

Town Hall Lobby is

CLOSED

TO THE PUBLIC!

The health and well-being of our community and our public servants is a top priority for the Town of Big Stone Gap. To protect the vulnerable among us and to help first responders and the health care system provide care to those in need we must do our part to mitigate the spread of the COVID-19 virus. Therefore, we are announcing the following changes to operations. Effective at 5:00 PM, Tuesday March 24, 2020, Big Stone Gap Town Government offices will be on a Limited Closure. During this time, the Town will continue to provide essential services while practicing physical distancing to safeguard employees and the public as recommended by health and safety officials. Our employees are working hard and at great sacrifice to manage continuity of operations during this difficult time.

**THANK YOU FOR YOUR COOPERATION –
TOGETHER WE ARE STRONG...**

During this **Limited Closure**:

- Town employees will be at work, but Town offices will be closed to the public. Some high-risk employees may be teleworking and/or working on a varied schedule.
- The Town of Big Stone Gap will limit access to the office staff by appointment only for critical business. Personnel can be contacted by phone or email and most financial transactions can be handled electronically. A directory of contact information will be at the end of this document.
- We encourage our customers to utilize mail, bank draft, on-line payments, telephone payments, and/or drop box for utilities, taxes, etc. New account set ups and account closures can be handled by email or by fax (276-523-5625). Please phone 276-523-0115, ext. 125, 126 or 127 for instructions.
- Customers whose health or employment has been directly impacted as a result of COVID-19 should call our office for special payment arrangements. Please phone 276-523-0115, ext. 125, 126 or 127.
- All departments will continue to receive requests for assistance via phone and email.
- Garbage Collection services will continue on a regular schedule.
- Non-emergency access to police staff will be by appointment only by phoning 276-523-0118.
- This **Limited Closure** will be re-evaluated weekly by Town officials.

During this closure please refer to the Town's website at www.bigstonegap.org for updates and schedule changes.

CONTACT INFORMATION FOR TOWN OF BIG STONE GAP PERSONNEL:

Town Manager – Stephen Lawson
Town Clerk/Treasurer – Amanda Hawkins
Phone: 276-523-0115 Extension: 100
Email: cgrant@bigstonegap.org

Water Department– Kenetha Cooper
(All payments: tax, utility, & misc. payments)
Phone: 276-523-0115 Extension: 125, 126 or 127.
Email: kcooper@bigstonegap.org

Public Works – Glenn Bishop
(Streets/Garbage/Sewage Backups/Waterline Breaks, etc.)
Phone: 276-523-0115 Extension: 100
Email: glennb@bigstonegap.org ; cgrant@bigstonegap.org

Parks & Recreation – Gary Harris
Phone: 276-523-0115 Extension 122
Email: gharris@bigstonegap.org

Water Plant – Gary Hampton
Phone: 276-524-1053
Email: ghampton@bigstonegap.org

Sewer Plant – Mark Hollyfield
Phone: 276-523-2993
Email: mark.s.hollyfield@gmail.com

Police Department – Chief Steve Hamm
Phone: 276-523-0118

PAYMENT OPTIONS:

Mail:

Please mail check payments with remittance form or account holders name, physical address, and phone number, and type of payment(personal property, utilities, etc.) to TOWN OF BIG STONE GAP, 505 E 5TH ST S, BIG STONE GAP, VA 24219

Auto-Draft (Free of Charge):

Utility customers are encouraged to enroll in the free Town of Big Stone Gap Auto-Draft Payment Option. Each month utility bills are automatically deducted on the due date from your checking or savings account. Never miss another due date. You may enroll by calling 276-523-0115 Extension 125, 126 or 127.

On-line Payments (Convenience Fee Assessed):

Open Web Browser on Computer or Mobile Device

Go to www.bigstonegap.org

Click on **Pay Utility and Tax Bills Online**

For Utility Payments: **You must have your account #**

For Tax Payments: **You must have your bill #**

Complete Transaction

Telephone Payments (Convenience Fee Assessed):

Town Hall Offices – 276-523-0115 Extension 125, 126 or 127.

For Utility Payments: **You must have your account #**

For Tax Payments: **You must have your bill #**

Drop Box Payments:

All drop box payments must be placed in an envelope with the account holder's name, account number, and physical address noted. Envelopes are available on the side of the payment drop box. The drop box is located along the sidewalk in front of the office and will be checked multiple times a day.