

Valley Public Service Authority
P.O. Box 340, 442 Pine St.
Gloverville, SC 29828
Office Number (803) 593-2053

POLICIES & PROCEDURES :

Valley Public Service Authority renders monthly bills. Customers are billed on the first day of the month. Payments are due by the 20th of the month.

Bank Draft is available upon request and will be drafted on the 19th of each month, unless the 19th is on a weekend or holiday, in which case it will be drafted the first business day before the 19th. A Bank Draft application form must be filled out, with a voided check attached to it, and sent back to our office by the 1st week of the month for the payment to be drafted that same month. It is the customer's responsibility to notify the VPSA office if their bank account information changes, for any reason, in which case the customer must file a new Bank Draft application and a release form for the old account. To discontinue bank draft for any reason, a bank draft release form must be filed with the VPSA office.

You can also make payments online at the SecureUtilities.com website. You will need to get your PIN number from our office to be able to log into the website. Please note that you must receive a payment confirmation to ensure that the payment has been processed successfully. Please print or record the confirmation to serve as your payment receipt.

Payments can also be made in our office or by phone using a debit or credit card, at no additional charge.

Payments that have not been received in the VPSA Office at 442 Pine Street, Gloverville, SC on the due date by 5:00 PM will become delinquent, and a 10 % penalty will be applied to the account. An automated call will be sent to the phone number you provide one day before the last day to pay to remind you that payment has not been received. If full payment has not been received by 5:00 PM on the last day to pay stipulated, service will be disconnected. **Maintenance personnel cannot collect payments when they are disconnecting service.** For our customers' convenience, there is a night deposit drop box at the left of the front door at the VPSA office. Payments must be in the drop box before 8:00 AM to be posted that current day.

Meters that have been disconnected will not be reconnected until the full balance due, plus a service charge of \$30.00 from 8:00 AM – 4:30 PM or \$60.00 after office hours, is paid.

All monthly bills are mailed by the first day of each month. If you do not receive your bill within the first week of the month, it is the customer's responsibility to contact our office at (803) 593-2053 to determine the amount of the bill, and to remit payment by the due date. VPSA is not responsible for bills lost in the mail.

In case of a returned check or bank draft by the customer's bank, **for any reason**, an attempt will be made to notify the customer via phone call, using the phone number on file. It is the customer's responsibility to make sure the VPSA office has a current valid phone number on file. The customer will have until 4:00pm the next business day to pay the amount of the returned check plus a \$25.00

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Returned Check Fee to avoid disconnection. If this amount is not paid by 4:00 pm the next business day, or if the VPSA Office is unable to get in touch with the customer, the service will be disconnected. After disconnection, the customer must pay the amount of the returned check, a \$25.00 Returned Check Fee, and a \$30.00 Service Charge (or \$60.00 after office hours Service Charge) via cash, money order, or credit card before the customer's water service can be restored.

The User shall install and maintain, at his own expense, a water supply line and pressure regulator (if needed) to the dwelling or other property from the water meter. The User shall install a cutoff valve on their side of the meter. The User agrees to maintain the valve at his own expense. The User shall install and maintain, at his own expense, a sewer discharge line from the business or dwelling to the VPSA collection line (where sewer service is available). **ONLY VPSA PERSONNEL will be allowed to operate or partially close the valve on our side (the road side) of the water meter. The valve must be left wide open at all times.**

The User shall not connect any additional dwelling, residence, or business to be served through their meter, without the written consent of VPSA.

The User agrees to make no physical connection between any private water system, such as a private well, and the VPSA system. VPSA may, at any reasonable time, make inspections to enforce this regulation. **This type of physical connection is against South Carolina Law.**

In accordance with South Carolina State Law, all lawn irrigation systems must be protected by an approved backflow device. If the user installs a lawn irrigation system, the user must install, at their own expense, the proper backflow device, which must be tested by a certified tester. A copy of the certified test results must be provided to our office. VPSA requires that the device be retested every five years.

VPSA will assume no responsibility for damage to the User's plumbing, dwelling, or business due to a loss of water pressure, too much pressure, or the accumulation of air in the line, due to maintenance work being performed or malfunction of equipment.

The User will be held responsible for any unpaid bill or any damage done to the meter, valve, meter box, or regulator on their property. The User will be billed for the damages. **(Tampering with a water meter in South Carolina is a misdemeanor).**

VPSA office hours are 8:00 AM – 5:00 PM. Monday – Friday, except on holidays. For the purposes of reconnection, office hours end at 4:30pm, in order to give our personnel time to perform the reconnection during regular office hours.