



**RCPSA Customer Disconnection
Policy Under VA Code Amendments
Effective July 1, 2024**

I. Introduction

RCPSA is a public utility as defined in amendments to Code of Virginia, Chapter 21 Article 2.1 as a utility owned or operated by locality (Russell County)

II. Customer Account

A customer account includes all charges imposed by RCPSA, including service charges and penalties

III. Commencement of Disconnection Process

RCPSA may not commence the disconnect process until a customer's account is 45 arrears. See Code §15.2-2121.3 (CT)

- A. Late Payment Charge: Late payment charges of 10% are assessed if the payment is not received by the due date.
- B. Non-Payment Penalty: A non-payment penalty shall be assessed on all past due accounts which have been identified for services disconnection. If services are disconnected, the cost of the service restoration is covered under the non-payment penalty.

IV. Notice Requirements

Before commencing the disconnect process, RCPSA must provide customer with a copy of its "disconnection for non-payment" policy. Notice must be given:

- A. At the time a new customer account was or is established, or
- B. When any disconnection for non-payment of bills or fees is scheduled by including a copy of the policy with such notice, or
- C. By publishing the disconnection policy on RCPSA's website; and
- D. Such notices will include information about payment assistance plans or state/federal, or utility energy assistance programs. See Code §15.2-2121.3(A)

V. Methods of Notice

Before disconnecting and after each missed payment, RCPSA must deliver notice of nonpayment to the customer by using at least one of the following methods:

- A. Mail
 - B. Email
 - C. Text Message
 - D. Phone call
 - E. Door Hanger
- See Code §15.2-2121.3 (B)

VI. Customer Assistance

RCPSA will contact customers after each missed payment and:

- A. Offer bill payment assistance, or
 - B. Arrange a payment plan, or
 - C. Provide information to the customer for other bill payment assistance or energy savings programs
- See Code §15.2-21215 (C)

VII. Conditions Prohibiting Disconnection

RCPSA may not disconnect a customer:

- A. When the forecasted temperature is at or below 32 degrees Fahrenheit, or at or above 92 degrees Fahrenheit within the 24 hours following scheduled disconnection. To ascertain the projected temperature, RCPSA shall refer to the forecasted local temperature provided by The National Weather Service. See Code §15.2-2121.2(A)
- B. On the following days for nonpayment of bills or fees:
 - 1. Fridays
 - 2. Weekends
 - 3. State Holidays
 - 4. On a day immediately preceding a state holiday (see Code §15.2-2121.2(B))
 - 5. In the case of any state of emergency declared by the Governor in response to a communicable disease of public health threat, each utility that is engaged in the business of furnishing electricity, gas, water, or wastewater service and subject to the regulation of the State Corporation Commission or owned or operated by a municipality shall be suspended from disconnecting service to residential customers for nonpayment of bills or fees for 30 days upon the declaration of such emergency. See Code § 44-146.29:4

VIII. Voluntary Suspension

RCPSA May Voluntarily suspend scheduled disconnection during other extreme weather events, emergency conditions, or circumstances in which RCPSA determines such suspension is necessary to protect the health and safety of its customers. See Code §15.2-2121.2 (C)

CONTACTS FOR WATER BILL ASSISTANCE

You may be eligible for assistance in paying your water/sewer bill by contacting one of the following:
Family Crisis Center in Norton 276.325.0471, People INC. 276-623-9000 or your local churches.