

POPULAR ANNUAL FINANCIAL REPORT

For the Year Ended June 30, 2025

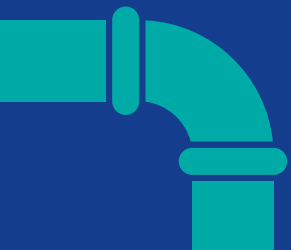




TABLE OF CONTENTS

Values, Vision, and Strategy – 3
Meet Our Finance Team – 4
Message from the Director of Finance – 5
Meet the Leadership Team – 6
Who We Serve/What We Provide – 7
Project Spotlight - MyWater – 8
Capital Program Highlights – 9
Capital Improvement Projects – 10
Fiscal Year 2025 Financial Highlights – 11
Net Position Summary – 12
Revenues – 13
Expenses – 14
Community Engagement – 15

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 2025 ACFR but does not contain all the detailed financial information as required in the Albemarle County Service Authority FY 2025 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.

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."

Vision

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

Strategic Plan 2023-2027

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-us/>.



Meet Our Finance Team



EMILY ROACH
Interim-Director of
Finance



THERESA WHITING
Accounting Technician



TONYA FOSTER
Procurement/Financial Specialist



JENNIFER BRYANT
Payroll Revenue Specialist

Message from the Interim Director of Finance

Ms. Emily Roach

The Albemarle County Service Authority (ACSA) is proud to present the Popular Annual Financial Report (PAFR) for the fiscal year ended June 30, 2025. This report reflects our ongoing commitment to transparency and exceptional customer service by offering a clear, easy to understand summary of the 2025 Annual Comprehensive Financial Report (ACFR).

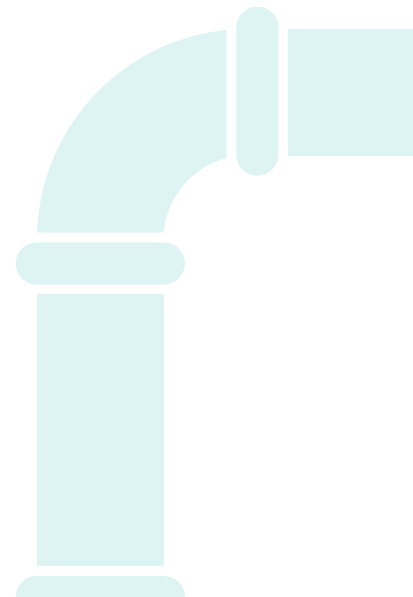
Designed to provide an accessible overview of ACSA's finances and operations, the PAFR distills key information from the ACFR into a reader-friendly format. While the data presented here is an unaudited financial summary, it serves as a valuable tool for understanding the financial health and stewardship 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 our team at custserv@serviceauthority.org or (434)-977-4511.

We value your feedback and look forward to hearing from you!



Meet the Leadership Team

Albemarle County
Board of Supervisors

ACSA
Board of Directors



QUIN LUNSFORD
Executive Director



EMILY ROACH
Administration/HR and
Interim Director of
Finance



JEREMY LYNN
Engineering



APRIL WALKER
Information
Technology



ALEX MORRISON
Operations



Contact Information

168 Spotnap Road
Charlottesville, Virginia 22911
434-977-4511
custserv@serviceauthority.org
Monday-Friday – 8:00 a.m. to 5:00 p.m.
Website: serviceauthority.org

Who We Serve

ACSA Water Connections by Type



Single Family
20,847



Multi-Family
651



Commercial
1,291



Industrial/
Institutional **275**

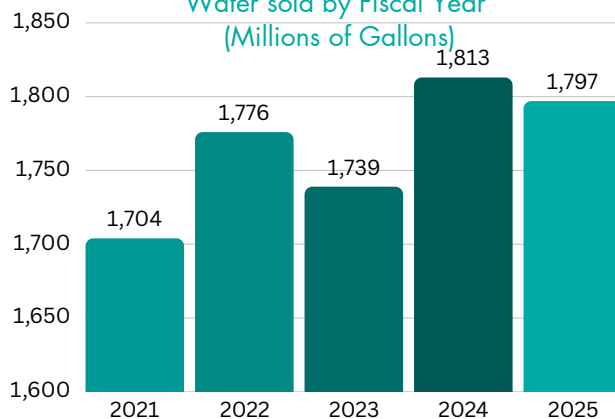
TEN LARGEST WATER USERS

Rank	Name	Gallons (Millions)
1	Martha Jefferson Hospital	26.12
2	PR Charger C'ville Holdings	25.91
3	University of Virginia	24.44
4	County of Albemarle	21.80
5	Four Seasons Apts.	21.46
6	Southwood Mobile Homes	21.21
7	Turtle Creek Apts.	19.14
8	SEMF Charleston	17.75
9	Westminster Canterbury	17.26
10	Barracks West Apts.	16.90

