



**Bedford County Public Service Authority  
Annual Report &  
Consumer Confidence Report  
2011**

**Smith Mountain Lake Central**



## What is the Bedford County Public Service Authority?

The Bedford County Public Service Authority was established in June 1970 by the Bedford County Board of Supervisors, pursuant to the Virginia Water and Sewer Authorities Act, Chapter 51 Title 15.2 of the Code of Virginia 1950 as amended. The Authority is authorized to acquire, finance, contract, operate, and maintain water systems, sewer systems, sewage disposal and treatment systems, and other facilities or combinations thereof; furthermore, it is able to borrow money and to issue its revenue bonds to pay all or any part of the cost of such systems and facilities and related financing costs.

The Authority has no taxing power; the revenues of the Authority are primarily derived from water sales and sewage disposal charges based on metered and unmetered water consumption of the Authority's users of the system.

In addition to the services that are provided to the residents and businesses inside of Bedford County, the Authority also provides wholesale water service to the Western Virginia Water Authority for their Smith Mountain Lake service area in Franklin County, as well as providing operational assistance to the Bedford County Public Schools for many of their wastewater treatment plants.

Currently the Authority has 33 employees and operates 24 hours a day, 7 days a week, 365 days a year to provide customers with high quality water services. Authority staff are constantly being trained on new technologies, safety issues, customer service issues and other related items to assist in achieving the organization's goal of providing the highest quality water and the best customer service possible.



## Overview of Facilities

- 5 Water Treatment Plants
- 2 Water Pump Stations
- 8 Water Storage Tanks
- 2 Wastewater Treatment Plants
- 9 Sewer Pump Stations
- 2 Administrative Office Buildings



One of the Authority's water tanks that serves the County.





## What to Expect From This Report

For the first year ever, the Authority is excited to present this unique report to its customers. The report combines the Consumer Confidence Report (“CCR”) with the Annual Report of the Authority for 2011. The desire with this report is to not only dispense the information required by law, but to give customers a comprehensive look at what the Authority has been doing throughout the past year and what to expect from the organization in 2012.

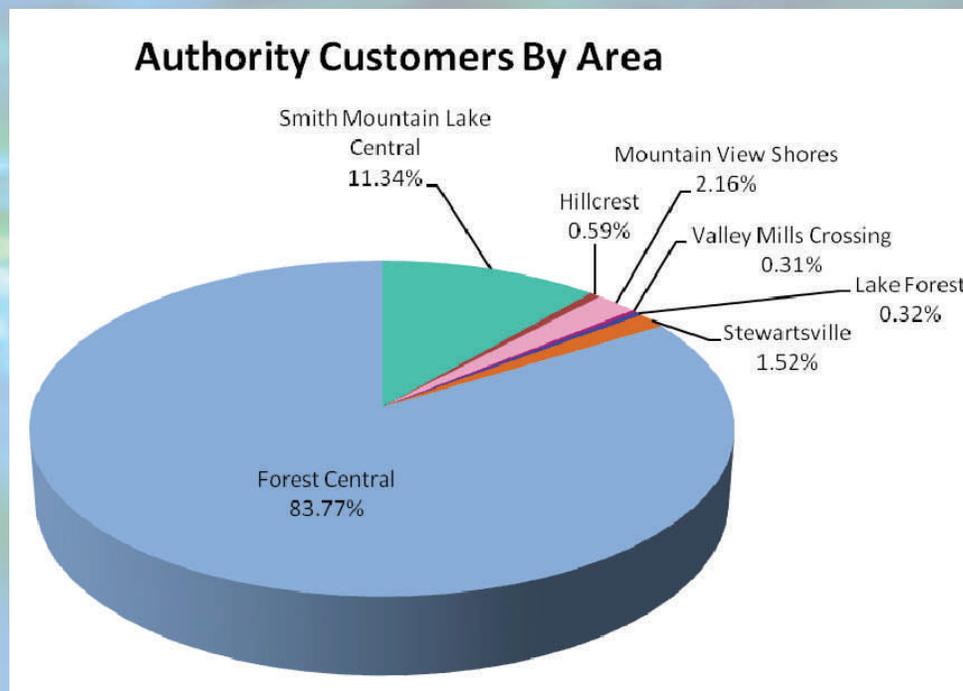
The Consumer Confidence Reporting section of this document for calendar year 2011 is designed to inform customers about their drinking water quality. The goal is to provide customers with a safe and dependable supply of drinking water, and the Authority wants customers to understand the efforts made daily to protect the water supply. The quality of the drinking water must meet state and federal requirements administered by the Virginia Department of Health (“VDH”). The presence of a particular ingredient does not mean that the water is unsafe to drink. However, if something is detected above the maximum level, the PWS must discuss the potential health effects, and actions taken to correct the problem.

