



WISE COUNTY PUBLIC SERVICE AUTHORITY

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DATE: June 25, 2020

TO: Wise County PSA Customers

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

RE: COVID-19 & Customer Lobby Reopening

As Virginia prepares to enter Phase 3 for COVID-19, the PSA customer lobby will be reopening on Monday, June 29th for customers wishing to conduct business at the office. The reopening will include adjusted lobby hours to allow time for routine disinfection. The office hours will be:

Monday-Friday

8:00 AM – 1:00 PM

2:00 PM – 4:00 PM

***Lobby closed from 1:00 PM – 2:00 PM & 4:00 PM – 4:30 PM**

Virginia social distancing guidelines and recommended face coverings are being implemented for customers entering the PSA lobby to conduct business, **therefore a maximum of four (4) customers are allowed in the lobby at one time.** Additional customers will be required to wait outside 6-ft apart or in vehicles until less than 4 people are in the lobby. Customers are encouraged to conduct business over the phone by calling 276-679-1263 or on the PSA website, www.wisecountypsa.org.

Also, beginning with water bills due **July 15th**, late penalties will resume with any bills not paid by the due date listed on the bill. Late fees will only be applied to the new balance due on July 15th, meaning any past due balances prior to the July 15th bill will not be penalized.

Customers who have outstanding balances are encouraged to pay those as soon as possible. As you are aware, the PSA has ceased disconnects for nonpayment since April. However, disconnects for nonpayment will resume in the future for all unpaid balances. We encourage customers to pay bills to avoid the accumulation of larger balances which will be difficult to pay.

The PSA Board and management thank all customers who have diligently paid their bills and continue to do so.