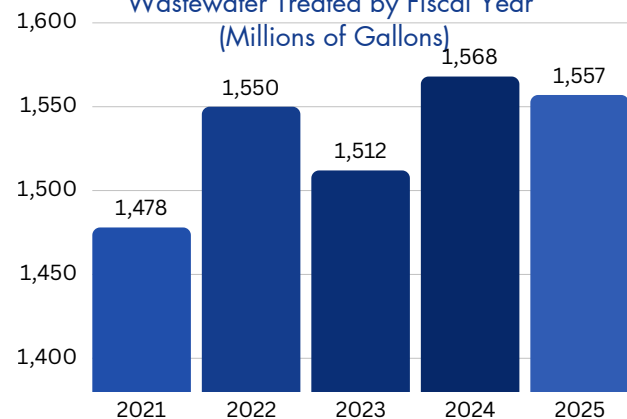
TEN LARGEST WASTEWATER PRODUCERS

Rank	Name	Gallons (Millions)
1	PR Charger C'ville Holdings	25.91
2	University of Virginia	24.36
3	Southwood Mobile Homes	22.98
4	Four Seasons Apts.	21.46
5	Turtle Creek Apts.	19.08
6	SEMF Charleston	17.75
7	Barracks West Apts.	16.80
8	Martha Jefferson Hospital	16.68
9	Westminster Canterbury	16.45
10	Westgate Apts.	14.27

Water sold by Fiscal Year (Millions of Gallons)



Wastewater Treated by Fiscal Year (Millions of Gallons)



What We Provide



90,533

Water Residents Served



82,838

Sewer Residents Served



4.9

Million Gallons of Water
Sold Daily



380

Miles of Water Mains



321

Miles of Sewer Mains



4,876

Work Orders Completed



7

Water Storage Tanks



8

Water Pump Stations



10

Sewer Pump Stations



3,199

Fire Hydrants

PROJECT SPOTLIGHT

MyWater

MyWater is 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.



MyWater
Provided by ACSA

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. Over the course of the next two years, we will further leverage this information with a customer facing portal providing customers the opportunity to review and monitor usage. 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: serviceauthority.org

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.

2025 FEATURED PROJECTS

Avon Operations Center

\$18,000,000

Barracks West Water Main Replacement

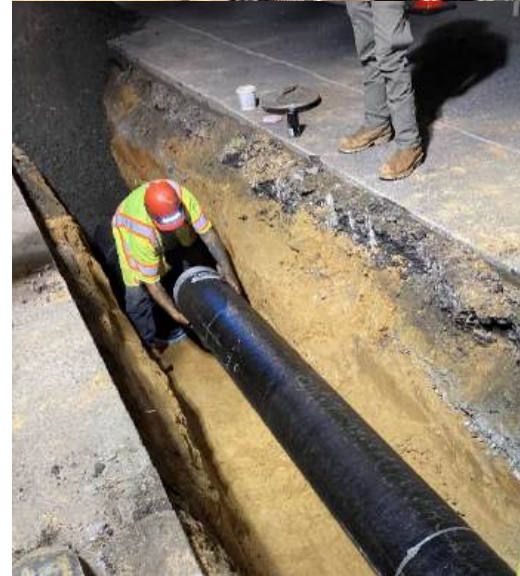
\$3,500,000

Briarwood Water Main Replacement

\$4,100,000

Broadway Street Water Main Replacement

\$1,670,000



Capital Improvement Projects

ACSA's capital improvement projects are long-term infrastructure investments designed to upgrade, expand, and maintain our water distribution and wastewater collection systems. These projects ensure reliable service, support community growth, and protect public health and the environment for generations to come. Check out a few of these projects from the 2025 fiscal year!



