

Beginning November 1, 2021 at 8:30am, NDO will begin accepting appointments for the Low Income Home Water Assistance Program (LIHWAP). During the months of November and December, **ONLY** households with disconnected service or a past due account balance may schedule an appointment by emailing your local office. You will **ONLY** email your local office if you do **NOT** have an appointment for the Low Income Home Energy Assistance Program (LIHEAP). Email: clarke@ndocsbg.org

Beginning January 3, 2022 at 8:30am and for the month of January, NDO will accept appointments for the following households:

- Households with disconnected service or a past due account balance
- Senior Households 60 years of age and older
- Households with a child 5 years of age and under
- You will email clarke@ndocsbg.org to schedule your appointment. **DO NOT** email if you have an appointment for LIHEAP.

Beginning February 1, 2022 at 8:30am, the General Public (all other household types) may begin scheduling appointments. If you do **NOT** have an appointment for LIHEAP you will email clarke@ndocsbg.org. **Do NOT** email if you already have a LIHEAP appointment.

IMPORTANT NOTICE: Due to health and safety concerns related to COVID-19, all NDO offices are closed to the public. All required documents will be accepted by mail or quick drop off at the local office. **DO NOT** schedule a Water Appointment if you already have an appointment for the energy assistance program.

Please have the following documents available for the appointment:

- *Driver's license or state issued photo ID of the applicant and all household members 60 years of age and older
- ***Original** social security cards for **EVERYONE** living in the home
- *Proof of citizenship or immigration status; documents such as driver's license, US military ID, US passport or card, state issued photo ID, US permanent resident card, alien registration card, employment authorization document, certificate of citizenship are all acceptable documents as proof of citizenship
- *Most current **water** bill (bill **MUST** be dated within 30 days of appointment date)
- *Proof of income for the last 30 days for **everyone** 18 years or older living in the home; income includes, but is not limited to, alimony, child support, disability, pension, rental income, retirement, social security, unemployment, wages from work, wages from self-employment, and worker's compensation
- *If there is someone 18 or older living in the home who has zero income, they **MUST** be available for the appointment

Please continue to pay on your bill and/or make a payment arrangement with your water company. An appointment for water assistance does not guarantee processing or payment as your water supplier **MUST** be a registered vendor for this program. No direct payments will be made to clients.

Household Size	Total <u>Gross</u> Annual/Yearly Household Income
1	\$0 – 26,474
2	\$0 – 34,619
3	\$0 – 42,765
4	\$0 – 50,911
5	\$0 – 59,057
6	\$0 – 67,203
7	\$0 - 68,730
8	\$0 – 70,257
9	\$0 – 71,785
10	\$0 – 73,312
11	\$0 – 74,839
12	\$0 – 76,367

NDO CANNOT obtain the information above for you at the appointment; please be prepared with this information or your appointment will be rescheduled