



# *water* | WORKS

**Dear ACSA Customer,**

*Clean, safe, reliable water is important to you and us.*

We work to deliver the highest quality water to customers across the County and we have invested in significant resources that ensure an efficient infrastructure and excellent customer service. For example, we are working to complete an **advanced water treatment granular activated carbon (GAC) filtering system** by the end of 2017 that provides additional safeguards. Investments such as these incur costs which we, in turn, must pass on to our customers.

The good news is that the average residential customer—and about 90% of our customers are single-family residential users—**will incur a modest increase this coming year of \$1.47 a month**, a sum that varies according to how much water is consumed and how much wastewater is used. This increase will cover not only the cost of advanced filtering and quality systems but also support services and system maintenance. **There is no doubt that ACSA water is a good value.** Even with the proposed rate increase, 2.5 gallons of ACSA water costs just one cent!

We continue to read about water problems in other parts of the country caused by aging mains and pipes creating poor water quality. **Here in Albemarle County, our water line assessment, maintenance, replacement and treatment programs ensure reliable water quality.** In fact, 60% of our water and wastewater mains are less than twenty-five years old with anticipated useful life spans of sixty years. An annual capital improvements budget of nearly \$5.6 million ensures timely replacement of aging pipes and mains so that water quality continues to meet or exceed all regulatory requirements.

For your convenience, we include on the back page our proposed rate schedule for the coming year. Additional information about the operating and capital improvements budgets is available at [serviceauthority.org](http://serviceauthority.org). The ACSA Board of Directors has scheduled a public hearing on the budget and this coming year's rates for **June 15 at 9:00 AM**. You are invited to attend to learn more, or send us your comments.

Sincerely,

**Gary O'Connell**  
*Executive Director*



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BILLS, AND  
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ABOUT ACSA AT  
***ServiceAuthority.org***

## ACSA Water & Sewer Monthly User Rates

	FY 2017	FY 2018
<b>SERVICE CHARGE</b>	<b>\$7.73</b>	<b>\$7.92</b>

### **VOLUME CHARGE / Single Family Residential** (per 1,000 gallons)

<b>Level 1</b> (0-3,000 gallons)	<b>\$3.99</b>	<b>\$4.11</b>
<b>Level 2</b> (3,001-6,000 gallons)	<b>\$7.98</b>	<b>\$8.22</b>
<b>Level 3</b> (6,001-9,000 gallons)	<b>\$11.97</b>	<b>\$12.33</b>
<b>Level 4</b> (over 9,000 gallons)	<b>\$15.96</b>	<b>\$16.44</b>
<b>Multi-Family/Non-Residential</b>	<b>\$7.70</b>	<b>\$7.93</b>
<b>Sewer/All Users</b>	<b>\$8.50</b>	<b>\$8.67</b>

## CELEBRATING 53 YEARS OF SERVICE

Albemarle County Service Authority (ACSA) was created by the Albemarle County Board of Supervisors originally to service Crozet. Today, seventy-six employees provide water and sewer services to 71,200 residents in just under 19,100 homes and businesses across urban Albemarle County, Crozet, and Scottsville. A six-member governing board, representing Albemarle County's six magisterial districts, guides strategy, establishes policy, and oversees the Executive Director who is responsible for day-to-day operations.

CONTACT  
[board@serviceauthority.org](mailto:board@serviceauthority.org)

## Budget Highlights

- ACSA rates are consistently lower than the statewide average for residential water and sewer and compare very favorably with those of the City of Charlottesville.
- Over the past five years, the rate increases have averaged 3.7%.
- ACSA adds 1-2% new customers annually—that means more water delivered through a larger infrastructure.
- Our water distribution system is made up of 339 miles of interconnected pipes, through nine water pumping stations, eight water storage tanks and 2,511 fire hydrants.
- We encourage conservation of water: the less water a household uses, the lower the rate.
- Our budget is trim: 64% of our operating budget goes directly to the purchase of water and the expense of wastewater treatment.



Safe. Clean. Reliable.

Call for Service  
434-977-4511

[ServiceAuthority.org](http://ServiceAuthority.org)

