



AGENDA
ALTAVISTA TOWN COUNCIL
WORKSESSION
Tuesday, November 27, 2018 – 5:00 p.m.

1. Call to Order
2. Agenda Amendments/Approval
3. Public Comments – Agenda Items Only
4. Introductions and Special Presentations
5. FY2020 Budget Public Input Opportunity
6. Items for Discussion
 - a. English Park Improvements Update - Southern Playgrounds
 - b. BGF Conceptual Environmental Project Update
 - c. Transit Budget Review
 - d. Opioid Crisis Discussion
 - e. Utility Payment Method Update
7. Public Comment – Non Agenda Items
8. Adjournment

***Next Scheduled Regular Town Council Meeting: Tuesday, December 11, 2018 @ 7:00 p.m.
REMINDER: A reception for outgoing Council members Brumfield and Overbey and incoming Council members Bennett and Mitchell will be held at 6:30 p.m. (30 minutes prior to meeting).***

Notice to comply with Americans with Disabilities Act: Special assistance is available for disabled persons addressing Town Council. Efforts will be made to provide adaptations or accommodations based on individual needs of qualified individuals with disability, provided that reasonable advance notification has been received by the Town Clerk's Office. For assistance, please contact the Town Clerk's Office, Town of Altavista, 510 Seventh Street, Altavista, VA 24517 or by calling (434) 369-5001.

Thank you for taking the time to participate in your Town Council meeting. The Mayor and Members of Council invite and encourage you to attend whenever possible because good government depends on the interest and involvement of citizens.



**Town Council Work Session – Item: #5a
November 27, 2018
FY2020 Pre-Budget Public Input Opportunity**

Agenda Memorandum

Submitted by: Waverly Coggsdale, Town Manager

Discussion: As the Town begins the FY2020 Budget process, now is a good time to seek input from the public in regards to their thoughts/priorities/issues that may impact the financial make-up of the draft FY2020 Budget.

Later in the meeting, Town Council can provide direction/input to staff regarding any items they hear during this session or any other matters they feel appropriate for development of the annual budget and capital improvement program.

Upcoming Budget Activities (next two months):

- December 14th: Departmental Capital Improvement Requests Due
- January 11th: Departmental Operating Budget Requests Due
- January 22nd: Outside Agencies/Non-Profits presentations to Council and Capital Improvement and Utility Rate Discussion.
- January 23rd: Continuation of Budget Discussion, if needed.

Requested Action: Discussion by Town Council and direction to staff on this item.

ATTACHMENTS:

None



Town Council Work Session – Item: #6a
November 27, 2018
English Park Improvements Update – *Southern Playgrounds*
Agenda Memorandum
Submitted by: Waverly Coggsdale, Town Manager

