Territory, and Tribal LIHWAP grantees as they develop their LIHWAP Plan and negotiate agreements with water vendors. **Each session will be limited to twelve agencies at a time to maximize assistance, on a first come, first served basis**. We are asking grantees to pre-register and include any potential questions you would like to be addressed by OCS staff in the registration form. This does not preclude grantees from asking additional questions during the session. Instead, it will allow us to cover frequently asked questions early on in the session and/or through written guidance, so we can maximize the time we have during each office hour.

Model Plan Office Hours

To support LIHWAP grantees as they develop and finalize their Model Plan, OCS will host four Model Plan Office Hours. During office hours, OCS staff will be available to answer general questions about the LIHWAP program and the Model Plan, as well as specific questions about each grantee's LIHWAP Plan.

One of the four office hours has been designated specifically for Tribes; however, tribal grantees can feel free to sign up for any of the office hour sessions. The Model Plan Office Hours are as follows:

1. Thursday, July 15th, 2021, from 2:00 - 3:00 p.m. (ET). **(This session is specifically for tribal grantees.)**
2. Thursday, July 15, 2021, from 3:30 - 4:30 p.m. (ET).
3. Tuesday, July 27, 2021, from 3:00 - 4:00 p.m. (ET).
4. Monday, August 2, 2021, from 3:00 - 4:00 p.m. (ET).

Please fill out this survey to register for one of the above sessions: [Model Plan Office Hours](#)

Registration will close 48 hours before each session.

Vendor Negotiations Office Hours

To support LIHWAP grantees as they build relationships with water providers, develop their vendor agreements, and negotiate agreements, OCS will host three Vendor Agreement Office Hours. During office hours, OCS staff will be available to answer general questions about vendor agreements, as well as help grantees troubleshoot specific challenges. The following are the available dates and times. The Vendor Agreement Office Hours are as follows:

1. Monday, July 19, 2021, from 3:30 - 4:30 p.m. (ET).
2. Thursday, July 29, 2021, from 3:00 - 4:00 p.m. (ET).
3. Thursday, August 19, 2021, from 3:00 - 4:00 p.m. (ET).

Please fill out this survey to register for the above sessions: [Vendor Negotiations Office Hours](#)

Registration will close 48 hours before each session.

Confirmations and Notifications

After filling out the survey, we encourage you to make note of the date and time of the office hour that you signed up for. If you are one of the first twelve agencies to sign up for a particular session, we will send out an email confirming your registration at least 48 hours before the session. This email will also include all of the information needed to access the WebEx meeting.

If we reach the maximum number of participants for any given session, we will create a waitlist and you will receive confirmation approximately 48 hours before the session that you have been placed on the waitlist. If a spot opens up for the office hour you selected, we will aim to notify you at least 24 hours before the session.

Thank you for your attention to these matters. OCS looks forward to continuing to provide high-quality services to OCS grantees.

/s/

Lauren Christopher

Director, Division of Energy Assistance

Office of Community Services