



<u>Low-Income Household Water Assistance Program</u> (LIHWAP)

Application Instructions

All necessary supporting documentation must be dated <u>within 30 days</u> of the date you submit your application. An incomplete application will prevent you from receiving assistance.

- Use only blue or black ink.
- Please cross out mistakes and initial the change. Do **NOT** use white out.

Please Note: At this time, LIHWAP assistance can only help with past due accounts. If your water or wastewater cost are included in rent, your rent must be past due and you and your landlord must complete the enclosed form "LANDLORD/MANAGEMENT AGREEMENT" (CSD040)

Income Guidelines				
Size of	Monthly			
Household	Income			
1	\$2,564.73			
2	\$3,353.87			
3	\$4,143.02			
4	\$4,932.17			
5	\$5,721.31			
6	\$6,510.46			
7	\$6,658.43			
8	\$6,806.39			
9	\$6,954.36			
10	\$7,102.32			

The following supporting documentation MUST BE INCLUDED with your application packet:

• **Income:** Provide copies of all income verification for everyone in the household. All verification must be dated within 30 days of submitting the application and it must reflect a full consecutive month. Each person over 18 years of age without an income needs to complete and sign the CERTIFICATION OF INCOME AND EXPENSES – CSD43B (High School students are excluded).

Special Income Eligibility:

- If any household member has been certified for LIHEAP benefits in the last 4 months some of the income documentation may not be required. You can call us to discuss what is necessary.
- If any household member currently receives CalFRESH or CalWORKS they need to provide verification of their benefits but they can self-certify the rest of the household income on the LIHWAP Intake Form (CDS041).

In both cases The household must provide accurate income information on intake documents (CSD041) but that income can exceed program limits. Please contact us with any questions. **(530)** 938 – 4115 ext. 114

- **ID:** Applicants must provide proof of government identification (ID) to receive assistance under LIHWAP. Identification must include a photo. If you cannot provide a State ID, State Drivers license, or a US passport please contact us for a list of alternative identification.
- Water/Wastewater Bill: Provide a copy of all pages of the household's most recent water or wastewater bill, property tax statement, or property assessment that shows water or sewer charges. If your past due charges are not itemized further information may be requested from you water/wastewater vendor. LIHWAP benefits can only be issued to water/wastewater systems who have enrolled in the state's payment program. If your water/wastewater system is not enrolled you will be on a waitlist until they complete the process.



<u>LIHWAP</u> <u>Examples of Proof of Income</u> *Keep for Your Records*

Proof of income is required for everyone in the household 18+ and not a high school student.

All documents provided need to include a name or SSN to be acceptable verification of income.

- <u>SSA/SSI/SSP/SSDI</u>: 2022 Annual Award Letter from Social Security, bank statements reflecting direct deposit amounts or checks dated within the last 30 days.
- <u>CalFresh/TANF</u> (Temporary Assistance for Needy Families): Please provide a <u>Verification of Benefits</u> dated within the last 30 days. If you are only receiving CalFresh food stamps, please provide this information as documentation that you are not receiving any other income or county aid. Adults listed in the household but who are not the "Case Name" need to submit a signed "Certification of Income and Expenses" if they do not have any other income.
- <u>Pension/Annuities</u>: Please provide 2022 annual statements or copies of checks dated within the
 last 30 days from each pension plan. You need to provide proof of the gross amount received. If
 you provide a bank statements reflecting direct deposits you should also include your most recent
 1099 form to verify withholding status.
- <u>Wages/Paychecks</u>: Copies of all check stubs/receipts dated within the last 30 days, reflecting a FULL CONSECUTIVE MONTH of pay for the last 30 days worked. Be sure that the dates are in chronological order and that there are no gaps between pay periods or missing stubs/receipts. If there was a gap in work with no pay, please attach a brief explanation.
- <u>Unemployment Benefits</u>: Copies of EDD documentation reflecting a FULL CONSECUTIVE month dated within the last 30 days. Please provide documentation of an award amount and verification of benefits received.
- <u>Self-Employment/Odd Jobs</u>: All household members who are self-employed and/or perform odd jobs within the last 30 days will need to complete, sign and date a "Self-Certification of Household Income Verification". This certifies the actual amount that have been earned and received for the last 30 days.
- <u>Child/Spousal Support</u>: Copies of checks, bank statements reflecting direct deposits or other documentation reflecting a FULL CONSECUTIVE MONTH dated within the last 30 days.
- Worker's Compensation: Copies of recent check stubs or other documentation reflecting a FULL CONSECUTIVE MONTH for the last 30 days.
- Other Income: If any other forms of income are received that are not listed above, documentation can be provided on bank statements for direct deposits or checks dated within the last 30 days.



