



A Service of The City of Cincinnati

GREATER CINCINNATI
WATER WORKS

HELP

Help Eliminate Lead Pipes

Customer Assistance Application Program

Greater Cincinnati Water Works (GCWW) offers an income-based customer assistance program to eligible property owners that **pays for the entire cost of replacing the private-side Lead Service Line to their homes**. Financial assistance is available through the “Help Eliminate Lead Pipes” program, also known as HELP. The payment is made directly to the contractor selected by GCWW to perform the work, and no payment of any kind is given to customers.

Funding for the HELP program is limited and will be applied to qualified applicants on a first come, first served basis. All approved applicants must participate in GCWW’s Lead Service Line Replacement Program by signing the *Agreement for Private Lead Service Line Replacement* document.

Qualification Requirements

Qualification is based on the property owner’s annual income level. To qualify, income must be equal to or less than the Low-Income (80%) Limits for Hamilton County as defined by the most recently published U.S Department of Housing and Urban Development Housing Income Limits Summary.

Customer Assistance Amounts

Qualifying customers will receive a 100% credit to pay for their Lead Service Line replacement bill in its entirety, while funding remains available.

Contact Information

For questions regarding the HELP program or to check application status, please contact the HELP Program Administrator by telephone at 513-591-6501.

Income Explanation

To help determine if you qualify for the HELP Program, below is the most recently published Low-Income (80%) Limits for Hamilton County from the U.S. Department of Housing and Urban Development Housing. The property owner(s) household size is based on the number of dependents listed in their IRS Form 1040 tax return filing from the previous tax year.

Income Summary Limits:

Property Owner(s) Household Size	Low-Income (80%) Limit for Hamilton County
1	\$48,350
2	\$55,250
3	\$62,150
4	\$69,050
5	\$74,600
6	\$80,100
7	\$85,650
8	\$91,150

*(*2020 Department of Housing and Urban Development Housing Income Limits Summary)*

Privacy Act Notice

DISCLOSURE: The disclosure of Social Security numbers is mandatory to receive assistance through the HELP program.

USE: GCWW may use Social Security numbers to verify property owner's information supplied on the application to prevent, detect and correct fraud, waste, and abuse. The information may also be used to respond to requests for information from agency programs funded by block grants to states for Temporary Assistance for Needy Families (TANF). The applicant may be held civilly or criminally liable under federal or state law for knowingly making false or fraudulent statements.