

news & updates

Meeting Today's Challenges. Just Like You.

Dear Customer,

As we know all too well since 2020, the best-laid plans can end up being tossed aside by the events of the day. I've written several times about how the Albemarle County Service Authority and our dedicated staff have handled Covid in order to continue delivering safe, clean water to your taps. Now, we face inflationary challenges created as we come out from under Covid (finally?) and price increases for energy generated by the conflict in Ukraine and world economic pressures.

While we can't see into the future at the ACSA, our staff and I do our best to properly plan and make sure that our decisions are not short-sighted and leave us - and you, our customers - vulnerable to unforeseen events. We're also fortunate to work with partners like the Rivanna Water and Sewer Authority and Charlottesville utilities, who share our views on moving forward using thorough planning and preparation. Rivanna, in particular, is continuing to push forward with much-needed upgrades to our water and sewer systems. Yes, the costs of these efforts will add slightly to your bills but, because of the tools we have put in place, the ACSA is fully prepared to lessen their financial impacts on you.

In our last newsletter, I shared with you how the ACSA is in a strong position to meet new federal and state regulations that are on the horizon. As thousands of other utilities across the country deal with the regulations' significant impacts on their staffs and resources, we can say that our past work - and that of our partners - continues to pay off. As a result, the revised Lead and Copper Rule and new testing regimen for PFAS contaminants are not likely to cause us a great deal of concern.

I look forward to sharing our continued progress throughout 2022, including the introduction of a new online customer portal and the re-opening of our offices on April 4. I thank you, as always, for your continued patience and respect for our staff as we continue to make our way into the future.



Gary O'Connell, Executive Director



ACSACONnect



ACSA_connect

ACSA Water Quality Reports Coming This Spring

Our drinking waters report detail our work to deliver water of highest quality to your homes and businesses. Once again, our water meets or exceeds all regulatory requirements. You can also read about how well we handle the issue of lead and PFAS discoveries in our nation's drinking water. Visit our homepage - www.serviceauthority.org - later this spring for your service areas's water report.



**Need help, but it's not an emergency?
The ACSA just made it a whole lot easier.
Visit our new Service Request Page @
www.serviceauthority.org.**



Come & take a look at **MyWater** Provided by ACSA

To make it easier for you to understand everything involved in our MyWater utility innovation program and our first effort to upgrade your water meters, the ACSA created a short video to explain ALL of the benefits you will enjoy, along with details about how the meter work will be conducted. To watch the video, visit serviceauthority.org and click on the MyWater page.



Advanced Metering Infrastructure (AMI)

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



What to expect