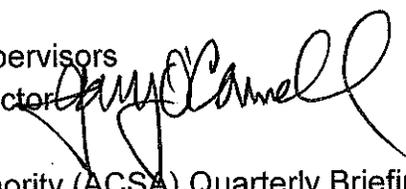


MEMORANDUM

To: Albemarle County Board of Supervisors
From: Gary O'Connell, Executive Director 
Date: March 24, 2017
Re: Albemarle County Service Authority (ACSA) Quarterly Briefing
cc: Mr. Doug Walker, Interim County Executive; ACSA Board of Directors;
ACSA Lead Team

Thank you for the opportunity to once again share what is going on at your water agency, the Albemarle County Service Authority. We pride ourselves on safe, clean, reliable water.

1. **Budget and Rates** – We are finalizing the proposed FY '18 Budget which will be presented to the ACSA Board at their April 20th meeting. As you may know, 60% of the ACSA rates go towards treatment costs to the Rivanna Water & Sewer Authority.
2. **ACSA National Award** – The ACSA has been awarded the Certificate of Achievement for Excellence in Financial Reporting by the Government Finance Officers Association (GFOA), which is the highest form of recognition in governmental financial reporting. This is the 35th straight year the ACSA has received this prestigious award; quite an accomplishment.
3. **Emergency Response Planning** – In partnership with the City, RWSA, and UVa Water and Sewer Utilities, we are in the midst of assessing all our facilities for emergency planning purposes to identify any gaps or facility updates that are needed. This emergency planning is to reduce our system's risks, and to be better prepared for future natural or man-made disasters. We expect a report early summer from which we will develop an Emergency Response Plan that details actions and checklists for implementation.
4. **ACSA Capital Projects Update** – This section will update some of our current Capital Improvement Projects (CIP), and share some of the new projects that are proposed in the FY 2018 CIP Budget.

- **Water Tank Maintenance Program** - This is a comprehensive, multi-year and ongoing water storage tank maintenance and rehabilitation program for the eight tanks in the ACSA system. The goal is to have an ongoing review of our tanks to ensure they are kept in good condition to be able to serve the community. This year we scheduled for inspection and cleaning on the Mosby Mountain, Avon Park, Ashcroft Lower and Ednam tanks.
- **Key West Water Main Replacement** – The installation of a replacement water main was completed on March 6th. Replacement and the addition of new fire hydrants will improve the fire service in the neighborhood.
- **Dunlora-Key West Water Interconnect** – A companion project is a new interconnect water main under the river that will provide additional redundancy and emergency backup, as well as improve water quality. The project has been completed.
- **Westmoreland Water Main Replacement** – This project replaces nearly 50 year old water mains that have recently experienced multiple water leaks. Construction of the new water main is underway, and is 64% completed.
- **Berkeley Water Main Replacement** – This project replaces water mains in the Berkeley subdivision that are failing and leaking. The lines are nearly 60 years old. Work has begun, with about 25% of the water main installed.
- **Glenmore Water Tank Project** – This project is for system redundancy and emergency backup. The present line extends 4 ½ miles to Glenmore. The project design is complete and ready for bidding for a new water tank to serve the Village of Rivanna. We are waiting on private development site grading that affects the new water main location and depth before the water tank project can be underway. We also are designing some additional security measures into the project.
- **Crozet Phase 3 Water Main Replacement** – Design work to replace older water mains in Crozet is complete and easements have been obtained. Bidding is scheduled for late April.
- **Orchard Acres Water Main Replacement** – Older (59 years) water mains to be replaced in Crozet. Design is complete and we are obtaining easements.
- **Greenbrier Drive Sewer Replacement** – Part of the Hillsdale Drive Road Project, this short section of sewer main will be replaced. A significant cost savings was achieved by combining this sewer main replacement with the planned road project; about 75% complete.
- **Camelot Sewer Rehabilitation** – Sewer replacement, relining, and manhole repairs to reduce infiltration and inflow are needed for a well-functioning sanitary sewer. Work being scheduled.

