

# **PSA RULES AND REGULATIONS**

(Updated and Approved January 17, 2023)

## **Section 1. General Conditions**

### **1-01 Introduction**

The purpose of this publication is to establish and furnish information on the rules and regulations adopted by the Henry County Public Service Authority of Henry County, Virginia in accordance with the Virginia Water and Waste Authorities Act.

### **1-02 Mission Statement**

The mission of the Henry County Public Service Authority is to provide safe, high-quality drinking water and sewer services to its customers in an open, honest, and efficient manner and to be good stewards of the resources provided to us.

### **1-03 Non-Discrimination**

The PSA operates in a nondiscriminatory basis with regard to race, color, national origin, religion, sex, familial status, age, or handicap.

### **1-04 Privacy Policy**

The PSA will not release to anyone other than staff, counsel for the Authority, a collection agent, or the customer, any information concerning an account, payment history, address, telephone number, social security number, or other information in the file except in response to a valid court order, valid FOIA request or the customer's direct authorization. (Privacy Policy and Release: Exhibit 1).

## 1-05 Board of Directors

The Public Service Authority is governed by a six-member Board of Directors appointed by the Henry County Board of Supervisors representing each of the county's magisterial districts. Board appointments are for four-year terms. The Board, at its January meeting, elects a Chairperson, Vice-Chairperson, Secretary, and Treasurer. The Board may adopt by-laws and shall appoint a general manager who shall serve at the pleasure of the Board. (Bylaws: Exhibit 2).

<u>Member</u>	<u>Phone</u>	<u>District</u>	<u>Term Expires</u>
Vivian Hairston 195 Huntington Road Ridgeway, VA 24148	276-224-9899	Ridgeway	January 5, 2026
Stuart Bowman 281 Eliza Reamy Ave. Collinsville, VA 24078	276-647-7162	Collinsville	January 5, 2027
Mike Harris 2191 Green Hill Drive Martinsville, VA 24112	276-632-8438	Reed Creek	January 5, 2024
Marcus Stone 5229 Stones Dairy Road Bassett, VA 24055	276-732-3652	Blackberry	January 5, 2025
Katherine Rea (Kathy) P. O. Box 674 Spencer, VA 24165	276-957-3274	Horsepasture	January 5, 2024
Curtis Millner 299 Laurel Drive Martinsville, VA 24112	276-806-2593	Iriswood	January 5, 2027

## **Section 2. Application for Services**

### **2-01 Required Information**

The PSA shall accept, review, and render decisions on applications for water and/or sewer service to the premises described in the application from any person, group, firm, corporation or association, who are owners of or legally represent the owners of land or who are tenants of land within the PSA service area. The PSA reserves the right to approve, revise, request additional data, design or information on, or to disapprove any such application or plans pertinent thereto, which in the opinion of the PSA is to the best interest of the PSA.

Generally, application for service must be made in person at the PSA Customer Service Office; however, if the applicant is out of town, the application and required documents can be submitted by mail. Mailed applications must be notarized.

### **2-02 Home Ownership – Items Required to Sign-Up for Service** (Exhibit 3)

In order to sign up for water and/or sewer service for a home that you own, you must bring with you the following items to the Henry County Public Service Authority Customer Service Office:

- 1) A picture ID.
- 2) A current identification card issued by a duly constituted agency of either (i) the United States of America or any nation with which the United States of America has diplomatic relations or (ii) the Commonwealth of Virginia or any other State. (Please note that the PSA may make a request that you display to its personnel your social security card or any official preprinted document which shows your name and social security number.)
- 3) Proof of ownership, which would include one of the following:
  - The deed on the property.

