




MEMORANDUM

To: Albemarle County Board of Supervisors
From: Gary O'Connell, Executive Director 
Date: October 20, 2021
Re: Albemarle County Service Authority (ACSA) Quarterly Briefing
cc: Mr. Jeff Richardson, County Executive; ACSA Board of Directors;
ACSA Leadership Team and Operations Council

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, reliable Albemarle water. Here are some recent updates from the ACSA:

1. **Fall Customer Newsletter** - A copy of our fall newsletter is attached for your information that updates our MyWater project and provides some back to school water tips, and highlights the community hydrant art project, Art on Fire, that we cosponsor with Albemarle County and The Bridge Arts Institute.
2. **AMI (Advanced Metering Infrastructure)** - One of our Strategic Plan major initiatives is to utilize the various AMI technologies that are available in the water metering world. A tremendous advantage with AMI is near real time leak detection inside the customer's home or business, or water service line, a tremendous water conservation and cost savings tool. In our January 2019 Customer Survey, over 97% of the respondents found it important to have leak notification. We also will be adding in the future a new customer "portal" online feature for a customer to track their water use. The initial phase has been successfully completed to install 500 new meters and communications devices. The final phase (remaining 20,000 customers) will begin in early 2022, and all installations will take over a year to complete. With the global chip shortages, our meter deliveries have been delayed. In the meantime, all our antenna installations are being completed. Notices will go out to each customer 30 days prior to installation, and then a mailer card 5 days prior to the meter install. The meter/communications device is a quick 15 to 20-minute change-out for each customer. We will be offering an "Opt-Out" for customers who do not wish to participate.

3. **Online Bill Payment** – Earlier this summer, we went live with a modern on-line electronic bill payment platform to take advantage of the latest technology. More of our customers have begun using on-line bill payment, and we wanted to improve our offering. We have had a great response to this new bill pay feature. This is one area from our customer surveys where customers have requested that we make improvements. We also eliminated our credit card fee, in an effort to encourage electronic bill payment which is more convenient for our customers.
4. **COVID Customer Communications** – Attached is a report on our efforts to inform and educate our customers during the COVID period. We have attempted on a number of occasions to discuss the safety of ACSA drinking water as a result of the advanced water treatment processes in place.
5. **Imagine a Day Without Water** – Water Partner Program to promote water conservation through a student art contest. A copy of the publicity flyer is attached.
6. **ACSA Capital Projects Update** - The approved FY 2022 Capital Improvements Program totals \$11.1 million. Highlights and current major projects are detailed below:
 - **Madison Park Pump Station Upgrade** - Constructed 37 years ago, by a private development, and the original equipment is wearing down, building is undersized, and we are not able to install SCADA (computerized monitor). The plan is to replace this pump station on-site. Design work is at the 95% stage. Easement acquisition is under way.
 - **Oak Forest Sewer Pump Station Abandonment** - 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 via micro-tunnel and eliminate this aging pump station and avoid an expensive upgrade. Work on the construction is under way with about 60% completion. A major underground tunnel bore has been completed for the sewer piping for this project.
 - **Jefferson Village Water Main Replacement** - Replacing older (49 years) water mains made of inferior pipe product. Since originally part of a former well system, many of the mains are undersized. Design is at 100% completed. We have completed easement acquisition. The project is planned to be bid in early 2022.
 - **Pantops Sewer Study** - Area study to reduce wet weather infiltration and inflow (I/I). This study will likely lead to targeted sanitary sewer system rehabilitation. Flow monitoring and manhole inspections have been completed, and the investigation portion of this project, including robotic televising of the sewer lines, has been completed. Rehabilitation work is under way, and about 90% complete.
 - **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. We have completed the second phase of work, with the third phase design now complete.

- **Crozet Phase IV Water Main Replacement** - Our Strategic Plan calls for the eventual replacement of all asbestos-cement water mains in our system, as they are older and made of a weaker material than the current industry norm. This project continues our systematic program to replace the aging and undersized water mains in the Crozet Water System. This is the fourth of five phases that have been defined to carry out these improvements and is currently in design phase at the 100% stage. Easement acquisition is under way.
- **Hessian Hills Water Main Replacement** - The water mains in the Hessian Hills area have major deterioration, and they are also undersized throughout most of the subdivision. This project follows our Strategic Plan goal to replace aging and undersized water mains throughout our system. It will also eliminate a small amount of plastic pipe installed in the early 1980's. Work along Barracks Road and Georgetown Road is taking place at night due to high traffic volumes during the day. Construction on this project is about 52% complete. Most of the water mains along the neighborhood streets have been installed. Water customers are being switched over to the new mains.
- **Hollymead Sewer Study** - ACSA staff has identified other large drainage basins to be evaluated for infiltration and inflow (I/I) to continue our efforts to maintain the integrity of our wastewater collection system. This study area includes the oldest portions of the Hollymead Subdivision, as well as the offsite portion of the sewer main that serves the westernmost area of Forest Lakes South. The Forest Lakes Offsite Sewer will be the primary collector for the upcoming Brookhill development, and an evaluation of this trunk main will provide an excellent baseline of pipe integrity in advance of the future construction activities around this sewer. All of the manholes have been inspected, flow monitoring and smoke testing have been completed. Rehabilitation work orders have been issued to the contractors.
- **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, additional tank protection, etc. The security fence has been installed at the Avon Park Tank site and the new security fence around our Maintenance Yard has been completed.
- **Sewer Force Main Condition Assessment** - This project utilizes a computerized "SmartBall" that is flowed through the force main capturing assessment data (via acoustic monitoring technology) to determine any problem areas that require correction or further detailed investigation. Final report submitted showing some gas pockets in three

force mains. Recommended pipe wall thickness measurements in these areas have been completed and a portion of the Woodbrook Pump Station force main has been identified for replacement.

- **Energy Audit** - This project will consist of a comprehensive energy audit of the Operations Center and all pump stations (20). It will evaluate current energy consumption and the factors that drive it, as well as an analysis of utility rate structures to identify potential cost savings. Surveys are being conducted of all systems, including operation and maintenance procedures to determine where energy conservation can be improved. An evaluation of infrastructure needed to convert our fleet to electric vehicles has been added to the scope of the audit.
- **Avon Street Maintenance Yard** - 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, causing us to relocate some equipment and larger materials to the former ACSA Maintenance Yard at the Crozet Water Treatment Plant, which we lease from RWSA. This project will develop the ACSA owned Avon Street property into a satellite facility for larger vehicle and materials storage. Design of the site is under way at the 40% stage and, as well as coordination with the Albemarle County Planning staff. The Planning Commission has approved the Comprehensive Plan Compliance 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 out Reservoir Road. This cast iron pipe is over 90 years old and is severely tuberculated, which greatly reduces the flow capacity in this section. Design work is 90% complete. We are coordinating with VDOT where their road improvement project overlaps with ours. Easement acquisition is under way.
- **Northfields Water Main Replacement** - This project addresses the goal in our Strategic Plan for the eventual replacement of all asbestos- cement water mains in our system. The existing water mains are approximately 54 years old and have reached the end of their useful life. As a former well system that was connected to public water, most of the mains are also undersized. Field surveying is complete, with design under way at the 50% stage. The design of some sanitary sewer extensions as part of this project, specifically in areas along the road, has been added to our consultant's scope of work.
- **Exclusion Meters Replacement** - In the mid 1990's with the development of Glenmore, many new customers installed irrigation systems for their properties and wanted to have their sewer bills reduced by the amount of water that was diverted to irrigate their properties. Private meters were installed behind their ACSA meter to record this volume and it was "excluded" from the calculation of their sewer charges and these became known as exclusion meters. On January 1, 2006 the ACSA Rules and Regulations were modified to no longer allow exclusion

meters, and required that all future irrigation meters would be tapped separately off our water mains to be owned and controlled by the ACSA. This project is a multi-year replacement program by our in-house CIP Crew to install dedicated, ACSA owned irrigation meters that will eliminate all remaining private exclusion meters in our system. The number of exclusion meters in the ACSA system has been reduced to 404, with about 92 replaced thus far, or about 19%.

