TapHelp.org

LIHWAP Referral System
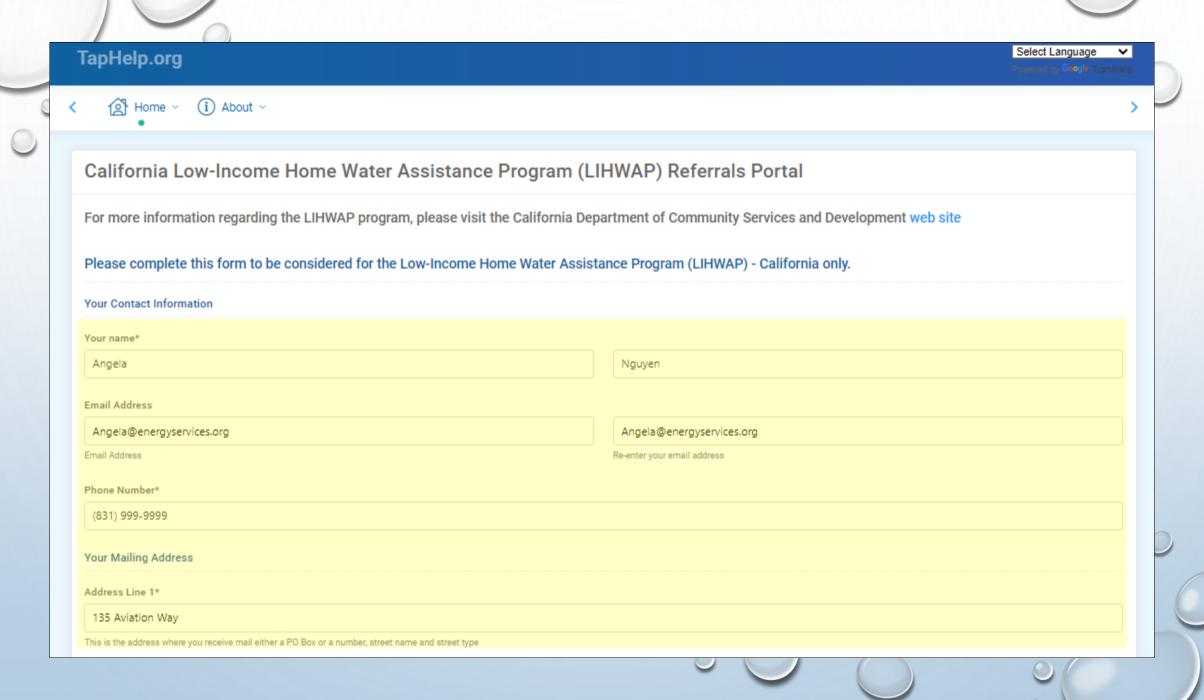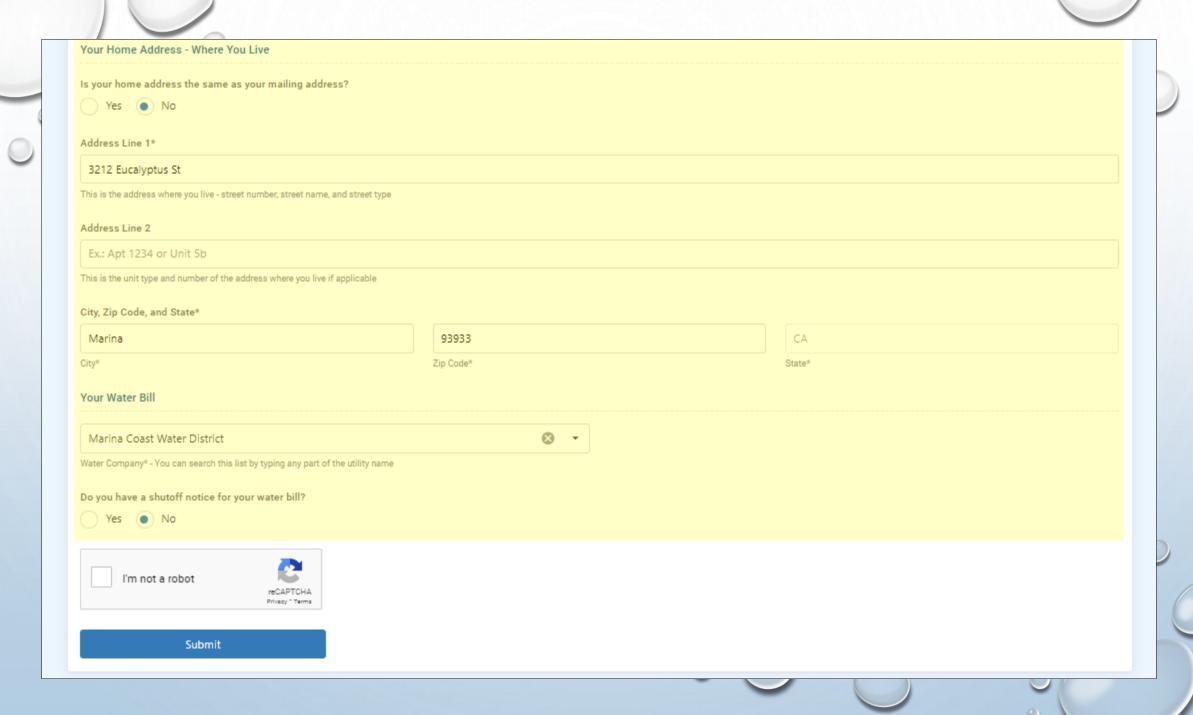
March 24, 2023