In the following pages you will see:

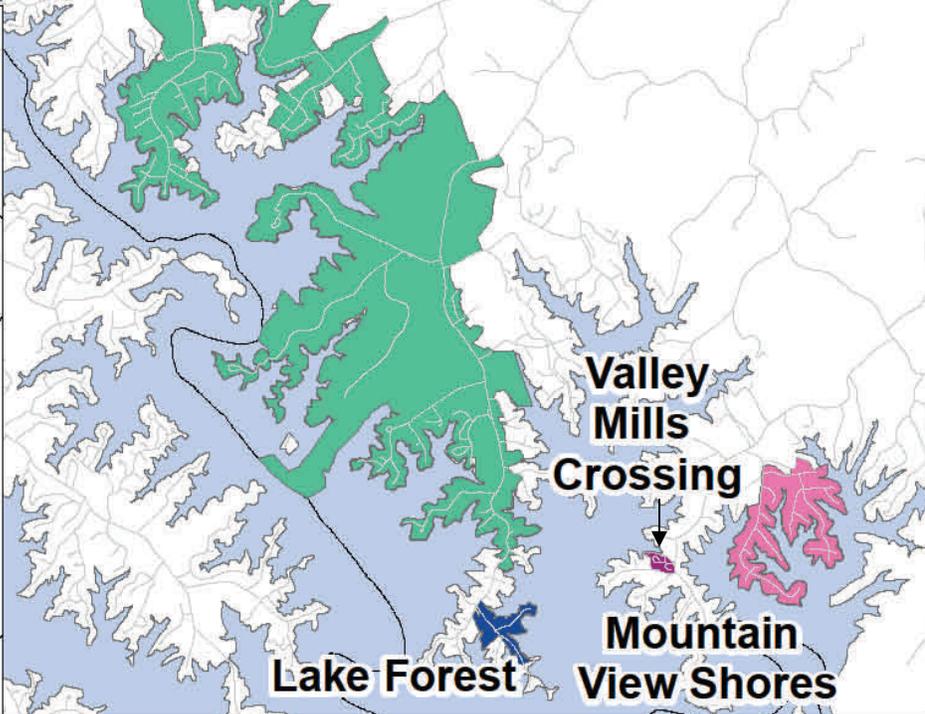
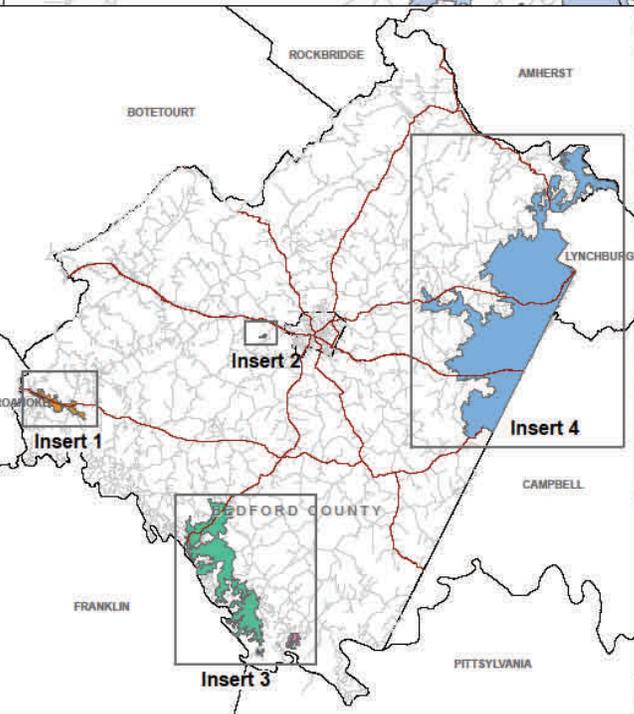
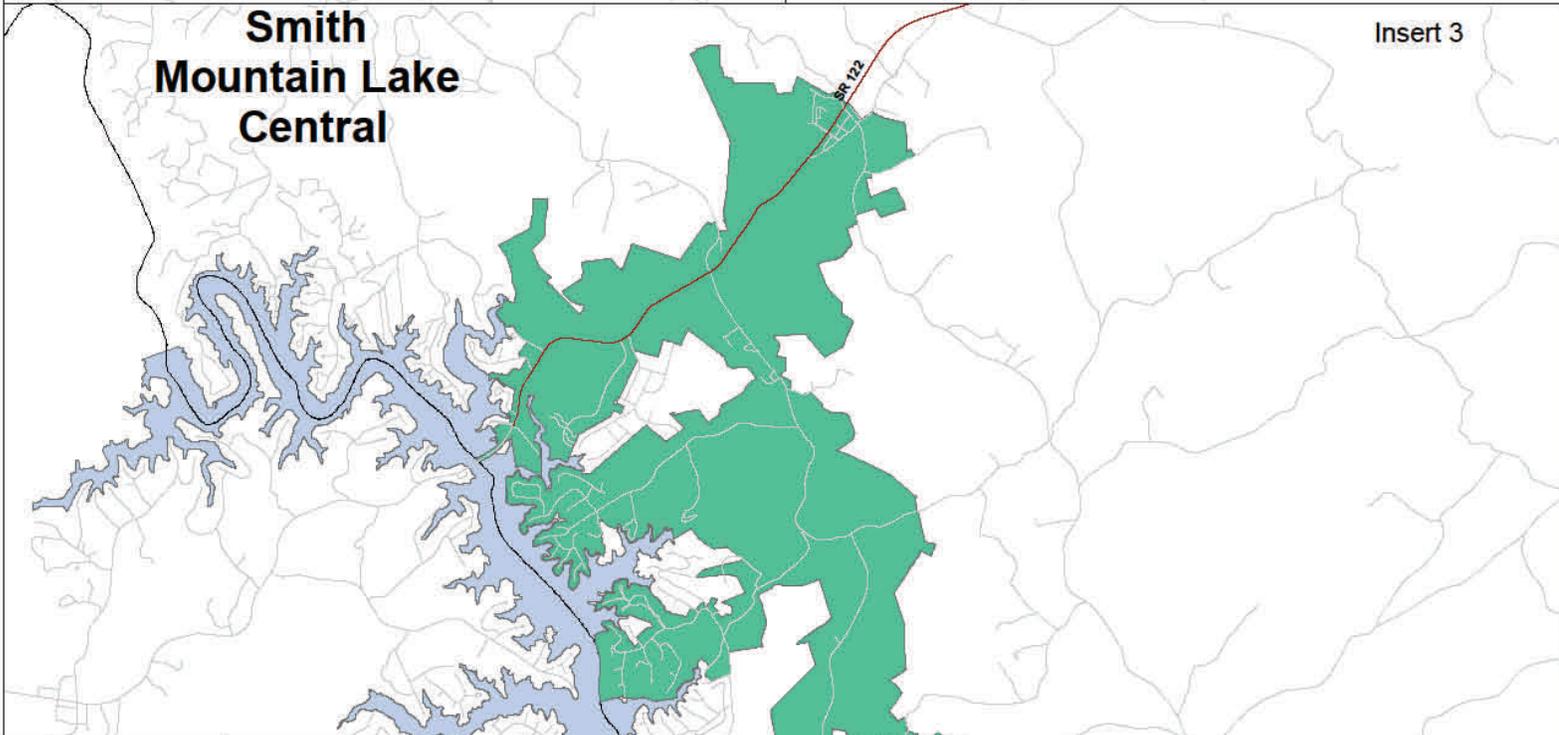
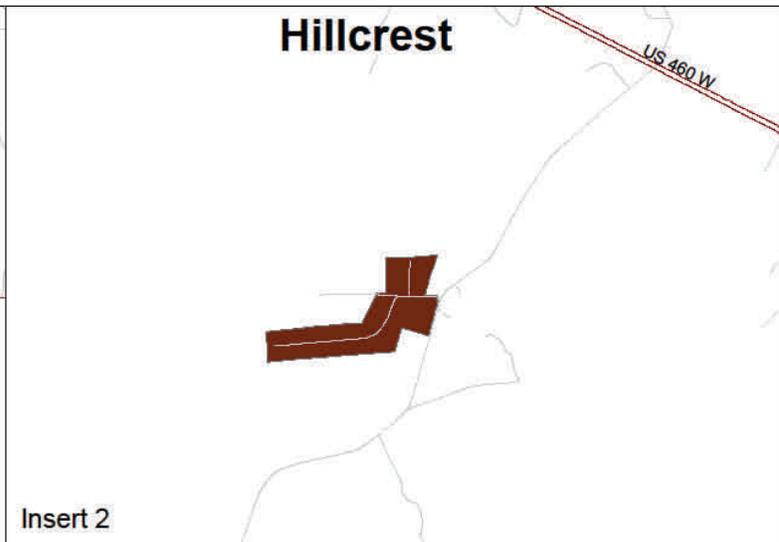
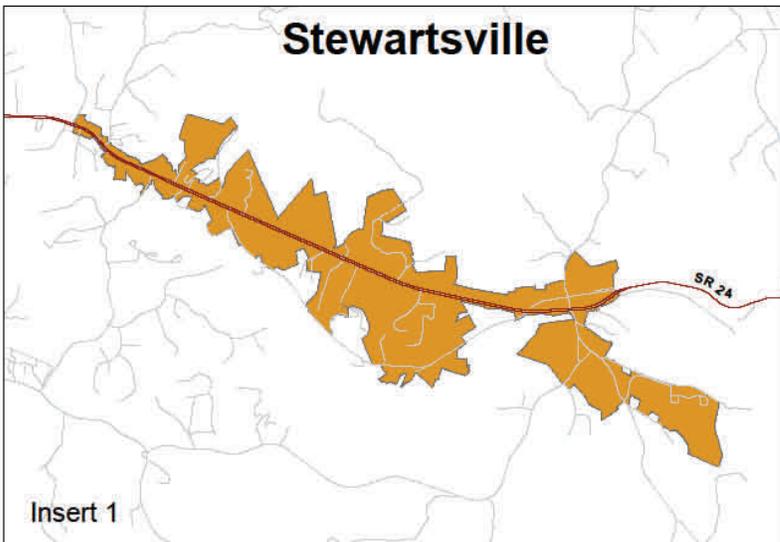
- Summary of what the Authority has accomplished in 2011
- Summary of the strategic plan of the Authority for 2012-2016
- A financial report of fiscal year 2010-2011 and projections for fiscal year 2011-2012
- Authority goals for 2012
- An overview of the customer population of the Authority
- Information about the quality of your drinking water (CCR information)
- Information about the Board of Directors
- Who to contact with questions



