Virginia Beach Water Assistance Program

The purpose of the program is to prevent water service disconnection, re-connect water service, and assist customers with minor plumbing repairs. The program provides a maximum payment of $350 per occurrence for a City Services Bill ("Water Assistance"); $300 for a plumbing repair ("Plumbing Assistance"). This assistance cannot be used for HRSD bills.

Program Eligibility Requirements:

- Must be an active residential water service customer of Virginia Beach Public Utilities and applicant must reside at the property in question.
- The bill does not have to be delinquent. It can cover multiple outstanding bills.
- Bill must be in the applicant's name. Authorized users for accounts are not eligible.
- An applicant/account can only qualify for assistance once per fiscal year (July 1 to June 30). Cannot be used to cover the first bill on an account.
- Assistance payment must fully satisfy all bills that are due (or overdue) at the time of receiving an assistance payment. Applicants will be required to pay down any amounts in excess of $350 for their "delinquent" balance before becoming eligible for an assistance payment.
- Assistance payments may be used toward balances that include late payment charges and delinquency fees, but cannot cover account setup, tampering, pulled meter, or meter lock fees.
- Customer must pay any administrative fees (such as account setup or returned check fees) prior to being eligible for assistance.
- Cannot exceed the 2026 Income Thresholds* shown below. Available financial resources cannot exceed $2,000.

Persons in Family/Household	Annual Income	Monthly Income
1	$35,910	$2,993
2	$48,690	$4,058
3	$61,470	$5,123
4	$74,250	$6,188
5	$87,030	$7,253
6	$99,810	$8,318
7	$112,590	$9,383
8	$125,370	$10,448

For families/households with more than 8 persons, add $5,680 annually or $473 monthly for each additional person.

**Equates to 225% of Federal Poverty Guidelines*

Effective 7/1/2026

Plumbing Repairs:

- Property must be an owner-occupied residence.
- Repair must be done by a licensed plumber/plumbing company (by the Virginia Department of Professional and Occupational Regulation Board for Contractors).
- Bill must be itemized for work completed at applicant address.
- Plumbing bill must include: company name, address, telephone, and valid business (Contractor's) license number.

Application Disqualifications:

- Submitting false information will result in denial and makes the applicant ineligible for that fiscal year; a second offense will make an applicant ineligible for two years; a third offense will permanently ban the applicant from the program.
- No tampered meter activity or illegal connections. Applicants with tampering fees, pulled meter fees, locked meter fees, must pay these fees to be eligible.

Required Documents:

Water Assistance	Plumbing Assistance
Copy of Virginia Beach City Services Bill	Copy of the itemized plumber's bill
Verification of current income (all household members 18 and older)	Verification of current income (all household members 18 and older)
Bank statement(s)*	Bank statement(s)*
Virginia Beach Water Assistance Program Application	Virginia Beach Water Assistance Program Application

**Applicant must submit a complete statement for all accounts (checking, savings, investment, retirement accounts) with any and all financial institutions, including banks, credit unions, retirement funds, investment, and brokerage institutions.*

Payment Procedures:

All balances in excess of $350 must be paid by certified funds, in the form of cash, money order, or cashier's check. Customer must provide receipt and/or receipt number to the Department of Human Services by fax, e-mail or phone upon completion of balance pay down before eligibility can be determined.

Water Assistance Program Contact Information:

Program application and eligibility are determined by the Department of Human Services. The Water Assistance Program staff can be reached at 385-6700.