



Popular Annual Financial Report For the Year Ended June 30, 2024





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What Is A Popular Annual Financial Report?

Popular Annual Financial Reports (PAFR) are streamlined, abbreviated versions of the Annual Comprehensive Financial Report (ACFR).

Our Popular Annual Financial Report (PAFR) has been designed to communicate efficiently with clear language and appealing graphics which promote fiscal stewardship, trust, and transparency within our community.

This report highlights financial and operational information presented in the Albemarle County Service Authority's FY 2024 ACFR but does not contain all the detailed financial information as required in the [Albemarle County Service Authority FY 2024 ACFR](#).

To obtain the most current and past Annual Comprehensive Financial Reports, we encourage you to please visit our website: serviceauthority.org.



Values

The Albemarle County Service Authority (ACSA) is committed to providing the highest quality customer service which:

A - ALIGNS to our values of honesty, trust, integrity, mutual respect, open communication, and employee empowerment.

C - COMMITS to our community through responsiveness and collaboration. We actively promote conservation and environmental stewardship.

S - STRIVES for professional excellence by maintaining consistent and fair policies across the organization and encouraging and recognizing pride and dedication to ensure a healthy working environment.

A - ASPIRES to practice strategic foresight and fiscal responsibility while embracing innovation.

Vision



“Serve and conserve today, sustain for tomorrow, and protect our resources forever.”

Strategic Plan 2023-27

The Strategic Plan serves as a roadmap to achieving our vision. Guided by our mission, the plan prioritizes key areas such as data optimization, business resilience, customer experience, and employee experience.

Our commitment to transparency and accountability means we actively track progress and adjust to meet evolving needs. To learn more about the 2023-2027 Strategic Plan, visit <https://serviceauthority.org/about-acsa/who-are-we/>.

Mission



“With pride and dedication, we serve our customers by providing clean safe water, exemplary wastewater services, and fire protection infrastructure. Together with our community partners we maintain and improve our utility system in a timely, cooperative, and financially responsible manner.”



Message From The Director of Finance



Ms. Tanya Johnson

The Albemarle County Service Authority (ACSA) is proud to present the Popular Annual Financial Report (PAFR) for the fiscal year ended June 30, 2024. This report reflects our ongoing commitment to transparency and exceptional customer service by offering a clear, easy-to-understand summary of the 2024 Annual Comprehensive Financial Report (ACFR).

Designed to provide an accessible overview of ACSA's finances and operations, the PAFR distills key information from the ACFR into a reader-friendly format. While the data presented here is an unaudited financial summary, it serves as a valuable tool for understanding the financial health and stewardship of our organization.

I would like to express my gratitude to the dedicated professionals whose hard work and commitment ensure the long-term financial sustainability and operational excellence of our system. Their efforts are the foundation of ACSA's ability to serve our community effectively.

For more information on the annual budget or audited financial statements, visit <https://serviceauthority.org>. If you have any questions or need additional details, please feel free to reach out to me at tjohnson@serviceauthority.org or (434)-977-4511. We value your feedback and look forward to hearing from you!



Tanya Johnson

Meet The Leadership Team

Albemarle County
Board of Supervisors

ACSA
Board of Directors

Executive Director



Quin Lunsford



Emily Roach
Administration/HR



Jeremy Lynn
Engineering



Tanya Johnson
Finance



April Walker
Information Technology



Alex Morrison
Operations



Contact Information

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8:00 a.m. to 5:00 p.m.
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Who We Serve

ACSA Water Connections by Type



Single Family 20,451



Commercial 1,284



Multi-Family 637



Industrial/Institutional 268

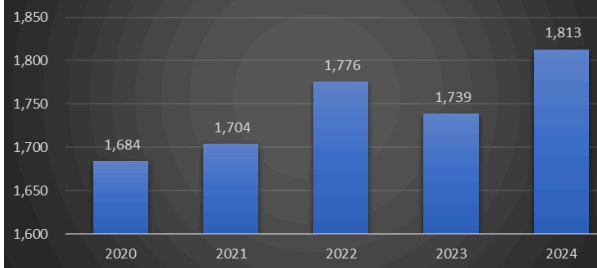
Ten Largest Water Users

Rank	Name	Gallons (Millions)
1	Martha Jefferson Hospital	24.80
2	Abbingtion Crossing Apts.	24.34
3	University of Virginia	23.11
4	State Farm Insurance	22.42
5	Southwood Mobile Homes	20.42
6	Barracks West Apts.	20.09
7	County of Albemarle	19.14
8	Four Seasons Apts.	19.02
9	SEMF Charleston	18.32
10	Westminster Canterbury	17.49

