



RUSSELL COUNTY PUBLIC SERVICE AUTHORITY

**137 Highland Drive, Suite E
LEBANON, VIRGINIA 24266**

276-991-0200

Fax 276-991-0201

Date: November 19, 2025

To Our Valued Customers,

The Russell County Public Service Authority would like to address ongoing issues regarding the delivery of monthly bills through the U.S. Postal Service. We mail all customer bills **at least three weeks prior to the due date** to ensure ample time for delivery and payment.

Unfortunately, over the past several months, we have experienced numerous problems with the mail system, including bills being returned marked *undeliverable*, lost in transit, or, in some cases, delivered several months late. We understand how aggravating and frustrating this situation can be, and we want you to know that we share that frustration.

Please note that, as stated on the back of your bill, **failure to receive a bill does not relieve you of your obligation to pay for service**. Once bills are delivered to the post office, we have no means of tracking them unless they are returned to our office.

To help avoid these issues, we encourage all customers to consider enrolling in our **Paperless Billing** option, which allows you to receive your bill by email each month. If you have not received your bill by the **1st of each month**, please contact our office at **(276) 991-0200 Option 2** so that we can provide your balance and payment information. Also, available is automatic bill pay.

We deeply value our customers and appreciate your patience and understanding as we continue to work through these challenges. Thank you for your continued support and cooperation.

Sincerely,

Board of Directors

Russell County Public Service Authority