Crozet Phase 4 Water Main Replacement

This project continues our systematic program to replace undersized and aging asbestos-cement and PVC water mains in the Crozet Water System. This is the fourth of five phases in Crozet that have been defined to carry out these water distribution system improvements. Construction activities are nearly complete.

- Project Budget: \$7,322,350
- Estimated Completion Date: Late 2025

Biscuit Run Sewer Replacement

During a routine inspection, the ACSA's Maintenance Department discovered an existing gravity sewer main and manhole along an intermittent stream that drains into Biscuit Run had been exposed due to runoff. This project replaced the sewer segment that crosses the stream with ductile iron pipe and will reinforce the stream bank restoration where the sewer manhole was exposed.

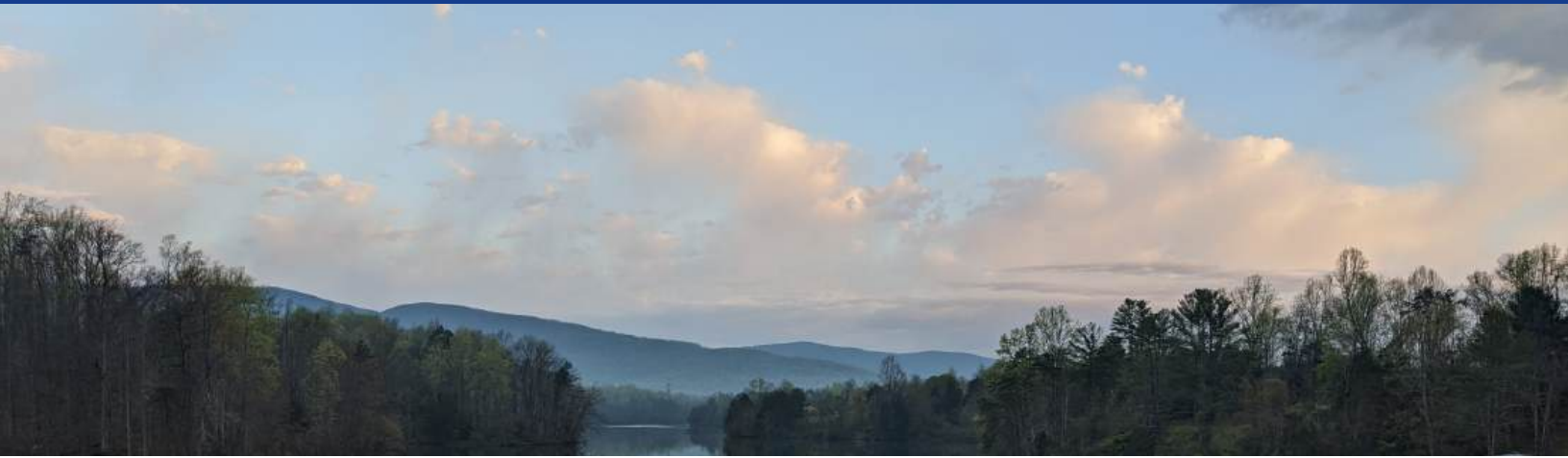
- Project Budget: \$479,600
- Completed September 10, 2024



Madison Park Sewer Pump Station Replacement

This wastewater pump station was constructed in the early 1980's by private development and the original equipment was wearing down. In addition, the building was undersized, creating difficulty in performing routine maintenance, and making it impossible to install the control panels necessary to include this pump station in our SCADA System. This project replaced the existing pump station building, upgraded the pumps, and rehabilitated the existing pump station wetwell.

- Project Budget: \$1,940,000
- Completed May 2025



Fiscal Year 2025 Financial Highlights

- Fiscal year 2025 operating revenues increased 5.4% to \$41,414,515 as compared to fiscal year 2024 while operating expenses increased 12% to \$49,172,010 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 64% of the ACSA's overall operating expenses and increased by more than \$3,782,000 in fiscal year 2025. These increases were offset by in part by a 7.0% increase in ACSA customer rates.

Average Water Bills

The average residential customer has seen an annual increase of 5.1% in their monthly bill over the past five years.