## Percentage of Customers By Service Area

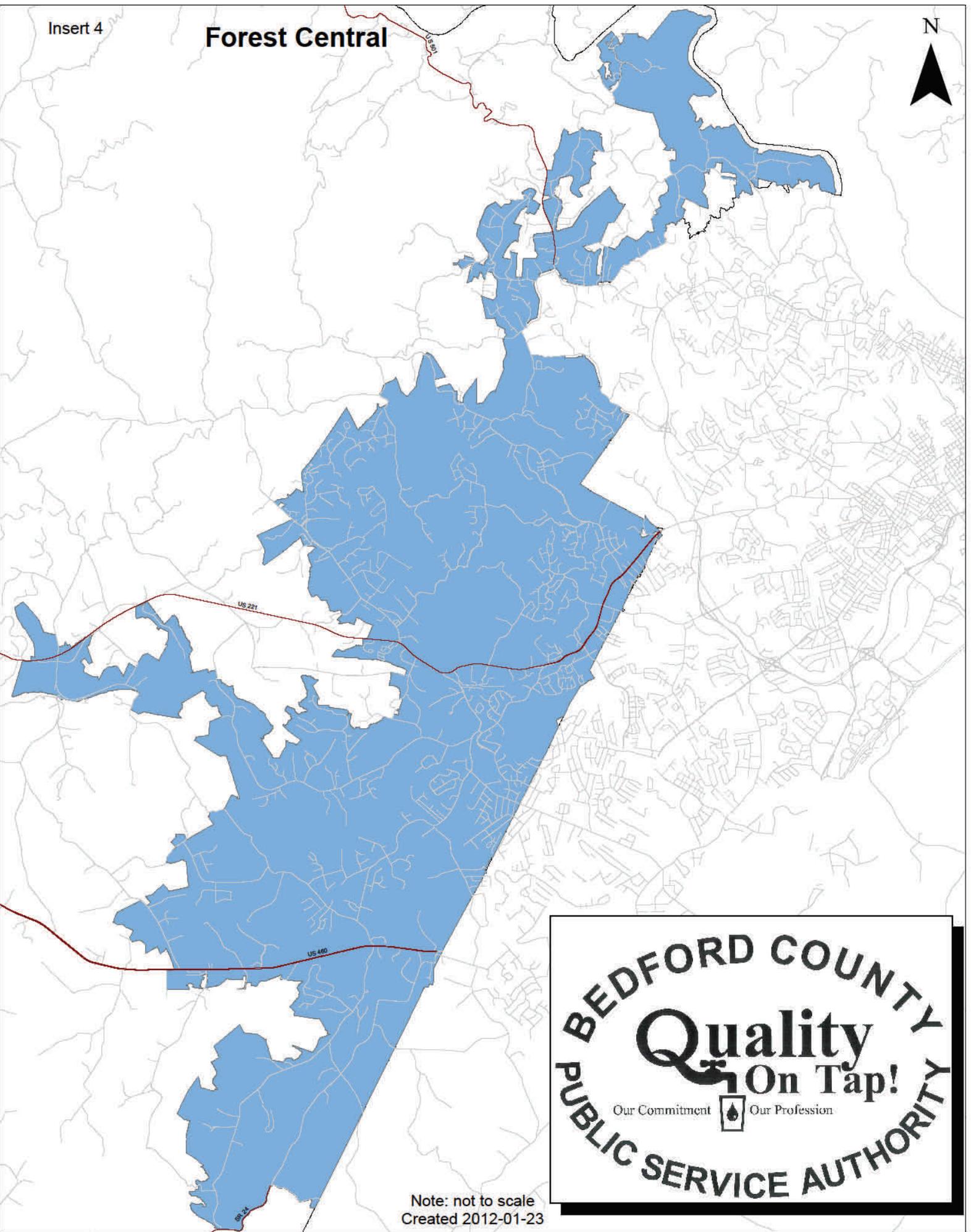


See next page for entire area map of the Authority's service area.



Insert 4

# Forest Central



**BEDFORD COUNTY**  
**Quality On Tap!**  
Our Commitment  Our Profession  
**PUBLIC SERVICE AUTHORITY**

Note: not to scale  
Created 2012-01-23



## Letter From the Executive Director, Brian Key

Being the second year in creating an annual report, the Authority is focused on how we could make this report even better than last year; our conclusion was that combining the annual report with the consumer confidence report (“CCR”) would make the information more useful for our customers, and that we would be able to put the annual report in the hands of all of our customers.

The Bedford County Public Service Authority has a lot to celebrate from the work that was accomplished during the 2011 calendar year. With the goals that were established in the 2010 annual report, we had clear direction on where to focus our efforts for the year; I’m pleased to report that we were very successful in substantially completing all of the goals.



The Authority has made significant improvements in planning for the future. We have developed a five year strategic plan, giving an outline of where to allocate resources from 2012 until 2016. We developed our first ever capital improvement plan (“CIP”), showing what construction projects are a priority for the Authority. We now have a business plan, showing the current debt of the Authority and providing for details on how to finance the CIP. These planning documents are all published on our webpage, which can be found at [www.bcpsa.com](http://www.bcpsa.com).

We have completed quite a bit of preliminary work on the project to construct a new water treatment plant at Smith Mountain Lake (“SML”), and to build interconnecting waterlines between the Lakes and Forest. An engineering report was completed that outlined how the project could be built, and a financial report was completed that showed the impact of financing the project. The application for increasing the withdrawal rate of water from SML was submitted to the regulators, and we are hoping to get the withdrawal permit in 2012. Bedford County has committed to providing the land for the new treatment plant, and we are in the process of securing that land from the County. Our next steps are to evaluate the various treatment options and water intake options for the new water plant, and to get the final approvals from the regulators so that we can begin the design.

