



### **New York State Low Income Household Water Assistance Program Updated 2022-2023 Vendor Information**

The New York State (NYS) Low Income Household Water Assistance Program (LIHWAP) helps low income households pay the cost of water and sewer services. The program can assist households who have past due bills (arrears) for water and/or sewer services.

#### **Eligibility**

Eligibility and benefits are based on:

- income,
- household size, and
- amount owed to water and/or sewer provider(s).

#### **Benefits**

LIHWAP is a benefit based on the actual amount of water and/or sewer arrears, up to a maximum of \$2,500 per water or sewer services, or \$5,000 if water and sewer services are combined, per applicant household. Benefits are paid directly to the household's water and/or sewer vendor(s). Eligibility for these benefits will renew on October 01, 2022, for the 2022-2023 Federal Fiscal Year (FFY). This means if an eligible household has already received the maximum amount allowed during FFY 2021-2022, they could now be eligible for an additional benefit up to the maximum amount during FFY 2022-2023.

Please visit the LIHWAP Website at <https://otda.ny.gov/programs/water-assistance/> for current information regarding application requirements and eligibility for NYS LIHWAP.

#### **Vendor Portal**

##### **Payment Information**

Vendors must choose to receive paper checks and remittance statements through the United States Postal Service (USPS) or utilize the Statewide Financial System (SFS) Vendor Portal to access payment remittance information. The remittance payment information in the vendor portal will contain the customer's name, account number and address.

The Vendor Portal may be accessed at [www.sfs.ny.gov](http://www.sfs.ny.gov).

Vendors who need assistance enrolling in the online Vendor Self Service application should contact the Statewide Financial System (SFS) Help Desk at either **(855) 233-8363** or [helpdesk@sfs.ny.gov](mailto:helpdesk@sfs.ny.gov).

All vendors should enroll in the direct deposit option offered by the Office of the State Comptroller (OSC). This process will ensure that payments are deposited directly into the bank account of



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your choice and eliminate the possibility of lost checks. Vendors may enroll electronically through the vendor portal or by using the Electronic Payment (e-payment) Request form (AC3243-S) available in the vendor portal. The E-payment request form must be returned to the OSC Vendor Management Unit. All information needed to return the form is located at the bottom of the AC3243-S. Should you have any questions, contact the SFS Help Desk by phone: **(855) 233-8363** or email: [helpdesk@sfs.ny.gov](mailto:helpdesk@sfs.ny.gov).

The OSC State Vendor Resource Page is available on their website. It provides information and guidance to vendors regarding their payments and how to view them through the self-service vendor portal. The vendor resource page can be accessed at <https://www.osc.state.ny.us/state-vendors>.

### Refunds and Erroneous Payments

Vendors must return any incorrect payments. These credits must be returned to OTDA with the LIHWAP Vendor Refund Form. Please contact the NYS LIHWAP Bureau for assistance with refunds at [NYSLIHWAP.vendor@otda.ny.gov](mailto:NYSLIHWAP.vendor@otda.ny.gov).

**Under no circumstances should a LIHWAP credit be refunded to a customer.**

### Missing Checks

Vendors who did not receive a payment due to their company should contact the Office of Temporary and Disability Assistance (OTDA) LIHWAP Bureau for resolution. This process may take approximately four weeks.

### Vendor Contact Information

#### Address:

NYS OTDA / LIHWAP Bureau  
PO Box 1789  
Albany, NY 12201

**Direct Vendor Line:** (518) 473-1277 (Please do not share with customers)

**Telephone:** (833) 690-0208 (follow vendor prompts)

**FAX:** (518) 486-1259

**New York State OTDA LIHWAP Hotline:** 833-690-0208

**New York State OTDA LIHWAP WEBSITE:** <https://otda.ny.gov/programs/water-assistance/>

**New York State OTDA LIHWAP Vendor EMAIL:** [NYSLIHWAP.Vendor@otda.ny.gov](mailto:NYSLIHWAP.Vendor@otda.ny.gov)