As COVID-19 has radically impacted our lives, our work at the ACSA to maintain and improve our infrastructure in a timely, cooperative, and financially responsible manner continued on. So, with Mr. Edison in mind, I'm proud to announce the launch of MyWater, an ACSA innovation program that will improve upon the high-quality services we currently provide through a series of customer service and infrastructure-related improvements.

One of our goals with MyWater is to make your lives easier while making our water system more resilient and efficient. Over the coming weeks, months, and years, you as a customer will benefit from a series of improvements to your water system and our customer service operations. At the same time, the ACSA will gain valuable information about our infrastructure so we can keep it strong for decades to come.

The first MyWater innovation that will both benefit you and the ACSA is the start of our Advanced Metering Infrastructure (AMI) project. Later this year, we will begin upgrading all of our 20,000-plus water meters with ones incorporating the latest technology. The entire project will take 18 months to complete.

With AMI, you will gain 24/7 access to your account enabling you to review your usage in near real-time, giving you more control over your costs than ever before. (See reverse side.) The ACSA gains a major operational advantage: the increased ability to remotely manage our systems. This will significantly save on energy costs, lower our carbon footprint, and cut employee risk from auto accidents.

It's hard to find a better program to launch under MyWater. In the coming months, we will announce more innovations, including a new customer payment and communication system that will provide the most convenient methods of payment and the ability to receive information from the ACSA in the ways you prefer.

I look forward to keeping you updated about MyWater's progress. Before I close, I want to thank you all for your patience and understanding as we have dealt with COVID-19-related changes to our operations here at the ACSA. Because of your resilience and the dedication of our hard-working employees, we have been able to manage the challenges of this pandemic with little impact on our services or our operations.

Thank you.

Gary O’Connell, Executive Director

serviceauthority.org
Customer Service: 434-977-4511
custserv@serviceauthority.org

Introducing MyWater

Dear Customer,

“There’s a way to do it better. Find it.” – Thomas Edison

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www.serviceauthority.org
MyWater will expand the ACSA’s use of advanced technology to continually provide you with the highest levels of customer service, both at your home or business and at our offices. As part of MyWater, the ACSA will upgrade all of our water meters with Advanced Metering Infrastructure to safely and securely deliver customer data to the ACSA and provide the following benefits:

- **Enhanced Customer Service**
- **Proactive Leak Alerts**
- **Customer Cost Control**
- **Added Efficiency & Sustainability**

The upgraded meters will allow both you and the ACSA to proactively view usage data in near-real time, enabling you to manage your account more effectively as we service it with greater efficiency. AMI will enable alerts about leaks, high usage, outages and other events, helping you avoid costly repairs and higher bills while we all cut water waste. Here’s how it all works:

After reviewing our options and the results of our Customer Survey, the ACSA decided improvement of our billing and payment systems was a top priority. Under MyWater, we will enable you to make payments in a variety of customer-friendly ways without incurring fees: Credit Card, Venmo, PayPal, PayPal Credit, and echeck/ACH. Our new system will also enable you to receive important ACSA information a variety of ways, and exactly the way you want. We’ll have more on this in the near future.

Your health and well-being remain the ACSA’s highest priorities. COVID-19 has not impacted your water quality and our staff is dedicated to ensuring your services stay safe and reliable.

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.