

Bedford County PSA

1723 Falling Creek Road
Bedford, Virginia 24523
Phone: 540-586-7679 x4
Fax: 540-586-5805
Email: psa@bcpsa.com



As our water and/or sewer customer, so that we may better serve you, please fill out this short questionnaire and return it to our office at the address listed above. If you would prefer to fill it out online, please visit www.bcpsa.com/survey. Thank you for your response!

1. Would you be interested in the ability to **view and pay your bill online** over the internet?
Definitely Interested
Maybe Interested
Not Interested
2. Would you be interested in having your **bank account debited** to pay for your bill?
Definitely Interested
Maybe Interested
Not Interested
3. Would you be interested in **electronic statements being emailed** to you in place of paper statements being sent to you in the regular mail?
Definitely Interested
Maybe Interested
Not Interested
- 4a. Would you be interested in having your water/sewer **services billed monthly** (instead of the current bimonthly schedule)? This would reduce the amount of each bill by approximately half, and the bills would come more frequently.
Definitely Interested
Maybe Interested
Not Interested
- 4b. In order to switch to monthly billing, it may be necessary to **estimate the bill every other month**. If the bills were changed to be sent out monthly, would you object to getting an estimated bill one month, with the actual read bill (from reading the water meter) on alternating months?
Definitely would not object
May Object
Would object
- 5a. Would you like to have the capability of performing a **balance inquiry using an automated phone system** 24 hours 7 days a week?
Definitely Interested
Maybe Interested
Not Interested
- 5b. Would you like to have the capability of **paying your bill using an automated phone system** 24 hours 7 days a week?
Definitely Interested
Maybe Interested
Not Interested
6. Of the above items, **which ONE would interest you the most?** _____

Please list any other ideas or suggestions you would like for us to explore: