



Loudoun County Utility Assistance Program for Residential Customers

&

COVID-19 Emergency Fund and Helpline

703-669-5040

Residents of Loudoun County and its seven incorporated towns who have experienced a loss of wages due to COVID-19 may apply for help to pay their essential utilities. Essential utilities include electric, water, gas, propane/oil, and firewood used to heat the home. This applies to residential accounts only.

Residential customers may call the COVID-19 Emergency Fund and Helpline at 703-669-5040. Assistance is capped at \$1,750 per household, and households may request assistance for more than one utility. This assistance can be used to pay:

- Past due utility payments
- Current-month utility payments

Eligibility Criteria:

- A household in Loudoun County that is a current utility customer.
- All utility payments must have been paid in full as of March 31, 2020. Eligible payments include past due April - current bills only.
- Can demonstrate hardship as a result of COVID-19.
- Current household income is 80% Area Median Income (AMI) or less. Use the chart below to calculate your 80% income limit by household size.

Virginia AMI Thresholds by Household Size

# of Individuals in Family	1	2	3	4	5	6	7	8
80% Annual Income	\$55,750	\$63,700	\$71,650	\$79,600	\$86,000	\$92,350	\$98,750	\$105,100

Example: A family of 4 must have a household income of \$79,600 or less.

Required Documentation:

It will speed up your financial relief if you have these documents available before you call the Helpline.

- Current utility bill in your name showing a past due amount.

- Proof of residency in Loudoun County or its incorporated towns. The address must match the address on the utility bill. This may be shown by a driver's license or government-issued ID card, lease document, mortgage, or another current utility bill, such as water, gas, or electric.
- Proof of economic hardship as a result of COVID-19. Proof of hardship includes statement from an employer, unemployment, lowered income via paystubs, medical bill due to COVID-19, etc.
- Proof of income eligibility for household.

Application Process:

- Call the **COVID-19 Emergency Fund and Helpline at 703-669-5040** and leave a message to request utility assistance. Speak clearly and be ready to provide a phone number for staff to return your call.
- The COVID-19 Emergency Fund and Helpline staff will collect the following information from the person requesting utility assistance:
 - Proof of Loudoun County residency
 - Unpaid utility bill(s) for the household. The utility bill(s) must be in a household member's name and be an official document from the utility provider. Information on the bill must include the amount past due, currently due, and a due date.
 - Proof of economic hardship due to COVID-19.
 - Household income verification
- The COVID-19 Emergency Fund and Helpline staff will verify all information is complete and accurate. They will then confirm if you are approved for funding for the utility payment(s).
- Payments will be made directly to the utility provider(s) up to \$1,750 per household.
- A household may submit utility bills as they receive them. You do not need to save your bills and call all at once. Call as you receive each bill.

Loudoun residents in need of assistance are encouraged to call as soon as possible. All CARES Act funds must be committed by the end of the year. In order for us to help you, you must call in advance.

DEADLINE to call the COVID-19 Helpline is Friday, December 15, 2020.