2025 WATER QUALITY REPORT INFORMATION

2025 WISE COUNTY PUBLIC SERVICE AUTHORITY WATER QUALITITY REPORTS

WATER QUALITY REPORTS FOR THE FOLLOWING WATER SYSTEMS FOR CALENDAR YEAR 2025 CAN BE FOUND AT THE FOLLOWING WEB SITES.

"These reports below contain important information on your water quality and should be read by everyone."

WISE COUNTY REGIONAL CUSTOMERS - https://wisecountypsa.org/ccr1

IF YOU DESIRE A PAPER COPY YOU CAN RECEIVE ONE AT THE WISE COUNTY PUBLIC SERVICE AUTHORITIES OFFICE.

WISE COUNTY PUBLIC SERVICE AUTHORITY
CROSS CONNECTION CONTROL PROGRAM INFORMATION 2026

Introduction

A “cross connection” is an unprotected actual or potential piping or plumbing arrangement between a customer’s residential piping system and the public water system through which a substance other than potable water could backflow into the public system.

The most common problems in a home are commode flush tank valves submerged in the tank, the connection of hoses or other devices to hose bibs that are not protected by a hose bib vacuum breaker, and the use of yard hydrants that have a drain hole underground. Most homes can be adequately protected by applying an approved vacuum breaker on all hose bibs and through the installation of an anti-siphon flush valve. Vacuum breakers can be purchased at most hardware stores.

Hoses left submerged in swimming pools, kitchen sinks, bathtubs, animal watering troughs, or having chemical sprayers attached to them while weed killing are conditions that can be extremely hazardous. Other potential hazards can apply if hoses are left lying on the ground where contaminants such as fertilizer, garden chemicals, or other liquids can be siphoned into the hose and into the home.

Frost proof yard hydrants drain into the ground when turned off. The drain hole underground could allow contaminated groundwater to be siphoned into the home. An approved backflow device installed on the line feeding the hydrants will provide adequate protection but is expensive. An alternative is to just plug the hole or pipe the drain to daylight.

All inside and outside hose bibs except those on dishwashers and washing machines will require vacuum breakers.
Vacuum breakers may prevent hose bibs and frost proof yard hydrants from draining. Please read manufactures recommendations for winter draining or purchase the frost-proof type that self-drain.

The waterworks owner has the primary responsibility for preventing substances from an unknown, questionable, or non-potable source from entering the public water supply.

The consumer, homeowner, or resident also shares in this responsibility and has the primary responsibility for preventing pollutants or contaminants from entering the residential piping system.

We are taking step in implementing the Cross Connection Control Program. This is our annual mailing of the residential, commercial and industrial questionnaire. It is our hope that all homes and businesses come into compliance by the end of the calendar year. We will be required to send out a questionnaire each year to show that you are still adequately protected.

Your cooperation is needed for us to have an effective program to eliminate cross connections in our water systems. You are asked to complete and return the survey form below to the address located at the bottom of the form by the due date of your next water bill.

We will contact you to determine the most cost-effective means to provide you and the community protection from cross connections and backflow.

ATTENTION ALL RESIDENTIAL, COMMERICIAL AND INDUSTRIAL CUSTOMERS WHO ARE ON PSA WATER OR FURNISHED WATER BY THE PSA. YOU NEED TO FILL OUT THE FORM BELOW AND RETURN IT AS SOON AS POSSIBLE. IF AT ALL POSSIBLE, WITH YOUR NEXT MONTHLY WATER BILL PAYMENT. THE QUESTIONNNAIRE BELOW CAN ALSO BE DROPPED OFF AT THE DROP BOX AT THE WISE COUNTY PUBLIC SERVICE AUTHORITY'S MAIN OFFICE, LOCATED AT 5622 INDUSTRIAL PARK DRIVE NORTON, VA

FAILURE TO DO SO MAY RESULT IN A PHYSICAL INSPECTION OF YOUR PREMISES, AS SET FORTH IN THE WISE COUNTY
PUBLIC SERVICE AUTHORITY'S CROSS CONNECTION / BACKFLOW PREVENTION ORDINANCE. THANK YOU IN ADVANCE FOR YOUR HELP IN THIS MATTER TO ENSURE YOU AND ALL PSA WATER CUSTOMERS'S WATER REMAINS SAFE AND PROTECTED.

WISE COUNTY PUBLIC SERVICE AUTHORITY
WATERWORKS CROSS CONNECTION CONTROL QUESTIONNAIRE

Name _____
Mailing Address_____ 911 Address _____
City, State, Zip _____
Home Telephone _____Work Telephone_____
Property Owner if not current resident
Name_____ Telephone_____
Address_____ City, State, Zip_____

Please check any item that may apply to your premises.

___Outside spigots without vacuum breaker
___Swimming pool
___Animal watering trough
___Shampoo bowl/sink
___Private well, spring, or cistern
___Darkroom/photo development
___Frost-proof spigot without vacuum breaker
___Lawn irrigation sprinkler system
___Fire protection sprinkler system
___Mop sink/laundry sink/ utility sink with hose bib threads
___Hose end sprayer for fertilizer or other chemicals

____Baptismal pool
____ Dye vat
____ Steam or hot water heating system
____ Carbonated drink machine
____Yard hydrant/yard spigot/standpipe
____ Fish pond
____ Pressure booster pump
____Solar heating system
____ Dialysis equipment
____Water storage tank
____Pressure washers

Please return form to Wise County Public Service Authority office at
P.O. Box 3388
Wise, VA. 24293