



WISE COUNTY PUBLIC SERVICE AUTHORITY

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DATE: June 14, 2021

TO: Town of Pound Water & Sewer Customers

FROM: Cody A. McElroy, P.E., Executive Director

RE: Transition to Wise County PSA

As Wise County PSA works to transition the Town's water and sewer utilities to the PSA, we will begin distributing information on our Facebook page, website, and other methods as feasible.

The following information is for existing Town of Pound customers:

- 1) All outstanding water and sewer bills are to be paid at the Town of Pound through June 25th. After the 25th, the PSA will work with the Town to transfer current customer information such as balances to the PSA system.

The PSA will begin accepting payments for Pound customers beginning on July 6th.

- 2) Any new accounts for water and sewer, transfer of accounts, or other work orders shall be completed through the PSA effective immediately. The PSA office hours are M-F, 8am-1pm, and 2pm-4pm. The phone number to the office is 276-679-1263.
- 3) We encourage all Pound customers to visit our website, www.wisecountypsa.org, and register to receive alerts via email and/or text message. Service requests can be completed via online form through the website. Also, messages can be sent through the website to the PSA staff. PSA staff checks these messages which are sent via email regularly.
- 4) The PSA offers several bill payment options once we begin taking Pound customer payments in July. Please visit www.wisecountypsa.org/bill-payment to learn about the many ways to pay your bill.
- 5) Existing Pound water and sewer customers will have their meters read for usage by PSA staff at the end of June. However, as we transition the customers to the PSA database, Pound customers will not receive a bill to be due July 15th.

The first bill for Pound customers from the PSA will be sent out at the end of July and due August 15th. This bill will include usage from the end of May reading performed by the Town and the end of June reading by the PSA. Then, meters will be read again mid-August and billed with a due date of September 15th. This usage will be end of June through mid-August. After these two readings, Pound customers will be read on the normal schedule of the PSA (typically mid-month) and billed on normal schedule with existing PSA customers.

Again, please note all usage will be billed for and due even though Pound customers are not receiving a first bill from the PSA until the end of July/first of August. The first new bill due to the PSA will be due August 15th.

Any outstanding Pound water and sewer bills can be paid at the Town until June 25th and then at the PSA beginning July 6th.

We appreciate your patience and understanding as we work to transition the customers into the PSA database.