



Charles Town Utility Board

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ADDITIONAL HARDSHIP ASSISTANCE

In West Virginia, help is available from local resources by dialing 211. Per the 211 website (<https://wv211.org/>), the United Ways of West Virginia operates West Virginia 211, to provide information on more than 12,000 human services with a presence in all 55 counties. The options of aid available are area-specific based on the zip code in which the customer resides.

If you are a tenant seeking assistance, you may also benefit from the Mountaineer Rental Assistance Program, which is a service of the West Virginia Housing Development Fund. This program allows you to fill out an application for assistance if you are struggling to pay rent or utilities because of financial hardship due to COVID-19. To see if you are eligible for the aid, you may visit www.wvmrap.com for more information.