



ADMINISTRATION FOR  
**CHILDREN & FAMILIES**

Office of Community Services | 330 C Street, S.W., Washington, DC 20201  
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## Low Income Household Water Assistance Program

### Dear Colleague Letter

**DCL#:** LIHWAP-DCL-2023-11

**DATE:** March 23, 2023

**TO:** OCS Grant Recipients, Partners, and Stakeholders

**SUBJECT:** LIHWAP Water Service Provider and Household Outreach Toolkits FY2023

**ATTACHMENT(S):** 1. [LIHWAP Water Service Provider Outreach Toolkit Guide](#) 2. [LIHWAP Household Outreach Toolkit Guide](#)

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Dear Colleagues,

The purpose of this Dear Colleague Letter (DCL) is to notify Low Income Household Water Assistance Program (LIHWAP) grant recipients, partners and stakeholders that the Office of Community Services (OCS) has released the [LIHWAP Water Service Provider Outreach Toolkit](#) and the [LIHWAP Household Outreach Toolkit](#).

These toolkits can be used to conduct outreach to water and wastewater service providers and households to inform them about LIHWAP. Some of the materials can be edited to include specific information about administering agencies, local service providers or water service providers. The following resources are available for use now and can be found on the [LIHWAP Outreach Toolkits Webpage](#) or downloaded using the attached toolkit guides.

#### LIHWAP Water Service Provider Outreach Toolkit

The [LIHWAP Water Service Provider Outreach Toolkit](#) was developed to inform water and wastewater service providers about LIHWAP. OCS encourages grant recipients, local service providers, training and technical assistance providers and other interested parties to use the resources included in this toolkit to encourage water and wastewater service providers to participate in LIHWAP. The toolkit also includes materials to promote the new [Water Utility Affordability Survey](#), which OCS is conducting to better understand the scope of U.S. water and wastewater debt. To learn more about this survey, see [LIHWAP DCL-2023-10 Utility Survey FY2023](#).

This toolkit includes:

- Toolkit Guide: This guide includes information on how to use all the provided materials, including instructions for customization.
- Water Service Provider Social Media Graphics: The toolkit includes images sized for different social media sites along with example post texts.
- Water Service Provider One-Pager: This one-pager is updated to include LIHWAP Frequently Asked Questions (FAQs).
- Water Service Provider Card: This card can be distributed at events to promote LIHWAP.
- Survey Card: This card can be distributed at events to promote the [Water Utility Affordability Survey](#).
- Survey Social Media Graphics: The toolkit includes images sized for different social media sites along with example post texts to promote the [Water Utility Affordability Survey](#).

### **LIHWAP Household Outreach Toolkit**

The [LIHWAP Household Outreach Toolkit](#) was developed to inform households about LIHWAP. OCS encourages water and wastewater service providers and other interested parties to use this toolkit to encourage households to participate in LIHWAP.

This toolkit includes:

- Toolkit Guide: This guide includes information on how to use all the provided materials, including instructions for customization.
- Household Bill Inserts: These bill inserts can be sent to households by water and wastewater service providers to inform their customers of LIHWAP.
- Household Posters: These posters can be printed and shared to inform households about LIHWAP.
- Household Social Media Graphics: The toolkit includes images sized for different social media sites along with example post texts.

Please share these resources and tools widely to help reach water and wastewater service providers and households.

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

/s/

Dr. Lanique Howard

Director

Office of Community Services