

A stylized teal water pipe with a valve on top, curving around a dark blue horizontal bar.

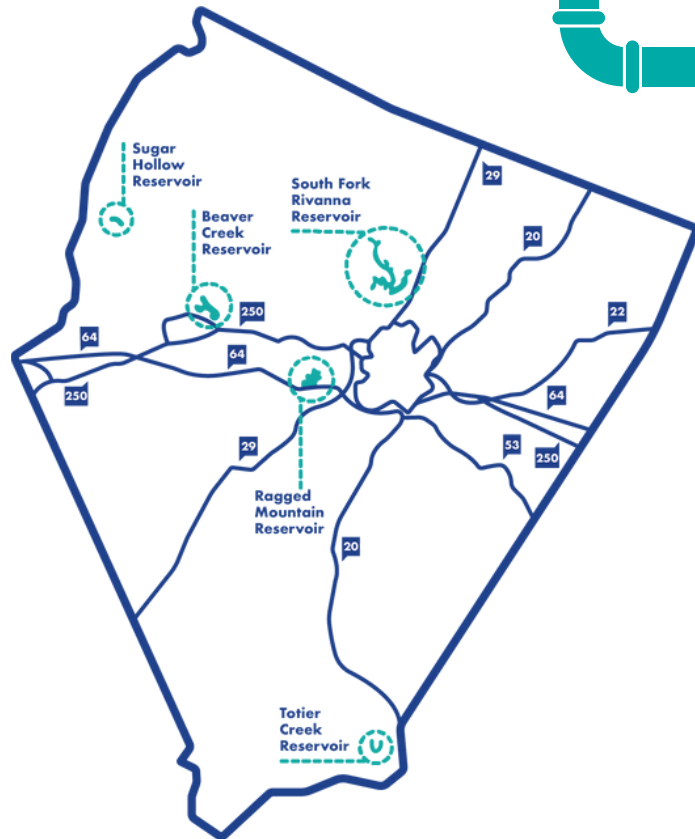
Customer Guide

168 Spotnapp Road, Charlottesville, VA 22911
custserv@serviceauthority.org (General Customer Service)
Phone: (434) 977-4511 | Fax: (434) 979-0698
www.ServiceAuthority.org

Introduction

ACSA customers are served by a variety of water supplies, drawn from a protected watershed, including:

- Beaver Creek Reservoir
- North Fork Rivanna River
- Ragged Mountain Reservoir
- Red Hill Well
- South Fork Rivanna Reservoir
- Sugar Hollow Reservoir
- Totier Creek Reservoir



Mission

With pride and dedication, we serve our customers by providing clean and 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.

2

Vision

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

Our Services

Water Supply + Sewer Services
Engineering + Development
Infrastructure Maintenance
Sustainability Education
Conservation

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Dear Valued Customer,

On behalf of Albemarle County Service Authority (ACSA), I want to extend a warm welcome to you as a new customer for our services. We are delighted that you have chosen ACSA for your water and wastewater needs, and we are committed to providing you with reliable, high-quality service.

We understand that you may have questions about our services and how we can best meet your needs. This resource provides an overview of what we do and answers frequently asked questions. From breaking down your bill to providing water conservation tips, this guide will assist you on every step of your customer journey. Our dedicated team is always available to answer any questions you may have, so please don't hesitate to reach out. Once again, welcome to ACSA. We are honored to serve you.

Warm regards,

Quin Lunsford

Quin Lunsford
Executive Director
Albemarle County Service Authority

Billing/Rates

How do we set rates?



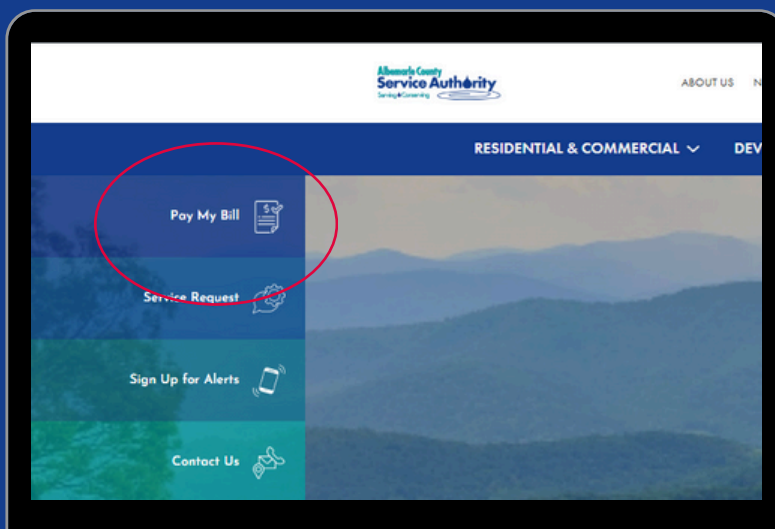
The ACSA's mission is to provide safe and reliable water for a good value. To succeed in that mission, the ACSA must support the Rivanna Water and Sewer Authority (RWSA), our wholesale treatment provider, as they heavily invest in the long-term health of their water and wastewater systems. Our rates reflect our collaboration with the RWSA.

What should you expect on your first bill?

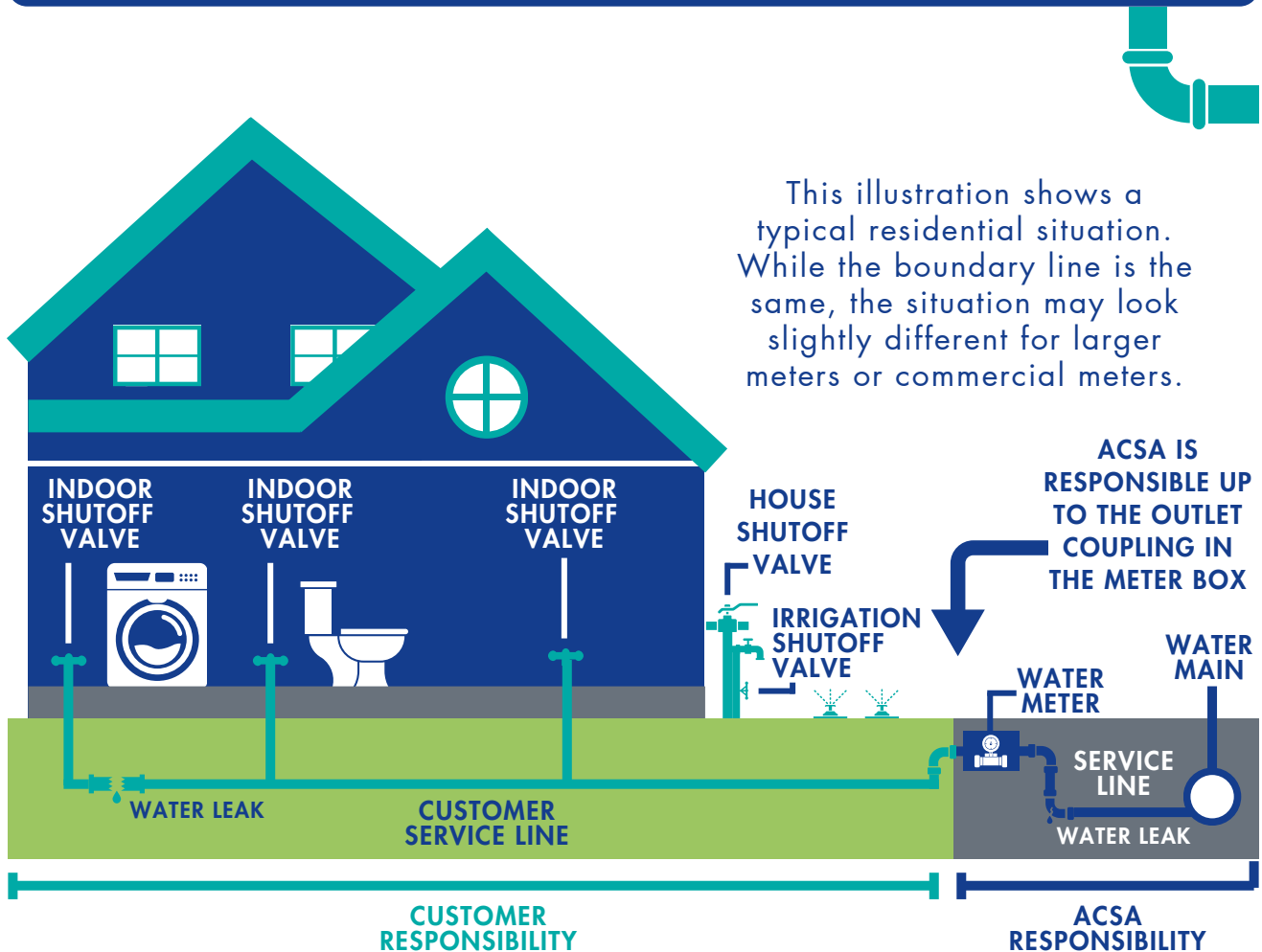
Your first bill will be delivered to the address listed on your account. After your first bill has been generated, you may sign up for paperless billing on our website. A \$13.00 initial bill fee will be charged to your account and will appear on your first month's bill.

How can I pay my bill?

Bills may be paid in person at the ACSA office, via the red drop box in the parking lot outside of our office, or online (see below).



Who's responsible for what?



This illustration shows a typical residential situation. While the boundary line is the same, the situation may look slightly different for larger meters or commercial meters.