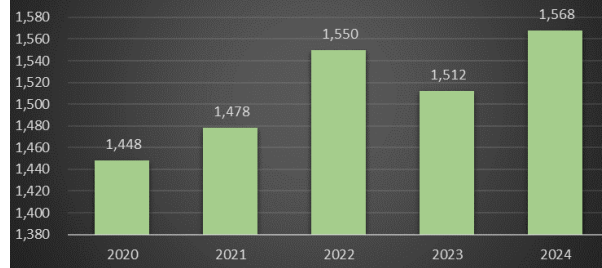
Ten Largest WasteWater Producers

Rank	Name	Gallons (Millions)
1	Southwood Mobile Homes	24.80
2	Abbingtion Crossing Apts.	24.34
3	University of Virginia	23.01
4	State Farm Insurance	21.40
5	Barracks West Apts.	20.09
6	Four Seasons Apts.	19.02
7	SEMF Charleston	18.32
8	Turtle Creek Apts.	17.06
9	Westminster Canterbury	16.83
10	Martha Jefferson Hospital	16.73

Water Sold by Fiscal Year (Millions of Gallons)



Wastewater Treated by Fiscal Year (Millions of Gallons)



What We Provide



87,693

Water Residents Served



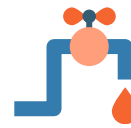
79,975

Sewer Residents Served



5.0

Gallons of Water Sold Daily



378

Miles of Water Mains



319

Miles of Sewer Mains



5,162

Work Orders Completed



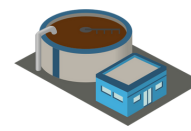
7

Water Storage Tanks



8

Water Pump Stations



10

Sewer Pump Stations



3,142

Fire Hydrants

Project Spotlight - MyWater



MyWater was an innovative program aimed at enhancing customer service and infrastructure, starting with the Advanced Metering Infrastructure (AMI) project. Through this initiative, advanced water meters were installed to securely transmit customer water usage data directly to the ACSA for billing and operations. This functionality enables both customers and the ACSA to analyze water usage data in near real-time, providing timely notifications on leaks, high usage, outages, and other events. These features help customers avoid higher bills, prevent costly repairs, and reduce water waste.

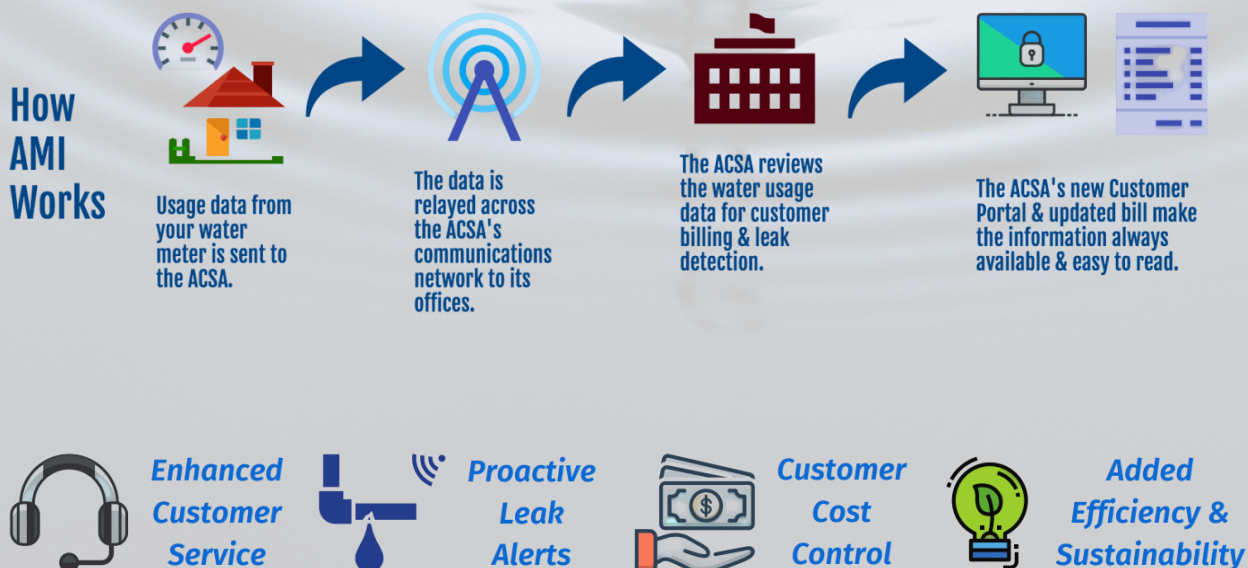
The program, which began with meter upgrades in late 2020, was successfully completed in 2024. It was implemented in two phases: Phase 1 and Full Deployment.



