

COVID-19 Municipal Utility Relief Program:
Individual Program Information

Name of Municipal Utility	Website	Phone Number	Physical Location	Internal Application Deadline	Other Information
Albemarle County Service Authority	n/a	434-977-4511	168 Spotnap Rd. Charlottesville, VA 22911	TBD	
Alleghany County		540-863-6650	9212 Winterberry Ave, Suite A, Covington Va 24426	12/30/2020	Any questions or applications may be sent to swilliams@co.alleghany.va.us
Amherst County Service Authority	http://www.countyofamherst.com/	434-845-1605 (office, 9 am – 5 -m, Monday-Friday), 434-221-8757 (Director’s cell, anytime)	113 Phelps Road, Madison Heights, VA 24572	1/20/2021 5:00 p.m.	
Arlington County Government	http://www.water.arlingtonva.us/	703-228-5080 (weekdays, 9 to 5)	n/a	1/15/2021	(1) Our program does not related to outstanding refuse or other charges unrelated to metered water and sewer service. (2) We are offering translation services for our Spanish speaking customers. (3) If are ineligible for this relief but they are still suffering an economic hardship, they should call our mainline (703-228-5000) and we can review their eligibility for a pay arrangement.
Augusta County Service Authority	https://www.acsawater.com/cares	540-245-5676	18 Government Center Lane. Verona, VA 24482	1/15/2021	No reimbursement will be made for bills that have already been paid.
Buchanan County PSA	https://buchanancountypsa.myruralwater.com/	276-935-5827	1023 Old Bennis Branch Rd. Oakwood, Va. 24631	1/22/2021	
Caroline County	https://co.caroline.va.us/273/Public-Utilities	804-633-4390	12613 Mill Creek Road, Ruther Glen, Va. 22546	1/20/2021	CCDPU@co.caroline.va.us
Chesterfield County Utilities	http://chesterfield.gov/utilities/assistance	804-748-1291	9840 Government Center Parkway, Chesterfield, VA 23832	1/15/2021	As the demand for this program is anticipated to be high, there may be linger than normal wait times when calling and therefore we strongly recommend out customers apply online as it is a fast and simple process. You may also email our customer service section for assistance at: utilitiescares@chesterfield.gov and provide your name, address and phone number for us to contact you.

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City of Alexandria Virginia, Sanitation Authority d/b/a Alexandria Renew Enterprises	https://alexrenew.com/news/covid-bill-relief	703-721-3500 (option 1)	1800 Limerick Street, Alexandria, VA 22314	1/15/2021	billing@alexrenew.com; Additional financial assistance may be available for individuals experiencing other financial hardship due to COVID-19 through the City of Alexandria's Department of Community and Human Services – for more information, call 703-746-5700, text 703-746-5599, or visit www.alexandriava.gov/Coronavirus .
City of Chesapeake Department of Public Utilities	https://www.cityofchesapeake.net/PUCARES	757-382-6352	City Hall, 2nd Floor, 306 Cedar Road, Chesapeake, VA	1/20/2021	first-come, first-served; water@cityofchesapeake.net; fax: 757-382-8546, http://www.hrutilityrelief.com/
City of Colonial Heights	https://www.colonialheightsva.gov/976/Water-Utility-Grant	804-520-9288	201 James Avenue, Colonial Heights, VA 23834	12/30/2020 but will accept late applications	Awards up to \$600, applies only to bills received in April – December, grant not applicable to refuse or stormwater charges.
City of Covington	n/a	540-965-6314	City of Covington, Utility Program, PO Box 900, Covington VA 24426	Must be postmarked by 12/30/2020	
City of Danville Utilities	n/a	434-799-6543	City of Danville, Department of Social Services, 510 Patton Street, Danville, VA 24541	12/31/2020	
City of Emporia	n/a	434-634-2349	201 S Main St, Emporia VA 23847	12/28/2021	
City of Falls Church	http://bit.ly/FWoptions	703-698-5800 (TTY 711)	8570 Executive Park Avenue, Fairfax, VA 22031	12/30/2020	
City of Franklin Power & Light	http://www.franklinva.com/	757-562-1001	City of Franklin, 207 West 2nd Avenue, Franklin, Virginia 23851	12/30/2020	
City of Franklin Water & Sewer	http://www.franklinva.com/	757-562-1001	City of Franklin, 207 West 2nd Avenue, Franklin, Virginia 23851	12/30/2020	
City of Fredericksburg	http://fredericksburgva.gov/	540-993-1655	n/a (online form submittal or if assistance needed in completing over the phone call the above number)	12/30/2020	

