



Low Income Household Water Assistance Program

Patient Services Department

Morongo 800-732-8805
ext 1301/1302

Soboba 800-851-5816
ext 4242/4243

San Manuel 888-268-0008
ext 4773/4774

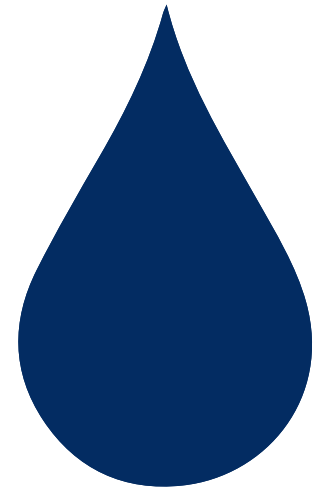
RSBCIHI Mission Statement

The mission of RSBCIHI is to provide culturally sensitive healthcare, respect and abide by the traditional customs of our Indian communities, and promote wellness and provide early intervention to achieve healthy lifestyles. The Board of Directors and Staff are working hand-in-hand with the Indian communities to create an environment that will achieve our vision.

Our Vision

We will share the values and traditions, strengthen the body, promote peace of mind, and empower dreams to all those who come through our doors. Together, we can build a healthier way of life for a better tomorrow.

LIHWAP



Riverside-San Bernardino County Indian Health, Inc.
11980 Mount Vernon Ave
Grand Terrace, CA 92313

Riverside-San Bernardino
County Indian Health, Inc.

What is LIHWAP

Riverside-San Bernardino County Indian Health, Inc. (RSBCIHI) Household Water Assistance Program is part of a new federally-funded American Rescue Plan program that provides assistance to help households to pay water and wastewater bills. Depending on your income and specific needs, you may qualify for assistance to help:

Reconnect Household Water Services

If your household water services have been disconnected because of past due water bills, grant funds may be available to pay off the balance, including fees to reconnect household water services.

Prevent Disconnection of Household Water Services

If you have received a notice that your water services will be disconnected due to a past due balance, grant funds may be available to pay all or part of your water bill.

Help Reduce Current Household Water Bills

If you are unable to afford your current water bills and meet other household needs, you may qualify for temporary assistance to pay all or some of your current water bills.

Eligibility is determined by the Patient Services Department.



Who is Eligible

Consortium tribes who participate in the LIHWAP grant along with their descendants who reside in Riverside or San Bernardino County and meet the income guidelines.

Application Process

- **Complete LIHWAP application**
- **Proof of monthly income**

If you receive assistance through any of the following programs, you automatically meet income eligibility requirements.

- Low Income Household Energy Assistance Program (LIHEAP)
- Means-tested Veterans Programs
- Supplemental Security Income (SSI)
- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Assistance for Needy Families (TANF)
- **Tribal Card or Certificate Degree of Indian Blood**
- **Pictured ID** (needed if picture is not on tribal card)
- **Social Security cards** for all family members being claimed in the household

When a LIHWAP application is approved, the Patient Services Clerk will contact the utility company and make a pledge for the dollar amount the LIHWAP applicant qualifies for. Pledges are made between the hours of 8am and 3pm, many utility companies do not take pledges after 3pm.

Incomplete applications will be denied 24 hours after submission if required documents are not provided.

It is the responsibility of the LIHWAP applicant to contact Patient Services to check on the status of their application.



Denial or Fraud should be reported to the LIHWAP Coordinator at (951) 676-6810 Ext 2545. Denials for utility payment can be appealed within 24 hours after the LIHWAP applicant received a denial letter from the Patient Services office. Riverside-San Bernardino County Indian Health Inc. has complaint forms located in all reception area or a form can be obtained from the Quality Management Department.

Review of Grievances

If a LIHEAP applicant receives a denial letter and believes he or she is eligible for LIHWAP services they can request a meeting with the LIHWAP Coordinator. If the applicant still doesn't agree with the denial they can request a meeting with the LIHWAP Coordinator and CEO, this needs to be done within five (5) working days following the meeting within the LIHWAP Coordinator and CEO. If a LIHWAP denial is still valid after this meeting and the LIHWAP applicant is still not satisfied they may request a meeting with the Grievance Committee made up of elected board members.