- A current Henry County real estate tax ticket for the property.
  - A current printout from the Commissioner of Revenue's office verifying ownership.
- 4) If you haven't completed the purchase of the property, you must bring:
    - The sales contract or a letter written and signed by the real estate agent, closing attorney or current property owner with the expected date of closing.
  - 5) If you want the service connected on the property prior to the closing date, you must bring:
    - A letter written and signed by the current property owner verifying early occupancy.
  - 6) Your deposit will vary based on the services required. The PSA Customer Service Office can give you the amount of your deposit; usually, the deposit is \$90 for water or sewer and \$180 for both water and sewer. In some cases a letter of credit from another metered utility is accepted in lieu of a deposit. The letter of credit must show the previous 12 consecutive months of on-time payments. The Customer Service office can provide details on this option.
  - 7) A \$25 new account charge.

If a customer lives outside of Martinsville and Henry County at the time he or she is establishing service, the PSA will attempt to work with that customer to have documents mailed to their out-of-town address. Mail applications must be notarized when they are sent to the PSA office.

Your PSA account may be opened in the name or names that appear on your "Proof of Ownership" verification. If additional people are to have access to your account, you must list those people on the PSA's Privacy Policy and Release Form.

**2-03 Business Ownership – Items Required to Sign-Up for Service if Service is in Personal Name Instead of Business Name**  
(Exhibit 4)

In order to sign up for water and/or sewer service for a business location that you own, you must bring with you the following items to the Henry County Public Service Authority Customer Service Office:

- 1) A picture ID.
- 2) A current identification card issued by a duly constituted agency of either (i) the United States of America or any nation with which the United States of America has diplomatic relations or (ii) the Commonwealth of Virginia or any other State. (Please note that the PSA may make a request that you voluntarily display to its personnel your social security card or any official preprinted document which shows your name and social security number.)
- 3) Proof of ownership, which would include one of the following:
  - The deed on the property.
  - A Current Henry County real estate tax ticket for the property.
  - A current printout from the Commissioner of Revenue's office verifying ownership.
- 4) If you haven't completed the purchase of the property, you must bring:
  - The sales contract or a letter written and signed by the real estate agent, closing attorney or current property owner with the expected date of closing.
- 5) If you want service connected on the property prior to the closing date, you must bring:
  - A letter written and signed by the current property owner verifying early occupancy.
- 6) Your deposit will vary based on the services required and the number of available units. The PSA Customer Service Office can give you the amount of your deposit; usually, the deposit is \$135 for water or sewer and \$270 for both water and sewer per available unit. In some cases a letter of credit from another metered utility is accepted in lieu of a deposit, as is outlined above. The Customer Service office can provide details on this option.
- 7) A \$25 new account charge.

Your PSA account may be opened in the name or names that appear on your “Proof of Ownership” verification. If additional people are to have access to your account, you must list those people on the PSA’s Privacy Policy and Release Form.

**2-04 Business Ownership – Items Required to Sign-Up for Service in the Business Name (Exhibit 5)**

In order to sign up for water and/or sewer service for a business when that business owns the location in which you operate the business, you must bring with you the following items to the Henry County Public Service Authority Customer Service Office:

- 1) A Picture ID.
- 2) a. If the entity that owns the property where service is requested is a sole proprietorship, a partnership, a single person LLC, a revocable trust or any other entity which does not require a Federal Tax ID Number you must bring a current identification card issued by a duly constituted agency of either (i) the United States of America or any nation with which the United States of America has diplomatic relations or (ii) the Commonwealth of Virginia or any other State. (Please note that the PSA may make a request that you display to its personnel your social security card or any official preprinted document which shows your name and social security number); or  
b. Your Federal Tax ID Number.
- 3) Proof of ownership, which would include one of the following:
  - The deed on the property.
  - A current Henry County real estate tax ticket for the property.
  - A current printout from the Commissioner of Revenue’s office verifying ownership.
- 4) If you haven’t completed the purchase of the property, you must bring:

- The sales contract or a letter written and signed by the real estate agent, closing attorney or current property owner with the expected date of closing.
- 5) If you want the service connected on the property prior to the closing date, you must bring:
    - A letter written and signed by the current property owner verifying early occupancy.
  - 6) Your deposit will vary based on the services required and the number of available units. The PSA Customer Service Office can give you the amount of your deposit. Usually, the deposit is \$135 for water or sewer and \$270 for both water and sewer per available unit. In some cases, a letter of credit from another metered utility is accepted in lieu of a deposit, as outlined above. The Customer Service Office can provide details on this option.
  - 7) A \$25 accounting fee.

