**Virginia Beach Water Assistance Program**



The purpose of the program is to: Prevent water service disconnection

Re-connect water service

Assist customers with minor plumbing repairs

# Program Eligibility Requirements

* Must be an active residential water service customer of Virginia Beach Public Utilities and applicant must reside at the property in question. Cannot be used for HRSD bill.
* The bill does not have to be delinquent. It can cover multiple outstanding bills.
* Bill must be in the applicant’s name. Authorized users for accounts are not eligible.
* An applicant/account can only qualify for assistance once per fiscal year (July 1 to June

30. Cannot be used to cover the first bill on an account.

* Maximum payment of $300 per occurrence for a City Services Bill (“Water Assistance”); $250 for a plumbing repair (“Plumbing Assistance”).
* Assistance payment must fully satisfy all bills that are due (or overdue) at the time of receiving an assistance payment. **Applicants will be required to pay down any amounts in excess of $300 before becoming eligible for an assistance payment.**
* Assistance payments may be used toward balances that include late payment charges and delinquency fees, but cannot cover account setup, tampering, pulled meter, or meter lock fees.
* **Customer must pay any administrative fees (such as account setup or returned check fees) prior to being eligible for assistance.**
* Must meet income guidelines (shown below).

Available financial resources cannot exceed $2,000.

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| **2021 Income Thresholds\*** | | |
| **Persons in family/household** | **Water Assistance Program Water Assistance Program**  **Annual Income Monthly Income** | |
| 1 | $28,980 | $2,415 |
| 2 | $39,195 | $3,266 |
| 3 | $49,410 | $4,118 |
| 4 | $59,625 | $4,969 |
| 5 | $69,840 | $5,820 |
| 6 | $80,055 | $6,671 |
| 7 | $90,270 | $7,523 |
| 8 | $100,485 | $8,374 |
| For families/households with more than 8 persons, add $4,540 annually or $378 monthly for each additional person. Income levels apply to all household members 18 years and older. | | |
| \*Equates to 225% of Federal Poverty Guidelines | |  |

Effective 06.28.2021

Plumbing Repairs:

* Property must be an owner-occupied residence.
* Repair must be done by a licensed plumber/plumbing company (by the Virginia Department of Professional and Occupational Regulation Board for Contractors).
* Bill must be itemized for work completed at applicant address.
* Plumbing bill must include: company name, address, telephone, and valid business (Contractor’s) license number.

# Application Disqualifications

* Submitting false information will result in denial and makes the applicant ineligible for that fiscal year; a second offense will make an applicant ineligible for two years; a third offense will permanently ban the applicant from the program.
* No tampered meter activity or illegal connections. Applicants with tampering fees, pulled meter fees, locked meter fees, must pay these fees to be eligible.

# Required Documents

Water Assistance Plumbing Assistance

* Copy of the Virginia Beach City Services • Copy of the itemized plumber’s bill

Bill

* Verification of current income (all • Verification of current income (all household members 18 years and older) household members 18 years and older)
* Bank statement(s) \* • Bank statement(s)\*
* Virginia Beach Water Assistance Program • Virginia Beach Water Assistance Program

Application Application

\*Applicant must submit a complete statement for all accounts (checking, savings, investment, retirement accounts) with any and all financial institutions, including banks, credit unions, retirement funds, investment, and brokerage institutions.

# Payment Procedures

All balances in excess of $300 must be paid by certified funds, in the form of cash, money order, or cashier’s check. Customer must provide receipt and/or receipt number to the Department of Human Services by fax, e-mail or phone upon completion of balance pay down before eligibility can be determined.

# Water Assistance Program Contact Information

Program application and eligibility are determined by the Department of Human Services. The Water Assistance Program staff can be reached at 385-6700. Effective 06.28.2021