



# TOWN OF BERRYVILLE *Virginia*

Friday March 20, 2020

## Coronavirus 2019 (COVID-19)

This special notice is distributed to the Town's residents and utility customers to provide important information that will be helpful during the COVID-19 National Emergency.

Please log on to [www.berryvilleva.gov](http://www.berryvilleva.gov) regularly for updated information.

The most recent updates are posted first, followed by additional news and essential information from the [Centers for Disease Control and Prevention](#) or call 800-232-4636, the [Virginia Department of Health](#) or call your local Clarke County Health Department 540-955-1033.

### Town Offices

Town offices located at 101 Chalmers Court remain in operation. Customer service windows will be closed as needed during this emergency. Customers may use the drive through during regular business hours and the drop box after hours.

### Need to contact us?

Phone: 540-955-1099

Email: [customerservice@berryvilleva.gov](mailto:customerservice@berryvilleva.gov)

### New Water/Sewer Service

Please go to our website for information and forms needed to set up a new water/sewer service account or contact us for assistance.

### Reminders

Be mindful of non-flushable and flushable items which may result in costly home plumbing repairs.

#### **"No Wipes in the Pipes"**

- Do not flush "flushable" wipes
- Do not flush disinfectant wipes
- Do not flush baby wipes
- Do not flush paper towels
- Do not flush sponges, cloths, etc.

These items do not break down like toilet paper and can clog parts of the sewerage handling system.

### Water Usage

With more people being home your water usage may increase. **Some ways to save water:**

- Check for leaks (toilets, faucets, etc.).
- Run full loads in washing machine & dishwasher.
- Don't let water run while washing dishes or brushing teeth.
- Limit shower times.
- Water early in the morning only when needed.

### Payments

Our drive through hours have been extended to 8am – 5pm Monday through Friday. Our drop box is open 24/7.

The Town's drop box is located beside its drive through. The County's drop box is located beside their drive through. To ensure timely posting of your payment, please make sure that you place payments in the appropriate drop box.

### ACH Electronic Transactions

#### **WATER / SEWER ONLY**

The Town of Berryville offers you, **at no additional cost**, the option to pay your water/ sewer bill through automatic transfers debited electronically from your bank account.

These automatic debits are a safe and convenient method of paying your water/sewer bill. You just authorize us to withdraw from your bank the amount you owe on the day your payment is due. It's that simple. **ACH Form available on our website.**

### Online Payments

#### **WATER / SEWER ONLY**

Coming Soon – Anticipated launch date: April 15, 2020

The Town of Berryville is excited to announce a new payment service. You will be able pay online or download a payment app to a smart phone or tablet.



A fee of \$1.25 is added for checking or saving payments.



A fee of 2.95% is added for credit card payments.

## 2020 Office Closure Schedule

The Town Business Office will observe the following office closure schedule:

### **Apple Blossom (if held)**

Friday, May 1 close at noon

### **Memorial Day**

Monday, May 25 closed

### **Independence Day**

Friday, July 3 closed

### **Labor Day**

Monday, September 7 closed

### **Columbus Day & Yorktown Victory Day**

Monday, October 12 closed

### **Veterans Day**

Wednesday, November 11 closed

### **Thanksgiving**

Wednesday, November 25 close at noon

Thursday, November 26 closed

Friday, November 27 closed

### **Christmas**

Thursday, December 24 closed

Friday, December 25 closed

## Water Treatment

The Public Utilities Department is operating on a normal basis. The Town's water treatment, storage, and distribution facilities are being operated and maintained to ensure the delivery of clean drinking water to our customers.

## Public Works

The Public Works Department is operating on a normal basis. As usual, the Department's work will be prioritized and it may be necessary to alter/delay certain activities, such as brush collection, if necessary.

## Stay Informed

- Register with CodeRed to receive important messages. See below...
- Go to our website [www.berryvilleva.gov](http://www.berryvilleva.gov) and click on the COVID-19: Government & Community Updates Click Here link.



Keeping citizens informed.

The Town uses the CodeRED® Citizen Alert System to broadcast important emergency and severe weather messages to Town residents. The CodeRED® system distributes notifications to residents at a rate of 1,000 calls per minute and will leave a voicemail message if the phone is not answered.

Registering with CodeRED®: All listed land line numbers will automatically be called by the system. **If you use unlisted numbers, cell phones, or VOIP you will not receive CodeRED® notifications unless you sign up for the service.**

If you would like to sign up for CodeRED® notifications please visit the CodeRED® registration site at <https://public.coderedweb.com/CNE/915DC4D1E4D3> and enter your information or call Clarke County Communications at (540) 955-1234 to register.

*Town of Berryville . 101 Chalmers Court, Berryville, VA, 22611 . (540) 955-1099  
[www.berryvilleva.gov](http://www.berryvilleva.gov) . [customerservice@berryvilleva.gov](mailto:customerservice@berryvilleva.gov)*