



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-2023-10

DATE: March 13, 2023

TO: Low Income Household Water Assistance Program Grant Recipients,
Partners, and Stakeholders

SUBJECT: Water Utility Affordability Survey

ATTACHMENT(S): N/A

Dear Colleagues,

The purpose of this Dear Colleague Letter (DCL) is to notify Low Income Household Water Assistance Program (LIHWAP) stakeholders about the [Water Utility Affordability Survey](#) being released by the Office of Community Services (OCS). There is not currently a national source of data related to water disconnections, rates, fees and arrearages. With this survey, OCS is trying to better understand the scope of water and wastewater debt in order to help ensure that both households and utilities get the money and support they need as LIHWAP grantees obligate and spend down their FY2023 funds. Program specialists will reach out to grant recipients individually to request assistance with survey dissemination.

Description of [LIHWAP Water Utility Affordability Survey](#)

The [LIHWAP Water Utility Affordability Survey](#) is intended to be completed by water and wastewater utilities. The survey collects information about six topics:

1. Utility information
2. Disconnections
3. Arrearages
4. Rates
5. Other fees
6. Utility contact information

All survey questions related to customers refer only to residential accounts, not commercial accounts. The survey will take 30 minutes or less to complete and should be completed by a utility staff or board member with knowledge about their utility's rates, arrearages, and fees. All information will be kept private.

For more information about Paperwork Reduction Act approval for this survey, refer to OMB Control Number 0970-0531.

If you have any questions or comments about this information collection, please contact Gwen Donley at gwendolyn.donley@acf.hhs.gov.

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