- **ACSA Facilities Master Plan** – Study underway to look at the future of ACSA properties (Crozet, Avon Street, Pantops) and develop a master plan for the long-term needs of the organization as we continue to grow and add customers.
- **Camelot Water Main Replacement** – Replacement of nearly 50 year old water mains that are also undersized. Design work is underway at the 50% stage.
- **Scottsville Water Main Replacement** – Replacement of an aging water main along East Main Street. We are in the 50% design stage on this project, with field surveying completed.
- **Barterbrook Water Main Replacement** – Replacement of aging and deteriorating water mains along Solomon Road, North Berkshire Road, and Inglewood Drive. We are approaching the 90% design stage on this project. A recent community meeting was held.
- **Madison Park Sewer Pump Station Upgrade** – This pump station is in need of upgrading and conversion to modern operating equipment. Work is about to begin on the design of the replacement pump station.
- **Fontana Loop Water Connections** – New water main loops at Verona Drive and Olympia Drive will create secondary water feeds for system redundancy and emergency backup to the Fontana subdivision.
- **West Woods Water Main Replacement** – The project completes the water main replacements along West Pines Drive. Construction has begun with about 20% completed.
- **Ashcroft Water Pump Stations Improvement** – This project will upgrade two existing water pump stations, which will result in quicker refill of the storage tank and improved water quality. Final design is nearing completion.
- **Glenmore Drainage Basin Sewer System Study** – This project replaces the Pantops study due to the Rivanna Pump Station work being delayed which affects a study of wet weather flows. We have seen wet weather issues in the Glenmore system to the point that this drainage basin has become a priority.
- **Airport Sewer Collector Upgrade Evaluation** – The increased density in this area (Hollymead Town Center and Willow Glen) at build-out will exceed the capacity of the existing sewer main. This project will develop a plan for upgrading the sewer capacity of this collector line. The final engineering report has been received.
- **Oak Forest Sewer Pump Station** – This is an aging pump station in need of rehabilitation. With the adjacent Stonefield development, we now have the opportunity to extend a sewer main and eliminate this aging pump station and avoid an expensive upgrade.
- **FY '18 Proposed CIP** – Water and wastewater projects totaling \$5.586 million.

- **AMI Feasibility (new)** – Advanced Metering Infrastructure project feasibility to evaluate various electronic metering systems to replace our current handheld reading system.
- **Jefferson Village Water Main Replacement (new)** – Replacing older (49 years) water main made of inferior pipe product. Since originally part of a former well system, many of the mains are undersized.
- **Meriweather Hills Water Main Replacement (new)** – This water main is reaching the end of its useful life and is in need of replacement. Another of the former well system lines.
- **Pantops Sewer Study** – Area study to reduce wet weather infiltration and inflow (I/I).
- **Lewis Hill-West Leigh Water Connection (new)** – The existing connection is at risk of failure, due to stream encroachment, to the point it has been taken out of service. This project will re-establish the water connection from Lewis Hill to a recent water line replacement along Sheffield Road in West Leigh.

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

Attachments:

- Spring Customer Newsletter

Turn on your tap,

and out pours safe, clean, reliable water. What could be easier...or more important? It's our job at the ACSA to make sure that every drop that flows through our water mains is of the highest quality. That's why we have built sustainable practices into our way of doing business.

What do we mean by sustainability? Let's look at five key issues:

1. ACSA focuses not only on what our customers need now but what they will need in the future. This means working closely with our partner organizations in the City and County to ensure long term water availability.

2. We anticipate and avoid the potential for problems by maintaining a sound infrastructure and proactively planning for the full range of "what ifs".

3. We are committed to water conservation. Even when supplies are abundant, surface water replenishment to our reservoirs is critical to sustainability.

4. Our employees are highly competent, well-trained, and motivated to serve. The customer is at the heart of all we do—your trust is paramount.

5. ACSA is always looking for ways to improve service to customers with regular communications and friendly representatives ready to field questions and address problems.

In fact, the ACSA's sustainability itself is built on an ongoing commitment to reliable high quality water and timely responsiveness to you, our customers. Good service is important to us, to serve you better.

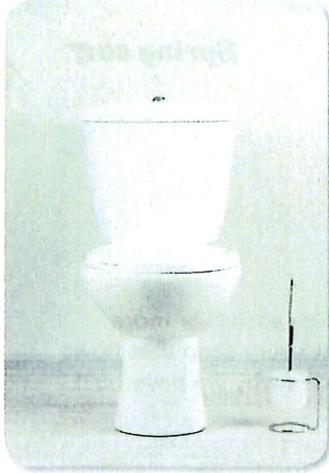
Sincerely,

Gary O'Connell
Executive Director



CHECK OUT
OUR WATER
SAVING TIPS,
PAY BILLS, AND
LEARN MORE
ABOUT THE
ACSA AT

ServiceAuthority.org



Just How Old Is Your Toilet? *Toilet Rebate Program*

A personal question. A very personal question.
Just how old is your toilet?

Did you know that toilets account for over 35% of residential water use? Can you imagine how much a leaking toilet costs you? Our Toilet Rebate Program offers \$100 for each water guzzling toilet (up to three) that you replace with a low flow toilet (1.6 gallons per flush or less). Please call 977-4511 and press option 3 for more program details.

Get to Know the ACSA *The ACSA Customer Service Team*

The Customer Service Team interacts with customers on a daily basis either in person or via telephone, and is committed to creating the best experience possible. Whether it is a routine question regarding



a billing statement, utilizing Auto-Pay, enrolling in eBill for electronic statements, learning how to read the meter, or something more involved such as identifying the cause of higher than normal consumption or finding where a meter is located, our staff is here to help! The team consists of Cathy, Terri, Brandy, Crystal, Jami, and Elizabeth. Their #1 goal is to serve you!

From left to right: Cathy, Terri, Brandy, Crystal, Jami, and Elizabeth



Safe. Clean. Reliable.

Monday *through* Friday | 8 to 5
434-977-4511

After Hours Emergency Service
888-252-3468

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