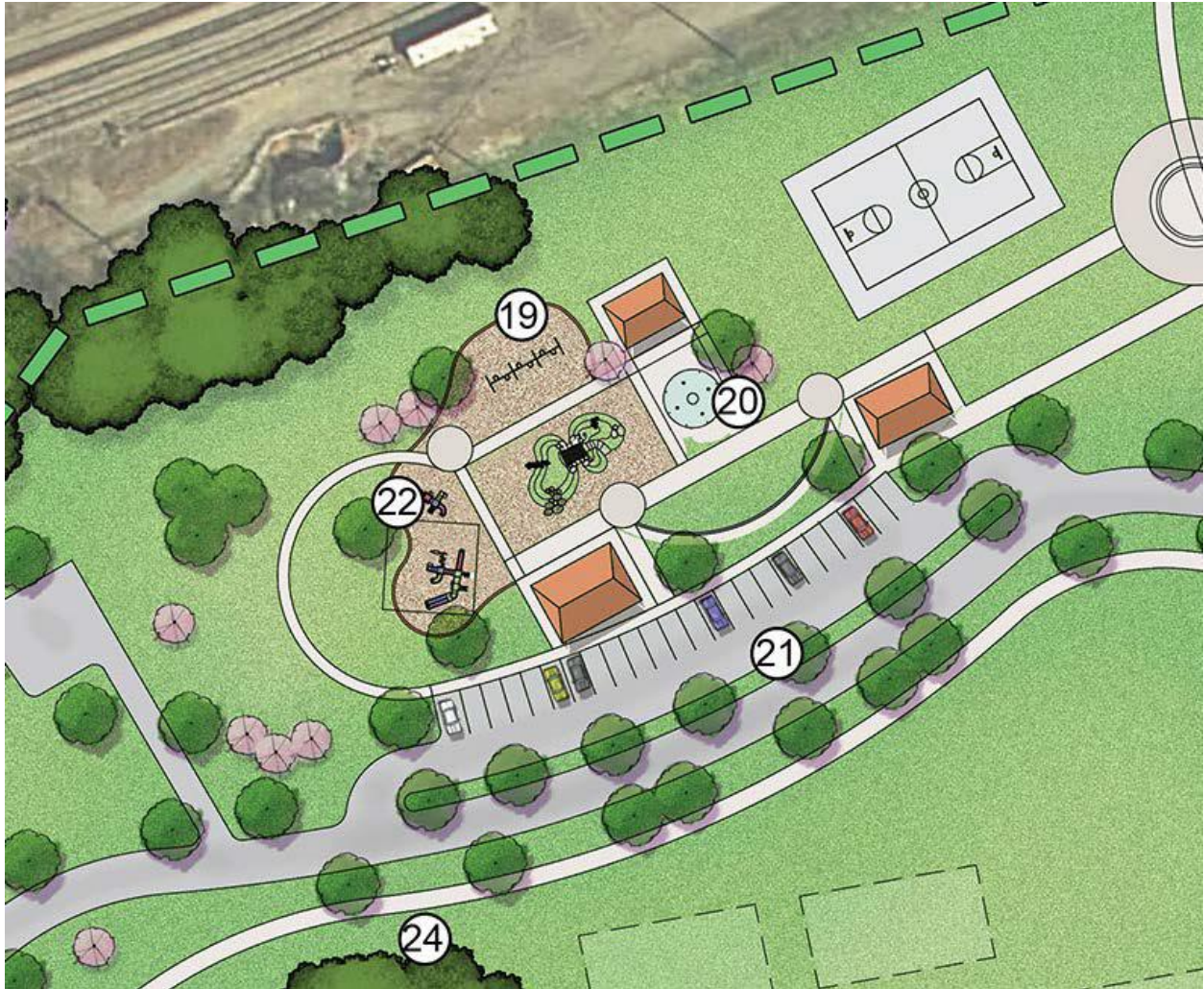
Discussion: Recently Town Council approved for staff to work/negotiate with Southern Playground on the English Park Improvements Project. This project includes the replacement of the playground, design/construction of a new splash pad; and a new shade structure; as outlined in the Town’s Recreation and Trails Master Plan.

The presentation will cover the components that are being considered and the potential budget for the project. This will be an opportunity for Town Council to provide input into this project and be sure the consultant is working towards their vision for the improvements.

Requested Action: Discussion by Town Council and direction to staff on this item.

ATTACHMENTS:

- *Consultant’s diagram from Master Plan*



LPDA's Master Plan Conceptual Layout

The following items are included in the English Park Improvements (Phase 1):

- Items 19 Addition of Pavilion (Shade Structure)
- Item 20 Splash Pad
- Item 22 Playground Improvement (replacement)

Below are other items identified by Council to be worked on during FY2019:

- Item 21 Circulation Improvement
- Item 32 Trail System Extension (not shown)



Town Council Work Session – Item: #6b
November 27, 2018
BGF “Constructed Wetland” Preliminary Exploratory Presentation
Agenda Memorandum
Submitted by: Waverly Coggsdale, Town Manager

