



Washington County Service Authority

July 1, 2020

Dear Valued WCSA Customer,

Thank you for allowing us to continue serving you during these unprecedented times. We take our responsibility to provide an essential service very seriously. Among other things, hand washing is one of the foremost things we can do to prevent the spread of COVID-19. Sickness, coupled with the loss of jobs, and more, has devastated our community. For that reason, WCSA decided to suspend disconnection for nonpayment for a time. Please take notice that disconnection for nonpayment is set to resume on Wednesday, August 5, 2020.

Please contact our office before close of business (5:00pm), Friday, July 31, 2020, to pay your bill or make arrangements to set your outstanding balance up on a pay plan. All accounts that have been paid in full or pay plans arranged by this time, WCSA will waive all 10% late penalties accrued between January 1, 2020 and July 31, 2020. Any 10% late penalty that you have paid between January 1, 2020 and July 31, 2020 will be adjusted on your account as a credit.

For the safety of our employees, customers and community, our lobby will remain closed. However, our business hours have been extended to Monday through Friday from 7:00 am to 5:00 pm (except for holidays) and the following opportunities are available for our customers to have their service needs met. They are as follows:

- Our drive thru window (Monday through Friday from 7:00 am to 5:00 pm)
- By phone at (276) 628-7151 (Monday through Friday from 7:00 am to 5:00 pm)
- Via email at inquiry@wcsa-water.com
- Auto draft, Online payments, and phone payments (24/7) by credit/debit card or E-Check
- Drop box located at our drive thru window and foyer (24/7)

WCSA greatly values our customers and our community. We hope that removing penalties and allowing outstanding balances to be set up on a payment plan will be helpful during this time. Should you have any questions please feel free to contact myself or WCSA Customer Service Specialists Monday-Friday from 7:00am-5:00pm.

Sincerely,

Holly Edwards

Holly Edwards
WCSA Customer Service Manager