

# news & updates

## Serving You During the Coronavirus Pandemic

*Dear Customer,*

At the start of the year, I wrote to you about how the Albemarle County Service Authority (ACSA) was preparing for the future, how we had constructed a strategic plan to map out improvements in customer service, technology, and environmental sustainability for the next three years.

Three months later, I am writing to you about a global, COVID-19 pandemic that has significantly impacted our quality of life. I don't have to tell you how almost every facet of our society has been affected.

One thing COVID-19 does not impact is your drinking water. The Centers of Disease Control and Prevention (CDC), the World Health Organization (WHO), and the U.S. Environmental Protection Agency (EPA) all agree that COVID-19 has not been detected in drinking water and that conventional water treatment methods that use filtration and disinfection, such as the methods used for your drinking water, remove or inactivate the virus that causes COVID-19.

Your health and well-being remain the ACSA's highest priorities, and our staff is dedicated to making sure your water and wastewater services stay safe and reliable. While this situation is unprecedented, we have consistently prepared for crises and have instituted our emergency plans. We will continue to operate thoughtfully and thoroughly, following the guidance we are receiving from federal, state and local leaders.

All of us at the ACSA share a great deal of pride in the communities we serve and their ability to come together and persevere. We know the financial impacts of COVID-19 will last long past the moment when the virus has been contained. We will continue to assess our Customer Service policies to make sure they balance the need for us to maintain our operations with the economic realities we ALL face together.

The ACSA will continue to be guided by our core value of public service – “serve and conserve” – as we communicate transparently about our short-term response to COVID-19 and our long-term commitment to improve our systems and operations for years to come. I invite you to visit our website and join us on our social media streams – Facebook, Twitter, and Instagram – for continuing updates on our progress.

Thank you for your resilience and cooperation,



Gary O'Connell  
Executive Director,  
Albemarle County Service Authority

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