



Office of Temporary and Disability Assistance

KATHY HOCHUL
Governor

DANIEL W. TIETZ
Commissioner

BARBARA C. GUINN
Executive Deputy Commissioner

February 10, 2023

Dear New York State Water and/or Sewer Supplier:

This is to provide you with information regarding the 2022-2023 New York State (NYS) Low Income Household Water Assistance Program (LIHWAP). Please review all enclosed materials carefully.

NYS LIHWAP began a new Federal Fiscal Year (FFY) on October 1, 2022 and updated the NYS LIHWAP application. Our office is aware that many vendors send or supply copies of the LIHWAP application to customers to facilitate their ability to apply and we want to make sure that you have the most current version of this form. **The updated version of the NYS LIHWAP application - OTDA-5196 (Rev. 11/22) is attached to this letter for your convenience when supplying or sending to your customers.**

The Office of Temporary and Disability Assistance (OTDA) has set up a secure Application Portal for households to apply for LIHWAP online. Personally Identifiable Information (PII) is requested as part of the LIHWAP application process and OTDA wants to ensure this information is secure and protected. If an applicant is unable to access the LIHWAP Application Portal, OTDA encourages them to mail or fax a paper application and the necessary documentation. OTDA does not suggest submitting applications or sending documentation to the New York State (NYS) LIHWAP email address as NYS OTDA does not recognize email as a secure method to transmit and receive applications or documentation. NYS OTDA will not be held liable for loss of PII if sent by the applicant or vendor to any NYS LIHWAP email address. NYS OTDA suggests that vendors send any PII through the NYS LIHWAP fax number, 518-486-1259 or by mail to:

NYS LIHWAP
PO Box 1789
Albany, NY 12201

We look forward to working with your company and staff as we assist LIHWAP eligible households in meeting their water and/or sewer needs during FFY 2022-2023.

If you have any questions, please contact the OTDA LIHWAP Bureau at NYSLIHWAP.vendor@otda.ny.gov or 1-518-473-1277.

Sincerely,

Keri Stark

Keri Stark
LIHWAP Bureau Chief
Employment and Income Support Programs

Attachments:
LIHWAP Application for Benefits-OTDA-5196 (Rev. 11/22)