Dear Customer,

Six months ago, I wrote to you about the Albemarle County Service Authority’s efforts to closely monitor and prepare for the COVID-19 pandemic, a public health crisis unlike anything we’d previously experienced. Six months later, we remain in unchartered territory, still trying to limit the impact of the virus on ourselves, our families, and our neighbors.

As time passes and we move through our daily lives, some basic truths can become muddied. I’d like to remind you that the safety of your drinking water remains our highest priority and that the coronavirus did not, and will not, affect the quality of your drinking water. Multi-barrier treatment and disinfection processes like the ones used to produce your water remove or inactivate viruses.

Since the pandemic hit our community, the ACSA has tried to act thoughtfully, with flexibility and responsibility. We’ve done our best to learn and adapt as new information became available. On the back of this newsletter, you will find a brief survey that gives you the opportunity to provide us with feedback about how we’ve carried out our responsibilities during COVID-19. I ask you to take a minute to tell us how we’re doing so we know where we are being successful and where we can improve.

Since March, we have watched our communities take on COVID’s unimaginable challenges with strength and resiliency. As we prepare for the possibility of more difficult times ahead, we can take solace in knowing that we’ll emerge stronger than before.

Sincerely,

Gary O’Connell, Executive Director

"Flushable Wipes" Are NOT Flushable!

You see the ads all the time now. "Flushable wipes are incredible!" Let us be as perfectly clear: these wipes are NOT flushable!

As you can see, they do NOT break down in your wastewater system like toilet paper, leading to clogs of sewer pipes and essential plant infrastructure. Don't flush these wipes!

Only flush the Three P’s down your toilet. Poop. Pee. Paper. (Toilet paper, that is.)

The CodeRED Community Emergency Alert system is used by Albemarle County and the City of Charlottesville to notify residents and businesses of critical situations – like ACSA emergencies – and provide information regarding necessary actions.

You can register to receive phone messages, text messages and e-mail messages by visiting www.communityemergency.org.
The Albemarle County Service Authority (ACSA) would like to take this opportunity to thank our customers again for your continued patience and resiliency during these unprecedented times as we all deal with COVID, and to request feedback on your water and sewer service. We greatly appreciate your assistance and look forward to receiving your responses.

1. Within the past six months, what service(s) have you been in contact with the ACSA about (check all that apply):
   - My water service □
   - My sewer service □
   - My utility bill □
   - Other □
   If other, please specify: ____________________________________________

2. Overall, how satisfied were you with the service received?
   - Very Satisfied □
   - Somewhat Satisfied □
   - Neutral □
   - Somewhat Dissatisfied □
   - Very Dissatisfied □
   If dissatisfied, please explain why so we can address: ____________________________________________

3. How satisfied are you with the information provided by the ACSA about your water?
   - Very Satisfied □
   - Somewhat Satisfied □
   - Neutral □
   - Somewhat Dissatisfied □
   - Very Dissatisfied □
   If dissatisfied, please explain why so we can address: ____________________________________________

4. Has the closing of the ACSA office to the public had an impact on your water or sewer service?
   □ Yes □ No
   If “yes”, please explain how so we can address: ____________________________________________

5. Below, please provide any comments or suggestions on how the ACSA can better meet your needs.
   ____________________________________________

6. If you would like the ACSA to follow-up with you on your feedback, please provide your preferred contact information below:
   Name: ____________________________________________
   Email: ____________________________________________
   Phone Number: ______________________________________

Please mail back the survey with your payment or go online to complete a survey.