Your PSA account may be opened in the name or names that appear on your “Proof of Ownership” verification. If additional people are to have access to your account, you must list those people on the PSA’s Privacy Policy and Release Form.

## **2-05 Residence Rental – Items Required to Sign-Up for Service** (Exhibit 6)

In order to sign up for water and/or sewer service for a home which you are renting from another person, you must bring with you the following items to the Henry County Public Service Authority Customer Service Office:

- 1) A picture ID.
- 2) A current identification card issued by a duly constituted agency of either (i) the United States of America or any nation with which the United States of America has diplomatic relations or (ii) the Commonwealth of Virginia or any other State. (Please note that the PSA may make a request that you display to its personnel your social security

- card or any official preprinted document which shows your name and social security number.)
- 3) A signed lease for the property for which you are signing up for service, or a letter written and signed by your landlord verifying that you are renting the property for which you are signing up for service and the starting date of that rental. The signed lease or the letter must include the landlord's name, address, and telephone number. All persons on the lease must also be on the PSA account, and all persons must come to the PSA office and sign the application before the service can be connected.
  - 4) A \$25 new account charge.
  - 5) Your deposit will vary based on the services required and the number of available units. The PSA Customer Service Office can give you the amount of your deposit; in most cases the deposit is \$90 for water or sewer service and \$180 for both water and sewer.

The Public Service Authority strongly suggests that you contact your landlord to ensure that there is no outstanding balance on the property you are renting. If there is an outstanding balance, it may delay your service being connected.

## **2-06 Business Rental – Items Required to Sign-Up for Service** (Exhibit 7)

In order to sign up for water and/or sewer service for a business that you operate and are renting the location in which you operate from another person, you must bring with the following items to the Henry County Public Service Authority Customer Service Office:

- 1) Your Federal Tax ID Number, or if a personally owned business your social security number.
  - a. If the entity that owns the property where service is requested is a sole proprietorship, a partnership, a single person LLC, a revocable trust or any other entity which does not require a Federal Tax ID Number, a picture ID, A

current identification card issued by a duly constituted agency of either (i) the United States of America or any nation with which the United States of America has diplomatic relations or (ii) the Commonwealth of Virginia or any other State. (Please note that the PSA may make a request that you display to its personnel your social security card or any official preprinted document which shows your name and social security number);

or

b. Your Federal Tax ID Number.

- 2) A signed lease for the property for which you are signing up for service, or a letter written and signed by your landlord verifying that you are renting the property for which you are signing up for service, and the starting date of that rental. The signed lease or the letter must include the landlord's name, address and telephone number. All persons on the lease must also be on the PSA account, and all persons must come to the PSA office and sign the application before service can be connected.
- 3) A \$25 new account charge.
- 4) Your deposit will vary based on the services required and the number of available units. The PSA customer Service Office can give you the amount of your deposit; in most cases the deposit is \$135 for water or sewer service and \$270 for both water and sewer. The deposit amount is based on three months service(s).

The Public Service Authority strongly suggests that you contact your landlord to ensure that there is no outstanding balance on the property you are renting. If there is an outstanding balance, it may delay your service being connected.

## **2-07 PSA Forms for Other Services**

- Privacy Policy and Release (Exhibit 1).
- PSA Board of Directors Bylaws (Exhibit 2)
- Electronic Funds Transfer Request (Exhibit 8)
- Service Order Turn-On (Exhibit 9)

- Sewer/Water Agreement (Exhibit 10)
- Sewer/Water Users Agreement and Connection/Service Application (Exhibit 11)
- Social Security Form (Exhibit 12)
- Disability - Discount Form (Exhibit 13)

## **2-08 Deposits/Refunds**

The customer deposit varies based on the services required. Generally, the deposit is for three months of the base bill for water or sewer service. If the customer owns the property where the service is rendered, and the property is in the same name as the account, a letter of credit from another metered utility showing on-time payments in the past 12 months is accepted in lieu of deposit. All rental properties and accounts where the owner's name does not match the name on the account require a deposit.

