



CITY OF MANASSAS
MANASSAS, VA 20110

UTILITIES DEPARTMENT

8500 Public Works Drive
Manassas, VA 20110

Facsimile: 703/257-8361
Telephone: 703/257-8276

DIRECTOR OF UTILITIES
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MAYOR
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Pamela J. Sebesky
Mark D. Wolfe

CITY MANAGER
W. Patrick Pate

December 15, 2020

Account Num:
Service Address:

****UTILITY DISCONNECTION MORATORIUM AND REPAYMENT PLAN NOTICE****

As of November 18, 2020, the Governor of Virginia has enacted a moratorium on Utility Disconnects for nonpayment for all residential utility customers. This moratorium will continue until the Governor determines that the economic and public health conditions have improved such that it no longer needs to be in place or until at least 60 days after the state of emergency ends, whichever is sooner.

Additionally, the Governor has authorized Coronavirus Relief Funds for the purpose of assisting our customers with past due amounts in excess of 30 days, with priority given to those with past due amounts greater than 60 days. In order to qualify for relief under this program, it is necessary that you either complete the attached application by mail or email at cs@manassasva.gov or call (703) 257-8245 to attest that your income was affected by the pandemic. **The application needs to be received by January 15, 2021.** Only **Electric, Water and Sewer** charges qualify for relief. The possible qualifying amount on your account is ????. This program will be administered on a first come first serve basis until the funds have been depleted or the deadline of 1/15/2021 has been reached.

All funds received must be applied to eligible accounts before 12/31/2020. Other agencies available to assist in helping with utility payments are listed below, and we encourage you to reach out to them for help, in addition to any relief available from City of Manassas.

Social Services: (703) 361-8277
Serve: (703) 368-2979

Salvation Army: (703) 221-2267
People Helping People: (703) 257- 8245

In addition to this funding, the Governor has also established a COVID-19 Relief Repayment Plan (COVID-19 Repayment Plan). Beginning January 4, 2021, there will be a COVID-19 Repayment Plan offered to our customers who are at least 30 days in arrears on their accounts. Past due amounts can be paid in as little as 6 months or up to 24 months, depending upon individual circumstances. Customers who qualify for the COVID-19 Repayment Plan will not be charged any new deposits, down payments, late fees, interest charges, or penalties, and none shall accrue, during the moratorium. To be eligible for the COVID-19 Repayment Plan, a customer must attest that he/she has experienced financial hardship resulting from the COVID-19 pandemic. This does not mean that your electric bill is not due or that the amounts owed will be waived or forgiven. Rather, customers have more time to pay bills they are unable to pay due to COVID-19.

Your current billing information is listed on your bill or you may call our Customer Service Department at (703) 257-8245 if you have questions. To file an initial complaint on Repayment Plan disputes, please call (703) 257-8276.

If you have questions about this notice or need further assistance, please call our Customer Service Department at (703) 257-8245.

Ana Davis
Utilities Services Manager