Phase 1 successfully validated new business processes, system integration, employee engagement, and system performance with approximately 2,000 meters.

Following the success of Phase 1, Full Deployment upgraded all remaining meters throughout our service territory. By the program's completion in 2024, 100% of the system was fully upgraded and operational. This achievement underscores our commitment to maintaining the highest level of customer service and improving utility operations.

MyWater now empowers customers with numerous benefits, including early leak detection and near real-time usage monitoring, while streamlining operations by eliminating many manual processes, such as meter reading and billing. This program represents a significant step forward in enhancing customer experience and operational efficiency.



Capital Program Highlights

Infrastructure and system-wide upgrades are essential to the water and wastewater systems, reflecting the Albemarle County Service Authority's dedication to providing safe, reliable service, meeting regulatory standards, and supporting community growth. To learn more about the Albemarle County Service Authority's Capital Improvement Programs, visit:

<https://serviceauthority.org/whats-going-on/cip/>

🎯 Avon Operations

\$ 12,900,000

🎯 Crozet Phase 4 Water Main Replacement

\$ 7,322,350

🎯 Briarwood Water Main Replacement

\$2,730,000

🎯 Jefferson Village Water Main Replacement

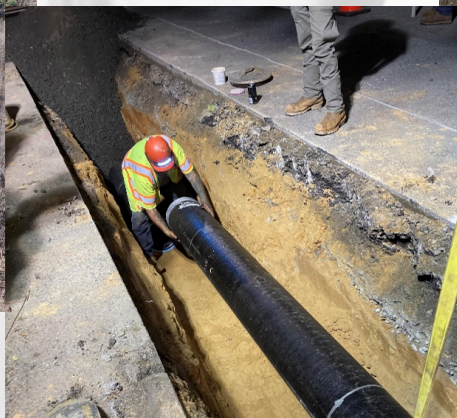
\$ 1,573,000



Capital Improvements:

A significant portion of the Albemarle County Service Authority's assets lies within the water distribution and wastewater collection systems.

Projects are prioritized and scheduled based on need. While not exhaustive, the four highlighted projects showcase key capital activities recently completed or still underway in the current capital plan.



Fiscal Year 2024 Financial Highlights

- Fiscal year 2024 operating revenues increased 14.8% to \$39,298,211 as compared to fiscal year 2023 while operating expenses increased 12% to \$43,992,405 during the same period.
- The ACSA purchases water and wastewater treatment from the Rivanna Water and Sewer Authority. Costs associated with these purchases are nearly 63% of the ACSA's overall operating expenses and increased by more than \$3,395,950 in fiscal year 2024. These increases were offset by in part by a 7% increase in ACSA customer rates.

Value of Water



Average Water Bills

The average residential customer has seen an annual increase of 3.7% in their monthly bill over the past five years.



Review of Operations in 2024

- Billed water usage in fiscal year 2024 was 1.83 billion gallons and was 91 million gallons or 5.23% more than billed water usage in fiscal year 2023.
- The Authority's customer base grew by 2.2% or 502 new connections by the end of the fiscal year.
- Billed wastewater collections in fiscal year 2024 was 1.57 billion gallons and was 56 million gallons or 3.7% more than billed wastewater collection in fiscal year 2023.



