



CITY OF HARRISONBURG
COVID-19 UTILITY RELIEF PROGRAM
Customer Intake Form
Utility Arrearage Assistance for
March 1, 2020 – December 30, 2020

GENERAL INFORMATION

1. Account Name _____
2. Account Number (10 digits + suffix) _____
3. Amount Past Due on Current Bill _____
4. Service Address (where utility service is provided): _____
5. City, State & Zip (where utility service is provided): _____
6. Billing Address: _____
7. City, State & Zip (Billing Address): _____
8. Customer Type: (Check one) _____ Residential _____ Commercial
9. Customer Phone Number: _____

RESIDENTIAL CUSTOMERS COMPLETE THIS SECTION

1. Name of Residential Account Holder: _____
First M.I. Last
2. For residential customers: submit all applicable causes of economic hardship; if you or a person in your household has experienced a loss of income due to the COVID-19 pandemic (check all that apply):
 been laid off;
 place of employment has closed;
 have experienced a reduction in hours of work;
 must stay home to care for children due to closure of day care and/or school;
 lost child or spousal support;
 not been able to work or missed hours due to contracting COVID-19;
 unable to find work due to COVID-19;
 unwilling/unable to participate in previous employment due to high risk of illness from COVID-19
 other (describe) _____

COMMERCIAL/Non-Residential CUSTOMERS COMPLETE THIS SECTION

1. Name of Non-Residential Account Holder: _____
2. Property Name: _____
3. Is the utility fee arrearage due to economic hardship experienced by the customer as a result of the COVID-19 pandemic? (Check Y/N)
 YES (Eligible for relief; provide explanation below)
 NO (Not eligible for relief)
4. Provide an explanation of the COVID-19 related economic hardship: (may continue on another sheet)

This CARES Act assistance application:

- Will aid with bills dated March 1, 2020, to December 30, 2020, and may not be used for past due amounts prior to this time period or after this time period.
- Can not be used by customers who have received utility assistance through Rebuilding VA grants or the CARES Act funds provided by the City to People Helping People to administer a utility assistance program.
- Is designed to be a one-time opportunity, with only one payment per household (for residential) or account holder and their successors (for non-residential).
- May only be used to pay water and sewer consumption and base charges. It will not be applied to solid waste management or refuse charges. These amounts are still due.

Applicant's Certification:

- I desire to receive any assistance to which I am legally entitled under this program and its specifications.
- I certify that the reason I am eligible for this CARES Act assistance is correct to the best of my knowledge and belief.
- I understand that my signature on this form gives permission for the City of Harrisonburg to verify records as necessary to verify my eligibility for assistance.
- I certify that this account/customer has not received CARES act relief for any of the arrearages I am applying for from any other source, including Rebuilding VA grants and the CARES Act funds provided by the City to People Helping People to administer a utility assistance program.
- I understand that if I give false information or withhold information in order to make myself eligible for benefits that I am not entitled to or apply for assistance at more than one site, I can be prosecuted for fraud and/or denied assistance in the future.
- I understand that the agencies involved in this program may verify all of the information which I have provided.
- (For residential applicants): I am the only person living in the household at the address shown on this form who has applied for this assistance, or
- (For commercial applicants): I am the only person who has applied for/on behalf of the account holder, including their successors, at the address shown on this form and that I am not a government account holder.

Printed Name

Signature

Title (for commercial accounts)

For Office Use Only

Date Received _____

Screened Date _____

Service	60+ Past Due	30+ Past Due
Water		
Sewer & Authority		
Total		