LIHWAP Information Keep for Your Records

- The Low Income Household Water Assistance Program (LIHWAP) is a federally funded program that is administered by the state of California to assist low-income households in arrearages on their water or wastewater bills. This is a one-time program and is not expected to be repeated. Great Northern Services can only assist households located in Siskiyou County.
- Completing an application is not a guarantee for assistance.
- You will be notified when we receive your application, if required documents are missing or if your water/wastewater system is not enrolled, and again if assistance can be provided.
- Your application may not be processed immediately. Applications will be prioritized based on the severity of the situation and the water/wastewater systems enrollment status. If your application is not processed immediately you may need to provide additional documentation before a benefit can be issued.
- **Apply online:** Great Northern Services uses ShareFile and RightSignature to give clients a safe and secure way to apply for LIHWAP online if they prefer. Visit **gnservices.org/water** for more information.
- Apply by mail:

Send the entire application by U.S. Mail to Great Northern Services – ATTN: LIHWAP 310 Boles Street Weed, CA 96094

- For personal assistance in completing the application you can call 530-938-4115 ext. 114 or text 530-938-4115 (message & data rates may apply); stop by our office Monday Thursday, 9 am 4 pm; or visit your local Community Resource Center (see list on next page).
- Spanish language assistance is available, please call 530-938-4115 ext. 131 to schedule a phone call or in-person appointment.



LIHWAP Resource Information Guide Keep for Your Records

Pacific Power

CARE Program: Income-qualifying residential customers can receive a 20 percent discount on Pacific Power bills through the California Alternate Rates for Energy (CARE) program. You can contact Pacific Power by phone at 1-888-221-7070 and ask about their payment plans and/or obtain an application for the CARE program, or enroll through their Website: www.pacificpower.net/care

CDBG-CV Subsistence Program

Qualified households can receive up to \$3,000 covering utility bills and/or \$3,000 covering rent payments or owner-occupied home mortgage payments. Program requirements are different from LIHWAP and qualifying for LIHWAP does not necessarily mean you qualify for the Subsistence Program, but you may be referred to the program if your water/wastewater bill is higher than the LIHWAP maximum or if your water/wastewater system is not enrolled. You can download an application for the Subsistence Program at gnservices.org

Siskiyou County Community Resource Centers

- Dunsmuir Community Resource Center: 5844 Dunsmuir Ave, Dunsmuir. (530) 235-4400.
- Happy Camp Family Resource Center: 38 Parkway Rd., Happy Camp. (530) 493-5117.
- HUB Communities Family Resource Center: 310 S. 13th St., Montague. (530) 459-3481.
- McCloud: Opening soon!
- Mount Shasta Community Resource Center: 109 E. Lake St., Mt. Shasta. (530) 926-1400.
- Scott Valley Family Resource Center: 11920 Main St., Fort Jones. (530) 468-2450.
- Tulelake/Newell Family Resource Center: 810 Main St., Tulelake. (530) 667-2147.
- Family & Community Resource Center of Weed: 260 Main St., Weed. (530) 938-9914.
- Yreka Community Resource Center: 201 S. Broadway, Yreka. (530) 842-1313.

Most resource centers have copies of our applications on hand. They can help fill applications out, provide additional instructions, and submit the applications to us by fax. In addition each center has a wide variety of other services. Please call first to verify hours and availability of assistance.