Net Position Summary

The Abbreviated Statement of Net Position (below) provides information related to the ACSA's total assets and deferred outflows and total liabilities & deferred inflows, with the difference between the two reported as total net position. Changes in net position serve as a useful indicator of whether the financial position of the ACSA is improving or declining.

Abbreviated Statement of Net Position

Year	Total Assets & Deferred Outflows	Total Liabilities & Deferred Inflows	Total Net Position
2020	\$217,258,881	16,983,771	\$200,275,110
2021	\$229,533,135	17,572,428	\$211,960,707
2022	\$236,412,821	16,323,602	\$220,089,219
2023	\$245,524,233	16,002,563	\$229,521,670
2024	\$255,674,740	17,863,923	\$237,810,817



5 Year Trend of Net Position:
Increase of
\$ 37.5 Million
Since 2020



Financial Status

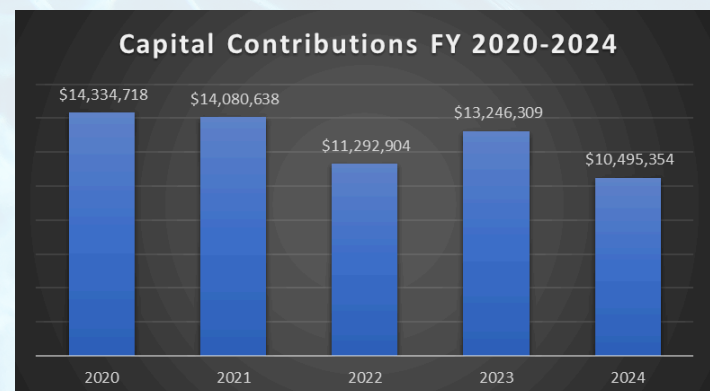
Albemarle County Service Authority's overall financial condition remained strong through 2024 as revenues exceeded expenditures. Total net position increased by \$8.29 million, or 3.6%, in 2024, compared to an increase of \$9.41 million, or 4.3% in 2023. The financial position of the ACSA remains strong and stable.

Total Net Position Increased
\$ 8.29 Million
In Fiscal Year 2024

Capital Contributions

These are two components of contributed capital: cash and contributed systems. The cash component consists of various capital related charges such as System Development and Capacity Charges. These charges are applied toward growth related capital costs and are not used in day-to-day operations.

Contributed systems are typically water and sewer lines that are installed and paid for by developers who transfer ownership of these assets to the Albemarle County Service Authority. The 2024 capital contributions, cash and contributed systems, combined, were \$ 10.5 million.



