

The background of the slide is a light blue gradient, decorated with numerous realistic water droplets of various sizes. Some droplets are at the top, some at the bottom, and some on the right side, creating a fresh and clean aesthetic.

TapHelp.org

LIHWAP Referral System

March 24, 2023

The Basics

- Website is available to all California residents
- Short form that requires:
 - Customer Contact Information
 - Mailing and Place of Service Address(es)
 - Water Provider
 - Shut Off Status
- Includes link to CSD LIHWAP info page
- Available translation to over 100 different languages

How it Works

1. Customer submits a form
2. Customer receives an email with the name of their local LIHWAP provider
3. Referral is created based on customer's submitted information
4. Local LIHWAP provider receives an email of the customer's submitted form
5. Referral available to view in ServTraq

California Low-Income Home Water Assistance Program (LIHWAP) Referrals Portal

For more information regarding the LIHWAP program, please visit the California Department of Community Services and Development [web site](#)

Please complete this form to be considered for the Low-Income Home Water Assistance Program (LIHWAP) - California only.

Your Contact Information

Your name*

Angela

Nguyen

Email Address

Angela@energyservices.org

Angela@energyservices.org

Email Address

Re-enter your email address

Phone Number*

(831) 999-9999

Your Mailing Address

Address Line 1*

135 Aviation Way

This is the address where you receive mail either a PO Box or a number, street name and street type

Your Home Address - Where You Live

Is your home address the same as your mailing address?

☐ Yes ☒ No

Address Line 1*

3212 Eucalyptus St

This is the address where you live - street number, street name, and street type

Address Line 2

Ex.: Apt 1234 or Unit 5b

This is the unit type and number of the address where you live if applicable

City, Zip Code, and State*

Marina

City*

93933

Zip Code*

CA

State*

Your Water Bill

Marina Coast Water District

Water Company* - You can search this list by typing any part of the utility name

Do you have a shutoff notice for your water bill?

