



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-2023-02

DATE: October 19, 2022

TO: Low Income Household Water Assistance Program (LIHWAP) Grant Recipients

SUBJECT: LIHWAP Implementation Without Written Agreements- Webinar and Vendor Confirmation Template

ATTACHMENT(S): [LIHWAP Vendor Agreement Presentation Slides](#), [Sample Vendor Confirmation Spreadsheet](#)

Dear Colleagues,

The purpose of this Dear Colleague Letter (DCL) is to provide Low Income Household Water Assistance Program (LIHWAP) grant recipients with training and technical assistance resources for making bill payments to water service providers without a written vendor agreement. This DCL expands on information shared in [LIHWAP DCL-2022-21: LIHWAP Bill Payment Without Vendor Agreements with Water Service Providers](#).

Pre-Recorded Webinar

The Office of Community Services (OCS) has released a pre-recorded training webinar outlining approaches for implementing LIHWAP and making benefit payments without having a written agreement in place with water service providers. **This pre-recorded training is available on the ACF YouTube channel at [this link](#).** The pre-recorded webinar covers topics including what a formal vendor agreement looks like, LIHWAP Terms and Conditions that must be met by all participating parties, and promising practices for adhering to LIHWAP Terms and Conditions without a written agreement. Please note these examples are not the only allowable methods for implementing LIHWAP without written agreements.

Supporting Documents

To assist LIHWAP grant recipients with some of the methods highlighted in the pre-recorded webinar, OCS has developed resources to accompany this DCL. The first attachment is a PDF document of the Microsoft PowerPoint slides used in the pre-recorded webinar video. The second attachment is a sample Microsoft Excel spreadsheet that can be used by LIHWAP grant recipients to document confirmation from their water service providers that LIHWAP benefits have been correctly credited to beneficiary households' accounts.

T/TA Office Hours

OCS will host two office hour sessions focused on the topics covered in the pre-recorded webinar. These small-group sessions will be capped at 15 participants on a first-come, first-served basis. During these meetings, LIHWAP program specialists will answer questions about implementing LIHWAP without written vendor agreements and offer assistance to help grant recipients troubleshoot potential challenges. The dates and times for the office hour sessions are as follows:

- Thursday, October 27, 2022, at 2:00pm ET
- Wednesday, November 2, 2022, at 3:00pm ET

Please register for your preferred date using [this link](#). Zoom meeting links will be sent to registrants prior to the start of the office hour sessions.

Please reach out to your [program specialist](#) with any questions about these office hours or the content included in this DCL.

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

/s/

Dr. Lanikque Howard

Director

Office of Community Services