



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-2021-13

DATE: May 9, 2022

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

SUBJECT: LIHWAP Social Media Kit and Renters Resource Toolkit

ATTACHMENT(S):

1. Social Media Image 1 (JPG)
2. Social Media Image 2 (JPG)
3. Social Media Image 3 (JPG)
4. Social Media Image 4 (JPG)
5. Social Media Image 5 (JPG)
6. Social Media Image 6 (JPG)
7. Basic Design Elements of Social Media Posts (PDF)
8. Social Media Instructions (PDF)
9. LIHWAP Renters Resource Guide (PDF)
10. LIHWAP Sample Three Party Agreement (PDF)

Dear Colleagues,

The purpose of this Dear Colleague Letter (DCL) is to notify Low Income Household Water Assistance Program (LIHWAP) grant recipients that the Office of Community Services (OCS) has added program implementation support tools to the [LIHWAP Training Resources Page](#).

LIHWAP Renters T/TA Resource

The LIHWAP Renters T/TA Resource is meant to support LIHWAP grant recipients and administering agencies with procedural considerations related to serving households that rent and other households who are not billed directly by water service providers for water and wastewater services.

The LIHWAP Renters T/TA Resource includes:

- A **pre-recorded webinar** that walks through considerations for serving households that rent or are not directly billed for water and wastewater service.
- A written guide with procedural considerations for serving households that rent or are not directly billed for water and wastewater service.
- A **sample three party agreement**- that can be used or modified to establish guidelines for participation between the household, landlord and LIHWAP grant recipient (or administering agency).

Social Media Toolkit

The **LIHWAP Social Media 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** explaining basic design elements of the social media posts
- **Instructions** on how to create social media images and other content to promote the LIHWAP program.

Please share these resources with your local administering agencies.

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

/s/

Lauren Christopher
Director, Division of Energy Assistance
Office of Community Services