



PUBLIC NOTICE

May 20, 2020

On March 16, 2020, in an effort to assist our customers from the impacts of the COVID-19 pandemic, the Town of Front Royal stopped assessing late fees and disconnections for delinquent utility accounts. Beginning Wednesday, July 1, 2020, the Town of Front Royal Department of Finance will resume assessing late fees, penalties, and disconnections due to non-payment of delinquent utility accounts.

The Town of Front Royal has continued to mail delinquent notices to all utility accounts that are past due in order to keep customers informed of their account status. The upcoming utility bills and delinquent notices to be mailed in June will reflect dates in which late fees and penalties will be assessed and dates in which disconnections due to non-payment will occur.

The Town of Front Royal recognizes that some customers may be faced with personal or business hardships and we will do everything within our ability to work out arrangements. If a customer is unable to pay the delinquent utility bill, please do not wait until payment is due to ask for help. Please contact the Town of Front Royal Department of Finance as soon as possible at (540) 635-7799. The Department of Finance will attempt to find an accommodation for your individual situation to help avoid disconnection of services due to non-payment.

Additionally, please note that credit card fees are currently waived until June 30, 2020. Credit card fees will resume effective Wednesday, July 1, 2020.

The Town would like to thank its customers who have been understanding of all the changes that have occurred during this unprecedented time. Please know that as a service provider, we value each customer.

Sincerely,

A handwritten signature in blue ink, appearing to read "Matthew A. Tederick", is written over a faint, larger version of the same signature.

Matthew A. Tederick
Interim Town Manager