



August 17, 2020

Dear Valued Customer:

The health, safety and well-being of our ACSA employees, customers and the communities we serve, as always, is our top priority. We have been closely monitoring the situation around COVID-19, responding to new information as it happens and preparing for all possible scenarios.

In response to the evolving situation and in accordance with the guidance provided by the CDC and WHO we have taken several additional safety measures out of an abundance of caution:

- The ACSA Administrative Office will be closed to the public until further notice. ACSA staff is available via phone 434-977-4511 or online at [www.serviceauthority.org](http://www.serviceauthority.org).
- Payments may be made at our “night deposit” box which can be found to the left of the main entrance of this building.
- **Please note, there are multiple ways you can make electronic payment including credit cards. Information can be found on our website and during the COVID-19 emergency, associated processing fees will be applied to your account as a credit.**
- Disconnection of service for non-payment will be suspended until further notice.
- Appointments are available on a limited basis, please contact our office at 434-977-4511 to schedule.

Our staff will continue to respond to customer requests and provide a high-level of service. If you need to speak with an ACSA representative, please call: **434-977-4511**

**Press #1** – Online or Credit Card Payments for Water and Sewer bills.

**Press #2** – To speak with a customer service representative, to initiate/terminate service or ask questions related to your account;

**Press #3** – To speak with an administrative representative regarding, toilet/rain barrel rebates, connection charges, deliveries, etc.

Sincerely,

ACSA Management & Staff