

PRESS RELEASE

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FVUC Approves Reinstitution of Bill Payment Policy

At the onset of the COVID-19 pandemic, the Fort Valley Utility Commission Board of Commissioners approved to suspend policies governing the collection of bill payments, assessing late fees and other fees, as well as discontinued cut-offs for nonpayment. This was done to help lessen the financial impact of the pandemic on ratepayers. At the November 2021 meeting, the Commissioners voted to begin the process of reinstating those policies.

Staff will continue to work with customers that may have difficulty paying on a case-by-case basis. A repayment schedule has been established for those customers who are in arrears.

In April 2020, the Commission dedicated \$240,000 in funding to assist customers impacted by the pandemic. Some of those funds are still available to those who qualify and are administered through the Fort Valley Cares program (478.825.6025) and the Middle Georgia Community Action Agency (800.525.4972.) Customers may also seek assistance through the Salvation Army and Georgia Department of Community Affairs' Georgia Rental Assistance Program.

Customers who are having trouble paying their bill or who are in arrears should reach out to Customer Service at 478.825.7701 Extension 350 to discuss the available options.