Property owners only may request deposits to be credited to accounts, without interest, after two consecutive years of good payment history.

## **2-09 Account Fee**

New accounts are charged a new account fee of \$25.00. This covers the cost of inspection and installation of any line work necessary, turning the connection on, and the cost of setting up the account in the PSA Business Office.

## **2-10 Real Estate Agents' Expedited Signups**

Real Estate agents who have listings in Henry County can sign up for temporary services at those locations as needed for inspections, etc. The fee is \$25 plus a minimum of one month's service, which is \$30 for water and \$30 for sewer. Please contact the PSA Customer Service Office for more information.

## Section 3. Rate Schedules

### 3-01 Connection and Facility Fees

Facility and connection fees will vary depending on the size of the meter used.

<u>Meter Size</u>	<u>Water Connection Fee</u>	<u>Water Facility Fee</u>	<u>Sewer Connection Fee</u>	<u>Sewer Facility Fee</u>
¾" meter	1,000	750	1,000 for	750
1" meter	1,200	1,500	4" lateral	1,500
1-1/2" meter	at cost	10,000	and	11,000
2" meter	at cost	16,000	1,200 for	17,600
3" meter	at cost	30,000	6" lateral	33,000
4" meter	at cost	50,000		55,000
6" meter	at cost	100,000		110,000

### 3-02 Water Service

- **Residential User** – The minimum monthly water service charge per single-family residential unit or equivalent shall be \$30 per month for the first 4,000 gallons and shall be based upon the actual water consumed. Thereafter, additional water consumed shall be charged at the rate of \$4.70 per 1,000 gallons.
- **Non-Residential User** – The minimum monthly water service charge per non-residential unit or equivalent shall be \$45 per month for the first 4,000 gallons and shall be based upon the actual water consumed. Thereafter, additional water consumed shall be charged at the rate of \$7 per 1,000 gallons.
- **Institutional User** – The minimum monthly water service per institutional unit or equivalent shall be \$68.50 per month for the 6,000 gallons and shall be based upon the actual water consumed. Thereafter, additional water consumed shall be charged at the rate of \$8.10 per 1,000 gallons.
- **RV Park/Campground User** - The minimum monthly water service charge shall be \$45.00 plus each additional permanently structured unit or equivalent shall be \$45 per month for the first 4,000 gallons and shall be based upon the

actual water consumed. Thereafter, additional water consumed shall be charged at the rate of \$11.25 per 1,000 gallons.

- **Bulk Hydrant Water Sales** – The PSA also allows for water purchases to be taken directly from one of our hydrants. The client must have pre-approval from Customer Service for these withdrawals from specific hydrants. The rate is \$7.25 per thousand gallons. Contact the Customer Service Office for more information.
- **Large Industrial Users** – The PSA will discount water rates for industrial users that use at least 500,000 gallons per day. The discounted rates are as follows:
  - 500,000 to 749,000 GPD - \$3.50 per thousand gallons
  - 750,000 to 999,999 GPD - \$3.00 per thousand gallons
  - 1,000,000 to 1,999,999 GPD - \$2.75 per thousand gallons
  - 2,000,000 to 3,000,000 GPD - \$2.25 per thousand gallons

### 3-03 **Sanitary Sewage Service**

- **Residential User** – The minimum monthly sewer service charge per single family residential unit or equivalent shall be \$30 per month for the first 4,000 gallons and shall be based upon the actual water consumed. Thereafter, additional water consumed shall be charged at the rate of \$4.70 per 1,000 gallons.
- **Non-Residential User** – The minimum monthly sewer service charge per non-residential unit or equivalent shall be \$45 per month for the first 4,000 gallons and shall be based upon the actual water consumed. Thereafter, additional water consumed shall be charged at the rate of \$7 per 1,000 gallons.
- **Institutional User** – The minimum monthly water service per institutional unit or equivalent shall be \$68.50 per month for the 6,000 gallons and shall be based upon the actual water consumed. Thereafter, additional water consumed shall be charged at the rate of \$8.10 per 1,000 gallons.
- **RV Park/Campground User** – The minimum monthly sewer service charge shall be \$45.00 plus each additional permanently structured unit or equivalent shall be \$45 per month for the first 4,000 gallons and shall be based upon the

actual water consumed. Thereafter, additional water consumed shall be charged at the rate of \$11.26 per 1,000 gallons.

