



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 Information Memorandum

DCL#: LIHWAP DCL-2022- 18

DATE: September 7, 2022

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

SUBJECT: LIHWAP Updated Outreach Resources

ATTACHMENT(S): 1. [What's in Your Water Bill? One-Pager](#)
2. [Water Conservation One-Pager](#)

Dear Grant Recipients,

The purpose of this Dear Colleague Letter (DCL) is to provide Low Income Household Water Assistance Program (LIHWAP) grant recipients with additional outreach resources to assist with increasing participation in LIHWAP.

Outreach Resources

The outreach resources include two one-page information sheets for households. The first consists of advice about [water conservation and how to check for leaks](#). The second provides guidance for [reading a water bill](#), including information about fixed and variable costs as well as other types of usage pricing. These documents are intended as educational materials to assist households with managing and understanding their home water costs to promote affordability.

In addition to these information sheets, OCS has created animated videos to spread awareness of LIHWAP for both households and water service providers. These videos are available in English, Spanish, and Traditional Chinese. For households, the intention is to promote the program and encourage people in need of assistance to apply. For water service providers, the video serves as an introduction to LIHWAP and explains what benefits they may see by participating. The video links are included below:

LIHWAP Introduction for Households ([English](#), [Spanish](#), [Traditional Chinese](#))

LIHWAP Introduction for Water Service Providers ([English](#), [Spanish](#), [Traditional Chinese](#))

Other Outreach Resources

The outreach resources provided above are an addition to existing outreach resources provided by OCS, such as the [LIHWAP Social Media Toolkit](#). The Toolkit is intended to assist grant recipients with social media outreach.

The Social Media Toolkit includes:

- Several images that may be altered to fit your programs needs
- A [document](#) (PDF) explaining basic design elements of the social media posts
- [Instructions](#) (PDF) on how to create social media images and other content to promote the LIHWAP program.

The Toolkit and outreach resources are available on the [LIHWAP Training Resources Page](#).

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

/s/

Dr. Lanikue Howard

Director

Office of Community Services