Our Own 10-Year Challenge

Dear Customer,

All of us at the Albemarle County Service Authority (ACSA) hope you and yours had a wonderful holiday season and will enjoy a healthy and prosperous New Year.

The turning of the calendar leads us all to look back as well as cast an eye toward the future. Social media was filled with people taking part in 10-Year Challenges, where they posted pictures of themselves from 2010 alongside their most recent photos. Along with the images, they wrote about their hopes for the years ahead.

For those of us who work in water, the idea of a 10-year challenge is nothing new. After all, the infrastructure we must construct, operate, and maintain needs to last for decades, long past 2020. If we posted photos of our progress since 2010, you would see images of a new dam, tanks, pump stations, and pipes, alongside upgraded treatment plants and computer systems.

Last year, I told you about our new strategic plan that provides a blueprint for excellence in customer service, technology, and environmental sustainability for the next three years. It will ensure we continue to deliver safe, clean, reliable Albemarle water. In 2020, we will announce several improvements, including new bill pay options and online payments.

These are just our first steps to ensuring that, when we reach the year 2030, our next 10-Year Challenge will reveal an unparalleled number of accomplishments on behalf of our customers.

Gary O’Connell, Executive Director

Providing the Highest Quality Drinking Water

Beginning in December, the Rivanna Water and Sewer Authority, in partnership with the ACSA and Charlottesville Utilities, changed its corrosion control inhibitor to better protect customer pipes and plumbing fixtures. The effort was approved by the Virginia Department of Health and was made on top of the recent installation of granular activated carbon (GAC) to provide advanced treatment at all of the water plants.

Extensive testing was conducted to confirm the new inhibitor will be more effective and not impact our customers in an adverse way.

The transition to the new inhibitor began with the Crozet Water Treatment Plant in December, and will be followed by the Scottsville and Urban Area Water Treatment Plants in early 2020.

A list of Frequently Asked Questions about the transition can be found by visiting serviceauthority.org.

Check out the NEW serviceauthority.org today!
Winter Water Tips

As we make our way through this winter, the ACSA wants to remind you of some helpful tips to protect your pipes when the weather turns its coldest.

- Tightly close doors & windows.
- Insulate pipes in unheated areas.
- Shut off & drain pipes leading to your outside faucets.
- Mark your main shutoff valve.
- Teach everyone how to use it.
- During cold snaps, open cabinets to allow heat to reach the pipes.

When the weather turns its coldest, allow the faucet farthest from the shutoff valve to drip to keep the water moving.

If you find a frozen pipe, turn up your heat & make sure it reached the pipe. Use a hair dryer or hot towels on the problem area. **Never use an open flame.**

The ACSA, the Bridge Progressive Arts Initiative, Charlottesville Mural Project, & the County of Albemarle sought artistic designs for fire hydrants to serve as a model for future projects to use the power of inspired creativity to transform our perception and interaction with neighborhoods and public spaces.

Community artists participated in the pilot project at five locations.