- **Pipe Saddles Replacement** - The ACSA Maintenance Department has discovered in recent years that pipe saddles used to make water service line connections to PVC water mains have been failing. Either the zinc-coated straps or the cast iron saddle bodies are deteriorating. This project is a multi-year replacement program.
- **Scottsville Phase IV (James River Road) Water Main Replacement** - Continues our systematic program to replace undersized and deteriorating water mains in the ACSA system. At the 50% design stage.
- **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 50% 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 is currently under way.
- **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. This project will extend sewer mains throughout the neighborhood to provide this service. Design work is currently under way.

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.

Attachments:

- ACSA Fall Customer Newsletter
- COVID Public Communications
- Imagine a Day Without Water Student Art Contest Flyer

news & updates

A Bit of a Broken Record

Dear Customer,

I know it's a bit of an odd headline, but as I thought about what to write this quarter, and how much Covid still impacts our world, let alone the Water World, it jumped out at me a bit.

I think you can imagine why. Just when it appeared we were reaching a return to a more normal way of life, as we have worked for every day here at the ACSA, the Delta variant has led us to remain cautious about the days to come.

Here's where sounding like a broken record is a good thing. Your water remains of high quality and unaffected by Covid and its variants. We don't expect this to change because our water treatment processes specifically disinfect your water in a way that prevents viruses from impacting its quality.

How can I say this with confidence? It's because of the investment you have helped us make in our water treatment systems. Our regional partner, the Rivanna Water and Sewer Authority (RWSA), continues to make needed upgrades in our water and wastewater systems.

In the coming years, RWSA is strategically addressing our water supply and our water and wastewater treatment facilities to ensure they exceed state and federal regulations. Together, we're all working to meet the service expectations of our customers and our community throughout Covid and beyond.



An early improvement under our MyWater program, the ACSA's new customer portal and payment system is available for use.

You are required to set up an online account using a prior billing statement. When the one-time registration is complete, you can easily review your account information online and securely pay your bills.

Visit our website today at www.serviceauthority.org for more information or contact the ACSA at custserv@serviceauthority.org or (434) 977-4511.

Gary O'Connell, Executive Director



ACSACONNECT



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Back to School Water Tips for Kids

As our children get settled into the new school year, we at the ACSA wanted to offer a few tips to help guide their water & toilet use.

When your kids brush their teeth, remind them to turn the water off while they're scrubbing away. It can save as much as EIGHT gallons EVERY DAY!

Ask your kids to make sure the faucet is always turned off all the way. No drips! If there's still a drip, say it's okay to tell you so you can take a peek for a leak.

Be sure to tell them not to use their toilet like a trashcan. Only pee, poop, & toilet paper gets flushed. The rest goes in the trashcan. And ask them to stick around in the bathroom a bit to make sure the toilet shuts off too.



Started in 2019, ART ON FIRE is a partnership between The Bridge Progressive Arts Initiative, the County of Albemarle, and the Albemarle County Service Authority.

The project creatively reimagines Albemarle community fire hydrants as canvases for mini murals. It was restarted in 2021 and, by the end of the year, ten hydrants will contribute to the cultural and visual vibrancy of the city.





COVID-19 PUBLIC COMMUNICATIONS

Issues and Crisis Management:
March 2020 – September 2021

Board of Supervisors' Meeting
October 20, 2021

Summary:

When COVID-19 began impacting everyone's lives in March of 2020, the Albemarle County Service Authority (ACSA) made the decision to provide consistent public communications that would update customers, key stakeholders, and the news media throughout the pandemic.

The approach focused on assuring our customers the water was safe, that the ACSA was working 24/7 to make sure the water would continue to be safe and in supply, that the ACSA was still always available for its customers despite the closing of our offices, and how customers and businesses could protect themselves against scams and health-related dangers as they reopened. The ACSA also conducted and publicized a customer survey to help it properly navigate COVID's challenges.

The following slides show how the ACSA carried out this communication approach. They include press releases, customer information materials and newsletters, and our COVID customer survey.

ACSA Announces Several Customer-Related Coronavirus Actions

March of 2020:

- Social distancing measures in place (ACSA offices closed to the public).
- Customers encouraged to use mail, website, phone and drop boxes for payments.
- Disconnects for non-payments eliminated during pandemic.



A Message from the ACSA

In March of 2020, a letter was mailed to all customers assuring them of the following:

- COVID-19 does not affect the quality of your drinking water.
- CDC and EPA websites have produced information stating multi-barrier water treatment and disinfection processes remove or inactivate viruses.
- ACSA is following all CDC and VDH guidance.



A Message from the Albemarle County Service Authority Delivering Safe, Clean, Reliable Water During the Coronavirus Pandemic

March 19, 2020

Along with the rest of the country, we at the Albemarle County Service Authority have been closely monitoring the dynamic situation surrounding the COVID-19 pandemic.

First and foremost, the health and well-being of our staff and customers, and the safety of your drinking water remain our highest priorities. To be clear, the COVID-19 coronavirus does not affect the quality of your drinking water. The Centers for Disease Control and Prevention (CDC) and the U.S. Environmental Protection Agency have produced information on their websites stating that multi-barrier water treatment and disinfection processes like the ones used to produce for your water remove or inactivate viruses.

The ACSA will continue to act thoughtfully and thoroughly, ensuring the reliable delivery of our services and reducing the disruption and uncertainty COVID-19 brings to our daily lives. As part of the Albemarle community, we are navigating this situation flexibly and responsibly, learning and adapting as new information is made available.

Things seem to be changing every day and there are a lot of unknowns. However, we have already taken a series of precautionary steps in response to this emerging public health impact, and we will continue to do so. We are following guidance from the CDC and the Virginia Department of Health and are also in regular communication with our suppliers to make sure we are supporting the needs of our water services.

All of us at the ACSA share a great deal of pride in how we deliver our services; we'll continue to do what is right for our customers and employees. Our hope – as always – is that after this pandemic is over, our staff will look back and say, "We made it through this unprecedented moment and kept bringing safe, clean water to all our customers' taps."

While this is a difficult situation, we are optimistic this will be a temporary situation. Guided by our core value of public service – "serve and conserve" – and a commitment

to the communities we serve, we will continue to communicate transparently with our customers and act responsibly with our local and state officials to ensure the health and well-being of the people we serve and employ.

The communities we serve are powerful; we know we are not tackling this alone. We join with you in practicing social distancing and other important measures as much as possible so we can make the biggest impact on reducing the spread of the virus that we can.

For continuing updates, I invite you to visit our website – www.serviceauthority.org – and follow us on Twitter, Facebook, or Instagram.

