



December 18, 2020

Dear Valued Customer:

The City of Richmond Department of Public Utilities (DPU) has received COVID-19 Municipal Utility Relief Program funding provided by the federal Coronavirus Aid, Relief, and Economic Security Act (CARES Act) via the Virginia Department of Housing and Community Development. This funding will support municipal utility relief efforts during the pandemic, and will directly assist customers that have fallen behind on their utility bills as a result of an economic hardship due to COVID-19. Funding is designed to be a one-time opportunity, with only one payment per household or business.

To be eligible for funding under this Relief Program, applicants must meet the following criteria:

- Be a customer of the City of Richmond Department of Public Utilities with active utility service;
- Have experienced/been impacted by an economic hardship due to COVID-19;
- Have fallen behind on their City water, wastewater or natural gas utility bill for services during the period of March 1, 2020 through December 30, 2020;
- Have not received any other forms of relief or financial assistance for their City utility services; **AND**
- **Submit the completed application so that it is received by midnight Sunday, January 17, 2021.**

More details are included in the application and available on DPU's website at www.rva.gov/public-utilities. You may also pick up an application at one of the following locations:

- City Hall | 900 E. Broad Street, Room 115
- East District Initiative | 701 N. 25th Street
- Southside Community Services Center | 4100 Hull Street
- Request an application at DPUCares@richmondgov.com

If you feel you meet the criteria, you are encouraged to apply. A call to DPU's Customer Care Center is not required to verify eligibility status. If you are approved, you will be notified on your February 2021 utility bill and relief funds will be applied directly to your DPU account.

DPU continues to work with customers and has established extended payment plans to assist during the pandemic. As always, customers experiencing economic hardships are encouraged to contact DPU at (804) 646-4646 to discuss their payment options.

Sincerely,

City of Richmond Department of Public Utilities