



King William County
Est. 1702

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MEMO

DATE: February 2, 2021
TO: King William Utilities Customers
FROM: Steve Hudgins, Director of Operations
RE: COVID-19 Policy: Utilities Assistance

SUMMARY

King William County recognizes the economic hardship COVID-19 may have imposed on its water service customers. The County's policy is to offer a payment plan and waive any late fees rather than enforce shutoffs for anyone with an account in the arrears due to economic hardship caused by the pandemic. Effective immediately, customers wishing to take advantage of such assistance shall apply via the attached Utility Assistance Customer Intake Application.

ATTACHMENT

- Utility Assistance Customer Intake Application