



**Service
Authority**
AMHERST COUNTY | VIRGINIA

AMHERST COUNTY SERVICE AUTHORITY

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May 20, 2022

NOTICE TO CONSUMERS

of

**AMHERST COUNTY SERVICE AUTHORITY (ACSA) WATERWORKS
IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER**

Dear Valued Customer:

State Health Officials advised ACSA May 21, 2021 of a failure to perform required monitoring in accordance with the Virginia Waterworks Regulations.

ACSA is required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. State Health Officials notified us that, during April 2021, ACSA failed to monitor 1 of 15 required samples for coliform bacteria. Of the 14 sampled, the results were absent bacteria. State Health Officials sent ACSA a Notice of Violation, requiring ACSA to notify all ACSA water customer no later than May 21, 2022.

ACSA actually submitted all 15 samples to the State laboratory in April 2021 for testing, but 1 of the 15 was not tested by the laboratory within the required time period. ACSA was notified and obtained and submitted another sample from the same location, using the standard procedure for sample submittal. The laboratory did not notify ACSA until after April 30 that the second sample was not received, resulting in the violation. ACSA then obtained and submitted two more samples from the same location; they were tested and ACSA was notified that they were absent bacteria.

State Health Officials believe there is little need for concern about the safety of your water because past records demonstrate that the ACSA waterworks has had no documented problems with bacteriological contamination. This confidence is demonstrated by ACSA receiving in 2021 from the VA Dept. of Health our 10th consecutive annual Waterworks Performance Excellence award, our 12th in 14 years, and our second consecutive Silver. However, routine sampling and examination are required to determine the quality of water delivered to our customers and ACSA is committed to ensuring that you receive the best quality water possible.

For more information, please call me at 434-845-1605 (office phone) or 434-221-8757 (cell phone), email me at rhopkins@acsava.com, or stop by the ACSA Water Office at 113 Phelps Road, PO Box 100, Madison Heights, VA 24572. Thank you for being an ACSA water customer.

Sincerely,

AMHERST COUNTY SERVICE AUTHORITY

Robert A. Hopkins, PE
Executive Director