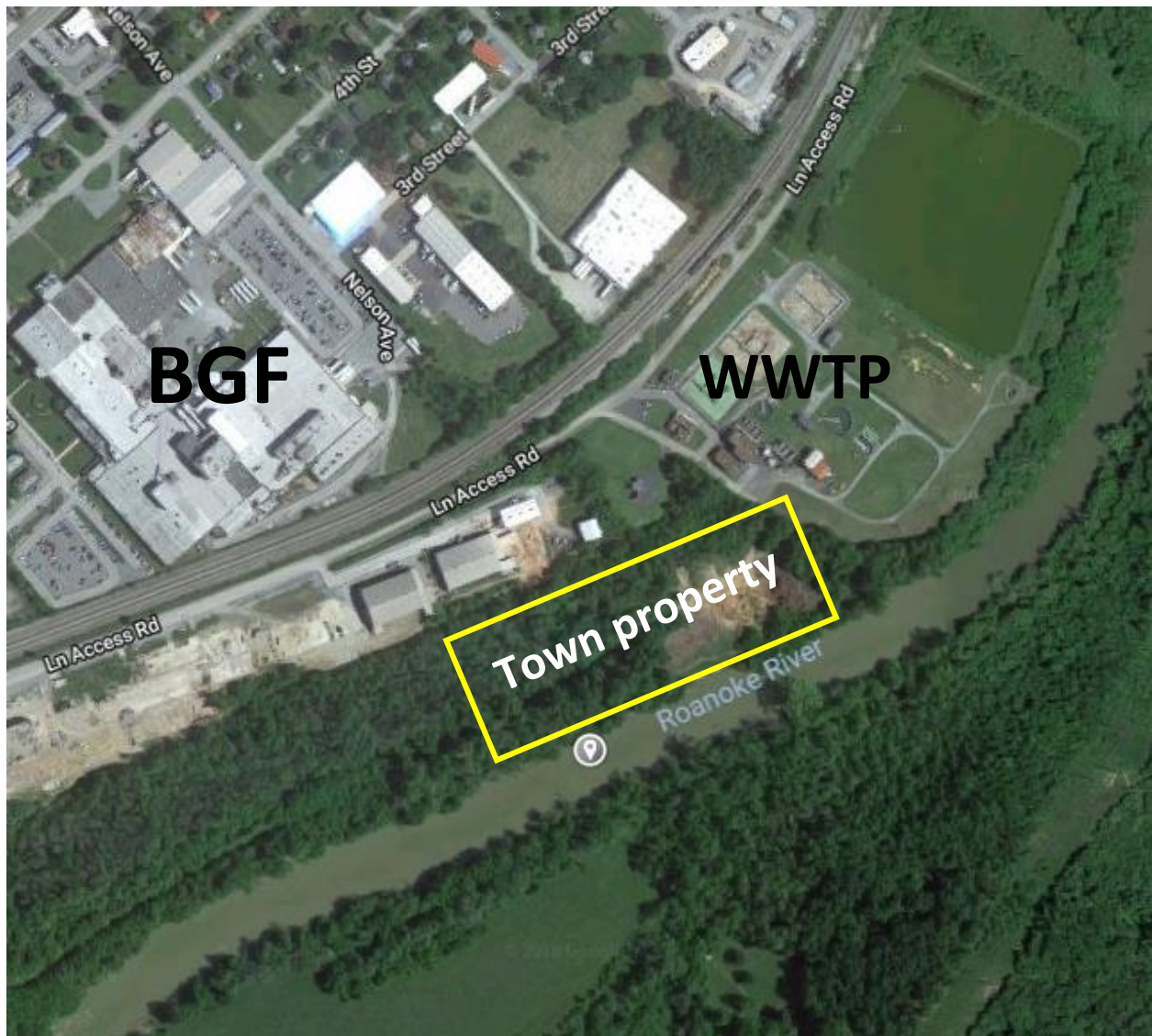
Discussion: BGF has previously expressed an interest in exploring options related to remediation of an environmental issue involving storm water from their plant on Amherst Avenue. Town staff has periodically met with their staff to keep informed of BGF’s thoughts and accordingly we feel this is an appropriate time to have BGF representatives brief Council on their concept. It is important to point out that the Town has only granted permission for BGF to “explore” their options, some of which would utilize town-owned property.

BGF representatives will deliver a brief PowerPoint presentation and receive questions and/or comments from Town Council and/or staff.

Requested Action: Discussion by Town Council and direction to staff on this item.

ATTACHMENTS:

- *Site Map of area*





Town Council Work Session
November 27, 2018
FY 2020 Altavista Community Transit System (ACTS) Budget Review
Agenda Memorandum
Submitted by: Tobie Shelton, Finance Director

Discussion: Attached is the proposed FY2020 Altavista Community Transit System Operating Budget and Capital Improvement Program (CIP). Tonight, staff will give a briefing on the budget and Council will provide any input as to possible modifications to the budget. As you know, the Town reviews the ACTS budget early, due to the grant application process that funds the majority of the cost for the system. Staff will be seeking to place this item on the December Regular Meeting Agenda for approval of the budget and authorization to apply for the grant funds. The grants are from the Virginia Department of Public Rail and Transportation (DPRT) with 50% being Federal funds; 15% being State funds; and the remaining operational funds being local (35%). The local share equates to \$35,210 of the proposed budget total of \$105,600. Annual fare box revenue is estimated at \$5,000 which is deducted from the total budget (\$105,600) for grant purposes. Also included is \$77,000 for Capital Improvements, the local share for CIP is budgeted at 20% which equals \$15,400. The total local funds being requested, based on this draft budget would be \$50,610. The remaining \$131,990 would come from grant funding and passenger revenues.

No action requested this evening. Staff is requesting this item will be placed on either the Consent Agenda or Regular Agenda of the December Regular Town Council meeting for approval and authorization to apply for the grant funds.

ATTACHMENTS:

- Memo from Staff
- Draft Budget



MEMORANDUM

To: Waverly Coggsdale, Town Manager

From: Tobie Shelton, Finance Director

Date: November 16, 2018

Re: ACTS Budget Request

Annually Staff applies for a grant through the Department of Rail and Public Transportation (DRPT), for funding of the Altavista Community Transit System (ACTS). Combined, the Federal and State grant funds pay for 65% of the operations budget in addition to paying for over 80% of the CIP items. The next grant application is due on January 31, 2019. Town Council has been 'tentatively' approving this budget in December along with giving staff the authority to apply for the grant funding. Staff is requesting authority again this year to complete the DRPT grant application.