Department of Community Services and Development				Official Use Only:		
LIHWAP Intake Form						
CSD 41 (04/2022)		A.C.C.				
Agency: Intake I		take Date:	Eligibility Cer			
First name	Middle Initial	Last Name		Date of Birth MM/DD/YY		
SERVICE ADDRESS – Address where you li	ve (this <i>cannot</i> be a P	.O. Box)				
Service Address	•	·		Unit Number		
Service City	Service County		Service State	Service Zip Code		
Is your service address the same as mailin	g address?			🗆 Yes 🗆 No		
Do you own or rent your home?				🗆 Own 🗆 Rent		
Mailing Address				Unit Number		
Mailing City	Mailing Count	У	Mailing State	Mailing Zip Code		
Social Security Number (SSN):		Telephone Num	nber ()	1		
E-mail Address:						
PEOPLE LIVING IN HOUSEHOLD		INCOME				
Enter the total number of people		Enter the total number	of people			
living in the household, including yourself		who receive income				
Demographics: Enter the number of p	eople in the		<u>s</u> monthly incon	ne for <u>all</u> people living in		
household who are: the household:						
Ages 0 – 2 Years		TANF / CalWorks	\$			
Ages 3 - 5 years		SSI / SSP	\$			
Ages 6 - 18 years		SSA / SSDI	\$			
Ages 19 - 59		Paycheck(s)	\$			
Ages 60 and older		Interest	\$			
Disabled		Pension	\$	\$		
Native American		Other	\$	\$		
Seasonal or Migrant Farmworker	sonal or Migrant Farmworker Total Monthly Income		come \$	\$		
HOUSEHOLD MEMBERS						
ENTER THE INFORMATION BELOW FOR ALL HOUSE		h - ! f				
If you have more than 7 people in your h	ousenoid, piease list t	ne information on a separ	rate piece of pape	er.		
APPLICANT (HOUSEHOLD MEMBER 1)						
First Name	M.I. Last Name			Relationship to Applicant Self		
Date of Birth:	Race: American	Indian or Alaska Native	☐ Asian	Hispanic/ Latino/Spanish?		
Gender: ☐ Female ☐ Male	-	frican American	_ / 1310/1	☐ Yes ☐ No		
				☐Unknown/Decline to		
☐ Unknown/Decline to State ☐ Multi-Race ☐ Other ☐ Unknown/Decline to State ☐ State				State		
Amount of Gross Monthly Income (before taxes): Source of Income:						