Plans have been put into place to begin contacting non-customer property owners that are adjacent to the Authority’s water and/or sewer systems, and provide incentives to encourage them to become customers. At the same time, we plan to contact the landlords that are our customers, and offer them our new service of sub-metering for their tenants; this service allows the Authority to directly bill the tenants, while the landlord maintains the flexibility of owning and operating the private service lines.

We have made substantial progress with improving and implementing our fats-oils-grease (“FOG”) program, and have already seen the benefits of the program at preventing and removing the FOG from our systems. This year we plan to visit each food establishment in the county, and issue FOG permits as needed to monitor and ensure compliance with the program. We have also implemented programs to insure the routine preventative maintenance of our hydrants, valves, and easements.

We have added many features for our customers, making it easier to review and pay bills. We now offer electronic statements and automatic payment options, so that customers can view their bills online and have their bills automatically paid with a debit from their bank accounts. We now allow credit cards to be swiped at the front desk with no fees to our customers and are evaluating the options of going to monthly electronic billing for budget billing and estimated billing. We have set up accounts on Facebook, Twitter, and LinkedIn as means to stay in touch with our customers and the public; these sites can be used to notify customers of service disruptions, announcements, and to provide information about the current events that involve the Authority.

In the 2012 calendar year, our focus will on long term objectives that follow the mission, vision, and values that are outlined in our strategic plan. Four of those objectives include a) expanding services on both a local and regional level, b) developing the work force to be highly effective, c) expanding our public relations, and d) expanding and streamlining processes. These objectives were identified as the most critical factors at growing and sustaining a highly effective and efficient Authority to provide quality service to the greater community.

I hope that you enjoy the new format of this annual report, and that you will contact us if you have any questions about the information contained herein.

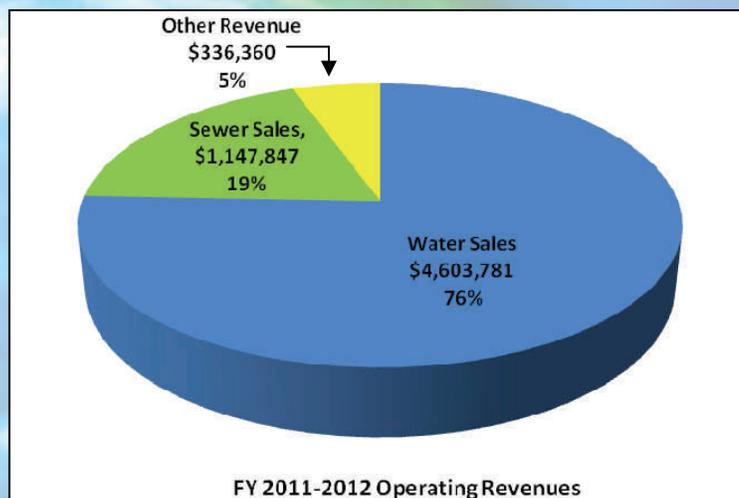
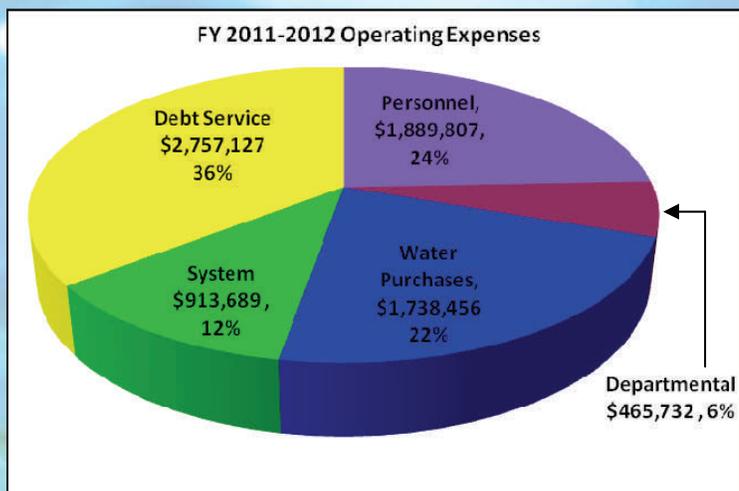
A handwritten signature in black ink, appearing to read "Brian Key".



## 2011 Financial Review

For the fiscal year ended June 30, 2011 the Authority experienced a decrease in revenues of \$93,039, compared to a increase of \$379,670 from the previous year. Operating expenses increased by \$43,410 compared to a increase of \$225,622 from the previous year. Factors that contributed to this were the decrease in facility fees due to less commercial development and expenses for operating the water and sewer systems increased due to the increased costs of purchasing water and treating sewer. Developer Dedications totaled \$524,401 for FY 2010; this trend has not continued for FY 2011. As of December 31, 2011 dedications totaled \$59,627. During FY 2010 several projects were placed into service including the Lakes to Forest Preliminary Engineering Report (“PER”), the Route 221 water relocation project done by VDOT, and the water and sewer for the CAER facility in New London. For FY 2011 there have not been any major projects added to the system. Capital assets that have been added include the financial study for the Lakes to Forest waterline, new cartridges for the Highpoint Water Treatment Plant, and several computer and vehicle replacements.