FY 2018 Summary

As of the end of December 2018 ACTS will have been in operation 8 full calendar years and 7 full fiscal years. This past fiscal year, ACTS ridership reached almost 20,000, averaging 65 riders per day, and logging a total of 38,294 miles, a slight decrease from FY2017. ACTS continued to operate Monday through Friday from 8:00 a.m. until 6:00 p.m. and Saturday from 9:00 a.m. until 2:00 p.m. with summer hours extended until 8:00 p.m. and 4:00 p.m. respectively. Summer hours run June through September and for the 7th consecutive year, free fares for these same months were available to riders, as a result of an anonymous donation.

Staff continued implementation of the Transportation Development Plan (TDP) approved and adopted by Town Council in 2013 that led to extended summer hours and route deviation which continue to add convenience for the citizens. Both extended summer hours and route deviation will continue.

ACTS continued partnering with the Altavista Combined School through FY2018, in a joint effort with the school to educate the special needs students about access to community resources and how to access public transportation. While this was a successful endeavor, this has not continued into FY2018 and as a result will be reflective in the passenger trips for the coming year.

Budget Request

Staff requests permission to apply for grant funding in the amount of \$105,600 for ACTS FY2020 operations budget. This is an increase of 4.6% over last year's request. The main reason for the increase is due to the distribution of medical benefits that have not been in the past, as well as a slight increase in fuel cost. The estimated town match will be \$35,210 for operations. Staff is also requesting permission to apply for grant funding in the amount of \$77,000 for ACTS FY2020 CIP projects, which includes the purchase of a replacement bus as well as installation of two bus shelters. The estimated town match for CIP will be \$15,400.

The DRPT Grant Application is due February 1, 2019.

TRANSPORTATION FY 2020

TOWN OF ALTAVISTA		ACTUAL BALANCES AT THE					
FY 2020		CLOSE OF EACH FISCAL YEAR			<u>ADOPTED</u>	<u>REQUEST</u>	<u>BRIEF DESCRIPTION OF ITEMS</u>
		<u>FY 2016</u>	<u>FY 2017</u>	<u>FY 2018</u>	<u>FY 2019</u>	<u>FY 2020</u>	<u>INCLUDED IN EACH ACCOUNT</u>
<u>TRANSIT DEPARTMENT</u>							
<u>OPERATIONS</u>							
010-6101-403.10-02	SALARIES AND WAGES / REGULAR	55,121.76	58,293.45	64,318.88	65,600.00	65,300.00	Includes 40% of Transit Manager's salary, 5% of Fleet Maintenance Supervisor's salary as well as salary of 5 PT bus drivers' salary. Includes \$1,250 to be used to fund performance evaluations
010-6101-403.20-02	BENEFITS / FICA	4,290.99	4,520.92	4,980.88	5,050.00	5,000.00	
010-6101-403.20-04	BENEFITS / VA RETIREMENT SYSTEM	2,609.52	2,907.64	3,306.71	3,500.00	3,050.00	10.02% (FY 19 & FY 20 rate)
010-6101-403.20-06	BENEFITS/ GROUP MEDICAL	0.00	280.32	500.34	520.00	4,850.00	
010-6101-403.20-08	BENEFITS / GROUP LIFE INSURANCE	283.92	333.00	379.21	500.00	400.00	1.31% (FY 19 & FY 20 rate)
010-6101-403.20-10	BENEFITS / WORKER'S COMP	1,287.00	1,427.00	1,500.00	1,600.00	1,700.00	Current premium is \$1,600
010-6101-403.30-06	CONTRACTUAL SERVICES / ADVERTISING	365.80	241.25	572.21	1,000.00	1,000.00	Brochures, banners, newspapers, radio ads, advertising products -
010-6101-403.30-08	CONTRACTUAL SERVICES / MAINTENANCE SVC CONTRACTS	184.00	0.00	395.05	500.00	500.00	Computer Program used by PW to run diagnostics on all vehicles and large equipment. Cost is \$1,200 per year with \$350.00 charged to transit. \$150 for ITG and contract repairs related to ACTS.
010-6101-403.30-14	CONTRACTUAL SERVICES / MISC & PROFESSIONAL SVCS	150.00	0.00	0.00	300.00	300.00	Professional services. Misc to be used, if needed for printing of passes and schedules.
010-6101-403.30-16	CONTRACTUAL SERVICES / PHYSICALS	205.00	140.00	310.00	250.00	250.00	Required drug testing and physicals for new hires as well as quarterly drug screening for drivers.
010-6101-403.50-08	OTHER CHARGES / TELECOMMUNICATIONS	987.82	698.62	544.67	1,000.00	1,000.00	Cell phone for administrator. Any repairs or upgrade to bus communication radio.
010-6101-403.50-12	OTHER CHARGES / MOTOR VEHICLE INSURANCE	1,144.00	1,496.00	1,300.00	1,400.00	1,500.00	Insurance for 2 buses and transit vehicle.