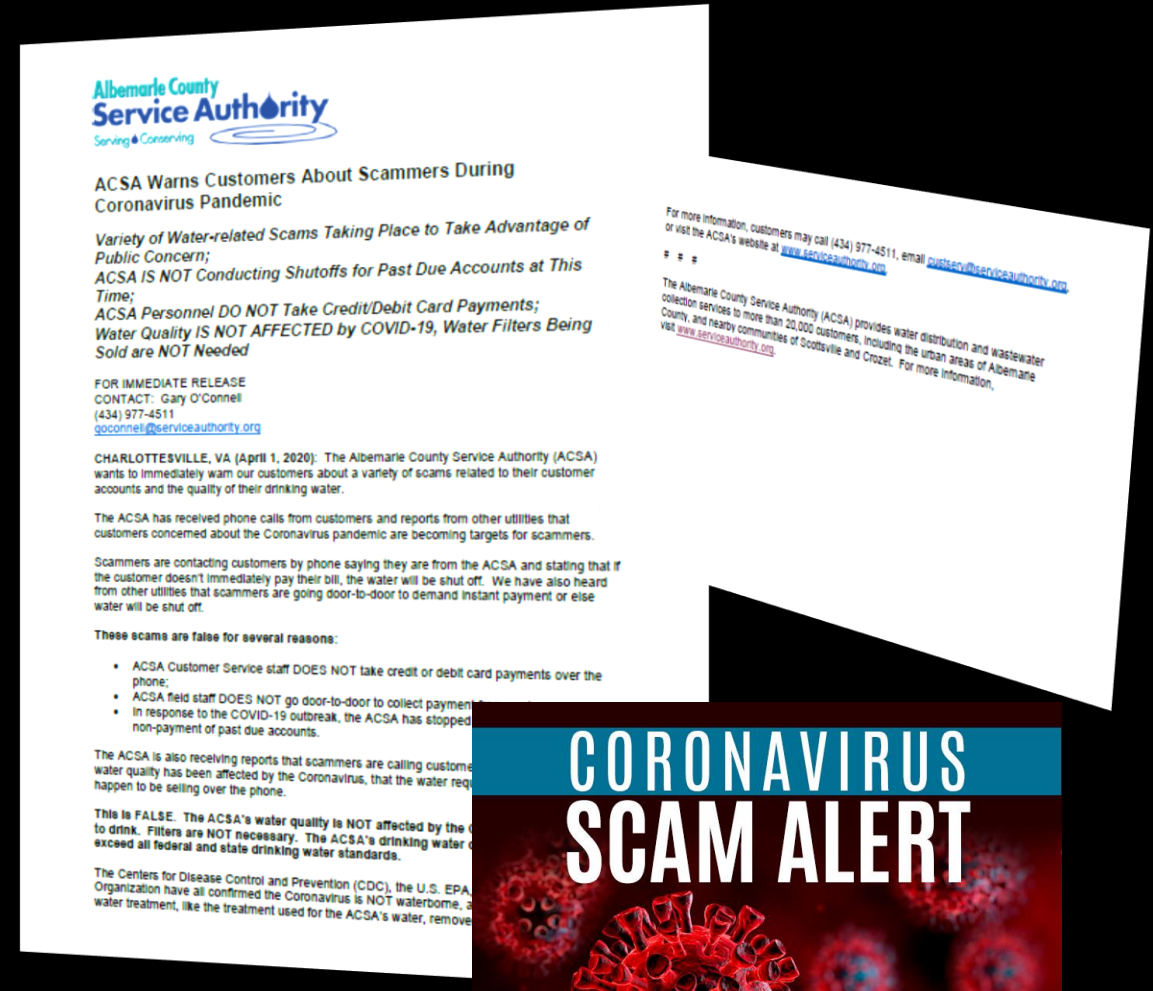
Sincerely,

Gary O'Connell
Executive Director

ACSA Warns Customers about Scammers

In April of 2020, ACSA warned customers about a variety of water-related scams and emphasized the following:

- ACSA is not conducting shutoffs for past due accounts.
- ACSA personnel will not take credit/debit card payments over the phone nor will ACSA field staff go door-to-door to collect payment.
- Water Quality is not affected by COVID-19; therefore, water filters being sold are not needed.



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ACSA Warns Customers About Scammers During Coronavirus Pandemic

*Variety of Water-related Scams Taking Place to Take Advantage of Public Concern;
ACSA IS NOT Conducting Shutoffs for Past Due Accounts at This Time;
ACSA Personnel DO NOT Take Credit/Debit Card Payments;
Water Quality IS NOT AFFECTED by COVID-19, Water Filters Being Sold are NOT Needed*

FOR IMMEDIATE RELEASE
CONTACT: Gary O'Connell
(434) 977-4511
goconnel@serviceauthority.org

CHARLOTTESVILLE, VA (April 1, 2020): The Albemarle County Service Authority (ACSA) wants to immediately warn our customers about a variety of scams related to their customer accounts and the quality of their drinking water.

The ACSA has received phone calls from customers and reports from other utilities that customers concerned about the Coronavirus pandemic are becoming targets for scammers.

Scammers are contacting customers by phone saying they are from the ACSA and stating that if the customer doesn't immediately pay their bill, the water will be shut off. We have also heard from other utilities that scammers are going door-to-door to demand instant payment or else water will be shut off.

These scams are false for several reasons:

- ACSA Customer Service staff DOES NOT take credit or debit card payments over the phone;
- ACSA field staff DOES NOT go door-to-door to collect payments;
- In response to the COVID-19 outbreak, the ACSA has stopped non-payment of past due accounts.

The ACSA is also receiving reports that scammers are calling customers and stating that the water quality has been affected by the Coronavirus, that the water requires a filter to be safe to drink. This is FALSE. The ACSA's water quality is NOT affected by the Coronavirus. The ACSA's drinking water exceeds all federal and state drinking water standards.

The Centers for Disease Control and Prevention (CDC), the U.S. EPA, and other health organizations have all confirmed the Coronavirus is NOT waterborne, and water treatment, like the treatment used for the ACSA's water, removes the virus.

For more information, customers may call (434) 977-4511, email custserv@serviceauthority.org, or visit the ACSA's website at www.serviceauthority.org.


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The Albemarle County Service Authority (ACSA) provides water distribution and wastewater collection services to more than 20,000 customers, including the urban areas of Albemarle County, and nearby communities of Scottsville and Crozet. For more information, visit www.serviceauthority.org.

CORONAVIRUS SCAM ALERT

Customer Newsletters

- Spring of 2020 Newsletter from the Executive Director assuring customers ACSA will continue to deliver safe, clean, reliable water during the pandemic.
- Summer of 2020 Newsletter from the Executive Director advising customers of ACSA's strategic use of reserves to eliminate a rate increase during the pandemic.



serviceauthority.org
Customer Service: 434-977-4511
custserv@serviceauthority.org

news & updates

Serving You During the Coronavirus Pandemic

Dear Customer,

At the start of the year, I wrote to you about how the Albemarle County Service Authority (ACSA) was preparing for the future, how we had constructed a strategic plan to map out improvements in customer service, technology, and environmental sustainability for the next three years.

Three months later, I am writing to you about a global, COVID-19 pandemic that has significantly impacted our quality of life. I don't have to tell you how almost every facet of our society has been affected.


One thing COVID-19 does not impact is your drinking water. The Centers of Disease Control and Prevention (CDC), the World Health Organization (WHO), and the U.S. Environmental Protection Agency (EPA) all agree that COVID-19 has not been detected in drinking water and that conventional water treatment methods that use filtration and disinfection, such as the methods used for your drinking water, remove or inactivate the virus that causes COVID-19.

Your health and well-being remain the ACSA's highest priorities, and our staff is dedicated to making sure your water and wastewater services stay safe and reliable. While this situation is unprecedented, we have consistently prepared for crises and have instituted our emergency plans. We will continue to operate thoughtfully and thoroughly, following the guidance we are receiving from federal, state and local leaders.

All of us at the ACSA share a great deal of pride in the communities we serve and their ability to come together and persevere. We know the financial impacts of COVID-19 will last long past the moment when the virus has been contained. We will continue to assess our Customer Service policies to make sure they balance the need for us to maintain our operations with the economic realities we ALL face together.


The ACSA will continue to be guided by our core value of public service – "serve and conserve" – as we communicate transparently about our short-term response to COVID-19 and our long-term commitment to improve our systems and operations for years to come. I invite you to visit our website and join us on our social media streams – Facebook, Twitter, and Instagram – for continuing updates on our progress.

Thank you for your resilience and cooperation,




Gary O'Connell
Executive Director, Albemarle County Service Authority


Stay connected with the ACSA.



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serviceauthority.org
Customer Service: 434-977-4511
custserv@serviceauthority.org

FY '21 Budget & Rates


Strategic Use of Reserves Eliminate Rate Increase During Pandemic

Dear Customer,


Before the COVID-19 Pandemic reached our community, the ACSA was prepared to propose an increase in our rates for the next fiscal year due to the needs of our partner, the Rivanna Water and Sewer Authority (RWSA), who had planned to address several essential infrastructure initiatives. The pandemic changed all that and continues to adversely affect all aspects of our daily lives, placing great financial strain on our community.

