Frequently Asked Questions

What is the Low Income Household Water Assistance Program?
The Department of Administration was awarded federal grant funds by the U.S. Department of Health and Human Services to implement the Low Income Household Water Assistance Program (LIHWAP) on Guam.

Guam's LIHWAP helps low income households pay the cost of water and wastewater services. The program can assist households who have past due bills and current balances for water and wastewater services.

What are the benefits of LIHWAP?
LIHWAP provides a **one-time benefit payment** of up to $1,000 to assist low income households with their current water and/or wastewater bill, arrears, late fees, disconnection fees, reconnection fees and amount under a payment plan. Payments will be made directly to Guam Waterworks Authority or property managers.

Who is eligible for LIHWAP?
LIHWAP eligibility and benefits are based on income, household size and amount owed for their water services.

Households eligible to receive a LIHWAP benefit must meet the following criteria:
- You or a member of your household are a U.S. Citizen or qualified non-citizen, and
- Your household's gross monthly income is at or below the 100% federal poverty level income, or

Income Limit Per Household - Gross Monthly Income (FPL 100%)									
Household Size	1	2	3	4	5	6	7	8	9	10
Income Amount	$1,161	$2,745	$3,314	$3,881	$4,448	$5,016	$5,583	$6,152	$6,720	$6,720

- You receive assistance with the Low Income Home Energy Assistance Program (LIHEAP), or
- You receive Supplemental Nutrition Assistance Program (SNAP) benefits, or
- You receive Temporary Assistance For Needy Families (TANF) benefits, or
- You receive Supplemental Security Income, and
- You pay directly for your water and/or wastewater, and
- Your water and/or wastewater is past due, disconnected, facing disconnection due to unpaid arrears, and/or your water services is under a payment plan. Current water balance may also be included at the time of payment.

What documents are required with my application?
Households applying for LIHWAP are required to submit the following documents listed below with their completed application form:
- Identification: Driver's License, Guam Identification Card or Passport for the primary applicant
- SSN: Social Security Card for the primary applicant
- Household income documents (one of the following) – 2 most recent check stubs, verification of employment, SNAP or TANF certification statement, SSI benefit statement
- Current water bill listing your primary residence
- Lease agreement (if you are a renter and your water is included in your rent)

How do I apply for LIHWAP benefits?
Guam's LIHWAP application is available for download at doa.guam.gov or a hardcopy can be picked up at the LIHWAP office located on the 2nd floor, Suite 215 of the ITC building in Tamuning.

Completed applications must be submitted to the LIHWAP office between 8:00am – 4:00pm, Monday to Friday, except on holidays.

What is the duration of Guam's LIHWAP?
Applications will be accepted until funds are exhausted or by September 30, 2023, whichever comes first.

How will I know if I am approved?
Applicants will be notified in writing if they are approved or denied within 15 business days from the date the application was submitted.

Payments will be made directly to Guam Waterworks Authority or property managers.

What happens if I rent and my water bill is included in my rent?
If your water bill is part of your lease agreement you must provide your landlord's contact information and a copy of your lease agreement indicating water is included with your rent.

PLEASE NOTE: Any applications that are not fully completed, or if documentation is missing, there will be a delay in processing the application.

For more information on Guam's LIHWAP please visit www.doa.guam.gov or contact our office at 671-638-3814/15. The office is located on the 2nd floor of the ITC Building, Suite 215, Tamuning, Guam.