

PRESS RELEASE

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Commission Approves COVID-19 Payment Assistance Program

To help lessen the financial impact of the COVID-19 pandemic, the Fort Valley Utility Commission has established the COVID-19 Payment Assistance Program to assist customers who may have trouble paying their utility bill. A limited amount of funds will be made available, and the program will expire when the funds are depleted.

“According to several models that are being discussed, the effect of COVID-19 on our customers has the potential to be financially life changing for some,” stated Commission Chairman Alre’ Horton. “We want to do something to help mitigate some of the stress that our customers may face,” further said Horton.

The Commission has dedicated \$240,000 towards funding payment assistance for eligible Utility Commission customers. The funds will be administered through the current Fort Valley Cares program and through a partnership with the Middle Georgia Community Action Agency (MGCAA). “We have already experienced an increase in the number of our customers who are in a nonpayment status. We anticipate that the number will rise without some assistance being provided,” stated Craig Mims, the Commission’s General Manager/CEO.

Funds will be available beginning Monday, April 13, 2020, and eligibility is based upon several criteria including income guidelines currently used in the HEAT/LIHEAP program. The applicant must be the account holder. Application process and contact information will be made available by April 10th.

Customers who are having trouble paying their bill should reach out to Customer Service at 478.825.7701 Option 3 to discuss other available options.