Working collaboratively with the RWSA, we have reevaluated current and future operations and capital projects to ensure that no increase would be passed on to customers in this proposed budget starting July 1. Over the years, we've responsibly established reserves for just this purpose. The proposed budget will leverage these reserves to fund our work.

As always, we thank you for your consideration. We will get through these difficult times together.




Gary O'Connell
Executive Director,
Albemarle County Service Authority



60+%

More than 60% of your bill pays for RWSA's services



One Penny buys
2.2 GALLONS of Water

Proposed ACSA Water & Sewer Monthly User Rates

Service Charge	FY 20	FY21
Volume Charge: Single-Family Residential (per 1,000 gallons)	\$8.57	\$8.57
Level 1: Up to 3,000 gallons	\$4.48	\$4.48
Level 2: 3,001 to 6,000 gallons	\$9.98	\$9.98
Level 3: 6,001 to 9,000 gallons	\$13.46	\$13.46
Level 4: More than 9,000 gallons	\$17.96	\$17.96
Multi-Family/Non-Residential (per 1,000 gallons)	\$8.66	\$8.66
Sewer: All Users (per 1,000 gallons)	\$9.47	\$9.47

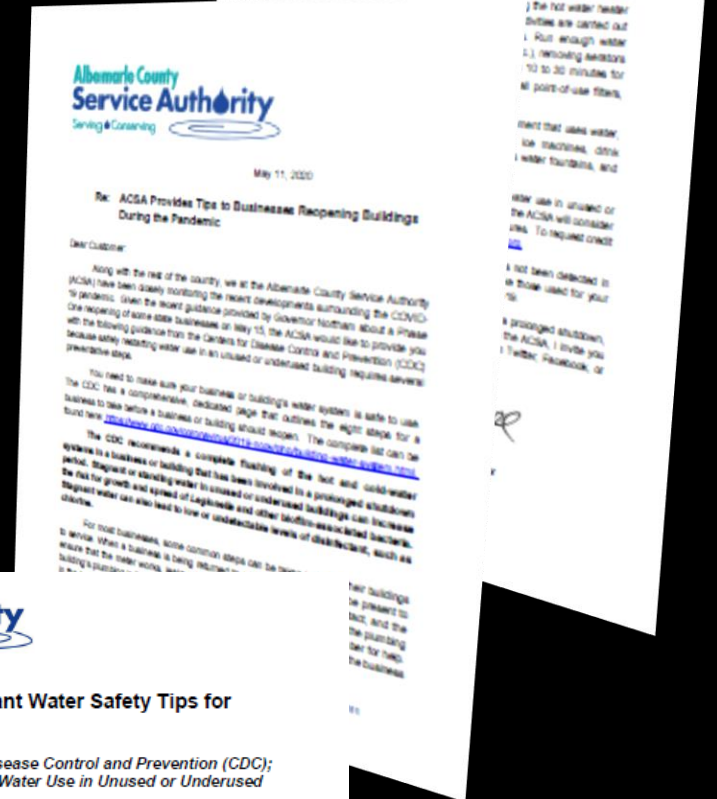
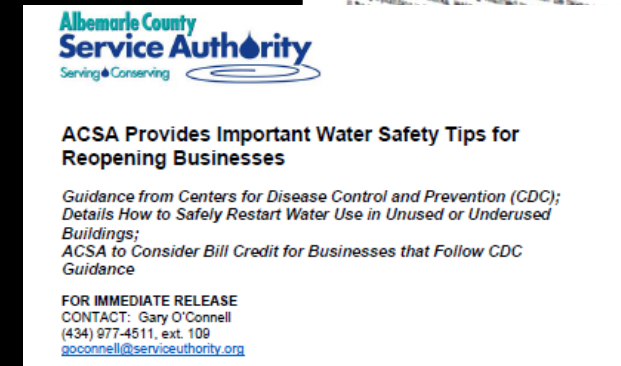
Monthly Bill Comparison

Entity	Monthly Rate
Western VA Water Authority	\$99.30
City of Charlottesville	\$84.28
City of Charlottesville	\$83.75
State Median	\$69.78
ACSA Proposed Rate	\$88.87

ACSA Provides Water Safety Tips for Reopening Businesses


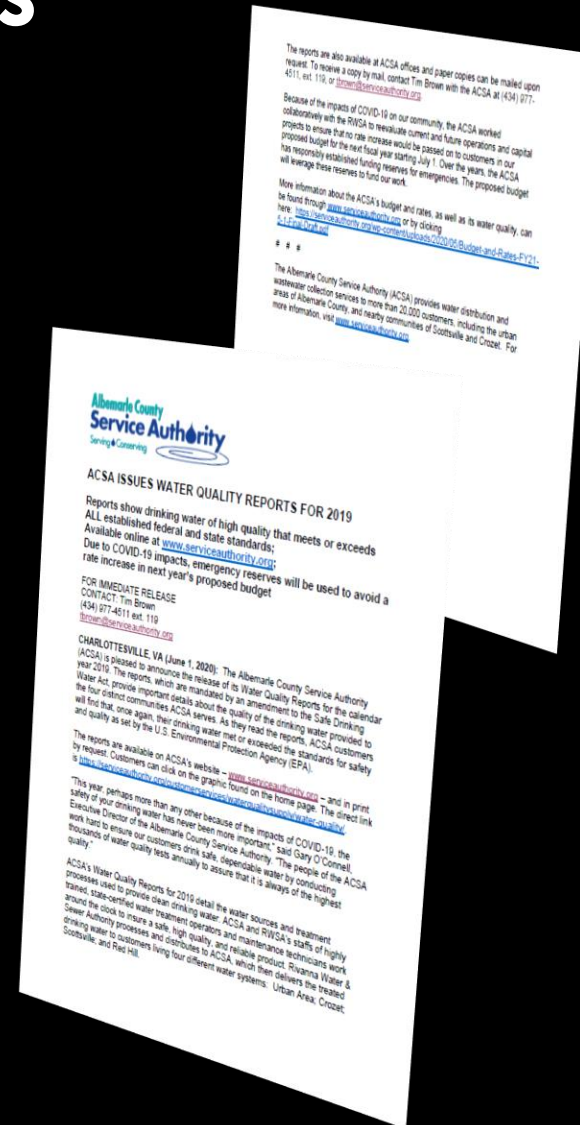
In May of 2020, the ACSA provided tips informing customers of the following guidance from the CDC:

- Complete flushing of both the hot and cold-water systems in a business or building that has been involved in the prolonged shutdown.
- Have an adult present to ensure the meter works, leaks are minimized, wastewater piping is intact, and the building's plumbing is flushed.
- ACSA consideration of bill credit for businesses that followed CDC guidance.



Water Quality Reports

- Issued June of 2020 for test results from 2019; and in June of 2021 for test results from 2020.
- Detailed reports on water sources and treatment processes used to provide clean drinking water.
- Online reports available for the Urban, Scottsville, Red Hill and Crozet area.



**SAFE &
CLEAN.
AS ALWAYS.**

**2020 ALBEMARLE COUNTY SERVICE AUTHORITY
DRINKING WATER REPORTS ARE NOW AVAILABLE!**

Visit www.serviceauthority.org to read about new improvements in how your water is treated and see the test results for 2019.

A copy of the report is available by contacting Tim Brown
tbrown@serviceauthority.org • 434.977.4511 x119



**2021 ACSA
Drinking
Water Quality
Reports Now
Available**

Visit www.serviceauthority.org to read about how the ACSA is prepared for compliance with future water quality regulations, including PFAS and lead.

If you wish to receive a paper copy of the report, please contact Tim Brown at tbrown@serviceauthority.org or 434-977-4511, ext. 119.