HOUSEHOLD MEMBER 2						
First Name	M.I.	Last Name	Relationship to Applicant			
Date of Birth:	Race.	American Indian or	· Alaska Native	Hispanic/ Latino/Spanish?		
Gender: ☐ Female ☐ Male	itacc.	☐ Black or African Am		☐ Yes ☐ No		
□ Other			Other Pacific Islander White	☐ Unknown/Decline to		
☐ Unknown/Decline to State			er Unknown/Decline to State	State		
Amount of Gross Monthly Income (before	e taxes		Source of Income:			
/ unduit of cross monthly medine (serior	c taxes	,.	Source of meetine.			
HOUSEHOLD MEMBER 3						
First Name	M.I.	Last Name		Relationship to Applicant		
Date of Birth:	Pacor	Amorican Indian or	Alaska Native 🗆 Asian	Hispanic/ Latino/Spanish?		
Gender: ☐ Female ☐ Male	Nace.	☐ Black or African Am				
☐ Other			Other Pacific Islander White	☐ Unknown/Decline to		
☐ Unknown/Decline to State			er Unknown/Decline to State	State		
Amount of Gross Monthly Income (before	e taxes		Source of Income:			
(2222		,.				
HOUSEHOLD MEMBER 4						
First Name	M.I.	Last Name		Relationship to Applicant		
Date of Birth:	Pace:	American Indian or	· Alaska Native	Hispanic/ Latino/Spanish?		
Gender: ☐ Female ☐ Male	Nace.	☐ Black or African Am		☐ Yes ☐ No		
□ Other			Other Pacific Islander White	☐ Unknown/Decline to		
☐ Unknown/Decline to State			State			
Amount of Gross Monthly Income (before	☐ Multi-Race ☐ Other ☐ Unknown/Decline to State e taxes): Source of Income:			State		
/ mount of cross monthly moonic (seron	Amount of Gross Monthly income (before taxes).					
HOUSEHOLD MEMBER 5						
First Name	M.I.	Last Name		Relationship to Applicant		
Date of Birth:	Dagge	American Indian or	Alaska Native 🗆 Asian	Hispanic/ Latino/Spanish?		
Gender: Female Male	Race.	☐ Black or African Am				
Other				☐ Unknown/Decline to		
☐ Unknown/Decline to State			Other Pacific Islander White	State		
Amount of Gross Monthly Income (before	o tayor		er Unknown/Decline to State Source of Income:	State		
Amount of Gross Worthly income (before	e taxes).	Source of friconte.			
HOUSEHOLD MEMBER 6						
First Name	M.I.	Last Name		Relationship to Applicant		
Date of Birth.	<u> </u>		Alada Nati	Hispania/Latina/Control		
Date of Birth:	Race:	☐ American Indian or	Hispanic/ Latino/Spanish?			
Gender: ☐ Female ☐ Male		☐ Black or African Am	nerican · Other Pacific Islander 🗌 White	☐ Yes ☐ No		
☐ Other			☐ Unknown/Decline to			
☐ Unknown/Decline to State ☐ Multi-Race ☐ Other ☐ Unknown/Decline to State ☐ Amount of Gross Monthly Income (before taxes): Source of Income:						
Amount of Gross Monthly Income (belof			TOURSE OF HIGHIE.			
	e taxes	<i>,</i> ·				
HOUSEHOLD MEMBER 7	e taxes	,.				
HOUSEHOLD MEMBER 7 First Name	M.I.	Last Name		Relationship to Applicant		
				Relationship to Applicant		
First Name	M.I.	Last Name				
First Name Date of Birth:	M.I.	Last Name American Indian or	· Alaska Native	Hispanic/ Latino/Spanish?		
First Name	M.I.	Last Name	· Alaska Native			

☐ Unknown/Decline to State	er 🗌 White	· · · · · · · · · · · · · · · · · · ·				
	☐ Multi-Race ☐ Othe		ine to State	State		
Amount of Gross Monthly Income (befor	e taxes):	Source of Income:				
Are you or someone in your household C	URRENTLY receiving CalFresh	(Food Stamps)?	☐ Yes	□ No		
Are you or someone in your household C	=	•	☐ Yes	□ No		
Have you or someone in your household	=			□ No		
nave you or someone in your nousenora	Total and a desired in	the past 110 days.				
PAY BILL						
To which bill, includes property tax states	ments, (CHOOSE ONLY ONE) d	o you want the LIH	WAP benefit	to be applied? (Attach		
complete copy of most recent bill or receipt)	,	•		```		
☐ Water Bill ☐ Wastewater Bill ☐ W	ater and Wastewater is Comb	ined in One Bill				
Enter the water/wastewater company an	nd account number:					
Company Name:	A	ccount #:				
Is your utility service shut-off?	☐ Yes	□ No				
Do you have a past due notice or past due	balance on your bill? 🗌 Yes	□ No				
Are your utilities included in rent or subn	netered? ☐ Yes ☐ No					
The information on this application will be used to determine and verify my eligibility for assistance. By signing below, I give my consent (permission) to CSD, its contractors, consultants, other federal or state agencies (CSD Partners) and to my utility company and its contractors, to share information about my household's utility account and/or other information needed to provide services and benefits to me as described at the end of the form. I understand that if my application for LIHWAP benefits or services is denied, or if I receive untimely response or unsatisfactory performance, I may initiate a written appeal with the local service provider and my appeal shall be reviewed no later than 15 days after the appeal is received. If I am not satisfied with the local service provider's decision I may then appeal to the Department of Community Services and Development pursuant to Title 22, California Code of Regulations section 100805. I declare, under penalty of perjury, that the information on this application is true, correct, and that the funds received will be used solely for the purpose of paying my water or wastewater costs.						
х						
*** APPLICAN	NT'S SIGNATURE * * *			Date		
AGENCY NAME: Community Services and Development (CSD). UNIT RESPONSIBLE FOR MAINTENANCE: Low Income Household Water Assistance Program (LIHWAP). AUTHORITY: Government Code Section 12087.2 (b) Names CSD as the agency responsible for administering LIHWAP. PURPOSE: The information you provide will be used to decide if you are eligible for a LIHWAP benefit. GIVING INFORMATION: This program is voluntary. If you choose to apply for assistance, you must give all required information. OTHER INFORMATION: CSD uses statistical definitions from the annual update of the Department of Health and Human Services' State Median Income, Federal Income Poverty Guidelines, to determine program eligibility. During application processing, CSD's designated subcontractor may need to ask you for more information to decide your eligibility. ACCESS: CSD's designated subcontractor will keep your completed application and other information, if used, to determine your eligibility. You have the right to access all records holding information about you. CSD does not discriminate in the provision of services on the basis of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, sex, age, or sexual orientation. APPLICANT: DO NOT FILL OUT THE INFORMATION BELOW. THIS SECTION IS FOR OFFICIAL USE ONLY.						
Total Water or Wastewater Cost (for water	er burden only) \$		Water Burder	1		
Water Services Restored after disconnection:		of Water Services pre	vented:	 Yes □ No		



