

LIHWAP Implementation Without Written Vendor Agreements



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Low-Income Household Water Assistance Program | LIHWAP

LEARNING OBJECTIVES



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What are vendor agreements?

What LIHWAP Terms and Conditions must be met in the absence of a formal, written vendor agreement?

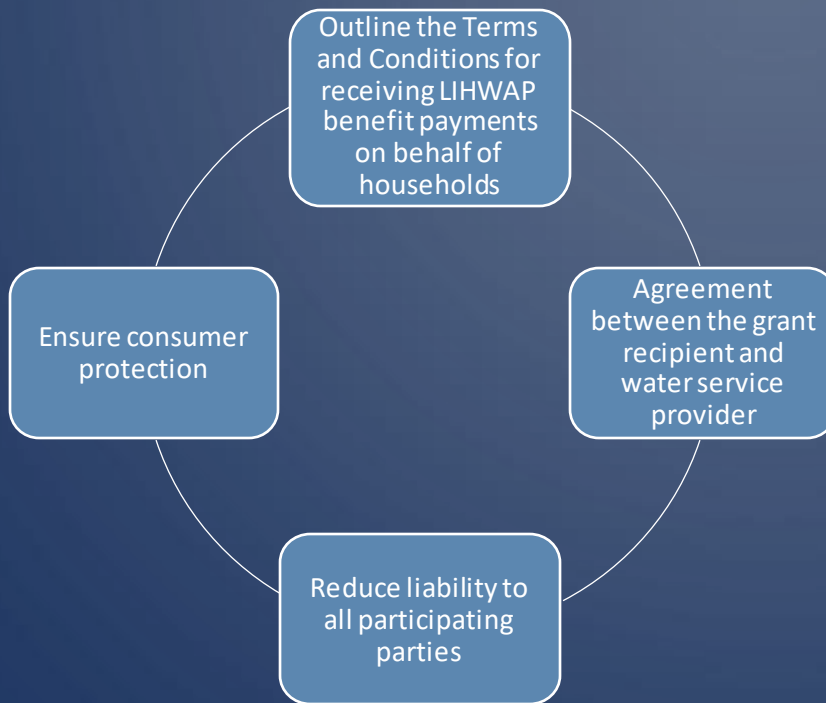
What are some promising practices when working without a vendor agreement?



WHAT ARE VENDOR AGREEMENTS?



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Information Memorandum
titled [LIHWAP-IM-2021-02](#)
[Vendor Agreement FY2021](#)

LIHWAP TERMS AND CONDITIONS



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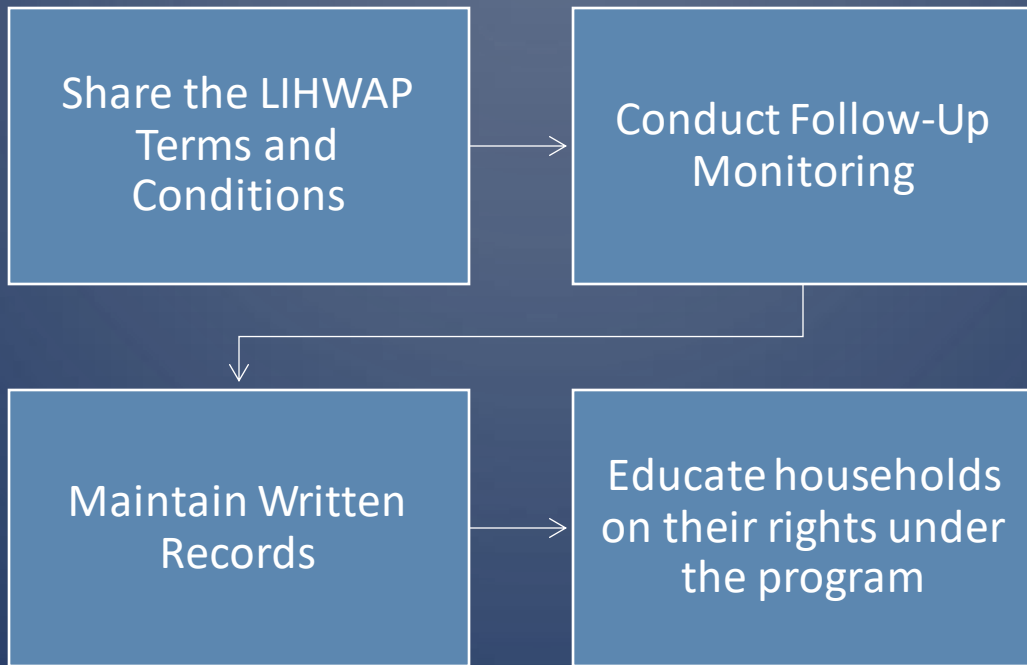
Notify, or require the owner or operator to notify, each participating household of the amount of assistance paid on its behalf

Ensure that the owner or operator will charge the eligible household, in the normal billing process, the difference between the actual amount due and the amount of the payment made by the LIHWAP grant

Ensure that any agreement with an owner or operator contains provisions to ensure that no household receiving LIHWAP assistance will be treated adversely because of such assistance

Ensure proper monitoring and provision of payments

PROMISING PRACTICES



SHARE THE TERMS AND CONDITIONS



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Include a notice with the terms and conditions that states by accepting payment on behalf of a household the water service provider agrees to the LIHWAP terms and conditions



CONDUCT FOLLOW-UP MONITORING



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- Consider using a dual monitoring system by following up with both the water vendor and household to ensure that the account was credited and that an active water connection remains.
- Follow-up monitoring can be conducted by reports, emails, letter, phone calls or other mutually agreed upon methods with the water service provider.
- Monitoring can be conducted using a shared cloud-based spreadsheet to confirm correct credited accounts. This monitoring needs to be conducted for every payment but as a best practice can be completed on a set schedule, at least quarterly.

MAINTAIN WRITTEN RECORDS



Maintaining a written record of follow up communications including the following information:

- Date of service
- Benefit amount
- Household account number
- The water service provider's representative name

EDUCATE HOUSEHOLDS



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Educating households on their rights under the program and providing them an avenue for complaint in the event the household is denied the benefit or adversely treated due to participation in the program.



CASE STUDY



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- Provided the names, account numbers, and benefit amounts to water service providers.
- Sent the LIHWAP Terms and Conditions and a notice that read “by accepting this payment, you are agreeing to the LIHWAP Terms and Conditions”.
- Dual monitoring to confirm payment and an active water connection.
- Communication efforts were documented in a cloud-based spreadsheet.





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WRAP-UP

The purpose of vendor agreements

The LIHWAP Terms and Conditions

Helpful practices