

**Report on Status of
Municipal Utility Customer Accounts
March 12, 2020 – August 31, 2021**



**Commission on Local Government
Commonwealth of Virginia**

November 2021

***Members of the
Commission on Local Government (CLG)***

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REPORT ON STATUS OF MUNICIPAL UTILITY CUSTOMER ACCOUNTS

March 12, 2020 – August 31, 2021

Introduction

Chapter 1 of Special Session II of the 2021 Acts of Assembly requires utilities not subject to regulation by the State Corporation Commission (municipal utilities) to submit information on the status of customer accounts to the Commission on Local Government (CLG).¹ Each utility is required to report to the CLG information covering the time period of March 12, 2020 through August 31, 2021. The report covers the following information:

- a) The amount of unspent utility assistance funds previously provided under the Coronavirus Aid Relief and Economic Securities (CARES) Act.
- b) The level of outstanding customer arrearages as of August 31, 2021 from March 12, 2020.
- c) The number and value of accounts that are at least 60 days in arrears, disaggregated by residential, business, and industrial users.

Upon receipt of such information, the CLG is directed to compile a report and provide it to the Governor and the Chairs of the House Appropriations Committee and Senate Finance and Appropriations Committee by November 1, 2021.

On October 6, 2021, CLG staff shared advanced notice of the reporting requirement and questions with points of contact for municipal utilities and the chief administrative officers for cities, counties, and towns, including a link to a survey for purposes of collecting information for the reporting requirement.² Responses were received from 120 municipal utilities, which does not appear to account for every municipal utility system that is within the Commonwealth of Virginia; however, an analysis and listing on unresponsive municipal utilities is not provided in this report.³

Please note that the report will be presented to the CLG for formal adoption at their next regularly scheduled meeting on November 4, 2021.

¹ The full text of this reporting requirement can be found in Appendix A.

² Please see Appendix B for a copy of the survey questions.

³ A table summarizing all responses that were received has been included as Appendix C.

Summary of Municipal Utility Customer Account Data

The following is a statewide summary of data collected for items required pursuant to Chapter 1 of Special Session II of the 2021 Acts of Assembly:

a) The amount of unspent utility assistance funds previously provided under the Coronavirus Aid Relief and Economic Securities (CARES) Act.;

Reporting municipal utilities indicated that a total of \$13,327,834.48 of CARES Act funds remain unspent, ranging from \$0 to \$6,441,526.52 for those who accepted CARES funding. The median value of unspent funds is \$0.

b) The level of outstanding customer arrearages as of August 31, 2021 from March 12, 2020;

Reporting municipal utilities indicated a statewide value of total arrearages of \$138,166,419.73, with values ranging from \$0 to \$20,231,345.50. The median value of arrearages is \$125,338.77.

c) The number and value of accounts that are at least 60 days in arrears, disaggregated by residential business, and industrial users.

Residential

Reporting municipal utilities indicated that 233,396 residential accounts were on file as being at least 60 days in arrears for a total statewide value of \$80,899,019.70. Those values range from \$0 to \$15,202,778.77. The median value of arrearages is \$64,640.59.

Business

Reporting municipal utilities indicated that 11,063 business accounts were on file as being at least 60 days in arrears for a total statewide value of \$16,497,315.74. Those values range from \$0 to \$5,618,000.11. The median value of arrearages is \$3,422.20

Industrial

Reporting municipal utilities indicated that 110 industrial accounts were on file as being at least 60 days in arrears for a total statewide value of \$102,012.45. Those values range from \$0 to \$28,081.00. The median value of arrearages is \$0.

APPENDIX A

Item B.2.e.e) of Chapter 1 of Special Session II of the 2021 Acts of Assembly

e) The Department of Housing and Community Development shall survey municipal utilities to determine the amount of unspent utility assistance funds previously provided under the Coronavirus Aid, Relief, and Economic Security (CARES) Act (P.L. 116-136), as well as the level of outstanding customer arrearages as of August 31, 2021, from March 12, 2020. The information collected shall include the number and value of accounts that are at least 60 days in arrears disaggregated by residential, business, and industrial users. Utilities not subject to the regulation of the State Corporation Commission shall submit the required information to the Department in a timely manner. The Department shall submit a report on its findings to the Governor and the Chairs of the House Appropriations Committee and Senate Finance and Appropriations Committee by November 1, 2021.

