

Regional Water Utilities Encourage Customers to Act Quickly to Prevent Service Turnoffs

Fairfax Water, Loudoun Water and the Prince William County Service Authority are encouraging customers who have unpaid water and sewer bills to establish payment plans immediately to avoid service disconnections and late fees. The three utilities offer payment plans for customers who have unpaid balances and provide information about other available assistance programs.

Throughout the pandemic, each of the three water utilities has taken steps to help customers experiencing financial hardships, such as expanding payment plan options and providing access to various assistance programs, including the COVID-19 Municipal Utility Relief Program (MURP). To date, the three utilities have distributed a combined total of \$3.5 million in MURP funds to thousands of customers who have been unable to pay their water and sewer bills.

Virginia's COVID-19 State of Emergency ended on June 30, 2021, and the statewide moratorium on utility disconnections expired on August 29. As a result, the three utilities are resuming their normal bill collection processes, including late fees and service disconnections.

"We understand the financial challenges water utility customers throughout Northern Virginia have faced during the COVID-19 pandemic and we are here to help," said Service Authority General Manager Calvin D. Farr, Jr. "We urge customers with overdue balances to contact their water provider so we can provide assistance options and help them avoid late fees and disruption to their water service."

If you or someone you know needs assistance with paying an overdue balance, please contact the appropriate utility for your community listed below.

Fairfax Water

CALL: (703) 698-5800 (TTY 711), Monday-Friday, 8 a.m. - 6 p.m.

EMAIL: customers@fairfaxwater.org

WEB: www.fairfaxwater.org/news/payment-assistance-options

Loudoun Water

CALL: (571) 291-7880, Monday-Friday, 8 a.m. - 5 p.m.

EMAIL: customerservice@loudounwater.org

WEB: www.loudounwater.org/payment-assistance

Prince William County Service Authority

CALL: (703) 335-7950, Monday-Friday, 8 a.m. - 5 p.m.

EMAIL: customerservice@pwcsa.org

WEB: www.pwcsa.org/assistance-programs

Media Contact

Kathy Bentz

Prince William County Service Authority

kbentz@pwcsa.org

703-335-8944