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

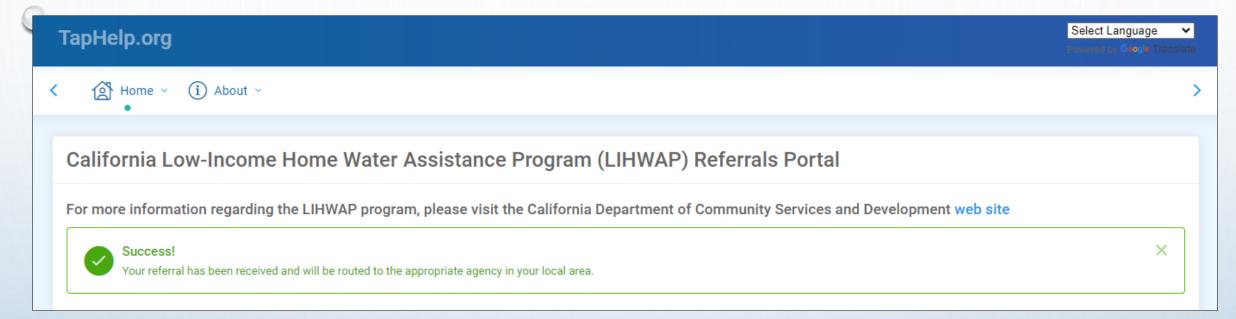- Available translation to over 100 different languages

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

⟨ 🏠 Home ⌄   ⓘ About ⌄   ⟩
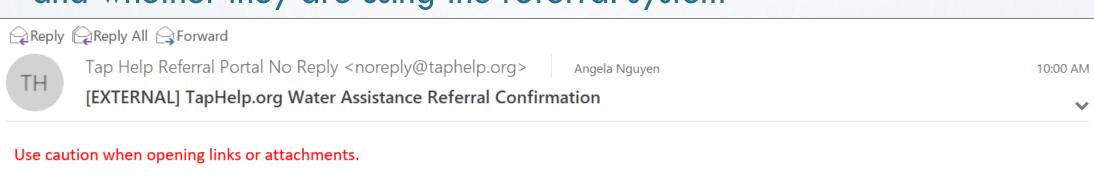
California Low-Income Home Water Assistance Program (LIHWAP) Referrals Portal

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	93933	CA
City*	Zip Code*	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!

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

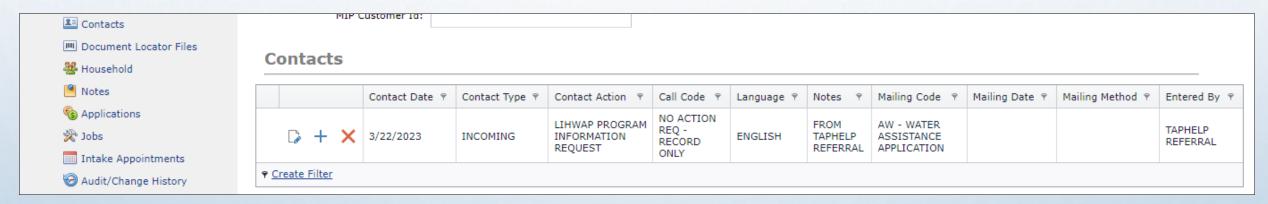Water Company: Marina Coast Water District
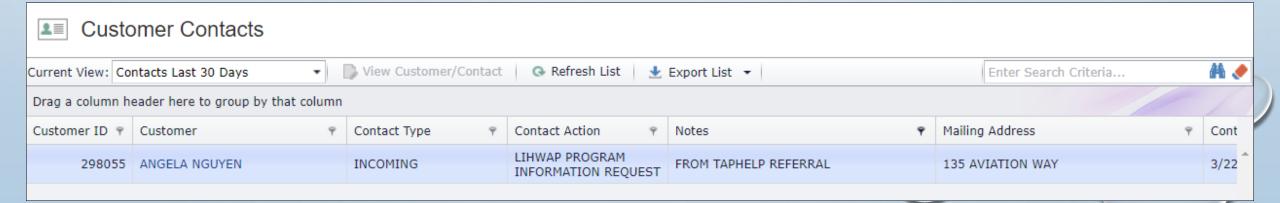
Emergency: No

Language: English

- Sent to local agency's assigned LIHWAP contact

- Includes:
  - Customer name & contact information
  - Mailing and POS address(es)
  - Water provider
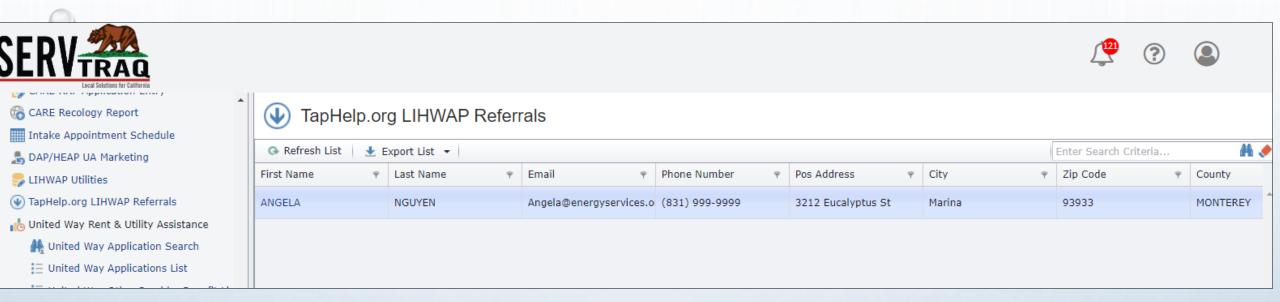 - Shut off/emergency status

Customer Record in ServTraq

- SerwTraq 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

Referral Available to View

- 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