APPENDIX B

Survey Instrument for Municipal Utility Customer Account Data Collection

Fall 2021 Municipal Utility Report Survey

Section 3: 3/12/2020 through 8/31/2021

52) What is the total value of unspent CARES Act utility assistance funds in your accounts? *

53) What is the total amount of customer arrearages as of 8/31/2021?*

54) Please indicate the number of residential accounts at least 60 days in arrears as of 8/31/2021.*

55) Please indicate the total value of residential accounts at least 60 days in arrears as of 8/31/2021.*

56) Please indicate the number of business accounts at least 60 days in arrears as of 8/31/2021.*

57) Please indicate the total value of business accounts at least 60 days in arrears as of 8/31/2021.*

58) Please indicate the number of industrial accounts at least 60 days in arrears as of 8/31/2021.*

59) Please indicate the total value of industrial accounts at least 60 days in arrears as of 8/31/2021.*

Thank You!

APPENDIX C

**Summary of Survey Responses from Municipal Utilities for March
12, 2020, to August 31, 2021 Reporting Period**

Organization:Please provide the following information:	What is the total value of unspent CARES Act utility assistance funds in your accounts?	What is the total amount of customer arrearages as of 8/31/2021?	Please indicate the number of residential accounts at least 60 days in arrears as of 8/31/2021.	Please indicate the total value of residential accounts at least 60 days in arrears as of 8/31/2021.	Please indicate the number of business accounts at least 60 days in arrears as of 8/31/2021.	Please indicate the total value of business accounts at least 60 days in arrears as of 8/31/2021.	Please indicate the number of industrial accounts at least 60 days in arrears as of 8/31/2021.	Please indicate the total value of industrial accounts at least 60 days in arrears as of 8/31/2021.
Albemarle County Service Authority	\$ 174.00	\$ 683,731.00	1423	\$ 278,133.00	127	\$ 77,484.00	2	\$ 1,419.00
Alexandria Renew Enterprises	\$ 99,465.92	\$ 675,866.32	917	\$ 326,937.55	174	\$ 166,039.77	0	\$ -
Alleghany County Public Works	failed to answer	failed to answer	failed to answer	failed to answer	failed to answer	failed to answer	failed to answer	failed to answer
Amherst County Service Authority	\$ -	\$ 106,812.28	248	\$ 64,640.59	10	\$ 1,264.55	0	\$ -
Arlington County Government	\$ -	\$ 2,718,914.97	2962	\$ 1,071,498.81	597	\$ 1,147,698.20	Not Applicable.	Not Applicable.
Augusta County Service Authority	\$ -	\$ 125,338.77	1009	\$ 107,569.00	31	\$ 17,479.95	6	\$ 289.82
Bedford Regional Water Authority	\$ -	\$ 202,533.46	424	\$ 30,332.11	7	\$ 20,105.61	0	\$ -
