



Gloucester Department of Community Engagement and Public Information

6382 Main Street
Gloucester, Va. 23061
804.693.5730 • www.gloucesterva.info

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FOR IMMEDIATE RELEASE
Contact: Gloria M. Williams
gwilliams@gloucesterva.info

Local Utilities Disconnect Moratorium Lifts in January, Repayment Plans Available

Due to the financial hardships brought onto families and businesses because of the COVID-19 Pandemic, the Virginia General Assembly passed a moratorium on utilities service disconnections in the Commonwealth. The moratorium ended in August 2021 and the Gloucester County Public Utilities Department will resume disconnect procedures in January 2022. Representatives from Gloucester County Public Utilities Department are encouraging residents who owe a balance to reach out directly and sign up for a repayment plan. Customers wanting a payment plan must enroll before the cutoff date of December 15, 2021.

“We understand that the pandemic impacted many local families and businesses, and the Board of Supervisors felt that it was important to give residents continued relief throughout the end of 2021. With disconnection procedures resuming in January 2022, our hope is to get this information out early so that our customers can reach out to our department and get on a payment plan to help bring their accounts up to date,” said Chris Dawson, Director of Gloucester County Public Utilities. “If customers have a delinquent balance at that time, and have not applied for a repayment plan, their service will be disconnected for non-payment, and Utilities will not be able to restore service until the entire balance is paid in full.”

Residents or businesses interested in setting up a repayment plan are encouraged to do so immediately and should visit <https://www.gloucesterva.info/387/Public-Utilities>, or the Public Utilities office at 804-693-4044. Any account with a delinquent balance greater than 30 days is eligible, and no additional fees are associated with the repayment plan. Repayment applications must be received by December 15th, and can be downloaded at: <https://www.gloucesterva.info/DocumentCenter/View/11921/COVID-REPAYMENT-PLAN-APPLICATION>.

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