

WISHING YOU AND YOUR FAMILIES A MERRY CHRISTMAS & A HAPPY  
NEW YEAR! PLEASE TAKE A MOMENT TO READ THE ENCLOSED  
INFORMATION.

SINCERELY,

TERESA CONNER  
FLOYD PSA  
ADMINISTRATIVE ASSISTANT



## **IMPORTANT INFORMATION: PLEASE READ**

**FALL 2023**

### **Items of interest to our customers:**

#### **EMERGENCY ALERTS:**

To better serve our citizens and businesses who are customers of 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, you will need to provide us with your name, address, home telephone number, cell phone number and an email address to reach you. We need this information in order to be able to set you up in the alert system. If we do not have this information either sent to us by mail, email, or phone call you will **NOT** be enrolled in the alert system. You can email us at: [floydpsa@townoffloyd.org](mailto:floydpsa@townoffloyd.org), call the office at 540-745-2169 or send to Floyd-Floyd County PSA P.O. Box 407 Floyd, VA 24091.

#### **WINTERIZATION:**

We would also like to ask that each customer take a few minutes to look over their entrance lines from the water meter to your dwelling. Last December 2022, 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. If you have any questions about your service line, the PSA will be happy to come by, for no charge, and have a look and advise accordingly.

**PLEASE TURN OVER FOR MORE INFORMATION**



## **NON-FLUSHABLE ITEMS:**

This letter is for all residents that are connected to the Floyd County PSA's sewer system or will be in the future. This letter is intended to educate you, the homeowner and anyone living in your home as to what **DOES NOT** need to be flushed down the toilets. We have been experiencing an alarming number of clogged pumps at our sewer pump stations because of foreign material being flushed down the toilets or poured down drains. The pumps in these stations are designed to handle water, human waste, and tissue paper only.

Examples of what should not be flushed down toilets or poured down drains are as follows:

- Cloth rags or towels
- Baby wipes, Toilet wipes, Towelettes, Disinfecting wipes, or cloth wipes of any kind (even if the container indicates that they are "flushable")
- Paper (other than toilet paper/tissue)
- Medications (Prescription, or over the counter. Medication and Sharps disposal container available at the Public Safety Building)
- Feminine hygiene products of any kind
- Beauty products, Q-Tips, dental floss
- Plastics of any kind
- Grease of any kind - especially cooking grease
- Garden supplies (such as pesticides, fertilizers)
- Paint, varnish, paint remover
- Motor oil, gasoline, or any explosive material

In fact, any of the above listed items that should not go into the public sewer system should not be flushed into a septic tank (for those residents not tied into a public sewer). Instead, all of the above items mentioned should be thrown out with trash or disposed of properly. Remember... only water, human waste and tissue paper should be flushed down toilets. Clogged pumps lead to sewer backups which can back up into homes and are expensive to clean and repair. This cost is borne by you - the sewer rate payer.

Please share this information with all members of your household or tenants if you have rental property. If you have an outside contractor, come in to clean your home, please be sure to pass this information on to them as well.

If you have any questions about this letter, please feel free to call Patrick Nicola - Superintendent at 540-745-2169 or email at [patrick@townoffloyd.org](mailto:patrick@townoffloyd.org).