TRANSPORTATION FY 2020

TOWN OF ALTAVISTA		ACTUAL BALANCES AT THE					
FY 2020		CLOSE OF EACH FISCAL YEAR			<u>ADOPTED</u>	<u>REQUEST</u>	<u>BRIEF DESCRIPTION OF ITEMS</u>
		<u>FY 2016</u>	<u>FY 2017</u>	<u>FY 2018</u>	<u>FY 2019</u>	<u>FY 2020</u>	<u>INCLUDED IN EACH ACCOUNT</u>
010-6101-403.50-24	OTHER CHARGES / SUBSISTANCE & LODGING	483.09	152.40	642.92	500.00	500.00	Travel for conferences, board meetings, training, required DRPT meetings. *Most of this is reimbursed 100% through RTAP grant funding. No change
010-6101-403.50-26	OTHER CHARGES / CONVENTIONS & EDUCATIONS	181.00	14.00	392.14	500.00	500.00	CTAV Annual conference. CTAV training; DRPT required training; video resources training for drivers.
010-6101-403.50-28	OTHER CHARGES / DUES & ASSOC MEMBERSHIPS	147.50	125.00	125.00	150.00	150.00	CTAV membership. In the past this item has been charged to 30.14 Misc and Professional Services.
010-6101-403.60-02	MATERIALS & SUPPLIES / OFFICE SUPPLIES	225.51	319.42	157.22	300.00	300.00	Misc office supplies, paper, pens, note pads,
010-6101-403.60-06	MATERIALS & SUPPLIES / FUELS & LUBRICANTS	13,233.82	12,343.82	14,804.78	14,000.00	15,000.00	Fuel for buses; increased based on fuel costs projections of \$2.60 / gal and 3 year history.
010-6101-403.60-08	MATERIALS & SUPPLIES / VEHICLE / EQUIP R&M	3,491.51	2,589.16	4,121.17	3,500.00	3,500.00	One set of tires per bus. All parts for the buses. Reduced because of a newer fleet at this time.
010-6101-403.60-14	MATERIALS & SUPPLIES / OTHER OPERATING SUPPLIES	58.08	284.29	49.42	500.00	500.00	Used for 1st Aid supplies, gloves, first aid kits, disinfectants.
010-6101-403.60-18	MATERIALS & SUPPLIES / SUPPLIES	238.52	127.67	294.33	300.00	300.00	Cleaning and deortorizing supplies for inside and outside of vehicles.
TOTAL OPERATING					100,970.00	105,600.00	
<u>CAPITAL OUTLAY</u>							
010-6101-403.81-02	CAPITAL OUTLAY / REPLACE / VEHICLE	59,858.00	0.00	66,798.00	0.00	70,000.00	Bus Replacement
010-6101-403.81-04	CAPITAL OUTLAY / REPLACE / EDP EQUIP (COMPUTER)	0.00	0.00	0.00	3,000.00	0.00	
010-6101-403.82-06	CAPITAL OUTLAY / NEW / MACHINERY & EQUIPMENT	6,870.00	4,500.00	0.00	0.00	0.00	
010-6101-403.82-30	CAPITAL OUTLAY / NEW / IMPROVEMENTS OTHER THAN BLDG	2,221.24	0.00	0.00	0.00	7,000.00	Bus Shelters
TOTAL CIP					3,000.00	77,000.00	
TOTAL BUDGET					103,970.00	182,600.00	



Town Council Work Session – Item: #6d

November 27, 2018

Opioid Crisis Discussion

Agenda Memorandum

Submitted by: Waverly Coggsdale, Town Manager

Discussion: Mayor Mattox has asked that this item be placed on the Work Session agenda for discussion.

Attached is different information regarding this item including local government response.

Requested Action: Discussion by Town Council and direction to staff on this item.

ATTACHMENTS:

- *Opioid information (various sources)*



[Home](#) [About the Epidemic](#)

What is the U.S. Opioid Epidemic?

