



Now more than ever, safe drinking water and wastewater treatment is critical.

The Western Virginia Water Authority (Authority) ensures customers have the supply of drinking water and wastewater treatment and service that they need on a daily basis, but it is even more critical to have that supply for hand washing and personal hygiene during this time of emergency to help stop the spread of COVID-19 in our community.

Because of this critical need, the Authority has temporarily suspended all residential, commercial and industrial disconnections on overdue accounts. Customers will still accrue charges for the service they receive based on their water consumption and are encouraged to continue paying their monthly bills. Service disconnections for non-payment will resume at a future date. All of the Authority's operations are funded by our customers, so everyone has a role to play in making sure our community has the water and wastewater services they need.

If customers need assistance in paying a monthly bill, the Authority Cares fund stands ready to help. This fund, administered by Central Intake and available by calling 540.853.1163, can be used to make a pledge towards their utility bill from the Authority.

The Western Virginia Water Authority is committed to the mission water and wastewater utilities have in protecting public health.

[Information about Authority Cares, our utility bill assistance program](#)

[Information about payment options for Western Virginia Water Authority bills](#)