Dear Customer,

As 2019 lies before us as a year filled with progress and promise, the Albemarle County Service Authority (ACSA) will move ahead with forward-thinking initiatives focused on improving our services for the benefit of you, our customers over the coming months.

The focus of our work will be outlined in our new Strategic Plan, which will carry us through 2022. Developed using industry best practices, the Plan addresses the future challenges and opportunities facing the ACSA.

Two major projects will form the core of the Strategic Plan. The first is our study to upgrade what is perhaps our most essential piece of infrastructure – your water meter. To increase efficiency and interactive metering, we will upgrade or replace all of our meters to incorporate an advanced metering infrastructure (AMI).

This new technology will enable you to view your water usage in near real-time, allowing you to keep a close eye on your bill. You will even be able to set up text, phone, and email alerts that will notify you about potential leaks and high bills before they can harm your bank account.

At the same time, ACSA staff will gain valuable information about how the water system is performing. We will be able to more rapidly identify problem areas, so we can proactively target them for repair and replacement. If Board approved, the AMI Project is expected to begin in 2020.

The second project will be the implementation of a new Computerized Maintenance Management System, or CMMS. It will provide the ACSA an upgraded ability to manage essential work assignments and gain new levels of efficiency throughout our entire organization. Our goal is to have an online customer request function.

Along with this redesigned newsletter, you will find our 2019 Customer Survey. I would like to personally invite you to answer the brief, but informative, questions to help us ensure you are receiving the best customer service experience possible.

The survey is also available online at www.serviceauthority.org.

The survey will provide the ACSA with helpful, customer service-related information, including your satisfaction levels with our services; the improvements you would like to have available in the future; and how you would like us to keep you informed about our work.

Thank you for taking the time to read our newsletter and fill out our survey. We encourage you to connect with us on Facebook, Twitter, and Instagram for the latest information about your water and sewer services, including water emergencies and outages.

The ACSA employees and I look forward to continuing to provide high quality, safe and reliable water for decades to come.

Gary O’Connell, Executive Director
TOP WINTER TIPS to Protect Your Pipes!

- Tightly close doors & windows
- Insulate pipes in unheated & drafty areas
- Shut off and drain pipes leading to your outside faucets
- Close the inside valves and drain the pipes leading to your outside hose bibs
- Know where your main shutoff valve is and label it. Teach everyone how to turn it off.
- If a cold snap hits, open the cabinets to get heat on the pipes. Allow the faucet farthest from the shutoff valve to drip to keep the water moving.
- If you suspect a frozen pipe and can find it, turn up the heat and open your cabinets. Then use a hair dryer or warm, wet towels on the problem pipe. NEVER USE AN OPEN FLAME.
- Can’t find the problem? Call a licensed plumber for additional help.

"Save Water" Art Contest

The City of Charlottesville, ACSA, and Rivanna Water and Sewer Authority took part in its 4th Annual "Imagine a Day Without Water" campaign to educate and inspire the community about the value of water. We asked students to illustrate "How Do You Save Water?" Our next campaign and contest will take place in September. View more winners at www.serviceauthority.org.

BEN O’ HARE - 2ND GRADER, JOHNSON ELEMENTARY
Albemarle County Service Authority (ACSA) believes our customers are critical to helping us ensure they are receiving the best customer service experience possible. As the ACSA looks to the future, we want to receive your input and ask for your feedback and comments about your water and sewer services. Thank you for taking the time to complete this survey and for helping the ACSA continually improve our efforts.

Please rate your satisfaction with the following items related to your water service:

<table>
<thead>
<tr>
<th>Item</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Somewhat Dissatisfied</th>
<th>Very Dissatisfied</th>
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<tbody>
<tr>
<td>Safety of your drinking water</td>
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<td>Taste of your tap water</td>
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<td>Smell of your tap water</td>
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<td>Clarity of your tap water</td>
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<td>Water pressure on a typical day</td>
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<td>Information provided by the ACSA about your water</td>
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<tr>
<td>Other</td>
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Please specify “Other”: ____________________________________________

If you rated “Dissatisfied” in any way, please inform us why so we can address: ____________________________________________

Please rate your satisfaction with the following items related to your service:

<table>
<thead>
<tr>
<th>Item</th>
<th>Very Satisfied</th>
<th>Somewhat Satisfied</th>
<th>Neutral</th>
<th>Somewhat Dissatisfied</th>
<th>Very Dissatisfied</th>
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<tr>
<td>Your bill is easy to understand</td>
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<td>Your water service rates are affordable</td>
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<td>Quality of ACSA staff response to service requests</td>
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<td>Quality of ACSA staff response to emergencies</td>
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<td>Information provided by the ACSA about water disruptions (FYI, ACSA posts emergency information on social media - Twitter, Facebook, Instagram; follow us)</td>
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<td>Your overall quality of customer service</td>
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<td>Other</td>
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</table>

Please specify “Other”: ____________________________________________

If you rated “Dissatisfied” in any way, please inform us why so we can address: ____________________________________________

Have you had any contact with ACSA staff within the last two years?    | Yes | No
If yes, who was contact with?                                         |     |     |
☐ ACSA Field staff, including work crews and meter readers            | ☐ Both |
☐ ACSA Office staff, including Customer Service employees             | ☐ Other |

Please specify “Other”: ____________________________________________
How was your experience working with ACSA staff (if applicable)?

- Staff was courteous
- Staff was knowledgeable
- Staff was able to resolve my issue

How do you prefer to receive information about ACSA services (check all that apply)?

- Water/sewer bill (insert/message)
- Social Media (Twitter, Facebook, Instagram)
- Email*
- News Media
- Annual Water Quality Report – Consumer Confidence Report
- Other

Please specify “Other”:

*If by email, please provide your email address:  

The ACSA is developing a new Strategic Plan that will guide our overall efforts. The plan will prioritize an improved customer service experience and the use of automated meter reading technologies. Below, please describe areas you believe the ACSA should focus on for the future:

Please rate the importance of these potential service options:

- Offer water use information online
- Offer web-based/mobile phone customer service requests
- Offer water leak notifications
- Offer additional payment options

Any additional service options you might suggest:

Have you contacted the ACSA with a concern in the last two years about your water or sewer services?  

If yes, what was the nature of your concern?

- Utility bill
- Water service
- Sewer Service
- Other

Please provide more information about your concern:

If you would like to share any additional comments or concerns, we invite you to share them here:

If you would like to be contacted by the ACSA, please provide your contact information below (this will be confidential and not shared):

Name:
Address:
Email:
And/or phone number:

Thank you for your participation and input. We greatly appreciate your time. The ACSA will publish survey results on the website in late April. Completed surveys may be returned with your utility bill, and will be entered into a drawing for a chance to win a $100.00 gift card!