☐ Yes ☒ No



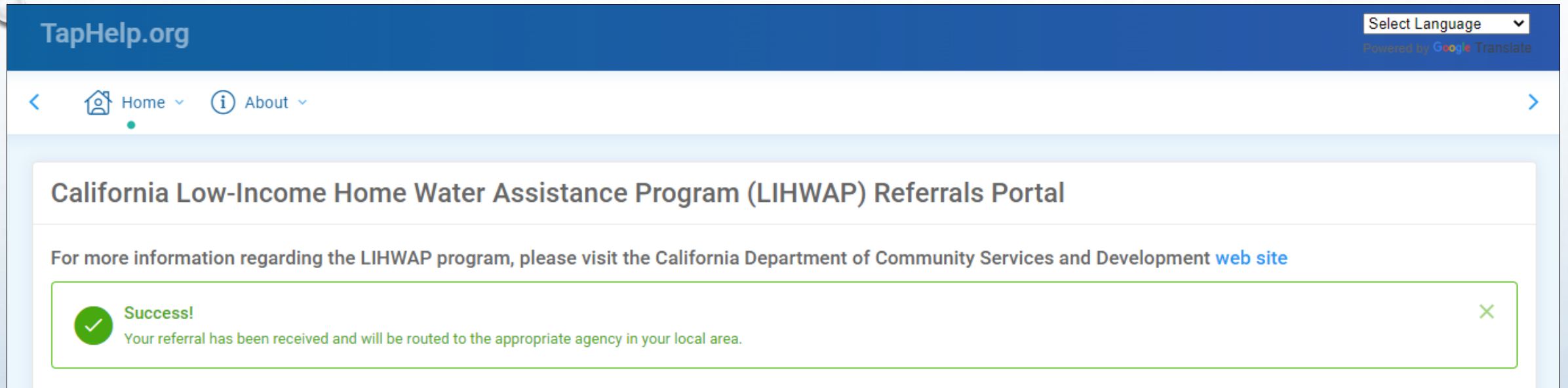
I'm not a robot



reCAPTCHA
Privacy • Terms

Submit

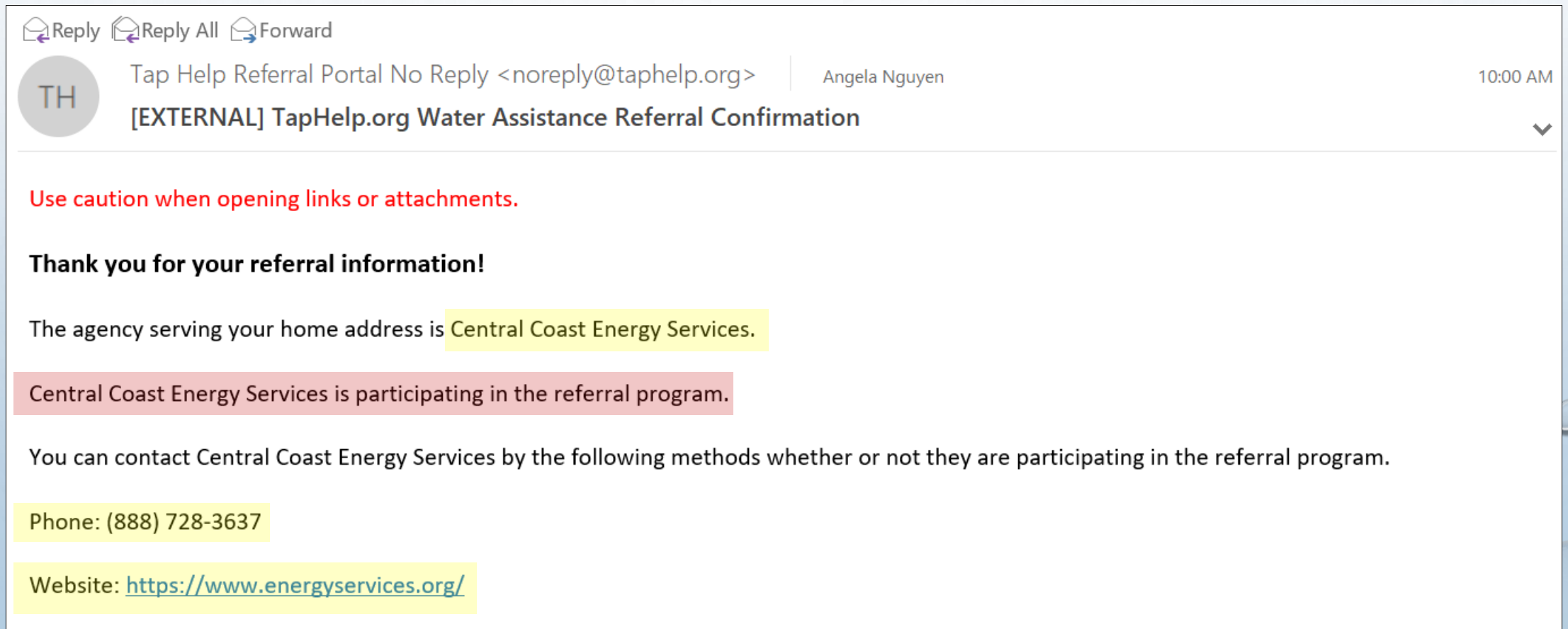
Successful Submission



- ✓ All required fields completed
- ✓ Verified email address
- ✓ Mail and POS address(es) validated by Smarty Streets
- ✓ Selected water provider serves POS county

Confirmation Email

- Includes name and contact information of LIHWAP Service Provider and whether they are using the referral system



Agency Notification Email

From: Tap Help Referral Portal No Reply <noreply@taphelp.org>
Sent: Wednesday, March 22, 2023 10:00 AM
To: Intake <intake@energyservices.org>
Subject: [EXTERNAL] TapHelp.org Water Assistance Referral

Use caution when opening links or attachments.

Your agency has received a new referral from [TapHelp.org](https://taphelp.org)!

Referral Details

Name: Angela Nguyen

Mailing Address: 135 Aviation Way Watsonville CA 95076-2000

Home Address: 3212 Eucalyptus St Marina CA 93933-2708

Home County: Monterey

Phone Number: (831) 999-9999

Email Address: Angela@energyservices.org

Water Company: Marina Coast Water District

Emergency: No

Language: English

- Sent to local agency's assigned LIHWAP contact
- Includes:
 - Customer name & contact information
 - Mailing and POS address(es)
 - Water provider
 - Shut off/emergency status

Customer Record in ServTraq

- ServTraq looks for a match to determine whether to create a new Customer Record
- Each referral creates a Contact Entry found in the **Customer Record** and **Customer Contacts** section

Contacts

Document Locator Files

Household

Notes

Applications

Jobs


Intake Appointments




Audit/Change History

MIP Customer Id:

Contacts

	Contact Date ▼	Contact Type ▼	Contact Action ▼	Call Code ▼	Language ▼	Notes ▼	Mailing Code ▼	Mailing Date ▼	Mailing Method ▼	Entered By ▼
  	3/22/2023	INCOMING	LIHWAP PROGRAM INFORMATION REQUEST	NO ACTION REQ - RECORD ONLY	ENGLISH	FROM TAPHELP REFERRAL	AW - WATER ASSISTANCE APPLICATION			TAPHELP REFERRAL
Create Filter										


 Customer Contacts

Current View: Contacts Last 30 Days ▼  View Customer/Contact  Refresh List  Export List ▼

Drag a column header here to group by that column




Customer ID ▼	Customer ▼	Contact Type ▼	Contact Action ▼	Notes ▼	Mailing Address ▼	Cont
298055	ANGELA NGUYEN	INCOMING	LIHWAP PROGRAM INFORMATION REQUEST	FROM TAPHELP REFERRAL	135 AVIATION WAY	3/22 ▲


Referral Available to View





SERVTRAQ
Local Solutions for California

- CARE Recology Report
- Intake Appointment Schedule
- DAP/HEAP UA Marketing
- LIHWAP Utilities
- TapHelp.org LIHWAP Referrals
- United Way Rent & Utility Assistance
- United Way Application Search
- United Way Applications List



 TapHelp.org LIHWAP Referrals

 Refresh List

 Export List

First Name	Last Name	Email	Phone Number	Pos Address	City	Zip Code	County
ANGELA	NGUYEN	Angela@energyservices.o	(831) 999-9999	3212 Eucalyptus St	Marina	93933	MONTEREY

- Referrals can be viewed under **HEAP → TapHelp.org LIHWAP Referrals**
- Referral is removed from list after 90 days OR LIHWAP application entry
- Manual removal option in development