



TOWN OF BERRYVILLE *Virginia*

Friday April 24, 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 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](https://www.cdc.gov) or call 800-232-4636, the [Virginia Department of Health](https://www.vdh.virginia.gov) 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

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.

Stay Informed

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

Small Business Resources

Small business assistance resources are available through the Lord Fairfax Small Business Development Center -

<http://lfsbdc.org/coronavirus>

Payments

At Berryville – Clarke County Government Center

Our drive through hours have been extended to 8am – 5pm Monday through Friday.

The Town's drop box, open 24/7, 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 AND TAXES

Customers are able to pay online or download a payment app to a smart phone or tablet. Please go to our website, www.berryvilleva.gov, and click on the "Pay Online" link.



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:

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.

In response to the COVID-19 pandemic, Town Council has taken the following actions:

Tax Penalty and Interest Relief

The real estate tax late payment penalties and interest have been set at \$0.00 and 0%, respectively, through September 15, 2020. The due date for real estate taxes remains June 5, 2020.

Water/Sewer Bill Penalty and Interest

Late payment penalties, interest, and disconnection/reconnection fees on delinquent water and sewer accounts have been suspended through June 15, 2020.

It is important to stay current on your water and sewer account to avoid amassing a significant bill that will become due at the end of the COVID-19 emergency. If you need to enter into a payment plan with the Town, please contact the Town Business Office at (540) 955-1099.

COVID-19 Related Changes to Curbside Refuse Collection

- **Collection of Toter Contents Only**
- **Collection of Bulk Waste Suspended**

Please see additional and updated information on our web site www.berryvilleva.gov.



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 . customerservice@berryvilleva.gov