Buckingham County Water System	\$ -	\$ 9,057.71	16	\$ 3,361.10	1	\$ 643.91	0	\$ -
Campbell County Utilities and Service Authority	\$ -	\$ 115.00	52	\$ 20,347.64	3	\$ 2,854.91	0	\$ -
Carroll County PSA	\$ -	\$ 44,547.76	68	\$ 34,564.68	0	\$ -	0	\$ -
Chesterfield County Public Utilities	\$ -	\$ 5,077,339.00	8865	\$ 2,700,012.00	211	\$ 104,632.00	1	\$ 301.00
City of Charlottesville	\$ 5,927.00	\$ 497,569.00	810	\$ 437,841.00	68	\$ 57,844.00	0	\$ -
City of Chesapeake	\$ -	\$ 4,414,868.54	7343	\$ 4,140,515.25	207	\$ 445,820.88	0	\$ -
City of Colonial Heights	\$ 68,997.00	\$ 296,405.00	827	\$ 159,025.00	51	\$ 27,220.00	0	\$ -
City of Covington VA	\$ -	\$ 133,080.00	272	\$ 119,096.00	4	\$ 3,184.00	0	\$ -
City of Danville	\$ -	\$ 5,003,317.00	3306	\$ 1,919,333.00	208	\$ 173,599.00	1	\$ 439.00
City of Fairfax, Virginia	\$ -	\$ 100,946.19	118	\$ 46,864.48	17	\$ 10,062.08	0	\$ -
City of Falls Church	\$ 9,526.26	\$ 51,026.57	40	\$ 7,789.92	9	\$ 2,402.95	0	\$ -
City of Franklin	\$ 46.54	\$ 424,616.56	516	\$ 268,609.03	20	\$ 8,018.65	0	\$ -
City of Fredericksburg	\$ 298,838.65	\$ 242,755.97	399	\$ 208,038.77	36	\$ 32,654.94	0	\$ -
City of Hampton Public Works Department	\$ 966,962.28	\$ 293,147.46	6559	\$ 408,796.04	189	\$ 9,555.04	22	\$ 828.34
City of Hopewell	\$ 311,881.61	\$ 800,293.54	unable to provide	\$ 737,991.21	0	\$ -		\$ -
City of Lynchburg	\$ 139,333.37	\$ 436,913.04	2285	\$ 271,717.66	113	\$ 114,671.67	8	\$ 21,892.02
City of Martinsville	\$ -	\$ 563,999.00	715	\$ 541,948.00	9	\$ 22,052.00	0	\$ -
City of Newport News Waterworks	\$ 640,913.19	\$ 13,183,882.07	14961	\$ 436,434.40	566	\$ 274,297.35	47	\$ 16,376.26
City of Norfolk	\$ -	\$ 7,692,274.00	8528	\$ 6,818,442.00	811	\$ 1,441,976.00	included in business account numbers	included in business account numbers
City of Portsmouth	\$ 439,773.56	\$ 3,927,806.82	7365	\$ 3,834,776.00	59	\$ 93,031.00	0	\$ -
City of Radford	\$ 39,612.95	\$ 712,556.43	629	\$ 316,486.52	222	\$ 59,527.02	0	\$ -
City of Richmond	\$ 6,441,526.52	\$ 15,091,258.14	22894	\$ 11,546,792.69	1447	\$ 3,516,384.45	4	\$ 28,081.00
City of Staunton	\$ 20,492.00	\$ 214,968.00	420	\$ 94,007.00	21	\$ 27,893.00	0	\$ -
City of Suffolk Public Utilities	\$ -	\$ 2,537,445.49	3707	\$ 2,663,501.68	131	\$ 163,308.15	0	\$ -
City of Waynesboro	\$ 219,331.28	\$ 168,752.20	555	\$ 101,853.98	4	\$ 5,603.99	0	\$ -
City of Williamsburg	\$ -	\$ 160,448.90	293	\$ 73,865.63	24	\$ 30,132.38	0	\$ -
City of Winchester	\$ -	\$ 446,278.59	948	\$ 410,121.99	26	\$ 36,156.60	0	\$ -
County of York	\$ 13,180.30	\$ 281,103.11	959	\$ 157,997.12	24	\$ 18,427.33	0	\$ -