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City of Harrisonburg	https://www.harrisonburgva.gov/novel-coronavirus	540-434-9959	Drop Box Locations: 2155 Beery Rd, Harrisonburg, VA 22801 (M -F 7:00 am - 4:30 pm) 409 S Main St, Harrisonburg, VA 22801 (24/7) Physical Location: 2155 Beery Rd, Harrisonburg, VA 22801	12/12/2021	
City of Hopewell Water Renewal	http://www.hopewellva.gov/	804-352-4001	n/a	1/13/2021	
City of Manassas Utilitites	http://www.manassacity.org/	703-257-8245	8500 Public Works Dr, Manassas, VA 20110	1/15/2021	
City of Norton	http://nortonva.gov/	276-679-1160	City of Norton, City Hall – 618 Virginia Avenue, NW – PO Box 618 - Norton VA 24273	2/12/2021	
City of Petersburg Public Utilities	http://www.petersburgva.gov/CivicAlerts.aspx?AID=1227	804-733-2349	Drop off Only, envelop must be properly marked) - ATTENTION: Utility Relief Assistance, 144 N. Sycamore Street, Petersburg, VA 23803	1/8/2021 at 5:00 p.m.	
City of Poquoson Utility Fund	http://www.ci.poquoson-va.us/	757-868-3020	Commissioner of the Revenue, 500 City Hall Avenue, Poquoson, VA 23662	1/14/2021	Letters and applications were mailed to delinquent account holders on December 10, 2020; http://www.hrutilityrelief.com/
City of Portsmouth Department of Public Utilities	https://utilities.portsmouthva.gov/CivicAlerts.aspx?AID=13	757-393-8524	801 Crawford St Portsmouth VA, drop box on Water Street near City Hall	1/22/2021	PortsmouthUtilityRelief@portsmouth va.gov
City of Richmond Public Utilities	http://richmondgov.com/PublicUtilities/FAQ.aspx		(1) 900 E. Broad Street, Room 115 (2) 701 N. 25th Street, or (3) 4100 Hull Street	1/17/2021	DPUcares@richmondgov.com, A call to DPU's Customer Care Center is not required to verify eligibility status. All approved customers will be notified on their February 2021 utility bill and relief funds will be applied directly to their DPU account.
City of Staunton - Water & Sewer	https://www.ci.staunton.va.us/Home/Components/News/News/1913/71?backlist=%2fdepartments%2fcity-manager%2fcovid-19-info	540-332-3948	Utilities Payment desk 116 West Beverley St or Public Works 1911 Craigmont Rd, both are in the city of Staunton	1/19/2021	moyersjl@ci.staunton.va.us
City of Suffolk Department of Public Utilities	https://www.suffolkva.us/1471/COVID-19-Utility-Relief	757-514-7450	n/a	1/22/2021	
City of Williamsburg	http://www.williamsburgva.gov/utilityrelief	757-220-6182	401 Lafayette Street, Williamsburg, VA	1/13/2021	water@williamsburgva.gov
City of Winchester	http://www.winchesterva.gov/utilities	540-667-1815 (extension 5) or 540- 667-2196	1. 15 N Cameron St Winchester, VA 22601	1/20/2021	

