



Office of the Mayor  
City of Niagara Falls

## For Immediate Release

*Financial assistance available to low income Niagara Falls Water Board customers for overdue water, sewer bills*

**(Niagara Falls, New York – March 29, 2022)** Niagara Falls Mayor Robert Restaino and Niagara Falls Water Board Chairman Nick Forster are pleased to announce the Low Income Household Water Assistance Program (LIHWAP) is now accepting applications. People in need of help paying overdue water and sewer bills are encouraged to apply for benefits.

The program is made possible through \$69.8 million in federal funding from the Consolidated Appropriations Act, 2021 and the American Rescue Plan of 2021. The New York State Office of Temporary Disability Assistance will administer the benefits, which are targeted toward low-income households, particularly those who pay a high proportion of their income for water and sewer services.

Benefits will be determined based on a customer's past-due water and sewer bills. Applicants are eligible for up to \$5,000 per household (\$2,500 for water bills; \$2,500 for sewer bills) to cover overdue charges. Benefits will be paid directly to the Niagara Falls Water Board and will bring a customer's account current.

"After two years of financially struggling through the COVID-19 pandemic, Niagara Falls residents are now trying to keep their households afloat during the unprecedented inflation our country is experiencing," said Mayor Robert Restaino. "While the City of Niagara Falls and the Niagara Falls Water Board are separate entities, we both recognize the need to provide relief to local families. This program will act as a lifeline for residents who are simply trying to make ends meet. I encourage everyone eligible to apply for this assistance."

Income guidelines will mirror those of the Home Energy Assistance Program. The 2021-2022 Monthly Income Limits are:



Household Size	1	2	3	4	5	6	7	8	9	10	11	12	13	Each Additional
Maximum Gross Monthly Income	\$2,729	\$3,569	\$4,409	\$5,529	\$6,088	\$6,928	\$7,086	\$7,243	\$7,401	\$7,558	\$7,715	\$7,873	\$8,420	Add \$568

**Eligibility and benefits are based on:**

- income,
- household size,
- household includes a U.S. citizen, U.S. national, or lawfully admitted permanent resident, and
- total amount of overdue water and sewer charges.

**Your household may be eligible for a benefit if:**

- You receive Home Energy Assistance Program (HEAP) benefits, or
- You receive Supplemental Nutrition Assistance Program (SNAP) benefits, or
- You receive Temporary Assistance (TA), or
- You receive a Code A Supplemental Security Income (SSI Living Alone);

**In order to be eligible, customers must:**

- Pay the Niagara Falls Water Board directly for water and sewer usage and
- Have an account that is at least twenty (20) days past the due date; or
- Have a water lien that is levied on your local property taxes; or
- Have had water services terminated or be facing disconnection due to unpaid bills.

**Applicants must include the following documentation along with their application:**

- Proof of identity for the primary applicant
- A valid Social Security Number for the primary applicant
- Proof of residence
- A water or sewer bill listing applicant's permanent and primary residence
- Documentation of income for the primary applicant

A list of documents that are needed to apply can be found here: [LIHWAP - Applicant Checklist](#)



For more information and to apply online, visit: [Low Income Household Water Assistance Program](#). Online applications can be submitted 24 a day, 7 days a week.

To print an application, visit: [LIHWAP Application for Benefits](#). Mail or fax applications to:

*NYS LIHWAP  
PO Box 1789  
Albany, NY 12201  
Fax: (518) 486-1259*

**Please note that:**

- The application should be completed by the person who has primary and direct responsibility for payment of the water bill.
- You must list your permanent, primary residence.

**For more information about LIHWAP:**

*NYS LIHWAP Call Center  
1-833-690-0208  
Toll-free OTDA Hotline  
1-800-342-3009  
Email  
[NYSLIHWAP@otda.ny.gov](mailto:NYSLIHWAP@otda.ny.gov)*

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