



# Low-Income Household Water Assistance Program (LIHWAP) Application Instructions

## Access the DCAid Service Portal

The URL for the DCAid Service Portal:

<https://dcaid.dca.nj.gov/en-US/>

## Technical Note: Do not use multiple browsers if you encounter a technical error

Some applicants, when encountering a technical issue, will try to use a different browser or device to complete their application. Please do not do this as this can cause data and application duplication. If you encounter an issue, please call our Call Center at 1-800-510-3102 to speak with an agent during our operating hours or to schedule a callback.

## Indicate if you are a returning applicant or a new applicant

Scroll down and click the Returning Applicant button if you have ever submitted an application for Low-Income Household Water Assistance Program (LIHWAP), ARP Utility Debt Relief, Universal Service Fund (USF), or the Low-Income Heating Assistance Program (LIHEAP). Click the Create an Account button if you need to create a new account.

## Returning Applicant

Click the Returning Applicant button.

Sign-in to your myNewJersey account. Enter your myNewJersey Login ID. Enter your Password. If you receive an error, click the Return to the myNewJersey Login Page. You may use one of the following links to complete the login:

- Forgot your login ID? – The portal will ask you to provide your Email address that is on file on your account. The portal will also ask you to answer the security question you established when you set up your account. You will receive a confirmation that the login ID information was emailed to you. <https://my.state.nj.us/selfservice/IDRetrieval>
- Forgot your password? – The portal will ask you to provide your Login ID. The portal will also ask you to answer the security question you established when you set up your account. You will receive a confirmation that your password has been reset. Please check your email for the new password, and instructions on how to change it to one that is easier to remember. <https://my.state.nj.us/selfservice/PasswordReset>
- Need help? – You may click the Request Help button to submit a help request. <https://my.state.nj.us/mynjhelp/HelpRequest>

## New Applicant

- Click the New Applicant button.
- Scroll down and click the Create an Account button.
- Enter your First Name, Last Name, Email. Enter your Email a second time. Click the Request Access button.
- Indicate if you have a myNewJersey Logon ID.

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- If yes, enter your Login ID and your Password. Click the Continue button. If needed, there are links on the right to help you if you don't know your Login ID or Password.
- If no, you need to complete more information.
  - Enter a myNewJersey Logon ID. This is your choice – you will establish your login with this field.
  - Enter a Password and then enter your password a second time.
  - For security verification, enter a Question that you may be asked when you contact the helpdesk, or if you want to learn your Login ID or change your password.
- Click the Continue button.

## Start the Application

Click the blue button called "New LIHWAP Application"

## Before you Begin – Eligibility

The portal will next ask you prequalifying questions.

- Do you pay for own water bill?
- Do you currently have a LIHWAP application?

Follow the steps that apply to your situation, proceed to the application.



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## Step 1 Applicant Contact Details

### Applicant Address Section

Enter Applicant Address Information:

- Salutation – How do you want to be addressed on formal communications? For example: Ms., Mrs. Dr.
- Last Name – Enter the last name of the Applicant.
- First name – Enter the first name of the Applicant.
- Middle Initial (MI) – Enter the middle initial of the Applicant.
- Street Address – Enter the full street number and name of your primary residence.
- City – Enter the name of the municipality where the primary residence of your household (family) is located.
- State – Enter the name of the state where the primary residence of the household (family) is located.
- Application County – Enter the county of the household's (family) primary residence.
- Zip Code – Enter the Zip Code of the household's (family) primary residence.
- Telephone number – Enter household's (family) primary telephone number (include area code).
- May we contact you about your application? Answer Yes or No
- May we leave a detailed voice message? Answer Yes or No
- Mailing Address – Check this box if your mailing address is the same as above.

### Mailing Address Section

- Mailing Address – Enter your full mailing address if it is different from the primary residence.
- Click the Next button.

