

## CALCULATE YOUR BILL

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- ◆ The current and previous meter readings are located on your bill. The usage is determined by subtracting the previous reading from the present and multiplying by 100.
- ◆ The charge is then determined by dividing the use by 1,000 and multiplying the result by the current rate for your location. The account charge is then added to the total.
- ◆ EXAMPLE: water usage of 12,000 gal.:  $12,000/1,000=12$  so  $(12 \times \text{rate}) + \text{acct. chg.} = \$ \text{Bill}$
- ◆ The Bi-monthly account charge for water is \$17.20. The rate per 1000 gallons is \$4.32.
- ◆ The Long Hollow area is on a separate water rate structure. The bi-monthly minimum bill is \$40.00 for the first 2,900 gallons and \$8.00 for each additional 1,000 gallons.
- ◆ The bi-monthly account charge for sewer is \$22.70. The rate per 1000 gallons is \$7.52.

## HIGH WATER READINGS/LEAKS

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- ◆ High readings may result from company, watering, pool filling, etc. If these do not apply then you need to check for leaks. It is important to check immediately as the water being lost is registering on your meter, resulting in a higher water/sewer bill.
- ◆ CHECK THOSE TOILETS!  
Toilets are a good place to start as they can be silent, intermittent and will use a lot of water - up to 1,000 gal per day. To test your toilet: put food coloring into the tank, DO NOT FLUSH, wait 15-30 minutes and look into the bowl. If ANY color is in the bowl you have a leak and repairs are in order.
- ◆ Check your faucets - inside and out. A dripping faucet can use over 1,000 gallons a year.

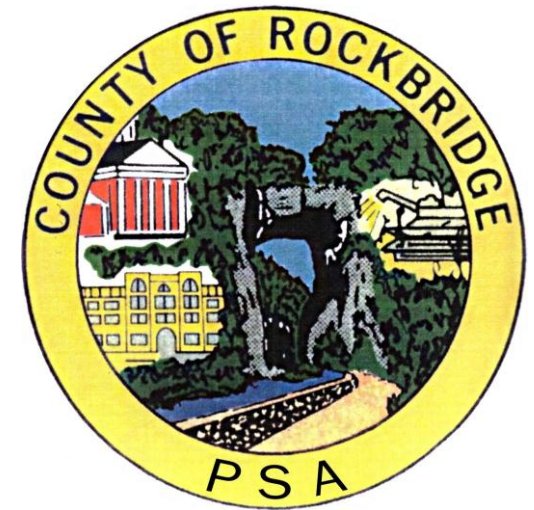
## BILLING CYCLES

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- ◆ You will be billed every odd/even month.
- ◆ You should expect your first bill around the 5<sup>th</sup> of

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## NEW CUSTOMER INFORMATION



### RCPSA

150 S. Main St.  
Lexington, VA 24450  
Phone (540) 463-4329  
Fax (540) 463-3126

[www.co.rockbridge.va.us/psa](http://www.co.rockbridge.va.us/psa)

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Thank you and we look forward to serving you.

# WELCOME

This brochure is designed to answer some frequently asked questions new customers have about the PSA.



## UNDERSTANDING YOUR BILL

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- ◆ Water consumption & sewage will be billed as separate items on the bill and will include bi-monthly service charges.
- ◆ Your bill will be mailed bi-monthly (every other month) on or about the 5<sup>th</sup> of the month.
- ◆ Payment is due 30 days after the bill is mailed.
- ◆ If payment is not received, a red late bill with a 10% penalty will be sent and is due within **10 days** from the mailed date or service will be terminated.
- ◆ When service has been terminated for non-payment, upon **cash** payment in the PSA office of any outstanding bills, 10% penalty, and a \$55 delinquency fee, the service shall be reinstated.
- ◆ The PSA is not responsible for non-delivery by the US Postal Service.

## PAYMENTS

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- ◆ Payments may be made in cash or by check payable to **RCPSA** and may be mailed or brought to our office located on the second floor of the County Administration Building. The address is:  
RCPSA  
150 S. Main St.  
Lexington, VA 24450
- ◆ Our office hours are 8:30 a.m. to 5:00p.m. Monday through Friday, excluding holidays.
- ◆ We also offer an automatic recurring bank draft service. Applications are available at our office or on our website.
- ◆ Credit card, debit card and e-check payments are available online or by phone. Services are provided by Paymentus and they will charge a **non-refundable** processing fee of \$3.50 for each transaction. Follow the link on our website or call 1-877-506-2986. This office does not process credit card, debit card or e-check payments.

## YOUR METER READING

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- ◆ Meters are read between the 15<sup>th</sup> and the 25<sup>th</sup> of the month.
- ◆ The majority of the meters are Touch Read<sup>®</sup>, that is, they are read with a hand held computer device to eliminate incorrect readings and speed up the meter reading/billing process.

- ◆ An effort is made to notify you if your reading appears to be high.
- ◆ All our employees carry a Rockbridge County photo-identification card with the county seal and the employee's name. If you doubt that someone is a PSA employee, ask to see the ID card. Our employees will be happy to show their identification.



## PSA BOARD

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- ◆ The PSA board is composed of five members, one from each of the magisterial districts.
- ◆ The PSA board meets once a month on the second Tuesday at 5:00 p.m. in the County Administration Office Building. The public is both invited and encouraged to attend.

## BAD CHECK CHARGE

- ◆ A \$25.00 service charge will be assessed to any customer who issues a payment that is returned by the bank.
- ◆ After a second returned payment, the PSA reserves the right to put the customer on a cash or money order basis for 1 year, or to require a security deposit as it deems appropriate.