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Customer Feedback

In October of 2020, a COVID-19 Customer Service Survey requested feedback in the following areas:

- Customer interaction **(93.2% satisfaction rating received)**;
- Customer satisfaction levels;
- Information provided by ACSA **(95.6% satisfaction rating received)**;
- Access to ACSA during the pandemic **(99.4% satisfaction rating received)**.

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CUSTOMER SURVEY
Survey also available online at www.serviceauthority.org

The Albemarle County Service Authority (ACSA) would like to take this opportunity to thank our customers again for your continued patience and resiliency during these unprecedented times as we all deal with COVID, and to request feedback on your water and sewer service. We greatly appreciate your assistance and look forward to receiving your responses.

1. Within the past six months, what service(s) have you been in contact with the ACSA about (check all that apply):

My water service ☐
My sewer service ☐
My utility bill ☐
Other ☐

If other, please specify: _____

2. Overall, how satisfied were you with the service received?

Very Satisfied ☐ Somewhat Satisfied ☐ Neutral ☐ Somewhat Dissatisfied ☐ Very Dissatisfied ☐

If dissatisfied, please explain why so we can address: _____

3. How satisfied are you with the information provided by the ACSA about your water?

Very Satisfied ☐ Somewhat Satisfied ☐ Neutral ☐ Somewhat Dissatisfied ☐ Very Dissatisfied ☐

If dissatisfied, please explain why so we can address: _____

4. Has the closing of the ACSA office to the public had an impact on your water or sewer service?

☐ Yes ☐ No

If 'yes', please explain how so we can address: _____

5. Below, please provide any comments or suggestions on how the ACSA can better meet your needs.

6. If you would like the ACSA to follow-up with you on your feedback, please provide your preferred contact information below:


Name: _____
Email: _____
Phone Number: _____



ACSA Launches COVID-19 Customer Service Survey
Short questionnaire to provide the ACSA with important information about our services;
Included in Fall Customer Newsletter; Also available online at www.serviceauthority.org.

Newsletters

- “Continuing Our Work During COVID-19” – Fall of 2020 Newsletter from the Executive Director reminding customers that the safety of their drinking water remains the ACSA’s highest priority, as well as requesting feedback on their water and sewer services via our latest customer survey.
- “Working Towards a Better 2021” - Winter of 2020-21 Newsletter from the Executive Director continuing to remind customers that their drinking water is safe and to thank them for their feedback on our customer survey.



serviceauthority.org
Customer Service: 434-977-4511
custserv@serviceauthority.org

news & updates

Continuing Our Work During COVID-19

Dear Customer,


Six months ago, I wrote to you about the Albemarle County Service Authority's efforts to closely monitor and prepare for the COVID-19 pandemic, a public health crisis unlike anything we'd previously experienced. Six months later, we remain in uncharted territory, still trying to limit the impact of the virus on ourselves, our families, and our neighbors.

As time passes and we move through our daily lives, some basic truths can become muddled. I'd like to remind you that the safety of your drinking water remains our highest priority and that the coronavirus did not, and will not, affect the quality of your drinking water. Multi-barrier treatment and disinfection processes like the ones used to produce your water remove or inactivate viruses.



Since the pandemic hit our community, the ACSA has tried to act thoughtfully, with flexibility and responsibility. We've done our best to learn and adapt as new information became available. On the back of this newsletter, you will find a brief survey that gives you the opportunity to provide us with feedback about how we've carried out our responsibilities during COVID-19. I ask you to take a minute to tell us how we're doing so we know where we are being successful and where we can improve.

Since March, we have watched our communities take on COVID's unimagined challenges with strength and resiliency. As we prepare for the possibility of more difficult times ahead, we can take solace in knowing that we'll emerge stronger than before.

Sincerely,



Gary O'Connell, Executive Director

 ACSAConnect  ACSA_connect
www.serviceauthority.org

"Flushable Wipes" Are NOT Flushable

You see the ads all the time now. "Flushable wipes are incredible!" Let us be as perfectly clear: these wipes are NOT flushable!




As you can see, they do NOT break down in your wastewater system like toilet paper, leading to clogs of sewer pipes and essential plant infrastructure. Don't flush these wipes.

Only flush the Three P's down your toilet. Poop. Pee. Paper. (Toilet paper, that is.)



The CodeRED Community Emergency Alert system is used by Albemarle County and the City of Charlottesville to notify residents and businesses of critical situations - like ACSA emergencies - and provide information regarding necessary actions.

You can register to receive phone messages, text messages and e-mail messages by visiting www.communityemergency.org.



serviceauthority.org
Customer Service: 434-977-4511
custserv@serviceauthority.org

news & updates

Working Toward a Better 2021

Dear Customer,

It goes almost without saying that the COVID-19 pandemic adversely affected almost every aspect of our lives: where we worked, played, worshipped, and traveled. It decided where we ate, when we shopped, and how our children "went" to school.


What the coronavirus did not negatively impact was the safety and security of your water and wastewater services. Your water was always clean of COVID and our staff worked around the clock - as they always have - to make sure your lives weren't challenged even further during this trying time.

I do ask for you to consider for a moment what life would've been like if you had not been able to drink your tap water. Life would've been very different. For all of us.



In the middle of the pandemic, we fielded a customer survey because, like you, we were in uncharted territory and we wanted to hear how we were doing in your eyes. We were thankful to find out how satisfied you were with our services, our level of public information, and the availability of our staff.


While we were pleased with the results, we always discover room for improvement. And that is our hope for 2021, that we will continue to work together toward a better day for all of us.

Sincerely,



Gary O'Connell, Executive Director

 ACSAConnect  ACSA_connect



January 2021 Update

The ACSA continues to make significant progress under our MyWater utility innovation program.

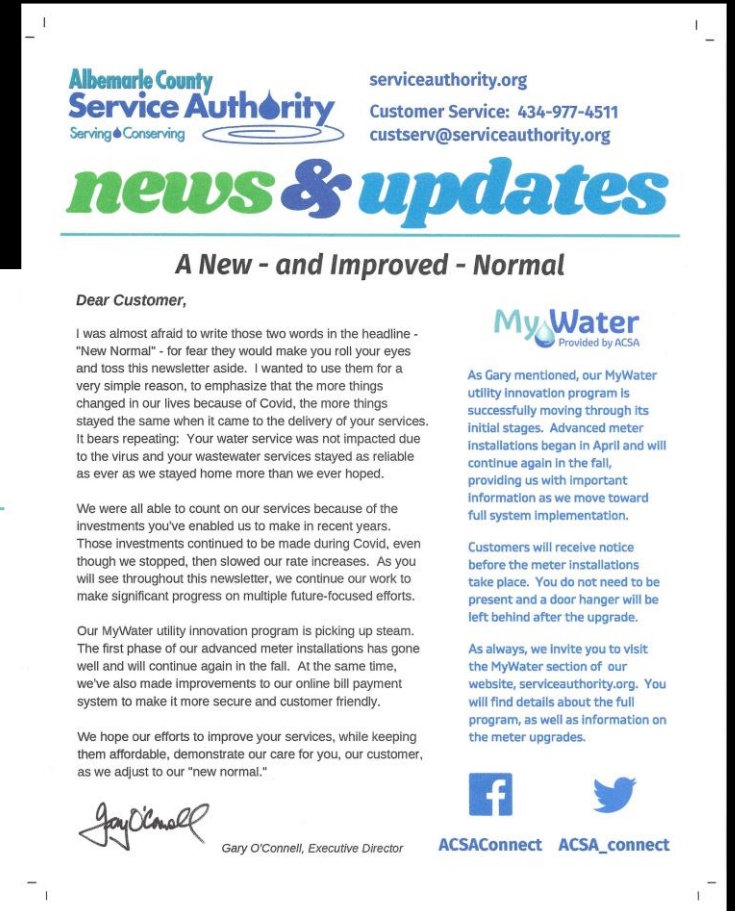
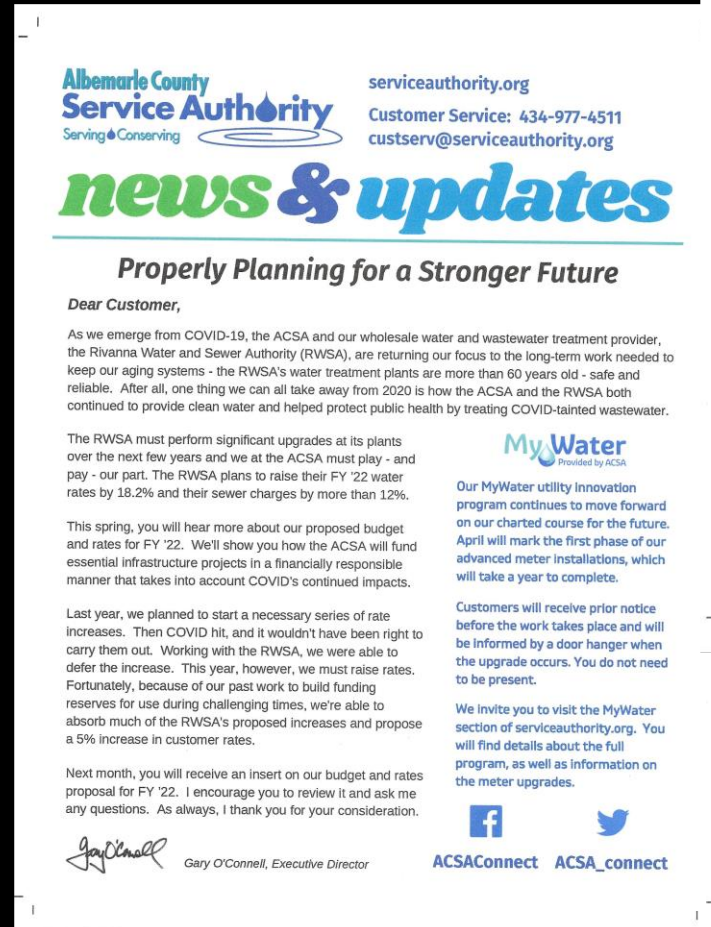
Our first effort involves the upgrading of our 20,000-plus water meters. As we enter 2021, we are pleased to report that: the meter reading software has been installed and is in testing; staff training is underway, and new business processes have been prepared for implementation.

