



Fauquier County Water and Sanitation Authority
7172 Kennedy Road
Warrenton, VA 20187
(540) 349-2092

IMPORTANT NOTICE TO CUSTOMERS PAST DUE BECAUSE OF COVID-19 CARES ACT ASSISTANCE AVAILABLE AN APPLICATION IS REQUIRED

Dear Customer,

At the Fauquier County Water and Sanitation Authority (FCWSA) our mission is to provide our customers with quality, reliable water and wastewater services in an environmentally responsible and sustainable manner. We understand 2020 and 2021 have been difficult years and that many of you have been financially harmed by COVID-19. We're writing to you today to tell you about important CARES Act-related financial aid that is available to you but only if you apply for the assistance. FCWSA cannot select you.

FCWSA was awarded funding from the federal Coronavirus Aid, Relief, and Economic Security Act (CARES Act) to help our affected customers. The funding can only be applied to customers who have fallen behind on bills sent out between March 1, 2020 and November 1, 2021. Balances in arrears prior to March 1, 2020 are excluded from eligibility, as are deposits, late charges, and interest fees.

The program is first come, first serve; FCWSA is not allowed to automatically handout the funds. IF YOU HAVE ALREADY BENEFITTED FROM THIS PROGRAM, YOU MAY APPLY FOR ADDITIONAL RELIEF. Customers seeking assistance MUST complete the enclosed Utility Arrearage Assistance Customer Intake Form to be eligible. Send form in as soon as possible as funds are limited. Program concludes on November 1, 2021. Customers may submit completed forms by:

1. Mail – FCWSA, 7172 Kennedy Road, Warrenton, VA, 20187
2. Email – customerservice@fcwsa.org
3. Fax – (540) 347-7689
4. Drop Off Box – located at 7172 Kennedy Road, Warrenton, VA 20187
5. By Phone – (540) 349-2092

COVID-19 Payment Arrangement Agreement

Governor Northam has declared a **utility disconnect moratorium**. The moratorium will be in place until the Governor determines the economic and public health conditions have improved such that the prohibition does not need to be in place, or until at least 60 days after such declared state of emergency ends, whichever is sooner. The Governor's moratorium does not stop late charges and interest from accruing, so if you're suffering from a financial hardship, FCWSA wants to help as soon as we can. FCWSA is also offering Emergency Repayment Plans to help you **by allowing repayment over the course of 6 to 24 months**, by completing the enclosed payment arrangement agreement form. Unlike the CARES funding, there is no eligibility criteria required for a Repayment Plan. While on the repayment plan, you will NOT accrue additional late charges or interest fees.

If you have questions or need assistance, Customer Service can be reached 8:30 am to 4:30 pm, Monday through Friday, using the information below, or you can visit our website at www.fcwsa.org. The FCWSA Administration Building remains closed to walk-in traffic.

Fauquier County Water and Sanitation Authority
(540) 349-2092; Fax (540) 347-7689
customerservice@fcwsa.org



FAUQUIER COUNTY WATER AND SANITATION AUTHORITY
COVID-19 UTILITY RELIEF PROGRAM
Utility Arrearage Assistance
Customer Intake Form

GENERAL INFORMATION

1. Account Number _____
2. Amount Due on Current Bill _____
3. Street Address (where utility service is provided): _____
4. City or County (where utility service is provided): _____
5. State (where utility service is provided): Virginia
6. ZIP Code (where utility service is provided): _____
- 7 Customer Phone Number: _____
8. Customer Type: _____ Residential _____ Commercial

RESIDENTIAL CUSTOMERS COMPLETE THIS SECTION

1. Name of Residential Account Holder: _____
First M.I. Last
2. For residential customers: place mark beside the applicable cause of economic hardship if you or a person in your household has experienced a loss of income due to the COVID-19 pandemic (check all that apply):
 - _____ been laid off;
 - _____ place of employment has closed;
 - _____ have experienced a reduction in hours of work;
 - _____ must stay home to care for children due to closure of day care and/or school;
 - _____ lost child or spousal support;
 - _____ not been able to work or missed hours due to contracting COVID-19;
 - _____ unable to find work due to COVID-19;
 - _____ unwilling/unable to participate in previous employment due to high risk of illness from COVID-19
 - _____ other (describe) _____

COMMERCIAL CUSTOMERS COMPLETE THIS SECTION

1. Name of Non-Residential Account Holder: _____
2. Property Name: _____
3. Is the utility fee arrearage due to economic hardship experienced by the customer as a result of the COVID-19 pandemic? (Check Y/N)
 - _____ YES (Eligible for relief; provide explanation below)
 - _____ NO (Not eligible for relief)
4. Provide an explanation of the COVID-19 related economic hardship:

This CARES Act assistance application:

- Will provide partial assistance for bills dated March 1, 2020, to November 1, 2021, and may not be used for past due amounts prior to this time period.
- May only be used to pay water and sewer consumption and base charges. It will not be applied to deposits or late charges. These amounts are still due.

Applicant's Certification:

- I desire to receive any assistance to which I am legally entitled under this program and its specifications.
- I certify that the reason I am eligible for this CARES Act assistance is correct to the best of my knowledge and belief.
- I understand that my signature on this form gives permission for the Fauquier County Water and Sanitation Authority to verify records as necessary to verify my eligibility for assistance.
- I understand that if I give false information or withhold information in order to make myself eligible for benefits that I am not entitled to or apply for assistance at more than one site, I can be prosecuted for fraud and/or denied assistance in the future.
- I understand that the agencies involved in this program may verify all of the information which I have provided.

Printed Name

Signature

Title (for commercial accounts)

For FCWSA Use Only

Date Received _____

Screened Date _____

Service	60+ Past Due	30+ Past Due
Water		
Sewer		
Total		

(attach copy of customer's account)



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COVID-19 Payment Arrangement Agreement

This payment arrangement agreement ("Agreement") is being made between the Fauquier County Water and Sanitation Authority ("Authority") and the Owner, Landlord, or Tenant ("Customer") as specified below.

Customer Information:

Customer's Full Name _____

Service Address _____

Service Account Number _____

Customer's Current Employer _____

Customer's SSN (Last 4) _____

Terms:

To cover past due amounts owed to the Authority, the Customer agrees to make the following payment plan for a period between **6 to 24** months in addition to their current monthly bill:

☐ Equal monthly payments to the Authority in the amount of \$_____ by 4:30pm on the _____ day of **every** month over the course of the next _____ months beginning on the _____ day of _____ in the year _____ ("Due Date");

I am attesting that I am experiencing an economic hardship due to the COVID-19 pandemic, and am asking for a COVID-19 relief payment plan authorized by the Commonwealth of Virginia. I understand that I am to pay all balances based on this plan and that if my financial circumstances are further impacted by the pandemic I need to contact the Fauquier County Water and Sanitation Authority immediately to update my payment plan. I understand that I must continue to pay the current charges due in addition to my payment plan.

Acknowledgement:

Customer Signature _____

Authority Signature _____

Date of Agreement _____

AUTHORITY USE ONLY: AGREEMENT PAID IN FULL DATE _____