

# MEMORANDUM

**To:** Albemarle County Board of Supervisors  
**From:** Quinn Lunsford, Executive Director  
**Date:** January 21, 2026  
**Re:** Albemarle County Service Authority (ACSA) Quarterly Briefing  
**CC:** Mr. Jeff Richardson, County Executive; Mr. Trevor Henry, Deputy County Executive; Ms. Ann Wall, Deputy County Executive; ACSA Board of Directors; ACSA Leadership Team and Operations Council

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We do thank you for the continued 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 remain focused on ensuring we provide exemplary service and deliver safe, clean, and reliable Albemarle water. Here are some recent updates from the ACSA:

1. **Fiscal Year 2027 Budget, Rates, and CIP:** Our team is actively developing the fiscal year 2027 (July 1, 2026 – June 30, 2027) which will include a formal rate study and financial analysis. The proposed budget and rates will be presented to the ACSA Board in April, with a public hearing scheduled for June. The Capital Improvement Program (CIP) will be presented in March for discussion. A customer newsletter will be provided to all customers in May and will outline major initiatives, projects, and details related to the rate changes.
2. **Customer Information System (CIS) Replacement:** In alignment with the ACSA's Strategic Plan, we will be implementing a new CIS system. This system will streamline and improve our customer's experience with regard to billing, payment, and information sharing and also leverage technological efficiencies to improve business processes for our employees. Design and deployment will be an organization-wide effort and we anticipate the project timeline to be approximately 12-14 months for full deployment.
3. **ACSA Capital Projects Update:** The approved FY 2026 Capital Improvement Program totals \$18.5 million. The ACSA's 10-year CIP invests more than \$176 million in infrastructure and upgrades. Highlights and current major projects are detailed below:

- **Scottsville Phase 4 Water Main Replacement:** This project replaces aging and undersized asbestos-cement and cast-iron water mains along James River Road, Warran Street, and several streets in downtown Scottsville. Design efforts are nearing completion and easement acquisition efforts are underway.
- **Avon Operations Center:** The Avon Street Extended 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 sustainable and conservation-oriented applications including solar energy and electric vehicle charging stations. This project is currently under construction and is expected to be completed in November 2026.
- **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 along Fontaine Avenue Extended and Reservoir Road. This cast iron pipe is over 90 years old and is severely tuberculated, which greatly reduces the flow capacity in this section. Construction activities have begun in conjunction with RWSA's Ragged Mountain Reservoir to Observatory Water Treatment Plant 36" waterline project and we anticipate construction related to the ACSA's section will begin in early 2026.
- **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. The project is currently under design and easement acquisition efforts are underway. Construction will occur in 2026 - 2027.
- **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. Construction activities are underway and the new water mains along Briarwood Drive, Whitney Court, Heather Court, Finch Court, and Wren Court have been installed.
- **Broadway Street Water Main Replacement:** This project replaced the cast iron water main that was installed in the early 1970's and have 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 important in transforming this area. All water main replacement work and final pavement was completed in November.

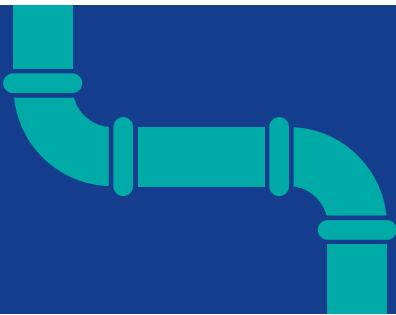
- **Raintree and Fieldbrook Water Main Replacement:** This project will replace the PVC water mains that have been in service since the 1980s. The design phase is nearing completion and easement acquisition efforts will soon begin. Construction is expected to take place in the 2027 - 2028 timeframe.
- **Galaxie Farm Water Connection:** This project includes a water interconnect between the County's Southern Feeder Pattern Elementary School and the neighboring Galaxie Farm subdivision for redundancy and improved water quality. Construction efforts are underway and we anticipate completion in March 2026.
- **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. The increased density specified in the County Comprehensive Plan for this drainage basin will exceed the capacity of the existing sewer. Design is ongoing and easement acquisition is underway. Construction is anticipated to begin in 2026.
- **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. Design efforts are underway and construction is expected to begin in 2026.
- **Buckingham Circle Sewer:** In 2012, the ACSA completed the Buckingham Circle Water Main Replacement Project. At that time, the feasibility of installing a sanitary sewer system was explored but there was insufficient interest from the neighborhood. Recent communications with the community indicate a strong interest in extending public sewer into the neighborhood. The design process has begun and construction activities will begin in 2027.
- **Northfields Phase 5 Sewer:** During the design of the Northfields Water Main Replacement Project, staff identified sections of sanitary sewer that could be installed along the roadway in coordination with the water main replacement work. These efforts will provide sanitary sewer service to existing neighborhood properties currently served by private septic fields. The project is currently under design and construction is expected to begin in 2026 - 2027.

