



## Office of Temporary and Disability Assistance

KATHY HOCHUL  
Governor

DANIEL W. TIETZ  
Commissioner

BARBARA C. GUINN  
Executive Deputy Commissioner

Date March 17, 2023

Dear New York State Drinking Water and/or Wastewater Supplier:

This is to provide you with updated information regarding the Refund Process for the New York State Low Income Household Water Assistance Program (LIHWAP). Please review all enclosed materials carefully.

Updated Vendor Refund Information:

- Per U.S. Department of Health & Human Services, **NYS LIHWAP Vendors no longer must return LIHWAP funds that create credits on customer accounts.** LIHWAP Credits can be left on customer accounts unless the meet one of the situations below.
- NYS LIHWAP Vendors must return funds in the following situations:
  - Moved
  - Missing
  - Deceased
  - Closed
  - Duplicate
  - Re-levied
  - Wrong vendor
- An updated LIHWAP Vendor Refund Form is attached to this letter for future use when returning LIHWAP funds.

We look forward to continuing to work with your company and staff as we assist LIHWAP eligible households in meeting their drinking water and/or wastewater needs. Please contact the NYS LIHWAP Vendor Unit at 518-473-1277 or [NYSLIHWAP.vendor@otda.ny.gov](mailto:NYSLIHWAP.vendor@otda.ny.gov) with any questions or concerns.

Sincerely,

*Keri Stark*

Keri Stark  
LIHWAP Bureau Chief  
Employment and Income Support Programs

Attachment:  
Fillable FFY 22-23 LIHWAP Vendor Refund Form 2023