For the FY 11-12 budget year the Authority anticipates increased revenues from water and sewer sales due to an increase in connections from the previous fiscal year. For the second consecutive year the Authority has not relied on facility fees to cover operating expenses, instead these funds have been placed in a separate account for future capital needs. The Authority adopted a capital budget of \$205,100 for FY 11-12. There are various projects included that will provide operating efficiencies, as well as enhancements to existing infrastructure. The Authority is also in the process of developing a Capital Improvement Plan (“CIP”) and funding alternatives for other capital projects that are needed in the next ten years. In June 2011 the Authority completed a PER for the feasibility of a waterline from Smith Mountain Lake to the Forest areas, in an effort to reduce the amount of water purchases from the City of Lynchburg. In December 2011 the Authority completed a financial analysis that showed that in the short-term this project is more expensive than purchasing from Lynchburg, but in the long term the new facility is a less expensive option. The best approach would be a phased project, thus eliminating the differential in the short-term and still providing the financial justification over the long-term.



### Certificate of Achievement for Excellence in Financial Reporting

The Bedford County Public Service Authority’s comprehensive annual financial report (CAFR) for the year ended June 30, 2010, was awarded the Certificate of Achievement for Excellence in Financial Reporting by the Government Finance Officers Association of the United States and Canada (GFOA). In order to be awarded a Certificate of Achievement, a government must publish an easily readable and efficiently organized comprehensive annual financial report. This report must satisfy both generally accepted accounting principles and applicable legal requirements.

A Certificate of Achievement is valid for a period of one year only. We believe that our current comprehensive annual financial report continues to meet the Certificate of Achievement Program’s requirements and we have submitted it to the GFOA to determine its eligibility for another certificate.

This is the 15<sup>th</sup> consecutive year that the Bedford County Public Service Authority has earned this certificate of achievement.



## The Future of the Authority: Strategic Planning

The Authority just created its first strategic plan which outlines goals for the next five years (2012-2016); it will enable the Authority to better serve the community in its mission. These long-range goals will not interfere with daily production and services to customers but will enable the Authority to enhance its services, processes, and communication with the community. The strategic plan is the result of a collaborated effort of the Board of Directors and Authority staff to outline the most important projects to accomplish in the next five years.

At the time this strategic plan was compiled, the Authority was aware of the imminent reversion of Bedford City and the likely event of the Authority merging with Bedford City water and sewer utilities. Since the strategic plan was a goal for the Authority to complete in 2011, and there were still many unknown details about the reversion process, the Authority decided to move ahead with strategic planning. As a result, this plan provides the long-term goals of the Authority and primarily does not factor in reversion. The hope is that the strategic plan will help provide direction for the Authority or for the new joint water authority. The Authority is aware that if the merger goes through, this plan will likely change; it is understood that a strategic plan is ever evolving, taking into account factors that could not be predicted at the time that it was drafted. The strategic plan will be evaluated annually, or whenever necessary (as would be the case in reversion), to accommodate any unforeseen changes.

The first step in compiling the strategic plan was to understand the basic function and essence of the organization. This was done by revising the mission statement and creating a vision statement and list of values. These three items are the basis of what the plan is built upon. The mission statement defines who the organization is, what it does, and who it serves. The vision is a guiding image of the organization's desired future while the values describe what is important to the organization.

Mission	Vision	Values
The Bedford County Public Service Authority exists to provide its customers with high quality water and wastewater services at rates that are reasonable and just. The Authority shall anticipate the needs of the greater community by continually maintaining responsive, reliable service and through systematic expansion whenever economically possible.	The Bedford County Public Service Authority strives to provide quality, responsive, reliable, and efficient services utilizing the latest technology and highly trained staff. Through leadership, the Authority endeavors to maintain a work environment that attracts and retains professional, highly competent, motivated, and dedicated employees.	<ol style="list-style-type: none"><li>1. Excellent, high quality service</li><li>2. Creativity</li><li>3. Independence</li><li>4. Efficiency</li><li>5. Honesty, integrity, and respect</li><li>6. Fiscally responsible</li><li>7. Open communications with public and employees</li></ol>

Once the mission, vision, and values were defined, further research was done as to what the strengths, weaknesses, opportunities, and threats were to the organization. Based on this research long term objectives were then defined. These objectives specifically define the main goals of the organization for the next five years. The long term objectives are:

1. Expand services on both a local and regional level.
2. Develop the workforce to be highly effective.
3. Expand public relations.
4. Expand and streamline processes.

Based on these objectives, strategies and action plans were developed to outline how to specifically reach these goals. With this plan in place, the Authority has a clear focus on how to proceed over the next five years.