ACSA maintains and services the pipes and accompanying infrastructure that your water travels through on its way from the water main to your home. This includes:

- Connection to the main water line in the street ("water main")
- Service line from the main to the inlet side shutoff valve (curb stop or angle stop)
- Water meter, water meter box and outlet side coupling on your residence

Where's my meter?

[CLICK HERE TO VIEW](#)



Reporting Problems & Outages

Report a Problem



Submit general problems, concerns and questions through our [website](#):



For any requests submitted outside normal business hours (8 a.m. – 5 p.m. Monday through Friday), we will respond the next business day. If you have an emergency, please skip the submission form and call us immediately at (434) 977-4511.

Report water main breaks and sewer line problems by calling 434-977-4511 (24 hours a day, 7 days a week).

Outage Alerts



Planned outage alerts are posted [on our website](#).

Emergency outage alerts are posted on our:



Sign up for emergency alerts by texting 226787 with the following keywords:

- ALBEMARLE for Albemarle alerts
- CVILLE for Charlottesville alerts
- UVA for UVA alerts

Water Conservation Rebate Programs



Toilet Rebate

Toilets account for 35% of residential water use – imagine how much a leaking toilet accounts for! In January 2025, we expanded our long-standing Toilet Rebate Program. Customers are now eligible for up to \$150 rebate (previously \$100) for replacing toilets that use 1.6 gallons per flush (gpf) or higher with a WaterSense labeled toilet (maximum 3 toilets per house). Toilets purchased and/or installed after January 2025 are eligible for this expanded rebate. To participate, customers must complete and submit a toilet rebate form on our website. Please note that under the new program, ACSA will *not* pick up your old toilet.

Rain Barrel

Our Rain Barrel Rebate Program offers you \$30 for each rain barrel you purchase (up to two) and install at your home. Rain water harvested from the rain barrels can be used to water your lawn or garden, among several other non-potable uses. To participate, complete and submit a Rain Barrel Rebate Form to the Administration Department. Please call the Administration Department at (434) 977-4511 (ext. 3) for more program details.

Water Conservation Kits

Our Administration Department distributes free water conservation kits at our office. Conservation kits may include water-saving showerheads, water-saving faucet aerators, shower timers, water displacement bags, toilet dye kits to check for leaks, and tips for conserving. Updating old fixtures saves water and money. Consider that a conventional faucet uses up to 7 gallons per minute (gpm) and that by simply adding an aerator, this can be reduced to 1.5-2.5 gpm. Installing low-flow showerheads also saves, reducing a typical 8 gpm showerhead to just 2.5 gpm with minimal impact to customers. Additionally, customers can save water used for flushing the toilet by adding a water displacement bag to the tank. To pick up your free conservation kit, simply stop by the ACSA.

Water Quality

Water Quality Statement



- The ACSA strives to provide our customers with high-quality, reliable, and safe drinking water at a reasonable rate. Our raw water is supplied from local rivers and reservoirs and is pumped to one of five water treatment plants, which are owned and operated by the RWSA.
- Once the raw water arrives at the treatment plant, it is treated with a coagulant, the pH is adjusted, and the water is mixed to help particulates stick together. The flocculation basins are where the water flow is slowed to allow particulates to stick to other particulates. When the water flows to the sedimentation basins, the particulates sink to the bottom and are removed. The water then flows through several large filters, removing the remaining microscopic particles and microorganisms. Thereafter, chlorine is added to disinfect the water. Final treatment includes further adjustment of the pH before it reaches your faucets.
- All water sampling is conducted by our wholesaler, RWSA. Results of annual water sampling can be found in your Annual Consumer Confidence Report (Water Quality Report on the left). For more in-depth information on sampling and treatment processes, please contact RWSA at 434-977-2970.
- ACSA also uses granular activated carbon (GAC) during the treatment process to improve overall water quality. GAC also provides improved water taste and odor, and it is proven to be highly effective at removing both manufactured and naturally occurring contaminants found in a growing number of water supplies across the country. While testing has shown our service areas are not impacted by these contaminants, GAC provides an added level of treatment for the protection of our drinking water.

Should you have any further questions, please contact our Environmental Compliance Specialist at 434-977-4511, ext. 119.

Click here to view the online Water Quality Reports



Water Conservation

Save Water at Home Tips



Take shorter showers. Cutting one minute off your shower can save up to 75 gallons per month!



Do not pour fats, oils and grease (FOG) down any pipes; instead, dispose of them in the trash.



Fix leaking taps and toilets to save 27-90 gallons of water per day.



Invest in indigenous plants that thrive in our area. Examples include Virginia bluebells, Black-Eyed Susans and native geraniums.