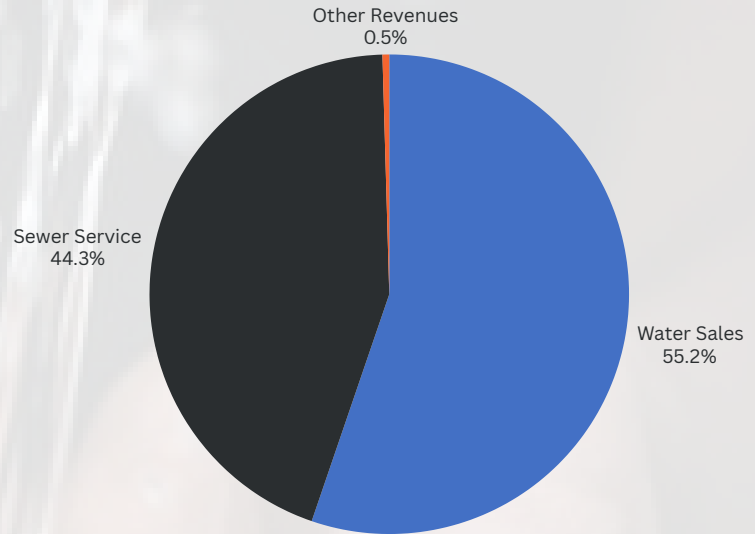
Revenues

Total Operating Revenue \$39,298,211

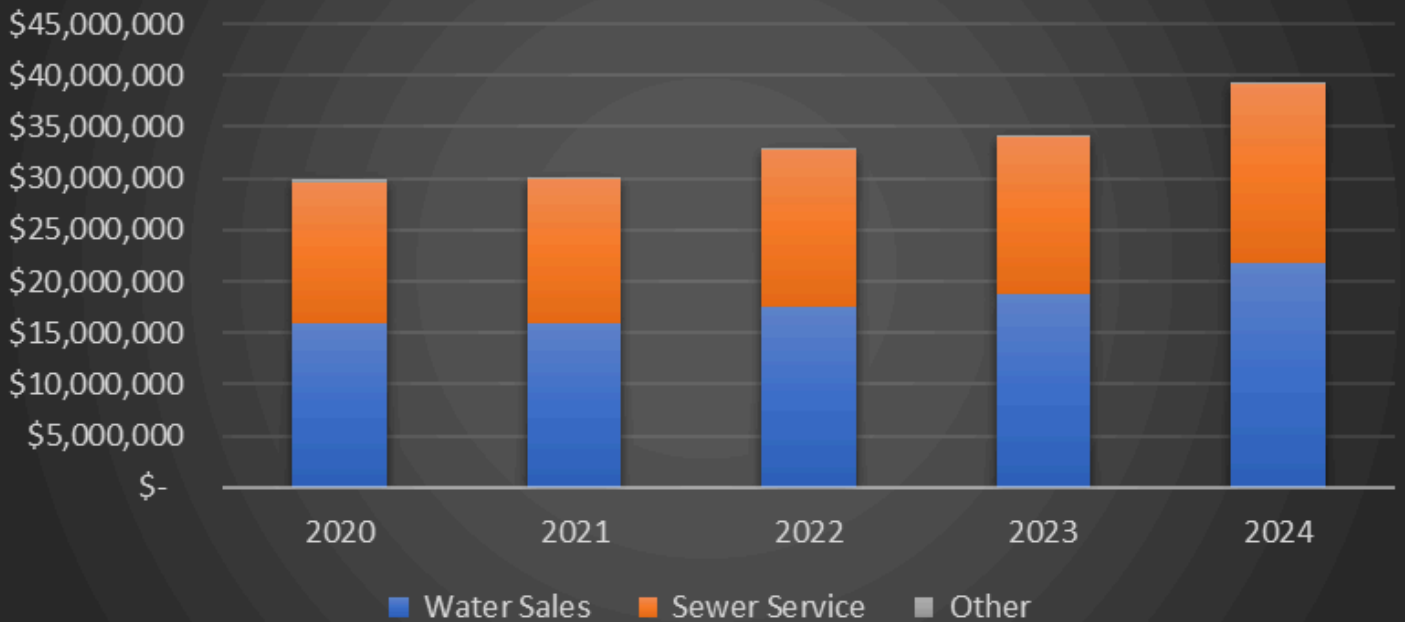
Water sales increased by \$3.0 million, or 16%, to \$21,719,767 in 2024 over the 2023 amount of \$18,720,236. Wastewater services increased by \$2.1 million, or 13%, from \$15,332,086 in 2023 to \$17,399,595 in 2024. These increases are a result of water sales increasing by \$3 million while there was an increase in consumption as well. Water consumption increased 5.23% from \$1.74 billion in FY23 to 1.83 billion in FY24.

Other operating revenues which include miscellaneous items such as water and sewer connection fees totaled \$178,849 in 2024 or less than 1% more than 2023.

