Emergency Water ASSISTANCE PROGRAM (EWAP)
FREQUENTLY ASKED QUESTIONS

1. **Question:** What is EWAP?
   **Answer:** EWAP stands for Emergency Water Assistance Program. This program is designed to help low-income households pay past due drinking water and/or wastewater bills to allow services to be reconnected or prevent disconnection.

2. **Question:** Who qualifies for EWAP?
   **Answer:** Kansas residents whose income is under 150% of the federal poverty level and have been disconnected from drinking or wastewater services or are at risk of being disconnected from drinking water or wastewater services.

3. **Question:** Is my benefit based on what I owe the utility company?
   **Answer:** Yes, this benefit will also include any reconnection, delinquency and service fees.

4. **Question:** Do I qualify for EWAP just because I am behind on my utility bill?
   **Answer:** No, in order to qualify your household must be subject to shut off. Criteria on what it takes to be considered at risk of termination of services vary depending on the vendor. Some vendors will have an amount plus a timeframe you have to meet before they will disconnect you even though you have received a disconnect notification. An example would be a vendor says you have to have a past due balance that is over 150.00 for a minimum of 60 days before they will disconnect drinking water and/or wastewater services.

5. **Question:** Can I qualify for EWAP if my name is not on my utility bill?
   **Answer:** Yes, if the bill is in the name of another adult residing in your home or if the bill is in your landlord’s name and the cost of water is included in your rental obligation.

6. **Question:** How many payments will I get?
   **Answer:** Only one payment is allowed for EWAP
7. **Question:** How will I know if I’m eligible for a benefit?  
   **Answer:** You will receive written notification by mail once a decision is made.

8. **Question:** Will the EWAP benefit cover the costs of repairs to my water or sewer lines?  
   **Answer:** No, EWAP benefits do not cover repairs.

9. **Question:** Can I get assistance if I am not behind on my bill?  
   **Answer:** If you are current on your water utilities, you are not eligible for the program.

10. **Question:** How will the payment be made?  
    **Answer:** Payments will be made directly to the drinking water and/or wastewater vendors. No payments will be made to the household.

11. **Question:** How do I apply for EWAP?  
    **Answer:** Paper applications will be available in the local DCF service centers and a fileable PDF application will be made available on the DCF public website. Applications will be accepted in local DCF service centers, by mail, fax and by email. There is not an online application for this program.

12. **Question:** If my bill includes other utilities will EWAP cover the full bill?  
    **Answer:** No, EWAP will only cover eligible drinking water and wastewater services.

13. **Question:** If my water has been shut off for a long period of time, am I still able to be approved for benefits?  
    **Answer:** If you apply for EWAP and are determined to meet the eligibility criteria and have a need for drinking water and/or wastewater services, you can be approved for the EWAP benefit.

14. **Question:** How long does the Emergency Water Assistance Program last?  
    **Answer:** The Emergency Water Assistance Program will accept applications until the funding is spent. Once all funds have been used, we will no longer accept applications.

15. **Question:** Will the EWAP payment leave me with a credit on my drinking water and/or wastewater account?  
    **Answer:** No, there will be no credit on your account from the EWAP benefit.