

# news & updates

## A New - and Improved - Normal

*Dear Customer,*

I was almost afraid to write those two words in the headline - "New Normal" - for fear they would make you roll your eyes and toss this newsletter aside. I wanted to use them for a very simple reason, to emphasize that the more things changed in our lives because of Covid, the more things stayed the same when it came to the delivery of your services. It bears repeating: Your water service was not impacted due to the virus and your wastewater services stayed as reliable as ever as we stayed home more than we ever hoped.

We were all able to count on our services because of the investments you've enabled us to make in recent years. Those investments continued to be made during Covid, even though we stopped, then slowed our rate increases. As you will see throughout this newsletter, we continue our work to make significant progress on multiple future-focused efforts.

Our MyWater utility innovation program is picking up steam. The first phase of our advanced meter installations has gone well and will continue again in the fall. At the same time, we've also made improvements to our online bill payment system to make it more secure and customer friendly.

We hope our efforts to improve your services, while keeping them affordable, demonstrate our care for you, our customer, as we adjust to our "new normal."



Gary O'Connell, Executive Director



As Gary mentioned, our MyWater utility innovation program is successfully moving through its initial stages. Advanced meter installations began in April and will continue again in the fall, providing us with important information as we move toward full system implementation.

Customers will receive notice before the meter installations take place. You do not need to be present and a door hanger will be left behind after the upgrade.

As always, we invite you to visit the MyWater section of our website, [serviceauthority.org](http://serviceauthority.org). You will find details about the full program, as well as information on the meter upgrades.



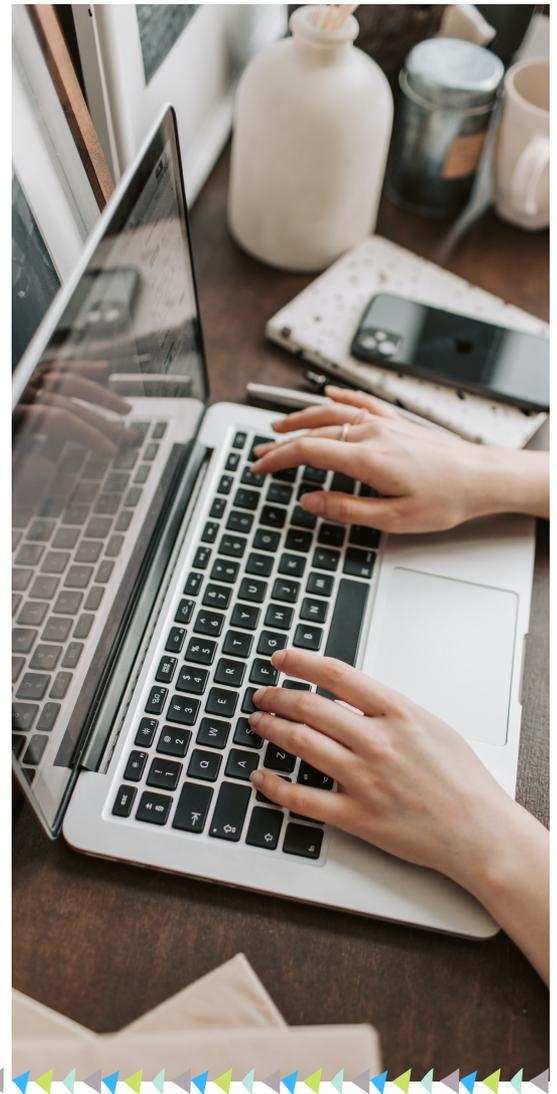
# Changing the Customer Experience

We are excited to share some great news about the ACSA's new customer portal and payment system, which will enable you to review your account information online and securely pay your bills.

Partnering with Paymentus, you will be able to pay your bill online or set up auto payments using a credit or debit card, a checking or savings account, PayPal, or Venmo.

To take advantage of our new system, you are required to set up an online account using a prior billing statement. You can complete this one-time process by visiting our website at [www.serviceauthority.org](http://www.serviceauthority.org) or by going directly to the portal at [www.serviceauthority.org/pay-my-bill](http://www.serviceauthority.org/pay-my-bill)

We hope you find these customer service improvements beneficial. For more help, contact our Customer Service Department by email at [custserv@serviceauthority.org](mailto:custserv@serviceauthority.org) or by calling (434) 977-4511.



FY '22 RWSA Cost Increase charged TO the ACSA

**15.5%**

ACSA's Use of Fund Reserves



**5%**

FY '22 Proposed Rate Increase charged BY the ACSA

## FY 2022 Budget & Rates Set

Before Covid struck, the ACSA was about to institute a series of responsible rate increases so we could support Rivanna Water & Sewer Authority's required upgrades. We remain mindful of Covid's impacts on our customers. That's why we applied funding reserves to keep this year's rates lower, reducing the RWSA's 15.5% move into a 5% one, with more increases spread out over several years.

### Combined Monthly Bill Comparison

Single-Family Residential, 4,000 Gallons



## Water Quality Reports Available

The ACSA's four Water Quality Reports for the calendar year 2020 are now available online! They provide important details about your drinking water, including how well we perform when it comes to lead and PFAS compounds. You'll see how, once again, we met or exceeded safety and quality standards as set by the EPA.