- In the late 1990s, pharmaceutical companies reassured the medical community that patients would not become addicted to opioid pain relievers and healthcare providers began to prescribe them at greater rates.
- Increased prescription of opioid medications led to widespread misuse of both prescription and non-prescription opioids before it became clear that these medications could indeed be highly addictive.
- In 2017 HHS declared a [public health emergency](#) and announced a [5-Point Strategy To Combat the Opioid Crisis](#)

FIND TREATMENT

THE OPIOID EPIDEMIC BY THE NUMBERS

2016 and 2017 Data


130+

People died every day from
opioid-related drug overdoses²
(estimated)


11.4 m

People misused
prescription opioids¹


42,249

People died from
overdosing on opioids²


2.1 million

People had an opioid use
disorder¹


886,000

People used heroin¹


81,000

People used heroin
for the first time¹


2 million

People misused prescription
opioids for the first time¹


17,087

Deaths attributed to
overdosing on commonly
prescribed opioids²


15,469

Deaths attributed to
overdosing on heroin²


19,413

Deaths attributed to
overdosing on synthetic
opioids other than
methadone²

SOURCES

1. 2017 National Survey on Drug Use and Health, Mortality in the United States, 2016
2. NCHS Data Brief No. 293, December 2017
3. NCHS, National Vital Statistics System. Estimates for 2017 and 2018 are based on provisional data.



[Download the Opioid Epidemic in the U.S.-PDF](#)

The Opioids By The Numbers” graphic and PDF are currently undergoing 508 review. Assistive technology users should email Digital@HHS.gov.

Understanding the Opioid Crisis

[Opioid Crisis](#)

Devastating consequences of the opioid epidemic include increases in opioid misuse and related overdoses, as well as the rising incidence of newborns experiencing withdrawal syndrome due to opioid use and misuse during pregnancy.

- [Understanding the Scope of the Epidemic](#)

[Opioid Overdose](#)

Opioid overdoses accounted for more than 42,000 deaths in 2016, more than any previous year on record. An estimated 40% of opioid overdose deaths involved a prescription opioid.

[Why do Adults Misuse Prescription Drugs?](#)

Policymakers can use this information from the National Survey on Drug Use and Health to help inform substance abuse prevention and treatment needs in their communities.

Proposed Opioid Epidemic Cost Recovery Action

Introduction: Sanford Heisler Sharp, LLP, Kaufman Canoles, LLP, and the Cicala Law Firm PLLC have joined forces to help cities and counties in Virginia recover the economic losses caused by the national opioid epidemic. We hope to be able to assist you in your efforts to address this issue.

The Opioid Epidemic: America is experiencing an opioid epidemic that has resulted in economic, social and emotional damage to virtually every community in the United States and tens of thousands of Americans. It is indiscriminate and ruthless, and kills 91 Americans every day. In 2016, more than 64,000 people died of drug overdoses, the majority of which deaths were related to opioids.

Our Proposed Action: Our proposed approach is very Virginia-centric, keeping any litigation in Virginia in order to maximize client control over and vision into the proceedings. We propose to prosecute claims against the companies that we have identified as having most significantly contributed to and profited from the opioid epidemic in Virginia. Our claims arise from the established misconduct of the companies that manufacture, distribute, sell, and administer opioids along the pharmaceutical supply chain. Because our team includes national firms, we also have the ability to pursue claims in the Multidistrict Litigation (“MDL”) venue in Cleveland, Ohio if that becomes advisable or is preferred.

Step One – Data Collection and Analysis: The first step in assisting to recover the losses your jurisdiction has incurred as a result of the opioid epidemic is determining what those losses may amount to. This step, which would involve no cost to our clients, entails us utilizing a matrix we have developed to assist in determining what damages may be recoverable and where in their organizational structure and budgets they can find the data that demonstrates those damages.

Step Two – Filing Suit: Should your jurisdiction decide to pursue a lawsuit against the pharmaceutical defendants, we are prepared to file such a suit. We propose that four categories of defendants be considered in the lawsuit, including the pharmaceutical manufacturers that produced and falsely marketed opioids (Purdue, Mallinckrodt, and Endo), the pharmaceutical distributors that failed to stop and report the excessive flow of opioids into your city or county (McKesson, Cardinal Health, and AmerisourceBergen), the pharmaceutical retailers, or pharmacies, that failed to report and continuously filled suspicious opioid prescriptions (CVS, Walgreens), and the pharmacy benefits managers that controlled the drug formularies that frequently favored opioids over safer treatments and allowed for opioids to be reimbursed by municipal and other payers (Express Scripts, OptumRx).

