



Amanda C. Jarratt
City Manager

December 7, 2020

To Whom it May Concern:

Reference: COVID-19 Municipal Utility Relief Program to Assist Customers

The City of Franklin has been awarded federal Coronavirus Aid, Relief, and Economic Security Act (CARES Act) funds to assist municipal utility customers experiencing economic hardship due to the COVID-19 pandemic. These funds can be used to pay the full amount of arrearages owed by eligible customers for arrearages owed from March 1, 2020 through the current time period. The one-time payment excludes payments for late fees, penalties, interest and garbage related fees.

All municipal customers with overdue utility bills should complete the enclosed Customer Intake Form which includes a certification that you have been negatively impacted by the COVID-19 pandemic.

All applications have to be received by December 30th which is a very tight time frame. We want to help as many utility customers as possible and ask that you assist us by completing and submitting the form as quickly as possible. Please complete the enclosed form and return to the Utility Customer Service Department at 207 West 2nd Avenue, Franklin, VA 23851. In order to have a complete form, you will need to contact Utility Customer Service at (757)516-1001 to obtain the dollar amount for Item #3 on the enclosed form. Submission of an application does not guarantee any or all of a customer's account arrearages will be offset by CARES Utility Relief Funds.

We want to provide this much needed relief to our customers during this difficult time and appreciate your cooperation in completing the required forms.

Best regards,

Amanda C. Jarratt

City Manager