

## **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:** 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.

**5. Question:** How many payments will I get?

**Answer:** Only one payment is allowed for EWAP

**6. 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.

**7. Question:** Will the EWAP benefit cover the costs of repairs to my water or sewer lines?

**Answer:** No, EWAP benefits do not cover repairs.

**8. 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.

**9. 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.

**10. 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.

