



# CITY OF COLONIAL HEIGHTS

## OFFICE OF THE CITY MANAGER

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\*FOR IMMEDIATE RELEASE\*

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### Colonial Heights Announces Utility Billing Changes

The City of Colonial Heights announced today several changes impacting the City's utility customers.

New water and sewer rates are in place effective July 1, 2021. The new rate structure can be reviewed at <http://colonialheightsva.gov/387/Tax-Utility-Rates>.

On June 30, the Governor's declared state of emergency due to the COVID-19 pandemic ended. As a result, the statewide moratorium on water and sewer disconnections will end 60 days later on August 28, 2021. Colonial Heights will resume disconnections for non-payment of utility bills effective September 1, 2021.

**To assist customers who may be behind in utility payments due to COVID-19, Colonial Heights is still offering a grant program for relief on water and sewer charges. This grant program will be active until August 20.** This program provides federal CARES funds for municipal water and sewer utilities to provide one-time assistance to customers experiencing economic hardship due to COVID-19. Note that the state regulations only allow the grant to be applied to water and sewer charges; the refuse and stormwater fees on your bill will still be due and payable. Relief of up to \$599 can be provided to outstanding balances. Applications are available on the City's website at <http://www.colonialheightsva.gov/CivicAlerts.aspx?AID=1027>, or by contacting the utility billing office at (804)-520-9288.

For further information, please contact Finance Director Sheila Minor at 804-520-9332.