

A close-up photograph of a young child's face, showing their eyes, nose, and mouth. The child has dark skin and curly hair. A black rectangular overlay box is positioned on the left side of the image, partially covering the child's face. Inside the box, the title 'Utility Assistance Program Overview' is written in white, bold, sans-serif font. Below the title, the dates 'October 25-26, 2021' are written in a smaller white font. At the bottom right of the box is the CEDA logo, which consists of a grid of white dots and the letters 'CEDA' in a stylized font. A solid green horizontal bar is located at the very bottom of the image, below the black overlay box.

# Utility Assistance Program Overview

October 25-26, 2021



# INTRODUCTION of CEDA STAFF



**SHAUNTA MCGEE**

Family Support and Community  
Engagement Director

**MONIQUE SHELTON**

Family Support and Community  
Engagement Deputy Director

**MANUEL ALICEA**

Energy Services Assistant Director





# Welcome

# WHAT WE DO



**The Community and Economic Development Association of Cook County, Inc. (CEDA)** is one of the largest private, nonprofit Community Action Agencies in the country. CEDA serves residents throughout Suburban Cook County as well as the City of Chicago.

Annually, CEDA assists more than 150,000 households with utility bill payments, case management, housing, home weatherization and WIC services.



# WHY ARE YOU HERE TODAY?



CEDA can help residents in your communities pay their past due water bills.

We need your assistance with reaching the water vendors that serve your communities.



**Low Income Home Energy  
Assistance Program  
(LIHEAP)**



# WHAT IS LIHEAP?

Low Income Home Energy Assistance Program

LIHEAP helps eligible Cook County households (owners and renters) pay their electric and heat bills, including propane. Emergency assistance is available for disconnected households or those in jeopardy of being disconnected.

LIHEAP can also help eligible Cook County homeowners (single family and multifamily up to 4 units) restore heat to their home by repairing or replacing the heating system.

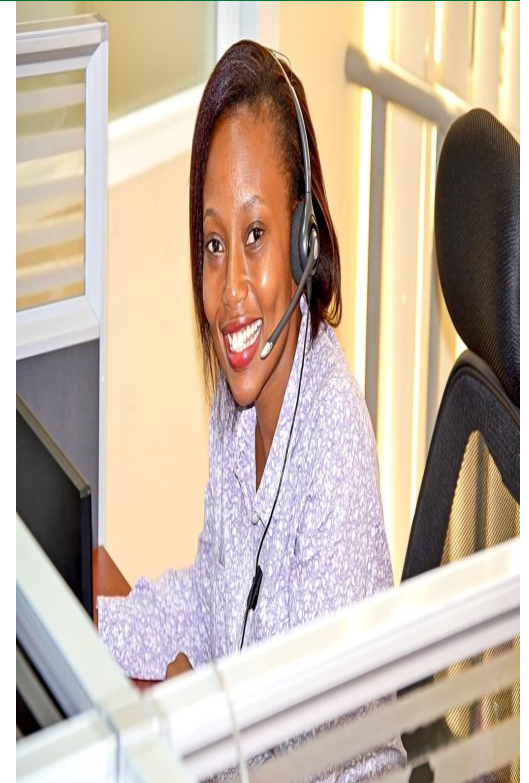


# HOW CAN RESIDENTS APPLY FOR LIHWAP & LIHEAP?

- Call one of our 68 Partner Intake Sites to schedule an intake appointment. Contact information can be found by clicking this link [cedaorg.net/sites](https://cedaorg.net/sites).
- Complete a PreApplication online at [cedaorg.net/liheap/pre-app](https://cedaorg.net/liheap/pre-app).

➤ **Anticipated as of December 6, 2021**

- Call CEDA's Call Center at **(800)571-CEDA (2332)** to complete an application over the phone.
- Residents can apply for LIHWAP and LIHEAP at the same time!!