Review of Operations in 2025

- Billed water usage in fiscal year 2025 was 1.80 billion gallons and was 16 million gallons or 0.9% less than billed water usage in fiscal year 2024.
- The Authority's customer base grew by 1.9% or 424 new connections by the end of the fiscal year.
- Billed wastewater collections in fiscal year 2025 was 1.56 billion gallons and was 11 million gallons or 0.7% less than billed wastewater collection in fiscal year 2024.

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
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	18,965,201	\$236,709,539
2025	\$262,723,811	20,385,951	\$242,337,860

5 YEAR TREND OF
NET POSITION:



2025 NET POSITION:



Financial Status

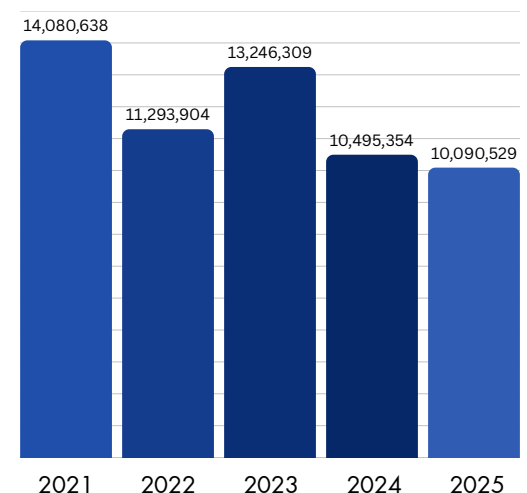
Albemarle County Service Authority's overall financial condition remained strong through 2025. Total net position increased by \$5.63 million, or 2.4%, in 2025, compared to an increase of \$7.19 million, or 3.1% in 2024. The financial position of the ACSA remains strong and stable.

Capital Contributions

There 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 2025 capital contributions, cash and contributed systems, combined, were \$ 10.1 million.

