

Letter from the Executive Director

Dear ACSA customers,

Just a few months into 2026, I'm happy to report that the Albemarle County Service Authority is off to a great start. Our team remains committed to providing clean, safe, reliable water and sewer services to residents and businesses across our service area. We continue making strides toward improving critical infrastructure that will serve our community for decades to come.

Every dollar the ACSA receives is invested wisely in strengthening our water and sewer infrastructure. From routine maintenance to major capital projects, the money from your bills is invested in essential services and improves system reliability, water quality and service delivery. In partnership with the Rivanna Water & Sewer Authority, we're proud of the work we do to maintain and enhance the infrastructure that keeps our community healthy and thriving, and we're excited to continue that mission in 2026.

Sincerely,

Quin Lunsford

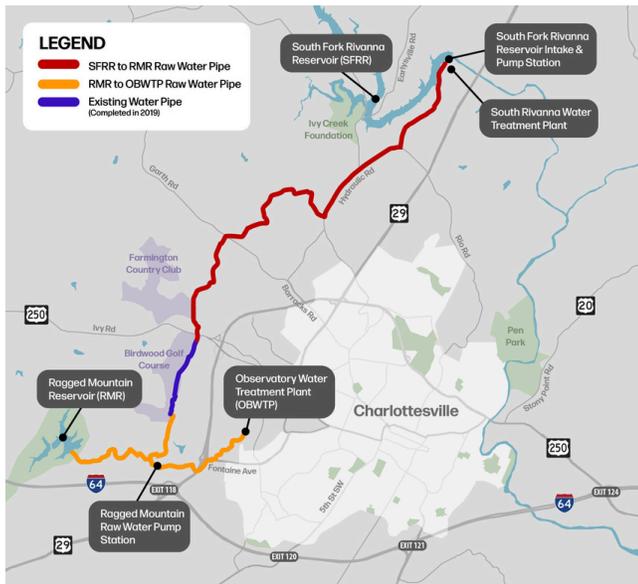
Quin Lunsford, Executive Director



Water Quality Reports Coming Soon

Our Annual Water Quality Reports will be available soon! These reports provide detailed information about your drinking water quality and the rigorous testing we conduct to ensure it meets all federal and state standards.

View the most recent Water Quality Report on the ACSA website at:
serviceauthority.org/water-quality



Behind Every Drop: A Vital Partnership

Your water’s journey begins with the Rivanna Water and Sewer Authority (RWSA), which sources and treats our drinking water before delivering it to ACSA for distribution. This trusted partnership ensures our community receives clean, safe and reliable water every day.

RWSA’s long-term investments—including a 50-year water supply plan and advanced wastewater treatment—protect public health and support local ecosystems.

RWSA projects improve the resiliency, reliability, and quality of our water and wastewater services. Because the ACSA funds around 60% of RWSA’s budget, system upgrades impact our rates. During annual budget reviews, we work closely with RWSA and the City to continuously improve our infrastructure while minimizing customers' costs.

When you pay your water bill, you're supporting the entire system behind it—two agencies working together to safeguard water today and tomorrow.

How to Save Water and Money: Conservation Programs & Tips

With careful planning and a few simple changes, you can significantly lower your water bill while helping protect our environment. ACSA offers several programs and resources designed to help you conserve water and reduce costs.

- Fix leaks promptly — A dripping faucet or running toilet can waste gallons daily. Most repairs are simple and inexpensive.
- Install water-efficient fixtures — Low-flow showerheads and faucet aerators are easy DIY upgrades that reduce water use.
- Apply for ACSA’s Toilet Rebate Program — Receive \$150 per WaterSense-labeled low-flow toilet (up to three per household) installed after January 1, 2025.
- Pick up a free water conservation kit — Includes water-saving showerheads, faucet aerators, shower timers, toilet displacement bags and leak detection tablets.
- Use rain barrels — Capture free rainwater for outdoor use. ACSA offers rebates up to \$30 for the purchase of up to two rain barrels.
- Adopt smart outdoor watering habits — Water lawns in the early morning or evening and consider drought-resistant plants.
- Practice daily conservation habits — Turn off the tap while brushing teeth, wash dishes in a basin and shorten showers.