Customers will receive prior notice before the work takes place and will be informed by a door hanger when the upgrade occurs. You do not need to be present. The project will take about two years to complete.

We invite you to visit the MyWater section of serviceauthority.org. You will find details about the full program, as well as information on the meter upgrades.

Newsletters (continued)

- “Properly Planning for a Stronger Future” - Spring of 2021 Newsletter from the Executive Director reminding ACSA customers of the need to return focus to the long-term work needed to keep aging systems safe and reliable
- “A New and Improved Normal” - Summer of 2021 Newsletter from the Executive Director updating customers that ACSA continues to make significant progress on multiple projects to improve services while keeping them affordable.



Newsletters (continued)

- “A Bit of a Broken Record” – Fall of 2021 Newsletter from the Executive Director reminding customers their drinking water continues to be of high quality and unaffected by COVID and its variants.



serviceauthority.org
Customer Service: 434-977-4511
custserv@serviceauthority.org

news & updates

A Bit of a Broken Record

Dear Customer,

I know it's a bit of an odd headline, but as I thought about what to write this quarter, and how much Covid still impacts our world, let alone the Water World, it jumped out at me a bit.

I think you can imagine why. Just when it appeared we were reaching a return to a more normal way of life, as we have worked for every day here at the ACSA, the Delta variant has led us to remain cautious about the days to come.

Here's where sounding like a broken record is a good thing. Your water remains of high quality and unaffected by Covid and its variants. We don't expect this to change because our water treatment processes specifically disinfect your water in a way that prevents viruses from impacting its quality.

How can I say this with confidence? It's because of the investment you have helped us make in our water treatment systems. Our regional partner, the Rivanna Water and Sewer Authority (RWSA), continues to make needed upgrades in our water and wastewater systems.

In the coming years, RWSA is strategically addressing our water supply and our water and wastewater treatment facilities to ensure they exceed state and federal regulations. Together, we're all working to meet the service expectations of our customers and our community throughout Covid and beyond.



Gary O'Connell, Executive Director



ACSACONnect ACSA_connect

Back to School Water Tips for Kids

As our children get settled into the new school year, we at the ACSA wanted to offer a few tips to help guide their water & toilet use.

When your kids brush their teeth, remind them to turn the water off while they're scrubbing away. It can save as much as EIGHT gallons EVERY DAY!

Ask your kids to make sure the faucet is always turned off all the way. No drips! If there's still a drip, say it's okay to tell you so you can take a peek for a leak.

Be sure to tell them not to use their toilet like a trashcan. Only pee, poop, & toilet paper gets flushed. The rest goes in the trashcan. And ask them to stick around in the bathroom a bit to make sure the toilet shuts off too.



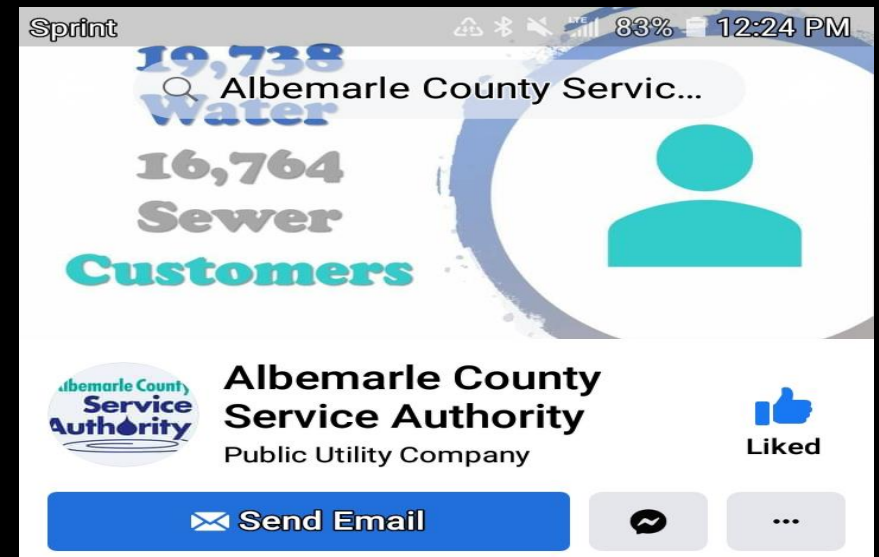
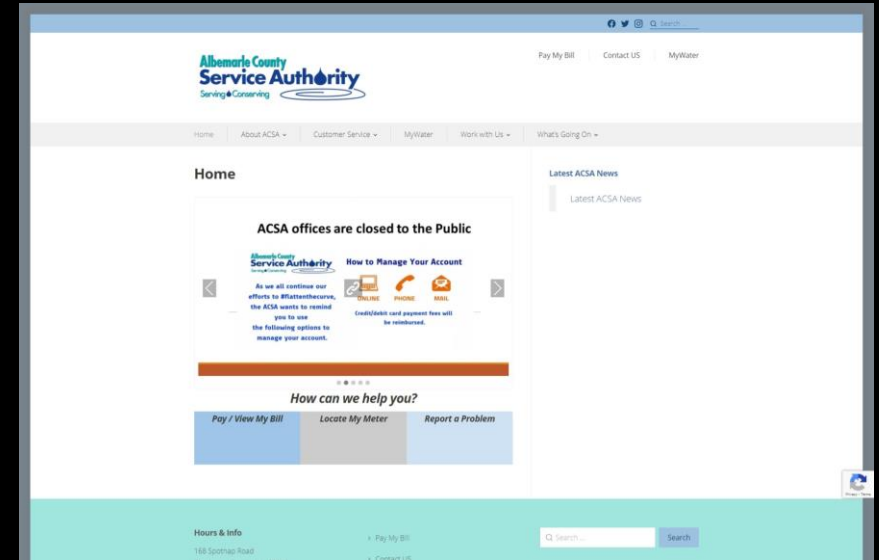
Started in 2019, ART ON FIRE is a partnership between The Bridge Progressive Arts Initiative, the County of Albemarle, and the Albemarle County Service Authority.

