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PSA Update on Operations due to COVID-19

The PSA is continuing to monitor the COVID-19 situation to ensure the safety of our customers, employees and community. Since water and sewer services are essential to protecting one's health during an infectious pandemic, the PSA Board suspended all new penalties and disconnections from March 19, 2020 through May 31, 2020. We encourage customers to continue to make payments as you are able. It is important to understand that by temporarily suspending all penalties and disconnections, we are not providing free water and sewer service and this does not release customers from the responsibility of bills that incur. Staff will be available to work with customers on payment options and plans.

As another safety measure, the PSA office and maintenance shop will be closed to the public beginning Friday, March 19, 2020. Staff will continue working and will be accessible via telephone and email.

Customers are encouraged to utilize digital payment options. Options include: online bill pay through your bank, signing up for automatic recurring bank draft and paying by debit, credit card or electronic checking. Visit our website or call our office for more details on the options we offer. A temporary drop box for payments has been placed next to the Main Street entrance of the County Administration Building. Please place your payment in an envelope and place it inside the box. Envelopes will be available at the box, if you need one. When possible, please mail check payments during this time. If you are unsure of the current balance owed or account number, please call us. To ensure payments are posted to the proper account, confirm the account number is listed on the check and include the payment stub, if possible. All checks should be made to one of the following:

RCPSA
Rockbridge County PSA
Rockbridge County Public Service Authority

If you are establishing a new account for a purchased, rented or leased property, need a new connection, sold property or are moving: please contact the office. Staff will work with you to get the necessary documents.

In the event of a water or sewer emergency, our crews will continue to respond. During normal business hours, call the office. All other times, please call central dispatch at 540-261-6171. The PSA will continue to push out notices of leaks, outages, etc. on Alert Rockbridge. For more information and to sign up, visit the county webpage at www.rockbridgcountyva.gov.

For more information about COVID-19, visit the Center for Disease Control and Prevention website at www.cdc.gov or the Virginia Department of Health at www.vdh.virginia.gov.

Any other questions or concerns, please call 540-463-4329 or email us at rcpsa@rockbridgcountyva.gov

The RCPSA is an Equal Opportunity Provider and Employer.