



## **AMHERST COUNTY SERVICE AUTHORITY**

*P. O. BOX 100  
MADISON HEIGHTS, VA 24572-0100  
PHONE (434) 845-1605  
FAX (434) 845-1613*

March 18, 2020

### **Temporary Closure of ACSA Water Office in Response to COVID-19**

Starting Thursday, March 19, 2020, the public area of the ACSA Water Office will be closed until further notice. This is in response to calls by the President and Governor for “social distancing” to combat the further spread of the coronavirus. This has no effect on ACSA’s continued efforts to provide all of our water and sewer customers services as normal; ACSA is not closing and ACSA staff will all be working. The Water Office will remain staffed and working, but, for the protection of the public and ACSA staff, ACSA requests that water and sewer bill payments be made by cash, check, or money order in envelopes placed thru the slot on the front of the left side of the front of the building, below the #113 sign. Please be sure to include your address on the envelope, so we know which account to credit.

We recognize this is an inconvenience, which we will try to mitigate by:

- Mailing receipts to the account addresses for all cash payments.
- Continuing to accept credit card payments over the phone; call 833-277-0390.
- Accepting cash payments to the nearest whole dollar, so payments can be made without coins and change having to be dealt with; slight over- or under-payments will be reconciled with the next billing.
- Accepting questions for staff thru the payment slot, by calling 434-845-1605, or by emailing [acsava@acsava.com](mailto:acsava@acsava.com).

If you have any questions, please call the Water Office (434-845-1605) during normal business hours (9 am – 5 pm, Monday to Friday, excluding holidays), or the ACSA Director at 434-221-8757 at other times.

Thank you for your patience and understanding!!

---