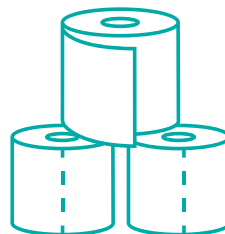
Don't rinse dishes under running water.



Water your garden at night to ensure your plants are hydrated before water evaporates.



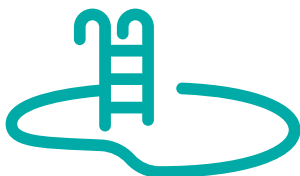
Recycle used water to the garden to decrease your consumption.



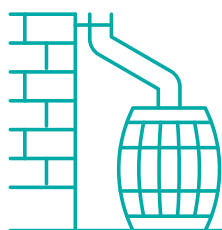
Only flush the 3 P's (pee, poop and toilet paper) down your toilet to prevent clogs and damage to pipes.



Install a water-saving low-flow toilet. (And check out [ACSA's toilet rebate program!](#))



Use a pool cover over outdoor pools to limit evaporation.



Collect and reuse rainwater by installing a rain barrel. (And check out ACSA's [rain barrel rebate program!](#))

Fats, Oils & Grease (FOG)

ACSA maintains over 280 miles of sewer lines, collecting wastewater from homes and businesses and transporting it to treatment plants. Just like your body's arteries, sewer lines work best when free from blockages—especially fats, oils and grease (FOG).



Examples of FOG



Dairy Products



Meat Fats



Food Scraps



Cooking Oils



Condiments

Grease accumulates in pipes and sewer walls, causing blockages that can lead to sewer overflows. These overflows harm the environment, contaminate properties, and increase sewer rates due to costly cleanups. Additionally, grease can clog your home plumbing, resulting in raw sewage backups.



FOG Prevention Tips



Dispose of FOG in the trash.



Collect used oil in a container for proper disposal.



Wipe greasy pans with a paper towel before washing.

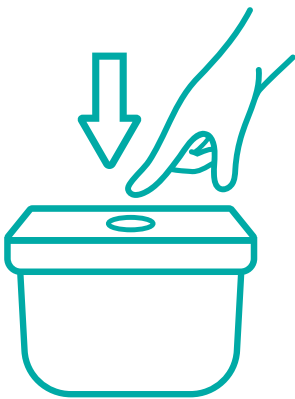


Teach family and neighbors about proper FOG disposal.

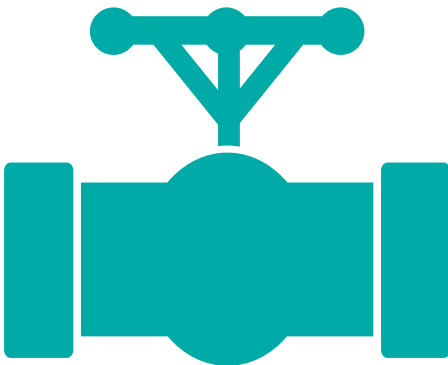
Leaking Toilets: What to Do



Regularly inspect your toilet to ensure that any leaks are caught early and fixed quickly.



Check the toilets for leaks by adding food coloring to the water in the tank. Do not flush. Wait 15 minutes to see if the colored water appears in the toilet bowl. If it does, there is a leak.



If you need to shut off your home's main water supply to stop the leak and make a repair, turn the valve clockwise (to the right). Keep in mind that even though you've now shut the main-line supply, there's still water in the water pipes within your home, so it's important to drain all the faucets until the water stops running.

Community Resources

Get Engaged IN YOUR COMMUNITY



SIGN UP FOR EMAILS

Albemarle County News (ACN) is an email service to share information about the services, programs, and events important to our community.



SCAN ME!

VISIT OUR WEBSITE

Our online home for community news, calendar, resources, staff contacts, programs, and policies.
albemarle.org



SCAN ME!

FOLLOW US ON SOCIAL



@Albemarle.County
@AlbemarleCoVAPolice
@ACFireRescue



@AlbemarleCounty
@ACPD_VA
@AlbemarleFire



@albemarlecountyva
@ACPD_VA
@albemarlefire

LISTEN TO OUR PODCAST

Listen in, suggest topics, and ask questions as we explore a variety of important topics in Albemarle County.
albemarle.org/lets-talk



SCAN ME!

Community Resources



Rivanna

Water & Sewer Authority



695 Moores Creek Lane
Charlottesville, VA 22902



434-977-2970



@RivannaWaterandSewerAuthority



www.rivanna.org



WATER & SEWER AUTHORITY
ACSA's Wholesaler

- Drinking Water Services
- Wastewater Services
- Recycling & Waste Disposal Services
- Community Projects
- Environmental Stewardship



Albemarle County Government Offices



401 McIntire Road
Charlottesville, VA 22902



434-243-7929



@Albemarle.County



@albemarlecountyva



www.Albemarle.org



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