



Update from Utility Companies & Food Pantries

Novec:

NOVEC recognizes the hardships that the Coronavirus (COVID-19) public health crisis imposes on its customers. Effective immediately, NOVEC is suspending all electric service disconnections and associated penalty fees for 60 days. Please note that this suspension of electric service disconnections delays, but does not cancel, payment of outstanding balances.

For updates, please view Novec’s website at www.novec.com or call 703-335-0500

Dominion Energy:

Customers should not have to worry about losing service during this critical time. The company has suspended all service disconnections for nonpayment. Residential customers previously disconnected due to non-payment may contact the company for assistance reconnecting service. In addition, the company is planning to waive late fees and reconnection fees and is seeking approval from utility commissions where required to do so.

For updates, please view Dominion Energy’s website at www.dominionenergy.com or call 866-366-4357

Washington Gas:

We have suspended all disconnections and late fees during this public health crisis. We have a letter from our president posted on our website with this

information and it is also posted to our social media channels and E-service customer portal. We recognize the difficulty this situation poses to our customers and we will continue to work with them during and after this completion of this emergency.

For updates, please view Washington Gas' website at www.washingtongas.com or call 844-927-4427

Loudoun Water:

Loudoun Water's offices remain open during regular business hours with essential staff only. Visits to customer's homes by field staff has been limited. Loudoun Water is suspending all disconnections and waiving late fees at this time. Loudoun Water is prepared to continue critical operations without disruption and do not foresee any challenges doing so at this time.

For updates, please view Loudoun Water's website at www.loudounwater.org or call (571) 291-7880

Loudoun Hunger Relief:

Loudoun Hunger Relief is doing well and has served 300 families within the last three days. Loudoun Hunger Relief usually serves 300 families within a week so their numbers have increased quite a bit.

In an effort to keep the volume of traffic in the building to a minimum, Loudoun Hunger Relief has implemented pick-up service for meals. Staff and volunteers are packing up meals for families, and they are able to pick them up outside of the facility.

For questions regarding receiving services, or making a donation please call Loudoun Hunger Relief at 703-777-5911 or visit their website at www.loudounhunger.org

Dulles South Food Pantry:

Dulles South Food Pantry is doing well and receiving great support from the community with food and monetary donations. They have seen a decline in food donated from the stores and anticipate having to purchase produce and meat products in the near future.

At this time, they are operating as usual serving individuals within the Dulles district but will adjust to lift the geographic restriction if necessary. Dulles South Food Pantry is working to limit the amount of traffic in their building and will implement a pick-up service in which families would have to adhere to strict appointment times.

For questions regarding receiving services, or making a donation please call Dulles South Food Pantry at 703-507-2795 or visit their website at www.dsfp.org

Commissioner of the Revenue Extends Filing Deadline for Loudoun's Tax Relief Program for the Elderly and Disabled

Loudoun County Commissioner of the Revenue has extended the deadline for filing **2020 Tax Relief for the Elderly and Disabled renewal forms to June 1, 2020.**

Local ordinance provides authorization for the Commissioner of the Revenue to allow applicants to file after the regular filing date. This extension is in response to the outbreak of [coronavirus disease 2019 \(COVID-19\)](#).

For new deadlines and more information, [click here](#)

Loudoun County to Institute Temporary Closures of Departments to Implement Social Distancing Protocols

As part of an effort to mitigate the impact of coronavirus disease 2019 (COVID-19) in the county, Loudoun County employees are implementing social distancing measures in all offices. To plan, train and implement social distancing protocols, some Loudoun County government departments will suspend their public-facing operations for one to two days.

In addition, the county is suspending the use of its public conference rooms to anyone outside the county government at least until April 1, 2020.

Loudoun County residents are encouraged to check the webpage before making a visit to any Loudoun County government department or program in person to confirm the location is open to the public.

All impacts to county operations will be posted at loudoun.gov/temporaryclosures.

Loudoun Clerk of Circuit Court Expands Remote Service Offerings

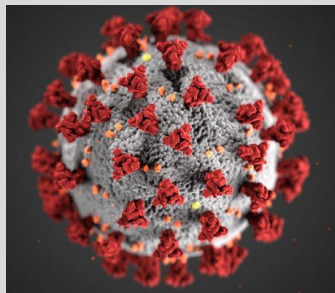
In an effort to reduce the number of citizen visits to the Loudoun County courts complex in Leesburg and promote social distancing as recommended by health officials, the Clerk of the Circuit Court is expanding remote access services to Loudoun residents for the next 30 days and encouraging citizens to delay any appointments for some other services.

As more opportunities to offer expanded remote services becomes available, updated information will be posted at loudoun.gov/clerk.

[Read more here.](#)

Stay Informed!

Keeping with the Board of Supervisors' policy, regularly scheduled meetings of the Board's [advisory boards, commissions and committees](#) are canceled while Loudoun County Public Schools are closed. The county will provide updated information on meeting status as this rapidly evolving situation continues. For the most current schedule, please visit loudoun.gov/calendar.



**LOUDOUN
COUNTY**
—  —
VIRGINIA

The county continues to encourage everyone in the community to take steps to limit the spread of COVID-19, which include:

- Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer only if soap and water are not available.
- Avoid touching your eyes, nose and mouth.
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when coughing or sneezing.
- Clean and disinfect frequently touched objects and surfaces.
- Stay home when you are sick.
- Avoid contact with sick people.
- Avoid non-essential travel.

Loudoun County encourages residents to stay informed about COVID-19

- Visit loudoun.gov/coronavirus to sign up for email and text updates on COVID-19.
- Text LCCOVID19 to 888777 to receive text alerts from Loudoun County about COVID-19.

Residents with questions about COVID-19 may call the Loudoun County Health Department's information line, 703-737-8300, or email health@loudoun.gov.

Supervisor Koran T. Saines

Sterling District Supervisor
Loudoun County Board of Supervisors
[703-777-0204](tel:703-777-0204)

[Loudoun County
Government](#)

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Supervisor Page](#)

[Email
Koran T. Saines](mailto:koran.saines@loudoun.gov)

STAY CONNECTED



Sterling District | 1 Harrison Street, S.E., 5th Floor, Leesburg, VA 20177

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