To ACSA’s water and sewer customers:

We understand that this is a stressful time for our community and the households we serve. Please know that we are here for you and are committed to taking all steps necessary to maintain safe, reliable water service. The Water Office public area is closed for the time being, as requested by the President and Governor to prevent the further spread of the coronavirus, but ACSA staff continues to work and will be here to provide all the services and assistance our customers have come to expect from us.

You can and should continue normal use of tap water provided by ACSA:

- The U.S. Environmental Protection Agency recommends that Americans continue to use and drink tap water as usual. EPA’s drinking water regulations require treatment at public water systems to remove or kill pathogens, including viruses. Also, the World Health Organization has stated that the “presence of the COVID-19 virus has not been detected in drinking-water supplies and, based on current evidence, the risk to water supplies is low.” Additionally, according to the U. S. Centers for Disease Control and Prevention, COVID-19 is mainly thought to spread between people who are in close contact with one another. CDC adds that conventional water treatment methods using filtration and disinfection, such as those in most municipal drinking water systems, should remove or inactivate the virus that causes COVID-19. ACSA’s standard water treatment processes include filtration and disinfection. ACSA was informed this month that we achieved a Virginia Dept. of Health “Excellence in Performance and Operations” award for 2019, ACSA’s 8\textsuperscript{th} consecutive annual award of this type and 10\textsuperscript{th} in the last twelve years. These awards are not just handed out by VDH; hard work by dedicated staff is needed to accomplish them, especially 8 years in a row. ACSA staff remains at work, on call, and ready to serve our customers at all times, but especially now.
- Handwashing using tap water is critical to preventing the spread of COVID-19. CDC and other health organizations recommend frequent handwashing for at least twenty (20) seconds several times per day.

- Remember that your toilet should not be used as a trash can. Do not treat other items like toilet paper; please do not flush paper towels, “flushable” wipes, napkins, tampons, cotton balls, dental floss, or other substances. Flushing nonbiodegradable items can result in backups and overflows and create treatment problems at wastewater treatment plants.

- We are prepared to keep safe water flowing and continue providing water service throughout this pandemic. We have staff and infrastructure in place to maintain water service around the clock to help keep families healthy, clean, and hydrated. During normal ACSA business hours (9 am – 5 pm, Monday thru Friday, except holidays), please call the Water Office at 434-845-1605 with any questions, comments, or concerns you have. Outside of those hours, please call 434-221-8757.

- As noted above, the Water Office public area is closed for the time being, to reduce the threat of spread of coronavirus during ACSA bill payments and other public interactions. Water and sewer bills can be paid by placing bills in envelopes and depositing them in the night deposit slot on the front of the Water Office or by credit card by phone (833-277-0390) or online at our web site on the Amherst County web page.

- Given the importance of hygiene and sanitation to prevent the spread of COVID-19, we are postponing late fee assessments and water shutoffs for water and sewer bill non-payments in 2020 until further notice.

Thank you for your continued trust in ACSA. ACSA staff also can be contacted by email at acsava@acsava.com.

Sincerely,

AMHERST COUNTY SERVICE AUTHORITY

Robert A. Hopkins, PE
Director of Public Utilities