Dear Vendor Name,

Customer's Name at Customer's Address has been approved for the Low-Income Household Water Assistance Program (LIHWAP) in the amount of $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ for account number \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

However, we cannot make payment on the customers behalf until your organization has entered into a Water and Wastewater Vendor Agreement with \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ County Department of Social Services.

The online process of entering into the agreement has been automated and only takes a few moments of your time. This is an easy one-time process that after completion will allow us to provide the much-needed assistance to those households that are most vulnerable during these difficult times. For more information on how to complete the easy one-time process you can watch the tutorial video at <https://www.youtube.com/watch?v=ieFpOigLqzY>.

If you would like to help us assist these needy households with their water and wastewater needs, please complete the easy on-time vendor agreement process by 10 calendar days. We will submit payment once the vendor agreement has been approved. If we haven’t heard from you by this date, we will deny this LIHWAP application.

Additional information about the LIHWAP can be found by going to <https://www.ncdhhs.gov/divisions/social-services/energy-assistance> and following the Low-Income Household Water Assistance Program link.

If you have questions, please contact:

County Contact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_