**The entire strategic plan is available at [www.bcpsa.com](http://www.bcpsa.com).**



## 2012 Goals

1. Expand services on both a local and regional level.
  - a. Promote new connections utilizing the connection incentive program, the neighborhood line extensions program, and encouraging sub-metering.
  - b. Adopt a Capital Improvement Plan (“CIP”) during the preparation of the budget, and establish funding alternatives to support the CIP.
  - c. Establish or continue relationships with neighboring water and sewer utilities to purchase and/or sell services.
2. Develop the workforce to be highly effective.
  - a. Establish an employee retention and recruitment program. This includes a review of the compensation package to ensure that it is competitive, and the comprehensive development of an employee training program.
  - b. Utilize the results from the employee survey to gauge the needs of the employees. Conduct additional inquiries from employees as needed.
3. Expand public relations.
  - a. Develop and enhance avenues of communication with the public. This includes:
    - Send out the 2011 annual report to all of the customers, and include in the report the consumer confidence reports.
    - Revising the format of the Comprehensive Annual Financial Report (“CAFR”) document to make it easier to read and understand.
    - Develop a plan for customers to interact with staff/customer service in different avenues than in person and phone.
    - Prepare a new website.
  - b. Develop outreach opportunities.
    - Prepare a plan that supports visiting with the local schools to educate the students about the Authority and what is involved in providing water and wastewater services to the community.
    - Evaluate the ability of the Authority to participate in public events, in venues that would allow for educating and interacting with the public.
    - Develop educational seminars and/or literature, as a means to discuss the programs that the Authority offers to the public. These presentations could include topics like the ‘Fats-Oils-Grease programs’, ‘basics on water leak detection’, and/or ‘Neighborhood Line Extensions’.
4. Expand and streamline processes.
  - a. Create an online employee suggestion program, to help evaluate processes to determine efficiencies and inefficiencies. Recognize ideas that lead to a more efficient and effective organization.
  - b. Expand the Supervisory Control and Data Acquisition (“SCADA”); this includes upgrading the software, adding new sites, and improvements to the existing sites.
  - c. Prepare for the expansion of the GIS program, including internal connections to the customer database and the ability to access the data in the field.
  - d. Improve the website to make it easier for the customers to view and pay their bills online.
  - e. Develop content management plan to consolidate data from each department into formats accessible to others.
  - f. Begin the development of an asset management program, and a planned preventive maintenance program.





## Sources of Your Drinking Water

The sources of drinking water (both tap and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or human activity. Contaminants that may be present in source water include:

**Microbial contaminants**, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

**Inorganic contaminants**, such as salts and metals, which can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

**Pesticides and herbicides**, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.

**Organic chemical contaminants**, including synthetic and volatile organic chemicals, which are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.

**Radioactive contaminants**, which can be naturally-occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water and provided by public water systems. Food and Drug Administration regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

The source of your drinking water is provided by Smith Mountain Lake, a reservoir maintained by American Electric Power for generation of hydroelectric power. The water is treated at Highpoint Water Treatment Plant. It is one of the few membrane filtration plants in the state designed to treat surface water in accordance with the Safe Drinking Water Act and all other Virginia Department of Health guidelines. The process requires no chemical addition except chlorine for disinfection, so the process waste consists of only concentrated lake sediment.

A source water assessment of the system was conducted in 2002 by the Virginia Department of Health. The reservoir was determined to be of high susceptibility to contamination using the criteria developed by the state in its approved Source Water Assessment Program.

The assessment report consists of maps showing the source water assessment area, an inventory of known land use activities of concern, and documentation of any known contamination within the last 5 years. The report is available by contacting the Authority at the phone number or address given elsewhere in this drinking water quality report.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline (800-426-4791).





## Vulnerable Populations

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbiological contaminants are available from the Safe Drinking Water Hotline (800-426-4791).



## Important Information About Lead and Copper

**Lead (ppb)- Copper (ppm)-** If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Bedford County Public Service Authority is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 14 to 30 seconds or until it becomes cold or reaches a steady temperature before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.



## Did You Know in 2011 the Authority...?

- Had 8,648 water connections.
- Had 1,557 sewer connections
- Employed 33 people
- Produced 711,043,000 gallons of water
- Treated 160,480,000 gallons of wastewater
- Added 107 water connections
- Added 42 sewer connections
- Read 51,491 meters
- Installed or changed out 505 meters
- Processed 50,305 payment transactions
- Had 245 miles of water line
- Had 65 miles of sewer lines





# Water Quality Results: Smith Mountain Lake Central (PWSID #5019400)

Contaminant (Unit of Measure)	MCLG	MCL	Level Found	Range	Violation	Date of Sample	Typical Source of Contamination
<b>Microbiological Contaminants</b>							
Turbidity (NTU)	n/a	TT=max/ NTU  95% of monthly samples must be <0.3 NTU	0.094 (highest level detected 2011)	Lowest monthly percentage of samples <0.3-100%	No	Continuously monitored	Soil runoff
<b>Volatile Organic Contaminants</b>							
TTHM (ppb) Trihalomethanes	0	80	53	34-54	No	Quarterly	By-product of drinking water disinfection
HAA5 (ppb) Haloacetic Acid	0	60	41	17-46	No	Quarterly	By-product of drinking water disinfection
Chlorine (ppm)	MRDLG =4	MRDL=4	Average=0.8	0-1.4	No	Monthly 2011	Water additive used to control microbes
<b>Inorganic Contaminants</b>							
Lead (ppb)	0	AL=15	5 (90th percentile)  Of twelve none were above the action level	2.2-5.1	No	August 2011	Corrosion of household plumb- ing systems; erosion of natural deposits
Copper (ppm)	1.3	AL=1.3	1.1 (90th percentile)  Of twelve one was above the action level  0.05-1.4		No	August 2011	Corrosion of household plumb- ing systems; erosion of natural deposits
Nitrate (ppm)	10	10	0.4	n/a	No	November 2011	Runoff from fertilizer use, leach- ing from septic tanks, sewerage; erosion of natural deposits
Barium ( ppm)	2	2	.03	n/a	No	July 2011	Discharge of drilling waste;  Discharge from metal refineries;  Erosion of natural deposits
<b>Radioactive Contaminants</b>							
Alpha emitters(pCi/l)	0	15	.1	n/a	No	July 2009	Erosion of natural deposits
Combined radium (pCi/l)	0	5	.8	n/a	No	July 2009	Erosion of natural deposits
<b>Unregulated Contaminants</b>							
pH (pH units)	na	6.5-8.5	8.0 average	7.1-8.5	No	Daily	Acidity or basicity of water
Hardness(ppm)	na	na	114	69-199	No	monthly	Measurement of naturally occur- ring hardness metals