In terms of the structure of the litigation, Virginia offers an unusual procedural mechanism known as the Multiple Claimant Litigation Act. This Virginia statute will allow us to bring a collective action on behalf of multiple client cities and counties while pursuing the litigation in Virginia state court, thereby allowing us to leverage the combined value of multiple clients’ claims for damages and allowing our municipality clients to divide any costs among multiple clients. The causes of action that we anticipate bringing against the defendants will include: negligence for failing to engage in the manufacturing, marketing, sale, distribution, and reimbursement of opioids with the standard of care that the law required of them; creating a public nuisance for flooding Virginia municipalities with excessive amounts of opioids that

have caused great damage to those municipalities; conspiracy for working in concert of action to accomplish the above; violation of the Virginia Consumer Protection Act against the Manufacturer Defendants for misrepresenting both the benefits and risks of opioids in their marketing of the drugs; unjust enrichment for knowingly profiting as a result of their illegal conduct with regard to opioids; fraud against the Manufacturer Defendants making misrepresentations about opioids that Virginia municipalities and others relied upon to their detriment; and breach of fiduciary duty and breach of contract actions against PBMs.

Our Terms: Our only compensation in this matter will be based on a contingency fee that we will collect only in the event that your city or county collects a monetary recovery in this litigation. We would retain 25% of any monetary recovery as our full compensation in this matter. We believe that a 25% contingency is a figure that is fair and reasonable while allowing us to return the maximum recovery to municipalities that are struggling to cope with the costs of the opioid epidemic. All litigation involves certain costs, such as filing fees, copying and transcripts, travel expenses, and expert witness expenses. We will advance all costs of the litigation so our municipal clients will not be responsible for paying those costs as they become due, however, we would use any monetary recovery to reimburse the costs of the litigation. In the event that no monetary recovery is achieved, our collective municipal clients will be responsible for reimbursing those costs, due to a Virginia Bar rule that prohibits us from offering to assume ultimate responsibility for the costs of litigation.

Who We Are: Sanford Heisler Sharp, LLP is a national public interest law firm that specializes in litigating class action employment discrimination cases, *qui tam* and whistleblower matters, wage and hour actions, financial services and ERISA claims, consumer fraud and discrimination matters. The Firm has offices in Washington, DC, New York City, San Francisco, San Diego, and Nashville, with forty attorneys recruited from top law firms and top law schools and more than thirty legal assistants from the best undergraduate programs. The Firm is currently assisting a number of counties and cities in the investigation of their potential legal claims against opioid manufacturers, distributors, and retailers who may have contributed to the present opioid epidemic.

Tracing its origins to 1919, Kaufman & Canoles is the largest law firm headquartered in southeastern Virginia and has offices in Norfolk, Richmond and Tysons Corner as well as several other Virginia cities. The Litigation Group at Kaufman & Canoles has earned a reputation as a skilled and highly formidable team. Built around a core of experienced trial lawyers who have tried many complex jury and non-jury cases in both federal and state courts throughout Virginia and around the country, Kaufman & Canoles' litigation practice is one of Virginia's most successful and well-regarded trial sections.

The Cicala Law Firm PLLC is led by Joanne Cicala, an attorney with over 20 years experience who now practices primarily from her office near Austin, Texas. Before establishing The Cicala Law Firm, Ms. Cicala was one of five equal managing partners at the New York firm Kirby McInerney, founded over 65 years ago. Ms. Cicala joined Kirby in 1997 to focus on antitrust, consumer and securities class actions. She later launched Kirby's health care practice and established the firm's Texas office. While at Kirby, Ms. Cicala and her team, among many other successes, effectively prosecuted protracted Medicaid Fraud claims against the nation's leading prescription drug manufacturers on behalf of the City of New York, 43 New York Counties and the State of Iowa. These efforts resulted in the recovery of many hundreds of millions of dollars for the relevant Medicaid programs.



**Town Council Work Session
November 27, 2018
Utility payment options to include Auto-Pay**

**Agenda Memorandum
Submitted by: Tobie Shelton, Finance Director**

Discussion: In a continuing effort to provide customers with the most efficient services possible, the Town is now offering an automatic payment processing option for paying utility bills. Staff would like to report to Council the implementation of Auto-Pay.

ATTACHMENTS:

- Memo from staff
- Notification Flyer for Customers
- Auto-Pay Application Form
- Listing of all bill payment options available



DATE: November 21, 2018

MEMO TO: Mr. Waverly Coggsdale – Town Manager

FROM: Tobie Shelton

RE: Utility Payment Options to include Auto-Pay

Over the past several months, citizens have requested more options to pay utility bills. Staff has worked with First National Bank of Altavista as well as CentralSquare Technologies (formerly SunGard Public Sector) to set up an automatic payment processing option for paying utility bills. The new payment option has been tested and we are ready to offer to our customers.

Customers enrolled in Auto-Pay will continue to receive billing cards; however, the amount due will be automatically deducted from their checking or saving account five (5) days after the bill date that is printed on their bill.