- **Septage** - \$30 per 1,000 gallons discharged at the septage receiving station through a calibrated flow meter.
- **Industrial Users** - \$325 per 1,000 pounds of Biochemical Oxygen Demand (BOD) and Total Suspended Solids (TSS) calculated from monthly total flow and average of BOD and TSS concentrations.
- **Large Industrial Users** – The PSA will discount sewer rates for industrial users that use at least 500,000 gallons per day. The discounts are as follows:
  - 500,000 to 749,000 GPD - \$3.50 per thousand gallons
  - 750,000 to 999,999 GPD - \$3.00 per thousand gallons
  - 1,000,000 to 1,999,999 GPD - \$2.75 per thousand gallons
  - 2,000,000 to 3,000,000 GPD - \$2.25 per thousand gallons

### **3-04 Disabled Discount**

The Public Service Authority offers discounts for citizens who are on permanent disability if they own or lease the property in which they reside. Discounts are offered for water and sewer however, the primary residence is the only eligible facility, and the account must be in the name of the customer receiving the discount. In order to receive the discount, the customer must provide adequate documentation showing their disability letter or insurance disability certificate in order to receive the disability discount. The current discount is \$7.00 per month for water and \$7.00 per month for sewer. The disability discount form is included as **Exhibit 13**.

### **3-05 Summer Sewer Program**

The Summer Sewer Program allows customers to avoid some sewer charges during the months when they traditionally consume a lot of water for outdoor use. Since that water doesn't go through the PSA's sewer system, the customer doesn't face additional sewer charges for it. Any residential customer who has water and sewer services is qualified for the summer sewer

rate. The customer can contact the PSA Business Office by phone, e-mail, mail, or in person and request to participate in the summer sewer program. Once summer sewer is set up on their account, it is not necessary to request the service the next year - it will automatically be reset for the next year.

Summer sewer is calculated based on the customer's average usage during the winter months. Once calculated, a flat sewer charge based on the average winter usage is set to the customer's account from April to October, thus allowing the customer to use additional water outdoors without paying additional sewer charges. Any additional water usage beyond the customer's winter average will be charged to the customer's water service only.

## **Section 4. Payment and Billing Policies**

### **4-01 Billing Date**

Customer bills are mailed monthly and should arrive during the first week of each month.

### **4-02 Payment Date**

Payments are due in the business office on the 20<sup>th</sup> of each month unless that date falls on a holiday or weekend. In those instances, payment is due by the following business date.

### **4-03 Payment Options**

- Customers who choose to mail their payment are encouraged to do so approximately five to seven business days before the due date. Postmarks are not honored, and payments are posted when received in the business office.
- Customers may pay bills in person at the business office located on the 2<sup>nd</sup> floor of the County Administration Building. Payments made in person by cash or checks are posted the same day received. Other forms of payment

- including debit card and credit card transactions may take up to two business days to post to the account.
- Drop Box – A drop box for payments is located near the entrance to the County Administration Building. Payments made after 8:00 am using the drop box are posted the next business day.
  - Electronic Fund Transfer – Payments made through electronic fund transfer are debited from the customers account on the 16<sup>th</sup> of each month. If that date falls on a weekend or holiday, the debit would occur on the next business day. Customers utilizing the electronic fund transfer option will receive a bill by mail with the date noted on the bill when payment will be drafted from their account.
  - Customer may pay their bills online at [www.henrycountyva.gov](http://www.henrycountyva.gov) or by phone at 1-877-318-5909. A third party is used for this payment option, with transactions being limited to \$500.00. Online or payments by phone may take up to two business days to post to the account.