## Step 2 Household Information

- Is anyone in your household currently enrolled in any of the following program(s)? This information helps us determine eligibility and may help us to provide faster assistance because you have already provided information on your income and household in applying for these programs. Check all that apply:
  - LIHWAP – Select Yes or No
  - TANF – Select Yes or No
  - SNAP – Select Yes or No
  - SSI – Select Yes or No
  - Means-Tested Veterans Program – Select Yes or No
  - Other (please specify) – Select Yes or No

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- If you selected YES for other, provide a description in the “Other Description” field.
- Add members of each family member - Please click the create button and include all specified details for all members of your household here (including yourself).
- Provide your household annual income
- Provide number of household members
- Please check each box in the table below for all sources of household income. Also attach/submit proof of all household income listed below. Proof of income for each household member for the last 60 days, such as a paystub, Social Security letter, child support letter, unemployment letter, self-employment documentation, etc.)
  - Employment (Wages/Stub) – Select No or Yes
  - Social Security (Benefit Letter) – Select No or Yes
  - Child Support (Court Order) – Select No or Yes
  - Alimony (Court Order) – Select No or Yes
  - Unemployment (Benefit Letter) – Select No or Yes
  - Pension – Select No or Yes
  - Workers Compensation (Benefit Letter) – Select No or Yes
  - Self-Employment (Tax Return) – Select No or Yes
  - Zero Income (Affidavit) – Select No or Yes
  - Other (Please Specify) – Select No or Yes
  - If you selected YES for other, provide a description in the “Other Income Description” field.
- Upload Documentation
  - Non-LIHEAP recipients must upload proof of identity for each household member (SSN Card, if available), proof of income for each household member with income, AND recent (within last 60 days) water and sewer bill(s).
  - If your household is enrolled in LIHEAP, you must upload proof of identity for each household member (SSN Card, if available) and recent (within last 60 days) water and sewer bill(s).
  - Upload current documentation only. Documents cannot be older than 60 days from the application date in order to be accepted
- If applying on a laptop or computer, scan your documentation and upload the documentation to your laptop or computer.
- If you are using a mobile device, you can take pictures of the documents before you apply or during the application process.
- Click the Add files button.
- If applying on a laptop/computer: Click the Browse button and locate the files you want to upload. Select the files to upload and click the Open button. Then click the Add files button. Note: You can upload multiple files at the same time.
- On a mobile device, if you have already taken photos of the files: select the Choose Files button, select Photo Library, select the photos to upload and click the Add files button.

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- On a mobile device, if you want to take a photo, select the Choose Files button, select Take Photo or Video option, take the photo, and click the Use Photo link. Click the Add files button.
- Notes/Explanation – If you need to provide additional information to further explain answers you have provided on this application, you may do so here.
- Click the Next button.

### Step 3 Water Service Information

- Drinking Water Need – Required
  - My household drinking water has been shut off due to a past due bill.
    - If you selected this answer, please provide a drinking water shut off date.
  - My household drinking water services are on, but scheduled to be shut off.
  - My household drinking water services are on, but we need help paying future bills.
- Wastewater Need – Required
  - My household wastewater has been shut off due to a past due bill.
    - If you selected this answer, please provide a wastewater disconnection date.
  - My household wastewater services are on, but scheduled to be shut off.
  - My household wastewater services are on, but we need help paying future bills.
- Drinking Utility Company – Provide name of company
- Wastewater Utility Company – Provide name of company
- Drinking Water Account Number – Provide account number for Drinking Utility company
- Wastewater Account Number – Provide account number for Wastewater Utility company
- If your drinking and waste water company are the same, check the box.

### Step 4 Applicant Certification

- Read the Applicant Certification attestation.
- Indicate if anyone helped you complete this application.
- Applicant Certification – Please read, sign and date Applicant Certification (You must sign this certification – otherwise your application will not be processed).
  - Use your mouse (on a computer) or your finger (mobile device) to enter the Applicant Signature.
  - Click the Submit Signature button.
- When application is successfully submitted, you should be able to navigate back to the “American Rescue Plan Utility Debt Relief, LIHWAP, USF/LIHEAP & Weatherization” page and see your Application ID listed under My LIHWAP Applications.