Staff plans to include a notification flyer as well as an application form to be distributed to town residents with the annual town calendar.

Thank you.



AUTOPAY IS AVAILABLE!

Dear Customer:

As a continuing effort to provide our customers with the most efficient services possible, the Town of Altavista is now offering an automated payment processing option for paying your utility bills.

A form is included on the reverse side of this notification for you to complete if you are interested in signing up for automatic payment withdrawals (Auto-Pay).

Customers enrolled in Auto-Pay will continue to receive billing cards; however, the amount due will be automatically deducted from your checking account on or shortly after the due date printed on your bill.

An Auto-Pay application form can also be downloaded from our website at www.altavistava.gov. Simply click on the "Residents" tab on the Home Page and select "Utilities." Complete the form and return it to our office for processing. Please remember to include a voided check and allow 10 days to process your request.

We hope that you will consider signing up for our Auto-Pay plan. Please note that any personal information provided, including banking account numbers, is protected and confidential.

If you have any questions about this new service, please call the Town Hall at 434-369-5001, and someone can assist you.

Sincerely,

A handwritten signature in black ink, appearing to read "Tobie Shelton".

Tobie Shelton
Finance Director

Bill Payment Options

Town of Altavista understands the need to provide convenient, cost-effective payment methods and services for our customers. We have a number of payment options available to our customers for paying your monthly or quarterly bill.

Auto-Pay / EFT

Auto-Pay/EFT is the option that we recommend. It allows us to debit your payment from a checking or savings account.

With Auto-Pay, your payment will be drafted five (5) days after the bill date that is printed on your monthly/quarterly bill. If the date falls on a weekend or holiday, the payment will be drafted the following business day. You can call our office and update your banking information or discontinue Auto-Pay at any time.

If you would like to sign up for Auto-Pay, complete the auto-payment application form (see the link below) and return it to our office along with a voided check from your bank account. If you do not have checks for your account, a deposit slip with your routing number and account number will work.

Informational flyer and application for sign-up

Credit/Debit Card Payments

Town of Altavista accepts payment using the following credit/debit cards: Visa, MasterCard, Discover, American Express and Visa/MasterCard Debit. Payments can be made in person at the Town Hall, via a link on the town's website or over the phone through Official Payments for a nominal fee. If you would like to make a phone payment, please call 1-800-272-9829, use Jurisdiction Code 6243.

Drop Box

A drop box is available in the parking lot of the Town Hall for payments by check (no cash, please). These are picked up and processed every business day.

Bank Payments via Bill Payer Services

We also accept payment from bill payer services, such as those offered by your bank. Please be sure when you sign up for your bill payer service to include your correct account number. This will ensure that your payment is correctly applied to your account.

Mail

Utility Payments can also be mailed to P. O. Box 420, Altavista, Virginia 24517.

AUTOMATIC PAYMENT PLAN APPLICATION FORM



Return this form with a voided check to: The Town of Altavista, 510 7th Street or P. O. Box 420 Altavista, VA 24517

Customer Name:	_____	Utility Account No.:	_____
Address:	_____	City, State and Zip:	_____
Phone:	_____	Email:	_____
Financial Institution Name:	_____	Branch Location:	_____
Banking Routing No.:	_____	Bank Account No.:	_____

AUTHORIZATION AGREEMENT

I hereby authorize the Town of Altavista to automatically withdraw from my (our) ☐ Checking Account ☐ Saving Account (select one), the amount stated on my utility bill for all charges at the above service address. I authorize the **FINANCIAL INSTITUTION** named below, to accept such withdrawals initiated by the **TOWN OF ALTAVISTA**. Withdrawals shall be made from my account five (5) days after the bill date printed on my utility bill.

This authorization will remain in effect until the **TOWN OF ALTAVISTA** has received written notification from me terminating this agreement. All written notification will allow a 30-day termination period from the date of notification to afford the **TOWN OF ALTAVISTA** and the **FINANCIAL INSTITUTION** a reasonable opportunity to act on my request. I am aware of my right to stop payment of a withdrawal at any time by notifying my **FINANCIAL INSTITUTION** three business days before the withdrawal date.

I understand and authorize that should any of the preauthorized debits made through this agreement be dishonored for non-sufficient funds (NSF) or any other reason, the amount due must be paid in full at the **TOWN OF ALTAVISTA** office within 10 business days after receiving notification by **TOWN OF ALTAVISTA**, along with a collection fee of \$35.00. Other fees and/or actions in accordance with **TOWN OF ALTAVISTA'S** code may also apply.

Authorized Signature

Date



Reminder: ****ATTACH A VOIDED CHECK FROM YOUR CHECKING ACCOUNT**