



**COVID-19 Municipal Utility Relief Program**  
**Action Required by January 21, 2021**

Dear Valued Customer,

You may be eligible for financial assistance to help pay unpaid water bills if you or a person in your household has lost income due to the impacts of the COVID-19 Pandemic. Financial assistance is available through the COVID-19 Municipal Utility Relief Program.

The brief application is available online at <https://billpay.pwcsa.org/css> and is printed on the reverse side of this letter. For your convenience, you may also apply by calling our Customer Service Department at (703) 335-7950.

**We encourage anyone who may need assistance to apply as soon as possible, but no later than January 21, 2021 at 5:00 p.m.**

Sincerely,

Dr. K. Jack Kooyoomjian  
Chairman, Board of Directors  
Prince William County Service Authority

**COVID-19 Municipal Utility Relief Program Information**

**Who is eligible and how much assistance will I receive?** Customers who have experienced a loss of income due to the COVID-19 Pandemic and who have unpaid water and sewer bills from March 1, 2020 through December 30, 2020 may be eligible. The Service Authority will review all customer applications received by January 21, 2021 to determine eligibility and amount of financial assistance. The amount of financial assistance will depend on the applications received and available funding.

**How do I apply?** You can apply online at <https://billpay.pwcsa.org/css> or by phone at (703) 335-7950. You can also complete the application on the reverse side of this letter and submit it by email, mail or at three drop-off locations (see all options for application submission on the reverse side).

**When and how will relief funds be applied to my unpaid account balance?** Relief payments will be applied to customer accounts by January 29, 2021. The Service Authority will notify customers by email or letter of the amount of relief, which will be reflected in bills issued in February 2021.

**How is this program being funded?** The Commonwealth of Virginia's Department of Housing and Community Development provided \$1,372,697 under the COVID-19 Municipal Utility Relief Program to assist Service Authority customers with past-due bills related to the economic impacts of the coronavirus pandemic. The Program is funded by federal Coronavirus Relief Funds, not by Service Authority rate payers.

**Where can I get additional information?** Please visit our COVID-19 Municipal Utility Relief Program web page at [www.pwcsa.org/relief-funds](http://www.pwcsa.org/relief-funds) or contact our Customer Service Department at (703) 335-7950 or at [CustomerService@pwcsa.org](mailto:CustomerService@pwcsa.org).

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Có tiếng Việt

اردو میں دستیاب ہے

[www.pwcsa.org/relief-funds](http://www.pwcsa.org/relief-funds)