**Low Income Household  
Water Assistance Program  
(LIHWAP)**



# WHAT IS LIHWAP?

(Low Income Household Water Assistance Program )


- LIHWAP was established under the Consolidated Appropriations Act of 2021 and the American Rescue Plan Act of 2021.
- LIHWAP provides funds to assist low-income households with water and wastewater bills.
- The program goal is to prevent disconnection and restore drinking water and wastewater services to households and reduce arrearages.
- Water bill payments must be made directly to water and wastewater provider on behalf of approved eligible households.
- Bill payments can be up to \$1,500 per household.

# Who is Eligible for LIHWAP?

- LIHWAP helps eligible Cook County households (owners and renters) who pay their water and wastewater.
- The household gross income must meet the 200% of federal poverty income guidelines.

Gross Income Guidelines* 200% Federal Poverty Level	
Family Size	30 Days
1	\$2,147
2	\$2,903
3	\$3,660
4	\$4,417
5	\$5,173
6	\$5,930
7	\$6,590
8	\$6,737

\*Effective Period: July 1, 2021 – June 30, 2022

A photograph of a woman with dark, curly hair hugging a young boy from behind. Both are smiling warmly. The woman is wearing a white top, and the boy is wearing a light blue shirt. The background is a plain, light-colored wall.

# **Low Income Household Water Assistance Program (LIHWAP) Vendors Documentation**



# WHAT IS NEED FROM THE WATER AND WASTEWATER SUPPLIER?

- Before CEDA can assist your residents, we need the water and wastewater provider to sign a simple agreement, W-9 and vendor form.
- While there is a standard agreement already written, CEDA is able to revise agreements for each water provider.
- Cook County residents in need of assistance cannot apply for LIHWAP if their water provider has not signed an agreement with CEDA.



# VENDOR AGREEMENT OVERVIEW

- Provides a *one-time payment* to each eligible household approved by CEDA
- i.e. if the customer receives a bill (water and wastewater are on the same bill) for \$900 and apply for LIHWAP the customer will not be eligible for another benefit.
- ***Payment to vendor only:*** CEDA will send an *electronic payment* on behalf of approved households to the water and wastewater suppliers.
- Once the supplier receives the payment, CEDA would expect the vendor to immediately apply the benefit payment to customer's bill to restore or prevent disconnection.
- LIHWAP cannot pay future charges to leave a credit, but can pay current bills. Any overpayment would have to be refunded to CEDA.



# Signed Vendor Agreement Water and Wastewater

- We have received a signed vendor agreements from the 3 largest water and wastewater companies in Illinois:
  - Illinois American Water Company
  - Aqua Illinois, Inc.,
  - Utility Services of Illinois, Inc..
- If one of these vendors provide services to your residents, please send an email to [lihwap@cedaorg.net](mailto:lihwap@cedaorg.net).

# CEDA VENDOR FORM

- Request the primary contact for the water and wastewater supplier.  
This contact will receive emails and/ or phone calls regarding payment.
- Request the Employer Identification number also known as the Federal Employer Identification Number (unique nine-digit number assigned to the vendor by the IRS)
- Request Water and Wastewater Suppliers Bank Account information to provide electronic payment to the vendor.

# WHAT CAN YOU DO?




- Talk to the water providers in your areas about LIHWAP and the benefits.
- Connect CEDA to the right people at the water provider.
- Sign the vendor agreement, complete the vendor form and W-9.
- Send an email to [LIHWAP@CEDAORG.net](mailto:LIHWAP@CEDAORG.net) of one of the three larger water and wastewater suppliers are your supplier.

## NEXT STEPS

1. Send vendor agreement, vendor form, W-9 phone to [LIHWAP@CEDAORG.NET](mailto:LIHWAP@CEDAORG.NET).
2. Share LIHWAP & LIHEAP information with your residents via social media, email, your website, flyers, etc. *\*Informational flyer will be sent to via email*



*Thank  
You*

A group of diverse young children are smiling and laughing together. In the center, a young girl with dark, curly hair and a green vest is smiling broadly. To her left, another girl with dark hair is smiling. To the right, a boy with blonde hair is laughing. The background is slightly blurred, showing other children and a colorful striped shirt.

# Q & A