Great Northern Services

310 Boles Street Weed, CA 96094 (530) 938-4115 Fax (530) 938-1040 www.gnservices.org

<u>LIHWAP</u> <u>Great Northern Services Application</u>

Name:			SSN:		
Government ID Submitted				(don't forget to include a copy)	
Home Address:		Cit	ty:	Zip:	
Cell phone:		Но	ome phone:		
☐ It's ok to sen	d me text messa	ages about	t my application and ad		
Email:					
\Box Please add me to the GNS email list					
How did you hear about these services	? 🗆 Friends	s/Family [Resource Center 🗆 S	Social Media 🗆 Other:	
Is your residence a \Box House \Box A	partment \square D	uplex 🗆 N	Mobile Home 🛚 Other		
Do you □ own □ rent	How much	n do you pa	ay for rent/mortgage?		
List disabled parties living in your home:					
Has anyone in your home served in the	e US military?	\square No	\square Yes, active duty N	AME(S):	
			☐ Yes, veteran N	AME(S):	

State of California
DEPARTMENT OF COMMUNITY SERVICES AND DEVELOPMENT
LIHWAP Landlord/Management Agreement
CSD 040 (Rev. 4/2022)

LOW-INCOME HOUSEHOLD WATER ASSISTANCE PROGRAM (LIHWAP)

LANDLORD/MANAGEMENT AGREEMENT

LIHWAP provides financial assistance to low-income Californians to help manage their residential water and wastewater utility costs. The federal LIHWAP funds are administered by the U.S. Department of Health and Human Services (U.S. HHS) and the California Department of Community Services and Development (CSD) has been designated the administering agency for LIHWAP in California.

The Landlord/Management Agreement is a supplement form to the LIHWAP application. This agreement is used for the landlord/management agent to verify the: 1) tenancy of the applicant and 2) that water, wastewater, and/or stormwater costs are included in tenant's rent and 3) these costs are past due. The landlord/management agent signature of the Landlord/Management Agreement ensures the LIHWAP benefit will be applied towards the tenant's upcoming utilities included in rent payment.

