



WISE COUNTY PUBLIC SERVICE AUTHORITY

P.O. Box 3388, Wise, VA 24293
5622 Industrial Park Rd., Norton, VA 24273
Office: (276) 679-1263
Fax: (276) 679-1528



DATE: March 18, 2020
TO: Wise County PSA Customers
FROM: Cody A. McElroy, P.E., Executive Director
RE: COVID-19 Measures

The Wise County PSA places the health, safety, and well-being of our customers and staff as our top priority. Given the growing number of COVID-19 cases in the nation and nearby regions, the PSA is taking steps to limit exposure to both the public and PSA staff.

As a way to better serve our customers, we currently offer six ways to pay your bills. These include online payments (third-party vendor), mail, in person, bank draft, telephone, and drop box outside the PSA office. During the COVID-19 social distancing mandates from the federal and state governments, the PSA is discouraging payments of bills in the office. The PSA office lobby is likely to be closed in the coming days as concerns for the virus grow and further limitations are placed on public gatherings. However, our intent is to be available to take payments other ways and process business such as new accounts, transfers, ends, and work orders.

As the PSA acts out of an abundance of caution, **the following changes are being implemented effective immediately until the national state of emergency is lifted:**

1. The 4% credit card fee is being waived for payment by credit/debit card. Customers are encouraged to call the office and pay over the phone. Please note paying by phone or internet through Paymentus is still subject to their fees. The PSA has no control over Paymentus fees as a third-party vendor;
2. The drop box will be checked multiple times a day for customers wishing to drop payments off at the office;
3. If customers can provide proof their income has been impacted by COVID-19, the PSA will work with customers on a case-by-case basis to develop a payment arrangement to avoid disconnect for nonpayment. This is again on a case-by-case basis. The PSA operations rely on income from payments, and just as other businesses require income to operate, the PSA does as well. In order to continue to provide water and wastewater services we must receive payments from the customers. We are sensitive to the fact some customers may have income affected by the social limitations and want to provide options for those customers to remain in service during this time.

4. Customers wishing to open new service accounts, transfer service, end service, or change addresses can access forms to do so online at www.wisecountypsa.org under Customer Service - Begin/End/Transfer Service. The forms will be submitted online after completion and an account clerk will contact you to collect payment over the phone.

Please note that our automatic bank draft form is also available on the website and can be mailed or dropped in the drop box with a voided check included. Utilizing this option will have your payment automatically drafted from your bank account near the 15th (due date).

We encourage all customers to visit our website, www.wisecountypsa.org and subscribe for email/text alerts. Also, customers may follow us on Facebook book, [@wisecountypsa](https://www.facebook.com/wisecountypsa).

Customers that do not have access to the internet may call the office at 276-679-1263 and our account clerks will assist you with completing account orders over the phone during this time.

Please abide by the recommendations and mandates from the CDC and government regarding social distancing, personal hygiene, and self-quarantine if you are sick or have a compromised immune system.

We thank you for your patience and understanding as we navigate these difficult times. Please feel free to call us at 276-679-1263 with any questions. We do anticipate longer wait times by phone during these times.

Sincerely,

A handwritten signature in blue ink, appearing to read "Cody A. McElroy".

Cody A. McElroy, P.E.
Executive Director