

October 17, 2017

Re: Drought Warning – Update to Car Rental Agencies

Dear Customer:

In our letter of October 9, 2017, we alerted you that a **Drought Warning** had been issued for the Charlottesville and Albemarle County region, based in large part on the concern with the declining level of the South Fork Rivanna Reservoir. At this date, it is difficult to estimate when restrictions may be lifted.

One specific mandatory restriction states that the washing of automobiles and other vehicles is to be conducted only at a certified commercial carwash facility. The clear inference was that rental car agencies like yours were to end all washing operations.

Effective immediately, the **following is the policy** the ACSA will enforce for the duration of the mandatory water restrictions:

- Cars, trucks and other vehicles that you rent/lease may be washed and detailed upon initial arrival at your facility.
- Cars, trucks and other vehicles that you rent/lease may be washed upon return by the customer at the end of the rental/lease agreement.
- Lot washing of any vehicle **should not** be conducted since this practice likely violates the Albemarle County stormwater ordinance.
- Vehicle washing may be conducted at any of the certified commercial carwash facilities. Visit our website at: <http://www.serviceauthority.org/drought.html> to identify these facilities.

The ACSA recognizes there is variability in how you conduct your vehicle washing, from an entirely manual effort, to a process that is partially or fully automated. Regardless of the manner in which you wash your vehicles, we request that you implement other conservation measures to reduce your water use by at least 20%. Further, if your process is automated, we ask that you begin to consider plans for more significant water conservation measures, such as the use of recycled water, if you are not already doing so. We trust this modified approach will result in minimal effect on your business operations, and we thank you in advance for your cooperation during this challenging water emergency.

Sincerely,


Tim Brown
Environmental Compliance Specialist

TB/dst

Cc: Gary O'Connell, ACSA Executive Director
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