

Community Engagement and Public Information Department

IMPORTANT EMERGENCY INFORMATION
Gloucester County Offering Utilities Customers
Repayment Plan



FOR IMMEDIATE RELEASE

DATE: 1/26/2021

TIME: 9:00 a.m.

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Gloucester County's Public Utilities Department is offering enhanced repayment plan options for its water and sewer customers with delinquencies on their accounts due to the COVID-19 pandemic. The enhanced repayment plan is for delinquent balances that have accrued since March 1, 2020. In order to qualify for the new plan, customers will be required to complete an application certifying that their inability to pay overdue balances is COVID-19 related.

Under the new repayment plan option, customers will not accrue additional fees, late fees, interest charges or penalties on the current delinquent balance (including prepayment penalties) for a period up to 24 months. In ordinary circumstances under standard repayment plans, utilities customers were required to bring their account current within a year.

Gloucester's Public Utilities Department hopes to work with each customer participating in the new plan to formulate agreements based on terms that each individual customer can afford and sustain.

All Gloucester County Public Utilities customers that are 30 (or more) days in arrears will be notified of their delinquency and the new repayment plan option in writing, via correspondence mailed to the account holder's address of record.

Additional assistance may also be available from outside organizations that provide resources to aid in utilities payment assistance. Additional information on such outside organizations can be found here: www.gloucesterva.info/1266/Utility-Assistance-Programs

For more information, contact Gloucester's Public Utilities Department at 804-693-4044 or visit <https://www.gloucesterva.info/387/Public-Utilities>.

End of Announcement