Tenant Name			
Service Address			Unit Number
City, State, Zip			
Phone		Email	
Amount of monthly	\$	Assistance	☐ Water Only ☐ Wastewater Only
rent that covers water		to Cover	☐ Water and Wastewater when combined in
and/or wastewater and			one bill under the Landlord/Management
or stormwater costs			Agent's account
Number of months past	due on rent		
Property Owner			
Manager/Rental Agent			
Address			
City, State, Zip			
Phone		Email	

<u>Landlord or Management Agent Certification</u>: The landlord or management agent confirms the tenant listed above has entered into a rental agreement with the landlord or management agent and the tenant's water and/or wastewater and/or stormwater charges are included in rent. The landlord/ management agent agrees to accept a reduced rental payment from the tenant in the amount of the LIHWAP benefit which will be applied to the current or subsequent month's rent. The landlord/management agent consents to the release of the landlord/management's utility account information to the California Department of Community

Services and Development (CSD) and its authorized agents processing the LIHWAP benefit.	, including HORNE LLP, for the purpose of
Landlord or Management Agent Signature	Date
<u>Tenant Certification</u> : I certify that I am a tenant named on understand the landlord/management agent agrees to accapplication is approved and a corresponding payment is is households' water, wastewater, and/or stormwater charge protections if the landlord does not honor the terms of the	cept a reduced rental payment if my LIHWAP sued to the landlord's utility company for my es. I understand I may be entitled to tenant
Tenant Signature 4877-0539-5737, v. 1	Date

Great Northern Services



310 Boles Street Weed, CA 96094 (530) 938-4115 Fax (530) 938-1040 www.gnservices.org

COUNTY OF SISKIYOU	
CALFRESH-FOOD/NUTRITIONAL ASSISTANCE	
818 SOUTH MAIN STREET	
YREKA, CA 96097	
FAX# 841-2723	
TO WHOM IT MAY CONCERN,	
PLEASE FAX MY VERIFICATION OF BENEFITS TO GREAT	NORTHERN SERVICES AT 530-938-1040.
PRINTED NAME	-
SIGNATURE	DATE
CASE #/SS #	

Department of Community Services and Development

CSD 43B (rev.12/2013)

CERTIFICATION OF INCOME AND EXPENSES

You are being asked to complete this form because you requested assistance, and state that your entire household cannot provide proof of income. The State of California requires the applicant to report all sources of income. This form will help us understand how you are meeting expenses. Please complete the information below:

Name	and A	Address							
Name	: :								
Addre	ess:	ss:							
C 4: -	1. F	\							
YES	NO I: L	Do you have sources of income you forgot to report? During the previous month have you been employed part time?							
ļ			<u> </u>						
YES	NO	<u>-</u>	revious month have you been	<u>-</u>		vou porform only once	a in a while like yard work		
YES	NO	child care, d	revious month did you receive onating blood, etc?						
YES	NO		revious month have you receiv he person who gave you the git		money fro	m anyone? If yes, plea	ise list the name and phone		
YES	NO		revious month did you receive	-					
		WORKER'				ISORED BENEFITS	CHILD SUPPORT		
YES	NO	-	eive any of the following (circle						
		ANNUITY PA	yment Pension	TRIBAL CASINO P		RENTAL INCOME	Insurance Benefits		
1		Are you spendi hly expenses?	ng your savings or borrowing I	money to	Р		r, if needed (DOE only) or have Director Sign here		
YES	NO	Are you usir	ng savings or a home equity loa	n?					
YES	NO	How much? Are you usir	ng some other asset?						
1123	INO	How much?			İ				
YES	NO	Are you bor How much?	rowing from credit cards?						
YES	NO	Are you bor How much?	rowing from some other source	e? 					
Section	on 3: F	Please tell us h	ow you paid these monthly ex	penses during	the previo	us months:			
EXPE	NSE	MONTHLY COST	HOW HAS THE EXPENSE BEEN PA	ID? IF SOME	ONE ELSE PA	YS FOR YOU, PLEASE COMPL	ETE:		
Rent	or	4		Name:		Phon	e:		
Mortg	gage	\$		Address		,			
Utili	itv			Name:		Phon	e:		
Bill		\$		Address	;	*			
		_		Name:		Phon	e:		
Foo	od	\$ Address:							
Section	on 4: I	f none of the a	bove applies to you, please ex	plain how you	r monthly	expenses were paid:			
<u></u>					-				
Signa	ture:								
	_		hat I believe these facts are accura leral or state law for knowingly ma	_			n to verify this information.		
Signati	ure					Date	2		