#### **4-04 Meter Reading**

Meters are read monthly except in cases of unusual circumstances such as inclement weather, staffing shortages, etc. wherein the bill may be estimated and an adjustment made as soon as the meter can be read in the next billing cycle. Sewer charges are assessed based on water consumption, with the exception of some industrial customers with sewer meters that are read and reported monthly to the Industrial Pretreatment Coordinator for billing and surcharges.

#### **4-05 Penalties and Interest**

If payments are not received in the business office on the 20<sup>th</sup> day of each month a late payment fee of 10% is applied on the amount due that month.

#### **4-06 Return Check Policy**

If a bank returns a check a \$25.00 service charge will be assessed on the customer's account. Service may also be interrupted in accordance with the delinquent account policy. If a check is returned to the PSA, payments must be made in cash, money order, or certified check. If two or more returns occur within a twelve month time period, the customer will be placed on a "cash only" basis for the next twelve months.

#### **4-07 Water Bill Adjustments Due to Leaks**

The PSA maintains and will repair any water system problem that occurs between the water main and a point on the meter box outlet pipe 12 inches outside the water meter box. Any leak that occurs beyond 12 inches from the meter box is the customer's responsibility to repair. The customer may request an adjustment to the bill under the following conditions:

- The current monthly bill is more than 150% of the average bill for the last 12 months.
- A customer provides proof acceptable to the PSA that water was lost between the meter and the appropriate outlets.
- The water lost was not due to negligence of the owner/occupant.
- The loss was discovered since the last bill.
- The point of loss was repaired within a reasonable time of discovery and prior to the request for adjustment.
- The cause of the problem, the repairs made, and receipts for materials or an invoice from a qualified repairperson or plumber shall be submitted.
- Burden of proof is on the customer to prove the above listed items to the satisfaction of the PSA.
- If the PSA is satisfied the customer has met the burden of proof, the PSA shall reduce the overage by 50% based on average usage.
- Only one adjustment shall be allowed in any twelve-month period.

#### **4-08 Re-reads of Meter**

As a courtesy, the PSA will re-read a customer's meter upon request when the customer believes the meter reading is incorrect, not to exceed one re-read in any twelve-month period. The PSA also will come without charge to test the accuracy of any meter upon the request of the customer provided the customer does not request such test more frequently than once in a twelve-month period. If more frequent re-reads or tests are requested, the customer will be charged \$30.00 for each re-read or test, refundable only if the registration of the meter exceeds 105%.

#### **4-09 Meter Replacement Policy**

The performance of the water meter is considered to be acceptable when it does not register more than 5% fast or slow in a calibrated test. Meters will be replaced by the PSA only if found to be defective in accordance with the standard. Should the customer request a meter be replaced that is within the standards of accuracy, the customer will be charged the actual costs of the meter.

#### **4-10 Place of Payment**

All bills are payable in the Customer Service office of the PSA located on the second floor of the County Administration Building, 3300 Kings Mountain Road, Suite 214. The mailing address is P.O. Box 69, Collinsville, Virginia 24078.

#### **4-11 Electronic Fund Transfer**

Customers have the option of making payments through electronic fund transfer. Such payments are debited from the customer's credit account around the 16<sup>th</sup> day of each month. Customers utilizing the electronic fund transfer option will receive a bill by mail with the date noted on the bill when payment will be drafted from their account. The electronic fund transfer form is included as Exhibit 8.

#### **4-12 Drop Box Payments**

Payments can be made using the drop box located in the parking lot of the County Administration Building located at 3300 Kings Mountain Road and are posted the next business day if dropped after 8:00 am.

#### **4-13 Online or by Phone Payments**

Customers may pay their bills online at [www.henrycountyva.gov](http://www.henrycountyva.gov) or by phone at 1-877-318-5909. A third party is used for this payment option, with transactions being limited to \$500.00. Online or payments by phone may take up to two business days to post to the account.

