

## Public Utilities Payment Assistance

Age Requirements

No Age Requirement

Documents Required

Call for details

Other Eligibility Criteria

Eligibility guidelines are available on the website.

Family

Yes

Intake Contact Email

VB311@vbgov.com

Intake Process

Call or email for information.

Intake Contact Telephone

(757) 385-4160

Provider Refer

Yes

Report Problems

Call the Agency

Residency Requirements

Serves residents of the City of Virginia Beach.

Self Refer

Yes

City of Virginia Beach

<https://www.vbgov.com/Pages/default.aspx>

<https://www.vbgov.com/government/departments/public-utilities/customer-service/...>

<http://www.facebook.com/CityofVaBeach>

<http://twitter.com/cityofvabeach>

Main

(757) 385-3111

2401 Courthouse Drive

23456 VA

United States

Fee Structure

No Fee

Languages Spoken

English

The City of Virginia Beach offers Public Utilities Payment Assistance. Offering:

- City Services Account Payment Plan: for residents who are experiencing financial hardship and to set up a payment schedule over a period of 2 to 24 months for existing balances
- Community Resources for Payment Assistance: many resources are available to Virginia Beach residents in need of assistance paying a utility bill; you can dial 2-1-1, or use the following resources:
  - Water assistance program (757) 385-6700
  - H2O (Help to Others) (757) 543-8100
  - Local Churches
  - and more

Customers without internet access can request a mail-in application by phone at (757) 385-4160; however, status updates are not available with this option.

Service Area(s)

Virginia Beach City

Email

[VB311@vbgov.com](mailto:VB311@vbgov.com)