

## Welcome to the PSA

The Henry County Public Service Authority is pleased to have you as a customer. With more than 800 miles of utility lines, we are one of the largest water and sewer authorities in Virginia.

The Henry County Board of Supervisors appoints members of the PSA Board of Directors. Each electoral district has one representative on the PSA Board. However, the PSA is responsible for its own revenue and expenditures; except for payment for services, the County does not provide revenue to the PSA. Essentially, we work for our customers.

**The PSA's administrative and business offices are located** in the Henry County Administration Building on Kings Mountain Road. The mailing address is Post Office Box 69, Collinsville, VA 24078. Business hours are 8 a.m. to 5 p.m., Monday through Friday. The main telephone number is 634-2500. The General Manager's telephone number is 634-4601.

Information about project status, line locations, and maintenance and line repair requests should be directed to the PSA's construction and maintenance office at 1687 Stultz Road, Martinsville, VA 24112. Business hours are 7 a.m.-3:30 p.m., Monday through Friday. The number is 634-2550.

**Calls on holidays, weekends and after-hours emergencies** are handled by the Martinsville-Henry County Communications Center and forwarded by radio to crews on duty around the clock. If you have an emergency, you must call **638-8751** to have your problem addressed after regular hours.

## User Charges

There are three customer billing categories – residential, non-residential and institutional. Residential includes all residences and churches. Non-residential includes all businesses, including industries. Institutional includes all public-use facilities.

For most residential customers, the base monthly charge is \$26 a month for water and \$26 a month for sewer, based on using no more than 4,000 gallons. A fee of \$4 is charged for each additional 1,000 gallons.

For non-residential customers, the base rate is \$39 a month for water and \$39 a month for sewer, based on using no more than 4,000 gallons. A fee of \$6 is charged for each additional 1,000 gallons.

For institutional customers, the base rate is \$59.50 a month for water and \$59.50 a month for sewer, based on using no more than 6,000 gallons. A fee of \$7 is charged for each additional 1,000 gallons.

Approximately half of our water meters are read electronically through use of hand-held computers. Sewer charges are assessed based on water consumption.

**Payments are due in the business office on the 20th of each month**, unless that date falls on a weekend. In those instances, payment is due by the following business day. A late payment fee of 10 percent of the total past due amount is required for delinquent payments.

Payments may be made by mail, in person, through our Electronic Fund Transfer debit of your bank account, or at certain local bank branches. A drop box is

available at the entrance to the Administration Building too, although a payment placed in the drop box is considered a next-business-day payment. **If you choose to pay at a bank branch, you must do so at least three business days before your due date** for the payment to reach our office.

Our customers who are disabled or 65 and older are eligible for a **Senior Citizen/Disabled Customer Discount** for their primary residences. Application for the discount must be made in person in the PSA office. For more information call 634-2510.

**Partial year residents** should contact the PSA Customer Service office for policies specific to you.

## Connection Policy

Most customers whose structures will be connected by service lines must pay a **connection and facility fee**. This fee is based on the size of the meter to be installed. Please contact the PSA business office at 634-2510 for specific information on this charge, since it varies according to size.

New customers must pay a **new account fee** of \$25. This covers the cost of inspecting the installation of a new line and the cost of setting up the account in the PSA Business Office. The line inspection ensures that your service line from your structure to the water meter or sewer clean-out is installed in accordance with the Virginia Uniform Building Code. The PSA must inspect the service line before it is buried. This can be arranged by calling the PSA business office at 634-2510.

### **Disconnection Policy**

Service may be discontinued on those accounts that are more than 30 days past due. Service will be restored in such instances following **cash** payment of the entire account balance and a \$20 reconnection fee. That reconnection fee will increase by \$10 for each subsequent reconnection in any 12-month period, up to a maximum amount of \$50. In other words, your first reconnection fee within a 12-month period will be \$20, your second \$30, your third \$40, and your fourth and each subsequent reconnection \$50.

The PSA requires a deposit from all new customers and all rental customers. For residential customers, the deposit is \$78 for water service and \$78 for sewer service, or \$156 for both. Non-residential and institutional customers should contact the PSA business office for details on their accounts. The deposit for property owners may be waived only with a letter from another metered utility provider that details a clean payment history to that utility for the previous 12 months. Customers who do not have a deposit on their account and get their service disconnected will be required to pay the normal deposit rate, in addition to their current account balance, before getting their service reconnected. Customers will be reconnected as soon as possible, but not necessarily the same day they pay their bill.

### **Our Responsibility**

The PSA is responsible for the maintenance of a portion of the line serving your home or business.

For water service, PSA is responsible for maintenance of the utility main. Upkeep

of the service line that runs from the house to 12 inches from the water meter is the customer's responsibility. Tampering with a water meter is a crime and offenders will be prosecuted.

Customers should be aware that no landscaping, plants or animals should interfere with the PSA's ability to access the meter or any other items as necessary. Also, vehicles should not be parked in a way to inhibit access to the meters.

Customers who discover and repair underground leaks and/or unusual leaks at their homes may be eligible for an adjustment of their bill. No credit will be given without a receipt for repair parts or a bill from a plumber or contractor.

For sewer service, the customer is responsible for maintaining the service line from the clean-out to the home. The customer also is responsible for making sure the clean-out is free of debris and capped at all times.

The PSA occasionally must disturb the property owner's land in order to install or work on lines. We respect the value of privately-owned property and endeavor to work with a minimum of damage. The PSA pledges to work diligently to restore any damaged property to a condition as close as possible to its state before construction.

The PSA also will monitor our contractors to ensure that they follow our regulations on restoration.

*This facility operates in a nondiscriminatory basis with regards to race, color, national origin, religion, sex, familial status, age or handicap. Complaints of discrimination may be sent to the U.S. Secretary of Agriculture, Washington, D.C. 20250.*



# **HENRY COUNTY PUBLIC SERVICE AUTHORITY**

## **Customer Information**

Mailing Address:

P.O. Box 69  
Collinsville, VA 24078  
(276) 634-2500  
(276) 634-2558 fax

[psacustomerservice@co.henry.va.us](mailto:psacustomerservice@co.henry.va.us)

Business Offices located inside  
the County Administration Building  
3300 Kings Mountain Road