# MEMORANDUM

**To:** Albemarle County Board of Supervisors
**From:** Gary O'Connell, Executive Director
**Date:** October 18, 2023
**Re:** Albemarle County Service Authority (ACSA) Quarterly Briefing
**cc:** Mr. Jeff Richardson, County Executive; Mr. Lance Stewart, Director of Facilities, ACSA Board of Directors; ACSA Leadership Team and Operations Council

We have to start by thanking the Board for your support over time. We do thank you for the continuing opportunity to share with the Board of Supervisors and the broader community what is happening at your water agency, the Albemarle County Service Authority. We pride ourselves on safe, clean, and reliable Albemarle water. Here are some recent updates from the ACSA:

1. **Customer Experience (CX)** – One of our strategic focuses is on continuing to make improvements in better serving ACSA customers. Our Strategic Plan for the next five years defines customer experience as "best-in-class" service ensuring the needs of our customers are exceeded. We are in the midst of our Advanced Metering Project, halfway there. Going slower than we hoped given the availability of chips for manufacturing meters is still behind demand. The customer benefit from AMI is instant water leak detection, which has proven to already save a lot of water and customer money. The final phase will be a customer-oriented online portal to give customers access to all their water use information, including alert notifications.

   The other major customer experience initiative is a new Customer Information System which will improve and replace our current outdated billing system, and update our website and phone system. All are oriented to giving our customers the information they need in a form they prefer to pay bills, get water related information including their individual account and water use data.

2. **ACSA Capital Projects Update** - The approved FY 2024 Capital Improvement Program totals more than $11.5 million. Highlights and current major projects are detailed below:

   - **Madison Park Pump Station Upgrade** - This project replaces the current pump station that was constructed nearly 40 years ago by a private developer. The original equipment is wearing down and the building is undersized to handle SCADA monitoring equipment. A construction contract has been awarded, and we are working through the submittal process.
   - **SCADA (computerized monitoring)** - A three phased project is nearing completion for over 40 water and wastewater facilities in the ACSA system. This is another of our projects to provide emergency alerting and monitoring to assure reliable water and wastewater service. The third phase of construction is underway to utilize this technology to monitor our system.
   - **Crozet Phase 4 Water Main Replacement** - This project replaces aging and undersized asbestos-cement and PVC water mains along Rockfish Gap Turnpike, Crozet Avenue, Hillsboro Lane, and the neighborhood streets of the Park View subdivision. Construction bids have been received and we are verifying references for the apparent low bidder prior to awarding the contract.
   - **Risk Assessment Improvements** - As part of an on-going emergency preparedness program, the ACSA is in a multi-phase effort to reduce risk and increase resilience. Projects include additional security measures, fencing and access gate enhancements, cybersecurity measures, and additional tank protection. Work is currently focused on our tanks and pump station locations.
   - **Avon Operations Center** - The Avon Street property has long been held as a future location to build additional facilities in a central location, as needed. The current Maintenance Yard at our Pantops Operations Center is becoming overcrowded with equipment and materials. This project will develop the ACSA owned Avon Street property into a satellite facility for larger vehicle and materials storage. This new site will also replace some of our storage at Crozet that was lost with the water plant expansion there. This site creates the opportunity for some sustainable and conservation-oriented applications including solar energy and electric vehicle charging stations. A Site Plan has been submitted to Albemarle County for review.
   - **Ragged Mountain Phase 1 Water Main Replacement** - This project will replace the oldest active water main remaining in our system, which was part of the water main that served customers on Reservoir Road. This cast iron pipe is over 90 years old and is severely tuberculated, which greatly reduces the flow capacity in this section. Follow-up geotechnical investigations have been performed to aid in exploring alternative options to cross Morey Creek.
   - **Northfields Water Main Replacement** - This project replaces asbestos cement water mains that were part of the original well system that dates to the 1960's. Our design consultant is working towards the 90% design phase, and we anticipate easement acquisition efforts beginning in late 2023.

- **Scottsville Phase 4 Water Main Replacement** - This project will replace aging and undersized water mains along James River Road, Warren Street, Hardware Street, and several other roads in Downtown Scottsville. We are at the 90% design phase and anticipate beginning easement acquisition efforts later this fall.
- **Briarwood Water Main Replacement** - Our Strategic Plan calls for the eventual replacement of PVC (pre-1990) water mains in our system, as they are older and made of weaker material than the current industry norm. This project will replace the PVC water mains that have been in service since the early 1980's. The field surveying work has been completed. Design work is nearing the 90% stage.
- **Broadway Street Water Main Replacement** – This project will replace the ductile iron water main that was installed in the early 1970's and has been found to be in deteriorating condition based upon recent excavations. With the redevelopment of the Woolen Mills Factory and Albemarle County's increased attention on economic revitalization of this corridor, replacement of this water main is crucial to transforming this area. Design efforts are nearing completion and advertisement for construction could occur later in 2023.
- **Raintree and Fieldbrook Water Main Replacement** - This project will replace the PVC water mains that have been in service since the 1980s and will eliminate pipe saddles at the water service connections that have been failing due to corrosion. Project is at the 50% design phase.
- **Airport Trunk Sewer Upgrade** - With the continued growth in the Hollymead Town Center area, the existing sewer collector serving the airport and the area west of Route 29 needs upgrading to handle full build-out. A study of the drainage basin was completed in 2016, with the recommendation the sewer main be increased in size by replacing it in place. Easement acquisition efforts continue for this project. Design work is at the 90% stage.
- **Bellair – Liberty Hills Sewer** - Over the past several years there has been an increase in residents of the Bellair Subdivision seeking to connect to public sanitary sewer service, since most residents are currently served by private septic fields. We are at the 50% design phase for this project.
- **Barracks West Water Main Replacement** - This project will replace the undersized and aging cast-iron and galvanized water mains that were installed in the late 1960s. These water mains are original to the Old Salem Apartments development, now called Barracks West. This project is at the 90% design phase, with easement acquisition expected this fall.
- **Townwood Water Main Replacement** - This project continues our systematic program to replace PVC water mains that have been in service since the early 1980's and have recently experienced several water main breaks causing water service disruptions. Field survey efforts have been completed and our consultant has begun development of the 50% Design Documents.

Let us know if you have further questions or comments. We are more than glad to meet with you or hold a virtual meeting to talk about any of our projects, or facilities, or provide a tour if that would be useful.