



May 15, 2019

Re: Water Service Disruption - Update

Dear Water Customer:

The Rivanna Water and Sewer Authority's (RWSA) Phase 2 Water Valve Replacement Project created the need to schedule a temporary water shutdown of the water main serving your area due to work near the intersection of Rio Road East and Pen Park Lane. This work was scheduled to occur from 10:30 p.m. on **Tuesday, May 14, 2019** until 6:00 a.m. on **Wednesday, May 15, 2019**.

Due to unforeseen circumstances the night of May 14th, the work was not completed. The valve being replaced could not be fully isolated for removal. Water service was restored at 4 a.m. this morning. A meeting is scheduled for this afternoon to discuss the next steps required to complete this work. A letter will be mailed to affected homeowners once a new schedule is determined. The ACSA will also provide updates through multiple sources that will allow customers to obtain the current status. Updates will be posted to our website (www.serviceauthority.org), our social media accounts (Facebook, Twitter and Instagram) and a recorded voicemail greeting (434-977-4511, Ext. 129). The purpose of the recorded voicemail greeting is to allow customers without internet access to obtain updates. This voicemail access will be detailed in the mailed update letter once a new schedule is determined.

We regret the inconvenience you will experience, and we appreciate your cooperation as improvements are made to the water system.

Sincerely,

A handwritten signature in blue ink, appearing to read "Alexander J. Morrison", is written over a light blue horizontal line.

Alexander J. Morrison, P.E.
Senior Civil Engineer

AJM/dbh

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