



Newsletter

(405) 372-1151

April 2023

www.51erwi.com

Low-Income Water Bill Assistance

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The Low-Income Household Water Assistance Program (L.I.H.W.A.P.) is a 100 percent federally funded program to assist low-income households paying a high portion of their income for water service. The program provides assistance to low-income households to reduce past-due amounts and rates charged for drinking water and is administered through Oklahoma Human Services (O.K.D.H.S.). O.K.D.H.S. staff will determine the household's eligibility and the benefit amount will be paid directly to the owners and operators of the public water systems.

The LIHWAP program is closely modeled after the Low-Income Home Energy Assistance Program (L.I.H.E.A.P.) program including the procedures, policies, announcements, application, and approval systems.

L.I.H.W.A.P. assistance payments must be applied toward the water portion of the bill and cannot be used for any other utility service (e.g., electric, cable, or trash), just as L.I.H.E.A.P. assistance payments must be applied to electric or gas services. The application process will be the same as for the L.I.H.E.A.P. program.

Apply for the assistance at www.okdhslive.org

Water Treatment Change

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Stillwater will temporarily change its water treatment beginning April 3 and ending May 3. Customers may notice a slight change in the smell or taste. Please see Stillwater's web site for additional information:

<http://www.stillwater.org/page/home/government/departments-divisions/water-utilities/faqs-about-chlorine-conversion>

Update Your Contact Information

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Have you recently changed phone numbers or e-mail addresses? Please contact the office to let us know about any contact changes.

Autopay Convenience

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Enjoy the convenience of autopay for your water bill. Payments can be charged to a credit/debit card, or drafted from a checking/savings account. Contact our office to sign up.

Averaged Billing

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If you have been a customer in good standing for at least a year, you are eligible to sign up for averaged billing. Averaged billing provides a more predictable water bill each month. Contact the office for details.