



Floyd-Floyd County PSA Update

Spring 2023

Items of interest to our customers:

To better serve our citizens and businesses who are connected to the Floyd-Floyd County Public Service Authority, we are establishing an alert network whereby we can notify our customers in the event of an issue concerning your water or sewer. If you would like to be notified of these events, please provide us with your name, address, home telephone number, cell phone number and an email address to reach you. You can email us at: floydpsa@townoffloyd.org, call the office at 540-745-2169 or send to Floyd-Floyd County PSA P.O. Box 407 Floyd, VA 24091.

We would also like to ask that each customer take a few minutes to look over their entrance lines from the meter to your property. Last December, with single digit temperatures and high winds, we had several homes and businesses experience burst pipes. These burst pipes caused significant water loss which drained our tank faster than it could be replenished by our wells. Thankfully, enough pipes were stabilized so that we were able to refill our tanks and avoid a water system shutdown. We ask that in the event you have a water break, please notify us immediately so that the PSA is aware of any water loss that might be incurred. We will send out a reminder in the fall with some ideas about preparing for winter.

As a reminder, the Floyd-Floyd County PSA water/sewer bills are due in our office on the 25th of every month. You may pay your bill at our office, located at 169 PSA Road, during normal business hours (M-F 8:30am till 4:30pm) or leave your payment in the drop box on the gate after normal hours. You can also pay at Skyline National Bank in Floyd, or you may mail your payment to us. If you are mailing your payment, please allow sufficient time for the Post Office to deliver to us.

Lastly, we will be having a rate increase effective July 1st. This increase is necessary to replenish our depleted reserve funds and to help finance much-needed repairs to our system. Our water and sewer system are over 70 years old in some places and is beginning to show its age. These repairs and upgrades are necessary to ensure the integrity and reliability of our system. We understand that all rate increases are a burden, but our expenses are rising rapidly, and these repairs are long overdue.