Dinwiddie County Water Authority	\$ -	\$ 97,047.00	274	\$ 64,769.00	7	\$ 1,922.00	0	\$ -
Fairfax County Government	\$ 577,969.26	\$ 2,733,577.34	5635	\$ 1,383,377.16	240	\$ 157,731.95	0	\$ -
Fairfax Water	\$ 272,261.14	\$ 1,775,096.71	6166	\$ 974,593.81	341	\$ 88,286.25	0	\$ -
Fauquier County Water & Sanitation Authority	\$ 56,533.04	\$ 402,424.99	415	\$ 263,363.73	5	\$ 3,248.44	0	\$ -
Frederick Water	\$ -	\$ 89,513.63	546	\$ 51,147.40	57	\$ 37,366.23	8	\$ 1,771.20
Gloucester Public Utilities	\$ -	\$ 192,747.83	245	\$ 149,264.32	8	\$ 3,242.96	0	\$ -
Goochland County Public Utilities	\$ 6,692.66	\$ 56,803.83	42	\$ 14,142.96	14	\$ 15,594.80	0	\$ -
Greensville County Water & Sewer Authority	\$ -	\$ 117,577.81	485	\$ 77,512.10	3	\$ 1,759.60	2	\$ 51.59
Halifax County Service Authority	\$ -	\$ 165,827.58	564	\$ 92,321.72	8	\$ 1,002.00	0	\$ -
Hanover County Public Utilities	\$ 286,539.85	\$ 2,589,120.42	2880	\$ 630,553.47	165	\$ 129,580.88	0	\$ -
Harrisonburg Electric Commission	\$ -	\$ 242,897.15	412	\$ 162,041.19	4	\$ 1,009.17	0	\$ -
Henrico County Department of Public Utilities	\$ 61,246.64	\$ 7,554,255.00	13205	\$ 4,236,693.00	491	\$ 372,390.00	3	\$ 3,448.00
Henry County PSA	\$ -	\$ 115,517.31	146	\$ 24,715.19	17	\$ 5,812.97	0	\$ -
HRSB	\$ -	\$ 20,231,345.50	49213	\$ 15,202,778.77	2330	\$ 5,618,000.11	0	\$ -
Isle of Wight County Public Utilities	\$ -	\$ 129,616.39	497	\$ 101,211.06	9	\$ 1,868.27	3	\$ 26,537.06
James City Service Authority	\$ 94,450.39	\$ 547,484.01	1162	\$ 479,363.53	82	\$ 98,804.83	0	\$ -
Lexington, City of	\$ -	\$ 55,937.44	291	\$ 21,274.03	17	\$ 6,377.49	0	\$ -
Loudoun Water	\$ 36,344.44	\$ 15,446,615.73	6667	\$ 1,729,250.13	301	\$ 554,310.59	0	\$ -
New Kent County	\$ 115.90	\$ 106,692.69	173	\$ 98,745.51	12	\$ 7,947.18	0	\$ -
New River Regional Water Authority	\$ -	\$ -	0	\$ -	0	\$ -	0	\$ -
Powhatan County	\$ 3,818.12	\$ 6,148.81	3	\$ 304.47	3	\$ 5,844.34	0	\$ -
Prince George County Engineering and Utilities	\$ 30,307.00	\$ 135,383.00	231	\$ 108,988.00	0	\$ -	0	\$ -
Prince William County Service Authority	\$ -	\$ 3,837,842.45	6620	\$ 3,023,222.51	158	\$ 498,310.19	0	\$ -
Pulaski County PSA	\$ -	\$ 91,821.37	381	\$ 33,910.39	14	\$ 18,407.32	0	\$ -
Rapidan Service Authority	\$ -	\$ 172,217.00	923	\$ 139,531.00	68	\$ 32,686.00	0	\$ -
Rockingham County	\$ -	\$ -	1	\$ 26.23	0	\$ -	0	\$ -
Spotsylvania County	\$ 395,934.06	\$ 1,297,367.37	3555	\$ 1,063,595.07	148	\$ 106,476.51	0	\$ -
Stafford County Utilities	\$ 1,240.44	\$ 2,196,874.63	7095	\$ 2,004,747.21	165	\$ 104,610.87	3	\$ 578.16
Stoney Creek SD/Toms Brook Maurertown SD	\$ -	\$ 2,801.81	3	\$ 119.09	0	\$ -	0	\$ -