- **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. The design phase is complete and bids were received in December. Construction will likely begin in February/March 2026.
- **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. The design phase is nearing completion and construction is expected to take place in the 2026.

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, facilities, or provide a tour if that would be useful.

Attachments:

- Winter Customer Newsletter



## Letter from the Executive Director

Dear valued customers,

As we head into the holiday season and close out 2025, we hope you're just as optimistic as we are about what's ahead for our community here in Albemarle County.

At the ACSA we take great pride in using our natural resources well and providing quality service. That pride not only drives our day-to-day work; it guides our vision of the future. 2025 has seen the start — and completion — of a number of capital improvement projects like the Crozet Water Main Replacement project. While not always visible on a daily basis, each of these projects will ensure that clean, safe, reliable water and wastewater services continue to define who we are and what you can expect through 2026 and beyond. We'll also introduce a new customer information system designed to streamline billing and service requests. While this project is in its infancy, we look forward to sharing more in the coming year.

From all of us at ACSA, have a happy, joyful and thankful holiday season!

Sincerely,



Quin Lunsford, Executive Director



## Capital Improvement Project Spotlight

ACSA has a number of capital improvement projects underway. One we're especially excited about is replacing the cast iron water main along the Woolen Mills Factory corridor. The improvement of this water main (installed in the 1970s) is crucial to the success of the ongoing redevelopment of the area. Work will be completed by the end of December 2025.

## Winter Weather Safety/Conservation

Winter weather brings its own style of fun and entertainment. From campfires and s'mores to winter hikes and cozy gatherings with family and friends, the season is ripe with opportunities to connect with loved ones and nature. Winter weather also brings its own challenges when it comes to staying safe and conserving energy.

Searching for ways to stay safe and conserve energy this winter? Here are three tips that are easy to implement and follow:

### 1 Protect Your Pipes

If you haven't already winterized your water pipes to prevent them from freezing, do so now. Insulating pipes in crawl spaces and uninsulated walls will probably take less than half an hour of your time, but it will save you hours and even days of headaches should the weather turn really cold this season.

### 2 Turn off Water Supply Before Leaving for Vacation

If you're traveling for the holidays, consider turning your water main off as an extra precaution to protect your pipes so that you return to clean, safe and reliable water service. Open all the faucets to drain them and relieve pressure and de-energize your water heater too.

### 3 Lower the Temp

Whether you have a smart thermostat or not, one easy way to conserve energy and save money is to lower your thermostat if you're going out of town or planning on being away from your home for more than a few hours. Just don't turn your heat off completely. Not only do plants and pets need to be kept safe and comfortable in the face of falling temperatures, but your pipes will thank you too.



## Day Without Water Art Contest Winners

Thanks to everyone who entered the 11th Annual Day Without Water Art Contest! Each year we invite the youth of our region to imagine a world without water as an exercise in illustrating water's integral value to every aspect of our lives. This year's contest theme, "Water Works," inspired so many thoughtful and moving pieces of art. Congratulations to our winners!



K – 2nd Grade Winner:  
**Adam Zoudri** (age 5)  
Mountain View Elementary



3rd – 4th Grade Winner:  
**Anna Ramsay** (age 9)  
Mountaintop Montessori



5th – 6th Grade Winner:  
**Lydia Jones** (age 11)  
Henley Middle School



7th – 8th Grade Winner:  
**Ellie McWhorter** (age 12)  
Village School



9th – 12th Grade Winner:  
**Natalia Salazar Fraire** (age 14)  
Charlottesville High School



Best Photography:  
**Jackson Reeve** (age 16)  
Monticello High School



Fan Favorite Winner:  
**Kinsleigh Breeden** (age 11)  
Henley Middle School