The project creatively reimagines Albemarle community fire hydrants as canvases for mini murals. It was restarted in 2021 and, by the end of the year, ten hydrants will contribute to the cultural and visual vibrancy of the city.



CUSTOMER SERVICE RESPONSE DURING COVID

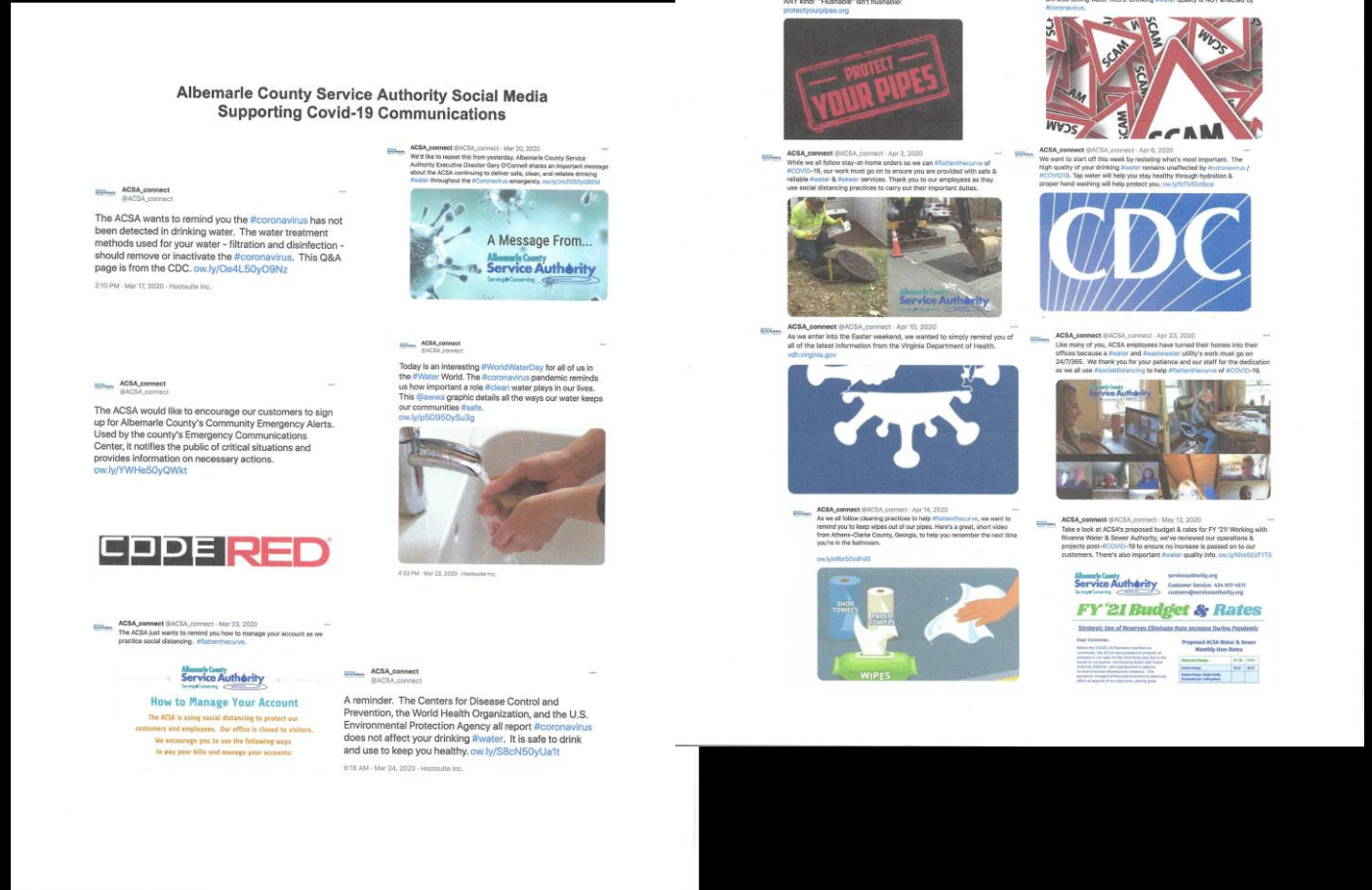
- **4,130** customer calls answered by the Administration Department and **23,919** customer calls answered by the Customer Service Department.
- **355** completed Service Requests.
- **2,488** completed Work Orders.
- **16** web and social media posts.



COVID Customer Communications through Social Media

Numerous topics that were posted on multiple platforms included the following:

- CDC reminders... “Drinking water is safe”
- Registering for CODERED
- “How to Manage Your Account”
- “Important Water Quality Information”
- CDC “Guidelines”
- “Protecting Your Pipes”
- VDH “Updates”
- Scams related to COVID



All Posts People Groups Events

roo, Tenn Knight and 2 others

Like Comment Share

Albemarle County Service Authority

Mar 16, 2020

To find out more info, visit
<http://ow.ly/knyk50yNedU>



Ringtone

All Posts People Groups Events

Albemarle County Service Authority

Mar 25, 2020

We were going to post our own graphic today reminding you to only flush the 3 Ps: pee, poop, and (toilet) paper. However, the @EPA just posted a graphic that covers ALL of the things that need to stay OUT of our pipes. PLEASE, do NOT flush these products! ... See More



albemarle county servic

All Posts People Groups Events

Albemarle County Service Authority

Mar 30, 2020

As the response to the #coronavirus pandemic extends through April, we will remind you of some important facts over the coming weeks. Do NOT use your toilet like a trashcan. ONLY FLUSH TOILET PAPER. No wipes of ANY kind! "Flushable" isn't flushable!
<https://protectyourpipes.org/>



Service Authority

Authority

Apr 2, 2020

While we all follow stay-at-home orders so we can #flattenthecurve of #COVID-19, our work must go on to ensure you are provided with safe & reliable #water & #sewer services. Thank you to our employees as they use social distancing practices to carry out their important duties.




COVID SOCIAL MEDIA COMMUNICATIONS

← albemarle county servic

All Posts People Groups Events

Albemarle County Service Authority
Apr 6, 2020

We want to start off this week by restating what's most important. The high quality of your drinking #water remains unaffected by #coronavirus / #COVID19. Tap water will help you stay healthy through hydration & proper hand washing will help protect you. <http://ow.ly/9hmO50z6jcf>



All Posts People Groups Events

Albemarle County Service Authority
Apr 8, 2020


Because of the length of the #coronavirus #pandemic, we'll be regularly repeating information to remind our customers about the ACSA's #socialdistancing practices and actions they can take to protect themselves and our systems. We thank them for their patience and understanding.

Albemarle County Service Authority
Serving & Conserving

How to Manage Your Account
As we all continue our efforts to #flattenthecurve, the ACSA wants to remind you to use

Authority
Apr 23, 2020

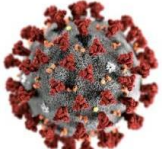
Like many of you, ACSA employees have turned their homes into their offices because a #water and #wastewater utility's work must go on 24/7/365. We thank you for your patience and our staff for the dedication as we all use #socialdistancing to help #flattenthecurve of #COVID-19.



All Posts People Groups Events

Albemarle County Service Authority
May 12, 2020

With Phase One starting May 15, the ACSA would like to provide the following guidance from the Centers for Disease Control and Prevention (CDC) because safely restarting water use in an unused or underused building requires several preventative steps. <http://ow.ly/r3kv50zDPLL>



Important water safety tips for reopening businesses from the CDC.