Capital Contributions 2021-2025



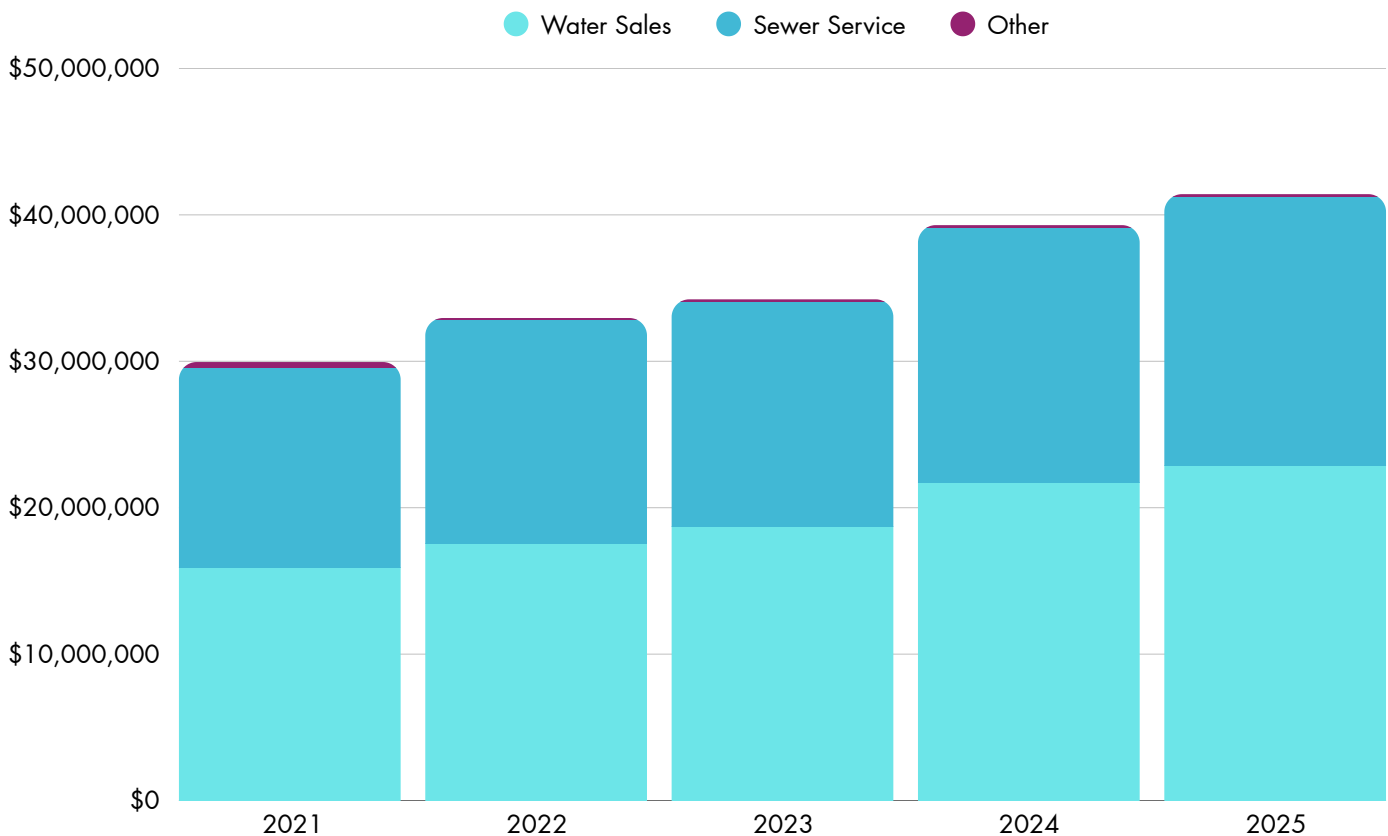
Revenues

Total Operating Revenue \$41,414,515

Water sales increased by \$1.2 million, or 5.3%, to \$22,876,443 in 2025 over the 2024 amount of \$21,719,767.

Wastewater services increased by \$1.0 million, or 5.5%, from \$17,399,595 in 2024 to \$18,362,595 in 2025. These increases are driven primarily by water and sewer rate increases in 2025 compared to 2024.

Other operating revenues which include miscellaneous items such as water and sewer connection fees totaled \$175,477 in 2025 or 1.9% less than 2024.