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Clarke County Sanitary Authority	https://www.clarkecounty.gov/government/water-sewer	540-955-5185	129 Ramsburg Lane, Berryville, VA 22611 8am-4pm M-F		
Fairfax County Wastewater Management	https://fairfaxcountyemergency.wpcomstaging.com/2020/12/14/need-help-paying-your-fairfax-water-bill-apply-for-assistance-by-dec-30/	703-698-5800 (TTY 711)	Fairfax Water, ATTN: COVID Relief, 8570 Executive Park Avenue, Fairfax, VA 22031	Must be postmarked by 12/30/2020	customer intanke form available in additional languages at: http://bit.ly/Fwoptions
Fairfax County Water Authority	http://bit.ly/FWoptions	703-698-5800 (TTY 711)	8570 Executive Park Avenue, Fairfax, VA 22031	12/30/2020	
Fork Union Sanitary District	https://www.fluvannacounty.org/publicworks/page/fork-union-sanitation-district-fusd	434-591-1925	15704 West River Rd, Bremono Bluff, Va, 23022 or 197 Main St, Palmyra, Va, 22963	1/15/2021	
Giles County	http://www.virginiasmtnplayground.com/	540-821-2525	315 N. Main St., Pearisburg, VA 24134		
Greensville County Water and Sewer Authority	http://www.greensvillecountyva.gov/departments/water-sewer-authority	434-348-4213	1781 Greensville County Circle, Emporia, VA 23847	12/23/2020	
Hampton Roads Sanitation District (HRSD)	http://www.HRSD.com/caresactrelief	877-391-5787			
Hanover County	https://www.hanovercounty.gov/430/Paying-Water-Sewer-Bills	804-365-6024	Hanover County Department of Public Utilities, 7516 County Complex Road, Hanover, VA 23069	1/13/2021 (Applications received after January 13, 2021 up to January 26, 2021 may be evaluated depending on funding availability and if time allows.)	Completing the online fillable form on the website is the easiest way for eligible customers to submit the required Customer Intake Form. All potentially eligible customers were mailed a letter and Customer Intake Form on 12/31/2020.
Harrisonburg Electric Commission	http://www.harrisonburgelectric.com/	540-217-2228	89 W. Bruce St, Harrisonburg, VA 22801	12/30/2020	
Henrico County Department of Public Utilities	https://henrico.us/	804-501-4275	Finance Cashier at the Administration Building, 4301 East Parham Road, Henrico, VA 23228	1/22/2021	Preferred application submission is at https://henrico.us . This will be the quickest most efficient method of review for assistance.
Isle Of Wight Public Utilities	n/a	757-365-6284	17090 Monument Circle, Isle Of Wight, VA 23397		
James City Service Authority	http://www.jamescitycountyva.gov/jcsa	757-259-5416	119 Tewning Road, Williamsburg, VA 23188	1/15/2021	jcsa@jamescitycountyva.gov
King George Service Authority	https://www.kinggeorgecountyva.gov/205/Service-Authority	540-775-2746	9207 Kings Hwy, King George, VA 22485	1/8/2021	Application can be filled out on paper and returned to our office or an online version can be submitted through our website.
Loudoun Water	https://www.loudounwater.org/payment-assistance	571-291-7880	DROP BOX AT 44865 Loudoun Water Way, Ashburn VA 20147	1/12/2021	
Nelson County Service Authority	n/a	434-263-5341	620 Cooperative Way, Arrington, VA 22922	1/22/2021	
New Kent County Public Utilities	http://www.co.new-kent.va.us/	804-966-9678	7051 Poindexter Road, New Kent 23124	1/23/2021	

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Newport News Waterworks	http://www.nnva.gov/waterworks	757-926-1000	700 Town Center Dr, Newport News, VA 23606	1/22/2021	http://www.hrutilityrelief.com/
Pittsylvania County Service Authority	https://pcsa.co/	n/a	405 R & L Smith Road, Danville, VA 24540		
Prince George County Utilities	https://www.princegeorgecountyva.gov/residents/property_and_taxes/engineering_and_utilities/cares_utility_relief_funds.php	804-722-8706	6602 Courts Drive, Prince George VA 23875 – Applications should be placed in the drop box located at the Main entrance.	1/14/2021 (subject to change)	
Rockbridge County Public Service Authority	http://rockbridgecountyva.gov/psa	540-463-4329	County Administration Building, 150 South Main St., Lexington, 24450	1/20/2021	
Spotsylvania County Utilities	https://www.spotsylvania.va.us/2010/COVID19-Utility-Assistance	540-507-7300 (option 1)		1/10/2021	
Stafford County, Department of Public Works - Utilities	https://staffordcountyva.gov/CivicAlerts.aspx?AID=3116	540-658-8616	Please call for an appointment first; 1300 Courthouse Road, Stafford, VA 22554 (second floor)	1/11/2021	covidutilityrelief@staffordcountyva.gov
Tazewell County Public Service Authority	n/a	276-988-1822	Physical Address: 168 Tazewell Mall Circle, Tazewell, VA 24651 Mailing Address: P. O. Box 190, North Tazewell, VA 24630	n/a	n/a
Town of Amherst	http://www.amherstva.gov	434-946-7885	174 South Main Street, Amherst, VA. 24521		
Town of Appalachia	n/a	276-565-3900	508 W Main Street, Appalachia, VA 24216	N/A	
Town of Big Stone Gap	http://www.bigstonegap.org/	276-523-0115 (extension 125 or 126)	Town of Big Stone Gap Municipal Building located at 505 E 5th Street S, Big Stone Gap, VA 24219	12/29/2020 (phone) 12/30/2020 (online)	Anyone who is at least 30 days behind on their utility account is eligible to apply for this assistance. We must have a completed and signed application submitted by close of business Wednesday, 12/30/2020 to determine if the customer can receive assistance. If you do not apply we cannot determine if you could receive assistance. PLEASE APPLY!!
Town of Blackstone	http://www.townofblackstoneva.com/	434-292-7251	100 W. Elm Street, Blackstone, VA 23824	12/31/2020 3:00 p.m.	
Town of Bowling Green	https://www.townofbowlinggreen.com/	804-633-6212	117 Butler Street, Bowling Green, VA 22427	n/a	
Town of Brodnax	https://sites.google.com/site/townofbrodnax/home	434-729-3191	28 Main Street, PO Box K, Brodnax, VA 23920		
Town of Coeburn	https://townofcoeburn.com/	276-395-3323	403 Second Street NE, Coeburn, Virginia 24230	TBD	

