

news & updates

Properly Planning for a Stronger Future

Dear Customer,

As we emerge from COVID-19, the ACSA and our wholesale water and wastewater treatment provider, the Rivanna Water and Sewer Authority (RWSA), are returning our focus to the long-term work needed to keep our aging systems - the RWSA's water treatment plants are more than 60 years old - safe and reliable. After all, one thing we can all take away from 2020 is how the ACSA and the RWSA both continued to provide clean water and helped protect public health by treating COVID-tainted wastewater.

The RWSA must perform significant upgrades at its plants over the next few years and we at the ACSA must play - and pay - our part. The RWSA plans to raise their FY '22 water rates by 18.2% and their sewer charges by more than 12%.

This spring, you will hear more about our proposed budget and rates for FY '22. We'll show you how the ACSA will fund essential infrastructure projects in a financially responsible manner that takes into account COVID's continued impacts.

Last year, we planned to start a necessary series of rate increases. Then COVID hit, and it wouldn't have been right to carry them out. Working with the RWSA, we were able to defer the increase. This year, however, we must raise rates. Fortunately, because of our past work to build funding reserves for use during challenging times, we're able to absorb much of the RWSA's proposed increases and propose a 5% increase in customer rates.

Next month, you will receive an insert on our budget and rates proposal for FY '22. I encourage you to review it and ask me any questions. As always, I thank you for your consideration.



Our MyWater utility innovation program continues to move forward on our charted course for the future. April will mark the first phase of our advanced meter installations, which will take a year to complete.

Customers will receive prior notice before the work takes place and will be informed by a door hanger when the upgrade occurs. You do not need to be present.

We invite you to visit the MyWater section of serviceauthority.org. You will find details about the full program, as well as information on the meter upgrades.



A handwritten signature in black ink that reads "Gary O'Connell".

Gary O'Connell, Executive Director

It's Time to Fix A Leak & Save Money

Household leaks can waste nearly 1 trillion gallons of water annually nationwide, so each year the EPA holds "Fix a Leak Week" to help you find and fix leaks inside and outside your home so you can save valuable water and money all year long.

The average household's leaks can account for nearly 10,000 gallons of water wasted every year and ten percent of homes have leaks that waste 90 gallons or more per day.

Common types of leaks found in the home are worn toilet flappers, dripping faucets, and other leaking valves. These types of leaks are often easy to fix, requiring only a few tools and hardware that can pay for themselves in savings.

To check for leaks in your home, you first need to determine whether you're wasting water and then identify the source of the leak. Here are some tips for finding leaks:



Old or worn-out toilet flappers can cause leaks. Replacing them can be a quick and easy fix for your water woes.



Old and worn faucet washers and gaskets frequently cause leaks in faucets. A leaky faucet that drips once per second can waste more than 3,000 gallons per year.



Leaky showerheads can be fixed by making sure there is a tight connection between the showerhead and the pipe stem and by using pipe tape to secure it.



If you have an in-ground irrigation system, check it each spring before use to make sure it wasn't damaged by frost or freezing.

2020 Annual Report Now Available Online

The ACSA has produced an Annual Report to detail our work on behalf of our customers during Calendar Year 2020. It goes without saying it was a difficult year for all of us. However, thanks to the work of our dedicated staff, we have taken the funds you've entrusted to us and made noteworthy progress on several major goals, despite COVID's challenges. You can find the report through our homepage at www.serviceauthority.org.