### **Section 5. Service Termination/Reconnect Procedure**

Service may be disconnected on those accounts which are more than 30 days past due.

#### **5-01 Payment Requirements**

Service disconnected for non-payment will be restored following cash payment of the entire account balance, reconnection fees, and deposits.

#### **5-02 Reconnection Fees**

The reconnection fee is \$20.00 and increases by \$10.00 for each subsequent reconnection in any twelve-month period up to a maximum of \$50.00. For example, the first reconnection fee within a twelve-month period will be \$20.00, the second \$30.00, the third \$40.00, and the fourth and each subsequent reconnection fee \$50.00. Tampering with a meter will result in additional repair fees and could potentially result in criminal charges.

#### **5-03 Deposits**

For all residential customers disconnected due to non-payment and without a deposit on their account, a deposit will be required for reconnection in the amount of three months of the base bill for water and/or sewer service. For all non-residential customers, a deposit that totals three months of their average bill over the previous 12 months will be required. All existing deposits must be brought up to the current rate schedule.

#### **5-04 Timeline for Service Restoration**

Service is generally restored the next business day after payment. The PSA will restore service as quickly as possible in the order that payment is received.

If the PSA attempts to restore service and the meter is turning due to water running in the home/business, etc., service will be immediately turned off and a card will be left notifying customer of situation. The PSA will return the next business day to attempt to restore service.

#### **5-05 Same-Day Reconnections**

If a customer desires to guarantee reconnection on the same day that payment is made, the customer can elect to pay a fee of \$50.00 to ensure reconnection that day. However, the PSA will make one attempt to reconnect under this policy; if the technician determines that water in the structure is running after reconnection, the technician will again disconnect the service and leave a card notifying the resident of the issue. This fee represents the actual cost of on-call personnel responding to a specific address; therefore, if the technician has to disconnect under the circumstances outlined above, there will not be reimbursement of the \$50 fee.

## **Section 6. Delinquent Account Collection Procedures**

### **6-01 Current Customers**

Each monthly billing statement indicates whether a payment is past due from a previous bill. Any past due charges, including penalties and interest that total \$10.00 or greater, are subject to service interruption. This would require the customer to follow reconnection policies to reinstate service. Upon receiving the monthly statement, the customer should contact the Business Office if the customer believes the past due charges are incorrect. Customers who have previously entered into a repayment agreement with the Public Service Authority for a past due balance are required to pay the current bill in addition to the amount specified in the repayment agreement in order not to have service interrupted.

### **6-02 Prior Customers With Outstanding Balances**

If the PSA can identify a valid billing address for prior customers then a finalized statement for delinquent charges will be sent for the past due amount. For balances over \$500.00 the collection will be referred to the General Counsel for collection and payment of any cost and legal fees.

### **6-05 Collection by the County Treasurer**

The PSA may contract with the Treasurer of Henry County to collect delinquent charges in the same manner as unpaid real estate taxes.

## **Section 7. Payment, Billing, and General Customer Service Appeals Process**

If a customer is not satisfied with the decision of the customer service division and decides to appeal the decision, the first avenue of appeal is to the Deputy Director of Finance. Next is the

Director of Finance, Assistant General Manager, General Manager, and finally to the PSA Board of Directors. Customers appealing a decision to the PSA Board must notify the General Manager at least 7 days prior to the next scheduled meeting of the Board and supply detailed information concerning the basis of the appeal and relief sought. The PSA Board of Directors generally meets the third Monday of each month at 6 p.m. in the fourth floor conference room of the County Administration Building.

## **Section 8. Installment Payments for Connection Fees**

### **8-01 Introduction**

During construction of new projects which will serve multiple facilities, the PSA may promote participation in the project by financing the water/sewer connection fee with interest over a period of time, resulting in monthly installments until the balance is paid. The exact term and interest rate shall be set by the PSA on a project-by-project basis .