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Tazewell County PSA	\$ -	\$ 9,596.00	37	\$ 2,574.00	1	\$ 35.00	0	\$ -
Town of Amherst - Amherst, MA	\$ 22,022.74	\$ 201.00	10	\$ 503.13	0	\$ -	0	\$ -
Town of Appalachia	\$ -	\$ 127,062.15	148	\$ 60,361.69	5	\$ 960.50	0	\$ -
Town of Berryville	\$ 1,968.62	\$ 12,715.56	115	\$ 11,391.59	4	\$ 1,037.13	0	\$ -
Town of Big Stone Gap	\$ -	\$ 115,545.33	247	\$ 16,124.88	6	\$ 828.53	0	\$ -
Town of Blacksburg	\$ -	\$ 30,049.96	72	\$ 15,069.09	0	\$ -	0	\$ -
Town of Blackstone	\$ -	\$ 83,848.08	55	\$ 13,117.21	7	\$ 755.99	0	\$ -
Town of Bridgewater	\$ -	\$ 23,993.20	38	\$ 12,351.16	1	\$ 946.63	0	\$ -
Town of Brodax / Brunswick County	\$ -	\$ 3,752.30	10	\$ 3,752.30	0	\$ -	0	\$ -
Town of Charlotte Court House	\$ -	\$ 184.47	1	\$ 40.70	0	\$ -	0	\$ -
Town of Chilhowie	\$ -	\$ 202,064.28	37	\$ 4,655.31	4	\$ 5,017.83	0	\$ -
Town of Chincoteague	\$ -	\$ 1,478.05	8	\$ 585.29	0	\$ -	0	\$ -
Town of Christiansburg	\$ -	\$ 151,043.78	450	\$ 107,869.12	19	\$ 18,440.89	0	\$ -
Town of Clarksville	\$ -	\$ -	0	\$ -	0	\$ -	0	\$ -
Town of Cleveland	\$ -	\$ 1,683.38	11	\$ 11.00	0	\$ -	0	\$ -
Town of Clifton Forge	\$ -	\$ 65,482.57	123	\$ 40,599.16	3	\$ 1,895.30	0	\$ -
Town of Drakes Branch	\$ -	\$ 4,595.27	43	\$ 4,120.55	5	\$ 474.72	0	\$ -
Town of Eastville	\$ -	\$ 4,437.06	7	\$ 4,725.38	0	\$ -	0	\$ -
Town of Exmore	\$ -	\$ 16,960.88	157	\$ 16,839.16	27	\$ 121.72	0	\$ -
Town of Farmville	\$ -	\$ 35,318.23	58	\$ 7,803.20	0	\$ -	0	\$ -
Town of Front Royal	\$ -	\$ 326,120.35	963	\$ 276,970.60	23	\$ 57,128.57	0	\$ -
Town of Gate City	\$ 38,045.57	\$ 164,368.35	17	\$ 920.61	2	\$ 202.99	0	\$ -
Town of Herndon	\$ -	\$ 293.00	268	\$ 92,684.63	25	\$ 34,016.24	0	\$ -
Town of Iron Gate	\$ 1,577.98	\$ 2,015.55	4	\$ 1,350.38	0	\$ -	0	\$ -
Town of Jonesville	\$ -	\$ 422.23	1	\$ 422.23	0	\$ -	0	\$ -
Town of Leesburg	\$ -	\$ 137,534.58	384	\$ 111,492.75	64	\$ 23,056.66	0	\$ -
Town of Louisa	\$ -	\$ 30,275.42	66	\$ 18,624.37	6	\$ 3,422.20	0	\$ -
Town of Marion	\$ -	\$ 68,985.76	175	\$ 34,920.93	6	\$ 783.85	0	\$ -
Town of Montross	\$ -	\$ 2,186.58	9	\$ 685.48	1	\$ 12.70	0	\$ -
Town of Mount Jackson	\$ -	\$ 12,491.60	58	\$ 12,491.60	6	\$ 628.52	0	\$ -
Town of Pamplin City	\$ 1,222.56	\$ 2,503.89	11	\$ 2,503.89	0	\$ -	0	\$ -
Town of Parksley	\$ -	\$ -	0	\$ -	0	\$ -	0	\$ -
