



CALCULATE YOUR BILL

- ◆ The current and previous meter readings are located on your bill. The consumption 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. The account charge is then added to the total.
- ◆ EXAMPLE: water usage of 12,000 gal.: $12,000/1,000=12$ (12 x rate) + acct. chg. = \$ Bill
- ◆ The Bi-Monthly account charge for water is \$17.20. The rate per 1,000 gallons is \$4.32.
- ◆ The Long Hollow area is on a separate 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 1,000 gallons is \$7.52.

COLLEGE STUDENTS

- ◆ Please remember to pay your bill before going on break so you do not come back to find your water has been turned off for non-payment.

- ◆ If you are leaving for the summer but will continue to rent in the fall please call the office with a mailing address for your summer bills. You may also request the water be turned off while you are gone.

MOVING OUT

- ◆ Please make sure that you notify the office 2 or 3 days in advance of your moving day.
- ◆ When you call please have a forwarding address available for your last bill or deposit refund.



DEPOSIT

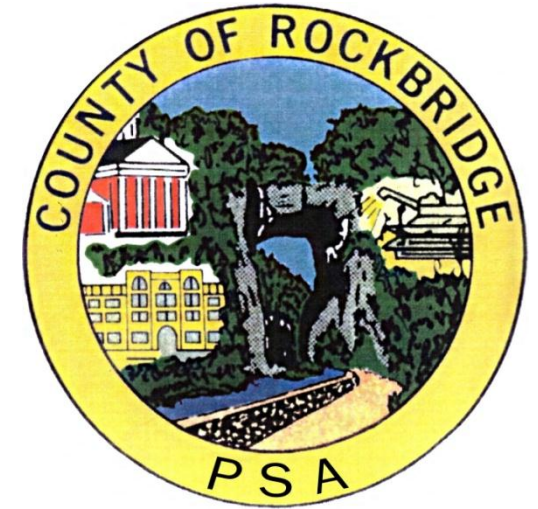
- ◆ The deposit will be refunded after 6 billings with good payment history or when you move out whichever occurs first.
- ◆ If you move before the year is up then your deposit will be applied to your final bill and you will either receive a bill or check for the remainder.

BILLING CYCLE

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

Thank you and we look forward to serving you.

NEW RENTER INFORMATION



RCPSA

150 S. Main St.
Lexington, VA 24450
Phone (540) 463-4329
Fax (540) 463-3126
www.co.rockbridge.va.us/psa

WELCOME

This brochure is designed to inform new customers about the PSA.



UNDERSTANDING YOUR BILL

- ◆ 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/about the 5th 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 disconnected.
- ◆ When service has been terminated for non-payment, upon **cash** payment in the PSA office of any outstanding bills, 10% penalty and a \$55.00 delinquency fee the service shall be reinstated.
- ◆ The PSA is not responsible for non-delivery by the US Postal Service.

PAYMENTS

- ◆ Payments may be made in cash or by check payable to **RCPSA** and may be mailed or brought to the office located

on the second floor of the County Administration Building. The address is:

RCPSA
150 S. Main Street
Lexington, VA 24450

- ◆ Our office is open from 8:30 a.m. to 5:00 p.m. Monday through Friday, excluding holidays.
- ◆ We offer an automatic recurring bank draft service. Applications are available at the office or on our website.
- ◆ Pay by credit card, debit card and e-check online or by phone. Services for this payment option are provided by Paymentus and they will charge a **non-refundable** processing fee of \$3.50 for each transaction. The Paymentus link is available on our website or call 1-877-506-2986 to pay by phone.
- ◆ Regrettably, credit card, debit card and e-check payments cannot be processed through our office.

YOUR METER READING

- ◆ Meters are read between the 15th & the 25th of the month.
- ◆ The majority of the meters are Touch Read®, 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 contact 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.

BAD CHECK CHARGE

- ◆ A \$25.00 service charge will be assessed to checks that are returned by the bank.
- ◆ After a 2nd returned check, the PSA reserves the right to put the customer on a cash or money order basis for one year, or to require a security deposit as it deems appropriate.



HIGH WATER READINGS/LEAKS

- ◆ 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 do this immediately as the water being lost is registering on your meter which will result in a higher water/sewer bill.
- ◆ **CHECK THOSE TOILETS!** Toilet leaks 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.