



News Release

Lifeline, Inc.

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Low-Income Household Water Assistance Program Continues at Lifeline October 25, 2022

PAINESVILLE, Ohio—The Ohio Department of Development and Lifeline, Inc. will help income-eligible Lake County residents with water and wastewater assistance. The temporary federal Low-Income Household Water Assistance Program provides eligible residents assistance paying water and wastewater bills if they are past due or disconnected. The program has been extended to run through September 30, 2023.

“For years we have seen a need for assistance for water bills,” said Lifeline executive director, Carrie Dotson. “We help so many people each year with their heating and cooling costs through our HEAP programs, but there’s always been a gap for water, which is just as essential as heating and cooling. We’re really excited this program has been extended to be able to more completely help our residents.”

Since it’s launch in mid-February, already 136 Lake County households have been approved for assistance with water or stormwater bills. Just over \$30,000 in federal LIHWAP funds have been spent.

To apply for the program, clients are required to contact Lifeline, Inc. Due to COVID-19 precautions, *all* application intake will be scheduled by appointments only and are in-person. No walk-in sessions will be held. Same day appointments will be added daily for customers who are disconnected. Please call 440-350-9160 if you meet these guidelines for same day appointments. To schedule an appointment call, 1-440-381-8230 or visit <https://app.capappointments.com/> Lifeline’s offices relocated to 8 N. State Street Suite 300 in Painesville in June 2022.

Lifeline’s offices will be closed on November 8 in observance of Election Day and November 11 in observance of Veteran’s Day, as well as on November 24 and 25 for Thanksgiving.

Clients need to bring copies of the following documents to their appointment:

- Copies of their most recent water/wastewater bills;
- A list of all household members and proof of income for the last 30 days or 12 months for each household member, along with social security cards;
- Proof of U.S. citizenship or legal residency for all household members;
- Proof of disability (if applicable)

Lifeline for the Empowerment and Development of Consumers was founded in 1973 with the mission of helping Lake County residents by providing them assistance and life skills programming that is designed to increase self-sufficiency. In 1980 Lifeline became a participating agency of the United Way of Lake County, UWLC, and in 1987 was designated a community action agency by the Ohio Department of Development, ODOD. In 2008, Lifeline was designated as a mental health agency by the Ohio Department of Mental Health

and Addiction Services. Lifeline received interim designation as Geauga County's community action agency in 2020.

Today Lifeline continues with the same mission of helping Lake & Geauga Counties' low-income residents break the cycle of poverty and make the transition from agency-dependency to self-sufficiency. Lifeline's current programming includes services in the healthcare, housing & energy assistance, information & referral services, guardianship, and consumer education & job training areas. Our motto is 'helping people, changing lives.' Lifeline is currently funded by the UWLC and by grants through the ODOD, the Lake County Board of Commissioners, the Lake County ADAMHS Board, Lake County Department of Job & Family Services, the City of Mentor, the Western Reserve Junior Service League, the Lake County Board of Developmental Disabilities, Lake Health and through private donors.