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Town of Iron Gate	n/a	540-862-0770	401 Commerce Avenue, Iron Gate, VA	12/30/2020	
Town of Kenbridge	http://www.kenbridgeva.net/	434-676-2452	511 E 5th Ave, Kenbridge, VA 23944	1/15/2021	
Town of Kilmarnock	n/a	804-435-1552 (option 1)	1 North Main Street, Kilmarnock, VA	12/27/2020	contact Amber Polk for questions
Town of Louisa	http://www.louisatown.org/	540-967-1400	212 Fredericksburg Avenue, Louisa, Virginia 23093		
Town of Pamplin Utilities	n/a	434-248-6514	Pamplin Town Office, 115 Main Street, Pamplin, VA 23958	1/8/2021	
Town of Parksley	n/a	757-665-4618	18444 Dunne Ave., Parksley, VA 23421	12/30/2020	
Town of Rocky Mount	n/a	540-483-5243	Town Municipal Bldg, 345 Donald Ave., Rocky Mount, VA 24151	1/8/2021 (may be extended to 1/15/2021)	
Town of South Hill	http://www.southhillva.org/	434-515-0581		12/30/2020	
Town of Stanley	n/a	540-778-3454	278 East Main Street, Stanley, VA	1/22/2021	
Town of Vinton	http://www.vintonva.gov/CivicAlerts.aspx?AID=879	540-983-0608	311 S. Pollard Street, Vinton, VA 24179	12/30/2020 (soft date)	
Town of Washington	http://washingtonva.gov/	540-675-3128	567 Mt. Salem Ave. Washington, VA 22747	n/a	
Town of Windsor Water Utility	n/a	757-242-4288	Windsor Municipal Center, 8 E Windsor Boulevard, Windsor, VA 23487	12/30/2020	Information to certify pandemic hardship can be provided over the phone at (757) 242-4288.
Town of Wise	http://www.townofwise.net/	276-328-6013 (ext 226)	501 W. Main Street, Wise, VA	12/28/2020	Applications may be placed in payment drop box at exit end of parking lot
Town or Herndon	https://www.herndon-va.gov/town-services/water-and-sewer/maintenance-and-service	703-435-6814	777 Lynn St Herndon VA, 20170	1/15/2021	
Virginia Tech Electric Service	http://www.vtes.vt.edu/	540-231-6437	601 Energy Dr. Blacksburg VA 24060	1/20/2021 at 5:00 p.m.	Priority is given to customers with arrearages greater than 60 days.
Washington County Service Authority	http://www.wcsawater.com/	276-628-7151	25122 Regal Dr. Abingdon, VA 24211	1/25/2021	
Western Virginia Water Authority	https://www.westernvawater.org/AuthorityCares	540-853-5700	n/a	1/15/2021	Customers who do not qualify for Utility Relief assistance may apply for assistance from Authority Cares, the Authority's internal customer assistance program.
York County		757-890-3702		1/11/2021	utility@yorkcounty.gov