## **Section 9. Authority Service Extension**

Service extensions by the PSA are dependent on available funding, either through the PSA Budget or through outside funding agencies. Service extensions generally are not considered unless the client base is adequate to pay for the cost of the extension. For specific projects, please contact the PSA office.

## **Section 10. Service Extension by Developer/Owner**

### **10-01 Introduction**

The PSA will accept water and sewer system extensions serving a new project area or subdivision if constructed by the developer/owner in accordance with the conditions set forth in this

section. It is developer's sole responsibility and expense to complete each of the requirements and to provide the PSA an opportunity to inspect the system to ensure conformity with PSA Rules and Regulations.

#### **10-02 Warranty**

The developer/owner warrants for a period of one-year that the water/sewer system installed is in accordance with the PSA Rules and Regulations and approved as-built plans. The developer/owner warrants that the said system meets or exceeds all Federal, State, and local specifications required; and developer/owner will be responsible for any defects or damages including consequential damages caused by material, workmanship or design on the project for a period of one-year from the date of acceptance by the PSA. The developer/owner warrants that if any portion of the project is not in conformity, the developer/owner at his expense will make the necessary modifications to bring the project in compliance. The developer/owner must warrant there are no liens of any description on the property transferred as real, personal or mixed and should any such be discovered the developer/owner will hold the PSA harmless and will satisfy the lien.

#### **10-03 Documentation**

It is the developer's/owner's responsibility to have the proper deeds, bills of sale, etc., transferring said ownership to the PSA prepared and delivered to the PSA with a check for recording cost. The PSA will review the documents and if they are found to be complete and in good order, they will be recorded. If in the opinion the PSA or its General Counsel that documents are insufficient for any reason, developer/owner shall take the necessary steps to correct the defects. Transfer and acceptance shall be deemed complete upon recording of all documents.

#### **10-04 Principal Contact**

The Right-of-Way Agent shall be the principal contact concerning any questions concerning the process of transferring systems built by developers to the PSA. The phone number is 276-634-2570.

## **Section 11. System Acquisition Policy**

The Director of Engineering shall be the contact concerning any questions of system acquisition. The phone number is 276-634-2559.

## **Section 12. Cross-Connection/Backflow Prevention Program**

### **12-01 Introduction**

Pursuant to the Virginia Department of Health's Waterworks Regulations, the PSA is responsible for establishing and enforcing a program for cross-connection control and backflow prevention. The objective of this program is to protect the PSA's Waterworks from the possibility of becoming contaminated from existing and potential cross connections between the customer's potable water system and non-potable source. The objective will be met by the elimination or control of existing or potential of cross connections and backflow hazards. This can be accomplished through the isolation of any potential contaminants within the customer's plumbing system and through annual inspection and testing of backflow control devices..

### **12-02 Principal Contact**

The PSA's Industrial Pretreatment Coordinator shall be the principal contact concerning any questions about backflow prevention or cross connection control and the installation of specific devices. The phone number is 276-634-4622.

## **Section 13. Pre-Treatment Regulations**

### **13-01 Introduction**

The Pre-Treatment Regulations shall mean those regulations adopted by the PSA consistent with Title 40 of the Code of Federal Regulations (40CFR) Part 303 General Pre-Treatment Regulations and comparable regulations of the Virginia Department of Environmental Quality, Water Programs.

### **13-02 Principal Contact**

The Director of Regulatory Compliance and Technical Applications shall be the principal contact concerning any questions about the pre-treatment regulations. The phone number is 276-634-2540.

## **Section 14. Standard Construction Specifications**

### **14-01 Introduction**

The standard construction details, specifications, and materials standard approved by the Authority shall be followed for all water and sewer projects unless specific deviation there from is authorized in writing by the PSA. Water System Specifications are governed by the Virginia Department of Health and Wastewater Specifications are governed by the Virginia Department of Environmental Quality. (Standard Specifications dated October 2019: Exhibit 14).

### **14-02 Principal Contact**

The Director of Engineering shall be the principal contact concerning any questions about the standard construction specifications. The phone number is 276-634-4776.