Town of Phenix	\$ -	\$ -	0	\$ -	0	\$ -	0	\$ -
Town of Pulaski	\$ -	\$ 37,115.94	200	\$ 37,115.94	0	\$ -	0	\$ -
Town of Purcellville	\$ -	\$ 160,587.83	76	\$ 160,587.83	0	\$ -	0	\$ -
Town of Remington	\$ 9,127.61	\$ 14,977.35	96	\$ 14,977.35	6	\$ 754.42	0	\$ -
Town of Richlands	\$ -	\$ 195,530.08	283	\$ 27,660.84	13	\$ 1,082.55	0	\$ -
Town of Rocky Mount	\$ -	\$ 57,599.58	160	\$ 29,952.57	10	\$ 4,282.66	0	\$ -
Town of Shenandoah	\$ -	\$ 8,172.57	32	\$ 2,167.93	6	\$ 1,692.84	0	\$ -
Town of Smithfield	\$ 45,902.71	\$ 97,723.68	171	\$ 86,962.74	9	\$ 4,547.84	0	\$ -
Town of South Hill	\$ -	\$ 18,662.74	66	\$ 18,654.90	4	\$ 2,074.24	0	\$ -
Town of St. Paul	\$ -	\$ 14,410.38	47	\$ 8,898.16	1	\$ 203.11	0	\$ -
Town of Strasburg	\$ 42,871.56	\$ 120,088.69	58	\$ 8,525.85	5	\$ 519.86	0	\$ -
Town of Troutville	\$ 164,000.00	\$ -	0	\$ -	0	\$ -	0	\$ -
Town of Urbanna	\$ 2,261.38	\$ 12,668.68	30	\$ 11,175.91	0	\$ -	0	\$ -
Town of Vienna	\$ 0.95	\$ 167,225.24	433	\$ 78,655.87	69	\$ 24,432.25	0	\$ -
Town of Vinton	\$ 36,503.60	\$ 250,622.98	714	\$ 168,124.96	66	\$ 25,955.91	0	\$ -
Town of Wakefield	\$ -	\$ 19,798.16	18	\$ 18.00	2	\$ 2.00	0	\$ -
Town of Warsaw	\$ 30.38	\$ 16,246.71	41	\$ 9,335.84	7	\$ 6,779.94	0	\$ -
Town of Washington	\$ -	\$ 4,150.97	11	\$ -	0	\$ -	0	\$ -
Town of West Point	\$ -	\$ 137,466.06	156	\$ 120,254.21	10	\$ 3,697.06	0	\$ -
Town of Windsor	\$ -	\$ 11,574.11	26	\$ 11,574.11	0	\$ -	0	\$ -
Town of Wise	\$ -	\$ 47,301.30	137	\$ 18,608.33	5	\$ 307.89	0	\$ -
Virginia Beach Public Utilities	\$ 1,399,206.10	\$ 5,997,458.44	13901	\$ 5,724,900.87	382	\$ 221,077.00	0	\$ -
Virginia Tech Electric Service	\$ -	\$ 182.00	87	\$ 56,000.90	7	\$ 12,699.69	0	\$ -
Western Virginia Water Authority	\$ -	\$ 1,015,584.84	3439	\$ 750,466.91	138	\$ 49,442.97	0	\$ -
Westmoreland County	\$ -	\$ 193,513.86	313	\$ 21,461.94	0	\$ -	0	\$ -
Wise County Public Service Authority	\$ -	\$ 155,025.39	578	\$ 94,604.71	3	\$ 320.15	0	\$ -
Woodstock	\$ 19,144.67	\$ 31,078.24	288	\$ 62,326.82	8	\$ 2,931.30	0	\$ -
Wythe Co. Water & Wastewater	\$ 4,512.68	\$ 37,546.02	189	\$ 9,641.92	3	\$ 129.76	0	\$ -
Wytheville, town of	\$ -	not tracked	not tracked	not tracked	not tracked	not tracked	not tracked	not tracked
Totals:	\$ 13,327,834.48	\$ 138,166,419.73	233396	\$ 80,899,019.70	11063	\$ 16,497,315.74	110	\$ 102,012.45