



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 20, 2020
TO: Wise County PSA Customers
FROM: Cody A. McElroy, P.E., Executive Director
RE: Lobby Closure

Wise County declared a local emergency on March 19, 2020 in recognition of the threat to public health and to help limit the spread and impact of COVID-19.

As such, the Wise County PSA will be closing our customer service lobby beginning at 4:30 PM on Friday, March 20th until the local emergency is lifted. Our staff will still be available to process payments, service requests, and other business matters via our website, phone, and email.

The PSA provides several ways to pay bills including: drop box outside the office, phone, mail, bank draft, and online. We are currently waiving credit card fees when paying by phone at our office only. If you call to pay or pay online through our third-party vendor, Paymentus, their fees still apply.

You can call the PSA offices at 276-679-1263. Please recognize we anticipate longer than normal wait times due to the increased call volumes.

As stated previously in the week, we thank you for your patience and understanding as we navigate these difficult times.

Sincerely,

A handwritten signature in blue ink that reads "Cody A. McElroy".

Cody A. McElroy, P.E.
Executive Director