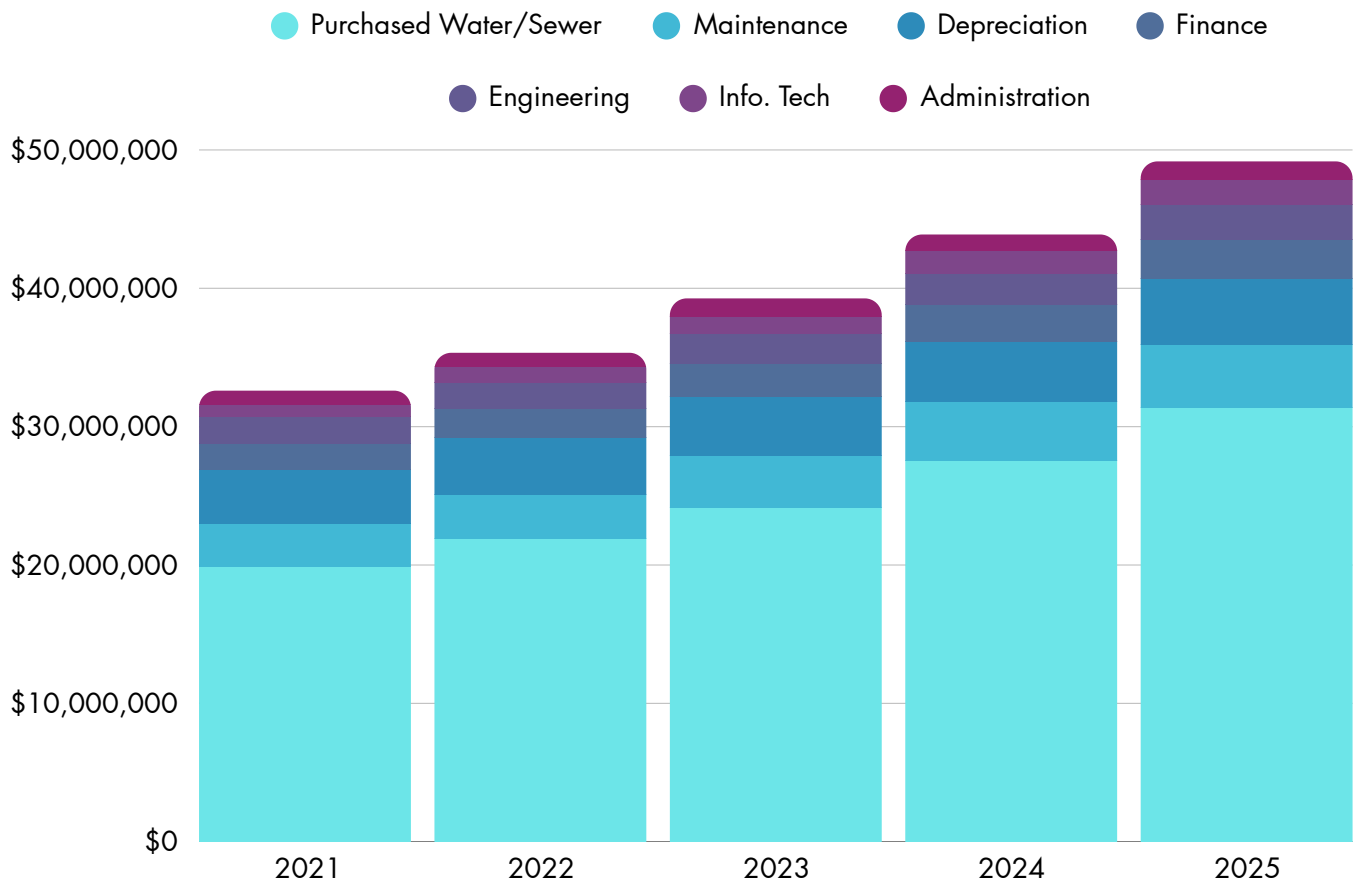
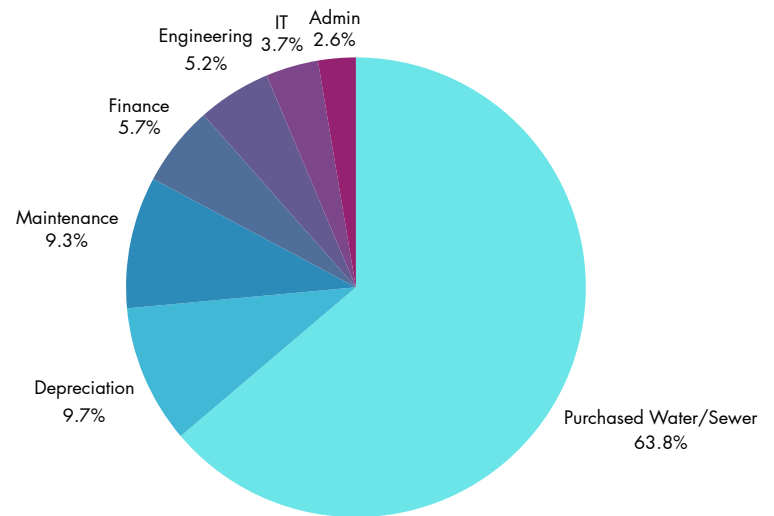


Expenses

Total Operating Expenses \$49,172,010

2025 total operating expenses increased over the previous year by \$5.3 million, or 12.0%, to \$49,172,010 when compared to 2024 operating expenses of \$43,888,811. Increases in the cost of purchased water/wastewater treatment of over \$3.8 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 \$31 million of the total. The ACSA continues to control expenses while maintaining a high level of proactive system-wide maintenance and customer service.

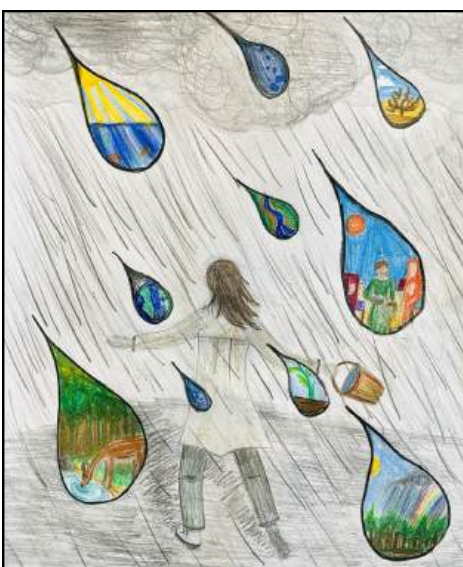
Operating Expenses
by Type FY 2025
\$49,172,010



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.





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