Operating Revenue by Type FY 2024
\$39,298,211



Operating Revenues FY 2020 - FY 2024

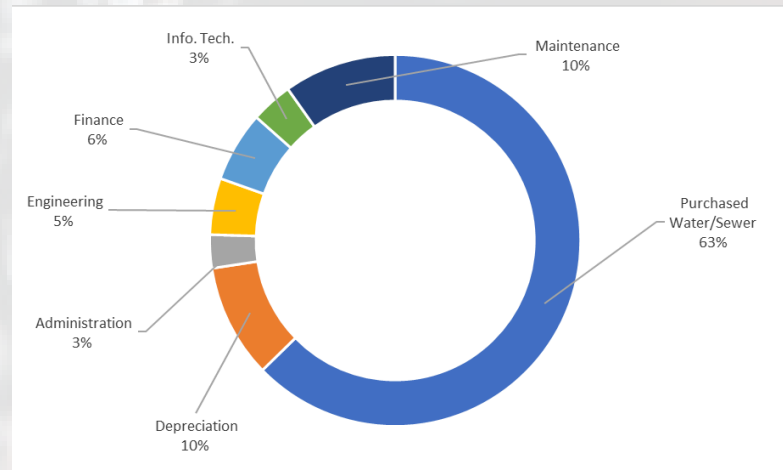


Expenses

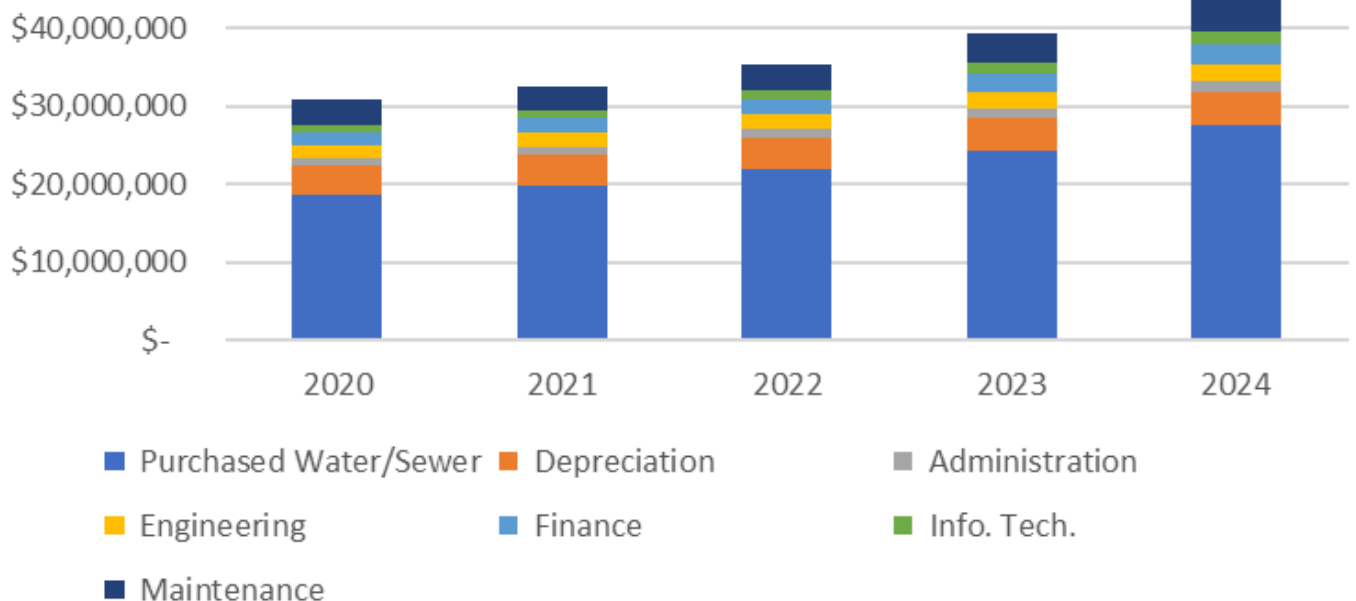
Total Operating Expenses \$43,992,404

2024 total operating expenses increased over the previous year by \$4.7 million, or 10.7%, to \$43,992,404 when compared to 2023 operating expenses of \$39,270,035. Increases in the cost of purchased water/wastewater treatment of over \$3.4 million and increases in personnel costs comprise most of this increase. The purchase of water and wastewater treatment from the Rivanna Water and Sewer Authority makeup over 63% of the total operating expenses or \$28 million of the total. The ACSA continues to control expenses while maintaining a high level of proactive system-wide maintenance and customer service.

Operating Expenses by Type FY 2024
\$43,992,404



Operating Expenses FY 2020 - FY 2024



Community Engagement

"Imagine a Day Without Water"

The ACSA, in partnership with the City of Charlottesville and Rivanna Water and Sewer Authority (RWSA), sponsor an annual art contest for area elementary, middle, and high school students. The goal of this campaign is to encourage water conservation in our everyday lives. Participating students submitted artwork, using a variety of mediums, that in their eyes reflected an annual theme. This year's theme was "What's Your Drop in the Bucket" and asked for submissions to illustrate why or how they value water and save water in our community. There were 229 submissions received, and the six winner's artwork can be seen here.