Albemarle County Service Authority
Serving & Conserving

COVID SOCIAL MEDIA COMMUNICATIONS (CONTINUED)

COVID Updates for Community Partners



PRESENTATION TO BOARD OF SUPERVISORS

July 15, 2020

COVID CUSTOMER SERVICE SURVEY

After contacting the ACSA during the pandemic, how satisfied were you with the service you received?



How satisfied are you with the information provided with the ACSA about your water?



How has the closing of the ACSA office to the public had an impact on your water or sewer service?



During May, the ACSA experienced a COVID-related 5.4% drop in water consumption.



MEMORANDUM

To: Albemarle County Board of Supervisors
From: Gary O'Connell, Executive Director
Date: July 21, 2021
Re: Albemarle County Service Authority (ACSA) Quarterly Briefing
cc: Mr. Jeff Richardson, County Executive; ACSA Board of Directors; ACSA Leadership Team and Operations Council

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, reliable Albemarle water. Here are some recent updates from the ACSA:

- Summer Customer Newsletter** - A copy of our summer newsletter is attached for your information, that updates our MyWater project, and our new online bill payment system.
- FY 2022 Budget and Rates** - The proposed FY 2022 Budget and Rates were approved by the ACSA Board at their June 17th meeting. Approved is a 5% increase in monthly user rates effective July 1st. Our wholesale treatment provider RWSA is charging us a 15.5% increase, and we are using planned reserves to lessen the rate impact on our customers. The RWSA has four major treatment plant upgrades/renovations that are necessary funding to assure high quality water that can be reliably provided. This will be the first of several years of larger rate increases to support these projects. The ACSA average monthly bill continues to be below the statewide average, even with this proposed increase. See the attached "FY 2022 Budget and Rates" flyer that was mailed to all customers in May with their bills.

AMI (Advanced Metering Infrastructure) - One of our Strategic Plan major initiatives is to utilize the various AMI technologies that are available in the water metering world. A tremendous advantage with AMI is near real time leak detection inside the customer's home or business, or water service line, a tremendous water conservation and cost savings tool. We have already identified several leaks. One in particular could have been very

1



MEMORANDUM

To: Albemarle County Board of Supervisors
From: Gary O'Connell, Executive Director
Date: July 15, 2020
Re: Albemarle County Service Authority (ACSA) Quarterly Briefing

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MEMORANDUM

To: Albemarle County Board of Supervisors
From: Gary O'Connell, Executive Director
Date: October 21, 2020

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MEMORANDUM

To: Albemarle County Board of Supervisors
From: Gary O'Connell, Executive Director
Date: April 21, 2021
Re: Albemarle County Service Authority (ACSA) Quarterly Briefing
cc: Mr. Jeff Richardson, County Executive; ACSA Board of Directors; ACSA Leadership Team and Operations Council

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, reliable Albemarle water. Here are some recent updates from the ACSA:

- Spring Customer Newsletter** - A copy of our spring newsletter is attached for your information, that announces our MyWater project and a water rate preview.
- Proposed Budget and Rates** - The proposed FY 2022 Budget and Rates went to the ACSA Board at their April 15th meeting. We are proposing a 5% increase in monthly user rates effective July 1st. Our wholesale treatment provider RWSA is charging us a 15.5% increase, and we are using planned reserves to lessen the rate impact on our customers. The RWSA has four major treatment plant upgrades/renovations that are necessary funding to assure high quality water that can be reliably provided. This will be the first of several years of larger rate increases to support these projects. The ACSA average monthly bill continues to be below the statewide average, even with this proposed increase. See the attached "FY 2022 Budget and Rates" flyer that will be mailed to all our customers in May with their bills.
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The image features a solid black background. At the top, there is a decorative horizontal band with a wavy, fluid appearance. This band is composed of several overlapping layers of color, including bright yellow, orange, and red on the left side, transitioning into green and light blue on the right side.

Questions?

2021 Youth Art Contest

Imagine a Day without Water

Open to:









All Youth that live in the
City of Charlottesville
& Albemarle County in
Grades K to 12th.

Theme: "Love Our Water"

Water is essential for life. You need water for everything from brushing your teeth, growing the food you eat, and making the things you use everyday. We must value water and we need you to tell us why you love our water.

OCT 1ST - NOV 5TH

Contest Rules

-  All entries must convey the theme of the contest:
"Love Our Water"
-  Entries must be the work of one individual student, no collaborations.
-  Multiple entries from the same student will be accepted.
-  Original artwork or photography only. Entries submitted with copyrighted characters or images will not be accepted.
-  Artwork can be any 2-dimensional size. Suggestion sizes are horizontal 11" x 8.5" for drawings and 4:3 ratio for photography.
-  Any medium may be used (paint, colored pencils, crayons, markers, photography, etc.) No 3-D entries, please.
-  Teachers may submit for students or students can submit independently through their parents.
-  Submission Options:
 - Submit digitally through our Art Contest Platform Upload Form (accepts: JPEG/JPG, PNG, or GIF images).
 - Mail your entry to Water Conservation, 305 4th Street NW, Charlottesville, VA 22903.
 - In person at JMRL Central, Northside, and Crozet branches. Check JMRL.org for hours of service.

PRIZES

For the Students:

\$200 gift card

One winner in each category

- Grades K-2
- Grades 3-4
- Grades 5-6
- Grades 7-8
- Grades 9-12
- Fan Favorite (voting Nov 15th - 24th)

For the Teacher:

Every teacher whose students submit posters will be entered into a drawing to win a **\$200 gift card** for classroom projects. The more students that participate will increase the odds of winning. 4 teachers will be selected!



Imagine a Day Without Water
October 21, 2021



www.charlottesville.gov/artcontest

Official Entry Form



2021 Charlottesville "Imagine a Day without Water" Art Contest: Love Our Water

Name: _____

Age: _____

School: _____

Grade: _____

Division Category: Grades: K-2 ☐ Grades: 3-4 ☐ Grades: 5-6 ☐
(Please check one)

Grades: 7-8 ☐ Grades: 9-12 ☐

Teacher Sponsor Name (if applicable) : _____

Home Phone Number: (____) _____

(Parent/Teacher signature)

E-mail Address: _____

If you are submitting in person or through mail, you must completely fill this out to be a valid entry.

Please write legibly! Electronic submissions will fill this out as part of your digital submission.

Posters become the property of the contest sponsors (City of Charlottesville, ACSA and RWSA) and will not be returned. The contest sponsors have the right to display or otherwise use the submissions for future promotions.

Deadline for all poster entries is Friday, Nov. 5th, 2021! Please attach this form to the back of your poster!

- Winners will be recognized through a press release and their work will be exhibited in public venues.
- A panel of judges (to be selected by the contest sponsors) will select the winning posters for each grade division.
- Posters will be judged on message (keep in mind the theme), originality, creativity and overall presentation.
- Posters must be submitted by November 5th using one of the official submission processes by the end of business day.
- The Fan Favorite winner will be selected by online voting from the top entries (number based on entries). The link with the eligible entries will be available at www.charlottesville.gov/artcontest starting on November 15th through November 24th.
- One student may not win both the fan favorite and judges pick, and if the student is chosen for both, the fan favorite runner-up will win the Fan Favorite prize.
- The winners of all categories will be announced by December 8th, 2021.

For updates and full list of rules and contest information, please go to our website. www.charlottesville.gov/artcontest.

Submit Online:

www.charlottesville.gov/artcontest.

Submit by Mail:

Water Conservation, 305 4th Street NW,
Charlottesville, VA 22903.

Submit in Person:

At JMRL Central, Northside, and Crozet
branches. Check JMRL.org for hours of service.

QUESTIONS?

Contact:

Jill Greiner

Water Efficiency Program Coordinator

434-970-3877

waterconservation@charlottesville.gov

Important: Each poster mailed or delivered in person **MUST** have the official entry form attached to the back. All information must be filled in completely and legibly. Illegible and incomplete entries will be disqualified. Please print or type ALL information. Entry forms may be copied if needed.