## Definitions

Contaminants in your drinking water are routinely monitored according to federal and state regulations. The table on the next page shows the results of this monitoring for the period of January 1 through December 31, 2011. In the table and elsewhere in this report you will find many terms and abbreviations you might not be familiar with. The following definitions are provided to help you better understand these terms:

**BDL**—Below detection level.

**Non-detects (ND):** Lab analysis indicates that the contaminant is not detectable, based on the limits of the analytical equipment used.

**Parts per million (ppm) or Milligrams per liter (mg/l):** One part per million corresponds to one minute in two years or one penny in \$10,000.

**Parts per billion (ppb) or Micrograms per liter (µg/l):** One part per billion corresponds to one minute in 2,000 years, or one penny in \$10,000,000.

**Picocuries per liter (pCi/L):** Picocuries per liter is a measure of the radioactivity in water.

**Nephelometric Turbidity Unit (NTU):** Nephelometric turbidity unit is a measure of the cloudiness of water. Turbidity in excess of 5 NTU is just noticeable to the average person.

**Action Level (AL):** The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

**Treatment Technique (TT):** A required process intended to reduce the level of a contaminant in drinking water.

**Maximum Contaminant Level Goal (MCLG):** The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

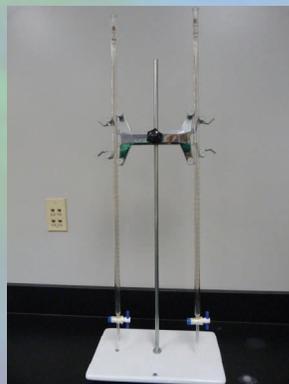
**Maximum Contaminant Level (MCL):** The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

**Variations and exemptions:** State or EPA permission not to meet an MCL or a treatment technique under certain conditions.

**Maximum Residual Disinfectant Level Goal (MRDLG):** The maximum level of a disinfectant added for water treatment, below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

**Maximum Residual Disinfectant Level (MRDL):** The maximum level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

**Secondary Maximum Contaminant Level (SMCL):** The highest level recommended for a contaminant in drinking water, based on aesthetic considerations.





## Meet the Board of Directors

The Bedford County Board of Supervisors, elected by the citizens of Bedford County, appoints the seven member Board of Directors for the Bedford County Public Service Authority; each board member represents a voting district of the County. There are three standing committees comprised of two board members each; they include water and sewer, finance, and personnel.

The Authority board hires the Executive Director, who is responsible for managing the Authority. The Authority is composed of managers and staff specializing in Administration, Customer Service, Engineering, Finance, Human Resources, Information Systems, Maintenance, and Operations.

The times and location of regularly scheduled board meetings are the third Tuesday of every month at 7:00 PM in the Bedford County PSA Board Meeting Room located at 1723 Falling Creek Road in Bedford.



District 1

Mr. Gerald Foutz

Term: 2011-2015



District 2

Mr. Robert Flynn

Term: 2008-2012



District 3

Mr. Carl Wells

Term: 2010-2014



District 4

Robert Sherman

Term: 2012-2013



District 5

Mr. Jerry Falwell, Jr.

Term: 2008-2012



District 6

Ms. Annie Pollard

Term: 2011-2014



District 7

Mr. Tom Segroves

Term: 2008-2012





## Contact Us

### Hours of Operation:

8:30 a.m. to 5:00 p.m.

Monday through Friday

### Customer Service

540-586-7679, Extension 4

customerservice@bcpsa.com

- Water bills
- Rates and connection fees
- Signing up for service
- Disconnecting well service
- Reporting a leak or pressure problem during operating hours

### Administration

540-586-7679, Extension 7

admin@bcpsa.com

- Board of Directors information
- Board and Committee meeting information

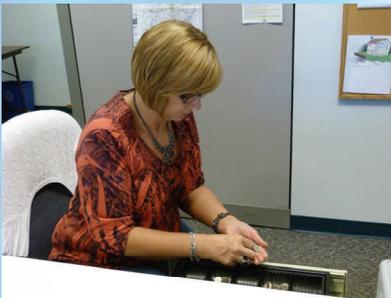
### Emergency

540-586-7679, Extension 9

(Outside of operating hours)

- Water outages
- Reporting a leak
- Sewer service disruptions

If you have questions about this report or need any additional information about any aspect of your drinking water or want to participate in decisions that may affect the quality of your drinking water, please contact the Bedford County Public Service Authority at (540)-586-7679. Any other questions you may have concerning your water quality may be addressed via email at customerservice@bcpsa.com.



## We Want Your Feedback!

Visit [www.bcpsa.com](http://www.bcpsa.com) to fill out a short survey giving us feedback on what you thought of this report!

**One lucky participant will receive \$100 in account credit towards their Authority bill!** That could be several months of FREE water and/or sewer service! *Survey closes June 29.*





1723 Falling Creek Road

Bedford, VA 24523



[www.bcpsa.com](http://www.bcpsa.com)