



RUSSELL COUNTY PUBLIC SERVICE AUTHORITY

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Date, March 03, 2025

Important Update Regarding Past Due Accounts

The Russell County Public Service Authority (PSA) would like to inform all customers that, effective immediately, we have entered into an agreement with a collection agency to manage past due accounts.

Please Note:

- Once an account is transferred to the collection agency, the PSA is no longer able to accept payments on that account. A minimum of 20% will be added by the collection agency to the outstanding balance.
- Accounts that are disconnected will automatically be sent to collections 90 days after disconnection unless prior arrangements are made with the PSA.
- After an account is transferred to collections, the PSA will no longer be able to assist with resolving or managing the account.

We encourage all customers with past due accounts to contact us as soon as possible to avoid further action.

Thank you for your understanding and cooperation.

Chris Dye
Executive Director